

Topic	Instruction
Biometrics – 59 month rule	<p>Applicants must always be informed correctly that giving fingerprints within 59 months after having provided fingerprints for a previous application is not required and that refusing to give fingerprints again will not have any negative effect for the visa application. ESPs must rely on the applicant’s statement in field 27 of the application form. If the applicant has not filled in the field and does not remember, ESP may recommend that fingerprints are collected again and at the same time inform the applicants that giving fingerprints within 59 months after having provided fingerprints for a previous application is not required and that refusing to give fingerprints again will not have any negative effect for the visa application. However, in case the fingerprints have not been registered, he/she will be called to the VAC again.</p>
ESP-website	<p>ESPs must ensure that the information available to the general public on its website is user-friendly, well-structured, complete and correct and that it complies with the specific content requirements of Article 47 of the Visa Code. The following information should be available:</p> <ul style="list-style-type: none"> • criteria, conditions and procedures (incl. visa fee, biometric identifiers, etc.) • links to information on Danish visa and residence permit legislation and procedures • how to obtain appointments, if relevant • where to submit the application (incl. which Member State is competent) • time limits for examining applications • (categories of) third-country nationals subject to prior consultation • Information related to negative decisions (that applicants whose applications are refused have a right to appeal) • no automatic right of entry for visa holders / need to fulfil entry conditions (a visa does not confer an automatic right of entry the Schengen area) • privileged treatment of family members (of mobile EU citizens) (e.g. appointment, no visa fee, no supporting documents) • a list of required supporting documents • information must be available in relevant languages • application forms in relevant language(s), i.e. in English, Danish and the local language as well as information on language that can be used to fill in application forms.
Data storage	<p>Ensure that applicants’ personal data is not stored beyond the time limits allowed for by point A(d) of Annex X of the Visa Code: “delete the data immediately after their transmission and ensure that the only data that might be retained shall be the name and contact details of the applicant for the purposes of the appointment arrangements, as well as the passport number, until the return of the passport to the applicant, where applicable.”</p>

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Waiting times	Ensure reasonable waiting times for lodging the application, if necessary an appointment system may be considered.
Queue management system	Ensure that applicants are received for lodging the applications in an orderly manner: new applicants should not be called to the counter before the processing of the previous application has been finalized and the documents are properly stored; applicants should be invited to the counter one by one (with the exception of minors). Ensure that all workstations at the ESP are immediately locked when abandoned.
Signed applications forms	Ensure that all application forms are duly signed by the applicant.
Entering of data by ESP in VSS	Avoid the use of the value "Other" (e.g. in Current Occupation) and instead strive to use a precise valued from the list. Furthermore, VACs are instructed to use "N/A" in mandatory fields where application data is not available. In numerical fields (telephone, fax) "+00" should be entered.