

Passport Check & Send

1. Accept the completed application form, 2 photographs, the handling charge and any accompanying documentation from the customer

- Ask the customer when are they travelling. The usual timescale for receiving a passport is 3 weeks for a renewal and 6 weeks for a first time passport
- 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

2. Check the customer has provided the correct accompanying documentation

- 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?
- For a renewal, have they provided their old passport?
- If they have lost their passport, have they notified Her Majesty's Passport Office (HMPO)?

3. Check the form for errors

- Has the form been filled in black ink and with CAPITAL LETTERS?
- Use Horizon Online Help to find errors that are acceptable and those that are not
- Are the signatures within the boxes?

4. Check the photographs using the photograph templates

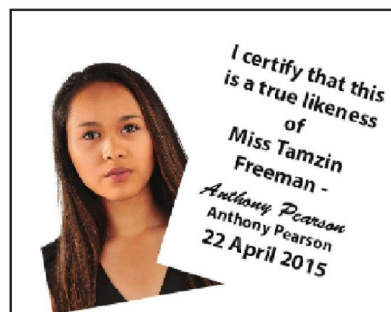
- Are the 2 photographs identical?
- Are they full colour and is the individual on their own in the photograph?
- Have the photographs been taken in front of a light grey or cream screen?
- If there is a countersignature, have they written exactly what it states in section 10 on the passport application form?

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

Accompanying documentation

You can find out which documents are needed for each type of passport application by going to:

- Horizon Online Help Home page
- Horizon Help F7
- Travel F4
- Her Majesty's Passport Office (HMPO) F5
- Check & Send Service
- General Information F2
- Page down
- Documents supporting customers' applications F4



6. Complete the 'Office Use only' section of the passport application form

- Complete the PT boxes with the number and type of each document produced e.g: 1 FBC, which stands for Full Birth Certificate, and, 2 photos (don't make any entries in the OB/EX boxes)
- Datestamp the Counter/Partner acceptance box
- Write your branch [FAD] 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:

1. The Check & Send handling charge
2. The passport fee you have accepted
3. The total amount collected
4. The applicant's name (initial and surname)
5. The number on the barcode sticker you affixed to the application form
6. Datestamp and initial both roundels on the top and under copy of the Passport Application Receipt (one is for checking the form and one is for acceptance of the form).

Place the top copy of the receipt in your till and keep it in your branch for 2 years

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

9. Process the transaction through Horizon Online

- From the 'Home screen' select 'Travel', then 'Identity and Passport Service'
- If the application is successful, select option 42, Application Successful and follow Horizon prompts
- If the application is unsuccessful, select option 21 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 the Her 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 2 years

Document abbreviations

You can find out what the abbreviations are for documents being input into the 'Office Use only' section by going to:

- Horizon help home
- Horizon help F7
- Travel F4
- Her Majesty's Passport Office (HMPO) F5
- Check & Send Service
- 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
Applications submitted via the Post Office will take three weeks for the processing and return of passports. First time adult applicants should allow at least six weeks for the return of their passport. Should Her Majesty's Passport Office need further information the turnaround times will increase.
Please note: These turnaround times are not guaranteed.
Any travel booked before you receive your passport is at your risk and Post Office Ltd will not accept any liability in these cases.

If you have any enquiries about your passport application please telephone Her Majesty's Passport Office on 0300 222 0000 (Telephone 0300 222 0000). 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 terms and times for applications submitted via Post Office Ltd are as mentioned above and are not guaranteed.
- Post Office Ltd will check your passport photographs for obvious errors but this does not guarantee that the photographs will be accepted by Her 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 Her Majesty's Passport Office. We reserve the right to refuse a passport with side with Her Majesty's Passport Office.
- Her Majesty's Passport Office may need to make additional checks in some of other identity in nationality and this may require further information is received and additional time required for citizens' contribution. First time adult applicants may need to submit an interview.
- If an application is rejected by Her Majesty's Passport Office because the counter signature or the photograph supplied are unacceptable then, wherever the error in the photographs was obvious, 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 £ : P
2 Passport Fee £ : P
3 Total Amount Paid £ : P

4 Applicant's name
Application ref
Barcode **5**

Type Description
Photographs
Documents missing
Application form
Other

February 2016 Clerk's Initials **6**

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