

Post Office & UKBA ID Cards for Foreign Nationals



- This Presentation outlines possible ways in which the Post Office, with its large Branch Network and new Application, Enrolment and Identity portfolio can provide services to assist UKBA
- Post Office has vast experience with various Customers and Clients:
 - Checking documents for completeness and conformance
 - Handling payment
 - Additional Data Capture
 - Postal Address File validation
- With the new Application, Enrolment and Identity service having capability to:
 - Capture and check photographs to ICAO standards
 - Capture up to ten fingerprints
 - Capture Customer signature electronically
 - Scan documents
- This is all done in a secure manner and the following slides describe these capabilities and how they may be of use to UKBA.

Potential benefits



- Using the Post Office solution offers UKBA opportunities to:
 - Biometrically enrol every applicant before case work is assessed to make the normal Customer journey straightforward and inhibit multiple application attempts
 - To have ICAO compliant photographs on the first contact with the Customer
 - To have additional capacity for enrolments
 - To have more locations close to the Customer
 - To capture the correct payment up front
 - Overall as faster, more efficient process, with UKBA staff able to concentrate on core tasks
 - A flexible channel for other enrolment activities

What is AEI?



- AEI is the Application Enrolment and Identity portfolio that Post Office are rolling out in 2009. It offers the ability to capture ICAO photographs, fingerprints, electronic images of Customer signatures, document scanning and document reading
- The AEI Customer side is envisaged to be an arch, side on to a standard serving position in a Branch. The Customer stands under the arch and can be served in the normal fashion, undertaking normal Post Office transactions as well as using biometrics
- As part of the arch, the lighting is controlled – critical for ICAO photographs – with a compliant backdrop and moveable screening for both light and privacy control
- There is likely to be one kiosk per enabled Branch, though busier Branches may have additional units
- Different variants of equipment will be deployed for example catering for DDA issues where possible and optimising space for smaller Branches.

Data captured and transferred



- The following data elements will be captured electronically and securely sent to UKBA overnight:

- Name
- Date of birth
- ICAO photograph
- Up to ten fingerprints
- Signature
- Method of payment
- Value of payment

Note: As of 2010, data transfer will move to near 'real-time' instead of batch overnight.

Handling payment



- The Post Office accepts varying forms of payment for goods and services that it offers itself and on behalf of Clients.
- For UKBA this could include payment by cash, debit card and cheque (made payable to Post Office Ltd.), typically with 'bounced' cheques being returned within a week to Clients for remedial action
- This means UKBA would not need to handle, keep, replenish and remove cash at their sites, set up and maintain debit card acceptance or cheque clearing systems and would ensure the correct amount was tendered.

Capture and validate photographs to ICAO standards



- As part of the AEI deployment, Post Office will be able to capture digital photographs of Customers which can be checked by the system for ICAO compliance, with privacy screening for Customers with specific requirements
- The system can allow up to three attempts, before offering to accept and forward the last photograph if the Customer agrees, on the basis that not all people are ICAO conformant.
- It is expected that UKBA would treat such non-compliant photographs sympathetically as the Customer and Clerk have made reasonable endeavours to capture the image
- This means that UKBA can receive digital photographs, that are either ICAO compliant, or as close to ICAO as is reasonable for that Customer. It also means the Customer is assured that their photograph is acceptable and that they will not be called back later for a failed photograph.

Capture up to ten fingerprints



- As part of the AEI deployment, Post Office will be able to capture up to 10 'slap' fingerprints, at XXXX typically in a XXXX or XXXXXXXX grouping, with processes to handle and identify missing digits
- The image quality can be checked against NIST criteria to ensure quality levels are attained, as set by the Client
- This means that UKBA can receive Customer fingerprints to the quality threshold that they require.

Capture Customer signature



- As part of the AEI deployment, Post Office will be able to capture the Customer signature electronically using a digital pad
- The Clerk can preview the image to confirm legibility and this process ensures that, unlike wet signatures, the entire signature is 'within the box'
- This means that UKBA can receive a complete image of the Customers signature without the need to scan and handle paper forms, and without the rejection risk that the signature is outside of the allowed area.

Summary



- Using the Post Office AEI solution, UKBA are able to:
 - Receive biometric and biographic data to the quality they require
 - Offer their customers a wider and more flexible enrolment environment
 - Eliminate the need to paper processing
 - Accept all forms of payment for the transaction
 - Ensure UKBA staff are free to focus on core activities away from enrolment.