



British Cattle Movement Service, Curwen Road, Workington, Cumbria CA14 2DD

English Helpline: 0345 050 1234

Helpline for cattle keepers in Wales: 0345 050 3456

Typetalk service: 18001 0345 050 1234

Helpline open: 8.30am to 5pm weekdays

Email: bcmsenquiries@rpa.gov.uk

enter customer's name and address

07 May 2020

Dear Sir or Madam

Use CTS Online to submit passport applications

Our records show that you are using paper passport application forms.

We are committed to maintaining vital services for our customers but we have had to make changes to adapt to the current emergency situation.

In line with government COVID-19 guidance, we have closed the majority of our offices and most of our staff are now working from home. This means it may take us longer to deal with your applications if you continue to send them by post.

To make sure the government advice on social distancing is followed, please use electronic methods to communicate with us where possible.

The most efficient way to submit your birth applications to make sure they are received and registered is to use CTS Online. You can view the application that you have submitted to us straightaway and you won't have to pay any postage costs.

Our CTS Online service is available 24 hours a day, 7 days a week.

If you require access to CTS Online, please email us at bcmsenquiries@rpa.gov.uk and we can send you the information you need to register.

What you need to do

To help us to support you, use our CTS Online service to report births, movements and deaths. It is the quickest and safest way to contact us.

Please double check that the information you give us is correct as any amendments required to passports may be delayed during this time.

Alternatively you can email us at bcmsenquiries@rpa.gov.uk, or, use our automated Self-Service Line on 0345 011 1212.

If you have any questions

The BCMS helpline is also available on 0345 050 1234, however we are experiencing high call volumes at this unprecedented time.

Yours faithfully



Ryan Gibb
BCMS Operations Manager

CTS Online

Cattle Tracing System Online (CTSO) is our free online service available at www.bcms.gov.uk. The majority of our customers now report births, movements and deaths online using CTSO as it's quicker, easy to use and available 24 hours a day 7 days a week.

Use it to view all the cattle on your holding and to:

- report births, movements and deaths for your holding
- see the information we hold about your cattle
- send us information electronically to resolve problems.

Call us now on 0345 050 1234 to arrange access.