



Freedom of Information Team
Customer Service Improvement
Directorate
PO Box 3468
Sheffield
S3 8WA

Fax: +44 (0)114 207 2894
Email:
FreedomofInformation.NEYH
@ukba.gsi.gov.uk

www.ukba.homeoffice.gov.uk

Stuart Hopkins
Email: request-134223-
c3b227cd@whatdotheyknow.com

FOI Reference: 24987/1845

23 November 2012

Dear Mr Hopkins

Thank you for your enquiry of 7 November in which you requested information on the payment process for settlement (marriage) applications (SET(M)). This has been dealt with as a request for information under the Freedom of Information Act 2000.

You requested the following information.

Please describe the entire journey and location of documents at stages. Upon receiving documents for SET(M) at the Durham office, to the point that documents are returned after payment was refused by card issuers' bank. Please include locations, departments, and time scales for each location.

SET(M) applications are posted to a specific PO Box number (PO Box 591). Atos scan each individual consignment when they receive it from Royal Mail on day 1.

Atos open the consignments and start processing payments on day 2. Atos take the payment and produce a stream sheet which provides the UK Border Agency with details on the payment. ATos then place the stream sheet and application in individual wallets and send them to the UK Border Agency in Liverpool.

Applications without a valid payment are returned to the applicant, with an explanation of why the payment has been rejected by the UK Border Agency data processing team.

The time taken depends on various factors such as staffing availability and intake levels. There is no set service standard for this part of the process.

What role does ATOS play in the visa process for SET(M)?

Atos process the payment associated with the application.

What checks are made of ATOS to ensure their payment system is always fully functioning?

Atos are subject to various service level agreements including an agreed volume of applications/payments to be processed daily. All Atos service level agreements and key performance indicators are monitored by the UK Border Agency on a daily basis.

What fees do ATOS receive for their part in the Visa Process?

Fee for taking payment per application –

Other Fees per application -

Atos fees are based on volumetric bands, i.e. the more applications processed the lower the fee. The current fee charged per application is £3.14.

Does ATOS still receive a fee if they fail to take payment from applicants? Fee paid to ATOS for attempting to take payment but failing.

Atos receive a fee for the handling of each individual application regardless of whether a successful fee has been processed

I hope this is of help to you. If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference 24987. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team
Home Office
Ground Floor,
Seacole Building
2 Marsham Street
London SW1P 4DF

e-mail: FOIRequests@homeoffice.gsi.gov.uk

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

Sandra Birkinshaw