



Home Office

Tiered Application Service: the service levels we provide

Version 10.0

This guidance tells His Majesty's Passport Office staff about the Tiered Application Service and the different service levels we offer.

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About: Tiered Application Service: the service levels we provide

This guidance tells His Majesty's Passport operational staff about TAS (Tiered Application Service). We use TAS to describe the different service levels we provide, including:

- what the different service levels are
- who can apply for what service level
- who can upgrade their application to another service level
- when to downgrade an application service level
- TAS exceptions

If you have issues with TAS that this guidance does not answer, you must contact the counter service line manager.

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 **10.0**
- published for Home Office staff on **30 September 2022**

Changes from last version of this guidance

This guidance has been updated to reflect the change in our sovereign from Her Majesty Queen Elizabeth II to His Majesty King Charles III.

Related content

[Contents](#)

Tiered Application Service

This section tells HM Passport operational staff about our Tiered Application Service and the different service levels we offer our customers.

We encourage customers to apply for their passport early, so we have enough time to complete nationality, identity and entitlement checks.

The Tiered Application Service (TAS) is the collective name for the passport service levels we provide (for example, Standard, Fast Track and Premium). Some of these service levels include guarantees, where we will agree to complete the customer's application within a set time limit or refund the service level element of the fee.

TAS allows customers to:

- use different application channels, (for example, applying online or by post, instead of visiting a passport office public counter)
- apply for their passport urgently (for example, using our Premium and Fast Track service)
- upgrade their Standard application to the Premium or Fast Track service (for example, if their circumstances have changed and they need to travel urgently)
- apply quickly if they have urgent government business or compassionate reasons to travel
- upgrade their application using the expedited service in exceptional circumstances, to deal with service delay upgrades

Our public counters are not open for drop-in appointments, unless the customer needs to travel urgently due to urgent government business or compassionate reasons. If a customer visits a public counter:

- to apply for a passport because they want a quicker service, you (the counter examiner) must tell them to apply using any of the application routes available to them (for example, Digital Premium Service)
- without an appointment, you must encourage them to leave their application in the counter post box (if one is available)

Where we provide TAS

TAS covers all the services we provide, which are:

- [a Standard service](#) at 6 of our application processing centres (APC) in:
 - Durham
 - Glasgow
 - Belfast
 - Liverpool
 - Peterborough
 - Newport

- an [upgrade service](#) (Standard to Premium or Fast Track) at our 6 APC's
- [Fast Track](#) and [Premium services](#) at our counter offices in the 6 APC's and in our London customer service centre (CSC)
- an urgent government business and compassionate travel service at all APC and CSC sites
- an expedited service in exceptional cases to deal with service delay upgrades

We will decide where work is dealt with (for example, we only process Digital Application Processing (DAP) applications at some APC's) and may move applications to different APC's to maintain our service levels.

All APC's and CSC sites must adopt a consistent approach so customers can expect the same level of service, no matter which office is dealing with their application.

TAS fees

You must follow fees guidance, for details on the fees we charge for the different TAS service levels. Customers who are eligible for a concessionary passport, must still pay the TAS element of the fee.

Standard service in the United Kingdom

The Standard service is a non-guaranteed service, including Post Office Check & Send service, available at all our APC's. It is for customers who do not need their passport urgently. Customers can apply online or with a paper application form. We do not offer the Standard service at our public counters.

See [Standard service timescales](#) for information on our target processing times.

Standard overseas service

Customers applying from overseas cannot apply for a guaranteed service, as they are only available to UK customers.

Customers living in the Republic of Ireland may use the Paper Premium service, but they must collect their passport on the same day (see: [who can apply for the premium service](#)).

Overseas customers can apply for the standard service by:

- post
- online
- through our Local service offices

We will only accept Premium or Fast Track applications from overseas customers if they:

- were living in the UK when they applied

- can provide us with a UK address so we can deliver their passport and return their documents

We cannot upgrade overseas applications. If an overseas customer needs a passport urgently, they must contact the Foreign, Commonwealth & Development Office. Our published turnaround targets for [overseas applications are published on GOV.UK](#).

TAS upgrades

TAS upgrades are available for customers who have already submitted a Standard service application. This means production staff will usually provide this service rather than counter staff. Customers will usually ask for an upgrade if they need a faster service. Upgrades are a:

- 48-hour service (if the customer is upgrading their Standard application to the Premium service)
- 7 day service (if the customer is upgrading their Standard application to the Fast Track service)

We cannot upgrade Fast Track applications to the Premium service.

Fast Track counter service

The [Fast Track](#) service is a guaranteed 7-day service. However, if we receive a customer's application after our [cut-off time](#), it will be a guaranteed 8-day service. This service is only available by appointment at an APC.

Customers may apply for [Fast Track Collect](#) and get their passport from an APC. The cut off times also apply to Fast Track collect applications. There is an additional fee for the Fast Track Collect service.

Premium counter service

The [Premium service](#) is a guaranteed 4-hour service (if we receive the application before our [cut-off time](#)). Customers can apply using a paper or digital application. This is only available by appointment at an APC.

If a customer's appointment is after the cut-off time, their passport will be ready to collect up to 4 working hours the next working day (if it meets standard checks).

You must follow Paper counter services: how a customer applies, if you need information about how a customer books an appointment and what happens if they want to change it.

Customers needing advice at a counter office

Customers may visit a counter office without an application or appointment (for example, they want advice on getting a passport). This goes against the Consular

Fees order, which explains how passport fees cover the cost of administering a passport application. Part of this is determining the customer's eligibility.

Visiting the counter for advice, instead of making an appointment:

- has a negative effect on Tiered Application Service (TAS) turnaround times
- has a negative effect on walk-in appointments for customers who urgently need a passport
- gives an unfair service to customers applying by post

If a customer arrives with an appointment but does not intend to apply for a passport (for example, they do not have a completed application or correct documents), you must not give advice. You must:

- tell them to call the customer adviceline
- give them a passport application pack

Booking a TAS counter appointment

Customers can book Premium or Fast Track service appointments online or through Teleperformance (TP). Customers cannot use the online appointment booking system (OAB) to book appointments if they need to travel due to urgent government business or compassionate reasons. The TP agent or the OAB, will tell the customer, when:

- they can book an appointment
- their new passport will be ready to collect or be posted

TP will always try to book Premium service appointments before our daily [cut-off time](#). We cannot change appointments if it is less than 2 days away. We will not refund non-attendance. For more information on appointments, see: Counter Services: how a customer applies.

If a customer attends an appointment without the documents we need, the counter receptionist can re-book an appointment or the customer can rebook it themselves online or through TP.

Last appointment times

The cut off times for our public counter appointments, depend on the application type the customer is applying for. The table shows the last appointment each day, to guarantee the passport will be available for collection (Premium and Digital Premium) or posted to the customer's home address within 7 days (Fast Track).

Office	paper Premium	Fast Track	Digital Premium
Belfast	Suspended	12:30 weekdays 11:00 Saturday	16:30 weekdays 14:30 Saturday
Durham	Suspended	12:30 weekdays	16:30 weekdays

		11:00 Saturday	14:30 Saturday
Glasgow	Suspended	12:30 weekdays 10:30 Saturday	16:00 weekdays 14:00 Saturday
Liverpool	Suspended	13:30 weekdays 11:00 Saturday	17:00 weekdays 14:30 Saturday
London	Suspended	12:30 weekdays 11:00 Saturday	16:30 weekdays 15:15 Saturday
Newport	Suspended	12:30 weekdays 10:30 Saturday	16:00 weekdays Not available
Peterborough	Suspended	12:30 weekdays 11:00 Saturday	16:30 weekdays 14:30 Saturday

If we need to suspend TAS

In special cases, we may need to suspend TAS due to factors outside our control (for example, because of power failures or offices that need to close). This may affect customers who applied for a guaranteed service.

Each APC has a workflow interruption plan to deal with these issues. Where the issue affects a public counter, the counter manager will consider the problem and take the decision to suspend services.

If we suspend services, we must tell our customers and explain that we may not be able to meet their guaranteed service. We also refund the difference in fee from a standard to the fee paid, for example if the customer paid a Premium fee.

This applies to customers:

- attending an appointment
- waiting to collect a passport

If there is a national issue affecting all HM Passport Office sites, the service manager will take the lead and:

- update stakeholders
- make sure each APC takes a consistent approach across all sites (for example, by following [crisis guidance](#) or the [expedited service guidance](#))

The counter manager will tell the counter service line manager of any reduction in service so they can deal with the impact.

Related content

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Who can apply for the different TAS service levels

This section tells HM Passport Office staff who is eligible to apply using the different tiered application service (TAS) levels.

Everyone can apply for a passport using the Standard service.

Who can apply for the Fast Track service

UK customers can use the Fast Track service, to:

- renew an adult passport (including renewals of additional passports)
- renew a child passport that has expired (or is about to expire)
- change personal details on their passport (for example, their name, place of birth or gender)
- replace a lost, stolen or damaged passport
- apply for a first child passport
- apply for their first additional passport

Customers applying for a first time adult passport, must attend an interview and are not eligible to apply for the Fast Track service.

Who can apply for the Premium service

Children cannot use the Premium service. This applies to all service types (for example, first time child, child renewal and child replacement).

Adult customers:

- can use the:
 - Digital Premium service, to renew an expired adult passport (or one about to expire), unless it's an Old Blue (hardback style) passport
 - Paper Premium service, to change their name on their passport (if they got married or entered into a civil partnership) or to renew an expired adult passport (or one about to expire), unless it's an Old Blue (hardback style) passport
- living in the UK can use the Paper Premium service or the Digital Premium service
- living in the Republic of Ireland can only use the Paper Premium service

The Premium service is available to customers who hold additional (second) passports. Customers who have additional passports and are applying to change their name, must do so for all the valid British passports they hold.

Customers applying for a first time adult passport must attend an interview and are not eligible to apply for the Premium service

When you can change the service type from Fast Track to Premium service

Adult customers may meet the criteria for a Premium service appointment, but due to availability, are only able to book a Fast Track service. For example, when the public counters are busy during periods of high demand.

You, the counter member of staff dealing with a Fast Track customer at the counter, may change the service type if all the following points apply:

- the customer is an adult requesting a renewal or a replacement service
- the customer has asked if they can have a Premium service and you confirm they are eligible for it
- your regional counter manager (higher or senior executive officer) confirms there is sufficient capacity and resource available to provide the Premium service

If you change the customer's service type from Fast Track to Premium service, you must make sure the:

- additional Premium fee is taken and cashiered, by:
 - Sopra Steria Limited (SSL)
 - using an internal fee mandate (when SSL is unavailable)
- application is clearly case noted to show the:
 - actions you have taken, for example, speaking to the customer about the service change
 - decisions you have made, for example, the evidence you have seen and accepted
 - outcome, for example, changing to Premium service

Who can apply for a TAS upgrade

All UK adult customers can apply for an upgrade from a Standard service to a Premium service, except for customers applying for a first time adult passport, as they must attend an interview.

Child upgrades

UK child customers can apply for an upgrade, but we must do extra checks on these applications. For example, for child applications we can only upgrade the application if it's been on the system for 5 working days.

If we made an error on a child's previous application, we will try to correct this as soon as possible. We cannot guarantee we can issue a customer's passport any

quicker. We must only issue a fully valid passport when we're satisfied, we have no safeguarding issues with the customer's:

- nationality
- identity
- entitlement

Who can apply for urgent government business or compassionate travel

Adults and children can apply for a passport urgently if they can show they need the passport for urgent government business or compassionate travel. They can do this at a public counter or by upgrading their standard passport.

We will only issue a passport if there are no safeguarding concerns, and the intended passport holder has a claim to British nationality. If we have not completed our checks, we may issue a restricted validity passport.

See Urgent government business or compassionate travel guidance, for information on:

- what evidence is needed to confirm an urgent need for a passport
- who can authorise a child's passport application in this circumstance

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Examining TAS applications

This section tells HM Passport Office staff what they must consider before they agree to process the customer's application under one of the guaranteed service levels.

You, the examiner, must always do the correct checks, regardless of the application and service type a customer applies for. You must case note your actions and decisions and document scan all documents, in line with current policy and guidance.

Before you pass an application for issue, you must be satisfied:

- with the customer's identity
- that the customer has a claim (in line with nationality legislation)
- with the customer's entitlement
- that you have no vulnerability or safeguarding concerns

If you have doubts, you must:

- carry out all necessary checks (for example, asking for a previous file (if you need it))
- contact the customer and tell them they do not qualify for a guaranteed service (unless the Counter Fraud team has an interest in the application)
- consider refunding the customer's TAS fee (if they applied for a guaranteed service)

For potentially fraudulent cases or if the Counter Fraud team is dealing with a suspect case, you must consult with them before contacting the customer in case it interferes with their investigation.

Straightforward applications and service guarantees

We can only offer a guaranteed service (Premium, Fast Track or upgrade) when we receive a straightforward application. A straightforward application, includes:

- a fully completed application
- correct supporting documents (to confirm nationality and identity)
- the correct fee
- photos

We do not offer a Premium service for child applications.

We will consider child applications for Fast Track and upgrades if they meet the criteria, but they must include:

- all the bullets above

- a correctly countersigned form or an application with an acceptable digital referee who has confirmed all the customer's details are correct

You, the examiner, must accept that an application is straightforward and complete, when you have:

- examined the application (in line with standard guidance)
- no doubts about the customer's identity, nationality and entitlement
- no safeguarding (protection) or vulnerability concerns

Vulnerability indicators may include:

- court orders
- applications with letters from other authorities
- discrepancies with consent
- indicators that a child is at risk of abuse
- indicators that a child has a disability, which prevents them signing their passport

Straightforward application: counter

If you are dealing with a counter application (Premium or Fast Track), you must write in the 'only for office use' section of the application or on a back-office form:

- all the checks you have done
- any actions or concerns you want to raise for the back-office examiner
- document scan any relevant documents

Counter application due to compassionate reasons

If a customer visits an APC as they need their passport quickly, because of compassionate reasons, follow TAS urgent government business or compassionate guidance.

If we agree to deal with the application, we will try to issue the passport as soon as possible. However, it may not always be possible to process within 4 hours. Most customers can usually collect their passport on the same day.

Non-straightforward applications

We must do identity and nationality checks on every application. If we cannot complete our checks, we may not meet service guarantees (for example, for a Premium service). In these cases, we will view the application as non-straightforward.

If you receive a non-straightforward application from a customer who asked for a guaranteed service, you must:

- phone them and explain the situation and tell them we cannot meet the service guarantee
- tell them we have set a new turnaround target for their application
- add a case note
- downgrade the application (for example from Premium to Fast Track), sometimes the application may be downgraded to a Standard service

Non-straightforward applications: counter

If you are dealing with a counter application (Premium or Fast Track), you must write in the 'only for office use' section on the application or on a back-office form:

- all the checks you have done
- any actions or concerns you want to raise for the back-office examiner
- document scan any relevant documents

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Premium service

This section tells HM Passport Office operational staff about the Premium service.

Customers can apply for a Premium service online (Digital Premium service) or using a paper form (Paper Premium service).

About the Premium service

The Premium service is a guaranteed priority service with a turnaround target of 4 working hours (for [straightforward applications](#)) and:

- is a service we provide at Application Processing Centres (APC)
- it gives customers the choice to complete their application online or on paper
- is only available to customers who live in the UK or overseas, who:
 - normally live abroad but were in the UK when they made their application
- have provided a UK address for delivery
- is available to customers who live in the Republic of Ireland and have provided an Irish delivery address on the form

If a UK customer does not meet the criteria to apply for a Premium service, they may apply to [upgrade their standard application](#), after we complete our examination.

Digital Premium service

If a customer applies for the Premium service using Digital Premium Service, they must:

- complete their application online and upload a digital photo
- book an appointment at an APC
- attend the appointment and bring their supporting documents
- collect their passport at their appointment

For more information, see: Digital Premium Service guidance.

Paper Premium service

Counter Services: how a customer applies explains how customers can apply for a Paper Premium service and:

- how they can book their appointment at an APC
- what documents they must bring to the appointment
- who can attend an appointment
- when their new passport will be ready for collection

Premium service: fees

Customers must pay an extra fee for the Premium service. You must follow the fees guidance for information on refunds, if:

- you accept a Premium service application but cannot meet the service level target
- you accept a Premium service application, but you downgrade the application
- a customer applies for a Premium service application on compassionate grounds

Premium service: who qualifies to use the service

Children cannot use the Premium service. We cannot process a child's application quickly unless the passport is needed for exceptional, urgent government business or compassionate travel. This applies to all service types (for example, first time child, child renewal and child replacement).

Adult customers can apply for a Premium service, if they:

- want to renew their passport (including some damaged passports)
- change their name on their passport, as they:
 - have married or entered a civil partnership
 - are going to marry and include a post-dated change of name by marriage or civil partnership (PD2) form
- live in the UK or overseas customers and:
 - normally live abroad but were in the UK when they made their application
 - have provided a UK address for delivery
- live in the Republic of Ireland and have:
 - provided an Irish delivery address on the form
 - applied using the paper Premium service

If a customer does not meet the criteria for the Premium service but needs to travel for urgent government business or compassionate reasons, you must follow TAS: urgent government business or compassionate travel guidance.

We will transfer applications to the relevant Application Processing Centre (APC), if during processing of the application we discover:

- the customer was not in the UK when they applied for the passport
- the customer will not be in the UK when the passport is issued

The relevant APC will deal with the application by following Threat assessment of overseas applications guidance.

The Premium service is available to customers who hold additional (second) passports. Customers who have additional passports and are applying to change their name, must do so for all valid British passports they hold.

What Premium service applications we accept in special cases

There are times when you may offer the customer a Premium service, even if their application does not qualify. For example, if:

- [if we made an error on the previous Premium service passport application](#)
- [the customer's machine readable passport was stolen a week before their pre-booked travel](#)
- [we \(or the Foreign, Commonwealth & Development Office \(FCDO\)\) made an error on a passport and the customer is travelling in less than 2 weeks](#)
- we have agreed to issue a gratis (free) replacement passport because the customer declared it lost after we sent it
- the customer is eligible for a Premium service but has not been able to book a Premium appointment due to availability

If we made an error on the previous Premium service application

If we made an error on the customer's previous passport and they applied using the Premium service, you must accept their application for a Premium service, even if they do not meet the criteria.

Customers will usually return passports with errors to the issuing office. However, as the FCDO no longer issues passports, customers must return faulty passports to an APC. You, the examiner, can accept the application, even if:

- the customer attends a different APC to the one that originally issued their passport
- it's been more than twenty-eight days since we issued their passport

You must accept the customer's application, if it's complete and you can get evidence of the error from the customer or the issue file (see: How to correct errors on passports guidance).

Passport stolen within 1 week of customer's booked travel

If an adult customer's machine readable passport was stolen within a week of their pre-booked travel, we will offer a Premium service. If the application is for a child, it is a vulnerability indicator and you must refer to safeguarding guidance and vulnerability guidance. Before you issue a passport, you must:

- confirm the stolen passport was issued in the UK
- complete identity checks to make sure they are clear against the original issue file or image on Main Index
- have evidence the passport was stolen (for example, a crime reference report)
 - you must check the report date against the date the customer booked travel

- have evidence of travel, for example, tickets:
 - you must verify the evidence looks genuine and you can accept it, by checking with online resources (if possible)
 - you must check when travel was booked and that the customer is travelling in 1 week or less

If a customer does not give you the evidence you need, you must refer the application to your OTL (operational team leader). They will decide if you can offer a Premium service. If you cannot, you must refer the application to passport operations to deal with.

Passport error and the customer is travelling within 2 weeks

If the customer is travelling within 2 weeks and we (or the FCDO) made an error on the previous passport, we will offer a Premium service.

You can accept the application even, if:

- the customer attends a different APC to the one that originally issued their passport
- it's been more than twenty-eight days since we issued their passport

You must accept the customer's application if it is complete, and you have evidence of the:

- travel, for example, tickets:
 - you must verify the evidence looks genuine and is acceptable by checking with online resources (if possible)
 - you must check when travel was booked and that travel is in 2 weeks
- error from the customer or the issue file (see: How to correct errors on passports guidance)

If a customer does not provide the evidence you need, you must refer the application to your OTL. They will decide if you can offer a Premium service. If you cannot, you must refer the application to passport operations (in line with standard guidance).

Customers who do not qualify for Premium service

We cannot always offer the customer a Premium service, even if they have urgent government business or compassionate travel reasons (for example, they are applying through Treaty rights).

Customers who are not eligible for the Premium service, will not be able to upgrade, unless they need a passport because of urgent government business or compassionate travel reasons. If they do, they must contact our public counter you must follow: urgent government business or compassionate travel guidance).

Customers who do not need to travel because of urgent government business or compassionate reasons, will not be eligible for the Premium service, if they want to:

- renew or replace an Old Blue (hard back style) passport (you must treat these as first-time adult applications)
- replace a lost or stolen passport (see: [exceptions](#))
- renew a restricted validity passport to full validity
- apply for a child application
- apply for a passport from overseas
- receive their passport quicker and have already applied for a standard service (some customers may be able to upgrade their application)
- apply for an application where their claim is based on treaty rights so we need to establish their claim and link to TR guidance

If a customer does not qualify for the Premium service and you need to refund them, see: fees guidance.

Customer does not qualify: Treaty rights

If a customer needs to travel and meets the criteria for urgent government business travel or compassionate reasons, they will still not qualify for the Premium service, if it's a:

- first-time application and the claim relies on a European Union, EEA or Swiss national providing evidence to show they exercised Treaty rights (see: Treaty rights guidance and EUSS: child born on or after 1 July 2021)
- renewal or replacement application for an adult (or a child born on or after 30 April 2006) whose first passport was issued before 31 October 2014)

If the customer has not provided the parents' details, the back office examiner will do previous application and Main Index checks.

If either parent was born (or declared citizenship) in a EU8 country, the back office examiner must check the parental details section (see: WRS: completing checks guidance). The back office examiner will tell the customer:

- if they do not qualify for the Premium service
- what documents (if any) they need to support their claim

Customer does not qualify: damaged passports

If the damage to a passport fits the definition of wear and tear, you can treat it as a renewal. You must case note the damage is due to normal wear and tear.

If the damage to a passport fits the definition of damage or fraudulent tampering, we cannot offer the customer a Premium service.

If you are unsure about damage due to wear and tear, you must refer the application to your operational team leader (OTL). The operational team leader will:

- decide if the damage is due to wear and tear
- case note their decision and what action to take

If you have reasonable doubt, you must process the application through the Fast Track service.

Customer does not qualify: lost and stolen passports

The Premium service is not available for applications to replace lost or stolen passports, unless the customer's valid UK passport was stolen within 1 week before pre-booked travel.

Customer does not qualify but has urgent travel

It is rare for us to accept a Premium service application, if it does not meet the criteria. If a customer phoned Teleperformance (TP), as they needed to travel for urgent government business or compassionate reasons, TP would book an appointment for them at an APC.

Sometimes, a customer may attend an APC to ask for a Premium service. If they do attend an APC and they need to travel for urgent government business or compassionate travel reasons, you must follow: TAS: urgent government business or compassionate travel guidance.

If a customer wants a Premium service but does not qualify and is not travelling for urgent government business or compassionate reasons, an HEO (higher executive officer) (or above) must:

- make the decision
- record the details in a log

The log is to make sure we act with a degree of accountability when we accept an application under special circumstances. These applications are accepted at the counter before being scanned on the (AMS) Application Management System. We have a facility to make a digital or paper log to make sure we record these details.

We will try to process these applications using the Fast Track service.

If you cannot offer the Premium service

If you cannot offer an upgrade

If an application (paper or digital) does not meet the [criteria for a Premium service](#) and you cannot upgrade the application, you must:

- tell the customer they do not qualify for the Premium service
- explain you will process their application as a [Fast Track](#) service

Rejecting a Digital Premium service application

If you decide to reject a Digital Premium service application, you must follow Digital Premium service guidance.

Rejecting a Paper Premium service application

If you reject a Paper Premium service application (for example, the customer attends their appointment and you realise they do not qualify for a Premium service), you must offer them a Fast Track service. If they qualify for one, you must record the details by completing the back office sheet.

Sometimes, we may need to downgrade an application to a Standard service, if we cannot offer a quicker service (for example, if the customer's previous passport was an old blue (hardback style) passport).

If you are unable to offer a Fast Track service, you may be able to upgrade the application after it's ready to be passed for issue (PFI). You must record your reasons, decisions and the checks you have done on the back office sheet.

If we downgrade an application, we do not refund the difference in the fees. If the HEO agrees, they will fill in and sign the bottom of the back office sheet with details of why they accepted the upgrade, instead of offering the Premium service.

If we cannot meet the Premium service timescales

It may not always be possible to deal with a Premium service application [within the timescale](#) (for example, if a customer's previous passport is damaged).

If you cannot process the application within the timescale, you must tell the customer:

- there may be a delay
- not to book travel (if they have not already done so)
- to apply for a refund of the Premium service part of their fee through Customer Services (this is only if the application was not the customer's fault for example, if we needed to investigate a match on the application)
- they are not eligible for a refund, if the application is delayed due to the customer (for example, if they declared their passport not damaged but when they brought it to the appointment it was)

If a customer asks for a refund, you must follow compensation guidance. You must case note all the actions and decisions you make.

Posting passports to Premium service customers

We do not post passports issued through the Premium service, as customers will usually collect them from an APC. If a customer asks us to post their passport, you must follow the posting passports and documents guidance.

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Fast Track service

This section tells HM Passport Office staff about Fast Track and Fast Track collect services. It explains what applications we will accept, what to do if we cannot meet the Fast Track timescale, how we deliver passports and return supporting documents. It includes how to deal with applications the system automatically selects for a Passport Authentication Interview.

The Fast Track service:

- is a guaranteed 1 week service, excluding bank and public holidays (this includes time for printing and delivery)
- guarantees we will deliver a customer's new passport to their home address [within 1 week](#) of their appointment
- is available:
 - to customers living in the UK (if they are living overseas, they must have been in the UK when they applied and provide a UK delivery address)
 - for [straightforward completed](#) applications
 - only available at an Application Processing Centre (APC)

Customers can apply for a Fast Track Service online at [GOV.UK](#) and must:

- book an appointment at an APC
- attend the appointment
- bring their application and supporting documents

We will check the customer's application. If our checks are clear and their appointment is before the [cut-off time](#), they will get their passport (by post) in 1 week, unless they collect it from an APC. We will transfer applications to the relevant Application Processing Centre (APC), if during processing of the application we discover the customer:

- was not in the UK when they applied for the passport
- will not be in the UK when the passport is issued

The relevant APC will deal with the application by following threat assessment of overseas applications guidance.

We cannot usually upgrade Fast Track applications to Premium service except when an adult customer is eligible for a Premium service but they were unable to book one because of a lack of appointment availability.

Who can use the Fast Track service

Customers can use the Fast Track service, to:

- renew an adult or child passport, including some old blue (hardback style) passports
- change the name on their passport (for example, with a marriage certificate or deed poll)
- make changes to their personal details (for example, their gender)
- replace a lost, stolen or damaged passport (see Fast Track applications: that do not qualify guidance)
- apply for a first child passport (unless they're within 2 weeks of their 16th birthday and will need to apply as a first time adult)

The Fast Track service is available to customers who hold additional (second) passports. Customers who have additional passports and are applying to change their name, must do so for all their valid British passports they hold.

Fast Track service: Old Blue (hardback style) applications

If a customer wants to renew or replace a lost or stolen Old Blue passport, they must:

- complete an application form as a first time adult
- provide the correct documents for this service type

Customers can apply for a Fast Track service, but we may not be able to meet the timescale, if they:

- cannot give us the documents we need
- need to attend an interview

Fast Track applications: Passport Authenticity Interview

Customers will not be eligible for a Fast Track service, if they need to attend a Passport Authenticity Interview. You must refer these applications to an Enhanced Application Checker (EAC) to deal with.

Fast Track: what applications we may accept in special cases

There are times when we may offer a Fast Track service, even if a customer does not qualify for example, for a customer who needs to travel for urgent government business or compassionate travel reasons.

Fast Track service: applications that do not qualify

Some applications do not qualify for the Fast Track service. These are:

- first time adult applications
- Treaty rights applications
- applications for children born:

- between 28 August 2018 and 30 June 2021 to an EU, EEA or Swiss national parent who was granted indefinite leave to remain before they were born, through the European Union Settlement Scheme
- on, or after 1 July 2021 to an EU, EEA or Swiss national parent and the child's nationality claim relies on the outcome of their parent EUSS application (see: EUSS: child born on, or after 1 July 2021)

First time adult applications

Customers applying for a first time adult passport, must attend an identity interview (for example, a customer who has naturalised) cannot apply for the Fast Track service. If they have urgent government business travel or compassionate reasons, we may consider issuing them a restricted validity passport.

Treaty rights applications

We will not accept first time applications, if the claim to a passport is through treaty rights.

You the back office examiner, must check in the parent's details section of adult and child renewals or replacement applications (customers born on or after 30 April 2006, whose first passport was issued before 31 October 2014), to see if:

- either of the parents was born in an EU8 country
- they declared citizenship of an EU8 country, in line with WRS: completing checks guidance

If the application is for a first time customer and meets either of the above criteria, you must tell the customer:

- they do not qualify for the Fast Track service
- what documents they need to send us to support their claim

You, the examiner, must complete all checks (regardless of service level), if you are examining a renewal or replacement application and

- the original claim was through treaty rights
- you discover the correct process was not followed originally

Fast Track service fees

When dealing with Fast Track service applications, you must follow fees guidance for what to do:

- if a customer is not eligible for the Fast Track service and you need to offer a refund
- when we do not meet a service level
- for refunds based on compassionate grounds

Customers may prefer to collect their passport from an APC, instead of having us deliver their passport. They will still receive the same service as the 1 week Fast Track but there is an extra fee for the collection service. You must not normally offer this service.

If we cannot meet the Fast Track timescale

It may not be possible to deal with all application types within the timescale for example, for lost and stolen applications (if we issued the passport abroad).

If you cannot process the application in the timescale, an operational team leader (OTL) or above, must contact the customer and tell them:

- there may be a delay
- not to book travel (if they have not already done so)
- we will contact them to arrange a refund of the Fast Track part of their fee

You must case note all actions and decisions you make.

How the customer gets their Fast Track passport

We send passports to customers who applied for the Fast Track service by Secure Delivery using our secure delivery providers. For customers who pay an extra fee, we provide a [collection service](#).

We allow 24 hours for central print to print the passport and up to 24 hours from the point of collection for our delivery providers to attempt delivery.

If a customer asks and pays the additional fee, we will return their supporting documents by secure delivery. If they are collecting their passport, they do not need to pay to have us return their documents by secure delivery.

Fast Track service: collection

Customers may prefer to collect their passport from an APC, instead of having us deliver their passport.

If a customer can prove a need (for example, they will not be at their usual address before they are due to travel, you may allow them to apply for a Fast Track Collect service.

After you complete the necessary checks, you must:

- make sure the customer understands this service is an exception and we cannot guarantee we will be able to complete checks in less than 1 week
- have the approval of an OTL or above to the collection

We tell customers at the counter their passports will be ready to collect on day 7. This information is also printed on their collection receipt. If we agree to process a Fast Track Collect application, you must ask who will be collecting. You must:

- fill in the collection form (if the customer is not collecting the passport)
- fill in a child collection form (if the application is for a child)
- tell the person collecting, they will need ID
- they will also need a letter of authority from the person who consented to the application (if that person cannot collect the passport)
- email the collect forms if the person collecting is collecting at another APC to their Local print room), and arrange for the passport to be printed at the other APC)
- make sure the letter names the person who will be collecting (so that the counter officer can check their ID against this)

This timescale allows:

- you to do necessary checks (for example, nationality, identity, consent and safeguarding)
- us time to print the passport
- back office examiners to be aware customers will be collecting their passports (they will not need to make an appointment to collect)

Fast Track Collect: how we print passports

We can print Fast Track Collect applications using local print at any APC. The customer must decide what APC they want to collect their passport from. The 1 week timescale for Fast Track includes time for printing and secure delivery.

Authorising the request for a Fast Track Collect

You, the OTL, must authorise the customer to collect a Fast Track passport. To do this, you must check the customer has provided confirmation that they need to collect their passport. For example, they are due to travel and will not be at their home before their travel date.

Correcting Fast Track service errors

If an examiner made an error on a passport originally issued using the Fast Track service, we can issue the customer a new passport using the Fast Track service.

We will not normally offer a Premium service but if we made a mistake on the original application and the customer needs to travel urgently, you must consider offering a Premium service.

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Standard service applications

This section tells HM Passport Office staff about the standard service. Standard service in the United Kingdom guidance explains what our Standard service is.

Customers can apply for the Standard service:

- [by post](#)
- [online at GOV.UK](#)
- by posting it in the Application Processing Centre (APC) post box
- [using the Post Office Check and Send service \(UK applications only\)](#)
- through Local Services (when we offer this service) (overseas applications only)

The fees needed for a Standard service differ depending on how the customer applies (for example, using a paper form or online) and where they are applying from (from the UK or overseas, for example).

Standard service: upgrades

If a customer applies for a Standard service application, you may be able to upgrade it to a Fast Track or Premium service, if:

- the customer meets the criteria
- they pay the extra fee

Standard service: timescales

We publish up to date turnaround times for UK and overseas passport applications on [GOV.UK](#). Applications from overseas countries may take longer.

We do not give priority to applications from Post Office branches over UK postal work (applications posted directly by a customer).

Standard service timescales: unreasonable delays made by our staff

If we have unreasonably delayed an application due to an error made by our staff:

- we may consider giving the customer a gratis (free) upgrade (this only applies to UK applications, as we do not upgrade overseas applications)
- the customer may have the right to a free Emergency Travel Document (ETD)

Standard service timescales: service delay upgrades

You must refer to the upgrades and expedited service guidance for guidance on how to process service delay upgrades.

Standard service: returning passports and documents

For information on how and when we return documents and deliver passports for UK applications, see: [posting passports and documents guidance](#).

For customers applying from overseas, we will deliver:

- new passports by secure delivery (the customer can collect their supporting documents from a Local service office)
- supporting documents using our overseas secure delivery providers (the customer can collect their supporting documents from a Local service office)

How to correct Standard service errors

If you find an error on a passport we originally issued through the Standard service, you must issue the customer a new passport using the Standard service. If they give us evidence, they are travelling in less than 2 weeks, you must offer the [Premium service](#).

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