



Home Office

Digital premium service: how a customer can apply

Version 6.0

This guidance tells His Majesty's Passport Office staff how customers can apply for a passport using the Digital Premium Service.

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About: Digital Premium Service: how a customer can apply

This guidance tells His Majesty's Passport Office operational staff about the Digital Premium Service (DPS) and explains:

- how customers can apply
- who can apply
- what services are available to customers and what information they must tell us
- what documents customers must bring to their appointment and how we will return them

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 [Guidance & Quality, Operating Standards](#)

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 [Guidance & Quality, Operating Standards](#)

Publication

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

- version **6.0**
- published for Home Office staff on **24 October 2022**

Changes from last version of this guidance

This guidance has been updated to explain what the customer is told at the point of booking an appointment about when we will retain the booking fee element of the application.

Related content

[Contents](#)

Digital Premium Service: who can apply

This section tells His Majesty's Passport Office staff, about the Digital Premium Service (DPS) online application and explains who can apply and how.

The Digital Premium Service (DPS) allows customers to apply online through our Digital Customer Services (DCS) (online application) system and collect their new passport from a His Majesty's Passport Office public counter office.

If a customer applies for this service online, they must pay an extra fee and book an appointment at a public counter. Customers must collect their new passport at their appointment and return their old one so we can cancel it.

Who can apply using DPS

The Digital Premium Service (DPS) is only available to renew a British citizen or British subject passport. UK passport holders of other British status, may be able to apply, but will be subject to standard checks, and must provide supporting documentation)

Customers can use this service if the intended passport holder:

- is an adult (over 16 years)
- is living in the UK. and able to give a valid UK address
- is renewing their passport
- is renewing an additional (second) passport
- can make their own decisions (understands they are applying for a passport)
- is not a dual national
- has not changed their personal details
- is not upgrading an application, (that they have already sent (for example by post or online)

The customer's old passport must not be:

- damaged beyond normal wear and tear
- lost or stolen
- an old blue passport
- a restricted validity passport
- a Diplomatic or official passport

DPS application process

Customers wanting to apply for the [DPS service](#), must apply online at [GOV.UK](#). This service is only available for adult renewal applications. DCS will ask the customer questions to make sure they are eligible for the service.

The customer must:

1. Answer a few questions to check they can use this service.
2. Choose an appointment to collect their new passport at any of His Majesty's Passport Office customer service centres (Glasgow, Belfast, Durham, Liverpool, Peterborough, London and Newport).
3. Complete their application using DCS (Digital Customer Services), upload a digital photo and pay the fee.
4. Attend their appointment and collect their new passport (the appointment usually takes 30 minutes).

DCS will tell the customer at the point of booking:

- they need to bring their old passport to their appointment
- the date and time of their appointment
- if they cancel or need to reschedule their DPS appointment within 48 hours of their appointment time they will receive a refund of their application fee, minus the booking fee (we cannot reschedule appointments within 48 hours)
- if they do not attend their appointment (a no-show) and do not give a compassionate reason explaining why they did not attend, we will keep the full fee
- if they attend their appointment but do not qualify for the service (for example, their passport is damaged or they declare it lost or stolen) we will either:
 - downgrade the service and retain the full fee
 - invite the customer to reapply and refund the application fee, minus the booking fee

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Digital Premium Service: how a customer applies

This section tells HM Passport Office staff how a customer completes their Digital Premium Service (DPS) passport application.

See Digital Customer Services: how a customer applies online for information on how the customer provides their personal and contact details.

How the customer chooses a collection appointment

Customers can collect their new passport at any passport office in the UK. Digital Customer Services (DCS) will show the customer all available dates and locations for collection.

Customers must choose a date and location depending on when and where they want to collect their new passport. When they have chosen a date and location, DCS will ask them to select a collection time. The customer (or someone on their behalf) can attend the appointment.

The earliest time customers can book an appointment to collect their passport is 2 days from the date they applied. Customers may be able to change their appointment time.

If a customer provides an alternative address

Customers cannot give an alternative address for a Digital Premium Service (DPS) application.

If the customer holds multiple passports

Customers must tell us about any British passports they hold. They can use DPS if they also hold another British passport.

If the customer wants to renew an additional passport, they must provide us with evidence (by email) to show why they need one (for example, a letter from their employer), AMS letter 176 refers.

Customer will not be able to use DPS, if they cannot provide us with this evidence before they come to collect their passport.

If the customer also holds a foreign passport they will not be able to use the DPS.

If a customer's passport is lost or stolen

DCS will ask the customer if their passport is lost or stolen. If the customer tells us their passport is lost or stolen, the system will not allow the customer to continue with their DPS application.

If a customer's passport is damaged

DCS will ask the customer if there is any damage to the passport. If the customer tells us there is damage to their passport, DCS will not allow the customer to continue with their DPS application.

When we need the details of a customer's parents or grandparents

DCS will not ask for the details of a customer's parents or grandparents, for a DPS application.

When a customer has a naturalisation or registration certificate

DCS will not ask for a customer's naturalisation or registration details, for a DPS application.

How a customer gives us their photo

The customer must upload a digital photo onto their DPS application.

Digital referees

DCS does not ask for a digital referee for DPS applications.

Additional information from the customer

Customers can provide additional information in the free text fields, for example to:

- override their rejected photo
- tell us they are unable to sign their passport

If a customer provides additional information, DCS will add the information to the Application Management System (AMS) as a case note or in the additional information tab.

Declaration

DPS applications do not capture a customer's signature.

Customers must be able to sign their new passport when they receive it. DCS will ask the customer if they are able to sign their passport. If they cannot, DCS will ask the customer why and record the customer's reply in the additional information tab on AMS.

DCS will show the customer a declaration page.

How customers know what documents to send and where

DCS will tell the customer they need to bring their old passport to their appointment.

How we return the customer's documents

DCS tells the customer we will return the customer's documents when they (or someone on their behalf) collect their passport.

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