Methods of posting/delivery for UK Mail

Secure Delivery by DX Secure

Secure Delivery - change of address

Royal Mail Special Delivery

Applications bearing a 'care of' address

Applications received from solicitors

Undelivered Passports

Documents returned by Royal Mail

Methods of posting/delivery used for Overseas mail/passports

Non-Delivery

Diplomatic Passports

Return of Supporting Documents for Block Applications

Return of Supporting Documents for Live Applications

Passport Pulls

Information on the methods of posting used by Her Majesty's Passport Office to send passports and supporting documents to addresses in the UK and overseas.

Methods of posting/delivery for UK Mail

**Second Class Mail** is used for posting out official letters in the UK unless there is an urgent business need to use first class mail, for example, replies to customer complaints. Supporting documents are returned to the applicant by Royal Mail 2nd class post, unless the applicant requests their return by Secure Delivery, in which case the appropriate Secure Delivery fee is payable before a decision is made.

Royal Mail 1st class post should not be used to return supporting documents.
A printed address label should always be used when returning supporting documents by Royal Mail 2nd class post. The address should never be hand written.

If the passport is being printed locally, the passport and supporting documents will be returned separately. The passport must be returned by Secure Delivery free of charge as this is included in the UK passport fee, and the supporting documents returned by second class post, unless the customer has requested and paid for secure delivery. Valid UK passports or Home Office Travel Documents included as part of the applicants supporting documentation must be returned via Secure Delivery at our cost if the applicant has not already paid for this option, however foreign national passports forwarded, as supporting documents, will be despatched using Royal Mails 2nd Class Postal Service, unless the applicant has paid the fee for Secure Delivery.

**Recorded Signed For Delivery** (previously known as Recorded Delivery) has previously been used in cases where it is considered necessary to know that a packet has reached its destination. However, since the introduction of Secure Delivery there is no longer a need for examination staff to use this service. Please see Royal Mail Special Delivery below.

**Royal Mail Special Delivery by 9.00am** was introduced in 2003. The service is not available to all areas of the UK, and the areas not covered are the Isle of Wight, the Channel Islands, Isles of Scilly and the Highlands and Islands of Scotland (except the areas around Aberdeen and Inverness). Post rooms will have Special Delivery pads from Royal Mail for use with this service. This service should only be used for very exceptional reasons only where Secure Delivery will not be sufficient; i.e. if there is a requirement for the customer to receive the item before 9.00am. The reason for using Special Delivery should be case noted and authorisation must be obtained from an HEO.

Examing staff should mark or flag the envelope as 9.00am Special Delivery and first class envelopes should be used. Staff should also be aware that the last post is 5pm. Therefore staff should ensure that the passport envelope reaches the post room by 4pm at the latest.

**Courier Service** is used only in exceptional circumstances, for example to rectify a mistake by the Her Majesty’s Passport Office that may result in an expensive compensation claim, and we are unable to redeliver a passport by Secure Delivery or Royal Mail Special Delivery in time for travel. Authorisation from the nominated manager in each area office is required via a Request for Purchase form. DX Secure are able to provide such services as outlined below.

**Secure Delivery by DX Secure**

**Mandatory Signatures**

If the customer lives in an area which falls within the list of mandatory signature postcodes then it will be mandatory for the customer to sign for their passport on delivery to confirm receipt. If there is no one at the residence, a calling card will be left. Redelivery can be arranged via the DX Secure call centre or website, to the
address shown on the delivery envelope, to an HM Passport Office Area Office or DX Secure Collection Point for collection or in exceptional circumstances to a work address.

**Standard Secure 1 (SS1)**

If the customer lives in a Standard Secure 1 area (most remaining postcodes), the courier will attempt to obtain a signature. However, in the absence of a signature in properties where there is more than one bell and one letterbox, a DX Secure calling card will be left. This requires contacting DX Secure to arrange a re-delivery. The DX courier will post the item without a signature if there is one bell and letterbox for the property. Re-delivery procedures will be followed as outlined in the procedures.

**Standard Secure 2 (SS2)**

If the customer lives in a Standard Secure 2 area (most remaining postcodes), the courier will attempt to obtain a signature. However, in the absence of a signature in properties where there are more than two bells and two letterboxes, a DX Secure calling card will be left. This requires contacting DX Secure to arrange a re-delivery. The DX courier will post the item without a signature if there are two bells or less for the property. Re-delivery procedures will be followed as outlined in the procedures.

**Disguised Mail**

If the customer lives in a disguised mail area then the item will be disguised by DX secure and despatched using the Royal Mail service Recorded Signed For. This is only used for deliveries to low risk postcodes and accounts for around 3.5% of deliveries.

**Forces Mail**

British Forces Post Office (BFPO) Mail is delivered securely by DX Secure via a dedicated courier run from Monday to Friday. All packages are signed for on receipt by the guard on duty at the main gate of the barracks.

**NOTE:** In order for DX Secure to deliver an item, it is essential that a customer's full postal address includes the POSTCODE.

**Secure Delivery - change of address**

The purpose of this section is to clarify that if a request is received from a customer for redirection of their passport to an alternative residential address in the UK after submission; then this can only be authorised if the applicant can provide evidence that they have moved address, or proof of a connection to that address that makes delivery there reasonable. The applicant will also need to provide a name of someone at the address who will accept delivery and confirm that they understand that Her Majesty's Passport Office can take no liability if the passport is lost following delivery. Deliveries to an alternative residential address should not be authorised in any other circumstances, however please see exceptions listed below.
Applicants sometimes advise us that they have moved address from that given on their application form or argue that delivery to an alternative address is more convenient for them. Ideally they should have notified us of any new address for delivery or change of circumstances in section 8 of the application form. This can only be authorised if the applicant can provide evidence that they have moved address, or proof of a connection to that address that makes delivery reasonable. The applicant will also need to provide a name of someone at the address who will accept delivery and confirm they understand Her Majesty's Passport Office can take no liability if the passport is lost following delivery. Whilst the application is in progress or the passport is still undergoing delivery, we need to take appropriate action to ensure that both the passport and supporting documents are returned to the rightful holder. The purpose of asking for the following evidence is to ensure we have taken reasonable steps to ensure that not only the change of address is genuine, and/or that a third party is not trying to impersonate the applicant, but that the applicant is not an impostor who has used a genuine name and address to obtain a passport fraudulently.

Where an applicant requests a change to their delivery address after the application has been passed for issue, this must be dealt with under the relevant procedure.

**Applications in progress**

An applicant who advises us that they have moved or need to have their passport sent to an alternative address, must be asked to confirm this in writing and submit documentary evidence linking them to the new address, for example, a utility bill or letter from a utility company that refers to their occupation of the new address or written confirmation from the owner/occupier stating that the person is staying there. Similar evidence from a bank or other financial institution, a letter from the local authority, or evidence such as a Tenancy Agreement or correspondence from a lettings or estate agency would also be acceptable. Other evidence offered should be judged on its merits, as it is impossible to provide a definitive list of all the documents that would be acceptable. The applicant will also need to provide a name of someone at the address who will accept delivery and confirm that they understand Her Majesty's Passport Office can take no liability if the passport is lost following delivery.

The new address must be carefully added to the alternative address tab. The signature on the letter confirming the new address must be compared to the signature showing on the system, the letter scanned, and a case note added recording the request and address to complete the record.

**Children in care of Social Services**

Applications received from Social Services for children in care requesting delivery to an alternative address should be dealt with as per the Children policy.

**Requests for Applications to be Delivered to an Overseas Address**

An applicant who has applied from a UK address but gives an overseas address as the delivery address or informs us during the process that delivery overseas is
required, must be asked to confirm this in writing and explain why. The address must be a family home or second family home, not a random commercial address. They must also provide proof of a connection to that address such as those listed above. An exception is that utility bills or bank statements cannot be used as proof of address for overseas deliveries. Other evidence offered should be judged on its merits, as it is impossible to provide a definitive list of all the documents that would be acceptable. The applicant should also provide details of any other travel documents held or applied for in order to facilitate travel to the overseas address and possibly show a connection with that country which helps substantiate that address connection. The applicant will also need to provide a name of someone at the address who will accept delivery and confirm that they understand Her Majesty's passport service can take no liability if the passport is lost following delivery (Letter 271 is to be used in these circumstances.

If the applicant does request delivery to an overseas business or commercial address, the same written explanation and proof of connection to that address must be sought and the address checked wherever possible. These requests must be treated as exceptions and examined very carefully. The applicant must have a good reason why a residential address is not available. The personnel department of the business may supply written confirmation on headed paper to confirm the applicant is employed at the address provided, which could be checked if necessary. DHL will deliver to a business address and will require a signature from the person taking delivery, not necessarily from whom the package is addressed to. Neither HM Passport Office nor DHL will be liable if it is found the delivery has been made correctly and the passport has been lost within the company. The applicant will also need to provide a name of someone at the address who will accept delivery and confirm that they understand Her Majesty's passport service can take no liability if the passport is lost following delivery.

In order for an overseas delivery to be agreed to, the applicant must accept that their application will be examined in accordance with policy for the country the passport will be delivered to. They must also pay the overseas passport fee and delivery fees too. If the applicant does not agree to this, they must supply a UK address for delivery.

Applicants applying at the counter in the UK cannot have their passports and supporting documents posted overseas as Premium and Fast Track services are not available to overseas customers, which is essentially what these are. They must collect, provide a UK delivery address, or apply by post and ask to have their documents delivered overseas paying the appropriate fees.

**Royal Mail Special Delivery**

DX Secure have been delivering passports and documentation for HM Passport Office since 2004 and since this time Her Majesty's Passport Office no longer have a contract or a designated budget to return passports by Royal Mail Special Delivery (RMSD). DX Secure deliver between 8.00am and 6.00pm and are consistently exceeding their targets for the safe delivery of both passports and documentation. The targets are 99% of fast track items are delivered within 24 hours and 99% of 48 hour items are delivered on time.
In view of this, there should be a very exceptional reason to despatch a passport free of charge by RMSD. An example might be following an error by HM Passport Office and the need to meet a timed next day travel date, however this will need to be case noted and should only be on the authorisation of an HEO. A previous loss due to a DX Secure mis-post is not sufficient reason to despatch by RMSD.

**When to use Royal Mail Special Delivery**

All applications that are processed via Local Print must be sent out by Secure Delivery as outlined in Work Instructions - Returning Documents by Special Delivery on the Procedures Guide. If however a customer specifically wishes their passport to be returned by Royal Mail Special Delivery when submitting or upgrading their application, then a fee for guaranteed delivery next day by 1:00pm or guaranteed delivery next day by 9.00am must be taken at the time of the request. For the latest prices visit the Royal Mail website.

The only passports that should be despatched by Royal Mail Special Delivery are where a customer has sent in a pre-paid Royal Mail Special Delivery envelope.

A list of postcodes that are NOT a guaranteed 9am Special Delivery can be found at Annex A.

**Applications bearing a 'care of' address**

Applications are sometimes submitted using a care of address at section 2 or 8 of the application form. We must have the applicant's current residential address to enable the passport to be issued. Where the applicant's current address is not given, it should be sought from the applicant before the passport is issued.

We would not normally send a passport to an address at which the applicant was not resident. However in some exceptional cases the decision may be made to accept an alternative delivery address on referral to a line manager.

In the case of a homeless shelter or similar, the examiner should also try to gain written evidence that the applicant is normally resident at the address given. This could take the form of benefits information, or a letter from the supervisor of the shelter stating the applicant is normally resident there.

If the applicant requests delivery to a business address, the same signed statement should be sought and the address checked. The personnel department of the business may be contacted to confirm the applicant is employed at the address provided. It should be noted here that DX Secure will deliver to a business address, and the passport will be delivered to the normal delivery point in the company, but neither HM Passport Office nor DX Secure will be liable if it is found the delivery has been made correctly and the passport has been lost within the company. First time deliveries to a business address will not necessarily require a signature, this will be dependant on the service delivery associated with the postcode as outlined above. As stated above, the applicant will also need to provide a name of someone at the address who will accept delivery and confirm they understand that Her Majesty's Passport Office can take no liability if the passport is lost following delivery.
All such actions or decisions should be case noted as per Case Notes and documents to be scanned.

**Applications received from solicitors**

If an application is received from a solicitor who indicates they are acting on the applicants behalf, we should, if requested, return everything to the solicitor, including any letters sent. Alternatively if they do not indicate they are acting on behalf of the applicant we should contact the solicitor to advise them that everything will be returned direct to the applicant. In either case, the applicants residential address must be entered in section 2 of the application form as per standard policy.

**Undelivered Passports**

All passports that cannot be delivered will be returned to DX Secure at their secure bureau in Northampton where they will investigate and attempt to resolve the problem of non delivery. DX Secure will be supported by their DX Secure Implant team based in Peterborough.

In those cases where the DX Secure team is unable to deal with the return, the passport will be sent to the SMS Central team in Peterborough for further investigation.

Where a passport is unable to be delivered to the UK address because the holder is overseas, please refer to procedures Unable to Deliver as Passport Holder has gone overseas N.B. where the passport has not yet been issued the application should be handled as detailed in the Applications policy.

**Documents returned by Royal Mail**

Mail will be returned to Liverpool where the Liverpool Returns Team will investigate the reason for the return and if necessary send the documents or post to the area office from which they were originally posted.

**Methods of posting/delivery used for Overseas mail/passports**

From 3 December 2012, in phased approach, the majority of overseas customers will send their applications directly to HM Passport Office in the UK for processing and their supporting documents and passports will be returned directly back to the customer. There will be some overseas locations where there are issues of fraud, security, payment issues or prohibitive local laws on the transfer to identity documents over borders, which will mean that customers will need to use local services provided by the FCO network on a contractual basis, to both apply for their passports and receive their documents back. This new business model means that we need to get overseas applications to designated UK Application Processing Centres (APCs) where customers cannot apply directly and passports and supporting documents back to all our overseas customers whether directly or back to the Local Service post for collection. By 1 April 2014 all overseas applications will be processed in the UK and all RPPCs will be closed.
Both these changes have meant that HM Passport Office has had to develop processes and partnerships to send mail overseas in large volumes to many locations as securely as possible.

DHL, who will provide the service of delivering passports and any supporting documents that need to be returned to the applicant. In addition they will deliver any applications and documents between residual posts, Counter Fraud Centres and RPPCs while they still exist, and to designated UK Application Processing Centres (APCs) where appropriate. As indicated above, they will work in partnership with our current secure delivery provider DX who will the collect the mail from HM Passport Office UK locations via the post rooms and deliver it to the DHL depot at Hayes, Middlesex for despatch overseas.

Where the packages have to be sent via diplomatic bag overseas for security or local legal reasons, these are sorted by DX on collection from HM Passport Office locations and sent to the FCO depot at Hanslope Park for onward despatch. Examiners are required to input the correct address as indicated by the Local Service officer, failure to do so will cause problems in delivery.

Details of countries where, passports and supporting documents can be despatched directly to the customer, returned to a Local Service post directly or returned to the Local Service post by diplomatic bag are detailed in Local Services Policy. A list of RPPCs and the countries which they cover can be found on the U:Drive in the Policy folder.

Unlike the UK, applicants who live overseas may request their passport and supporting documents are delivered to a PO Box or third party address in those countries where Local Services are not in place. Documentary evidence of the address will only be required where the applicant states that this is an alternative address to their usual posting address and the applicant lives in a heightened or substantial risk country. P.O. Boxes can be accepted without corroborative evidence as long as there is no reason to believe that this is not the applicant's usual postal address. It is essential that there is a contactable telephone number provided, (mobile where possible), to aid DHL with the delivery and that the address is formatted correctly using the appropriate address checking reference material. An overseas applicant may also request the passport and documents are sent to a UK address for the appropriate fee. An explanation of why this is required and proof of a link to the delivery address requested must be provided by any customer resident in a heightened or substantial risk country.

Overseas customers may also, in exceptional circumstances, apply from one overseas location and have their passport and supporting documents returned to another. Each case must be considered on it merits and an explanation of the circumstances and proof of connection to the delivery address must be supplied by any applicant if requested on the documents table or by an examiner. E.g. a Dual national Australian/Brit living in Australia is traveling to Europe to see family. He applies for his first British passport as he feels this will facilitate his travel in Europe. The passport has not been issued by the time he is due to travel so he sets off on his Australian passport. He stops off in Germany for a few weeks to see his mum and so asks HM Passport Office if his application could be delivered there.
**Detail**

The preferred method of contact for customers overseas is by emailed letter, see Customer Contact Policy, so the main volume of DHL traffic flowing from HM Passport Office overseas will be the return of new passports and supporting documents, which will be sent in separate packages the supporting documents from the APC, the new passport from Central Print by DHL, via DX, direct to the customer overseas or to the Local Service collection point. Any HM Passport Office correspondence for Foreign and Commonwealth Office (FCO) posts for Local Services or for the Overseas Counter Fraud Network, or for Overseas Territories Passport Authorities sent via the Governors Offices can be sent via DHL under the contract.

Passports being returned to British Forces Post Office (BFPO) for military applications handled in Peterborough for bases abroad will be sorted and delivered direct to the BFPO sorting office by DX Secure.

Post rooms in the APCs produce manifests for DX mail using DX IT software. This means that each piece of DX mail has a unique track and trace number which can be used to trace items.

Each item of overseas mail will also have a unique Way Bill (WB) to allow the delivery to be traced throughout the delivery system. As DX will be collecting and sorting this mail, the WB number or track and trace number as it may be known, will not be immediately obvious to the sender or APC for tracing purposes. DHL will use the customer information from the outside of the package to log each item and generate a WB number. The details are then loaded onto the DHL website for customers to track their packages. All deliveries will need to be signed for, whether the delivery is direct to the applicant, or to a post.

The SMS/DX team in Peterborough also have the DHL liaison role and will contact DHL to raise any queries passed to them from the Customer Contact Centre. They also deal with any DX delivery queries.

**Non-Delivery**

There are two main reasons why the courier is unable to deliver the passport and/or supporting documents to the applicant:

- Applicant is out
- Incorrect address

DHL will attempt to deliver the package three times over a 30 day period leaving a calling card each time, if appropriate, asking the applicant to contact them to arrange a re-delivery. In cases where packages remain undelivered after this period, the packages will be returned directly to the Peterborough SMS/DX Team. The Peterborough Team will try and re-arrange delivery directly with the customer. Where this fails the passport will be cancelled and destroyed by HM Passport Office.
Where DHL is unable to deliver because of a wrong address applicant is unknown, the package will be returned immediately to the SMS/DX Team in Peterborough, who will attempt some tracing activity. If this is not successful and the passport cannot be delivered, the passport will be cancelled and destroyed by HM Passport Office.

To avoid delivery problems, it is vital that the address details are entered correctly on the package address label in line with the operational guidelines.

**Diplomatic Passports**

For staff serving overseas, Diplomatic and Official passports (and supporting documents) are returned by Diplomatic bag directly to the officer. Only items addressed to FCO Hanslope Park will be collected from the APC post room by DX and sent to FCO Hanslope Park for onward despatch, just like other customer packages which need to go to Local Service posts by diplomatic bag. For staff in the UK, the passports (and supporting documents) are returned to the address provided by the applicant via DX.

**Return of Supporting Documents for Block Applications**

Block applications can be received from overseas customers, but each passport must be sent back in individual packages and the courier fees for each package paid. The supporting documents for up to four applications can be sent back in one envelope to the principal applicant making the application, again attracting the fee.

**Return of Supporting Documents for Live Applications**

Public guidance and Teleperformance lines to take will advise applicants to contact HM Passport Office if they require return of their original documents while their application is being considered. Where the case is in FIU or the Examiner believes that a referral to FIU is appropriate, the Fraud Investigator must decide whether a document can be returned or not. British passports remain the property of HM Passport Office and where there is a passport error or grounds to suspect fraud, they must not be returned.

Requests for the return of supporting documents must be made in writing, signed and dated. Examiners can accept an e-mailed, scanned, signed and dated copy of the letter but must ensure that the signature is a favourable match to that provided on the application form and that it has come from the same e-mail address as given by the customer on the application form. An e-mailed request must not be accepted unless it includes a signed and dated scanned letter as above.

**Note:** For Passport Exemplar applications submitted online where the signature is not provided, Examiners will need to be sure that the e-mail is from the applicant or the relevant parent. In view of this, Examiners should follow the same route as they would with any other Disclosure of Information, and if the applicant/parent provides the bar code or three pieces of information.
to confirm their identity in the absence of a signature then this will be sufficient.

**Application is Already on the Team**

Consideration should first be given to the reason for the request to return a document. The return of documents prior to PFI should be considered on a case by case basis. For example: why were the document(s) returned? Was it an H M Passport Office request which required the applicant to provide ID which H M Passport Office holds? Was the document returned at the applicant’s request and do we need the document to complete the application. Dependent on these considerations and provided the Examiner has both seen the original and is content that the document(s) are genuine and a photocopy has been kept with the application, examination can continue.

Examiners can use photocopied documents in lieu of the originals to PFI an application where the Examiner is content that the document is acceptable and genuine. However where a valid UK passport is requested to be returned to HM Passport Office and that passport needs to be physically cancelled before the application is complete, the application must not be passed for issue until the passport is returned and has been cancelled. For UK applications, customers must not be invited to upgrade their application as this would allow the customer to unfairly jump the queue. Block applications reliant on documents returned from the ‘master’ application must not be passed for issue until the document is returned to HM Passport Office.

If an international application has been submitted from a Direct Send country, but the passport would normally be sent to a Local Service for collection, then returned documents must also be sent to the Local Service in the usual way for that country. The Examiner must e-mail the Local Service to alert them to the fact that a document is being returned requesting that the Local Service liaise with the applicant to collect.

In all cases, the application must be clearly case noted to indicate that the document(s) required to process the application have been returned. These cases are subject to the withdrawal process and, even though examination may not have taken place, must be withdrawn in line with the Withdrawal Policy unless a passport is in use for travel in which case the applicant should be given a maximum of 12 weeks from the date that the document(s) were returned. This includes sending the normal reminder letters as per the Withdrawal Policy.

Where a decision is made to return the document(s), photocopies of the document(s) must be made and kept with the application until the application is processed or the original document(s) are returned. The customer’s letter must be retained with the application and all details case noted, including the date the return was agreed. The customer must then be called to be advised that the return will be possible and the policy set out below must be explained to them where applicable. The letter must also be doc scanned once the application has been processed.

Once the letter requesting the return of document(s) has been received, and it has been agreed that the document(s) will be returned to the applicant, the Examiner
must ring the applicant to arrange delivery. If the applicant wishes to provide a pre-paid return envelope, this should be accepted. For UK applications this must be a Royal Mail special/recorded delivery envelope or alternatively the customer should arrange for DX Secure to collect the document(s). For international applications this must be a DHL envelope. If the applicant requests HM Passport Office provides the return envelope, for both UK and international applications a further fee will be required unless the document being returned is the only document submitted and is no longer required to process the application, to cover the cost of an extra Royal Mail, DX or DHL delivery.

If HM Passport Office have been asked to provide the return envelope, Examiners will need to complete a payment mandate and forward this to BPO to be cashiered using existing Procedures. Please see the Submitting an Examiner Return to BPO Procedure. If the payment shows as an overpayment on AMS, Examiners will need to resolve this by doing a dummy refund.

**Note:** It is imperative that the overpayment is resolved on AMS using the Dummy Refund option so that the Transactional Finance Teams can action the overpayment correctly.

Where it is essential that the document must be returned to HM Passport Office, the examiner must generate a letter, to accompany the document(s), explaining it must be returned within 6 weeks for International applications and 7 weeks for UK applications otherwise the application will be withdrawn and that the case may not progress until the document(s) have been returned. This letter must include a return label to ensure the documents are returned to the correct location.

Documents must be sent to the Post Room the same day the decision to return is made or on the day that the return envelope is received by the Examiner.

Where is has been determined that document(s) must be returned to HM Passport Office before a new passport can be issued, a bring-up must be added to the application for 4 weeks. If the document has not been returned during that time, a withdrawal letter, giving the applicant 2 weeks to return the document(s) must be sent. Discretion can be applied on a case by case basis on referral to an HEO, but this must not be for longer than 12 weeks. The application must be withdrawn in line with the Withdrawal of Applications policy if the documents are not received within the agreed timeframe. No refund will be given for the application.

Where the document(s) are returned to HM Passport Office they must be compared with the copies before proceeding with the application to ensure no amendments have been made. The return of the document(s) must also be case noted.

**Application is in File Holding**

Where an application has not yet reached the point of Examination, the Examiner can follow the above process to return the documents to the applicant, including keeping a photocopy of the returned document(s), but Examination must not take place until the document(s) have been returned to HM Passport Office.
Depending on the reason for the return of the document(s), Examiners will need to consider whether or not the standard withdrawal period would apply. If the documents were returned because of a request from HM Passport Office which required the applicant to submit identity documents which were being held by us, then discretion can be applied, but the application must not be kept open indefinitely. It is recommended that an application be held for a maximum of 12 weeks where the return of the document(s) was as a direct result of an HM Passport Office request or under urgent/compassionate reasons as defined by the Tiered Application Service.

**Passport Pulls**

With the centralisation of passport printing it will not be straightforward to stop the printing process if errors occur. It is more likely that the passport will be printed and then will need to be pulled from the delivery cycle (either DX or DHL) and returned to the examiner or the FIU requesting the pull to arrange the next step, be it cancellation, the arrangement of a Stop File and/or destruction. The case must be escalated to the SMS/DX/DHL Team in Peterborough to arrange the pull.

**ANNEX A**

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<thead>
<tr>
<th>Postcode</th>
<th>Area</th>
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<tbody>
<tr>
<td>AB30 - 39, 41-45, 51, 53-56</td>
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<td>Isle of Rum</td>
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</tr>
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