



Public Consultation Document

Vehicle Online Services

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Contents

1. Executive summary	4
1.1 Electronic services	4
1.2 Process simplification	4
1.3 Background	5
1.4 Why introduce an electronic channel?	6
2. The proposal	7
2.1 Overview	7
2.2 Using an intermediary or self serve channel	7
2.3 Non return of documents	8
2.4 Process simplification	9
3. Questions and answers	10
4. How to respond	11
5. Freedom of information	12
6. What happens next	13
Annex A – The Consultation Principles	14
Annex B – Reply form	15
Annex C – Summary of current processes	16
Glossary of terms	18

1. Executive summary

1.1 Electronic services

1.1.1 The Driver and Vehicle Licensing Agency (DVLA) already offers a number of online services to motorists and wants to offer customers an improved service by building on the success of current electronic service delivery.

1.1.2 The DVLA is therefore developing an online channel to provide motorists with the option to notify changes to their vehicle record electronically. This includes transactions involving personalised registrations. The online channel could provide motorists with the option to transact online themselves or via an intermediary. For example, a motor dealer might act as an intermediary by notifying the DVLA electronically of changes to the vehicle record on behalf of a customer part-exchanging a vehicle. Currently, this requires both the motorist and motor dealer to notify changes separately using a paper route.

1.1.3 This consultation, issued by the Department for Transport (DfT), gives early indication of some likely features of the new electronic system. The Government recognises that businesses, their representatives and individuals can play an important part in the successful implementation of new systems and therefore welcomes any comments on the proposals. The proposals apply to all of the United Kingdom.

1.2 Process simplification

1.2.1 The Government's Red Tape Challenge website focuses on reducing regulatory burden. It gathers thoughts on which regulations should stay, which can be merged, which can be scrapped and so on. This information would then be used to cut the right regulations in the right way.

1.2.2 During the Retail and Road Transportation Themes of the Red Tape Challenge several comments were received about the administration of vehicle registration processes. These were around the bureaucracy and complexity of the administration process and suggested that this could be easily completed through an online facility. Respondents suggested that regulations should remain but they should be simplified to make the process easier.

1.2.3 Consideration is therefore being given to how the change of keeper notifications are made and also changing some of the existing rules surrounding the transfer and retention process for personalised registration numbers. At the same time the Government needs to maintain robust processes to ensure that systems remain secure and there is no scope for an increase in fraudulent activity. The proposals are laid out in more detail below.

1.2.4 Please tell us your views on the issues which affect you or which you wish to comment on. We would especially welcome your feedback on the questions highlighted throughout the document, covering the proposals.

1.3 Background

1.3.1 The vehicle register held at the DVLA and the Driver and Vehicle Agency in Northern Ireland record the details of vehicles and their registered keepers. The registered keeper of a vehicle is the person recorded on the register at any one time as being the keeper of that vehicle and is responsible for keeping and taxing the vehicle and, in certain situations, responsible for the use of the vehicle. Once a vehicle is registered, a Vehicle Registration Certificate (V5C) is issued to the registered keeper. The V5C contains vehicle information as well as the name and address of the registered keeper.

1.3.2 Registered keepers are legally obliged to notify the DVLA if any of the details on the V5C change and it is a criminal offence for a registered keeper to fail to comply with this requirement. At present, notifications to DVLA must be made in writing via a paper application accompanied by the current V5C (unless the V5C has been lost, stolen or destroyed).

1.3.3 Similarly, any applications made to retain, transfer or assign a personalised registration number must be made via a paper application accompanied by all supporting documentation. Often these applications are hand delivered to one of DVLA's Local Offices where the application is completed or forwarded to a central processing unit.

1.3.4 The DVLA handles more than 200 million interactions each year and constantly reviews the processes that support these transactions. As well as providing improvements to customer experience, the proposals are expected to deliver sustainable, long-term savings in line with the Government's commitment to Digital Services and information sharing.

1.3.5 As the proposal to introduce an electronic channel is not considered controversial or sensitive the fast-track deregulatory route will be used. This route does not require an Impact Assessment for consultation and it is the Government's intention to use the consultation responses to feed into its assessment of the impacts of these proposals.

1.4 Why introduce an electronic channel?

1.4.1 The DVLA already offers a number of online services to motorists with more than half of all motorists using the online channel to tax their vehicle or make a Statutory Off Road Notification (SORN). In addition, around 2 million driver licence applications are completed online each year with a further 260,000 online sales to the public who buy the right to have a particular registration number assigned to a vehicle.

1.4.2 The DVLA want to build on these successes in their electronic delivery. The development of an electronic channel fulfils the Government's commitment to increase electronic delivery to improve public services. Ministers' agreement to the proposals in the Transforming DVLA Services' Consultation, which ran from 13 December 2011 to 20 March 2012, centred on the increased use of digital services and intermediaries.

1.4.3 There is clearly an appetite for electronic services. An OFCOM report, Internet Use and Attitudes Bulletin 2011, showed that:

- 71% of the UK adult population purchase goods and services online;
- 76% of UK adults have internet access in their homes; and
- 80% of adults have used the internet

1.4.4 The development of an online facility is supported by the motor industry which has indicated it would welcome the opportunity to provide a value added service to customers by offering to notify the DVLA on their behalf. In addition, a recent survey undertaken by the Automobile Association (AA) showed that 53% of respondents would strongly support more DVLA services being made available online.

1.4.5 Currently the only method available to motorists to notify changes to their vehicle record is a paper process that involves posting the current V5C to the DVLA. The DVLA then records the changes and issues a new V5C. In an electronic age, insisting notifications are made in this way is seen as placing an unnecessary burden on motorists.

1.4.6 The introduction of an online channel would realise postal savings to motorists as they would no longer be required to post documentation. Furthermore an electronic channel is expected to result in greater accuracy of the vehicle record as motorists, through a self-serve or an intermediary channel, will be responsible for updating the DVLA records.

1.4.7 This in turn should reduce the volume of chase up calls received by the DVLA and the amount of casework as customers will be verifying accuracy at the point of input.

2. The proposal

2.1 Overview

2.1.1 The DVLA is developing an electronic channel to provide motorists with the option to self-serve or transact via an intermediary. The electronic channel will be provided in addition to the paper channel. The proposal will apply to all UK registered vehicles. It is proposed that the following transactions will become available:

- Selling or part exchanging a vehicle to the motor trade
- Notifying change of keeper details (private sale)
- Notifying change of personal details (name and/or address)
- Replacement V5C
- Notifying a permanent export
- Putting a registration number on a vehicle (assignment)
- Taking a registration number off a vehicle (retention)
- Transferring a registration number from one vehicle to another
- Personalised registration – post sale services

2.1.2 We will also look to remove the requirement to return original documentation following an electronic transaction.

2.1.3 As part of this work we will also extend the Personal Registration Retention facility to Northern Ireland, where Retentions are not currently available under the paper channel.

2.1.4 Ongoing discussions are being held with the motor industry which will also help to develop the proposals.

2.1.5 Information on existing DVLA processes can be found in Annex C.

2.2 Using an intermediary or self serve channel

2.2.1 The system will allow an intermediary to make electronic notifications to update DVLA records on the customer's behalf. It is proposed for motor dealers to be able to do this initially and the intention is to roll out the functionality to other intermediaries in the longer term.

2.2.2 For example, a customer part exchanging their vehicle via the motor trade could allow the motor dealer to notify DVLA that the old vehicle has been transferred to the motor trade. The motor dealer will also notify DVLA of the new keeper details for the vehicle being acquired by the customer. The customer will receive confirmation that they are no longer responsible for the old vehicle and will be informed that a new vehicle registration certificate is on its way to them.

2.2.3 If the customer has a personalised registration number on their vehicle or on retention they could provide the dealer with the most recently issued documents and the dealer could offer the service of retaining the number or transferring/assigning the number to the newly acquired vehicle.

2.2.4 The system will allow for transactions to be made available via a self serve channel. This will also allow for registered keepers to make electronic notifications following a private sale of a vehicle.

2.2.5 Being able to make notifications electronically will enable the customer to transact without having to complete and send the relevant documentation to the DVLA. There will be safeguards in

place to ensure that the person making the notification has entitlement to do so. Once a transaction has successfully updated the DVLA record and new documentation has been issued, the original V5C will be invalid and will not be able to be used to access DVLA systems or to make any written notifications.

2.2.6 Being able to make electronic notifications will allow for a speedier update of the vehicle record therefore enabling the new keeper to tax the vehicle online or declare a SORN electronically as soon as they take possession.

Using an intermediary or self serve channel

- 1 Would you consider using an intermediary to complete an online transaction on your behalf? If not, why not?
- 2 Would you use a self serve online channel to notify changes to your vehicle record? If not, why not?

2.3 Non-return of documents

2.3.1 Following the introduction of an online channel it is proposed that registered keepers and intermediaries will not be expected to return the V5C, the V778 Retention Document and the V750 Certificate of Entitlement.

2.3.2 As a consequence there is likely to be an increase in out of date documents that are in circulation which could be used to facilitate vehicle crime. However, it is the intention that DVLA will have in place robust procedures to ensure that the person using a V5C is in possession of the latest document before they are allowed to transact online.

2.3.3 Once a transaction has successfully updated online, the DVLA will record the change and issue new documentation. The original V5C will be invalid and will not be able to be used to access DVLA systems or to make any written notifications. The manual paper channel will also apply the same principle, where only the latest document is accepted, thus ensuring that both the paper and online channels are consistent. Customers will be advised that all used documents need to be destroyed.

2.3.4 DVLA already advises potential vehicle purchasers to check that the V5C accompanying the purchase of a vehicle is genuine and offers an online Vehicle Enquiry Service (VES) facility for motorists that includes the ability to check the date of issue of the latest V5C, using the document reference number.

Non return of documents

- 3 Do you agree with the proposal to not return hard copy documents following an online transaction? If not, why not?
- 4 Do you have concerns about documents not being returned to the DVLA? If yes, please provide further detail.

2.4 Process simplification

Notifying change of keeper details/disposal to trade

2.4.1 In order to facilitate the development of an online channel, the current registered keeper (i.e. the customer selling/trading in the vehicle) will remain responsible for making the sale/disposal notification. The seller would simply provide the new keeper details either electronically or on the V5C, if choosing to use the paper route. The seller would be either the current registered keeper or a motor trader.

2.4.2 The new keeper will not be required to make a separate notification. The Government believes that requiring both parties to complete the notification electronically would create difficulties for the registered keeper if the new keeper did not fulfil their obligation. The consequence of which could possibly end up in enforcement action.

Personalised Registration Number schemes – licensing requirement

2.4.3 The law requires vehicles to be taxed, or in the process of being taxed, in order to participate in the transfer and retention schemes. This law was introduced to ensure that the donor vehicles were identifiable, in a good state of repair and to combat abuse of the scheme and the fraudulent acquisition of valuable registration numbers. However, this requirement reduces the number of eligible vehicles able to take part in the schemes.

2.4.4 Consideration is now being given to amending the requirement. Regulations will be amended to allow vehicles that are subject to SORN to take part in the Personalised Registration Number schemes as donor and recipient vehicles. However, because of the length of time that SORN could be in force, there may be occasions where there is doubt about a vehicle's identity and a vehicle inspection will be needed.

Personalised Registration Number schemes – extensions

2.4.5 Legislation requires the Purchaser/Grantee of a personalised registration number to renew the entitlement within the 28 days before the expiry date or otherwise risk losing entitlement to the registration number.

2.4.6 Consideration is being given to whether it is necessary for the period to expire and whether customers should be allowed to renew their entitlement after it expires.

2.4.7 Either the Purchaser/Grantee could hold entitlement to display a registration number indefinitely; or the Purchaser/Grantee could be allowed to renew their entitlement upon or after expiry, provided that the retention fee is paid from the date of expiry.

Change of keeper/disposal to trade

- 5 When buying a car, it is proposed that the new keeper would not have to make any notification. It is the intention for the seller to be solely responsible for telling DVLA either via an online channel or using the V5C. Do you agree that this is how the process should work? If not, why not?

Personalised Registration Number schemes – licensing requirement

- 6 Do you agree that if a donor vehicle has been continually taxed and a SORN has subsequently been declared, the vehicle registration number should be able to be retained or transferred? If not, why not?

- 7 Do you agree that if a recipient vehicle has been continually taxed and a SORN has subsequently been declared, a vehicle registration number can be assigned or transferred on to the vehicle? If not, why not?

Personalised Registration Number schemes – extensions

- 8 Do you agree that the regulations should be changed to remove the period of expiry? Or should regulations be changed to allow customers to renew their entitlement after expiry? If not, why not?

3. Questions and answers

Q1 What are you doing?

The DVLA is developing an online channel to provide motorists with the option to notify changes to their vehicle record electronically. This will include the acceptance of transactions involving personalised registrations.

Q2 Why is the change being made?

The DVLA already offers a number of online services to motorists and wants to offer customers an improved service by building on the success of current electronic service delivery.

Q3 When will you do this?

It is intended that delivery will begin before the end of 2013.

Q4 What is the benefit for customers?

Motorists will be able to transact online themselves or via an intermediary. A motor dealer could act as an intermediary by providing a complete start-to-end service for customers buying or part-exchanging vehicles. This could involve a variety of scenarios where for example, a customer will want to sell their vehicle to a motor dealer and retain their registration number. The customer may also purchase a vehicle and transfer or assign their registration number to their new vehicle. In addition, the customer will wish to purchase a new tax disc or make a SORN. All these transactions will be done by the motor dealer providing clear benefits and timely service to customers.

Upon introduction of a self-serve channel, customers will be able to make their own notifications online at a time and place that suits them. This will provide a more timely and accurate update to their vehicle record as customers will be responsible for updating their own details.

Q5 What should the customer do with their documents after the transaction has taken place?

Customers will be asked to destroy their documents.

Q6 What happens if an old document is not destroyed and is subsequently used?

The old V5C will become invalid and cannot be used. Customers must be in possession of valid documents in order to transact either electronically or via the paper route.

Q7 How will a customer know if a motor dealer has made a disposal notification on their behalf?

Instead of a paper acknowledgement letter confirming that the current registered keeper has discharged liability for a vehicle, confirmation will be sent via email to the motor dealer. A copy will be provided to the registered keeper.

Q8 How will customers know if the private seller of a vehicle has told DVLA about a change of keeper?

As existing processes, a customer buying a vehicle is still advised to view the existing V5C at point of sale and obtain the New Keeper Supplement (V5C/2). The customer can expect to receive a new V5C in their name in a few days and should contact DVLA if the V5C is not received after three weeks.

Q9 Will the dealer have access to customer vehicle registration records?

No.

4. How to respond

4.1.1 If you are affected by the changes proposed in this consultation, please consider the questions found at Annex B. As part of your response we would be interested in receiving any views on the matters included within this document.

4.1.2 As this proposal has limited impact and is not considered controversial or sensitive, this policy is being taken forward using the fast-track deregulatory process. This process does not require an Impact Assessment for Consultation but does require a proportionate final Impact Assessment. Therefore, responses to the Consultation will feed into the Impact Assessment.

4.1.3 The consultation began on 1 October 2012 and will end on 12 November 2012.

4.1.4 Please ensure that your response reaches us before the closing date.

4.1.5 When responding, please state whether you are responding as an individual or representing the views of an organisation. If responding on behalf of a larger organisation please make it clear who the organisation represents, and where applicable, how the views of members were assembled.

4.1.6 You can respond in the following ways:

- Post to Corporate Affairs Directorate, D16, DVLA, Swansea, SA6 7JL
- Email to **vosconsultation.cad@dvla.gsi.gov.uk**
- Online by clicking on the link in Annex B.

4.1.7 Please use one of the above contacts to request a copy of the consultation in an alternative format (hard copy, Braille, audio CD etc) or if you have any questions.

5. Freedom of information

5.1.1 Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004.

5.1.2 If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential.

5.1.3 If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department. The Department will process your personal data in accordance with the Data Protection Act (DPA) and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties.

6. What happens next

<p>DVLA reply</p>	<p>We do not intend to acknowledge receipt of individual responses unless you indicate that you would like an acknowledgement.</p> <p>We are unable to reply individually to the points you may raise as part of your reply.</p> <p>A summary of responses, including next steps, will be published within three months of the consultation closing on www.dft.gov.uk/consultations</p>
<p>Confidentiality of responses</p>	<p>We may publish all or some of the comments we receive in relation to this consultation. Please note that if DVLA receives a request from any third party for sight of such comments, we may be obliged by law (for example under the Freedom of Information Act 2000) to disclose such information to the applicant.</p> <p>If there are particular reasons why you would not wish your comments to be disclosed or published, please let us know. Although your wishes may not override any statutory obligations to disclose, they will be taken into account as far as possible.</p> <p>If you reply by email, the statements made above override any confidentiality disclaimer generated by your IT system.</p>
<p>Consultation Principles</p>	<p>This consultation complies with the Consultation Principles published by the Cabinet Office on 17 July 2012, which replaces the Code of Practice on consultation issued in July 2008 (see Annex A).</p> <p>This Consultation will run for a period of six weeks. This proposal was supported during the Road Transportation Theme of the Government's Red Tape Challenge (RTC). In addition, DVLA are undertaking consultations with the Motor Industry who are supportive of the changes.</p> <p>As this is a non-controversial proposal in line with Government Digital-By-Default Agenda, this proposal is being taken forward using the fast-track deregulatory process that allows some of the normal regulatory scrutiny rounds to be removed.</p> <p>It is therefore appropriate to launch a six week consultation for a proposal already supported through RTC.</p>

Annex A – The Consultation Principles

The Consultation Principles

The Consultation Principles are published by the Cabinet Office:

www.cabinetoffice.gov.uk/resource-library/consultation-principles-guidance

A summary of the Consultation Principles which are available in full via the above weblink is as follows:

- 1 Engagement should begin early in policy development.
- 2 The evidence base for the proposed policy should be made available at an early stage.
- 3 The timeframe for consultation should be proportionate and realistic to allow stakeholders sufficient time to provide a considered response.
- 4 The amount of time required will depend on the nature and impact of the proposal and may typically vary between two and 12 weeks.
- 5 Information should be presented in an accessible and useful form to the stakeholders with a substantial interest in the subject matter.
- 6 The choice of the form of consultation will depend on the issues under consideration, and the available time and resources.
- 7 Information provided should be easy to comprehend, use plain language and clarify the key issues.
- 8 Consideration should be given to more informal ways of engaging that may be appropriate.
- 9 The objectives of the consultation process should be clear.

If you consider that this consultation does not comply with the Consultation Principles or you have comments about the consultation process please contact;

Tim Ford
Consultation Co-ordinator
Corporate Affairs Directorate
DVLA
Swansea
SA6 7JL

Annex B – Reply Form

Consultation Response Form

Your details:

Name:	
Organisation you represent(if applicable):	
Postal address:	
Telephone number:	
Email address:	

Using an Intermediary or Self Serve Channel

- 1 Would you consider using an intermediary to complete an online transaction on your behalf? If not, why not?
- 2 Would you use a self serve online channel to notify changes to your vehicle record? If not, why not?

Non return of documents

- 3 Do you agree with the proposal to not return hard copy documents following an online transaction? If not, why not?
- 4 Do you have concerns about documents not being returned to the DVLA? If yes, please provide further detail.

Change of keeper/disposal to trade

- 5 When buying a car it is proposed that the new keeper would not have to make any notification. It is the intention for the seller to be solely responsible for telling DVLA either via an online channel or using the V5C. Do you agree that this is how the process should work? If not, why not?

Personalised Registration Number schemes – licensing requirement

- 6 Do you agree that if a donor vehicle has been continually taxed and a SORN has subsequently been declared, the vehicle registration number should be able to be retained or transferred? If not, why not?
- 7 Do you agree that if a recipient vehicle has been continually taxed and a SORN has subsequently been declared, a vehicle registration number can be assigned or transferred on to the vehicle? If not, why not?

Personalised Registration Number schemes – extensions

- 8 Do you agree that the regulations should be changed to remove the period of expiry? Or should regulations be changed to allow customers to renew their entitlement after expiry? If not, why not?

Please reply to:

- By post to 'Consultations at Corporate Affairs Directorate, D16, DVLA, Longview Road, Swansea, SA6 7JL'
- By email to vosconsultation.cad@dvla.gsi.gov.uk
- Or [click here](#) to submit your responses online.

THE CLOSING DATE FOR RESPONSES IS 12 November 2012.

Annex C – Summary of current processes

Vehicle Registration Certificate (V5C)

Registered keepers must notify DVLA if any of the details on the V5C change. Currently all notification of changes to the details contained on a V5C must be delivered to DVLA in writing. Until written notification is delivered, i.e. the V5C has been delivered to DVLA with the new details written on it; no alterations can be made to the vehicle record.

Change of keeper/disposal to trade notifications

The law requires that, when a vehicle is sold or transferred, the current registered keeper and the new keeper must both sign the V5C. This applies to a private sale or when the vehicle is sold or part exchanged to the motor trade. This is done by returning the appropriate part of the V5C. If the registered keeper has lost their V5C, notification may be sent to DVLA via letter.

Once the vehicle record has been updated an acknowledgement letter is sent to the registered keeper advising them that they are no longer responsible for their old vehicle. Currently, the keeper is told that if confirmation has not been received within 4 weeks of notifying sale/transfer they should contact the DVLA customer enquiry section as the customer may still be liable for the vehicle and may get a penalty and/or be prosecuted.

Assigning a personal registration number

A V750 Certificate of Entitlement is issued when customers purchase a vehicle registration number that has never been assigned to a vehicle.

A V778 Retention Document is issued when registered keepers apply to retain a registration number from a vehicle.

Both these certificates can be used to assign a registration number to a vehicle and these applications are made at a DVLA Local Office. When assigning a number to a vehicle the customer must provide the V5C and MoT certificate (if applicable). The documents are securely destroyed by DVLA when the transaction is completed.

However, there is currently an electronic facility for customers assigning a registration number to a new vehicle via Automated First Registration and Licensing (AFRL) motor dealers.

Retaining a personal registration number

The Retention Scheme allows a registration number to be removed temporarily from a vehicle and placed on a V778 Retention Document for 1, 2 or 3 years pending its assignment to another vehicle. Retention applications are dealt with at a Local Office. Vehicles taking part in the retention scheme must meet certain conditions and the most recent V5C and MoT certificate, if applicable, and the relevant payment must be provided with the application. The Local Office then issue the confirmation letter and appropriate documentation to the customer within 7 days.

Transferring a personal registration number

The Personalised Registration Transfer Scheme (previously known as Cherished Transfer Scheme) allows a registration number to be transferred directly from one vehicle to another. Transfer applications are dealt with at a Local Office. A transfer may only be made under certain conditions and the most recent V5C and MoT certificate (if applicable) must be provided with the application together with the relevant payment. In the case of new keepers not yet in receipt of a new V5C, new keepers may present the New Keeper Supplement (V5C/2) and an Application for a Vehicle Registration Certificate form (V62). The Local Office then issue the confirmation letter and appropriate documentation to the customer within 7 days.

Personalised Registration Number schemes – licensing requirement

The law requires that for a vehicle to take part in the transfer or retention scheme, or to receive a number in the Personalised Registration Number scheme, the vehicle must be currently licensed or in the process of being taxed. By requiring that an older vehicle is taxed, it ensures that MoT/HGV test pass certificate will have been obtained within the previous 3 years. This ensures that vehicles are not in such a poor state of repair as to make them unidentifiable or unsafe to inspect, making it easier to verify entitlement to the vehicle registration number.

Personalised Registration Number schemes – Right of Entitlement

The Personalised Registration Number scheme (previously known as Sale of Marks scheme) allows a customer to purchase a registration number that has never been assigned to a vehicle.

The Purchaser can add another person's details and they become known as the Nominee.

The Purchaser can change the Nominee details or apply to assign the registration number to their vehicle or the Nominee's vehicle using the V750 Certificate of Entitlement. Only the Purchaser has the right to assign the registration number.

The Retention Scheme allows the registered keeper of a vehicle to retain a registration number. At the time of application, the registered keeper can name someone else as Grantee or they can provide Nominee details. The Grantee can change the Nominee details or apply to assign the registration number to their vehicle or the Nominee's vehicle using the V778 Retention Document. Only the Grantee has the right to assign the registration number.

The retention scheme is currently only available in GB.

Personalised Registration Number schemes – extensions

A V750 Certificate of Entitlement is issued when a number is bought through the Personalised Registration Number Scheme and a V778 Retention Document is issued when a number is retained. Entitlement to the number must be renewed in the 28 days before the expiry date or the entitlement is lost.

Glossary of terms

Personalised Registration Number schemes: *The collective name for the Personalised Registration Number, Transfer and Retention schemes (see Annex C for an explanation of these)*

Donor vehicle: *In a transfer or retention transaction this is the vehicle from which the vehicle registration number is taken.*

Recipient vehicle: *In a transfer or assignment transaction this is the vehicle that is receiving the vehicle registration number.*

Grantee: *The Grantee is the person named on a Retention Document (V778) that holds the right to display the vehicle registration number.*

Only the Grantee is entitled to request to:

- *add, change or remove a Nominee*
- *extend entitlement*
- *assign the vehicle registration number to either their vehicle or the Nominee's vehicle*

Purchaser: *The Purchaser is the person named on a Certificate of Entitlement (V750) that holds the right to display the vehicle registration number. Only the Purchaser is entitled to request to:*

- *add, change or remove a Nominee*
- *extend entitlement*
- *assign the vehicle registration number to either their vehicle or the Nominee's vehicle*

The registered keeper: *The registered keeper is the person whose name and address appears on the vehicle register held at the Driver and Vehicle Licensing Agency (DVLA) in Great Britain and the Driver Vehicle Agency (DVA) in Northern Ireland.*

An individual or a company may register a vehicle and apply to become a registered keeper. The registered keeper is the person responsible for using, keeping and taxing a vehicle.

Vehicle registration certificate (V5C): *The vehicle registration certificate is known as a V5C, or sometimes more commonly known as a 'logbook'. The law states that a V5C is issued to every registered keeper.*

The V5C is an extract of the vehicle register and shows the name and address of the registered keeper. The V5C also shows the vehicle registration number, make, model, colour and other specifics relating to the manufacture of the vehicle.

The law states that the V5C must be used to notify any change to details and the V5C is designed to accommodate different sections in which to make notification.

Intermediary: *Someone acting on behalf of the registered keeper, Purchaser or Grantee.*

Vehicle Enquiry Service (VES): *This service sits within the Electronic Vehicle Licensing system and allows users to find out what information DVLA holds on its database about a vehicle.*

Find out about DVLA's online services

Go to: www.direct.gov.uk/onlinemotoringservices

