

In-Country Applications

➤ **Requesting an IHS payment (IHS not paid)**

The applicant will be given one opportunity to make the required payment if:

- the IHS portal contains no record of their application; and
- they are not exempt (or the requirement to pay has not been waived)

You must write to the applicant using the standard validation warning letter (CID template ICD.4944) instructing the applicant to register with the IHS portal to make the required payment within 10 working days.

You must create the CID admin event 'IHS – Payment Requested'.

If the applicant fails to make the required payment within the timeframe, you must reject the application as invalid using CID template ICD.4946. You must then follow the procedure for [rejected applications](#).

For Premium Service Centre applications, you must discuss the need for payment with the applicant. You should direct the applicant to use their own device to access the portal and make the required payment. If the applicant is unable to do so, you must advise the applicant to notify the relevant PSC once they have made the required payment; and explain to the applicant that they will be notified of the decision on their application by post.

For Super Premium applications, if the IHS reference number is not on their super premium service request form, you must contact the applicant or their representative by telephone and advise them to make the payment. If the payment is not made prior to their appointment, the appointment will be cancelled.

➤ **Requesting a top-up payment (IHS underpaid)**

The applicant will be given one opportunity to make an additional payment if they have:

- paid less than the amount they owe; or
- claimed an exemption to which they are not entitled.

If a top-up payment is required, you must update the portal with the correct application details. You can edit the details of all applicants involved in the application – including adding or deleting a main applicant or dependants, as applicable. You must check that the amended amount displayed on the payment summary screen correlates with the table of [expected payments](#). Once correct, enter the reason for the change from the drop-down menu.

The portal will then re-calculate the amount of IHS owed and automatically email the applicant to request that they make the required payment within 10 working days. For Premium Service Centre applicants you will be able to explain the information in the email immediately.

The applicant will be asked to pay the difference between their initial payment and the total amount owing.

For non-Premium Service Centre applications, you will also need to write out to the applicant requesting that they make the required payment within 10 working days. You will need to cut and

paste the 'top-up access key' generated in the IHS portal and insert this into the relevant section of the validation warning letter.

For Premium Service Centre applications, you must hand this letter to the applicant and explain the need to make an additional payment. You should direct the applicant to use their own device to access the portal and make the required payment. If the applicant is unable to do so, you advise the applicant to notify the relevant PSC once they have made the required payment; and explain to the applicant that they will be notified of the decision on their application by post.

For Super Premium applications, you must contact the applicant or their representative by telephone and advise them to make the top-up payment. If the payment is not made prior to their appointment, the appointment will be cancelled.

You must create the CID admin event 'IHS – Payment Requested'.

If the applicant fails to pay the additional amount requested within the timeframe, you must reject the application as invalid using CID template ICD.4946. You must then follow the procedure for [rejected applications](#).

The application will be placed on hold to await the outcome. You should BF the case for 10 working days.

➤ **Rejected applications (IHS full refund)**

If an application is rejected for any reason and the applicant has made an IHS payment, they will receive a full refund of any IHS payment made in respect of that application – including payments made on behalf of dependants.

At the point the application is rejected, you must check on the payment portal to identify whether a payment has been made.

If a payment has been made, you must create a full refund on the portal, selecting the reason for change as 'visa rejected'. This will then generate an automatic refund of the full amount.

You need to take no further action on the IHS portal – the commercial partner will action the refund request automatically. The application status will now show as 'cancelled' on the application summary screen.

You must enter the refund amount in CID case notes, and create the CID admin event 'IHS – Rejected' then follow BAU processes for rejected applications.

➤ **Granting a lesser period of leave (IHS overpaid)**

An applicant will receive a partial refund if they are granted leave for a lesser duration than they applied for. This is subject to a six-month pro rata rule.

You must access the portal and edit the application to adjust the length of leave and select the reason for change as 'length of leave adjusted'. This will then generate an automatic partial refund which will be processed by the commercial partner.

You must mark the IHS reference as 'Set used' on the application summary screen.

Enter the amount of the refund in CID case notes and create the CID admin event 'IHS – Partial Refund'.

The grant of a lesser period of leave could occur at the initial decision or after the refusal decision has been overturned by either an appeal or an admin review. The relevant teams who will be responsible for this are as follows:

Case type	Ownership for processing refund
Admin review right – decision overturned	Admin Review Team
Appeal right – appeal allowed	Post-decision casework team
Granted at initial decision	Initial decision-maker

➤ Refusing dependants (IHS overpaid)

If leave is granted to the lead applicant, but one or more of their dependants are refused, they will receive a partial IHS refund in respect of the dependants whose applications are refused.

You must access the portal and edit the application to remove the dependant (s) who is (are) refused and select the reason for change as 'adjusted applicant data'. This will then generate an automatic partial refund which will be processed by the commercial partner.

You must mark the IHS reference as 'Set used' on the application summary screen.

Enter the amount of the refund in CID case notes and create the CID admin event 'IHS – Partial Refund'.

➤ Overlapping periods of leave (IHS overpaid)

An applicant will also receive a partial refund for any overlapping periods of leave totalling six months or more. At the point a decision to grant leave is made, they will receive a partial refund for each six month period for which they have previously paid the IHS.

You must access the portal and edit the application to adjust the length of leave and select the reason for change as 'overlapping IHS payment'. This will then generate an automatic partial refund which will be processed by the commercial partner.

You must mark the IHS reference as 'Set used' on the application summary screen.

Enter the amount of the refund in CID case notes and create the CID admin event 'IHS – Partial Refund'.

Applications from outside the UK

➤ Requesting an IHS payment (IHS not paid)

The applicant will be given one opportunity to make the required payment if:

- the [IHS portal](#) contains no record of their application; and
- they are not exempt

You must email the applicant using the template on Proviso instructing them to register with the portal and make the required payment within seven working days.

You must update Proviso case notes and set a reminder on Proviso to check for the payment on the eighth day.

You must mark the application as 'complex' on Proviso.

You must defer and place the application on hold to await the outcome.

➤ **Requesting additional payments (top-ups) (IHS underpaid)**

The applicant will be given one opportunity to make an additional payment if they have:

- paid less than the amount they owe;
- claimed an exemption to which they are not entitled; or
- successfully appealed a refusal decision.

If a top-up payment is required, you must update the portal with the correct application details. You can edit the details of all applicants involved in the application – including adding or deleting a main applicant or dependants, as applicable. You must check that the amended amount displayed on the payment summary screen correlates with the table of [expected payments](#). Once correct, enter the reason for the change from the drop-down menu.

The portal will then re-calculate the amount of IHS owed. You must uncheck the box which asks whether you wish to send a notification email to the applicant.

You must email the applicant using the template on Proviso instructing them to register with the portal and make the required payment within seven working days.

You will need to copy and paste the 'top-up access key' link generated in the IHS portal and insert this into the email. You will also need to include the due date for the payment (taken from the portal) and the email address of your DMC for the applicant to respond to.

The applicant will be asked to pay the difference between their initial payment and the total amount owing.

You must update Proviso case notes and set a reminder on Proviso to check for the payment on the eighth day.

You must mark the application as 'complex' on Proviso.

You must defer and place the application on hold to await the outcome.

➤ **Monitoring payment requests**

When an applicant makes an additional payment, they will be asked to send a notification email to a designated mailbox at Post where the application is being considered.

You must check this inbox daily to identify whether any additional payments have been received and continue processing these applications.

Once this notification is received, you will check the portal using the reference number provided in the notification email and confirm that the total amount paid is correct. You must mark the payment as 'Set used' and 'copy and paste' the application summary page details into Proviso case notes. The application must then go to an ECO to complete the grant of entry clearance. The ECM should carry out any reviews as normal. The vignette should then be printed as normal.

If the applicant fails to pay the additional amount required within the timeframe, the application must be returned to an ECO to be refused.

If the application is refused, follow the process according to whether the application type attracts a right of appeal or the applicant can request an Administrative Review, as detailed in [refunds](#).

➤ **Granting a lesser period of leave (IHS overpaid)**

An applicant will receive a partial refund if they are granted leave for a lesser duration than they applied for or if they have applied in a visa route where the surcharge rate is higher than required. This is subject to a six-month pro rata rule.

You must access the portal and edit the application to adjust the length of leave and select the reason for change as 'length of leave adjusted'. This will then generate an automatic partial refund which will be processed by the commercial partner.

You must mark the IHS reference as 'Set used' on the application summary screen and 'copy and paste' these details to Proviso case notes.

➤ **Refusing dependants (IHS overpaid)**

If leave is granted to the lead applicant, but one or more of their dependants are refused, they will receive a partial IHS refund in respect of the dependants whose applications are refused.

You must access the portal and edit the application to remove the dependant(s) who is (are) refused and select the reason for change as 'adjusted applicant data'. This will then generate an automatic partial refund which will be processed by the commercial partner.

You must mark the IHS reference as 'Set used' on the application summary screen and 'copy and paste' these details to Proviso case notes.