Home Office

How to correct errors on passports

Version 20.0

This guidance tells His Majesty's Passport Office what to do if we issue a passport with an error

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About: How to correct errors on passports

This guidance tells His Majesty's Passport Office operational staff what to do if we issue a passport with an error. You must use this guidance if the error in a passport relates to:

- a customer's title of nobility
- a customer's name
- a customer's place of birth
- a customer's date of birth
- a customer's gender
- a customer's nationality status
- a customer's photo
- an observation
- the validity of the passport
  the wrong type of passport (for example, a standard passport instead of a Diplomatic or Official passport)
- HM Passport Office issuing the passport in error, before all checks were complete

Refer to:

- withdrawing passport applications and passport facilities guidance, if we have issued the customer a passport in error, because:
  - we are not satisfied with their identity
  - they do not have a nationality claim
  - they are not entitled to hold one
- damaged passport guidance, for dealing with damaged passports
- faulty passports guidance, for dealing with faulty passports
  address guidance for dealing with address errors

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors then email the Guidance team.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can email the Guidance team.

Publication

Below is information on when this version of the guidance was published:

- version **20.0**
- published for Home Office staff on **3 September 2024**

Changes from last version of this guidance

This guidance has been updated to remove references to:

- DMS (Document Management Service)
- transferring applications to AMS (Application Management System)

Related content
Contents

Passports with errors

This section tells HM Passport Office operational staff how we make sure a customer's details are correct on a passport, what happens if we issue a passport with an error, the types of errors we must fix in a passport, what to consider if the error relates to a wrong photo or nationality status and how we handle errors in passports.

Before we issue a passport to a customer, we must use current guidance to make sure we:

- use the correct:
  - title of nobility (if they have one)
  - name
  - date of birth
  - place of birth
  - gender
  - photo
  - nationality status
  - observations (if they need them)
- use the correct product (for example, a frequent traveller passport, variant passport or Diplomatic or Official passport)

What happens if we issue a passport with an error

If HM Passport Office issues a customer's passport with an error:

- they may not be able to use it to:
  - travel
  - confirm their identity
- it may affect their:
  - residency or immigration status
  - employment
  - entitlement to public services (for example, health or social care)

It may also affect HM Passport Office's reputation (if the customer contacts the media or makes a complaint) as well as financially, through:

- extra costs to fix the error
- compensation claims

We do not charge any fees when we make an error in a passport (see Passport fees).

Types of errors we must fix on a passport

We must fix errors on passports, for example, if they have the wrong:

- title of nobility
- name (including the spelling or order)
- date of birth
- place of birth (including the spelling)
- gender
- nationality status for a:
  - British citizen
  - British overseas citizen
  - British overseas territories citizen
  - British protected person
  - British national (overseas)
  - British subject
- observation (including missing or extra observations)
- photo
- validity, for example, when we issue a:
  - restricted validity passport instead of a full validity passport
  - full validity passport instead of a restricted validity passport
  - Diplomatic or Official passport with the wrong validity
  - 10 year passport to a child (under 16)
- examination decision, for example when we issue a customer's passport:
  - before we have completed all our checks
  - instead of sending them for an interview

If an error relates to a photo

If there is an error because we used the wrong photo on a passport, you must consider if you have identity concerns, for example:

- did we use the wrong photo or did the customer provide us with the wrong one
- how long did the customer have their passport before they told us about the wrong photo
- is there evidence the passport was used for travel (for example, exit and entry stamps) before the customer told us the photo was wrong
- does the person on the correct photo look like the person on the wrong photo (for example, similar age or appearance)

If you have identity concerns, you must refer the application to the Counter Fraud team.

If an error relates to a nationality status

An error on a passport may be because we issued a passport with the wrong nationality status (for example, British citizen instead of British national (overseas)). Before you fix the error, you must:

- consider the effect on the customer, for example:

  - does the wrong status give the customer more rights (for example, if we incorrectly used the British citizen status instead of the British national (overseas) status
  - could it affect their residency, visas, employment or access to health or social care
- discuss the case with your operational team leader or Quality and Examination Support team (QuESt), if you have doubts about how the wrong status may affect the customer

When you consider the effect, you must also consider when we made the error, as:

- it will not have an effect, if we made the error when we passed the application for issue and noticed it straightaway
- it is less likely to have an effect if the customer only had the passport for a short period of time (for example, if they tell us about the error in 28 days of when we issued the passport)
- it is more likely to have an effect if the customer had the passport for a long period of time (for example, we only find out about the error when the customer applies to renew their passport)

Before you correct the nationality status

Before you correct the nationality status, you must:

- tell the customer:
  - their passport has the wrong nationality status
  - what the correct nationality status is
  - apologise for the error
- ask the customer how it may affect them if we correct the nationality status

If the customer confirms correcting the status will not affect them, you must:

1. Add a case note to explain:
   - you contacted them to ask how correcting their status will affect them
   - the customer confirmed correcting their status would not affect them
2. Fix the error (in line with this guidance).

If the customer confirms correcting the status will affect them, you must:

1. Ask the customer how it will affect them.
2. Add a case note to explain:
   - you asked the customer how correcting their status will affect them
   - the customer confirmed correcting their status will affect them (include how)
3. Refer the application to QuESt, and include:
   - the wrong status
   - what the correct status is
   - how long the customer had the passport with the wrong status
   - how the customer said it would affect them if we correct the status

QuEST will work with the Passport Policy team to agree what to do.

How we will fix a passport with an error

If the customer's passport has an error, we will:

- apologise for the error
- ask them to return it (if they have not already done it)
- prioritise the issue of the replacement passport

If a customer does not return their passport, we will still cancel it but only, if:

- we sent them letters to explain we issued it in error, telling them if they do not return the passport:
  - we will cancel it
  - it will no longer be valid for identity or travel
- we gave them time to return it, but they failed to
- they are not using it for travel

In most cases, we need the passport with the error back before we issue a replacement, especially if it is a customer's first passport, as we have a one passport per person policy.

In certain cases, we may allow a customer to keep their passport until they get their replacement but only if a higher executive officer agrees. For example, when a customer, needs:

- a replacement for urgent government business or compassionate reasons
- to keep their passport on them for identity or security reasons (for example, because of the law in the country they live in)

What evidence we need to fix an error

We will ask the customer for evidence to fix an error on a passport, unless we:

- can clearly see the evidence of the error on the passport system (for example, on a scanned document, found by searching Application Receive Domain (ARD))
- already have the evidence (for example, if a customer sent it with their application)

The evidence we ask for depends on the error. We must use current guidance to check what evidence we need, including:

- Titles guidance (for titles of nobility)
- Names: the names we use in passports guidance
- Date of birth guidance
- Place and country of birth guidance

- Gender recognition guidance
- British Nationality Act 1981 (for British citizen nationality status)
- British Overseas Citizens guidance
- British Overseas Territory Citizens guidance
- British Protected Persons guidance
- British Nationals Overseas guidance, for:
  - British (overseas) nationality status
- British Subjects guidance
- Observations in passports guidance
- Restricted (non-standard) validity passports guidance
- Diplomatic and Official Service passports and observations guidance
- Confirming ID: referees
- Confirming identity checks
- Interviews: United Kingdom applications

Customers must provide us with 2 new photos (1 must be countersigned if the application needs a countersignatory) if:

- we can only fix the error by asking the customer to complete a new application (for example, because we cannot reopen their application)
- the error was because:
  - the customer gave us the wrong photo
  - we used the wrong photo and need another one

If you need evidence or documents from a customer, you must send them a pre-paid address envelope so they can return them to you, free of charge (if they are in the UK), otherwise will refund the postage fee.

Case notes and passport notes for passports that have errors

If we deal with the error by reopening the application, we must add case notes to explain:

- the passport had an error
- the type of error
- we issued a new passport with the correct details by reopening the application

If we need a new application to fix the error, we must add a:

- passport note to the record of the passport with the error, to explain:
  - the passport had an error
  - the type of error
  - we issued a new passport (to fix the error)
  - the application number of the new passport
- watchlist entry, if the information we put in a passport note is relevant to how we deal with the customer's next application
- case note to the new application, to explain:

- the previous passport had an error, including the old passport number
- the type of error
- we issued a new passport to fix the error

How to deal with complaints when a passport has an error

We must:

- deal with complaints, in line with the complaints procedure guidance
- consider requests for reasonable out of pocket expenses (in line with compensation guidance)

Related guidance
Contents

When a passport has an error

This section tells HM Passport Office operational staff what to do if a customer's passport has an error.

How we deal with an error, depends on how (and when) we find out about it. For example, if:

- we find out about it when we pass an application for issue and:
  - the customer's details are incorrect
  - have not asked for the correct evidence
  - the customer did not attend an interview but should have
- a customer tells us about it:
  - in 28 days of when we issued their passport
  - more than 28 days after we issued their passport
  - when they make an application to renew their passport

If you find an error when you pass an application for issue

You may notice an error when you pass an application for issue on the Application Management System (AMS). If you do, you must refer to if we find an error when we pass an application for issue.

If a customer returns a passport with an error

Customers may tell us their passport has an error by returning it to the:

- Customer Services Management team (CSMT)
- the application processing centre (APC) that issued the passport (the post room may receive the passport or the examiner who issued it may receive it directly)

If the customer sends it to the CSMT, they will pass it to the Customer Service Liaison team (CSLT) in the APC that issued it.

If you, the post room officer, receive a passport that has an error, you must send it to the:

- CSLT in your APC
- examiner who issued it (if the CSLT in the APC do not deal with them)

To send it to the examiner who issued it, you must:

1. Log on to AMS.
2. Select **Passport Search** from the **Go To** menu.
3. Enter the passport number in the **Passport Number search** field and click **Search**.
4. Click on the **Status History** tab.

5. Click on the number with the heading **Changed By**, to show the name of the person who issued the passport and their APC.
6. Use the telephone list to check the team the examiner is on.
7. Send the passport and the contents of the envelope (if any) to the:
   - examiner's operational team leader (OTL) (if they are in your APC)
   - post room at the APC that issued the passport (if the examiner who issued the passport is in another APC)
   - the next team on the list (if you cannot find the examiner on the telephone list or they no longer work for HM Passport Office)
8. Add a passport note to the passport record to say, 'forwarded to [name] in [APC] for action'.

You, the examiner correcting the error, must refer to:

- passport has error: customer tells us in 28 days of issue (if we passed the application for issue in the last 28 days on AMS)
- passport has error: customer tells us after 28 days of issue (if we passed the application for issue more than 28 days ago on AMS)
- Digital Application Processing passport has an error (if we issued the passport on the Digital Application Processing system)
- passport error: if a customer needs a replacement urgently (if the customer urgently needs a replacement)

If a customer renews or replaces a passport with an error

You, the examiner, may find a customer's previous passport has an error when they send an application to:

- renew it (if it is due to expire)
- replace it (if it is lost, stolen or damaged)
- change the details on it (for example, name or gender)
- correct the error on it

You must refer to passport has error: renewal and replacement applications.

If a customer tells Local Services about an error

When we send an overseas customer's passport to Local Services for collection, they will ask the customer to check the details on their passport. If it has an error, Local Services, will:

- not:
  - give the customer their new passport
  - cancel the customer's old passport
- tell the customer they will return the passport with the error to HM Passport Office
- contact us, to tell us about the error
- return the passport to us, with an error return form
- note the error on the HM Passport Office Daily Reconciliation Log

You, the examiner correcting the error, must refer to:

- passport has error: customer tells us in 28 days of issue (if we passed the application for issue in the last 28 days on AMS)
- passport has error: customer tells us after 28 days of issue (if we passed the application for issue more than 28 days ago on AMS)
- Digital Application Processing passport has an error (if we issued the passport on the Digital Application Processing system)

Customer visits counter with a passport that has an error

Some customers may visit the counter to tell us their passport has an error.

You, the counter office examiner, must check if the customer needs their passport urgently (for example, they are due to travel in the next 2 weeks). If the customer needs their passport in the next 2 weeks, you must refer to passport error: if a customer needs a replacement urgently.

If the customer does not need their passport in the next 2 weeks, you must check:

- what the error is
- if we need:
  - evidence to correct the error and if the customer has it with them
  - a new application and photos to fix the error and if they can complete it now (for example, in cases when we cannot reopen the application)

If we need a new application or evidence to fix an error

If we need a new application or evidence to fix an error but the customer cannot do it now, you must:

9. Tell the customer you apologise for the error and will arrange for a replacement passport.
10. Take the:
    - new application (if you need one)
    - evidence you need to correct the error (if you need any)
    - passport that has the error
11. Place the passport, application, and any other documents in a clear plastic wallet.
12. Mark the application, passport, and documents for the attention of the examiner who issued it (or their OTL if you cannot send it to the examiner). Return it to them by internal post and ask them to fix the error (they may be in a different office).
13. Add a passport note to the record to explain the actions and decisions you made, including where you sent the passport, evidence and documents.

You, the examiner correcting the error, must fix it in line with this guidance.

If we need a new application or evidence to fix the error and the customer can do it now, you must:

1. Tell the customer you apologise for the error and will arrange for a replacement passport.
2. Take the:
   - new application (if you need one)
   - evidence you need to correct the error (if you need any)
   - passport that has the error
3. Place the passport, application and any other documents in a clear plastic wallet.
4. Mark the application, passport and documents for the attention of the examiner who issued it (or their OTL if you cannot send it to the examiner). Return it to them by internal post and ask them to fix the error (they may be in a different office).
5. Add a passport note to the record to explain the actions and decisions you made, including where you sent the passport, evidence and documents.

You, the examiner correcting the error, must fix it in line with this guidance.

If we do not need an application or evidence to fix an error

If we do not need a new application or evidence to fix an error, you must:

1. Tell the customer you apologise for the error and will arrange for a replacement passport.
2. Take the passport that has the error.
3. Place the passport in a clear plastic wallet and mark it for the attention of the examiner who issued it (or their OTL if you cannot send it to the examiner). Return it to them by internal post and ask them to fix the error (they may be in a different office).
4. Add a passport note to the record to explain the actions and decisions you made, including where you sent the passport.

You, the examiner correcting the error, must fix it in line with this guidance.

Related guidance
Contents

AMS: if we find an error when we pass an application for issue

This section tells HM Passport Office operational staff what to do if they find an error when they pass an application for issue on the Application Management System.

If you pass an application for issue, the passport number will not immediately show on the Application Management System (AMS), until we print the passport.

If you notice an error, you will not be able to fix it, until:

- the system issues a passport number
- our printing partner prints the passport

If the error is due to us not completing all our checks before we authorise the passport, follow Passport errors: passport issued before checks complete.

If you find an error when you issue a passport

If you immediately notice an error when you pass an application for issue (and before the passport is printed), you must not re-barcode the application or reissue the passport (as we must have the incorrect passport returned to us first). You must:

1. Complete a Redirection request form and send this to the CSMT Pull Request mailbox, to ask our delivery partner to return the passport.
2. Reopen the application (as the system will permanently remove it after 28 days).
3. Add a case note to the application, to explain:
   - you asked our delivery partner to return the passport as it had an error
   - the type of error
4. Phone the customer to tell them:
   - we have dealt with their application, but their passport has an error
   - you apologise for the error
   - you will try to recall their passport from delivery so you can correct it
   - you will send them a prepaid return address envelope to use, if we need more evidence to correct the error
   - if you can recall their passport from delivery, you will issue a new passport with the correct details (unless we need more evidence)
   - if you cannot recall the passport from delivery, you will write to them to explain what they must do
5. Electronically store the application and physically store any supporting documents, while you wait for our delivery partner to return the passport and any extra evidence from the customer (if needed).
6. Refer to:
   - if our delivery partner returns the passport (if our delivery partner returns the passport)

- if our delivery partner cannot return the passport (if our delivery partner cannot return the passport)

If our delivery partner returns the passport

If our delivery partner can return the passport with the error, you must:

1. Tick **passport in IPS possession** on AMS.
2. Deal with the application:
   - in line with current guidance
   - within the service level agreements (based on the service the customer applied for)
3. Fix the details on the system using current guidance and evidence the customer sent with their application. If the error was because you used the wrong photo, you must return the application to Sopra Steria Ltd (SSL) with the correct photo and ask them to do a rescan.
4. Cancel the passport with the error.
5. Add a case note to the application, to explain you:
   - received passport [number] from our delivery partner and cancelled it, as it had an error (include the type of error)
   - reissued the passport with the correct details
6. Reissue the passport on the application you reopened (you will need a second authorisation). If you need to issue the passport using local print (for example, for Fast Track and Premium applications) you must use the correct label (in line with current guidance). If the customer sent the application from Local Services, you must send the new passport to Local Services, for collection.
7. Return the customer's supporting documents (if you have any).
8. Send the passport with the error to confidential waste.

You, the operational team leader (OTL), must deal with second authorisations, in line with the second authorisations guidance.

If our delivery partner cannot return the passport

If our delivery partner cannot return the passport (for example, because they already delivered it), you must:

1. Send letter Application Management System (AMS) letter 125 to tell the customer:
   - their passport has an error and apologise
   - to return the passport in the next 28 days so you can issue a free replacement
   - if they do not return the passport, you will cancel it, and it will be invalid
2. Include a pre-paid envelope with the letter (if the customer is in the UK).
3. Add a case note to the application, to explain:
   - we issued passport [number] with an error (include the type of error)
   - you asked the customer to return the passport so you can issue them a free replacement

4. Electronically store the passport application and physically store any supporting documents for 28 days, while you wait for the customer to return the passport.
5. Refer to:
   - if a customer returns their passport with an error (if the customer returns the passport)
   - if a customer does not return their passport in 28 days (if the customer does not return the passport)

If the customer tells you, they:

- need to keep their passport while they wait for their replacement, you must refer to customer must keep their passport until we fix the error
- urgently need their new passport, you must refer to passport error: if a customer needs a replacement urgently

If a customer returns their passport with an error

If the customer returns their passport, you must:

1. Tick **passport in IPS possession** on AMS.
2. Fix the details on the system using current guidance and the evidence the customer sent with their application. If the error was because you used the wrong photo, you must return the application to SSL with the correct photo and ask them to do a rescan.
3. Cancel the passport with the error.
4. Add a case note to the application, to explain:
   - the customer returned passport [number] as it had an error (include the type of error)
   - you reissued the passport with the correct details
5. Reimburse any out of pocket expenses (for example, if the customer had to pay postage costs to return the passport).
6. Reissue the passport on the application you reopened (you will need a second authorisation). If you need to issue the passport using local print (for example, for Fast Track and Premium applications) you must use the correct label (in line with current guidance). If the customer sent the application from Local Services, you must send the new passport to Local Services, for collection.
7. Return the customer's supporting documents (if you have any).
8. Send the passport with the error to confidential waste.

You, the OTL, must deal with second authorisations, in line with the second authorisation guidance.

If a customer does not return their passport in 28 days

If a customer does not return the passport with the error in 28 days, you must:

1. Send AMS letter 126 to tell the customer:
   - to return the passport in the next 14 days so you can issue them a free replacement

- if they do not return the passport, you will cancel it and it will be invalid
2. Include a pre-paid envelope with the letter (if the customer is in the UK).
3. Add a case note to the application to show what letter you sent.
4. Electronically store the passport application and physically store any supporting documents for 14 days, while you wait for the customer to return the passport and any extra evidence you may have requested).
5. Refer to:
   - if a customer returns their passport with an error (if the customer returns the passport)
   - if a customer does not return their passport in 14 days (if the customer does not return the passport)

If a customer does not return their passport in 14 days

If a customer does not return the passport with the error in 14 days, you must:

1. Create AMS letter 126 to tell the customer:
   - to return the passport in the next 7 days, so you can issue a free replacement
   - if they do not return the passport, you will cancel it and it will be invalid
2. Include a pre-paid envelope with the letter (if the customer is in the UK).
3. Take the letter to the post room. Ask the post room to send the letter by DHL Express and for the DHL tracking number.
4. Add a case note to the application to show what letter you sent and include the delivery tracking number.
5. Electronically store the passport application and physically store any supporting documents for 7 days, while you wait for the customer to return the passport and any extra evidence you may have requested).
6. Refer to:
   - if a customer returns their passport with an error (if the customer returns the passport)
   - customer does not give us passport, application or evidence (if the customer does not return the passport)

Related guidance
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Passport has error: customer tells us within 28 days of issue

This section tells HM Passport Office operational staff what to do if a customer tells us their passport has an error and we passed their application for issue on the Application Management System (AMS) in the last 28 days.

If a customer tells us there is an error on their passport and we issued it in the last 28 days on the Application Management System (AMS), we can fix it by reopening the application. If the customer:

- needs to keep their passport while they wait for a replacement, you must refer to customer must keep their passport until we fix the error
- urgently needs a replacement, you must refer to passport error: if a customer needs a replacement urgently

PFI in 28 days: customer tells us about an error

If the customer tells us their passport has an error and we passed their application for issue (PFI) on the Application Management System (AMS) in the last 28 days, you, the examiner correcting the error, must:

1. Reopen the application (as the system will permanently remove it after 28 days).
2. Not re-barcode the application.
3. Check if:
   - the customer returned their passport
   - if you need evidence to confirm the correct details

PFI in 28 days: we have passport and do not need evidence

If we passed the application for issue (PFI) in the last 28 days, the customer returned their passport with an error and you do not need any evidence to fix it, you must:

1. Tick **passport in IPS possession** on AMS to show we have the passport (including if it is in another application processing centre (APC) or counter or if Local Services has it).
2. Tell the customer you will issue a free replacement and apologise for the error.
3. Add a case note to the application, to explain:
   - the customer told us their passport [number] has an error (include the type of error)
   - you reopened the application to issue a replacement
   - you cancelled the passport with the error and issued a new one
4. Cancel the passport with the error.

5. Fix the details on the system using current guidance. If the error relates to a wrong photo, you must consider if you have identity concerns. If you do not have identity concerns, you must return the application to Sopra Steria Ltd (SSL) with the correct photo and ask them to do a rescan. If the error relates to the wrong nationality status, you must consider how fixing it will affect the customer.
6. Reimburse any out of pocket expenses (for example, if the customer had to pay postage costs to return the passport).
7. Reissue the passport on the application you reopened (you will need a second authorisation). If you need to issue the passport using local print, you must use the correct label (in line with current guidance). If the customer sent the application from Local Services, you must send the new passport to Local Services for collection.
8. Return the customer's supporting documents (if you have any).
9. Send the passport with the error to confidential waste.

You, the operational team leader (OTL) must deal with second authorisations, in line with the second authorisations guidance.

PFI in 28 days: we do not have passport or need evidence

If we passed the application for issue (PFI) in the last 28 days, the customer has not returned the passport with the error or you need evidence to fix it, you must

1. Send Application Management System (AMS) letter 127 to the customer, to:
   - apologise for the error
   - tell them to return their passport in the next 28 days so you can issue a free replacement (if we do not already have it)
   - tell them to send the evidence you need to fix the error in the next 28 days
   - if they do not send you what you need, you will cancel the passport and it will no longer be valid
2. Include a pre-paid envelope with the letter (if the customer is in the UK).
3. Add a case note to the application, to explain:
   - the customer's passport [number] has an error (include the type of error)
   - you reopened the application
   - you are waiting for the customer to return the passport (if we do not already have it)
   - you are waiting for the evidence you need to fix the error
4. Electronically store the application for 28 days, while you wait for the customer to return the passport or send you the evidence.
5. Refer to:
   - PFI in 28 days: customer sends passport and evidence (if the customer returns the passport or sends you the evidence you need)
   - PFI in 28 days: customer does not respond in 28 days (if the customer does not return the passport or send you the evidence you need)

PFI in 28 days: customer sends passport and evidence

If we passed the application for issue (PFI) in the last 28 days and the customer sends the passport with the error and the evidence you need to fix it, you must:

1. Tick **passport in IPS possession** on AMS, to show we have the passport (including if it is in another APC or counter or if Local Services has it).
2. Cancel the passport with the error.
3. Fix the details on the system using current guidance and any evidence the customer sent you. If the error relates to a wrong photo, you must consider if you have identity concerns. If you do not have identity concerns, you must return the application to SSL with the correct photo and ask them to do a rescan. If the error relates to the wrong nationality status, you must consider how fixing it will affect the customer.
4. Add a case note to the application, to explain you:
   - received passport [number] from the customer and cancelled it, as it had an error (include the type of error)
   - issued the passport with the correct details
5. Reimburse any out of pocket expenses (for example, if the customer had to pay postage costs to return the passport).
6. Reissue the passport on the application you reopened (you will need a second authorisation). If you need to issue the passport using local print, you must use the correct label (in line with current guidance). If the customer sent the original application from Local Services, you must send the new passport to Local Services, for collection.
7. Return the customer's supporting documents (if you have any).
8. Send the passport with the error to confidential waste.

You, the OTL, must deal with second authorisations, in line with the second authorisations guidance.

PFI in 28 days: customer does not respond in 28 days

If we passed the application for issue (PFI) in the last 28 days and the customer does not return their passport with the error or send you the evidence you need to fix it in 28 days, you must:

1. Send AMS letter 128, to tell the customer:
   - to return the passport in the next 14 days so you can issue them a free replacement (if we do not already have it)
   - to send the evidence you need to fix the error in the next 14 days
   - if they do not, you will cancel their passport and it will no longer be valid
2. Include a pre-paid envelope with the letter (if the customer is in the UK).
3. Add a case note to the application, to show what letter you sent.
4. Electronically store the application for 14 days, while you wait for the customer to return the passport or send the evidence you need.
5. Refer to:
   - PFI in 28 days: customer sends passport and evidence (if the customer returns the passport or sends you the evidence you need)

- PFI in 28 days: customer does not respond in 14 days (if the customer does not return the passport or send you the evidence you need)

PFI in 28 days: customer does not respond in 14 days

If we passed the application for issue (PFI) in the last 28 days and the customer does not return the passport with the error or send you the evidence you need to fix it in 14 days, you must:

1. Create AMS letter 128, to tell the customer:
   - to return the passport in the next 7 days so you can issue a free replacement with the correct details (if we do not already have it)
   - to send the evidence you need to fix the error in the next 7 days
   - if they do not, you will cancel the passport and it will no longer be valid
2. Include a pre-paid envelope (if the customer is in the UK).
3. Take the letter to the post room. Ask the post room to send the letter by DHL Express and for the DHL tracking number.
4. Add a case note to the application to show what letter you sent and include the delivery tracking number.
5. Electronically store the application for 7 days, while you wait for the customer to return the passport or send the evidence you need.
6. Refer to:
   - PFI in 28 days: customer sends passport and evidence (if the customer returns the passport or sends you the evidence you need)
   - customer does not give us passport, application or evidence (if the customer does not return the passport with the error or gives you the evidence you need)

Related guidance
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Passport has error: customer tells us after 28 days of issue

This section tells HM Passport Office operational staff what to do if a customer tells us their passport has an error and we passed their application for issue on the Application Management System over 28 days ago.

If a customer tells us there is an error on their passport and we issued it more than 28 days ago on the Application Management System (AMS), we cannot fix it by reopening the application. Customers must send us a new paper renewal application instead.

If the customer:

- needs to keep their passport while they wait for a replacement, you must refer to customer must keep their passport until we fix the error
- urgently needs a replacement, you must refer to passport error: if a customer needs a replacement urgently

PFI over 28 days: customer tells us about an error

If a customer tells us their passport has an error and we passed their application for issue (PFI) on Application Management System (AMS) over 28 days ago, you, the examiner correcting the error, must:

1. Check if you need any evidence to fix the error.
2. Send Application Management System letter 129, to tell the customer:
   - we apologise for the error
   - you can issue them a free replacement passport up to the same expiry date as the one with the error (unless it was the expiry date that was wrong)
   - they must complete a new renewal application form and include 2 new photos
   - to send you the evidence you need to fix the error
   - to return their application, photos, the evidence you need and the passport with the error (if we do not already have it) in the next 28 days
   - if they do not, you will cancel their passport and it will no longer be valid
3. Include,
   - a paper application form
   - pre-paid envelope (if the customer is in the UK)
4. Add a passport note to the record of the passport with the error, to explain:
   - the passport has an error (include the type of error)
   - you sent the customer a new application form and asked them to complete it
5. Allow the customer 28 days to send you the application, photos, the evidence you need and the passport with the error (if we do not already have it).
6. Refer to:

- PFI over 28 days: customer responds with what we need (if you get the application, photos, evidence, and the passport with the error)
- PFI over 28 days: customer does not respond in 28 days (if the customer does not send you the application, evidence, or passport with the error)

PFI over 28 days: customer responds with what we need

If we passed the application for issue (PFI) in the last 28 days and the customer sends you a new application, photos, evidence, and the passport with the error, you must:

1. Arrange for Sopra Steria Ltd (SSL) to scan the application on to the system.
2. Make sure the application type is renewal.
3. Gratis the application (make it free).
4. Add the passport number of the passport with the error to the application on AMS (if the customer did not add the passport number in the previous passport section of the application). This allows the system to automatically cancel the passport when you issue a new one.
5. Make sure the details are correct on the system, using current guidance and any evidence the customer sent. If the error relates to a wrong:
   - photo, you must consider if you have identity concerns
   - nationality status, you must consider how fixing it will affect the customer
6. Add a case note to the new application, to explain:
   - the customer's passport [number] has an error (include the type of error)
   - the customer has completed a new application form so you can issue them a passport with correct details
   - you cancelled the passport with the error as **destroyed** from the drop down list and issued a new one with the correct details
7. Add a passport note to the record of the passport with the error, to explain:
   - the passport has an error (include the error)
   - the customer completed a new application form so you can issue a new passport with correct details
   - you cancelled the passport as **destroyed** from the drop down list and issued a new one with the correct details (include the new passport number)
8. Reimburse any out of pocket expenses (for example, if the customer had to pay postage costs to send us what we need or if they had to pay for new photos).
9. Change the expiry date to match the expiry date on the passport with the error and add observation code OBTZ (unless the error was due to the validity date and you need to fix it).
10. Issue the passport (in line with current guidance). If you need to issue the passport using local print, you must use the correct label (in line with current guidance). If the customer sent the original application from Local Services, you must send the new passport to Local Services, for collection.
11. Send the passport with the error to confidential waste.

You, the operational team leader (OTL) must deal with second authorisations, in line with the second authorisations guidance.

PFI over 28 days: customer does not respond in 28 days

If we passed the application for issue (PFI) in the last 28 days and the customer does not send a new application, photos, the evidence you need or the passport with the error in 28 days, you must:

1. Send AMS letter 130 to the customer, to tell them:
   - to return their renewal application form with photos, evidence you need and the passport with the error (if we do not already have it) in the next 14 days
   - if they do not, you will cancel the passport and it will no longer be valid
2. Include, a:
   - paper application form
   - pre-paid envelope (if the customer is on the UK)
3. Add a passport note to show what letter you sent.
4. Allow the customer 14 days to send you the application, photos, the evidence you need and the passport with the error (if we do not already have it).
5. Refer to:
   - PFI over 28 days: customer responds with what we need (if you get the application, photos, evidence, and the passport with the error)
   - PFI over 28 days: customer does not respond in 14 days (if the customer does not send you the application, evidence, or passport with the error)

PFI over 28 days: customer does not respond in 14 days

If we passed the application for issue (PFI) in the last 28 days the customer does not send a new application, photos, the evidence you need or the passport with the error in 14 days, you must:

1. Create letter 130, to tell the customer:
   - to return their renewal application form with photos, the evidence you need and the passport with the error (if we do not already have it) in the next 7 days
   - if they do not, you will cancel their passport - it will no longer be valid and you will not be able to issue them a replacement
2. Include, a:
   - paper application form
   - pre-paid envelope (if the customer is in the UK)
3. Take the letter to the post room. Ask the post room to send the letter by DHL Express and for the DHL tracking number.
4. Add a passport note to the application to show what letter you sent and include the delivery tracking number.
5. Allow the customer 7 days to send you the application, photos, the evidence you need and the passport with the error (if we do not already have it).
6. Refer to:
   - PFI over 28 days: customer responds with what we need (if you get the application, photos, evidence, and the passport with the error)
   - customer does not give us passport, application or evidence (if the customer does not send a new application, photos, the evidence you need or the passport with the error)

Related guidance

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Passport has error: customer sends passport to a DHU

This section tells HM Passport Office operational staff what to do if a customer tells us their passport has an error and ands this to a Document Handling Unit (DHU).

If we completed an application more than 28 days ago and the customer has identified an error with their passport, we may receive a letter from the customer and the passport with the error in a Document Handling Unit (DHU).

Where a passport arrives in the DHU and it is not associated with a live application, the passport with the error will create an orphan document task and be sent to the Document Intervention Task (DIT) team (in CSMT (Customer Service Management team)) in line with current guidance for handling orphan documents.

When the DIT team review the orphan task, they will:

1. Check the reason for the error and establish if it is a:
   - customer error
   - HM Passport Office error
2. Contact the customer by phone or email to advise the passport has been received.

If the passport with the error was issued on AMS within 28 days, CSMT must contact the issuing office to cancel the passport and reissue it correctly. The DIT team will update the document handling instructions on ARD, to send the passport to the issuing office.

If the passport with the error was issued on DAP (or AMS outside of 28 days), you must send the customer an email:

- explaining how to reapply (by either completing a paper form or an application online)
- telling the customer:
  - we will issue a refund for any postage or photo costs incurred due to the error
  - to let us know which route they want to use to reapply

Where the customer reapplies using a paper application form, you must:

1. Access the original passport application.
2. Confirm the location where the original application was completed (check SharePoint to confirm the correct address).
3. Tell the customer they must send the new application form to the location where the previous passport was issued.

Where the customer reapplies online, the customer must contact the DIT team and provide their new application reference number.

The DIT team will then:

1. Refund the original application and add it to the refund log.
2. Associate the passport to the new online application.
3. Add a case note to the new application, including the:
   - previous application reference
   - book error details
   - details of the refund

If the customer has an urgent date of travel, you must refer the application to an Operational Team Leader (OTL), who will refer the application to Southport caseworkers to be processed as urgent priority.

Related guidance
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Customer does not give us passport, application or evidence

This section tells HM Passport Office staff what to do when a customer's passport has an error and we have asked them to return it, complete a new application or give us evidence so we can fix the error, but they do not.

To fix the error on a passport and issue a replacement, the customer must send us:

- the passport with the error (if we do not already have it)
- evidence to fix the error (if we need it)
- a new renewal application (if we cannot reopen it)

You will have already sent the customer, a:

- first letter giving them 28 days to give you what you need
- first reminder letter, giving them another 14 days to give you what you need (if they did not respond to the first letter)
- second reminder letter, giving them another 7 days to give you what you need (if they did not respond to the first reminder)

If the customer does not respond to the second reminder letter after 7 days, you must:

1. Create letter 131, to:
   - tell the customer because they failed to send you a new application, give you the evidence you need or return the passport with the error, you need to cancel the passport and it will no longer be valid
   - ask the customer if they are currently using their passport for travel (unless we already have it)
2. Take the letter to the post room. Ask the post room to send the letter by DHL Express and for the DHL tracking number.
3. Add a case note to the application to show what letter you sent and include the delivery tracking number.
4. Allow the customer 14 days to respond (if they still have the passport). This is because they may be using the passport for travel and we need to give them time to respond.
5. Refer to:
   - we have the passport or customer is not using it for travel (if we already have the passport or the customer confirms they are not using it for travel)
   - if the customer is using the passport for travel (if the customer tells you they are currently using the passport for travel)
   - customer has the passport and does not respond after 14 days (if the customer has the passport and they do not respond after 14 days)

We have the passport or customer is not using it for travel

If the customer tells you they are not using the passport for travel or we already have it, you must:

1. Tell the customer you have cancelled their passport and it is no longer valid.
2. Follow How to manually cancel a passport in passport records_to cancel the passport with the error.
3. Send the passport to confidential waste (if we have the passport).
4. Add a case note to the application if there is a live one (for example, if you reopened the application) to explain you:
   - cancelled the customer's passport [number] and the reason
   - withdrew the application
5. Add a passport note to the application of the passport with the error (unless you reopened the application) to explain you cancelled passport [number] and the reason. Include in the passport note if the customer still has the passport.
6. Arrange to add the customer's details to the watchlist so we can correctly deal with their next application. Include in the entry if the customer still has the passport.
7. Withdraw the application if you have a live one (for example, if you reopened it). If you reopened the application you will need to select 'do not reissue'.

If the customer is using the passport for travel

If the customer tells you they are using the passport for travel, you must:

1. Ask the customer when they will be back in their country of residence.
2. Tell the customer you will cancel their passport on the day after they have returned to their country of residence.
3. Cancel the passport on the day after the customer returned to their country of residence.
4. Add a case note to the application, if there is a live one (for example, if you reopened the application) to explain you:
   - cancelled the customer's passport [number] and the reason
   - withdrew the application
5. Add a passport note to the application of the passport with the error (unless you reopened the application) to explain you cancelled passport [number] and the reason. Include in the passport note if the customer still has the passport.
6. Arrange to add the customer's details to the watchlist so we can correctly deal with their next application. Include in the entry if the customer still has the passport.
7. Withdraw the application, if you have a live one (for example, if you reopened it). If you reopened the application you will need to select the 'do not reissue'.

Customer has the passport and does not respond after 14 days

If the customer does not respond after 14 days and they still have the passport, you must use the DHL system to check if DHL delivered the letters we sent them.

If DHL delivered the letters to the customer's address, you must:

1. Cancel the passport on the system.
2. Add a case note (or passport note if the application is not live) to explain:
   - the customer has not returned the passport with the error
   - you cancelled the passport
3. Arrange to add the customer's details to the watchlist so we can correctly deal with their next application.
4. Withdraw the application if it is live (for example, if you reopened it to correct the error). If you reopened the application, you will need to select the 'do not reissue'.

If DHL did not deliver the letters to the customer's address, you must raise a guidance query. The Quality and Examination Support team will work with the Passport Policy team to decide what to do.

Related contents
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Passport has error: renewal and replacement applications

This section tells HM Passport Office staff working on AMS (Application Management System) or DAP (Digital Application Processing) what to do when a customer sends us a new passport application and their old passport has an error.

We may find a customer's passport has an error when they send us a passport application:

- as the passport is due for renewal or is lost or stolen
- as their personal details have changed (for example, name or gender)
- specifically to correct an error and not because it is due for renewal, lost or stolen

Passport error: customer submits application to renew it

You, the examiner, may notice the old passport has an error (or the customer may tell you about it) when you get an application, to:

- renew it (as it is due to expire)
- replace it (as it is lost, stolen or damaged)
- change the details (for example, when a customer changes their name or gender)

You must:

1. Process the application in line with current guidance.
2. Tell the customer, you:
   - found an error on their old passport (unless they told you about it)
   - will not be able to return the old passport (as the error on it means it was in the wrong identity)
   - apologise for the error
3. Check if the error relates to a wrong:
   - photo (you must consider if you have identity concerns)
   - nationality status (you must consider how fixing it will affect the customer)
4. Ask for the evidence you need to fix the error (in line with current guidance).
5. Refer the application to an Enhanced Application Checking (EAC) examiner if you are processing on the AMS, or complete additional checks, if you are processing on DAP if you have concerns about the customer's identity.
6. Cancel the old British passport and make sure it is destroyed by:
   - cutting it into 4 pieces and putting it in confidential waste, if you are processing the application on AMS
   - updating the document handling instructions on the Application Receive Domain (ARD) to tell the DHU to destroy the passport, if you are working on a DAP application

7. Add a case note to explain the actions and decisions you made.
8. Make sure you issue the passport using the correct details.

Passport error: customer submits an application to fix it

Some customers may submit an application to fix an error on their passport and not because:

- we asked them to
- the passport is about to expire
- the passport is lost or stolen
- they have changed their details (for example, name or gender)

When you get the application, you must check the passport notes, to see if we were previously aware of the error (for example, do the notes show we tried contact the customer to fix the error, but they did not respond).

If we were not previously aware of the error

If we were not previously aware of the error, you must apologise to the customer for the error and tell them we will issue a passport in the correct details. The customer can choose to have a passport with:

- full validity, (they must pay the correct fee); or,
- the same expiry date shown on the passport with the error, (they do not need to pay for it and we will refund the fee if they have already paid)

You must:

1. Deal with the application (in line with current guidance).
2. Check if the error relates to an incorrect:
   - photo (as you must consider if you have identity concerns)
   - nationality status (as you must consider how fixing it will affect the customer)
3. Ask for the evidence you need to fix the error (in line with current guidance).
4. Refer the application to an EAC examiner if you are processing on AMS, or complete additional checks if you are processing on DAP, if you have concerns about the customer's identity.
5. Reimburse any out of pocket expenses (for example, if the customer had to pay for new photos).
6. Issue the passport with the correct:
   - details
   - validity
   - observation code if the customer has asked for the same expiry date as the passport issued with the error
7. Refund the application fee if the customer has asked for the same expiry date as the passport issued with the error.
8. Cancel the old British passport and make sure it is destroyed by:
   - cutting it into 4 pieces and putting it in confidential waste, if you are processing the application on AMS

- updating the document handling instructions on ARD to tell the DHU to destroy the passport, if you are working on a DAP application

9. Add a case note to explain the actions and decisions you made.
10. Make sure you correct the error, before you issue the new passport.

If we were previously aware of the error

You must:

1. Tell the customer:
   - you apologise for the error and you can issue a passport with full validity in the correct details
   - they must pay the correct fee for the passport
2. Deal with the application (in line with current guidance).
3. Check if the error relates to a wrong:
   - photo (you must consider if you have identity concerns)
   - nationality status (you must consider how fixing it will affect the customer)
4. Ask for the evidence you need to fix the error (in line with current guidance).
5. Refer the application to an EAC examiner if you are processing on AMS, or complete additional checks if you are processing on DAP, if you have any concerns about a customer's identity.
6. Cancel the old British passport and make sure it is destroyed by:
   - cutting it into 4 pieces and putting it in confidential waste, if you are processing the application on AMS
   - updating the document handling instructions on ARD to tell the DHU to destroy the passport, if you are working on a DAP application
7. Add a case note to explain the actions and decisions you made.
8. Issue the passport with the correct details.

Related guidance

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When a DAP issued passport has an error

This section tells HM Passport Office operational staff what to do when a customer tells us their passport has an error and we issued it using the Digital Application Processing system.

If we have issued a passport on the Digital Application Processing (DAP) system with an error, we cannot reopen the application to reissue it using DAP. We must arrange for a new passport to be issued on the Application Management Service (AMS).

If the error is due to us not completing all our checks before authorising the passport, follow Passport errors: passport issued before checks complete before asking for a new form.

You, the HM Passport Office staff member, must tell the customer to send the following to the Customer Services Liaison team (CSLT) at their nearest application processing centre:

- a fully completed paper application form
- 2 new passport photos
- the passport with the error (unless they have already returned it)
- any extra evidence we have requested

The CSLT will:

- record the error
- arrange for Sopra Steria Ltd (SSL) to scan the application on to the system
- send the application as a priority to the next team on the list

When you, the AMS examiner dealing with the application, get the customer's new application form and passport with the error, you must:

1. Deal with the application (in line with current guidance).
2. Refer to:
   - customer must keep their passport until we fix the error (if the customer tells you they need to keep their passport while they wait for a replacement)
   - passport error: if a customer needs a replacement urgently (if the customer tells you they urgently need a replacement)
3. Check the documents on Application Receive Domain (ARD) to see if the original DAP application had enough evidence to fix the error (in line with current guidance). If it does not, you must ask the customer for the information you need.
4. Re-examine the new application in full, completing all checks using current guidance. However, if the customer uses the same referee as their DAP

application and the checks were completed correctly on that person, you do not need to complete those checks again.

5. Add a case note to the new application, to explain:
   - the customer's passport [insert passport number] has an error (include the type of error)
   - the customer completed a new application form so you can issue them a new passport with the correct details
   - you cancelled the passport with the error and issued a new one with the correct details
6. Add a passport note to the record of the passport with the error, to explain:
   - the customer told us we issued their passport with an error (include the type of error)
   - the customer completed a new application form so you can issue a new passport with the correct details
   - you cancelled the passport and issued a new one with the correct details (include the new passport number)
7. Cancel the passport with the error.
8. Make sure the system shows the customer's correct details. If the error relates to an incorrect:
   - photo, you must consider if you have identity concerns
   - nationality status, you must consider how fixing it will affect the customer
9. Reimburse any out of pocket expenses (for example, if the customer had to pay for new photos).
10. Gratis the application (make it free).
11. Issue the new passport (in line with current guidance).
12. Send the passport with the error to confidential waste.

You, the operational team leader, must deal with second authorisations, in line with the second authorisations guidance.

Related contents

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Customer must keep their passport until we fix the error

This section tells HM Passport Office operational staff when we will allow the customer to keep their passport with an error, while we issue a replacement.

In most cases, we will only issue a replacement passport when a customer returns the passport with the error, especially if it is their first passport.

In certain cases, we will consider issuing a replacement passport while the customer still has the passport with the error, if they:

- have urgent government business or compassionate reasons to travel. You must be aware, the customer:
  - may not be able to use the passport for travel (for example, if the error is because of an incorrect photo) can visit the counter to urgently replace their passport
- need to keep their passport for identity or security reasons (for example, because of the laws in the country where they live)

You must get authorisation from a higher executive officer (HEO) before you agree to let a customer keep their passport while they wait for a replacement.

If a customer tells you they need to keep their passport for any other reason, you must tell them you cannot issue a replacement until they return the one with the error.

Customer needs to keep their passport: what we need

You, the examiner correcting the error, must ask the customer for:

- a new paper application form and photos, unless you can reopen their application (for example, if we passed their application for issue in the last 28 days)
- a colour copy of every page of the passport with the error
- written confirmation they will return their passport with the error, when they get their new one (you may accept an email, as long as it matches the one on the application)
- evidence to show they need:
  - a passport for urgent government business or compassionate reasons (if they need a passport for urgent government business or compassionate reasons)
  - to keep the passport with them for identity reasons, for example, from an embassy, consulate, High Commission, or government website (if they need to keep the passport on them for identity or security reasons)

- other evidence you need to deal with their application, including the evidence you need to fix the error (in line with current guidance)

Customer needs to keep passport: dealing with applications

If a customer needs to keep their passport, how you deal with the application will depend on if you can reopen it.

If you can reopen the application

If you do not need a new application to fix the error (as we passed the application for issue in the last 28 days on AMS and can reopen it), you must:

1. Reopen the application.
2. Deal with the application as a priority (in line with current guidance), especially if the reason the customer cannot return the passport (until we send the replacement) is because they need to keep it on them at all times. This is because a foreign authority may have doubts about their identity (if their passport has something wrong on it).
3. Fix the details on the system, using current guidance and any evidence the customer sent with their application. If the error relates to using a wrong photo, you must consider if you have identity concerns. If you do not have identity concerns, you must return the application to Sopra Steria Ltd (SSL) with the correct photo and ask them to do a rescan. If the error relates to an incorrect nationality status, you must consider how fixing it will affect the customer.
4. Add a case note to the application to explain the:
   - customer's passport [insert passport number] has an error (include the error)
   - customer cannot return their passport with the error until they get their new one (include the reason)
   - customer will return the passport with the error (when they get their new one)
5. Send Application Management System (AMS) letter 178 to the customer, to tell them to return their old passport, as soon as they receive their new one (or within 3 months).
6. Email an electronic copy of the letter to the Customer Service Management team (they will cancel the passport at the end of the 3 month period if the customer does not return it).
7. Reissue the passport on the application you reopened (you will need a second authorisation). If you need to issue the passport using local print (for example, for Fast Track and Premium applications) you must use the correct label (in line with current guidance). If the customer sent the original application from Local Services, you must send the new passport to Local Services, for collection.
8. Return the customer's supporting documents (if you have any).

You, the operational team leader (OTL) must deal with second authorisations, in line with the second authorisations guidance.

If you cannot reopen the application

If you, the examiner dealing with the application, cannot reopen the application and have asked the customer for a new one, you must:

1. Ask SSL to scan the new application on AMS.
2. Gratis the application (make it free).
3. Deal with the application as a priority (in line with current guidance), especially if the reason the customer cannot return the passport (until we send the replacement) is because they need to keep it on them at all times. This is because a foreign authority may have doubts about their identity (if their passport has something wrong on it).
4. Fix the details on the system, using current guidance and the evidence the customer sent with their application. If the error relates to a wrong:
   - photo, you must consider if you have identity concerns
   - nationality status, you must consider how fixing it will affect the customer
5. Add a case note to the application, to explain:
   - the customer's previous passport [insert passport number] has an error (include the error)
   - the customer cannot return their passport with the error, until they get their new one (include the reason)
   - the customer will return the passport with the error when they get their new one
6. Add a passport note to the record of the passport with the error, to explain:
   - the passport has an error (include the error)
   - the customer cannot return their passport with the error until they get their new one (include the reason)
   - the customer will return the passport with the error when they get their new one
   - you issued a new passport with the correct details (include the new passport number)
7. Arrange to add a watchlist entry to explain, we:
   - issued a replacement passport because the old one had an error
   - allowed the customer to keep their old passport until they get the replacement
   - told the customer they must return the old passport when they get their new one
8. Reimburse any out of pocket expenses (for example, if the customer had to pay for new photos).
9. Change the expiry date to match the expiry date on the passport with the error and add validity observation code OBTZ (unless the error was due to the validity date and you need to fix it).
10. Send AMS letter 178 to the customer to tell them to return their old passport as soon as they receive their new one (or within 3 months).
11. Email an electronic copy of the letter to the Customer Service Management team (they will cancel the passport at the end of the 3 month period if the customer does not return it).
12. Issue the new passport (in line with current guidance). If you need to issue the passport using local print (for example, the customer needs their passport urgently) you must use the correct label (in line with current guidance). If the

customer sent the original application from Local Services, you must send the new passport to Local Services, for collection.

You, the OTL, must deal with second authorisations, in line with the second authorisations guidance.

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Passport error: if a customer needs a replacement urgently

This section tells HM Passport Office staff dealing with passports that have errors, what to do if a customer tells us they need a replacement passport urgently.

We may not be able to replace a passport with an error by post, for example, if the customer urgently needs a replacement because, they:

- are due to travel in the next 2 weeks
- have urgent government business or compassionate reasons

What we can do to help the customer depends on if they are in the UK or overseas.

Urgent replacement: customer is in the UK

When this happens, we will ask the customer to visit their nearest passport office with evidence of their:

- travel bookings or arrangements
- urgent government business or compassionate reasons (in line with Tiered Application Services guidance)

If you cannot reopen the application

If you, the examiner dealing with the customer, cannot reopen the application, you must:

1. Tell the customer you apologise for the error.
2. Ask the customer when they can visit their nearest passport office.
3. Contact the counter manager of the counter the customer will visit and tell them:
   - we issued the customer with a passport that has an error
   - the customer needs an urgent replacement (explain why)
   - the customer will visit the counter to get their replacement
   - the customer will bring a new application form, evidence to correct the error and the passport with the error
   - to prepare for the customer's visit
4. Tell the customer when they visit the counter, they must take:
   - a filled in application form and new photos (a countersignatory must countersign the application if the error was because we used the wrong photo)
   - evidence we need to fix the error
   - the passport with the error
   - evidence to show why they need their passport urgently
5. Add a passport note to the record of the passport with the error, to explain the:

- passport has an error (include the type of error)
- customer will visit the counter to get a replacement (include the reason and the name of the counter)
- the customer will bring a filled in application form, photos, evidence, and the passport with the error

When the customer visits to counter, you, the counter examiner, must:

1. Take the new application form and arrange for Sopra Steria Ltd (SSL) to scan it on to the system.
2. Make sure the application is gratis (free of charge).
3. Take the passport with the error from the customer.
4. Give the passport with the error to the back officer examiner who will deal with the new application.

You, the back office examiner, must:

1. Deal with the new application (in line with current guidance). If the error relates to a wrong:
   - photo, you must consider if you have identity concerns
   - nationality status, you must consider how fixing it will affect the customer
2. Enter the passport number of the passport with the error in the previous passport section on the system (if it is not already there). This allows the system to automatically cancel the passport when you issue a new one.
3. Add a case note to the new application to explain:
   - the customer's old passport has an error (include the type of error and the passport number)
   - the customer visited the counter to get a replacement (include the reason and the name of the counter)
4. Add a passport note to the record of the passport with the error to explain:
   - the passport has an error (include the type of error)
   - the customer attended the counter to get a replacement (include the reason and the name of the counter)
5. Reimburse any out of pocket expenses (for example, if the customer had to pay for new photos).
6. Change the expiry date to match the expiry date on the passport with the error and add validity observation code OBTZ (unless the error was due to the validity date and you need to fix it).
7. Locally print the passport.
8. Send the passport with the error to confidential waste.
9. Provide details of the error to the Customer Services Liaison team in your office so they can record the details of the error (if the passport containing the error was issued using Digital Application Processing).

You, the counter examiner, must give the new passport to the customer.

If you can reopen the application and do not need evidence

If you, the examiner dealing with the customer, can reopen the application and do not need evidence to fix the error, you must:

1. Reopen the application (as the system will permanently remove it after 28 days).
2. Tell the customer you apologise for the error.
3. Ask the customer when they can visit their nearest passport office.
4. Contact the counter manager of the counter the customer will visit, to explain:
   - the customer will visit the counter as their passport has an error and they need to urgently replace it, including why
   - when the customer visits the counter, you will correct the error and arrange to print a new passport at their office
5. Tell the customer when they visit the counter, they must take:
   - the passport with the error
   - evidence to show why they need their passport urgently
6. Add a case note to the application to explain:
   - the passport has an error (include the type of error)
   - you reopened the application
   - the customer will visit the counter to hand in the passport with the error and collect the new passport (include the reason and the name of the counter)
7. Electronically store the application while you wait for the customer to visit the counter.

When the customer visits the counter, you, the counter examiner, must:

1. Check the customer's evidence that shows why they urgently need a replacement.
2. Take the passport with the error from the customer.
3. Manually and physically cancel the passport and send it to confidential waste.
4. Add a case note to explain you received the passport as it had an error. Include the name of the counter and the reason the customer needs a replacement.
5. Contact the examiner who dealt with the customer (or their operational team leader) if you cannot contact the examiner) to ask them to:
   - fix the error
   - print the passport at the office the customer is at
6. Provide details of the error to the CSLT in your office so they can record details of the error (if the passport containing the error was issued using DAP).

You, the examiner correcting the error, must:

1. Tick **passport in IPS possession** on the Application Management System (AMS) to show we have the passport.
2. Fix the details on the system (in line with current guidance). If the error relates to a wrong:
   - photo, you must consider if you have identity concerns
   - nationality status, you must consider how fixing it will affect the customer
3. Add a case note to explain you reissued the passport with the correct details, at the office the customer is at.
4. Reissue the passport on the application you reopened (you will need a second authorisation).

5. Locally print the passport. If the customer is at another office, you must arrange to print the passport at that office.
6. Contact the counter examiner (or manager) in the office the customer is at, to tell them you fixed the error and arranged for the passport to be printed at their office.

You, the counter examiner, must give the new passport to the customer.

If you can reopen the application but need evidence

If you, the examiner dealing with the customer, can reopen the application but need evidence to correct the error, you must:

1. Reopen the application (as the system will permanently remove it after 28 days).
2. Tell the customer you apologise for the error.
3. Ask the customer when they can visit their nearest passport office.
4. Contact the counter manager at the counter the customer will visit to explain:
   - the customer will visit the counter, as their passport has an error and they need to urgently replace it (explain why)
   - the customer will bring the evidence you need to correct the error
   - when the customer visits the counter, you will correct the error and arrange to print the passport at that office
5. Tell the customer when they go the counter, they must take:
   - the passport with the error
   - evidence to show why they need their passport urgently
   - evidence we need to fix the error
6. Add a case note to the application, to explain:
   - the passport has an error (include the type of error)
   - the customer will visit the counter to hand in the passport with the error and collect the new passport (include the reason and the name of the counter)
7. Electronically store the application, while you wait for the customer to visit the counter.

When the customer visits the counter, you, the counter examiner, must:

1. Check the customer's evidence that shows:
   - what the correct details on the passport should be
   - why they urgently need a replacement
2. Take the passport with the error from the customer.
3. Manually and physically cancel the passport and send it to confidential waste.
4. Add a case note to explain:
   - you received the passport as it had an error (include the name of the counter and the reason the customer needs an urgent replacement)
   - what evidence you saw and what the correct details should be
5. Contact the examiner who dealt with the customer (or their OTL if you cannot contact the examiner) to:
   - tell them you have seen the evidence we need to correct the error, including what the evidence was
   - ask them to fix the error

- print the passport at the office the customer is at

6. Send the details of the error by email to the CSLT in your office so they can record details of the error (if the passport containing the error was issued using DAP).

You, the examiner correcting the error, must:

1. Tick **passport in IPS possession** on AMS (to show we have the passport).
2. Fix the details on the system, using current guidance and the evidence the counter examiner saw. If the error relates to a wrong:
   - photo, you must consider if you have identity concerns
   - nationality status, you must consider how fixing it will affect the customer
3. Add a case note to explain you reissued the passport with the correct details, at the office the customer is at.
4. Reissue the passport on the application you reopened (you will need a second authorisation).
5. Contact the counter examiner (or manager) where the customer is at, to confirm you fixed the error and arranged for the passport to be printed at their office.

You, the counter examiner, must give the new passport to the customer.

Urgent replacement: customer is overseas

If an overseas customer needs to urgently replace their passport, they must contact the Foreign, Commonwealth & Development Office to discuss their options.

Related contents
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How to reopen and reissue an application

This section tells HM Passport Office operational staff how to reopen and reissue an application on the Application Management System, for example, if they need to fix an error on a passport.

You can only reopen an application on the Application Management System (AMS), if we passed it for issue in the last 28 days. An operational team leader (OTL) will need to complete a second authorisation when you reopen it.

How to reopen an application

To view the application, you must:

1. Log on to AMS.
2. Select **Passport Search** from the **Go To** menu.
3. Enter the passport number in the Passport Number search field and click **Search**.
4. Click **View Application**, using the links on the right hand side of the screen.

To reopen the application, you must:

1. Re-box the application into an exception folder or your current work-in-progress box.
2. Click the **Reopen for Reissue** link on the right hand side of the screen.
3. Click **OK** (you do not need a new box number).
4. Update the **Reason for Reissue** drop down and:
   - tick **passport in IPS possession** (if we have the passport, including in another application processing centre or counter or if Local Services has it)
   - enter the reason the passport is not available

How to issue a passport on an application you reopened

To issue a passport on an application you reopened, you must:

1. Click the **Reissue Yes** link on the right hand side of the screen.
2. Click **OK**. The system will ask you for a second authorisation. Update the text box to explain why you reopened the application.
3. Update the status to **replaced**.

You, the OTL, must deal with second authorisations, in line with the second authorisations guidance.

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Passport errors: incorrectly issued second passport

This section tells HM Passport Office staff what to do when we incorrectly issue a second passport to a customer.

If HM Passport Office incorrectly issue more than one passport to a child or adult we must retrieve and cancel it (for example, when a customer is not entitled to hold an additional passport). This is because we must apply the ‘one passport per person’ policy.

Where we issued the first passport correctly, we will consider the most recent passport to be the incorrectly issued one. We will contact the person who applied for the incorrectly issued passport and ask them to return it to us. We do not expect the customer to contact the person who received the second passport (for example, by taking legal advice in the case of family disputes), even if the error was not ours.

When we become aware of an incorrectly issued second passport, the Customer Service Management team (CSMT) will:

- write to the customer (or parent who was issued with the most recent passport, if this is for a child) and request the return of the passport, explaining our ‘one passport per person’ policy
- deal with any complaint that has been raised because we have issued a second passport
- send a maximum of three letters to the customer, if they do not reply, the third letter must be sent by registered post (guaranteed delivery)
- destroy the incorrectly issued passport when it is returned
- record actions and decisions in passport notes on our passport records
- deal with any fees paid for the incorrect issue, following the Passport fees guidance
- refer the details to Quality, Examiner Support team (QuESt) if the customer does not return the passport

If the details are referred to QuESt, they will consider the next action based on all the available facts and will advise CSMT how to proceed.

Related contents
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Passport errors: recording errors and second authorisations

This section tells HM Passport Office operational team leaders dealing with passports that have an error and what second authorisations they may need to approve.

When we fix an error on a customer's passport, operational team leaders (OTLs) may need to approve some of the actions an examiner has taken.

Passport errors: second authorisation

You, the OTL, will need to second authorise an application if we issued a passport with an error. For example, when we process an application on the Application Management System (AMS) and we:

- gratis an application (make it free)
- reopen an application to fix an error on an application we passed for issue in the last 28 days

Related contents
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Passport errors: passport issued before checks complete

This section tells HM Passport Office staff what to do if we issued a passport before we have completed all our checks.

You, the examiner, may realise you have issued the customer's passport without:

- completing all checks
- receiving necessary documents or evidence from the customer
- sending the customer for interview

How you deal with these applications will depend on what system you are working on and what checks were incomplete or what information was missing. For example:

- incomplete internal checks may include, when you have not:
  - completed watchlist checks or checked passport and application records
  - confirmed the customer's nationality or identity (but you have the documents to do so)
  - recorded all necessary case notes
- missing external checks or evidence may include, when you have not:
  - received all the documents we need (for example, to confirm the customer's identity and nationality or consent)
  - completed the external checks (for example, when we need to contact the customer's referee)
  - sent the customer for interview
- the information and documents you received show the application was completed incorrectly, this could be when:
  - we have not data verified a paper application correctly
  - the customer made an error on their application
  - a city or country has changed its name
  - we did not request evidence to support a change (for example, a changed date of birth or name)

AMS: passport issued before checks complete

If the passport was issued using AMS (Application Management System), you must identify which checks were either missed or not completed, or what evidence is missing.

If you did start and not complete any internal checks, you must:

1. Complete the checks immediately.
2. Case note the results of the checks, and that you completed them after the passport was issued.

3. If the results of the checks do not affect the issue of the passport, record this in the case note, and you do not need to take further action.
4. If the results of the checks affect the issue of the passport, you must follow AMS: If we find an error when we pass an application for issue, because you must make sure the passport is returned to HM Passport Office while you complete the checks or ask for documents.

If you missed doing any external checks or any evidence is missing, you must:

1. Re-open the application, so you can continue processing (in some scenarios you may need a new application form to allow you to complete the missing checks).
2. Arrange for the return of the customer's passport to HM Passport Office.
3. Tell the customer we issued their passport in error and we need to complete extra checks before we can complete their application.
4. Tell the customer not to use the passport as they may have difficulty travelling.
5. Request the evidence you need from the customer (for example, if you need extra documents), or complete the missing checks (for example, send the customer for interview).
6. Case note all your actions and decisions.
7. Only re-issue the passport when you have completed the missing external checks or received the missing evidence.

DAP: passport issued before checks complete

If the passport was issued using DAP (Digital Application Processing), you must identify which checks were not completed (internal or external), or what evidence is missing.

If you did not complete internal checks, you must:

1. Complete the checks immediately.
2. Passport note the results of the checks, and that you completed them after the passport was issued.
3. Add a passport note to confirm the results of the checks you have just completed do not affect the issue of the passport, and you do not need to take further action.

If the results of the internal checks affect the issue of the passport, or you:

- have not completed all external checks
- need more information or documents from the customer

you must:

1. Arrange for the passport to be returned to HM Passport Office.
2. Tell the customer we issued their passport in error, and we need to complete extra checks before we can complete their application.
3. Follow When a DAP issued passport has an error guidance.

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