



NEWS RELEASE

PICA launches passport drop-box service; introduces courier service

2017, December 14: The Passport, Immigration and Citizenship Agency's (PICA) today (December 14) launched its latest initiatives to improve customer service. These are a passport drop-box service to receive applications and a courier service for delivery of the document. The initiatives will allow the customer to apply for and receive their passport with greater ease and convenience.

The PICA drop-box service which is available only at PICA's head office is a self-serve, automated repository for receiving passport applications and allows customers to apply for their document without having to join a line. Additionally, PICA has partnered with DHL to provide customers with the option of having their document delivered to them via courier service. The customer can access the DHL courier service at their expense at a dedicated window at PICA's head office.

Only adult applicants who are renewing their passport can use the drop-box facility as well as minors (below 18 years) and first-time applicants who have had their application forms checked by a PICA officer at the Agency's Morant Bay, Portland or Savanna-la-mar outposts.

In submitting an application via the drop-box service, the applicant must enclose their original documentation as well as their expired passport, if renewing. This they will do in an envelope obtainable at the drop-box facility. They will then seal and fill out the relevant fields on the outside of the envelope. Before submitting an application, the applicant must ensure that they detach their copy of the receipt located at the perforated section of the envelope. He or she will then place the sealed envelope into the chute and insert the detached receipt face up in the validator slot. The receipt will be "stamped" after which the applicant will remove same from the slot and proceed to the cashier to make payment.

The Agency will make contact with an applicant if there is a discrepancy with their application.

Only the regular 7-day service is being accommodated at the drop-box facility at this time and applicants wishing to obtain expedited service will do so in the usual manner. Persons whose passport is lost, damaged or unavailable cannot use the drop-box service. Additionally, persons who have made changes to their biographical data or applicants who were minors in their last passport, cannot submit their application through the drop-box.

The passport application drop-box service will only be available between regular opening hours from 6:30 am to 3:30 pm, Monday to Thursday and from 7:30 am to 2:30 pm on Fridays at the Agency's head office.

The drop-box initiative is being offered as a pilot service at the Agency's headquarters for a subsequent roll out to other PICA locations in the future. Additionally, the Agency will offer expedited passport service via the drop-box facility during a subsequent phase of the project.

-END-