Final Disposition of Passport Materiel

**This document resides in the following section of the instruction binder:
TAB 5 ► Final Disposition of Passport Materiel**
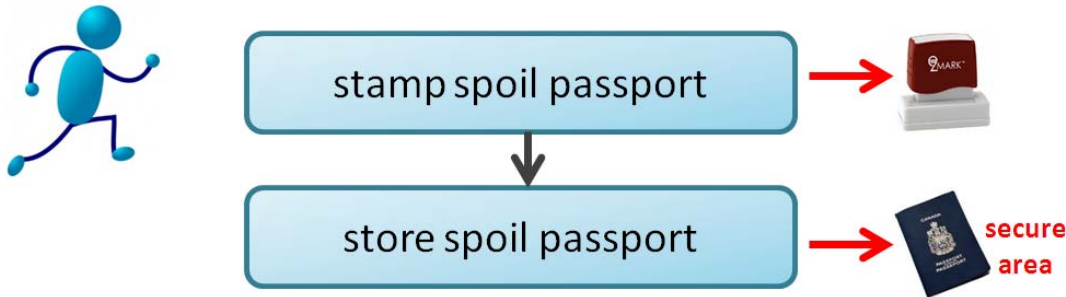
Index:

1.1 Final Disposition for Spoil Passports

1.1.1 Definition & Workflow

"Spoil" (SPL): Spoiled passports occur when a book contains data entry errors or is damaged as part of the production process.

1.1.2 Stamp the Passport(s)

Step 1: authorized employee stamps the passport on page 3 using the instrument approved by PPCM-Planning.

Step 2: authorized employee inputs the reason code that best identifies the reason for the spoil. See **Tab 8 Appendix H** for the list of codes.

Example:

1.1.3 Perforate the Passport(s)

Spoil passports do not need to be perforated.

1.1.4 Input reason code into SAP

Step 1: Authorized employee inputs the reason code in SAP.

- Log into SAP.

- Input transaction code "IQ02" into the search field, and press "enter" on your keyboard.
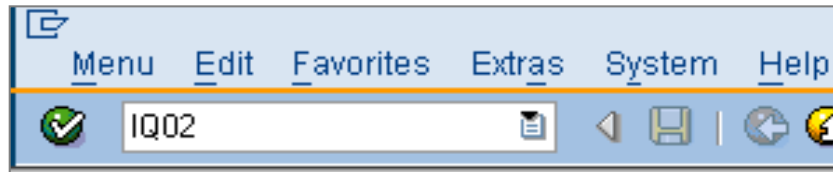
- In the "Materiel" section, input the serial number of the spoil book, and press "enter" on your keyboard.
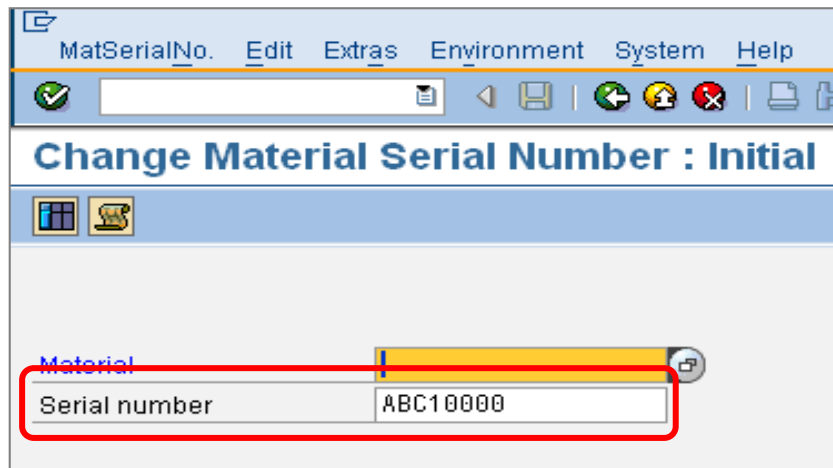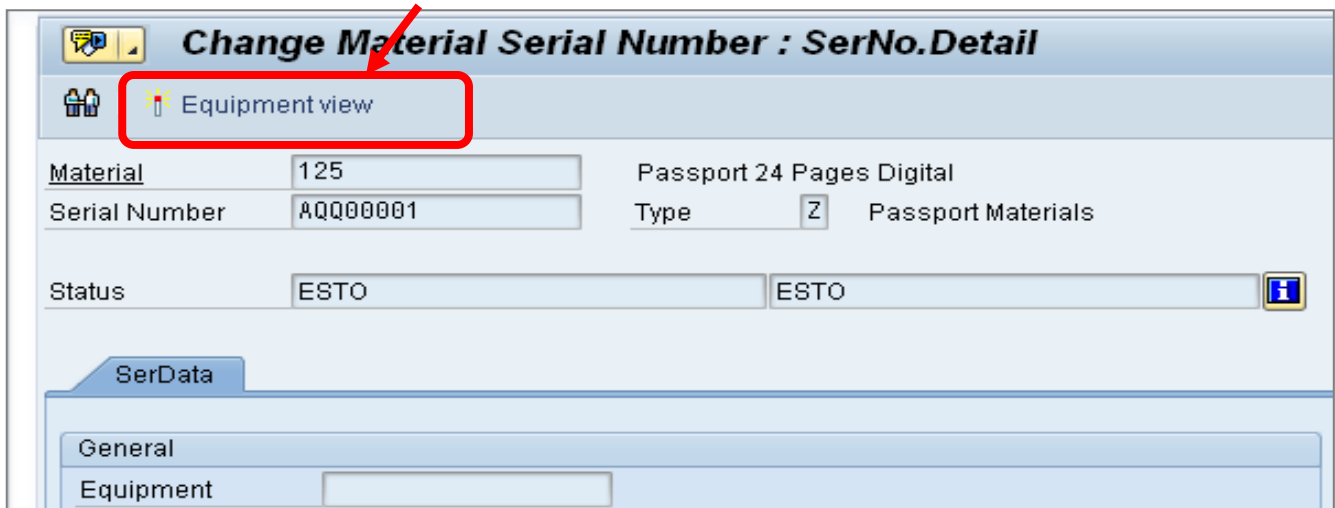
- Click on the "Equipment view" button.

- On Tab "General" in the "Size-dimension" section, insert the reason code that was written on the stamp in **section 1.1.2**, and press "Enter".

- Click on the "Post" button to complete the transaction. [Post]

1.1.5 Store the Passport(s)

Store spoil passports in a secure area until cycle count and physical reconciliation/disposal of materiel.

1.2   Final Disposition for Gratis Passports

1.2.1 Definition & Workflow

"Gratis" (GRA): Gratis passports occur when a replacement book is issued to the client, due to an error in the one originally issued. The book that must be spoiled as a result of this type of error is referred to as a "Gratis".

1.2.2 Stamp the Passport(s)

Gratis passports do not need to be stamped.

1.2.3 Perforate the Passport(s)

Perforate the passport using the instrument approved by PPCM-Planning. The perforation must occur along the MRZ (Machine Readable Zone) as illustrated in the example below, and perforate **the front cover and up to (and including) page 4**. If possible, try to avoid perforating over the defect itself.

Example:
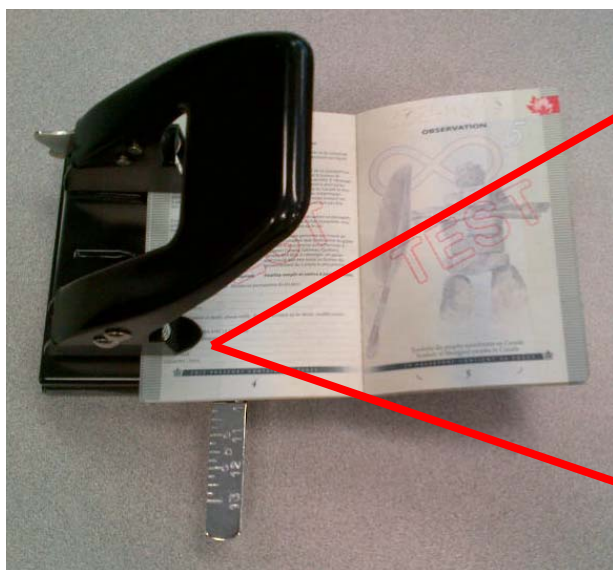
When positioning the hole punch, line up the passport so that performation occurs along the MRZ. Pages 3/4 must be included.
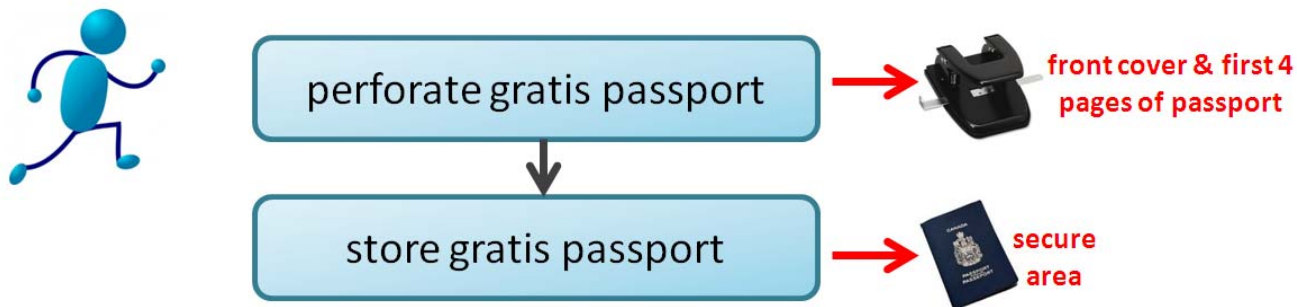
1.2.4 Store the Passport(s)

Store gratis passports in a secure area until cycle count and physical reconciliation/disposal of materiel.

1.3 Final Disposition for Faulty / Defective Blank Passports

1.3.1 Definition & Workflow

"Faulty" (FAL): Faulty passports are the result of a manufacturer defect in the making of the passport itself, but the defect is not uncovered until **after** the passport has been printed on. These passports are inspected by CBN, and if indeed confirmed to be defective, Passport Canada receives a credit for the unusable passports.

"Defective" (DEF): Defective blank passports are the result of a manufacturer's defect in the manufacturing of the passport itself, and the defect is uncovered **before** the passport has been printed on. These passports are inspected by CBN, and if indeed found defective, Passport Canada receives a credit for the unusable passports. Note that the discovery of any duplicate passports would be treated as defective blanks as well.

stamp faulty/defective passport →

perforate faulty/defective passport → entire passport

store faulty/defective passport → secure area

1.3.2 Stamp the Passport(s)

Step 1: authorized employee stamps the passport on page 3 using the instrument approved by PPCM-Planning.

Step 2: authorized employee inputs the reason code that best identifies the reason for the faulty/defective blank. See **Tab 8 Appendix H** for the list of codes.

Example - Faulty:

- ☐ SPOIL / ABÎMÉ
- ☒ FAULTY / PASSEPORT IMPRIMÉ DÉFECTUEUX
- ☐ DEFECTIVE BLANK / PASSEPORT VIERGE DÉFECTUEUX

CODE: _____ BAS2

Example - Defective:

- ☐ SPOIL / ABÎMÉ
- ☐ FAULTY / PASSEPORT IMPRIMÉ DÉFECTUEUX
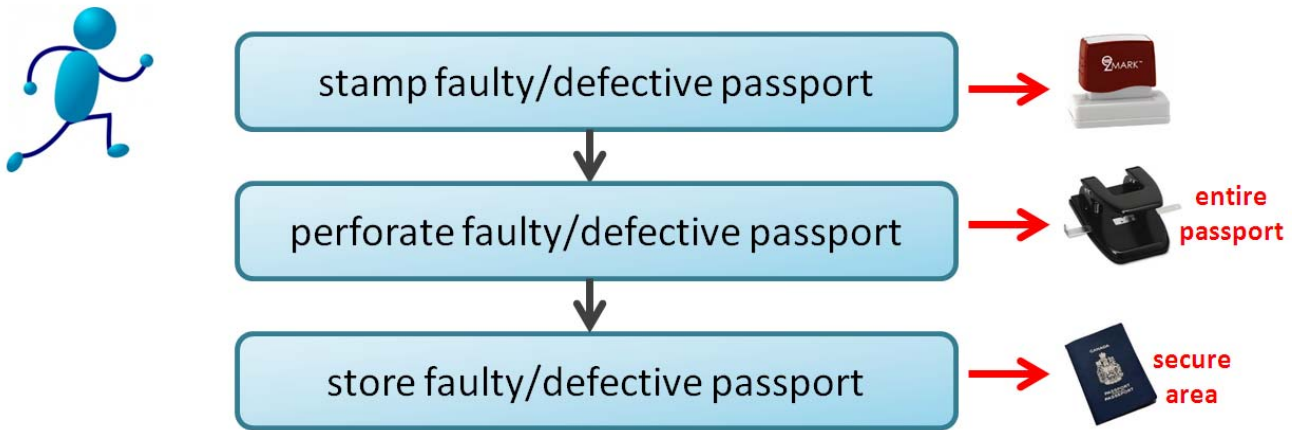- ☒ DEFECTIVE BLANK / PASSEPORT VIERGE DÉFECTUEUX

CODE: _____ BAS4

1.3.3 Perforate the Passport(s)

Perforate the passport using the instrument approved by PPCM-Planning. The perforation must occur along the MRZ (Machine Readable Zone) as illustrated in the example below, and perforate **the front cover and up to (and including) page 4.**

For an example of perforation along the MRZ area, see **section 1.2.3**.

1.3.4 Input reason code into SAP

Step 1: authorized employee inputs the reason code in SAP.

- Log into SAP.
- Input transaction code "IQ02" into the search field, and press "enter" on your keyboard.
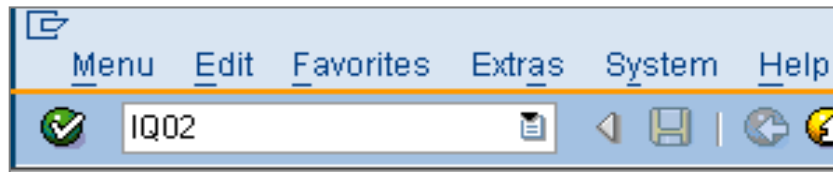
- In the "Materiel" section, input the serial number of the faulty/defective blank, and press "enter" on your keyboard.
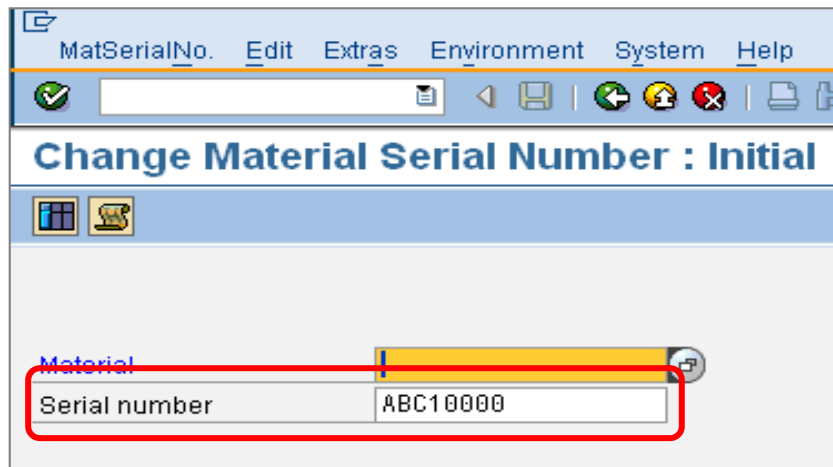
- Click on the "Equipment view" button.

- On Tab "General" in the "Size-dimension" section, insert the reason code that was written on the stamp in **section 1.3.2**, and press "Enter".

- Click on the "Post" button to complete the transaction.

1.3.5 Store the Passport(s)

Store faulty/defective passports in a secure area until cycle count and physical reconciliation/disposal of materiel.

1.4 Final Disposition for Cancelled Passports

1.4.1 Definition & Workflow

Cancelled: Cancelled passports occur when a client returns a passport for which the validity has or is about to expire.

1.4.2 Stamp the Passport(s)

Cancelled passports do not need to be stamped.

1.4.3 Perforate the Passport(s)

Perforate the passport using the instrument approved by PPCM-Planning. The perforation must occur along the MRZ (Machine Readable Zone) as illustrated in the example below, and **include the front cover and first 4 pages.**

For an example of perforation along the MRZ area, see **section 1.2.3**.

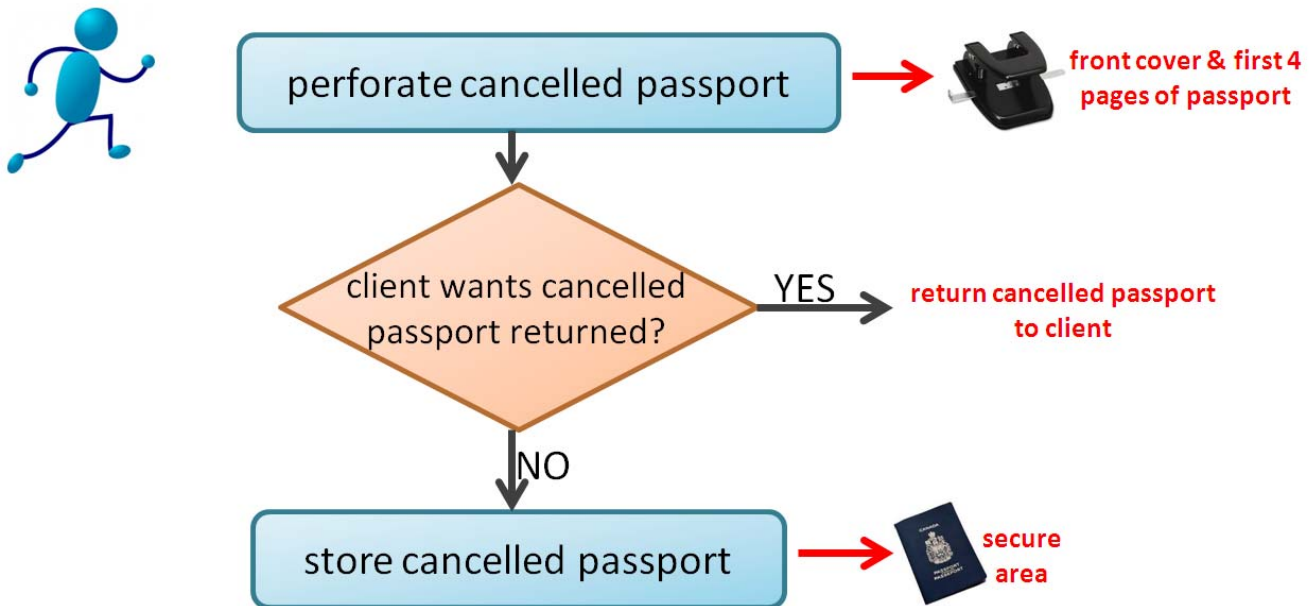### 1.4.4 Store the Passport(s)

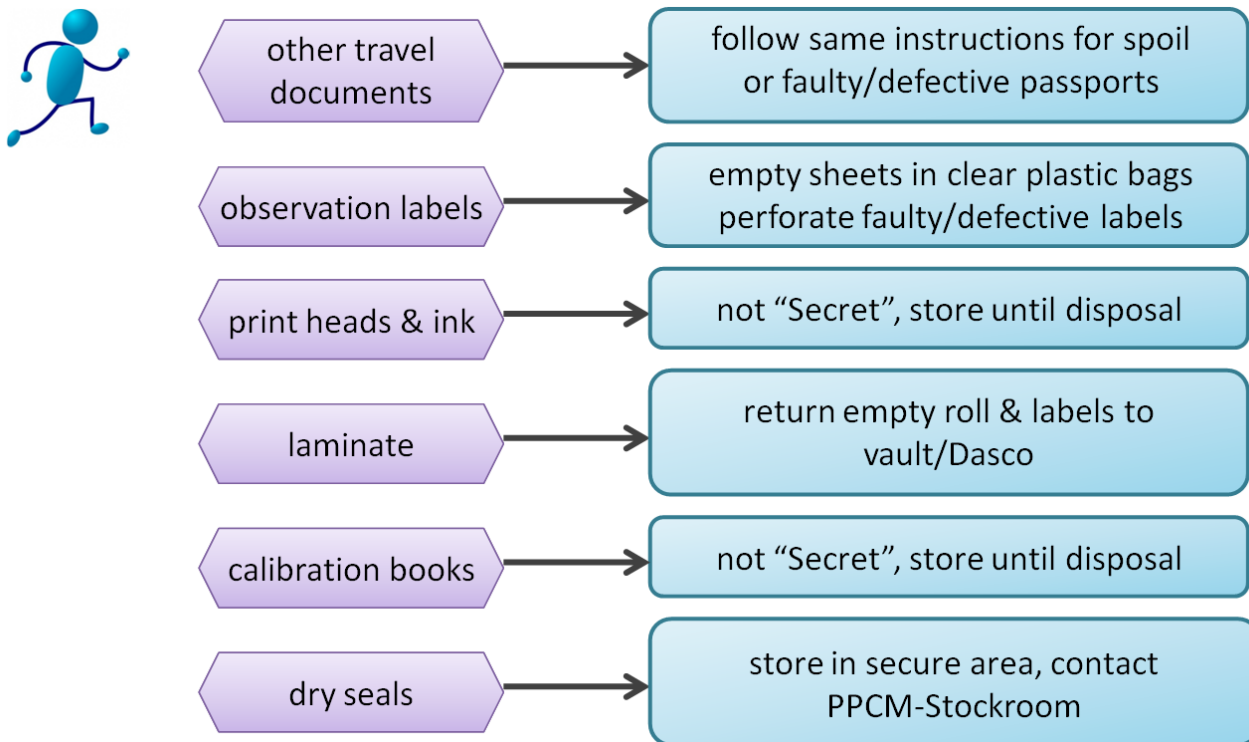Store cancelled passports in a secure area until cycle count and physical reconciliation/disposal of materiel.

1.5 Final Disposition for Missing (then found) Passports

Definition – "Missing" (MIS): A missing passport is a passport for which the physical passport can no longer be located, or the physical passport is found after the EPPS-IRIS-SAP interface has already dispositoned it as "Missing" (in which case it cannot be returned to inventory).

Follow spoil passport instructions for perforation (**section 1.1.3**) and storage (**section 1.1.4**).

1.6 Final Disposition for Other Types of Passport Materiel

1.6.1 Workflow

other travel documents	follow same instructions for spoil or faulty/defective passports
observation labels	empty sheets in clear plastic bags perforate faulty/defective labels
print heads & ink	not "Secret", store until disposal
laminate	return empty roll & labels to vault/Dasco
calibration books	not "Secret", store until disposal
dry seals	store in secure area, contact PPCM-Stockroom

1.6.2 Other Travel Documents

In the event other travel document types, such as Emergency Travel Documents, should be spoiled or faulty/defective, follow the stamping/perforation instructions found in the section relevant to that disposition (spoil/gratis/faulty/defective/missing). While these documents typically do not have an MRZ area, they should still be perforated.

1.6.3 Observation Labels

Empty observation label sheets are to be kept onsite until the day's production is over, and may then be disposed of in clear plastic garbage bags. All labels on each sheet must be used before the empty sheet can be disposed of.

1.6.4 Print Heads and Ink Cartridges

Consumables that have a manufacturer's defect must be reported immediately to PPCM-Planning at the following address: PPCM-PassportsandConsumables@pptc.gc.ca. The PPCM-Planning team can then follow up with you regarding the next steps to be taken.

Note: this material is not classified as Secret materiel. Empty cartridges do not need to be stored in a secure location, and can be disposed of with other office cartridges.

1.6.5 Laminates

Unlike ink, laminates are classified as a Secret materiel. Empty laminate rolls and their accompanying lables are to be stored in secure area until cycle count & physical reconciliation.

1.6.6 Calibration Books

Calibration books are no longer classified as Secret materiel and do not need to be stored in a secure area. However, they must be shredded onsite along with cancelled and gratis/spoil/missing passports.

1.6.7 Dry Seals

Dry seals are managed through the PPCM-Stockroom, please contact them for instructions. Dry seals are classified as secret and must be stored in a secure area until disposed of.