

CTO2027 July 2023

SECTION 17 PASSPORT CHECK &amp; SEND V4.0

POLCC 66/23 REVIEW: 31/07/2024

# Passport Check & Send

- Accept the completed application form, two photographs, the handling charge and any accompanying documentation from the customer
  - Please remind customers that they should not book travel until they hold a valid passport
  - Ask the customer when they are travelling. Turnaround times are not guaranteed and vary, especially during busy periods
  - Explain to the customer that the Check & Send handling charge is payable even if the application is rejected due to errors. However, if there are errors they can return within 30 days with their receipt and they won't be charged again to check their application
  - The Passport Application Desk Aid will guide you through the Check & Send process. Available to order on Horizon (stock code MISC1660) or on Branch Hub
- Check the customer has provided the correct accompanying documentation. You can refer to Horizon and Branch Hub for guidance
  - For a first passport, have they provided their birth certificate?
  - If they were born after 31.12.1982, have they provided a full birth certificate?
  - For a name change, have they provided a change of name deed or marriage certificate? Documents need to show the chain of changes from the first surname through to the current surname
  - For a renewal, have they provided their old passport?
  - If they have lost their passport, have they notified His Majesty's Passport Office (HMPO)?
- Check the form for errors
  - Has the form been filled with black ink and with CAPITAL LETTERS?
  - Use Horizon Help to find errors that are acceptable and those that are not
  - Are the signatures within the boxes?
- Check the photographs using the photograph templates
  - Are the two photographs identical?
  - Are they full colour and is the individual on their own in the photograph?
  - Have the photographs been taken in front of a cream background/screen?
  - If there is a countersignature, have they written exactly what it states in section 10 on the passport application form?

**Important:** Timescales for the issue of passports can sometimes be impacted by extraordinary factors, such as industrial action. Always check the current passport processing times on the [gov.uk](https://www.gov.uk) website.

Customer Type	Sections of the Form: Application that must be completed	Customer Type	Sections of the Form: Application that must be completed
First passport - Adult	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	First passport - Child	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100
First passport - Adult or Child	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	First passport - Adult or Child	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100
Renewal - Adult or Child	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	Renewal - Adult or Child	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100
Change name or nationality	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	Change name or nationality	Section 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

## Accompanying documentation

You can find out which documents are needed for each type of passport application on Horizon:

- Horizon Help – F7
- Travel – F4
- His Majesty's Passport Office (HMPO): Check & Send Service– F5
- General Information – F2
- 'Page Down'
- Documents supporting customers' applications – F4



The contents of this document are classified Post Office INTERNAL. Disclosing, copying, distributing the information contained within this document to any third-party not working on behalf of Post Office and for the purpose intended, is not permitted.

Operational Training & Development  
Delivering Operational Excellence



Post Office – Operational training guide

## SECTION 17 PASSPORT CHECK & SEND V4.0

### POLCC 66/23 REVIEW: 31/07/2024

CTO2027 July 2023

5. Attach a Post Office white barcode sticker over the barcode on the passport application form

**Note:** Do not use or scan the pre-printed barcode on the application form

6. Complete the 'Office use only' section of the passport application form
- Complete the relevant 'PT' boxes with the number of documents submitted e.g. '1' in 'FBC', '2' in 'Photos' etc. (don't make any entries in the OB/EX boxes)
  - For documents not listed, please write the appropriate abbreviation(s) in the 'Other documents - specify' box(es)
  - Date-stamp the Counter/Partner acceptance box
  - Write your branch code in the 'Partner Ref. Boxes'
  - Put a cross (X) in the appropriate 'Payment type' box
7. Complete the Passport Application Receipt P4921 (see numbered image).

Place a sheet of carbon between two copies and write the following details on the receipt:

- The Check & Send handling charge
- The passport fee you have accepted
- The total amount collected
- The applicant's name (initial and surname)
- The number on the barcode sticker you affixed to the application form
- If there are any errors on the application form, you should outline these on the P4921 customer receipt. The customer then has 30 days to return to the branch with the corrected form. They will not be charged again for the checking fee if they return within 30 days
- If the Check & Send is successful, date-stamp and initial both roundels on the top copy and the undercopy of the P4921 customer receipt. If the Check & Send has been rejected, date-stamp and initial one of the roundels on the top copy and the undercopy

Place the top copy of the receipt in your till and keep it in your branch for two years.

8. Place the accompanying documents, photos and form in the Transaction Envelope SP431



### Document Abbreviations

You can find the document abbreviations to be written in the 'Office use only' section on Horizon:

- Horizon Help – F7
- Travel – F4
- His Majesty's Passport Office (HMPO): Check & Send Service – F5
- Checking the Application – F4
- Post Office Use Only Box – F11
- 'Page down' to find abbreviations

**POST OFFICE** **Passport Application Receipt & Notice**

Thank you for using our Check & Send Service

This receipt is valid for one calendar month. The handling charge you've paid allows your application to be checked by the Post Office as many times as is necessary within this period.

If you do need to present this application again please return to the Post Office branch where you obtained this receipt and bring with you the correct supporting documents as well as this receipt.

**Passport application target turnaround times**

For the most up-to-date processing times, please check gov.uk website or ask a member of our team. Processing times vary especially during busy periods and are not guaranteed. You should not book travel until you have a valid passport and any travel booked before you receive your passport is at your own risk and Post Office Ltd will not accept any liability in these cases.

Please note: These turnaround times are not guaranteed.

If you have any enquiries about your passport application please telephone His Majesty's Passport Office on 0300 222 0000 (Textphone 0300 222 0222). You'll need to quote the barcode reference number shown on this receipt, but please allow three weeks before making any enquiries.

**Conditions on which the service is provided:**

- The turnaround times for applications submitted via Post Office Ltd are not guaranteed.
- Post Office Ltd will check your passport photographs for obvious errors but does not guarantee that the photographs will be accepted by His Majesty's Passport Office.
- The acceptance of the passport application form by Post Office Ltd does not guarantee that a passport will be issued to you by His Majesty's Passport Office. Any decision to issue a passport rests solely with His Majesty's Passport Office.
- His Majesty's Passport Office may need to make additional checks, in terms of either identity or nationality, and this may mean that further information is required and additional time required for the application. First time adult applications may need to attend an interview.
- If an application is rejected by His Majesty's Passport Office because the counterparty or the photographs supplied are unacceptable then, except where the error is in the photographs themselves, Post Office Ltd will not refund the handling charge.
- Any claim for compensation for breach of contract or negligence by Post Office Ltd is limited to a refund of the handling charge.

1 Handling charge	E	:	p
2 Passport fee	E	:	p
3 Total amount paid	E	:	p

4 Applicant's name

5 Application ref

6 Type

Type	Description
Photographs	
Documents missing	
Application form	
Other	

7 Clerk's initials

May 2023 Please retain this receipt until you have received your new passport. P4921

### Digital passport applications:

These can be submitted in the same despatch envelope as paper applications. A Passport Tablet User work aid is available on Branch Hub.



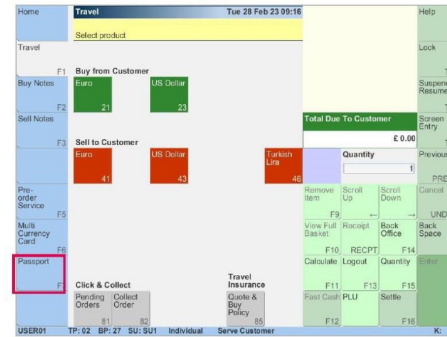
CTO2027 July 2023

SECTION 17 PASSPORT CHECK & SEND V4.0  
POLCC 66/23 REVIEW: 31/07/2024

9. Process the transaction through Horizon
- From the 'Home screen' select 'Travel', then 'Passport'
  - If the application is successful, select 'Application Successful' and follow Horizon prompts
  - If the application is unsuccessful, select 'Rejection Fee' which will add the handling charge to the basket

## 10. Daily Accounting and despatch:

- Fill out the Daily Despatch Schedule P5035
- Send the yellow copy with the application forms to His Majesty's Passport Office using a Passport Service Despatch Pouch
- Process the despatch pouch through Horizon Post Mail Items
- Retain the white copy in branch for two years



## Daily Passport Schedule key (see image right)

- Special Delivery reference number clearly written
- Full name of applicant, with last name in CAPITALS (this makes name searching easier for HMPO) and applicant's contact number
- Write the correct fee to indicate if the application was made via paper or via tablet
- Attach the second copy of the POCL Pass label here, and write the barcode number clearly in the box
- Fill in the number of applications, schedule number, today's date, value of fees, initials and branch (FAD) code
- Date-stamp the top copy and the yellow undercopy clearly, so the branch name can be read

**Top tips**

- Despatch all applications to HMPO on a daily basis, even if there is only one application
- Check that the information has copied through clearly to the yellow copy, but not through to future copies
- Ensure the name shown is the applicant (intended passport holder), and not a parent/guardian/representative
- The barcode will not show through to the yellow copy so handwrite the barcode number clearly

DAILY PASSPORT SCHEDULE P5035 (08/12)		Enter Special Delivery Barcode reference: CB123456789GB	
1. Name: Mrs Linda ROBERTS	Fee paid: £ 9.3 50	POCL	Enter barcode number here: 123456789X
2. Tel no: 07943 000123	Enter fee or tick 'No fee' box: <input type="checkbox"/> No fee <input type="checkbox"/> Tick	POCL	Enter barcode number here: 123456791X
3. Name: Mr Harold WYME	Fee paid: £ 9.3 50	POCL	Enter barcode number here: 123456793X
4. Tel no: 07944 000127	Enter fee or tick 'No fee' box: <input type="checkbox"/> No fee <input type="checkbox"/> Tick	POCL	Enter barcode number here: 123456795X
5. Name: Mr Leon GRAY	Fee paid: £ 9.3 50	POCL	Enter barcode number here: 123456797X
6. Tel no: 07943 000125	Enter fee or tick 'No fee' box: <input type="checkbox"/> No fee <input type="checkbox"/> Tick	POCL	Enter barcode number here: 123456799X
Name:	Fee paid: £ 9.3 50	POCL	Enter barcode number here: 123456801X
Tel no:	Enter fee or tick 'No fee' box: <input type="checkbox"/> No fee <input type="checkbox"/> Tick	POCL	Enter barcode number here: 123456803X
Name:	Fee paid: £ 9.3 50	POCL	Enter barcode number here: 123456805X
Tel no:	Enter fee or tick 'No fee' box: <input type="checkbox"/> No fee <input type="checkbox"/> Tick	POCL	Enter barcode number here: 123456807X
Name:	Fee paid: £ 9.3 50	POCL	Enter barcode number here: 123456809X
Tel no:	Enter fee or tick 'No fee' box: <input type="checkbox"/> No fee <input type="checkbox"/> Tick	POCL	Enter barcode number here: 123456811X
No of applications above: 03	Value of fees: 280 50	5. Initials: HH	
Schedule number: 01	Client accounting week: 15	6. FAD code: 0043370	
Today's date: 30 06 23	7. Date stamp: 07 JUL 23		

1. Complete the form in duplicate  
2. Enter the customer's name and telephone number on the left hand side of the top copy  
3. Attach the barcode label and write the barcode number on the right hand side of the top copy  
4. Send the second (yellow) copy to His Majesty's Passport Office with the relevant SP431s.  
5. Retain the top (white) copy in branch for 2 years

The contents of this document are classified Post Office INTERNAL. Disclosing, copying, distributing the information contained within this document to any third-party not working on behalf of Post Office and for the purpose intended, is not permitted.

Operational Training & Development  
Delivering Operational Excellence



Post Office – Operational training guide