



Home Office

Travel documents issued by UK government offices

Version 17.0

This guidance tells His Majesty's Passport Office staff how to deal with emergency passports and travel documents

Contents

Contents.....	2
About: Travel documents issued by UK government offices	4
Contacts	4
Publication	4
Changes from last version of this guidance	4
Home Office travel documents	5
Dealing with a Home Office travel document.....	5
Photocopies of Home Office travel documents	5
AMS: how to cancel a Home Office travel document	6
DAP: how to cancel a Home Office travel document.....	6
How the Post room must deal with a Home Office travel document.....	7
Emergency Travel Documents	8
Who issues ETDs	8
Dealing with an ETD	8
Cancelling an ETD.....	9
Temporary Passports	10
How to recognise a Temporary Passport.....	10
Dealing with a Temporary Passport.....	10
Cancelling a Temporary Passport.....	10
Emergency Passports	12
What an EP looks like	12
Dealing with an EP	12
How to cancel an EP	12
British overseas territory temporary travel documents	14
What a BOT Temporary Passport looks like.....	14
Dealing with a BOT Temporary Passport	14
Cancelling a BOT Temporary Passport	15
Temporary travel documents issued by BOT Immigration Departments.....	15
Recording the travel document on the system	17
Posting documents to the Peterborough Search team	18
DAP: how to post documents to the Peterborough Search team.....	18
AMS: how to post documents to the Peterborough Search team	18
Instructions for the Peterborough Search team.....	20
How to record returned ETD's, EP's and TP's.....	20

Listed document not received.....	21
Document cannot be matched to passport or application records	22
Spreadsheet data retention.....	22

About: Travel documents issued by UK government offices

This guidance tells His Majesty's Passport Office staff how to deal with emergency passports and travel documents issued by UK officials that we receive as part of a passport application.

Contacts

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

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

Publication

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

- version **17.0**
- published for Home Office staff on **4 February 2025**

Changes from last version of this guidance

This guidance has been updated to:

- tell you that ARD (Application Receive Domain) will automatically populate the address for the return of Travel documents
- tell:
 - Peterborough search team staff how to process an Emergency Travel Document, Temporary or Emergency Passport when it is returned to HM Passport Office
 - examiners what to do when they receive confirmation a Home Office travel document is lost
- remove reference to transfer to AMS (Application Management System) and the Document Management Service
- include the new correspondence address for UK Visas and Immigration (UKVI)

Related content

[Contents](#)

Home Office travel documents

This page is about Home Office travel documents issued by staff in the United Kingdom Visa & Immigration Service (UKVI).

The United Kingdom Visas & Immigration Service (UKVI) issues Home Office travel documents to commonwealth citizens and foreign nationals who are unable to get a passport from their own countries.

A Home Office travel document:

- does not give British nationality to the holder
- is not an identity document
- is used for foreign travel

Dealing with a Home Office travel document

If HM Passport Office issues a customer a British passport, and the customer has sent us a Home Office travel document, we must cancel any Home Office travel document they are named on and return it to the Home Office. This includes when:

- more than 1 person is named on the travel document (for example, when children are named on their parents' travel documents) so UKVI can update their records
- the travel document has been cancelled but not yet returned to the Home Office

If a Home Office travel document is sent to us as part of supporting evidence, (for example if a parent sends us their travel document to support their child's application), and we do not issue a British passport to anyone included in the document, then you, the examiner must return the travel document to the customer un-cancelled. You must use secure delivery to return the Home Office travel document to the customer.

Photocopies of Home Office travel documents

If the customer tells you their original Home Office travel document is lost, you the examiner must:

1. Continue to process the application.
2. Advise the customer by telephone (if you are able to contact them), they must report the loss to UKVI using the link on [GOV.UK](https://www.gov.uk).
3. Email UKVI:
 - write **HMPO Lost HOTD** in the subject header
 - attach a copy of the image (if a photocopy has been supplied) or travel document number (if known)
 - add the customer's name, date and place of birth

- advise them the customer has reported the document to HM Passport Office as lost
- 4. Add a case note to the application to state the actions you have taken.

You must not send the photocopy to UKVI by post, as it would incur a cost to HM Passport Office.

UN Travel Documents and travel documents issued by other foreign authorities are not UKVI issued travel documents. You must return any foreign travel document uncancelled to the customer, using the postal method they have selected.

AMS: how to cancel a Home Office travel document

If you are dealing with the application on the Application Management System (AMS) and you need to cancel a Home Office travel document and return it to UKVI, you must:

1. Put a case note on the customer's application confirming you have cancelled and returned the Home Office travel document to UKVI (you must include the travel document number).
2. Write to the customer, telling them you have returned the travel document to the Home Office (system letter code 004).
3. Authorise the issue of a British passport.
4. Return the customer's other supporting documents using the correct postal method.

When you are ready to return a Home Office travel document to UKVI, you must:

1. Cut the top right-hand corners from the front and back covers of the travel document.
2. Write the Home Office travel document number on the bottom right-hand corner of a secure delivery envelope and seal the travel document inside.
3. Write the following address clearly on the left-hand side of the front of the envelope:

TDS (HM Passport Office-BC)
United Kingdom Visas & Immigration
Travel Documents
2 Ruskin Square
Dingwall Road
Croydon
CR0 2WF

4. Take the secure delivery envelope to your local Post room (or ask the team support clerk to take it).

DAP: how to cancel a Home Office travel document

If you are dealing with the application on DAP (Digital Application Processing) and you need to cancel a Home Office travel document and return it to UKVI, you must:

1. Put a case note on the customer's application confirming you have cancelled and returned the Home Office travel document to UKVI (you must include the personal details and travel document number).
2. Write to the customer, telling them you have returned the travel document to the Home Office (using letter code 004).
3. Update the handling instruction for the travel document on ARD (Application Receive Domain):
 - select **Handling instruction**, then **Edit**
 - select **Send to another location by internal mail**
 - select **UKVI - travel docs** (ARD will pre-populate with the address)
 - update to show the travel document must be cancelled and returned to:

TDS – HM Passport Office-BC, UKVI
United Kingdom Visas & Immigration
Travel Documents
2 Ruskin Square
Dingwall Road
Croydon
CR0 2WF

When the application processing is complete, the DHU will cancel the Home Office travel document, update the envelope, and send it to UKVI.

How the Post room must deal with a Home Office travel document

Travel documents can be sent in bulk to UKVI once per day, but each travel document must stay in its original sealed envelope.

To send a Home Office travel document to UKVI, Post room staff must:

1. Refer to: Sending secure delivery envelopes using Royal Mail.
2. Send an email to UKVI showing the:
 - postal reference number
 - date the Home Office travel document was sent to UKVI
 - travel document number (this will be written on the bottom right of the envelope)
3. Send the envelope to UKVI using External Secure Transfer.

Related content

[Contents](#)

Emergency Travel Documents

This page tells examiners about Emergency Travel Documents (ETDs), what they look like and when and how they are issued.

We have issued Emergency Travel Documents (ETDs), since 2009. ETDs:

- have 'Emergency Passport' written on the front cover
- have 8 pages, including a personal details page with a digital photo of the customer
- have a machine readable zone but no biometric chip
- are A6 in size
- have a blue cover
- can be valid for single, multiple or return journeys, including up to 5 specified countries the customer may travel through, to arrive at their final destination (we will note the validity and travel details on the observations page)
- have security features that are difficult to change

Immigration officers will take the ETD from customers at the UK border and return them to HM Passport Office.

Who issues ETDs

ETDs are issued:

- overseas by Foreign, Commonwealth & Development Office (FCDO) consular assistance staff using the British Identity Document Generation Equipment (BRIDGE) system
- by HM Passport Office, in the UK, if our standard passport issuing system stops working and urgent travel criteria is met

HM Passport Office staff cannot confirm if the FCDO will be able to issue an ETD. If a customer asks you how to get an ETD, you must direct them to [GOV.UK](https://www.gov.uk) or to the nearest British embassy, high commission or consulate.

Dealing with an ETD

You must not accept HM Passport Office or FCDO issued ETDs, as confirmation of a customer's nationality, entitlement or identity.

You can continue with a renewal or replacement of a customer's old passport, if both of the following apply:

- the customer has previously held a fully valid British passport
- you can check the customer's details in our records (see Lost, stolen recovered guidance)

The customer will need to provide full documentation to confirm their claim to British nationality, if:

- they are applying for a first time passport
- you cannot trace their previous British passport on the system

The customer may also need an identity interview (see Interviews: overview of the interview process).

Cancelling an ETD

ETDs are valid for single, multiple or return journeys. If the ETD is valid for a single journey or the customer receives their new passport in time for their return journey, you must:

1. Case note the details of the ETD on the live application.
2. Follow the guidance in Recording the travel document on passport and application records before continuing with the application.
3. Cancel and destroy the ETD. If you are dealing with the application on:
 - DAP (Digital Application Processing), you must update the handling instruction for the ETD on ARD (Application Receive Domain) - select **Handling instruction**, then **Edit**, then **Confidential waste**
 - AMS (Application Management System), you must send the physical document to confidential waste yourself

If the ETD is valid for a return journey and the customer will not receive their new passport in time to travel, you must:

1. Case note the details of the ETD on the live application.
2. Tell the customer we are putting their application on hold until they return the ETD or confirm it has been surrendered.
3. Return the ETD to the customer. If you are dealing with the application on:
 - DAP, you must follow the instructions for returning a document on a live application
 - AMS, you must send the document to the customer

You must send the ETD to the Peterborough Search Team, if it's not part of a live passport application.

Related content

[Contents](#)

Related external links

www.gov.uk/emergency-travel-document

Temporary Passports

This page tells HM Passport Office staff about Temporary Passports issued by The Foreign and Commonwealth & Development Office.

Temporary Passports were issued by the Foreign, Commonwealth & Development Office (FCDO) until the end of 2010, when they were replaced by the Emergency Travel Document (ETD). Temporary Passports (TPs) were valid for 1 year.

How to recognise a Temporary Passport

You can recognise TPs issued by The FCDO by:

- the words 'Temporary Passport' written on the front cover
- a numbering sequence between 730000001 and 730999999
- being valid only for a limited period, usually enough to cover the customer's journey time and up to a maximum of 1 year

See examples in the Knowledge base.

Dealing with a Temporary Passport

You (the examiner) can accept a TP as evidence of identity and nationality, if the customer submits it as part of a passport application. TPs were issued in line with FCDO guidance and are considered the same as a fully valid passport. Although no longer issued, you may receive one as part of a passport application.

You must deal with the replacement of a lost or stolen TP using the Lost, stolen recovered guidance.

We will not normally ask for additional documents, if the customer's personal details remain the same and can be clearly identified from our passport records (see Confirming identity). If the customer lives overseas, you must tell them to send in additional documents, in line with [international customer guidance on GOV.UK](#).

You, the operational team leader (OTL), DAP (Digital Application Processing) examiner performing additional checks, or Enhanced Application Checking (EAC) enabled examiner processing on AMS (Application Management System), must only request the previous application file for a TP if you have fraud or safeguarding concerns.

Cancelling a Temporary Passport

You must cancel TPs, in line with the cancelling British passports guidance. If the customer asks, you must return the TP, and:

1. Case note the details of the TP on the live application.
2. Follow the guidance in Recording the travel document on passport and application records before continuing with the application.

You must send the TP to the Peterborough Search Team, if it's not part of a live passport application.

Related content

[Contents](#)

Related external links

[GOV.UK](#)

Emergency Passports

This page tells HM Passport Office staff about Emergency Passports (EPs) who issues them and what they look like.

Emergency Passports (EPs) are travel documents issued by the Foreign, Commonwealth & Development Office (FCDO) consular staff overseas and are valid for 1 journey, including travel through multiple countries.

As with Emergency Travel Documents (ETDs), FCDO issues EPs under strict guidance and only when:

- the FCDO issuing system is not available
- there is a mass evacuation and using the system would be impractical

FCDO previously issued EP's to those who did not consent to a travel document. FCDO now issue these customers with ETD's.

What an EP looks like

EPs are manually produced on a single A4 page and:

- may be handwritten or typed
- may include a photo of the customer
- may include an embossed FCDO stamp over the photo
- will always be signed and stamped by FCDO consular staff

Examples of EPs are available in the Knowledge base.

Dealing with an EP

HM Passport Office will not accept EPs as confirmation of nationality, entitlement or identity.

If a passport application is supported by an Emergency Passport, you (the examiner) must use the Emergency Travel Documents guidance.

How to cancel an EP

Immigration officers will take a customer's UK Emergency Passport when they enter the UK. The Border Force will then send the EP to the Peterborough Search team (PST) so they can cancel it.

You must not return EPs to the customer under any circumstance. If the customer sends one as part of their passport application, the examiner must:

1. Case note the passport application, confirming the details of the EP (for example, name, date of issue, reason for issue).
2. Follow the guidance in Recording the travel document on passport and application records (including the steps to cancel and destroy the EP) before continuing with the application.

You must send the EP to the Peterborough Search Team, if it's not part of a live passport application.

Related content

[Contents](#)

British overseas territory temporary travel documents

This page tells HM Passport Office staff about temporary travel documents, issued in the British overseas territories.

HM Passport Office processes applications and prints passports for customers who live in British overseas territories (BOT).

BOT passport offices only issue temporary passports to British overseas territory citizens eligible to receive them.

What a BOT Temporary Passport looks like

BOT Temporary Passports (TPs) will:

- have a green cover
- have 'Temporary Passport' written on the front cover
- have the name of the territory (for example, Anguilla) on the front cover and page 1 of the passport
- have a salutation (greeting) on the inside of the front cover in the name of the current lieutenant-governor or governor, instead of the reigning monarch
- have 8 pages, including a personal details page with a digital photo of the customer
- have a machine readable zone but no biometric chip
- are 125mm x 88mm in size
- can be valid for up to 12 months for single, multiple or return journeys, including up to 5 specified countries the customer may travel through to arrive at their final destination (the BOT Passport Office will note the validity and travel details on the observations page)
- have individual security laminates protecting pages 2 and 3
- contain watermarks which are identical to the current Emergency Travel Document
- show the relevant BOT 'Issuing Authority' on the personal details page

Dealing with a BOT Temporary Passport

You must not accept TPs issued by the BOT's Passport Office as confirmation of a customer's nationality, entitlement or identity.

You can continue with a renewal or replacement of a customer's old passport, if both of the following apply:

- the customer has previously held a fully valid British passport

- you can check the customer's details in our records (see Lost, stolen recovered guidance)

The customer will need to provide full documentation to confirm their claim to British nationality, if:

- they are applying for a first time passport
- you cannot trace their previous British passport on the system

The customer may also need an identity interview (see Interviews: overview of the interview process).

Cancelling a BOT Temporary Passport

BOT TPs are valid for single, multiple or return journeys. If the TP is valid for a single journey or the customer receives their new passport in time for their return journey, you must:

1. Case note the details of the TP on the live application.
2. Follow the guidance in Recording the travel document on passport and application records before continuing with the application.
3. Cancel and destroy the TP. If you are dealing with the application on:
 - DAP (Digital Application Processing), you must update the handling instruction for the BOT TP on ARD (Application Receive Domain) - select **Handling instruction**, then **Edit**, then **Confidential waste**
 - AMS (Application Management System), you must send the physical document to confidential waste yourself

If the BOT TP is valid for a return journey and the customer will not receive their new passport in time to travel, you must:

1. Case note the details of the TP on the live application.
2. Tell the customer we are putting their application on hold until they return the TP or confirm it has been surrendered.
3. Return the TP to the customer. If you are dealing with the application on:
 - DAP, you must follow the instructions for returning a document on a live application
 - AMS, you must send the document to the customer

You must send the BOT TP to the Peterborough Search Team if it's not part of a live passport application.

Temporary travel documents issued by BOT Immigration Departments

BOT Immigration Departments can issue travel permits and Certificates of Identity to customers living in the territories. These documents help the customer to travel but we cannot accept them for nationality or identity purposes.

Related content
[Contents](#)

Recording the travel document on the system

This page tells HM Passport Office examiners how you must record Emergency Travel Documents (ETD), Temporary Passports (TP) and Emergency Passports (EP), on passport and application records and how you must destroy them.

If you, the examiner, receives an Emergency Passport (EP), Emergency Travel Document (ETD) or a Temporary Passport (TP) in examination, you must make a note on the customer's passport record and current application if there is one.

You must:

1. Search passport records for the customer's passport valid immediately before we issued the EP, ETD or TP (if you cannot find a passport record you must add a case note to the current application if there is one).
2. Add a passport note on passport records and a case note if there is a current application to record the:
 - document type received, for example EP, ETD or TP
 - document number received
 - issue date
 - reason why it was issued, for example previous passport lost (if unknown leave this blank)
 - replacement application number
 - date when you either destroyed it, asked Document Handling Units to destroy it or it was returned to the customer (for example if it is valid for onward travel)
3. Cancel and destroy the document (unless you must return it to the customer (for example it is a TP), or the Peterborough Search team (PST)). If you are dealing with the application on:
 - DAP (Digital Application Processing), you must update the handling instruction for the ETD on ARD (Application Receive Domain) - select **Handling instruction**, then **Edit**, then **Confidential waste**
 - AMS (Application Management System), you must send the physical document to confidential waste

If you cannot find a record on passport or application records, and no live application is in progress (for example the ETD belongs to the parent and is not valid for multiple entry), you must send the document to PST to be cancelled.

Peterborough search team staff must follow How to record returned ETD's, EP's and TP's

Related content

[Contents](#)

Posting documents to the Peterborough Search team

This page explains how and when HM Passport Office staff must send Emergency Travel Documents (ETDs), Temporary Passports (TPs) and Emergency Passports (EPs) to the Peterborough Search team (PST).

The examiner must send Emergency Travel Documents (ETDs), Temporary Passports (TPs) and Emergency Passports (EPs) to the Peterborough Search team (PST), if they are not part of a live passport application or you cannot find a passport record on the system.

DAP: how to post documents to the Peterborough Search team

If you are dealing with an application on Digital Application Processing (DAP) and need to send a document to the PST, you must:

1. Put a case note on the customer's application confirming you have sent the document to PST.
2. Update the handling instruction for the document on ARD (Application Receive Domain). Select **Handling instruction**, then **Edit**, then **Send to another location by internal mail**.
3. Select the option to show the document must be sent to:

HM Passport Office
Peterborough Search Team
Quay House
2 East Station Road
Peterborough
PE2 8YY

When the application processing is complete, the DHU will send it to PST. The PST will process the document and update HM Passport Office records.

AMS: how to post documents to the Peterborough Search team

If you are dealing with the application on the Application Management System (AMS), you, the examiner, must:

1. Fill in the document's details on a PST referral form, with a brief explanation of how we received it.
2. Put the document and the PST referral form in an internal (grid) envelop and address it to:

HM Passport Office
Peterborough Search Team
Quay House
2 East Station Road
Peterborough
PE2 8YY

The PST will process the document and update HM Passport Office records.

Related content

[Contents](#)

Instructions for the Peterborough Search team

This page explains the actions taken by the Peterborough Search team (PST) to record and process Emergency Travel Documents (ETDs), Emergency Passports (EPs) and Temporary Passports (TPs).

The Peterborough Search team (PST) will receive Emergency Travel Documents (ETDs), Emergency Passports (EPs) and Temporary Passports (TPs) from:

- examiners in HM Passport Office
- UK immigration border staff
- other government departments

If a crisis situation occurs where emergency documents are being issued in bulk PST will be notified by senior managers in the daily updates.

How to record returned ETD's, EP's and TP's

When you, the PST staff member gets a package from a Government department or internal sources you must:

1. Remove the documents from the package or container you have received them in (and remove the form if one has been enclosed).
2. Log in to your computer and open the ETD, EP and TP spreadsheet.
3. Record the following details in the columns on the spreadsheet log for each document:
 - the ETD, EP or TP number (all types including [British Overseas Territory](#))
 - customer passport number (if they previously held a passport)
 - customer's full name
 - date of birth
 - date received
 - where it was received from (for example, Border Force)
 - registered post number
 - any comments you need to record, for example the package was damaged on arrival
4. Search passport records or application records with the customer's details to find the passport issued immediately before the ETD, EP or TP was issued, or the current application.

If you find a record, you must make a passport note on the passport records system or the current application to record the:

- document type, for example, ETD, EP or TP
- document number
- issue date

- who issued the document for example, Foreign, Commonwealth & Development Office (FCDO)
- reason for issue
- confirmation and date the document has been destroyed

If the ETD, EP or TP is for a child and there is no application or previous passport you must make a note on the parent's passport or application record if the parent's British passport details are noted on the child's document.

Destroy the ETD, EP or TP in the confidential waste bin if it has been matched to an application or passport record.

If you do not find a record on passport or application records, you must:

1. Add **yes** to the **12 month box** column on the spreadsheet to signal it has been placed in the review box.
2. Place the document in the review box

Check all documents listed on any proformas that have been received and email your operational team leader (OTL) with the details of any missing documents.

Listed document not received

If there is a form included but not all the listed ETD's, EP's or TD's have been received by us you must advise your OTL by email with the details of the missing documents.

The OTL must:

1. Contact the relevant person or department that sent the documents (if known), for example FCDO, Border Force or HM Passport Office team
2. Advise them of the missing document and ask them to check if they still have it.

If they confirm they do not have the document, you must:

1. Add a case note to the live application if there is one.
2. Add a passport note to the passport record to show:
 - the document type, for example Emergency Travel Document
 - document number from the form if there is one
 - issue date if known
 - reason for issue if known
 - the document was lost in transit
3. Record the document on the spreadsheet and add a note to the **comments** section to state it was missing from the sender's package or container on arrival at Peterborough.

Document cannot be matched to passport or application records

You, the OTL must review the unmatched travel documents monthly to check if an application has been made.

If you find a record when you review the unmatched documents, you must:

1. Make a passport note on the customer's passport (on the passport records system and current application if they have one) to record:
 - the document type, for example, Emergency Travel Document
 - document number
 - issue date
 - reason for issue
 - date you destroyed the document
2. Destroy the ETD, EP or TP in the confidential waste bin if it has been matched to an application or passport record.

If you receive an EP, ETD or TD that has been issued 'under limited agreement' you must note this in the comments section on the spreadsheet. These are where the UK has agreements with other country governments, for example New Zealand, to issue non British citizens emergency passports and travel documents in certain circumstances. You, the OTL, must destroy the document in confidential waste once it has been noted.

If after 12 months you have been unable to match a document you must destroy the ETD, EP or TD and mark the record on the spreadsheet as 'unable to match, document destroyed (date)'.

Spreadsheet data retention

You the OTL must review the data on the spreadsheet every 6 months and delete any data no longer required in line with the [Information Commissioners Office \(ICO\) guidelines](#) (for example matched documents to passports or applications must be deleted).

Related content

[Contents](#)