Home Office Visa Postal process

Background

1. These instructions cover the postal process for applicants who have a visa or biometric residence permit issued outside the UK. The initial contact from the applicant is with the Contact Centre (CC) who will decide based on fixed questions, if the applicant is suitable for this process.

Contact Centre action

2. At first point of contact, the applicant will be asked a number of core questions to establish that the applicant is suitable for non EOI action. The CC officer will create a record in LMS and send a workflow to Glasgow NC.

Admin team leader action

3. When the Contact Centre (CC) has sent the workflow it will appear in the Visa Application Team queue on LMS. The team leader must access the work queue to send work out to team members. To send out workflows:

Step	Action
1	Open LMS and access Mgmt
2	Select Team
3	If outside Glasgow, click on the drop down menu under Office.
4	Click Other Local Office and enter GLP in the Mnem field.
5	Click Srch
6	Select Visa Application Team and click Detail
7	Click Actns
8	Click Asgn
9	Click SelRow for each entry in the queue that you wish to send. Note: It is possible to send all of the cases in the queue to the same person by selecting SelAll.
10	Click Officer from the drop down menu and click Select
11	Enter the officer's initial and surname in the allotted fields.
12	Click Srch
13	Click Save. This sends the work to the named person and removes the workflows from the queue.
14	Click OK
15	Click Close to shut down the queue.

Admin officer action

Receiving workflows through LMS

Step	Action
1	Click In Tray
2	Click on applicant's name and LMS number on first line, and click

	Detail.
3	Click on Update at the bottom of the screen. This will open the client record.
4	Write the LMS number with a 55 prefix on the CA5400 at the bottom of the front page under Our Reference Number
5	Write CRS at the top of the form
6	Tick Other Postal and Glasgow from the selection in the DWP official use box, at the bottom of the page.
7	Parts 3, 7 and 8 can be scored through as they are not required for this type of application.
8	Click Queue button
9	Select JP Other from Action Type.
10	To set a BF: At the date entry, click the double arrowed tab 3 times (weeks). Click the single arrowed tab once (days). If you are doing this on a Friday, click the single arrowed tab 3 times to allow for the weekend.
11	Type in Check form returned in the Description box.
12	Select Teams from the drop down menu on the Queue box.
13	Select Search
14	Select Other Local Office from the drop down menu and enter GLP in the Mnmc field.
15	Click Enter
16	Select CRS Form Reminders from the queue list.
17	Click Queue

4. This sets a reminder to check the return of the form on LMS. The admin officer must access LMS to input a conversation showing that an application form has been sent.

Step	Action
1	Click on the Client Details box on the right hand side on the LMS screen.
2	Enter the applicant's LMS reference number in the NINo/RefNo hotspot.
3	Click on Conv and click on New.
4	Enter the message Form Axxxxxxx sent to applicant.
5	Click Save and OK.

Construct applicant letter

5. A Visa Postal letter is sent to the applicant with the application form.

Step	Action
1	Open the copy of the Visa Postal letter.
2	Click the address hotspot in the applicant's record on LMS.
3	Type in the applicant's name and address in the appropriate field on the letter.
4	Input a return date of 2 weeks ahead.
5	Print the letter
6	Close the letter without saving

6. Fold in the application form with the Visa Postal letter and send to the applicant in a second class envelope. The admin officer must include a pre-paid reply envelope for the Scanning Unit.

Note: An application form must only be issued to an address in the UK.

Form returned to the NINo Centre

7. When a UK Visa Postal application form has been returned to the NINo Centre (NC) the allocator will separate it from the rest of the applications using the prefix 55 to identify them and sit them in a separate queue.

Register returned application on LMS

Step	Action
1	Open LMS and click Client from icon bar
2	Input Customers Reference Number (CRN) from the Central Reference System (CRS) registration list excluding prefix
3	Click Search and OK
4	Click Conv and note form number
5	Click Close
6	Click NINo/RefNo hotspot
7	Click Yes to register a NINo application
8	Select Fastpath from App Type dropdown
9	Select Miscellaneous CA5409 from App Source dropdown
10	Click Save and OK
11	Click No to clarification request
12	Click the Trace tab
13	Click Amend
14	Select No from the Possible NINo found dropdown
15	Click Save and OK
16	Click Forms tab
17	Click Amend tab
18	Type CRS in Ref for Misc Application box.
19	Click Save and OK
20	Click Link Form hotspot
21	Input the form number from Conv
22	Click Link tab and OK
23	Click Detail hotspot
24	Click the Return tab and OK
25	Click Close and Close
26	Click Actns tab
27	Highlight the JP Other action type
28	Click Detail tab
29	Click Update tab
30	Click Comp tab and OK and OK

8. This action will open a Sufficient Information date and allow the decision maker access to continue with their action.

LMS action on outstanding registrations

9. Action required to close down duplicate registrations. If the registration relates to an outstanding EOI appointment, do not take this action.

Step	Action
1	Open LMS and click Client from icon bar
2	Input Customers Reference Number (CRN) or the Customers Surname and DOB
3	Click Search and OK
4	Click NINo/RefNo hotspot
5	Highlight the Outstanding registration if more than one registration
6	Click Detail
7	Click Decision tab
8	Click Wdraw tab
9	Click Yes and OK to withdraw registration

Form reminder action

10. The CRS form reminder queue must be checked on a regular basis.

Admin team leader action

Step	Action
1	Open LMS and access Mgmt
2	Select Team
3	If outside Glasgow, click on the drop down menu under Office.
4	Click Other Local Office and enter GLP in the Mnem field.
5	Click Srch
6	Select CRS Form Reminders and click Detail
7	Select JP Other from Type drop down menu.
8	Then click Select
9	Click Actns
10	Click Asgn
11	Click SelRow for each entry in the queue that you wish to send. Note: It is possible to send all of the cases in the queue to the same person by selecting SelAll.
12	Click Officer from the drop down menu and click Select
13	Enter the officer's initial and surname in the allotted fields.
14	Click Srch
15	Click Save which will send the work to the named person and remove the workflows from the queue.
16	Click OK
17	Click Close to shut down the queue.

Admin officer action

Step	Action
1	Open LMS and In Tray from icon bar
2	Highlight the JP Other action type
3	Click Detail tab

4	Click Updt tab
5	Click on the Customer detail icon at the bottom of the folder
6	Click OK
	If NINo held
7	Click Comp tab on the Workflow Action box
8	Click OK
	If NINo not held
7	Click Conv tab for any update information such as calls from applicant or BF details
8	Click Close
9	Click NINo/RefNo hotspot
10	Click Yes to register a NINo application
11	Select Fastpath from App Type dropdown
12	Select Miscellaneous-CA5409 from App Source dropdown
13	Click Save and OK
14	Click No to Clarification Request
15	Click the Decision tab
16	Click Withdraw tab
17	Click Yes and OK
18	Click Close
19	Click Conv tab
20	Click New
21	Type 'CA5400 not retd on time. Refer cust to contact centre' in the details box
22	Click Save and OK
23	Click Close on the Conversation box
24	Click Comp tab on the Workflow Action box
25	Click OK

Processing actions

NINo processing team leader

11. The team leader will send out these applications to the relevant teams on CAMLite.

Step	Action
1	Access CAMLite queue, click Cases and then My Teams Cases
2	Highlight required cases, Click Edit and then select Change Records
3	Click on Field and select Owner
4	Enter member of staff number in Value and click OK

12. This will transfer the records to the relevant member of staff. The decision maker then needs to access the application.

NINo decision maker action on CAMLite

Step	Action
1	Access My Cases
2	Click View Case

3	Click View Docs. This will take you into DRS (Document Repository System)
4	Tick boxes appropriate to the required document and Click View Documents.

Decision maker on LMS

Step	Action
1	Access LMS and enter the LMS No in the Client field.
2	Click on the NINo/RefNo hotspot.
3	Select the Forms tab.
4	Click on the calendar drop down box and choose the date that the application form was scanned onto CAMLite. If further information is required then the Sufficient Information date must be left open until the detail has been received.
5	Click Save and then OK.

Tracing for a NINo

13. See CIS Tracing Action instructions.
14. If a NINo has been traced at this stage and exists at on CIS at level 1 NIRS Maintained then LMS must be updated with that decision as follows:

Step	Action
1	Enter LMS number in the Client screen.
2	Click Search
3	Select NINo/RefNo Hotspot on applicant's record.
4	Access the Decision tab and enter the received at CCU date as todays date.
5	Select the Trace Tab. Select Yes if trace found and enter the NINo
6	Click Amend
7	Select No on Trace drop down menu and click Save.
8	Select Decision tab
9	From drop down list select Traced (Upgraded as applicable)
10	Enter NINo in NINo field
11	Save and OK
12	Select Print tab
13	Select Allocation letter and Print
14	Select Not Checked hotspot
15	Select Amend tab
16	Enter today's date in the Authorisation Date field
17	Save and OK, then hide
18	Select Amend tab
19	Enter today's date in the Completion Date field
20	Save and OK
21	Close Decision screen
22	Close View Clients Details screen

Upgrading a NINo

15. A NINo may be traced but exist at the wrong level and may need upgrading. If so see upgrading NINo instructions

16. If the details on CIS need to be amended, an electronic CIS500 must be completed and sent to Frontline Services.

Issue a CIS500

17. For CIS500 action, see issue a CIS500.

Central Reference System

18. This is a Home Office (HO) system. Decision makers can access this system to compare the copy of the applicant's passport and visa details with what the HO hold.

Step	Action
1	Access the Central Reference System (CRS) shortcut on desktop.
2	Enter your CRS Login and password
3	Click Login
4	This takes you to the UKBA LG Applications screen. Click on Central Reference System
5	Click on Summary Search menu.
6	Click on Summary Search Application 2013
7	This takes you to the Application Search Criteria screen.
8	Reset the Reporting Period to 1998 to date.
9	Check for the passport number from the CAMLite documents and enter it in the Passport Number section. Other criteria can be used such as name, title, address, telephone number and DOB
10	Click Search
11	This will bring up the Application Search results.
12	If a record is held for the applicant, click on the Visa Application Form (VAF) number link showing.
13	Check the details of the applicant from their visa documents against those held on CRS to confirm they hold a valid visa and RTW.
14	If you are satisfied that the details match, click Log Out.
15	If no record is held, visa is out of date or the details do not match, the application must be refused and an EOI must be booked.

Refusal Action

19. To refuse a NINo, see refusal action.

Booking an EOI appointment on LMS

Step	Action
1	Open NINo Postcode Locator Enter first 3 digits of postcode and click search. Note the appropriate office.
2	Click NINo/RefNo hotspot.
3	Click Registration tab.
4	Click App Type and select EOI.

5	Select Right To Work, from App Source.
6	Leave the Related Ben and click Save.
7	Click OK and No on the subsequent message.
8	Select Interview Tab.
9	Select No from the Needs identified tab, unless a need has been identified, if so click Yes.
10	Click Book and a Create Appointment Screen will display.
11	Enter the earliest appropriate start date.
12	Click Search.
13	The search results will display. Book the EOI by highlighting the most appropriate option from those displayed. A 25 minute slot must be selected
14	Click Book
15	Click Continue and then OK.
16	Tick the appropriate boxes for the documents that the applicant needs to take to the EOI for example, passport, visa, residence permit. One selection will allow all required documents for the letter.
17	Click Save
18	Click Print Letter
19	Click OK
20	Post letter to applicant

Further details required from applicant

20. If the CA5400 is unsigned or has no documents supplied with it you must follow the BF action for the decision maker.
21. If the CA5400 has correction fluid on it follow the refusal action and then issue a new CA5400, see Admin Team action.
22. If the CA5400 has been completed in pencil, returned blank a photocopy version has been returned or a residence permit has been supplied as evidence of Identity, then the application must be withdrawn.

Withdrawal action on LMS

Step	Action
1	Enter LMS number in the Client screen.
2	Click Search
3	Select NINo/RefNo hotspot on applicant's record.
4	Click the Decision Tab
5	Click W'draw tab
6	Click Yes and OK
7	Click Conv tab
8	Click New
9	Input reason for withdrawal
10	Click Save and OK

BF action

23. If further details are required, see BF action.

eNIRS

24. Most traced and upgraded NINos will already have a record on eNIRS. The decision maker must check eNIRS and make sure that a record exists. If no record is held they must follow the eNIRS instructions. All changes must be recorded on a CIS500.

LMS action

25. See LMS action under Tracing for a NINo.

Application received with a residence permit

26. The applicant must supply a copy of their Bio data page of their passport in all circumstances.

Biometric residence permit and 30 day travel visa (vignette)

27. The period that the identity documents are considered as in date begins from when the applicant contacts the Contact Centre (CC). This must be recorded.

28. If the vignette runs from 01.01.16 to 01.02.16 and the applicant contacted the CC on 29.01.16, it must be considered as in date and valid.

29. If the 30 day vignette presented is out of date when the postal application has been applied for and a BRP is not presented:

Step	Action
1	Contact the applicant by telephone or post to request the BRP. Request the applicant sends in the copies by post or fax and BF case
2	Applicant provides copies of the BRP, process the application as business as usual (BAU). Consider allocation of a NINo
3	If the applicant fails to provide copies of the BRP by BF date, process application as BAU and consider refusal

30. Where an in date 30 day vignette is presented and has been endorsed by an immigration official on arrival at a UK, Ireland, Jersey, Guernsey or Isle of Man port:

Step	Action
1	You must check the CRS database and
2	Where the CRS database shows an extended period of leave giving the right to work (RTW), and providing the Visa Application Form (VAF) number is the same, then it is appropriate to consider allocation of a NINo. An EOI is not required.
3	If the details do not match then the application must be refused and book an EOI interview, and send an appointment letter

31. If a copy of a biometric residence permit is presented and/or an in date 30 day vignette which has been endorsed by an immigration official on arrival at a UK, Ireland, Jersey, Guernsey or Isle of Man port:

Step	Action
1	Consider allocation of a NINo if the applicant provides copies of: • their BRP only, or • in date 30 day vignette only, or

	• BRP and an in date 30 day vignette
2	You must check the CRS database to confirm the details match
3	If the details match then consider allocation of NINo. **An EOI is not required**.
4	If the details do not **match** refuse, book an EOI interview, and send an appointment letter.

32. If a biometric residence permit (BRP) is presented and has been applied for and issued in the UK, you must refuse the postal application, book the applicant an EOI interview and send the appointment letter.

Note: If you are unable to find the applicant's BRP details on CRS, this usually indicates that the applicant has applied for and collected their BRP in the UK.

33. When a 30 day vignette is presented but has not been endorsed by immigration officials on arrival to UK, Ireland, Jersey, Guernsey or Isle of Man port:

Step	Action
1	Do not issue a NINo
2	See refusal instructions when considering refusal of an application

34. When the applicant does not provide copies of their BRP or 30 day vignette:

Step	Action
1	Contact the applicant by telephone or post to request the missing copies of ID documents. Request the applicant sends in the copies by post or fax and BF case
2	Applicant provides copies of requested documents – process application as BAU
3	If applicant fails to provide copies of requested docs by BF date – process application as BAU and consider refusal

To allocate or refuse a NINo

35. To allocate a NINo follow the instructions below. To refuse a NINo, follow Refusing a NINo instructions.

Step	Action
1	In CIS, select SA Create New CIS Account
2	Click on Title dropdown, select applicants title from dropdown
3	Enter Forenames of applicant in Forenames box
4	Enter surnames of applicant in Surname box
5	Click on Sex dropdown, select either M or F
6	Enter date of birth in Date of Birth box, format as DD/MM/YYYY
7	Click on Date of Birth Verification dropdown select correct Verification level from dropdown i.e. 'Verified to level 2'
8	Click on NINo Verification dropdown, select 'Verified' from dropdown
9	Click 'Next'
10	If applicant does not have historic name click Next and go to step 17.

	If applicant has historic name, click on Add Historic Names
11	In 1. Hist Name, enter historic name title from Title dropdown
12	Enter historic Forenames in Forenames box
13	Enter historic surname in Surname box
14	**Do not overtype the system default name start and end dates** If applicant has another historic name, click on Add Historic Names button and repeat the process
15	Click Next
16	Name Type 2 is name being used concurrently, Historic name is name previously known by. Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
17	On the Residential Address dropdown, click Add Address.
18	Enter postcode in Postcode box
19	Enter address building number in Building Name/Number box
20	Click Search
21	From Address Details- Search Results click on the hyperlink that corresponds to applicants address (if no/incorrect results found click on Address not listed to input address manually then go to step 23)
22	Enter any more details needed in Address Line 1 box, or leave blank if address is complete
23	Enter Address Start Date from CA5400 application form. If none provided, use today's date.
24	Click Next. If a previous address has been provided repeat steps 17-23 selecting Former Residential Address from the dropdown menu. You need to complete the following fields: Address Notified Start Date – enter today's date Address End Date – enter the date on the CA5400 Address Notified End Date – enter today's date **Note:** Only one former residential address can be recorded in CIS. There must not be a break between the end date of the former residence and the start date of the current residence. For example: Current address from 02/01/2016 Former address from 27/09/2015 to 02/01/2016 If there is a break, the former address will not be recorded in CIS.
25	Click Next. If a correspondence address has been provided repeat steps 17-23 selecting Correspondence Address from the dropdown menu.
26	To add phone contact details click on Add New Contact Detail
27	Click inbox for Preferred Method of Contact to add tick
28	Click on Select Contact Type dropdown tab
29	From dropdown tab select relevant phone type
30	Enter phone number in Contact Details tab

	If applicant has additional contact details then repeat steps 25-29 , if no extra contact details go to next step
31	Click Next
32	On Personal Details screen click on Marital/Civil Status dropdown
33	From dropdown tab select relevant marital/civil status of applicant
34	Click on Nationality dropdown
35	From dropdown select applicants nationality
36	Click on Create Account
37	Click OK on pop up if you want to create account, or click Cancel if you no longer want to create an account
38	Created NINo will then show. If needed to access applicants account click on NINo in the Account Successfully Created for box

Update and authorise LMS, print decision letter and send to applicant

Step	Action
1	In LMS, select Decision tab
2	From drop down list select Allocated
3	Enter NINo in NINo field
4	Save and OK
5	Select Print tab
6	Select Allocation letter and Print then click OK
7	Select Not Checked hotspot
8	Select Amend tab
9	Enter todays date in the Authorisation Date field
10	Save and OK, then hide
11	Select Amend tab
12	Enter todays date in the Completion Date field
13	Save and OK
14	Close Decision screen
15	Close View Clients Details screen
16	Send NINo Allocation letter to applicant

Register NINo on eNIRS

36. It is important to input as much relevant information as is available. See eNIRS knowledge library for further information.

Step	Action
1	Access eNIRS, enter the Adult Registration Application, then click OK
2	Enter NINo in Adult Registration screen and Submit

3	Check Name, DOB, Sex and NINo have pulled through correctly from CIS
4	If OK click registration and move to step 5
	If the wrong person appears, cancel out and check NINo
	If the wrong DOB appears, this can be changed in Adult Registration page
5	Enter Date of Entry, which is the applicant's first ever entry into the UK. Unless date of entry is before 16th birthday, then enter 16th birthday as date of entry
6	Click Complete Registration, then OK and Yes
7	Access Adult Registration Update screen, enter NINo and click OK
	No need to take action in the General Details screen
8	If dealing with a single name case go to step 14
	Note: Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
9	Access Name screen and update
10	Click Name tab. For applicants who have used more than one name, the additional names must be entered onto the system on separate days. See second day name action
11	Click on any of the blue hyperlinks
12	Overtype the name details as appropriate using the oldest historic name held on CIS
13	Click Update and OK
14	Access Address screen and update Country codes are: • 114 England • 115 Scotland • 116 Wales • 008 Northern Ireland
15	Click Update and OK
	If no correspondence address, go to step 20
16	Click Insert
17	Change address type to Correspondence – DWP office care of addresses must never be recorded in eNIRS
18	Complete address boxes – the start date is always todays date
19	Click Update and OK
20	If partner/ex-partner NINo is provided on the CA5400, access the marriage/civil partnership screen and enter all details. If partner/ex-partner NINo is not provided, go to step 30.
21	Click Insert
22	Complete Start date of marriage or civil partnership
23	Select appropriate marriage/civil partnership status from dropdown
24	In last box enter the spouse's/civil partner's NINo

25	Click Update
26	Check the spouse's or civil partner's details shown. These must match
27	If they do match click Confirm
28	Click OK
29	If they do not match click Cancel
30	Access Migrant Worker screen
31	In Surname box enter surname at birth
32	If the applicant **is** a national of one of the 12 EU/EEA specific countries – enter Town/Commune and Province/Department/County of birth (even if this is not an EU/EEA country), then complete the 'Country' box
	If the applicant **is not** a national of one of the 12 EU/EEA specific countries – complete the Country box with '249 – not yet recorded'
33	Complete the Nationality box with the appropriate nationality. **Note:** If the customer is Palestinian, use '250', for any other Nationality not on the list, use '249 – not yet recorded'
34	For all nationalities, input the full social security number. If the full social security number is not known, do not complete.
	Maiden name box- Do not complete this box
35	If the applicant is Spanish, also enter their parents names
36	If the applicant is a national of one of the 12 EU/EEA specific countries input their last address in the EU/EEA
37	Click Update and OK
	Liability details for 16th Birthday Cases • Where the date of entry is the 16th birthday and there has been a single entry into the UK, then staff must record migrant worker details but no liability dates, regardless of nationality. • Where the date of entry is the 16th birthday and there are multiple UK entry and exit dates after the 16th birthday, then staff must record migrant worker details and all valid liability dates, regardless of nationality.
38	Access Liability Details screen
39	Click on Liability tab
40	Click on Add liability
41	In Liability Details enter the first date that applicant arrived in UK in the End Date box
42	In Office no. box enter **2106** for Isle of Wight NC or **4061** for Glasgow NC
43	Click Submit
44	Click OK and OK. If only one liability date to input, go to Step 46
45	For next liabilities enter Date left UK in the 'start date' box
46	Enter next Date Arrived in UK in 'end date' box

47	In Office no. box enter **2106** for IOW NC or **4061** for Glasgow NC
48	Click OK and OK
49	Repeat until all liabilities are entered
50	Click black cross at top right hand side to close eNIRS
51	Close eNIRS browser

Update DRS and CAMLite

Step	Action
1	Return to DRS screen
2	Tick all documents boxes and select Bulk Update
3	Enter NINo, amend any name errors, click Update and then click Update Metadata
4	Close DRS screen
5	Return to CAMLite
6	Change Status on task to Closed
7	Enter NINo in Notes box
8	In Case Resolution click on dropdown arrow and select Closed.

Customer Information transferred to HMRC National Insurance Pay as You Earn System (NPS) system.