



June 2013 Headline News

Updated guidance information – in working with representatives of the motor industry, the project has been developing updated guidance documents relating to first registration, licensing and personalised registrations. This guidance, in the form of a document containing links to the latest information, is due to be issued to motor industry trade bodies in the next few weeks for wider dissemination to relevant motoring organisations.

Freight Transport Association (FTA) Member Briefings – the project has been making a series of presentations to members of the FTA at their summer round of membership briefings. The presentations have been well received and represented an opportunity for DVLA to talk directly to the freight industry as an important customer base affected by the changes being introduced around local office closures.

AFRL Dealer Guide – the project has recently issued an updated guidance document for dealers who use the Automated First Registration and Licensing (AFRL) service. In addition, a leaflet has been created for dealers to provide to their customers explaining the process for the receipt of documentation from DVLA following the changes introduced from 22 July.

Export pilot completed – The project completed a pilot on 31 May with two companies for new vehicle export email application processes. The pilot service went live as an operational service from 3 June for the pilot companies and work is progressing on further rollout of this scheme to other interested parties. This is due to be tabled at the Export Group meeting for the Society of Motor Manufacturers and Traders (SMMT) on 21 June. A third export company – Alan Day Volkswagen – has since joined the scheme.

Addresses on AFRL – Following on from proposals to allow AFRL users to select from three tax disc delivery addresses (the Registered Keeper, the dealer or the Fleet Operator), a number of requests were raised by the motor industry to expand this solution to allow the entry of any address (a “free text field” option). In response to the industry requirements, this option is now being looked at again to determine whether a free text address field solution can be delivered for AFRL users. This option will not be available from 22 July but it is hoped the free text field will be delivered as part of a later improvement to the service.

Emails to MNS Project – the project continues to receive numerous emails from the motor industry via the dedicated email address. This is an opportunity for the project to respond directly to enquiries relating to the impending changes around local office closures. Some general DVLA enquiries, such as chasing up progress of applications and general correspondence to DVLA, are also coming through to the project team. We encourage customers and stakeholders to direct project-related enquiries only through this email address as there are dedicated phone numbers and email addresses for other types of enquiries.



ARTICLE – Changes are coming soon

June 2013 sees the start of a busy period for the delivery of some major changes by the project including changes to the Automated First Registration and Licensing (AFRL) scheme and the Post Office counter service. A three-month view of our plan is included below. Some key milestone dates for our customers and stakeholders to be aware of include:

24 June – Extended Licensing Services at Post Office®

Testing of links between DVLA and Post Office Ltd systems has been completed ahead of the impending service cutover weekend. All Post Office® branch staff have been issued communications, training and appropriate materials to be ready to offer the new services from Monday 24 June. The project will be working with the Post Office Ltd and other DVLA colleagues to monitor the service during the early weeks to identify and address any potential service issues that may arise.

1 July – Personalised Registrations centralised

The Agency has been ramping up the volume of Personalised Registrations (including Cherished Transfers) over the last few weeks. We are on target to reach 100% of applications being processed at DVLA Swansea by 1 July. This means that you should direct your applications straight to DVLA Swansea from this date to avoid any unnecessary delays from mail redirection. We would also advise you not to take your applications to Swansea Local Office or DVLA Reception in Swansea as they will be unable to process any application over the counter.

8 July – Local Office mail is redirected

Prior to closing the local offices, DVLA will redirect any mail sent to each local office to DVLA Swansea for processing. The external post boxes will be sealed and we advise customers to post their applications directly to DVLA Swansea (for more information about the appropriate address relevant to your application, please refer to www.gov.uk/browse/driving). You should be aware that all postal applications should be accompanied by the correct fee. Only cheques or postal orders will be accepted. We are unable to accept any card payments or cash.

22 July – AFRL Disc Distribution

A lot of work has been carried out in collaboration between the project, industry representatives and users of the AFRL scheme to make sure that all parties are ready for the impending changes. Guidance documentation has been issued and communications are being coordinated ready for the go-live date. Testing of the technical changes is nearly complete and the project is preparing for implementation with Agency and manufacturer suppliers.

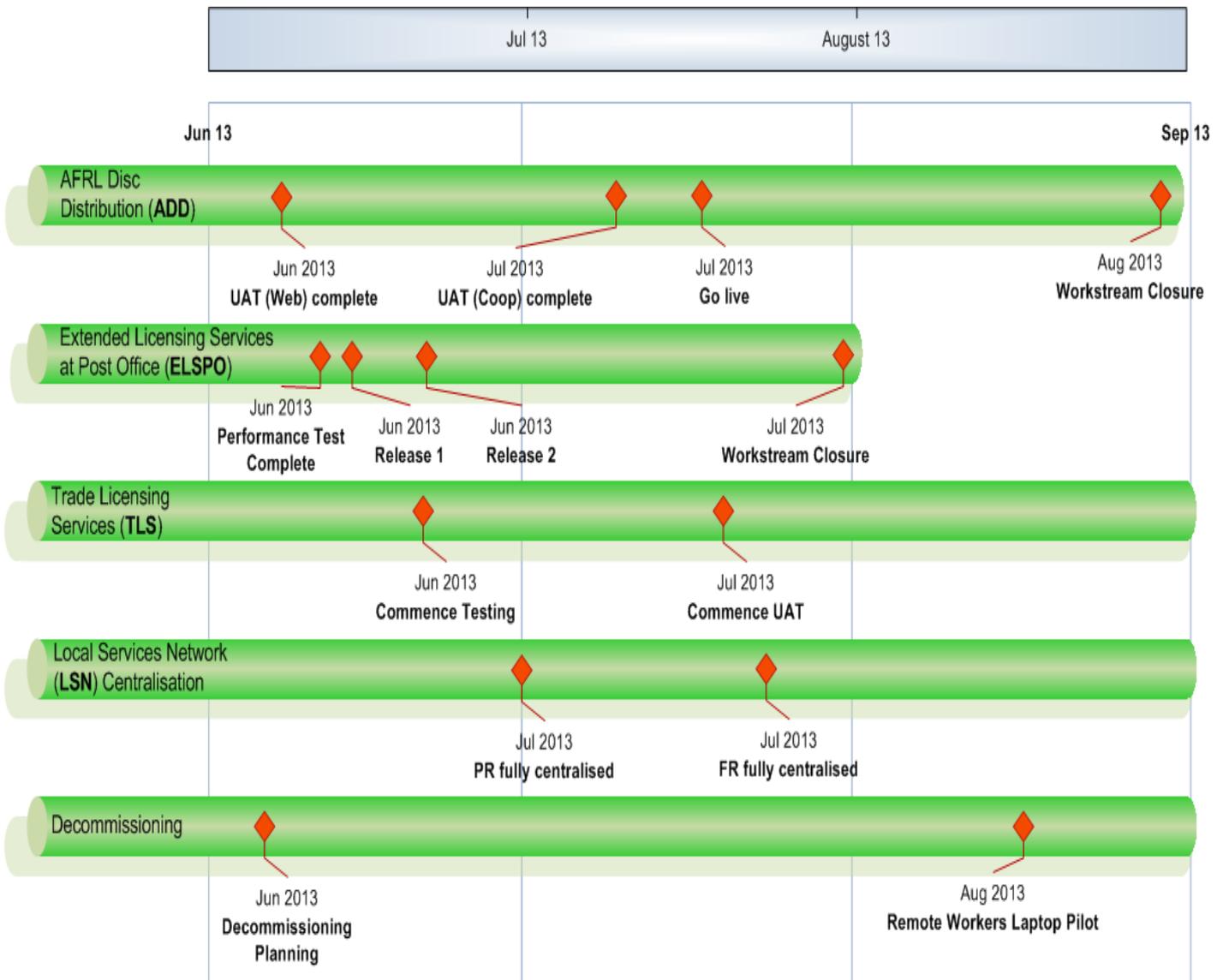


22 July – First Registrations centralised

To align paper and electronic channels for first registration transactions, all V55 applications for first registration and licensing of vehicles will be fully centralised from the same day as the AFRL changes go-live. This will mean that if you wish to apply to register a vehicle and you usually visit the local office to do this over the counter, instead you will be able to post your application to DVLA Swansea.

Modernisation of Network Services delivery timeline

This diagram outlines key points in the project’s development and when services will be available;





ARTICLE – Visiting the Post Office®

From 24 June, changes will be made to the services offered over Post Office® counters. Many customers will benefit from having access to a wider range of locations where they can perform additional licensing transactions such as HGV relicensing. Post Office Ltd colleagues are busy training their staff, updating their guidance and issuing their own communications relating to these new services.

There are some licensing transactions that will not be available at the Post Office following the changes introduced from 24 June. This is primarily as a result of the complexities involved in these transactions such as making changes to the main vehicle record at the same time as relicensing. The changes to tax class or band not permitted at the Post Office® are:

1. Those where the band payable is dependent on one of the fields recorded on the V5C that requires changing, for example:
 - A change to a plating certificate affecting the band;
 - A change in trailer weight;
 - A change in engine capacity for PLG vehicles.

Note: changes to colour, name and address or any field that doesn't affect the rate of tax or tax class will not prevent the licensing application processing at the Post Office.

2. Changing a vehicle into and, where stated, out of the following tax classes will not be possible at the Post Office (taking out a new licence if the vehicle is already in the tax class will be processed):
 - Into any of the emergency service or NHS tax classes (eg. Police, fire, ambulance);
 - Into or out of the historic tax class;
 - Into the agricultural or limited use tax classes;
 - Into or out of Special vehicles (tax class 14);
 - Into or out of Recovery vehicle;
 - Into or out of Small island vehicles;
 - Into Disabled passenger vehicle;
 - Into or out of Trailer HGV or reduced pollution Trailer HGV (changing between the two will be processed as will changes out of these into Private HGV);
 - Into Combined transport or reduced pollution Combined transport (changing between the two will be processed as will changes out of these into Private HGV);
 - Into Special types or reduced pollution Special types (changing between the two will be processed);
 - Into General haulage or reduced pollution General haulage (changing between the two will be processed).



ARTICLE – Business Transition Agents

One important consideration for the project ahead of the local office closures is customer awareness. Recent surveys undertaken by DVLA Customer Insight Team has highlighted a high awareness amongst commercial customers however further work is required particularly around customers who attend the local office on a less frequent basis.

From next month, the Agency will be introducing Business Transition Agents into some local offices. These are local office staff who have volunteered to be part of a Business Transition Team (BTT) with responsibilities for engaging with customers face-to-face and helping the project to ensure:

- Industry stakeholders are aware of and prepared for the impacts of closure of the local offices;
- Customers are appropriately aware of the closure of the local office and information readily available to direct them to alternative service channels;
- Answers to local office customer questions are consistent with project communications.



You should soon see more information in your local office about the Business Transition Agents. You can expect these individuals to:

- deliver key messages ensuring outputs meet local office customer needs and are fully aligned to project communications, referring questions to the project/BTT Manager where there is not a known answer;
- maintain regular engagement with the rest of the Business Transition Team to ensure currency and consistency of messages and share lessons learned;
- provide feedback on the communications approach to the project/BTT Manager;
- relay customer feedback/issues to the project/BTT Manager to ensure resolution (as appropriate) at a process-level.



ARTICLE – Contacting DVLA once the local offices close

An important consideration for customers as we approach the closure period for the local offices is how they will get in touch with DVLA when the face-to-face channel is removed.

The primary operation of the DVLA's Contact Centre is to answer all vehicle and driver related telephone enquires directed to the DVLA from the public, commercial customers and public bodies. The Contact Centre also responds to vehicle and driver e-mail enquiries and provides technical telephone support to customers conducting specific online transactions with the DVLA. In order to deliver these services the Contact Centre employs over 800 staff.

Opening hours and contact numbers

The Contact Centre is open from 08:00 to 19:00, Monday to Friday and 08:00 to 14:00 on Saturday to answer general vehicle and driver related enquiries.

An exception to the above is the opening hours of the telephone support for customers conducting specific online transactions with the DVLA (Electronic Vehicle Licensing [EVL] and Driver Licensing Online [DLO]). These lines are open 08:00 – 20:30, Monday to Friday and 08:00 to 17:30 on Saturday.

Our main contact numbers are:

Drivers enquiries: 0300 790 6801

Vehicles enquiries: 0300 790 6802

DLO enquiries: 0300 123 0815

EVL enquiries: 0300 123 4321

AFRL enquiries: 0300 123 1345

Telephony

The Contact Centre currently uses approximately 1500 lines to provide its services. These lines service in the region of 22 million calls per annum.

Our Service Standards

To answer 95 % of all calls;

To answer 95% of e-mails within 3 days;

To answer 70% of calls within 30%

The Contact Centre experiences peaks in demand during certain times of the month, for example the end and the beginning of the month. If you do ring during these times then you may experience a slight delay.

General information relating to Vehicle and Driver related enquires can be found online at www.gov.uk. A variety of DVLA forms can also be downloaded or ordered online.



Did you know that the following information is available on our Vehicle Enquiry Screen online:

- Date of Liability
- Date of first registration
- Year of Manufacture
- Cylinder Capacity
- Co2 Emissions
- Fuel Type
- Export Maker
- Vehicle Status
- Vehicle Colour
- Vehicle Type Approval
- Vehicle Excise Duty Rate

To access this information go to www.gov.uk/taxdisc, click 'start now' and then 'vehicle enquiry'.



ARTICLE – What is NOVA?

Since the introduction of the Notification of Vehicle Arrivals (NOVA) system on 15 April 2013 you must, by law, provide HMRC with the necessary vehicle information within 14 days of bringing a new or used vehicle into the UK. HMRC will use the information you provide to assess the VAT position.

The DVLA will have access to relevant information you have provided about your vehicle to HMRC. The DVLA will not register your vehicle if the details contained in your registration application do not match those provided to HMRC.

The quickest way to notify HMRC is online using the Notification of Vehicle Arrivals (NOVA) system. You (the purchaser) or someone on your behalf (the notifier) must provide information about the vehicle you bring into the UK.

As soon as the online notification has been successfully processed (usually within hours), the NOVA system will calculate any VAT due and once this has been paid or accounted for, HMRC will provide online confirmation that you can apply to register your road vehicle with the DVLA.

Please allow 48 hours after receiving confirmation from HMRC before you contact the DVLA to register your vehicle. This is to allow time for the DVLA to access the NOVA information. You can find more information about notifying HMRC online and paying VAT at hmrc.gov.uk/nova or you can contact the VAT Helpline on 0845 010 9000.

A NOVA check is NOT required on vehicles if:

- a) The vehicle has been manufactured in the UK, OR was previously registered in the UK, AND
- b) There is no indication that the vehicle has ever been exported.

Under point (a) above, evidence that the vehicle has been manufactured in the UK must either be a letter from the manufacturer or an enthusiasts club confirming that the vehicle was manufactured in the UK. Note: If the evidence suggests that the vehicle was manufactured in the UK, but for the export market, then you must notify HMRC.



Case Study

This section is where we will attempt to explain how some of the face-to-face services currently available to specific sectors of the motor industry will change as a result of the closure of the Local Office Network.

“Would the Post Office® be able to tax vehicles with no V5 documents but have the VIC Pass test certificate along with other documents such as the MOT and Insurance, without having to first apply for a log book?”

You can apply to tax your vehicle at the Post Office® without a V5C document on condition you are already recorded as the vehicle keeper at DVLA. You will need to complete a V62 and pay the appropriate fee (unless they have the V5C/2).

With regards to applying for a vehicle renewal with a test pass certificate, the scenario adds the additional complexity of the Post Office® needing to request the test pass certificate and system override function. The volume of transactions of this type would not justify the effort of support for the functionality by the Post Office®.

It can take a couple of days for the VIC pass details to update the DVLA Vehicles' record. The intention of the scheme was that the customer passes the test (which updates electronically) then they have to send the completed VIC letter, to the DVLA V62 team who input the letter as a V62 to generate the V5C. The mail delay allows for the DVLA system to update.

The application would need to come into Swansea, but given the choice you may choose to either wait a couple of days (VIC pass updates) then use the Post Office or post it to Swansea and wait for the disc in the post. You could choose to wait, that is unless you are not the registered keeper in which case you will have to apply for a V5C first, after which you can use the Post Office.

We welcome feedback from our customers around how the services currently provided at the Local Office will change as a result of the delivery of the project. Please email your questions to mns.project@dvla.gsi.gov.uk



Information Hub

The Information Hub is where we will share specific information about the changes that will be made to existing services and when you can expect to see these changes come into effect. You will also find this information available at your nearest Local Office.

V55 First Registration Applications

- Plans to centralise the processing of V55 First Registration applications at DVLA Swansea are now underway before the DVLA local offices close later in the year.

Registering a vehicle

- From now, V55 First Registration applications submitted to the local office may be sent to DVLA Swansea for processing
- From 22 July 2013, our aim is that all V55 First Registration applications will be processed at DVLA Swansea
- The resulting V5C registration certificate, tax disc and any associated documents will arrive in separate envelopes within 14 working days. NB you may receive your V5C before the tax disc.
- If after 10 working days you have not received your tax disc or associated documents please contact DVLA Swansea on 0300 790 6802.
- We aim to process all applications quickly and will review this target in order to improve customer service where possible.

Deregistering a vehicle

- From 22 July 2013, you will need to send applications to deregister the vehicle within 7 working days of the date of registration by email to: deregistrations@dvla.gsi.gov.uk
- or by post to: Deregistration Team, DVLA, Swansea SA6 7JL
- You must destroy any tax disc and/or vehicle registration certificate received after you receive confirmation of deregistration.
- Please note that any applications to the email address before 22 July 2013 will not be processed.



Registering New Vehicles – Commercial Customers Update

- Currently a motor dealer using the Automated First Registration & Licensing (AFRL) system to register new vehicles with the Driver and Vehicle Licensing Agency (DVLA) needs to visit a local office to obtain tax discs for customers wishing to tax their vehicles at first registration.
- From 22 July 2013, when a motor dealer registers and licenses a new vehicle using the AFRL system, DVLA Swansea will print the tax disc. The tax disc will then be sent to the address of the registered keeper, the dealer or the fleet operator depending on the option the dealer chooses when they register a new vehicle. The motor dealer will no longer hold tax discs on their premises.
- Other changes to the current system:
 - Under new legislation which comes into effect from July, a vehicle can be legally driven on the road without displaying a tax disc for up to 14 calendar days from the date it is registered.
 - Advance registration, previously only available twice a year, will be available any time throughout the year and extended from 4 to 14 days in advance of the registration date.
 - There will no longer be a £104 fee for joining the AFRL system and the indemnity level for manufacturers/dealers has been reduced. Please note, if a business does not generate more than £20,000 a week in tax revenue and first registration fees there will be no requirement to pay an indemnity.

Taxing your vehicle at the Post Office

- DVLA will increase the licensing services offered by the Post Office Ltd. From 24 June 2013 customers will be able to undertake the following transactions at Post Office® counters which currently offer licensing services:
 - Renewal of vehicle tax without a vehicle reminder, a V5C or a V5C/2 (current keepers only)
 - Renewal of vehicle tax if customer has a V5C/2 over 2 months old
 - Change of tax class
 - Renewal of vehicle tax for HGVs using a V85 or V85/1
 - Renewal of vehicle tax for Reduced Pollution Vehicles
 - Duplicate tax discs, issued at 400 Post Office® branches
- For customers wishing to transact in large volumes over the counter a 'drop off and collect' service will be available at Post Office® branches. The Post Office® can deal with:
 - up to 5 applications immediately at the counter
 - between 5 and 10 applications within an hour
 - between 10 and 50 applications by the next day, and
 - more than 50 applications within the week



Taxing your vehicle at the DVLA Local Office

- From 3 June 2013, local offices offer the following service standards for customers who are taxing their vehicles:
 - up to 5 applications immediately at the counter
 - between 5 and 10 applications within an hour
 - between 10 and 50 applications by the next day
 - more than 50 applications within the week.
- You or your agent will be required to present all your applications at the local office in one sitting to avoid delays at the counter. If you need to licence more than 5 applications you'll be asked to leave the applications at the counter.
- You can apply to tax your vehicle online at [www.gov.uk/tax disc](http://www.gov.uk/tax-disc) or at the Post Office®. To get details of your nearest vehicle taxing Post Office®, select 'car tax' on the branch finder service at the Post Office® website www.postoffice.co.uk/branch-finder



WORKSTREAM UPDATE

Each edition will feature a progress update from specific workstreams within the project, to give you an idea of progress of specific activities that may affect customers.

Centralisation Workstream [Lead: David Floyd]

The purpose of this workstream is to set-up the processes, resources and ways of working to be able to manage transactions previously handled over the local office counter at DVLA Swansea. Our aim is to reach a point where DVLA Swansea has the capability and capacity to handle all the transactions of the local office. We achieve this by modelling the new business processes, testing them, socialising them with stakeholders then ramping up our training and communication activities until the DVLA can cope with the total volume of work at the Swansea headquarters.

Whilst we have already centralised some elements of the local office work such as trade licence applications, personalised registrations is the first major service we will fully centralise. From the 1 July 2013, these applications will be processed centrally at Swansea. Applicants are advised to send their application direct to Swansea:

**DVLA
Swansea
SA99 1DP**

Any applications submitted at the local office after this date will be transferred to Swansea via courier service, which may result in a delay to your application being processed. The processing of applications may result in the V5C arriving prior to the tax disc.

In addition to personalised registrations (which constituted a large volume of the work previously done by local offices), other transactions will be centralised shortly after. We aim for all paper-based first registration transactions (V55 applications) to be centralised by 22 July. More specialist services such as inspections will follow before the local office closure programme commences in October 2013.

Workstream Objectives

Project Management Office (PMO) - To support successful management and control of the project in line with best practice project management standards and procedures.

AFRL Disc Distribution (ADD) - To enable tax discs printing in Swansea resulting in there being no requirement for dealers to hold discs on their premises

Extended Licensing Services at Post Office (ELSPO) - To extend the scope of vehicle licensing services offered at Post Office branches.

Trade Licensing Services (TLS) - To change the current paper trade licensing process so all applications are processed at DVLA Swansea.

LSN Centralisation - To deliver centralised services for all transactions currently offered within the Local Office Network and will not be offered via the Post Office.

ED Centralisation - To centralise enforcement 'back office' activities, ie penalty payment collection, preparation of court case papers and resolution of disputed cases.

Decommissioning - To facilitate all necessary decommissioning and Local Office closure activities.



Questions & Answers

Each month the project will provide answers to questions raised by our customers and stakeholders

Q1: I am aware of the local office closures and I have today received notice not to send cherished transfers to them. Can you give me the specific address in Swansea to send all relevant paperwork in future to avoid delay or paperwork going missing?

A1: You will need to send the relevant documentation via the post to **DVLA Swansea SA99 1DP**.

Q2: Because the local offices will be closing do you have any set guidelines with regards to de-registering cars? We would normally go to the local office for advice but as we will not be able to do this in the future I thought that maybe you will have something to help dealerships. It is not something that we need to do very often but it would be ideal if we could have something just in case.

A2: From 22 July 2013, you will need to send applications to deregister the vehicle within 7 working days of the date of registration by email to: deregistrations@dvla.gsi.gov.uk or by post to: Deregistration Team, DVLA, Swansea SA6 7JL. You must destroy any tax disc and/or vehicle registration certificate received after you receive confirmation of deregistration.

Q3: Please can you tell me if local Post Offices will start to take Credit Card payment when they start to provide more services?

A3: Credit card payment for vehicle taxation at the Post Office will start when the new services are introduced at the end of June 2013.

Q4: How do I get hold of an advance allocation of registration numbers (V53 sticker scheme)?

A4: DVLA advises secure form users to apply for an allocation of advance registration numbers. This scheme allows dealers to allocate registration marks up front. It is a concession restricted to new vehicles which are registered on a V55/1 or V55/2 secure form. If you are a secure forms user, you can express your interest in having an advance allocation of registration numbers by emailing v53stickers@dvla.gsi.gov.uk. On receipt of your request DVLA will send you the application form V342 which can be completed and returned by email. DVLA will assess the application and as long as you are on the secure scheme and can receive the advance allocation, registration numbers will be dispatched for you to allocate to newly registered vehicles.



FURTHER INFORMATION & CONTACT DETAILS

DVLA welcomes feedback from our customers and stakeholders and the project would particularly like your views on this newsletter. Please let us know what you think and feel free to share with us ideas for future articles or questions you want answered.

- Email the project directly at mns.project@dvla.gsi.gov.uk
- AFRL manufacturers can direct questions relating to the AFRL Disc Distribution (ADD) initiative directly to AFRLdiscdistribution@dvla.gsi.gov.uk
- New information will be published through www.gov.uk/browse/driving over the coming months (we will keep you informed on this progress).
- For further information about the Transforming DVLA Services Public Consultation conducted last year (including some background context around the reasons for the decision to close the Local Offices), click [here](#).
- Follow DVLA on our official Twitter account: [@dvlagovuk](https://twitter.com/dvlagovuk)