



NIEVS NEWS

An update for our stakeholders and commercial customer on
DVLA's Northern Ireland Electronic Vehicle Services Project

Background

In March, Stephen Hammond MP, Parliamentary Under Secretary of State for Transport, announced that the administration of vehicle registration and licensing services in Northern Ireland will be transferred to the Driver and Vehicle Licensing Agency (DVLA) and centralised in Swansea. This, together with the planned introduction of enhanced electronic services in Northern Ireland, will provide parity of service across the UK and ensure Northern Ireland motorists have access to additional services that are not currently available to them.

Key to the decision was improvements giving Northern Ireland motorists, for the first time, the ability to tax vehicles online or by automated telephone service. Motorists will also have access to more vehicle registration and licensing services than ever before at over 175 Post Office® branches across Northern Ireland.

Driver and Vehicle Agency (DVA) will continue to be responsible for the delivery of all driver licensing, driver testing and vehicle testing services in Northern Ireland.

Service changes in Northern Ireland include:

- access to DVLA's online vehicle tax service. This will allow Northern Ireland motorists to tax a vehicle or make a Statutory Off Road Notification (SORN) 24 hours a day, seven days a week
- additional face-to-face services will be available at around 175 Post Office® branches across Northern Ireland, some with Saturday opening, which will offer an enhanced range of tax transactions

- ability to purchase Northern Ireland and GB personalised registration numbers through DVLA's Personalised Registration sales scheme
- DVLA's fleet scheme will be made available to fleet operators in Northern Ireland
- movement of vehicles between Northern Ireland and GB will be simplified
- the facility to retain Northern Ireland registration numbers will be introduced. This will allow Northern Ireland customers to hold a registration number on a Certificate of Retention, for future assignment to an alternative vehicle
- the transfer of registration numbers between Northern Ireland and GB vehicles will be streamlined, creating a UK wide market for Northern Ireland and GB cherished number dealers
- data services will be harmonised, allowing customers with a right to access vehicle and keeper information to obtain GB and Northern Ireland data from a single source
- DVA offices will no longer offer vehicle registration and licensing services, either face to face or by post and additionally, some services currently provided by the DVA will be delivered differently in future, in line with services already available in GB

Vehicle Tax Reminders:

From June 2014 the vehicle tax reminders sent from DVLA to Northern Ireland customers will have information on how to tax their vehicles during the centralisation of services from Coleraine to Swansea. Details are given on what customers can do 'before 18 July 2014' and 'after 21 July 2014'.

There will also be a handy leaflet included with the reminders giving customers information on what applications can be done online, by telephone or at Post Office® branches. These leaflets will be issued for a full 12 months so every Northern Ireland registered keeper will get the information.

How to tax your vehicle from 21 July 2014:

Online or by phone:

Use DVLA's online or telephone service to tax your vehicle or make a SORN, 24 hours a day, seven days a week.

Simply go to <http://www.gov.uk/taxdisc> or call the automated number **0300 123 4321**. It takes less than 5 minutes.

You will need:

- the reference number from your new style V11 or V85/1 reminder or V5C(NI) registration certificate
- a credit card or debit card if making payment. There is a £2.50 fee for using credit cards

Your MOT, if needed, and insurance will be checked automatically online. No need to find the documents.

When you tax online or by phone your tax disc is sent to you by post and can take up to 5 days to arrive.

At a Post Office® branch:

You can still tax or make a SORN any vehicle through the face-to-face services available at many local Northern Ireland post offices, some with Saturday opening.

Please note: You won't be able to post an application to tax your vehicle to DVA offices after Friday 11 July 2014, and over the counter services at DVA local offices will stop after Thursday 17 July 2014.

Post Office® Counter Services:

Northern Ireland customers will be able to use new extended vehicle licensing services at more than 175 Post Office® branches, ensuring motorists in Northern Ireland have access to the same services as the rest of the UK.

From 21 July 2014 at Post Office® branches motorists will be able to:

- tax their vehicle when they don't have the Renewal Reminder for a tax disc (V11), Vehicle Registration Certificate (V5C) or New Keeper Supplement (V5C/2)
- tax their vehicle if they have a V5C/2 over two months old
- change their vehicle's tax class
- tax their Heavy Goods Vehicles using the Renewal Reminder for a tax disc (V85/1)
- tax their reduced pollution vehicle

From 21 July they'll be able to check what additional services are carried out at your local Post Office® branch by visiting www.postoffice.co.uk/branch-finder

More detailed information about these changes can be found on GOV.UK.

For customers wishing to transact in bulk over the counter, a 'drop off and collect' service will be available at Front Office Counter branches:

- up to five applications immediately at the counter
- between five and 10 applications within an hour
- between 10 and 50 applications within one day
- more than 50 applications within one week

The Automated First Registration and Licensing (AFRL) Scheme DVLA's AFRL system is an electronic system which allows dealers to complete first registration and licensing of vehicles at their own premises without the need to visit the local office for each registration. The system was introduced to enhance the accuracy, speed and efficiency of the first registration and licensing process for the benefit of the motor industry, the public and DVLA.

AFRL allows manufacturers to upload vehicle information on to the dealers system ready for the dealer to first register and licence the vehicle. Each dealer will have an electronic allocation of registration numbers. There are two types of AFRL system:

AFRL Web – AFRL Web is an Internet based system that is built and maintained by DVLA. Each user will have a unique ID and password and must log on via the dedicated website to gain access.

AFRL Co-op – AFRL Co-op is a system that is built and maintained by the manufacturer, and acts as an interface to the DVLA's system. The manufacturer will have developed the front end of the AFRL system for their dealerships. Access to the system is controlled via the manufacturer.

While approximately 96% of manufacturers are part of the AFRL scheme, the benefits of joining include:

- improved customer service
- improved accuracy
- personalised registration assignments

- ease registration burden

AFRL service also has a dedicated helpdesk provided by DVLA Monday to Friday 8am – 5pm. The AFRL Helpdesk can be contacted by 0300 123 1345 or afrl@dvla.gsi.gov.uk

AFRL customer testimonials:

“System allows us to register/tax vehicles at our own convenience without having to travel to a DVLA Local Office enabling a much better service to our customers”

“Straight forward and easy to use. Almost impossible to make a mistake!”

AFRL Satisfaction Survey 2010

Trade licence plates

Trade licence plates can save you time and money if you're in the motor industry - you won't have to register and tax every vehicle temporarily in your possession.

You need to apply to DVLA for a trade licence to be able to use trade plates.

Who is eligible?

You can apply for a trade licence if you're either a motor trader or a vehicle tester.

Motor traders include:

- dealers, manufacturers and repairers of vehicles (including those involved in collection and delivery)
- manufacturers of trailers
- valets and accessory fitters

A vehicle tester is classed if you test other people's vehicles on public roads.

How to apply

Trade licences last for 6 or 12 months and expire on 30 June or 31 December. First-time applicants can get 7 to 11 month licences.

Download and complete the form you need:

- [VTL301](#) to apply for your first trade licence

- [VTL305](#) to renew your trade licence
- [VTL308](#) to surrender your trade licence (refund of duty)
- [VTL310](#) to apply for a duplicate or replacement trade licence (or plates)

All trade licensing applications are now processed at DVLA Swansea. Therefore, all applications must be posted with the correct fee to DVLA, Swansea SA99 1DZ. **Please note from 1 June 2014 DVA local offices were no longer able to process applications or issue new or replacement licences or plates.**

The processing of applications at DVLA Swansea means that the process for issuing your trade licences and plates will change. When you first apply for a trade licence, additional licences or a replacement plate, these will now be issued to you from DVLA Swansea. They will be sent to you in separate packages and therefore there may be a few days between you receiving both items.

All new plates issued from DVLA Swansea will be in a new numerical format.

Existing trade plates remain valid and do not need to be changed when you renew a trade licence.

If you change your business name or address please ensure DVLA is notified on form VTL310 as this will ensure any future reminder forms are sent with the correct details.

How do I renew my Trade Licence?

From July 2014 all renewals will be processed by DVLA Swansea. You will be sent a renewal reminder form, around 6 weeks before the expiry date. You must complete and return the reminder form, together with a certificate of insurance, as soon as you can to DVLA, Swansea SA99 1DZ to ensure the timely renewal of the licence(s).

Provided DVLA receives your renewal application before your current licence expires, you can still use your trade plates as appropriate without displaying the trade licence for 14 days. If you do not submit a renewal application by the expiry date of the licence, then you will not be able to use the trade plate and you will be sent a notice asking you to surrender the plate.

How will I receive my Trade Licence and Plate?

Your trade plate will be sent to you by courier service and your licence will be sent separately by post.

What if I do not receive my reminder?

If you do not receive your licence reminder form you can download the renewal form VTL 305 from the DVLA official web site www.gov.uk/trade-licence-plates.

Processing Times

You can expect receipt of your trade licence and trade plate (if applicable) within 4 weeks of your application being received in Swansea. **The same timescales apply to trade licence refund applications.**

Please also allow time for posting and where possible do not contact DVLA to chase any application until 4 weeks has passed.

Useful Information

Trade licensing application forms and supporting guidance notes can be downloaded from DVLA official web site www.gov.uk/trade-licence-plates

Please only use the forms downloadable from the website. Please note from this date DVA local offices will be unable to process applications or issue new or replacement licences or plates.

Contact Telephone Number

Please telephone the DVLA trade licensing team by calling the dedicated number **0300 300 1495** between 8.30am and 4.30pm Monday to Friday. Please allow 4 weeks before enquiring about an application.

DVLA Fleet Scheme

DVLA's fleet scheme is designed to provide additional support to fleet operators that operate 10 or more vehicles by enabling them to communicate with DVLA in a direct and efficient way, whilst offering a number of administrative benefits.

DVLA's commercial vehicles team helpdesk offer support on vehicle registration and relicensing queries via a dedicated local-rate phone line and e-mail address.

All V11 (vehicle tax reminders) and/or V85/1 (HGV tax reminders) will be issued in bulk from DVLA Swansea, and any Vehicle Registration Certificate (V5C or logbook) changes processed at DVLA in any one day will be despatched as one bulk delivery.

Bulk Relicensing Options:

1. Post Office Bulk Relicensing

Working with the Post Office Limited, DVLA has developed a process which enables fleet operators registered with a DVLA fleet code to tax their vehicles via an e-mailed spreadsheet with payment being taken from a Post Office Ltd operated pre-funded account. If fleet customers do not want to utilise the e-mail function, the Post Office Ltd pre-funded account facility will still be offered in-branch.

A basic outline of the e-mail process follows:

- customer receives V11's and/or V85/1's as normal
- inputs the relevant information on to the spreadsheet
- send spreadsheet via e-mail to DVLA for checking
- DVLA forward e-mail to Post Office Ltd within 24 hours
- Post Office Ltd then:
 1. processes relicensing requests
 2. takes payment from pre-funded account
 3. sends tax discs to registered fleet address via courier
 4. returns spreadsheet with details of any rejections and new account balanceThere are no additional charges associated with using this services

2. Bulk Electronic Relicensing Transactions (BERT)

DVLA also operates an electronic scheme - BERT. To use BERT you will need to link to DVLA's Business to Business Gateway (B2BG) using a Vodafone leased line. There are three external service providers that offer this service on behalf of fleet operators.

BERT is currently limited to the following vehicles:

- less than three years old
- not exceeding 3500kg in weight

- Private and Light Goods (tax class)
- Light Good Vehicles not exceeding 3500kg in weight

A basic outline of the BERT process follows:

- fleet operators in this scheme are sent an electronic file of renewal reminders each month
- fleet operators process relicence notifications and return the file electronically to DVLA within seven working days
- the licenses are paid for by variable direct debit on the first working day of the month preceding the month when the vehicle tax comes into force
- the tax discs are printed at DVLA and sent to the registered fleet address around the 9th to 12th day of the month before expiry of the current vehicle tax

Initial set-up costs apply for this service, along with ongoing costs charged by the service provider on a “per transaction” basis.

For further information about DVLA’s fleets scheme and any of the options mentioned above, please contact the dedicated helpdesk on: e-mail – fleetshd@dvla.gsi.gov.uk or telephone – 0300 083 0016

If you have any questions on the content of this update please send them through to the dedicated email address:

nievs.project@dvla.gsi.gov.uk