

NEXT GENERATION OUTSOURCED VISAS

Schedule 2 Statement of Requirements

PART B

Service Pack 11

This section contains the Authority's footprint for which the Tenderer shall address in designing the Supplier's Solution. The section is organised by NGOV Regional Lots.

For each Region, the Service Packages as indicated in the Service Packages 1 – 10 are mandatory for the countries within that Region. However, the exception for this is for the USA and New Zealand where the Biometric Collection Services (Service package 6) will be fulfilled by their respective Government agencies and infrastructure. The Biometric Appointment Services, Return courier and User Pays Services for US and New Zealand will form part of this tender lot). The list also contains the Authority's Decision Making Centres

The regional lots display the NGOV footprint including, Mandatory User Pay Visa Application Centre's and where User Pay Services (Service Pack 4) are mandated i.e. Priority Visa or Premium Lounge.

The Tenderer shall in all cases fulfil the Business Requirements in a Region in a manner tailored to the relevant Post. Any variations and/or additions to the requirements are specified in Service Package 11 Part B of the Local Requirements

	PHASE 1	Service package									
REGIONS		SP1: General requirements	SP2: Information Services	SP3: Biometric Appointment Management Services	SP4: User Pays Services	SP5: Document Registration Services	SP6: Biometric Collection Services	SP7 : Application Streaming Services	SP8: Document Collection and Delivery Service	SP9: Interviewing and Facilitation Services	SP10: Document Collection and Return
Africa	Tender Lot 1	X	X	X	X	X	X	X	X	X	X
Americas & Asia-Pacific	Tender Lot 2	X	X	X	X	X	X	X	X	X	X
China & Taiwan	Tender Lot 3	X	X	X	X	X	X	X	X	X	X
Euro-Med	Tender Lot 4	X	X	X	X	X	X	X	X	X	X
Gulf & Pakistan	Tender Lot 5	X	X	X	X	X	X	X	X	X	X
South Asia	Tender Lot 6	X	X	X	X	X	X	X	X	X	X
Canada	Tender Lot 7	X	X	X	X	X	X	X	X	X	X
Australia	Tender Lot 8	X	X	X	X	X	X	X	X	X	X

NB please note that on the regional lot tabs certain locations have duplicated line entries. This displays where Visa Applications are routed to more than one Decision Making Centre.

NGOV Region	Country	VAC Location	Operator	Routed To Decision Making Centre	Free User or User Pays	Service pack 4. (Priority Visa)	Service Pack 4 (Special Priority Visa)	Service Pack 4 (Premium Lounge)	Service Pack 4 (Return Courier)	Service Pack 9 (Interview Facilitation Services 2013/14)
Region 1 - Africa	Kenya	Mombasa	Commercial Partner	TBC	User Pays					
Region 1 - Africa	South Sudan	Juba	Commercial Partner	TBC	User Pays					
Region 1 - Africa	Ivory Coast	Abidjan	Commercial Partner	Accra	User Pays					
Region 1 - Africa	Madagascar	Antananarivo	Commercial Partner	Pretoria	User Pays					
Region 1 - Africa	Ethiopia	Addis Ababa VAC	Commercial Partner	Nairobi	Free User					Yes
Region 1 - Africa	Ghana	Accra VAC	Commercial Partner	Accra	Free User	YES	YES	YES	YES	Yes
Region 1 - Africa	Kenya	Nairobi VAC	Commercial Partner	Nairobi	Free User	YES			YES	Yes
Region 1 - Africa	Malawi	Lilongwe VAC	Commercial Partner	Pretoria	User Pays					
Region 1 - Africa	Mozambique	Maputo VAC	Commercial Partner	Pretoria	User Pays					
Region 1 - Africa	Namibia	Windhoek VAC	Commercial Partner	Pretoria	User Pays					
Region 1 - Africa	Nigeria	Abuja VAC	Commercial Partner	Abuja	Free User	YES	YES	YES	YES	Yes
Region 1 - Africa	Nigeria	Lagos Ikeja VAC	Commercial Partner	Abuja	Free User	YES		YES	YES	Yes
Region 1 - Africa	Nigeria	Lagos Ikeja VAC	Commercial Partner	Lagos	Free User	YES		YES	YES	Yes
Region 1 - Africa	Nigeria	Lagos Lekki VAC	Commercial Partner	Abuja	Free User	YES		YES	YES	Yes
Region 1 - Africa	Nigeria	Lagos Lekki VAC	Commercial Partner	Lagos	Free User	YES		YES	YES	Yes
Region 1 - Africa	South Africa	Cape Town VAC	Commercial Partner	Pretoria	Free User	YES			YES	Yes
Region 1 - Africa	South Africa	Durban VAC	Commercial Partner	Pretoria	Free User	YES			YES	Yes
Region 1 - Africa	South Africa	Johannesburg VAC	Commercial Partner	Pretoria	Free User	YES			YES	Yes
Region 1 - Africa	South Africa	Port Elizabeth VAC	Commercial Partner	Pretoria	Free User	YES			YES	Yes
Region 1 - Africa	South Africa	Pretoria VAC	Commercial Partner	Pretoria	Free User	YES	YES	YES	YES	Yes
Region 1 - Africa	Uganda	Kampala VAC	Commercial Partner	Nairobi	Free User	YES				Yes
Region 1 - Africa	Zimbabwe	Harare VAC	Commercial Partner	Pretoria	Free User					Yes
Region 1 - Africa	Botswana	Gaborone	Commercial Partner	Pretoria	User Pays					
Region 1 - Africa	Congo (Dem. Rep.)	Kinshasa	Commercial Partner	Nairobi	User Pays					
Region 1 - Africa	Rwanda	Kigali	Commercial Partner	Nairobi	User Pays					
Region 1 - Africa	Tanzania	Dar Es Salaam	Commercial Partner	Nairobi	User Pays					Yes
Region 1 - Africa	Zambia	Lusaka	Commercial Partner	Pretoria	User Pays					
Region 1 - Africa	Sierra Leone	Freetown	Commercial Partner	Accra	User Pays					
Region 1 - Africa	Sierra Leone	Freetown	Commercial Partner	Freetown	User Pays					
Region 1 - Africa	Ghana	Accra British High Commission	International Operations & Visas	Accra	N/A					
Region 1 - Africa	Kenya	Nairobi British High Commission	International Operations & Visas	Nairobi	N/A					
Region 1 - Africa	Nigeria	Abuja British High Commission	International Operations & Visas	UK Visa Section (Sheffield)	N/A					
Region 1 - Africa	Nigeria	Abuja British High Commission	International Operations & Visas	Abuja	N/A					
Region 1 - Africa	Nigeria	Lagos British Deputy High Commission	International Operations & Visas	UK Visa Section (Sheffield)	N/A					
Region 1 - Africa	Nigeria	Lagos British Deputy High Commission	International Operations & Visas	Lagos	N/A					
Region 1 - Africa	South Africa	Pretoria British Consulate General	International Operations & Visas	Pretoria	N/A					
Region 1 - Africa	Angola	Luanda British Embassy	International Operations & Visas	Pretoria	Free User					
Region 1 - Africa	Cameroon	Yaounde British High Commission	International Operations & Visas	Accra	Free User					
Region 1 - Africa	Mauritius	Port Louis British High Commission	International Operations & Visas	Pretoria	Free User					
Region 1 - Africa	Senegal	Dakar British Embassy	International Operations & Visas	Accra	Free User					
Region 1 - Africa	Gambia, The	Banjul British High Commission	International Operations & Visas	Accra	Free User					
Region 1 - Africa	Eritrea	Asmara British Embassy	International Operations & Visas	Asmara	N/A					
Region 1 - Africa	Zimbabwe	Harare British High Commission	International Operations & Visas	Harare	N/A					

NGOV Region	Country	VAC Location	Operator	Routed To Decision Making Hub	Free to User or User Pays	Service pack 4. User Pay Services (Priority Visa)	Service Pack 4. User Pay Services (Special Priority Visa)	Service Pack 4. User Pay Services (Premium)	Service Pack 4. User Pay Services (Return)	Service Pack 9 (Interview Facilitation Services 2013/14)	No online payment
Region 2 - Americas & Asia-Pacific	Indonesia	Bali	Commercial Partner	TBC	User Pays						
Region 2 - Americas & Asia-Pacific	Bahamas	Nassau mobile clinic	Commercial Partner	Kingston	User Pays						
Region 2 - Americas & Asia-Pacific	Cayman Islands	George Town mobile biometric clinic	Commercial Partner	Kingston	User Pays						
Region 2 - Americas & Asia-Pacific	Colombia	Cali - mobile clinic	Commercial Partner	Bogota	User Pays	YES					
Region 2 - Americas & Asia-Pacific	Colombia	Medellin - mobile clinic	Commercial Partner	Bogota	User Pays	YES					
Region 2 - Americas & Asia-Pacific	Ecuador	Guayaquil mobile clinic	Commercial Partner	Bogota	User Pays				YES		
Region 2 - Americas & Asia-Pacific	Ecuador	Quito mobile clinic	Commercial Partner	Bogota	User Pays				YES		
Region 2 - Americas & Asia-Pacific	Malaysia	Sabah	Commercial Partner	Manila	User Pays						
Region 2 - Americas & Asia-Pacific	Malaysia	Sarawak	Commercial Partner	Manila	User Pays						
Region 2 - Americas & Asia-Pacific	Panama	Panama City mobile biometric clinic	Commercial Partner	Bogota	User Pays						
Region 2 - Americas & Asia-Pacific	St Lucia	Castries mobile biometric clinic	Commercial Partner	Kingston	User Pays						
Region 2 - Americas & Asia-Pacific	Brazil	Brasilia VAC	Commercial Partner	Rio De Janeiro	User Pays	YES			YES	Yes	
Region 2 - Americas & Asia-Pacific	Brazil	Rio De Janeiro VAC	Commercial Partner	Rio De Janeiro	Free User	YES	YES	YES	YES	Yes	
Region 2 - Americas & Asia-Pacific	Brazil	Sao Paulo VAC	Commercial Partner	Rio De Janeiro	Free User	YES			YES	Yes	
Region 2 - Americas & Asia-Pacific	Indonesia	Jakarta VAC	Commercial Partner	Bangkok	Free User	YES			YES	Yes	
Region 2 - Americas & Asia-Pacific	Japan	Osaka VAC	Commercial Partner	Manila	Free User	YES	YES	YES	YES		
Region 2 - Americas & Asia-Pacific	Japan	Tokyo VAC	Commercial Partner	Manila	Free User	YES	YES	YES	YES		
Region 2 - Americas & Asia-Pacific	Korea	Seoul VAC	Commercial Partner	Manila	Free User	YES			YES		
Region 2 - Americas & Asia-Pacific	Malaysia	Kuala Lumpur VAC	Commercial Partner	Manila	Free User	YES			YES		
Region 2 - Americas & Asia-Pacific	Philippines	Cebu	Commercial Partner	Manila	User Pays	YES			YES	Yes	
Region 2 - Americas & Asia-Pacific	Philippines	Manila VAC	Commercial Partner	Manila	Free User	YES	YES	YES	YES	Yes	
Region 2 - Americas & Asia-Pacific	Singapore	Singapore VAC	Commercial Partner	Manila	Free User	YES			YES		
Region 2 - Americas & Asia-Pacific	Thailand	Bangkok VAC	Commercial Partner	Bangkok	Free User	YES	YES	YES	YES	Yes	
Region 2 - Americas & Asia-Pacific	Vietnam	Ho Chi Minh City	Commercial Partner	Bangkok	User Pays				YES	Yes	
Region 2 - Americas & Asia-Pacific	Colombia	Bogota	Commercial Partner	Bogota	Free User	YES	YES	YES		Yes	
Region 2 - Americas & Asia-Pacific	Jamaica	Kingston	Commercial Partner	Kingston	Free User	YES	YES	YES			
Region 2 - Americas & Asia-Pacific	Barbados	Bridgetown	Commercial Partner	Kingston	User Pays						
Region 2 - Americas & Asia-Pacific	Brunei	Bandar Seri Begawan	Commercial Partner	Manila	User Pays	YES					
Region 2 - Americas & Asia-Pacific	Burma	Rangoon	Commercial Partner	Bangkok	User Pays						
Region 2 - Americas & Asia-Pacific	Cambodia	Phnom Penh	Commercial Partner	Bangkok	User Pays						
Region 2 - Americas & Asia-Pacific	Dominican Republic	Santo Domingo British Embassy	Commercial Partner	Kingston	User Pays						
Region 2 - Americas & Asia-Pacific	Fiji	Suva	Commercial Partner	Manila	User Pays						
Region 2 - Americas & Asia-Pacific	Guyana	Georgetown British High Commission	Commercial Partner	Kingston	User Pays						
Region 2 - Americas & Asia-Pacific	Mongolia	Ulaanbaatar	Commercial Partner	Beijing	User Pays						
Region 2 - Americas & Asia-Pacific	Papua New Guinea	Port Moresby	Commercial Partner	Manila	User Pays						
Region 2 - Americas & Asia-Pacific	Vietnam	Hanoi	Commercial Partner	Bangkok	Free User					Yes	
Region 2 - Americas & Asia-Pacific	Vietnam	Hanoi	Commercial Partner	Hanoi	Free User					Yes	
Region 2 - Americas & Asia-Pacific	United States	Agana, Guam	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Albany, New York	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Albuquerque, New Mexico	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Alexandria, Virginia	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Anchorage, Alaska	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Atlanta, Georgia	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Bakersfield, California	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Baltimore, Maryland	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Bellflower, California	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Birmingham, Alabama	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Boise, Idaho	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Boston, Massachusetts	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Broadway, Illinois	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Bronx, New York	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Brooklyn, New York	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Buena Park, California	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Buffalo, New York	Department of Homeland Security	New York	DHS						
Region 2 - Americas & Asia-Pacific	United States	Casper, Wyoming	Department of Homeland Security	New York	DHS						

Region 2 - Americas & Asia-Pacific	United States	Charleston, South Carolina	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Charleston, West Virginia	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Cincinnati, Ohio	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Cleveland, Ohio	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Columbus, Ohio	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Dallas-North, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Dallas-South, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Denver, Colorado	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Des Moines, Iowa	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Detroit, Michigan	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Dover, Delaware	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Duluth, Minnesota	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	EI Monte, California	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	El Paso, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Fairfax, California	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Fargo, North Dakota	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Fort Smith, Arkansas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Fort Worth, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Fresno, California	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Gardena, California	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Glenmont, Maryland	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Grand Junction, Colorado	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Grand Rapids, Michigan	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Hackensack, New Jersey	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Hartford, Connecticut	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Helena, Montana	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Hialeah, Florida	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Honolulu, Hawaii	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Houston NW, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Houston SE, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Houston SW, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Idaho Falls, Idaho	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Indianapolis, Indiana	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Jackson, Mississippi	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Jacksonville, Florida	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Kansas City, Missouri	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Laredo, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Las Vegas, Nevada	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Louisville, Kentucky	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Lubbock,Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Manchester, New Hampshire	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Manhattan, New York	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Mcallen, Texas	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Memphis, Tennessee	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Milwaukee, Wisconsin	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Modesto, California	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Naperville, Illinois	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Nashville, Tennessee	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	New Orleans, Louisiana	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Norfolk, Virginia	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Norridge, Illinois	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	North Carolina, Charlotte	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Oakland, California	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Oklahoma City, Oklahoma	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Omaha, Nebraska	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Orlando, Florida	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Oxnard, California	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Philadelphia, Pennsylvania	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Phoenix, Arizona	Department of Homeland Security	New York	DHS
Region 2 - Americas & Asia-Pacific	United States	Pittsburgh, Pennsylvania	Department of Homeland Security	New York	DHS

Region 2 - Americas & Asia-Pacific	United States	Pomona, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Portland, Maine	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Portland, Oregon	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Providence, Rhode Island	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Pulaski, Illinois	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Queens/Jamaica, New York	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Rapid City, South Dakota	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Reno, Nevada	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Riverside, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Sacramento, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Saint Albans, Vermont	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Saint Croix, Virgin Islands	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Saint Louis, Missouri	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Saint Paul, Minnesota	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Saint Thomas, Virgin Islands	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Salinas, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Salisbury, Maryland	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Salt Lake City, Utah	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	San Antonio, Texas	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	San Diego, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	San Francisco, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	San Jose, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	San Juan, Puerto Rico	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	San Marcos, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Santa Ana, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Santa Rosa, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Seattle, Washington	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Sioux Falls, South Dakota	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Spokane, Washington	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Syracuse, New York	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Tampa, Florida	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Tucson, Arizona	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Van Nuys, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Waukegan, Illinois	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Wichita, Kansas	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Wilshire, California	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Yakima, Washington	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	York, Pennsylvania	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	United States	Yuma, Arizona	Department of Homeland Security	New York	DHS							
Region 2 - Americas & Asia-Pacific	Bermuda	Hamilton	Department of Immigration, Bermuda	New York	Free User							
Region 2 - Americas & Asia-Pacific	New Zealand	Auckland	Immigration New Zealand	Manila	INZ							
Region 2 - Americas & Asia-Pacific	New Zealand	Christchurch	Immigration New Zealand	Manila	INZ							
Region 2 - Americas & Asia-Pacific	New Zealand	Wellington	Immigration New Zealand	Manila	INZ							
Region 2 - Americas & Asia-Pacific	Brazil	Rio De Janeiro British Consulate	International Operations & Visa	Rio De Janeiro	N/A							
Region 2 - Americas & Asia-Pacific	Philippines	Manila British Embassy	International Operations & Visa	Manila	N/A							
Region 2 - Americas & Asia-Pacific	Thailand	Bangkok British Embassy	International Operations & Visa	Bangkok	N/A							
Region 2 - Americas & Asia-Pacific	United States	New York British Consulate General	International Operations & Visa	New York	N/A	YES		YES		YES		
Region 2 - Americas & Asia-Pacific	Argentina	Buenos Aires British Embassy	International Operations & Visa	Rio De Janeiro	Free User							
Region 2 - Americas & Asia-Pacific	Bolivia	La Paz British Embassy	International Operations & Visa	Rio De Janeiro	Free User							
Region 2 - Americas & Asia-Pacific	Chile	Santiago British Embassy	International Operations & Visa	Rio De Janeiro	Free User							
Region 2 - Americas & Asia-Pacific	Mexico	Mexico City British Embassy	International Operations & Visa	Bogota	Free User							
Region 2 - Americas & Asia-Pacific	Peru	Lima British Embassy	International Operations & Visa	Rio De Janeiro	Free User							
Region 2 - Americas & Asia-Pacific	Trinidad And Tobago	Port Of Spain British High Commission	International Operations & Visa	Kingston	Free User							
Region 2 - Americas & Asia-Pacific	UK (Ascension Island)	Ascension - mobile clinic	International Operations & Visa	New York	Free User							
Region 2 - Americas & Asia-Pacific	UK (Falkland Islands)	Falkland - mobile clinic	International Operations & Visa	New York	Free User							
Region 2 - Americas & Asia-Pacific	UK (St. Helena)	St Helena - mobile clinic	International Operations & Visa	New York	Free User							
Region 2 - Americas & Asia-Pacific	Venezuela	Caracas British Embassy	International Operations & Visa	Bogota	Free User							YES
Region 2 - Americas & Asia-Pacific	Cuba	Havana British Embassy	International Operations & Visa	Havana	Free User							YES
Region 2 - Americas & Asia-Pacific	North Korea	Pyongyang British Embassy	International Operations & Visa	Pyongyang	Free User							YES

NGOV Region	Country	VAC Location	Operator	Routed To Decision Making Centre	Free User or User Pays?	Service pack 4. (Priority Visa)	Service Pack 4 (Special Priority Visa)	Service Pack 4 (Premium Lounge)	Service Pack 4 (Return Courier)	Service Pack 9 (Interview Facilitation Services 2013/14)
Region 4 - Euro-Med	Belgium	Brussels mobile biometric c	Commercial Partner	Paris	User Pays	YES			YES	
Region 4 - Euro-Med	Denmark	Copenhagen mobile biomet	Commercial Partner	Stockholm	User Pays					
Region 4 - Euro-Med	Estonia	Tallinn mobile biometric clin	Commercial Partner	Stockholm	User Pays					
Region 4 - Euro-Med	Finland	Helsinki mobile biometric cl	Commercial Partner	Stockholm	User Pays					
Region 4 - Euro-Med	Kazakhstan	Astana	Commercial Partner	Almaty	User Pays					
Region 4 - Euro-Med	Kazakhstan	Atyrau	Commercial Partner	Istanbul	User Pays					
Region 4 - Euro-Med	Netherlands	Amsterdam mobile biometri	Commercial Partner	(Croydon)	User Pays				YES	
Region 4 - Euro-Med	Norway	Oslo mobile biometric clinic	Commercial Partner	Stockholm	User Pays	YES				
Region 4 - Euro-Med	Portugal	Lisbon mobile biometric clin	Commercial Partner	Madrid	User Pays					
Region 4 - Euro-Med	Algeria	Algiers VAC	Commercial Partner	Paris	Free User	YES		YES	YES	
Region 4 - Euro-Med	Egypt	Alexandria VAC	Commercial Partner	Cairo	Free User			YES	YES	Yes
Region 4 - Euro-Med	Egypt	Cairo VAC	Commercial Partner	Cairo	Free User	YES	YES	YES	YES	Yes
Region 4 - Euro-Med	France	Paris VAC	Commercial Partner	Paris	Free User	YES			YES	
Region 4 - Euro-Med	Germany	Berlin VAC	Commercial Partner	(Croydon)	User Pays					
Region 4 - Euro-Med	Germany	Dusseldorf VAC	Commercial Partner	(Croydon)	Free User	YES		YES	YES	
Region 4 - Euro-Med	Germany	Munich VAC	Commercial Partner	(Croydon)	User Pays					
Region 4 - Euro-Med	Iraq	Baghdad VAC	Commercial Partner	Amman	User Pays			YES		Yes
Region 4 - Euro-Med	Italy	Rome VAC	Commercial Partner	(Croydon)	Free User	YES				
Region 4 - Euro-Med	Jordan	Amman VAC	Commercial Partner	Amman	Free User	YES		YES	YES	Yes
Region 4 - Euro-Med	Kazakhstan	Almaty VAC	Commercial Partner	Almaty	Free User				YES	
Region 4 - Euro-Med	Lebanon	Beirut VAC	Commercial Partner	Beirut	Free User	YES			YES	Yes
Region 4 - Euro-Med	Libya	Tripoli VAC	Commercial Partner	(Croydon)	Free User	YES			YES	
Region 4 - Euro-Med	Russian Federation	Ekaterinburg VAC	Commercial Partner	Moscow	Free User	YES			YES	Yes
Region 4 - Euro-Med	Russian Federation	Moscow VAC	Commercial Partner	Moscow	Free User	YES	YES	YES	YES	Yes
Region 4 - Euro-Med	Russian Federation	Novosibirsk VAC	Commercial Partner	Moscow	Free User	YES			YES	Yes
Region 4 - Euro-Med	Russian Federation	Rostov VAC	Commercial Partner	Moscow	Free User	YES			YES	Yes
Region 4 - Euro-Med	Russian Federation	St. Petersburg VAC	Commercial Partner	Moscow	Free User	YES			YES	Yes
Region 4 - Euro-Med	Serbia	Belgrade VAC	Commercial Partner	Belgrade	Free User	YES		YES	YES	
Region 4 - Euro-Med	Switzerland	Geneva VAC	Commercial Partner	Paris	User Pays	YES			YES	
Region 4 - Euro-Med	Switzerland	Zurich Micro VAC	Commercial Partner	Paris	Free User	YES			YES	
Region 4 - Euro-Med	Turkey	Ankara VAC	Commercial Partner	Istanbul	Free User	YES			YES	Yes
Region 4 - Euro-Med	Turkey	Bursa VAC	Commercial Partner	Istanbul	Free User	YES			YES	Yes
Region 4 - Euro-Med	Turkey	Gaziantep VAC	Commercial Partner	Istanbul	Free User	YES			YES	Yes
Region 4 - Euro-Med	Turkey	Istanbul VAC	Commercial Partner	Istanbul	Free User	YES	YES	YES	YES	Yes
Region 4 - Euro-Med	Turkey	Izmir VAC	Commercial Partner	Istanbul	Free User	YES			YES	Yes
Region 4 - Euro-Med	Ukraine	Kiev VAC	Commercial Partner	Warsaw	Free User	YES		YES	YES	Yes
Region 4 - Euro-Med	Spain	Madrid	Commercial Partner	Madrid	Free User					
Region 4 - Euro-Med	Sweden	Stockholm	Commercial Partner	Stockholm	Free User	YES				
Region 4 - Euro-Med	Austria	Vienna	Commercial Partner	Warsaw	User Pays	YES				
Region 4 - Euro-Med	Bosnia And Herzegovina	Sarajevo	Commercial Partner	Belgrade	User Pays	YES				
Region 4 - Euro-Med	Bulgaria	Sofia	Commercial Partner	Warsaw	User Pays					
Region 4 - Euro-Med	Croatia	Zagreb	Commercial Partner	Belgrade	User Pays					
Region 4 - Euro-Med	Southern Cyprus	Nicosia	Commercial Partner	(Croydon)	User Pays					
Region 4 - Euro-Med	Northern Cyprus	Nicosia	Commercial Partner	Istanbul	User Pays					
Region 4 - Euro-Med	Czech Republic	Prague	Commercial Partner	Warsaw	User Pays	YES				

Region 4 - Euro-Med	Georgia	Tbilisi	Commercial Partner	Istanbul	User Pays					
Region 4 - Euro-Med	Greece	Athens	Commercial Partner	Belgrade	User Pays	YES				
Region 4 - Euro-Med	Hungary	Budapest	Commercial Partner	Warsaw	User Pays	YES				
Region 4 - Euro-Med	Iceland	Reykjavik	Commercial Partner	Stockholm	User Pays					
Region 4 - Euro-Med	Iraq	Erbil	Commercial Partner	Amman	User Pays					
Region 4 - Euro-Med	Irish Republic	Dublin	Commercial Partner	(Croydon)	Free User					
Region 4 - Euro-Med	Israel	Jerusalem	Commercial Partner	Amman	User Pays					
Region 4 - Euro-Med	Israel	Tel Aviv y	Commercial Partner	Istanbul	User Pays					
Region 4 - Euro-Med	Kosovo	Pristina	Commercial Partner	Warsaw	User Pays	YES				
Region 4 - Euro-Med	Latvia	Riga	Commercial Partner	Warsaw	User Pays	YES				
Region 4 - Euro-Med	Macedonia	Skopje	Commercial Partner	Belgrade	User Pays	YES				
Region 4 - Euro-Med	Malta	Valletta	Commercial Partner	(Croydon)	User Pays					
Region 4 - Euro-Med	Moldova	Chisinau	Commercial Partner	Warsaw	User Pays	YES				
Region 4 - Euro-Med	Montenegro	Podgorica	Commercial Partner	Belgrade	User Pays	YES				
Region 4 - Euro-Med	Romania	Bucharest	Commercial Partner	Warsaw	User Pays	Yes				
Region 4 - Euro-Med	Slovenia	Ljubljana	Commercial Partner	Belgrade	User Pays					
Region 4 - Euro-Med	Armenia	Yerevan	Commercial Partner	Yerevan	User Pays					
Region 4 - Euro-Med	Turkmenistan	Ashgabat	Commercial Partner	Ashgabat	User Pays					
Region 4 - Euro-Med	Uzbekistan	Tashkent	Commercial Partner	Tashkent	User Pays					
Region 4 - Euro-Med	Tajikistan	Dushanbe	Commercial Partner	Dushanbe	User Pays					
Region 4 - Euro-Med	Iraq	Basra	Commercial Partner	Amman	User Pays					
Region 4 - Euro-Med	Turkey	Antalya	Commercial Partner	Istanbul	User Pays					
Region 4 - Euro-Med	Turkey	Adana	Commercial Partner	Istanbul	User Pays					
Region 4 - Euro-Med	UK (Gibraltar)	Gibraltar Post	Government of Gibraltar	(Croydon)	Free User					
Region 4 - Euro-Med	Egypt	Cairo British Embassy	International Operations & Visas	Cairo	N/A					
Region 4 - Euro-Med	France	Paris British Embassy	International Operations & Visas	Paris	N/A					
Region 4 - Euro-Med	Jordan	Amman British Embassy	International Operations & Visas	Amman	N/A					
Region 4 - Euro-Med	Kazakhstan	Almaty British Embassy	International Operations & Visas	Almaty	N/A					
Region 4 - Euro-Med	Lebanon	Beirut British Embassy	International Operations & Visas	Beirut	N/A					
Region 4 - Euro-Med	Russian Federation	Moscow British Embassy	International Operations & Visas	Moscow	N/A					
Region 4 - Euro-Med	Serbia	Belgrade British Embassy	International Operations & Visas	Belgrade	N/A					
Region 4 - Euro-Med	Turkey	Istanbul British Consulate G	International Operations & Visas	Istanbul	N/A					
Region 4 - Euro-Med	United Kingdom	UK Visa Section (Croydon)	International Operations & Visas	(Croydon)	N/A					
Region 4 - Euro-Med	Poland	Warsaw British Embassy	International Operations & Visas	Warsaw	N/A	YES	YES			
Region 4 - Euro-Med	Iraq	Baghdad British Embassy	International Operations & Visas	Amman	User Pays					
Region 4 - Euro-Med	Sudan	Khartoum	Commercial Partner	Cairo	Free User					
Region 4 - Euro-Med	Tunisia	Tunis	Commercial Partner	Paris	Free User					
Region 4 - Euro-Med	Albania	Tirana	International Operations & Visas	Tirana	Free User	YES				
Region 4 - Euro-Med	Azerbaijan	Baku	International Operations & Visas	Baku	Free User					
Region 4 - Euro-Med	Belarus	Minsk	Commercial Partner	Minsk	Free User					
Region 4 - Euro-Med	Morocco	Rabat	Commercial Partner	Rabat	Free User					Yes
Region 4 - Euro-Med	Algeria	Algiers British Embassy	International Operations & Visas	Algiers	N/A					

NGOV Region	Country	VAC Location	Operator	Routed To Decision Making Centre	Free User or User Pays	Service pack 4. (Priority Visa)	Service Pack 4 (Special Priority Visa)	Service Pack 4 (Premium Lounge)	Service Pack 4 (Return Courier)	Service Pack 9 (Interview Facilitation Services 2013/14)
Region 3 - China & Taiwan	China	Beijing VAC	Commercial Partner	Beijing	Free User	YES	YES	YES	YES	Yes
Region 3 - China & Taiwan	China	Chengdu VAC	Commercial Partner	Beijing	Free User	YES			YES	Yes
Region 3 - China & Taiwan	China	Chongqing VAC	Commercial Partner	Beijing	Free User	YES			YES	Yes
Region 3 - China & Taiwan	China	Fuzhou VAC	Commercial Partner	Beijing	Free User				YES	Yes
Region 3 - China & Taiwan	China	Guangzhou VAC	Commercial Partner	Beijing	Free User	YES		YES	YES	Yes
Region 3 - China & Taiwan	China	Hangzhou VAC	Commercial Partner	Shanghai	Free User	YES			YES	Yes
Region 3 - China & Taiwan	China	Jinan VAC	Commercial Partner	Beijing	Free User	YES			YES	Yes
Region 3 - China & Taiwan	China	Nanjing VAC	Commercial Partner	Shanghai	Free User	YES			YES	Yes
Region 3 - China & Taiwan	China	Shanghai VAC	Commercial Partner	Shanghai	Free User	YES	YES	YES	YES	Yes
Region 3 - China & Taiwan	China	Shenyang VAC	Commercial Partner	Beijing	Free User	YES			YES	Yes
Region 3 - China & Taiwan	China	Shenzen VAC	Commercial Partner	Beijing	Free User	YES			YES	Yes
Region 3 - China & Taiwan	China	Wuhan VAC	Commercial Partner	Beijing	Free User	YES			YES	Yes
Region 3 - China & Taiwan	Taiwan	Taipei VAC	Commercial Partner	Manila	User Pays	YES			YES	
Region 3 - China & Taiwan	China	Hong Kong	Commercial Partner	Manila	Free User	YES				
Region 3 - China & Taiwan	China	Beijing British Embassy	International Operations & Visas	Beijing	N/A					
Region 3 - China & Taiwan	China	Shanghai British Consulate General	International Operations & Visas	Shanghai	N/A					
Region 3 - China & Taiwan	China	Chongqing British Consulate General	International Operations & Visas	Beijing	N/A					

NGOV Region	Country	VAC Location	Operator	Routed To Decision Making Centre	Free User or User Pays?	Service pack 4. (Priority Visa)	Service Pack 4 (Special)	Service Pack 4 (Premium)	Service Pack 4 (Return Courier)	Service Pack 9 (Interview Facilitation Services 2013/14)
Region 5 - Gulf & Pakistan	Bahrain	Bahrain (Manama) VAC	Commercial Partner	Abu Dhabi	Free User	YES			YES	Yes
Region 5 - Gulf & Pakistan	Kuwait	Kuwait City VAC	Commercial Partner	Kuwait City	Free User	YES		YES	YES	Yes
Region 5 - Gulf & Pakistan	Oman	Muscat VAC	Commercial Partner	Muscat	Free User	YES		YES	YES	Yes
Region 5 - Gulf & Pakistan	Pakistan	Islamabad VAC	Commercial Partner	Abu Dhabi	Free User	YES				Yes
Region 5 - Gulf & Pakistan	Pakistan	Islamabad VAC	Commercial Partner	Islamabad	Free User	YES				Yes
Region 5 - Gulf & Pakistan	Pakistan	Karachi VAC	Commercial Partner	Islamabad	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Pakistan	Karachi VAC	Commercial Partner	Abu Dhabi	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Pakistan	Lahore VAC	Commercial Partner	Islamabad	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Pakistan	Lahore VAC	Commercial Partner	Abu Dhabi	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Pakistan	Mirpur VAC	Commercial Partner	Islamabad	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Pakistan	Mirpur VAC	Commercial Partner	Abu Dhabi	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Qatar	Doha VAC	Commercial Partner	Doha	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Saudi Arabia	Al Khobar VAC	Commercial Partner	Riyadh	Free User	YES		YES	YES	Yes
Region 5 - Gulf & Pakistan	Saudi Arabia	Jeddah VAC	Commercial Partner	Riyadh	Free User	YES		YES	YES	Yes
Region 5 - Gulf & Pakistan	Saudi Arabia	Riyadh VAC	Commercial Partner	Riyadh	Free User	YES		YES	YES	Yes
Region 5 - Gulf & Pakistan	United Arab Emirates	Abu Dhabi VAC	Commercial Partner	Abu Dhabi	Free User	YES	YES	YES	YES	Yes
Region 5 - Gulf & Pakistan	United Arab Emirates	Dubai VAC	Commercial Partner	Abu Dhabi	Free User	YES		YES		Yes
Region 5 - Gulf & Pakistan	Kuwait	Kuwait City British Embassy	International Operations & Visas	Kuwait City	N/A					
Region 5 - Gulf & Pakistan	Oman	Muscat British Embassy	International Operations & Visas	Muscat	N/A					
Region 5 - Gulf & Pakistan	Pakistan	Islamabad British High Commission	International Operations & Visas	Islamabad	N/A					
Region 5 - Gulf & Pakistan	Qatar	Doha British Embassy	International Operations & Visas	Doha	N/A					
Region 5 - Gulf & Pakistan	Saudi Arabia	Riyadh British Embassy	International Operations & Visas	Riyadh	N/A					
Region 5 - Gulf & Pakistan	United Arab Emirates	Abu Dhabi British Embassy	International Operations & Visas	Abu Dhabi	N/A					

NGOV Region	Country	VAC Location	Operator	Routed To Cecision Making Centre	Free User or User Pays?	Service pack 4. (Priority Visa)	Service Pack 4 (Special Priority Visa)	Service Pack 4 (Premium Lounge)	Service Pack 4 (Return Courier)	Service Pack 9 (Interview Facilitation Services 2013/14)
Region 6 - South Asia	India	Goa - Mobile Clinic	Commercial Partner	Chennai	User Pays	YES				
Region 6 - South Asia	Bangladesh	Dhaka VAC	Commercial Partner	Dhaka	Free User	YES		YES		Yes
Region 6 - South Asia	Bangladesh	Sylhet VAC	Commercial Partner	Dhaka	Free User	YES				Yes
Region 6 - South Asia	India	Ahmedabad VAC	Commercial Partner	Mumbai	Free User	YES		YES	YES	Yes
Region 6 - South Asia	India	Bangalore VAC	Commercial Partner	Chennai	Free User	YES		YES	YES	Yes
Region 6 - South Asia	India	Chandigarh VAC	Commercial Partner	New Delhi	Free User	YES			YES	Yes
Region 6 - South Asia	India	Chennai VAC	Commercial Partner	Chennai	Free User	YES	YES	YES	YES	Yes
Region 6 - South Asia	India	Cochin VAC	Commercial Partner	Chennai	Free User	YES			YES	Yes
Region 6 - South Asia	India	Hyderabad VAC	Commercial Partner	Chennai	Free User	YES			YES	Yes
Region 6 - South Asia	India	Jalandhar VAC	Commercial Partner	New Delhi	Free User	YES			YES	Yes
Region 6 - South Asia	India	Kolkata VAC	Commercial Partner	New Delhi	Free User	YES			YES	Yes
Region 6 - South Asia	India	Mumbai (North) VAC	Commercial Partner	Mumbai	Free User	YES	YES	YES	YES	Yes
Region 6 - South Asia	India	Mumbai (South) VAC	Commercial Partner	Mumbai	Free User	YES	YES	YES	YES	Yes
Region 6 - South Asia	India	New Delhi VAC	Commercial Partner	New Delhi	Free User	YES		YES	YES	Yes
Region 6 - South Asia	India	Pune VAC	Commercial Partner	Mumbai	Free User	YES			YES	Yes
Region 6 - South Asia	Nepal	Kathmandu VAC	Commercial Partner	New Delhi	Free User					Yes
Region 6 - South Asia	Sri Lanka	Colombo VAC	Commercial Partner	Chennai	Free User	YES		YES	YES	Yes
Region 6 - South Asia	Bangladesh	Dhaka British High Commission	International Operations & Visas	Dhaka	N/A					
Region 6 - South Asia	India	Chennai British Deputy High Commission	International Operations & Visas	Chennai	N/A					
Region 6 - South Asia	India	Mumbai British Deputy High Commission	International Operations & Visas	Mumbai	N/A					
Region 6 - South Asia	India	New Delhi British High Commission	International Operations & Visas	New Delhi	N/A					
Region 6 - South Asia	Afganistan	Kabul Post	International Operations & Visas	New Delhi	N/A					

NGOV Region	Country	VAC Location	Operator	Routed To Deceison Making Centre	Free User or User Pays?	Service pack 4. (Priority Visa)	Service Pack 4 (Special Priority Visa)	Service Pack 4 (Premium Lounge)	Service Pack 4 (Return Courier)	Service Pack 9 (Interview Facilitation Services 2013/14)
Region 7 - Canada	Canada	Edmonton VAC	Commercial Partner	New York	User Pays	YES			YES	
Region 7 - Canada	Canada	Edmonton VAC	Commercial Partner	UK Visa Section (Sheffield)	User Pays	YES			YES	
Region 7 - Canada	Canada	Halifax mobile clinic	Commercial Partner	New York	User Pays	YES			YES	
Region 7 - Canada	Canada	Halifax mobile clinic	Commercial Partner	UK Visa Section (Sheffield)	User Pays	YES			YES	
Region 7 - Canada	Canada	Ottawa VAC	Commercial Partner	UK Visa Section (Sheffield)	User Pays	YES			YES	
Region 7 - Canada	Canada	Ottawa VAC	Commercial Partner	New York	User Pays	YES			YES	
Region 7 - Canada	Canada	St John's Newfoundland mobile clinic	Commercial Partner	New York	User Pays					
Region 7 - Canada	Canada	St John's Newfoundland mobile clinic	Commercial Partner	UK Visa Section (Sheffield)	User Pays					
Region 7 - Canada	Canada	Toronto VAC	Commercial Partner	UK Visa Section (Sheffield)	Free User	YES			YES	
Region 7 - Canada	Canada	Toronto VAC	Commercial Partner	New York	Free User	YES			YES	
Region 7 - Canada	Canada	Vancouver VAC	Commercial Partner	UK Visa Section (Sheffield)	User Pays	YES			YES	
Region 7 - Canada	Canada	Vancouver VAC	Commercial Partner	New York	User Pays	YES			YES	
Region 7 - Canada	Canada	Ottawa British High Commission	International Operations & Visas	Ottawa	User Pays					

NGOV Region	Country	Location	Operator	Routed To Decision Making Centre	Free User or User Pays?	Service pack 4. (Priority Visa)	Service Pack 4 (Special Priority Visa)	Service Pack 4 (Premium Lounge)	Service Pack 4 (Return Courier)	Service Pack 9 (Interview Facilitation Services 2013/14)
Region 8 - Australia	Australia	Brisbane	Commercial Partner	Manila	User Pays					
Region 8 - Australia	Australia	Canberra	Commercial Partner	Manila	User Pays					
Region 8 - Australia	Australia	Melbourne	Commercial Partner	Manila	Free User					
Region 8 - Australia	Australia	Perth	Commercial Partner	Manila	User Pays					
Region 8 - Australia	Australia	Sydney	Commercial Partner	Manila	Free User					