Important notes
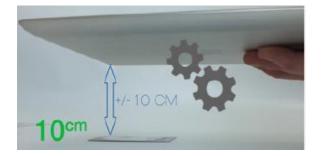
This guide outlines important points and tips for the photographing of documents with your tablet or smartphone.

Correct distance

Hold the device approximately 10 cm above the identity document.

Proper focus

Ensure the photos are sharp and clear, and do not use flash.

Mind the edges

When taking a photo of the ID, make sure your hand does not cover any features of the document.

Expiration date

Every personal identification document has an expiration date.
Before sending the ID document to DPD-Consultancy, we advise checking if the ID is still valid.
If it is not valid, DPD-Consultancy will reject the document.

Passport

A passport consists of a full page with a data page (the page with the photo and personal information) and the facing page (the one opposite the data page). The facing page contains features such as the document number and authenticity marks. You do not need to photograph the facing page.

How to photograph a passport

Place the passport on a flat surface (e.g., a desk or table) and hold it with one hand. (Important: Do not let your hand cover the photo or MRZ area). Tap the screen on your device to focus, then take the photo. Make sure the image is sharp and clear. Do not use flash. Ensure there is sufficient space around the document.

Only photograph the data page as shown above!

Tip: Employing a large paperclip in the middle of the passport can help lay the passport flat, which aids in achieving a satisfactory result.

ID Card-Driver's license-Residence permit

An ID card has a front and back side. To comply with WID/WAV checks, you are required to submit both sides.

Front side

Place the front side on a flat surface. Tap the screen to focus, then take a photo. Make sure there is sufficient space around the document. Ensure the photo is sharp and without flash.

Back side

Place the back side of the ID card on a flat surface. Tap the screen of the tablet or smartphone to focus the image and take a photo. Make sure there is enough space around the document. Ensure the photos are sharp and clear, and that no flash is used.

Why send both sides to DPD-Consultancy?

The front contains both personal and document data (e.g., name, date of birth, citizen service number (BSN), document number, expiration date).

The back includes the MRZ (Machine Readable Zone), with specific features that we verify.

Photo quality

To ensure fast and accurate processing, photo quality is crucial. Make sure the lens is clean. Ensure good lighting. **(Avoid flash or reflections on the document by taking the photograph in a well-lit room during daytime.)**

After taking the photo, check if the document is clear and fully visible.

Examples of incorrectly submitted photos