



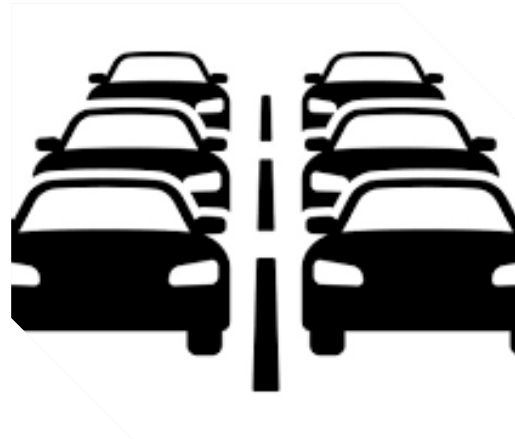
# P&O GROUP SCAN APP

How to use the app to scan passengers' passports & ID cards –  
2025 Update

# WHAT IS THE PURPOSE OF THE P&O GROUP SCAN APP?



It is a regulatory requirement that passport / ID card data is provided to the UK Government by the ferry operator for UK border security.



Currently the passport / ID card is scanned at the port, which can cause a delay.

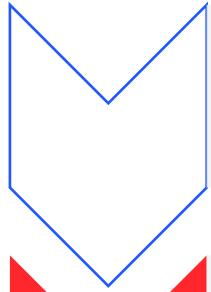


The app is designed to enable the coach driver, travel company representative or group travel organiser to scan the passport or ID card of all passengers travelling on the coach, in advance of arrival at the port. This will speed up the check-in process at the port.



The app is for use with bookings made with P&O Ferries on the Dover – Calais route

# HOW TO USE THIS GUIDE



- The app is designed to be simple and easy to use



- Simply follow the instructions displayed in the app to complete the process



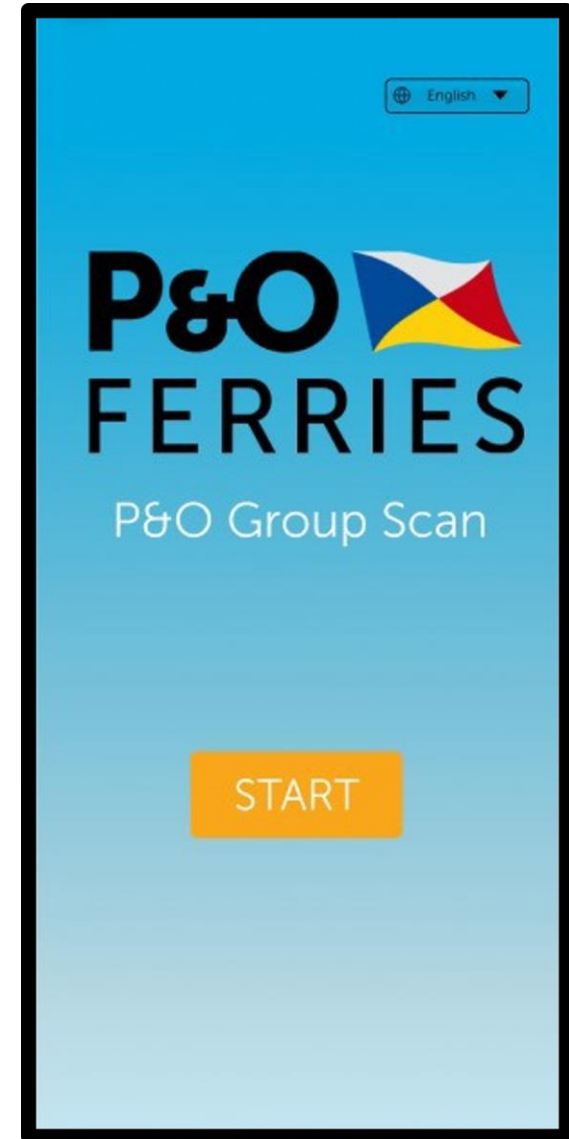
- If you need any additional help, please use the FAQs (frequently asked questions) in the app to answer any questions you may have



- The steps in the process are also described on the following pages

# STEP 1 – HOME PAGE

- When you open the app, this is the page that you will see.
- There is an option to change the language – click on the arrow next to the word 'English'. Currently this only includes French, but this will be extended to include other European languages.
- Press the **START** button to begin the login process. Note that the app only opens in the 72 hours prior to departure for submission of data.



# STEP 2 – TERMS OF SERVICE

- Please accept the Terms of Service to confirm that you are authorised to collect the passport data.

## Terms of Service

**Last updated August 21, 2023**

By downloading and using the P&O Ferries Group Scan App You understand and warrant that:

(a) if You are entering into these Terms on behalf of another person, You are duly authorized by such person to enter into these Terms which will be binding upon both You individually and such other person (and "You" as used in these Terms shall refer to both);

(b) You are of the legal age to form a binding contract with us;

(c) You give or have obtained from a consenting third party (including a parent or guardian for those under legal age), the explicit permission to obtain and provide as the content uploaded to the App including the private or personal identifying information and documents of yourself or a consenting third party for the purposes of P&O Ferries sending

[Decline](#) [Accept](#)

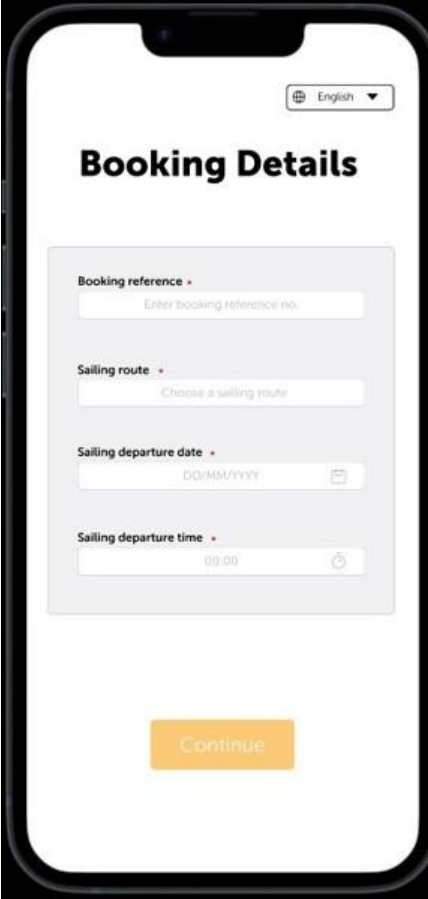
**P&O**  
FERRIES

# STEP 3 – BOOKING DETAILS

- Type in the booking details
  - Booking reference – type in the 8 digit only reference (not any letter before the number) by pressing on the field and using the keyboard that is displayed

The following information must be selected with the calendar and hour icons, not manually:

  - Sailing route – select the appropriate route from the list
  - Sailing departure date –select the date from the calendar
  - Sailing departure time –select the time
- The information that you enter into this page will be validated against the P&O booking system, so please ensure you enter the information correctly and select the correct route direction.
- All fields are mandatory (as denoted by the red asterisk).
- There is an option to change the language – click on the arrow next to the word 'English'. Currently this only includes French, but this will be extended to include other European languages
- Press the **Continue** button to login to the app.



The screenshot displays the 'Booking Details' screen of an application. At the top right, there is a language selection dropdown menu currently set to 'English'. The main title 'Booking Details' is centered at the top. Below the title, there are four input fields, each with a red asterisk indicating it is mandatory:

- Booking reference \***: A text input field with the placeholder text 'Enter booking reference no.'
- Sailing route \***: A dropdown menu with the placeholder text 'Choose a sailing route'.
- Sailing departure date \***: A date picker field showing the format 'DD/MM/YYYY' and a calendar icon.
- Sailing departure time \***: A time picker field showing '00:00' and a clock icon.

At the bottom of the screen, there is a prominent orange 'Continue' button.

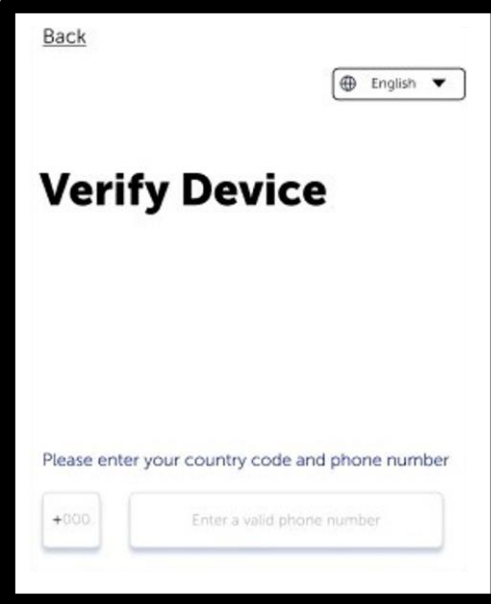
# STEP 4 – ONE-TIME PASSCODE

For system security, we need to send you a one-time passcode to complete the login process.

- Enter the phone number of the device that you will be using for scanning.
  - You need to enter the country code (44 for the UK or 33 for France) into the small box.
  - Enter the phone number in the large box.
  - Then press the **Continue** button.
- If the device that you will be using to scan the passports does not have a phone number, you can enter the phone number of a different device as long as you have access to that phone to receive the passcode.

For security reasons, each time you log into the app a new passcode will be generated, which you will need to enter. This will happen if you log out of the app before you have finished scanning the passports and then log back in to complete the process, or if you open the app to log into a new booking.

- The one-time passcode will be sent via SMS (text) message to the phone number you provided, which is displayed on the page in case you need to check that number is correct. If you need to change the phone number, click the back button (the circle with the arrow in it).
- The one-time passcode should be automatically entered for you, but if not, simply type in the code to the boxes provided.
- If you did not receive a code, or it has expired, press on 'Code not received?' and you will be sent a new code
- Once you have entered the code, press the **Continue** button.



Back

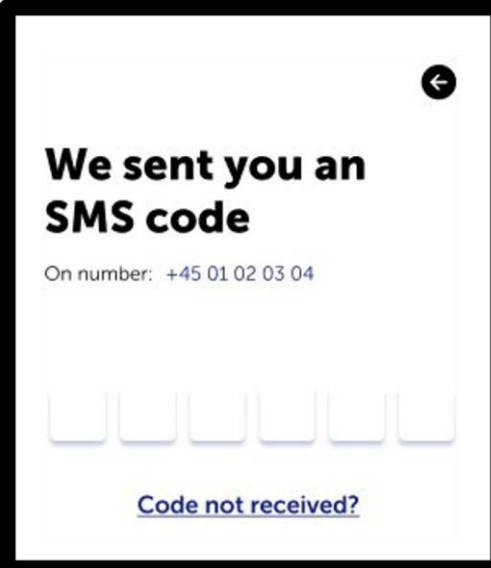
English

## Verify Device

Please enter your country code and phone number

+000

Enter a valid phone number



←

## We sent you an SMS code

On number: +45 01 02 03 04

Code not received?

# STEP 5 – VEHICLE REGISTRATION

- Type in the registration number of the vehicle that will be travelling on the booking
- Then press the **Continue** button

You have now completed the login process and are ready to begin scanning the passports.



# STEP 6 – SCANNING PASSPORTS & ID CARDS

There are a number of functions on this page which are explained below

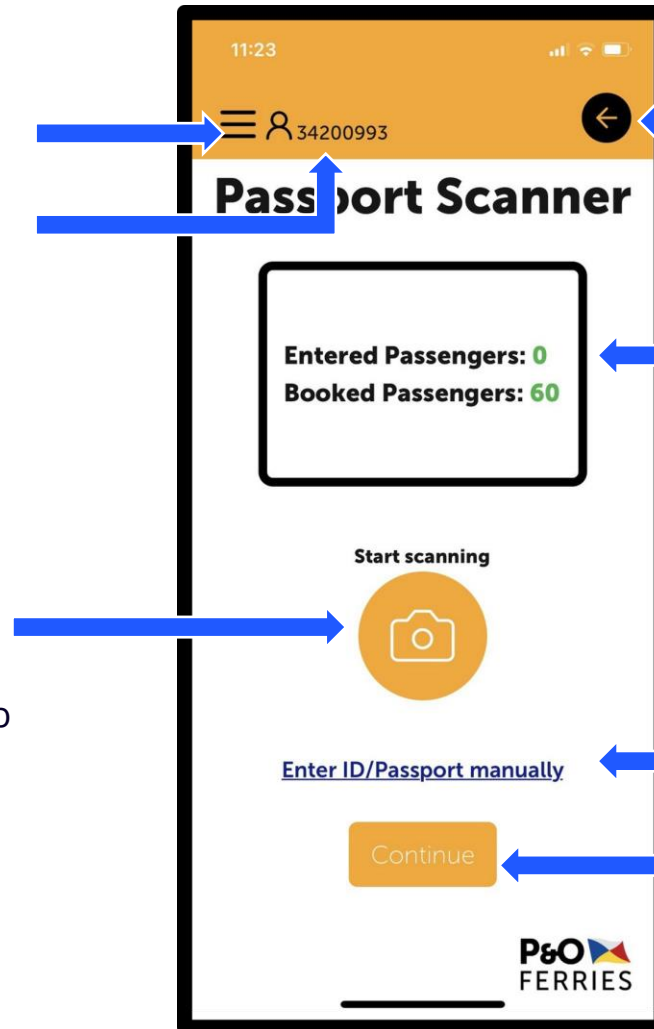
**Menu** – press on this button to display the menu options

**Booking reference** – this is the booking for which you will be adding the passports

**Start scanning** – press on this button to open the camera to start scanning the passports & ID cards

After each scan you will see a message pop up to confirm the scan was successful – or to advise of an error – and you will be returned to this page.

Press the button again to scan the next passport



**Back button** – press on this button to go back to the previous page – for example if you need to change the vehicle registration number.

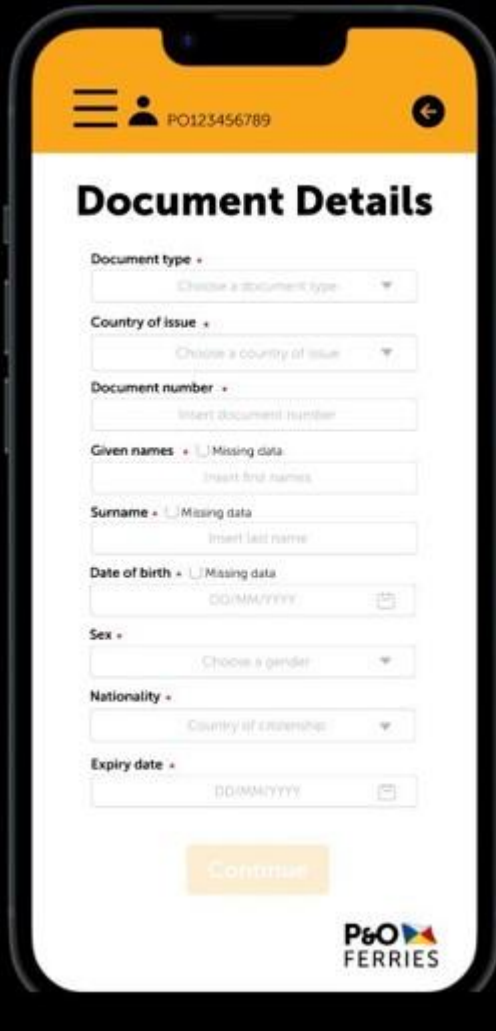
**Counter** – this displays the number of passengers that are booked and the number of passports or ID cards that have been scanned successfully

**Enter ID / Passport manually** – if there is a problem scanning the passport or ID card – some ID cards can't be scanned, then the information can be entered manually by clicking on the link.

**Continue** – once you have entered all of the passport / ID card details for the booking, press this button.

# STEP 7 – SCANNING PASSPORTS & ID CARDS | MANUAL ENTRY

- For passports or ID cards that failed to scan or can't be scanned, the data can be entered manually on this page. This can be done prior to arrival at the port for old / new versions depending on type.
- Simply press on each box to type in the data.
  - Boxes with an arrow on the right-hand side have a list for you to select from
  - Boxes with a calendar picture on the right-hand side, have a calendar that you can use to select the date – or you can type it in directly in the format shown in the box.
- **Given names / Surname** – For some nationalities, one of these names may be missing on the passport or ID card. If this is the case, please record this by pressing on the 'Missing data' box.
- **Date of birth** – For some nationalities, only the year of birth may be provided on the passport or ID card. If this is the case, please record this by pressing on the 'Missing data' box and type in the year of birth.
- Press the **Continue** button to save the data.
- Data accuracy is crucial so please ensure that information that is manually entered correctly represents what is printed on the passport or ID card
- If an error message is displayed when you press the **Continue** button, please make any required amendments. **If it is still not possible to save the data successfully, please keep this ID to one-side and hand it over to the check-in staff at the port, who will process the ID accordingly.** You can still complete the process in the app and submit the rest of the data. Press the back button to return to the previous page.



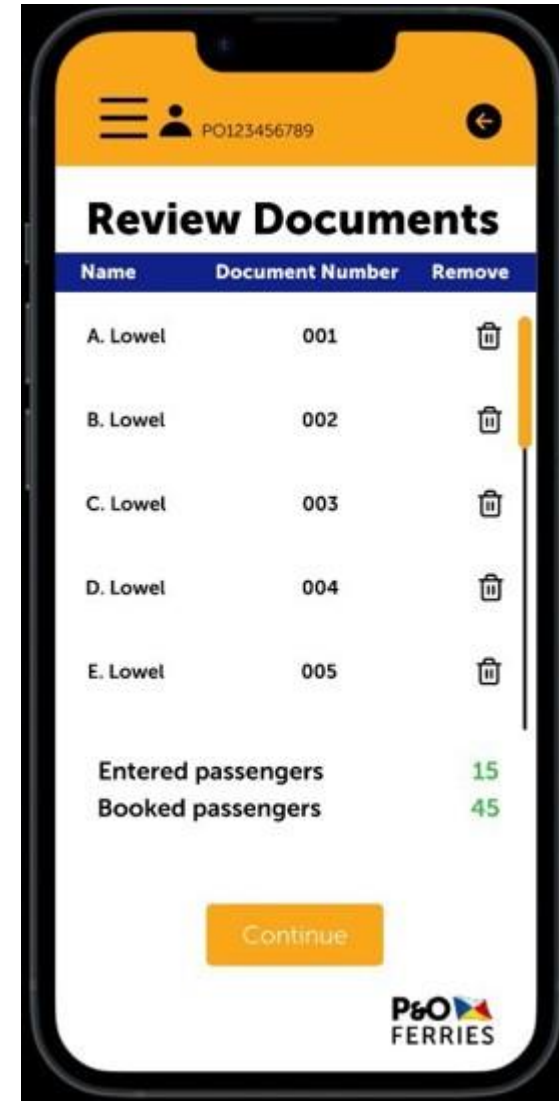
The screenshot shows a mobile application interface for P&O Ferries. At the top, there is a navigation bar with a menu icon, a user profile icon, and the text 'PO123456789'. Below this is a back arrow icon. The main heading is 'Document Details'. The form contains several fields:

- Document type**: A dropdown menu with the text 'Choose a document type' and a downward arrow.
- Country of issue**: A dropdown menu with the text 'Choose a country of issue' and a downward arrow.
- Document number**: A text input field with the placeholder 'Insert document number'.
- Given names**: A dropdown menu with 'Missing data' selected, and a text input field with the placeholder 'Insert first names'.
- Surname**: A dropdown menu with 'Missing data' selected, and a text input field with the placeholder 'Insert last name'.
- Date of birth**: A dropdown menu with 'Missing data' selected, and a date input field with the placeholder 'DD/MM/YYYY' and a calendar icon.
- Sex**: A dropdown menu with the text 'Choose a gender' and a downward arrow.
- Nationality**: A dropdown menu with the text 'Country of citizenship' and a downward arrow.
- Expiry date**: A dropdown menu with the text 'DD/MM/YYYY' and a calendar icon.

At the bottom of the form is a yellow 'Continue' button. In the bottom right corner, there is the P&O Ferries logo.

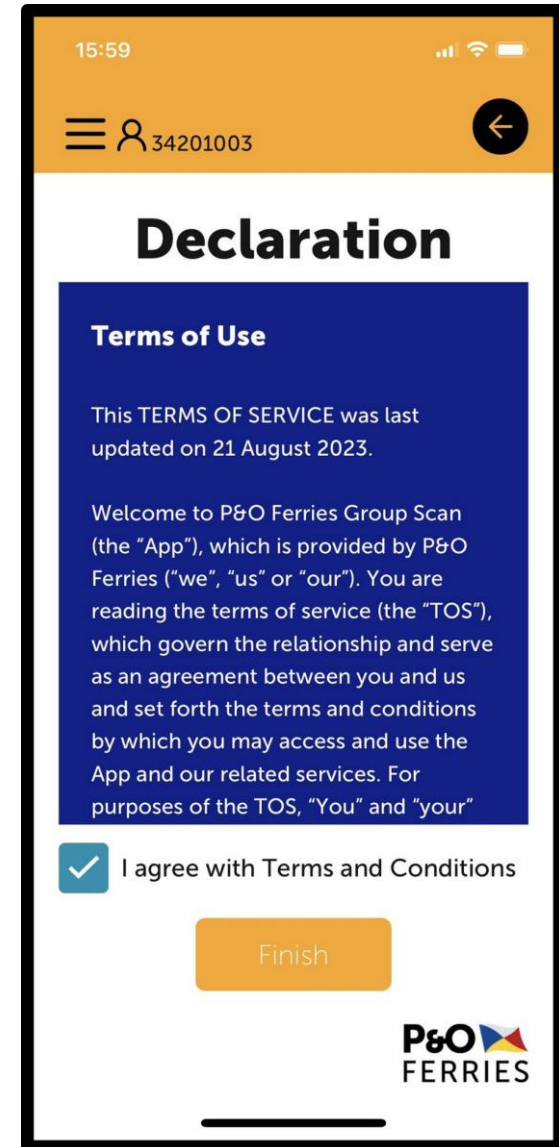
# STEP 8 – REVIEW DOCUMENT

- This page displays a summary of all the passports and ID cards that have been entered. For data protection, only partial names and document numbers will be displayed.
- You can see the total count of the number of documents scanned / entered.
- If you need to remove a passenger, for example if someone is sick and cannot now travel or if you need to correct a mistake with data that has been entered manually, you can press on the **'trash can'** button to remove that document – and if required can return to the scanner page to enter that passport again.
- Please ensure that the Driver's passport has also been scanned.
- Click **Continue** to move to the final step in the process.



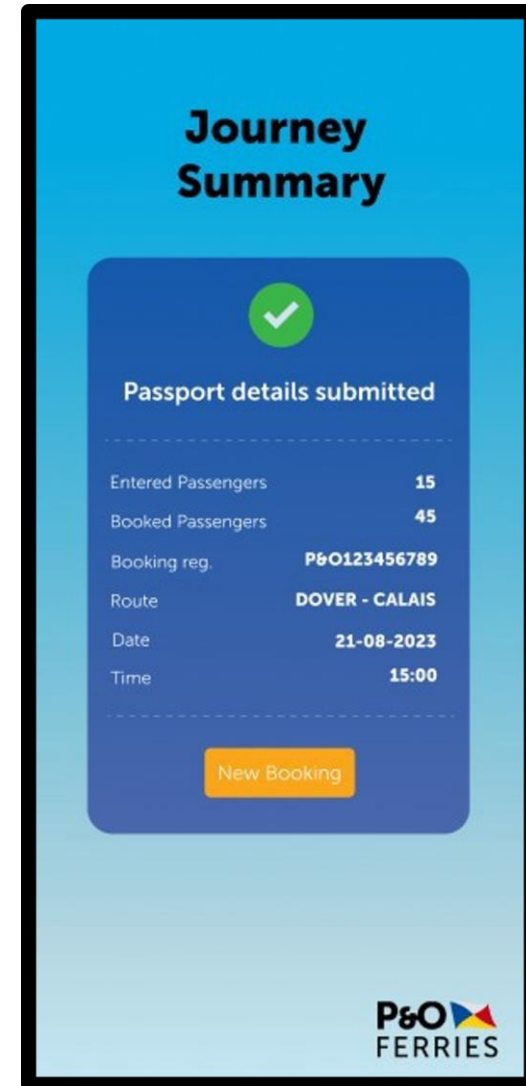
# STEP 9 – FINISH

- The passport and ID card data that has been entered to the app needs to be sent to the P&O Ferries IT system ready for check-in at the port.
- Please read and confirm that you have understood and accepted the terms and conditions and press the **Finish** button.
- Once you press the **Finish** button, no further passports / ID cards can be scanned for this booking and no changes can be made to the data entered. Please only do this once you have completed scanning all, you can go back in and add any further / missing passports / ID cards however, only if the Finish button is not pressed.
- The process is now completed – and a summary of the submitted data will be displayed on the final page.




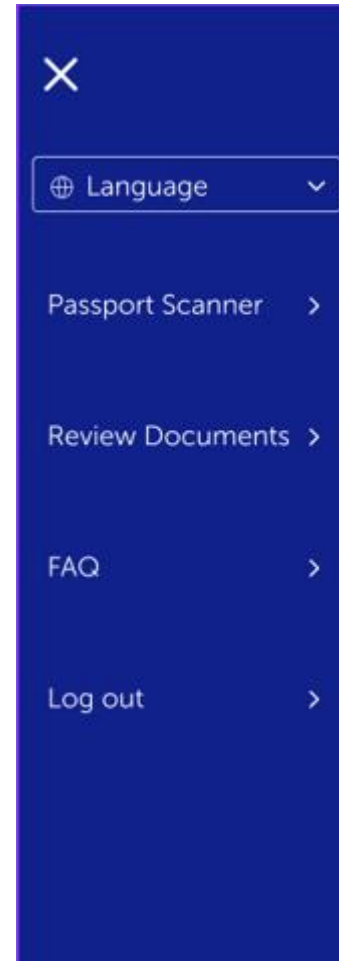
# STEP 10 – JOURNEY SUMMARY

- This page displays a summary of the booking details and count of the passports / ID cards entered.
- **IMPORTANT:** Please keep this page open to present to the port staff. This will enable you to bypass the API scanning at the port. Do not click on 'New Booking' until after you have completed check-in as you will not be able to access this screen once you have logged out of the current booking.
- At Dover port:  
Join the coach lane in the buffer zone and you will be directed through the controls. Coaches that have used the app to scan their passports will bypass the Securitas API scan.




# MENU

- The app is designed to take you through the process from one step to the next.
- However, if you want to move to a specific page or if you need to access a function that isn't displayed on the current page, then simply click on the menu button  to open the menu.
- Then press on the option you require.
- You can close the menu by pressing on the cross, in the top left corner.



# HELP | FREQUENTLY ASKED QUESTIONS

- If you need help with any further information, please use the FAQs.
- The FAQs can be accessed via the menu (press on the button with the 3 horizontal lines  ).
- If you need further help, please contact: [groupscan@poferries.com](mailto:groupscan@poferries.com)





**THANK YOU**