



Driver & Vehicle
Licensing
Agency

Vehicle tax changes

Webchat transcript 17th September 2014



10:00



DVLA admin:

Good morning and welcome to today's webchat on the abolition of the tax disc.

10:00



DVLA admin:

The event hosts are: Wayne Stephens - Project Manager, Michelle Billing - Vehicle Licensing Product Manager and John Hewson - service manager.

This is your opportunity to ask how these changes will affect you, we look forward to your questions.

10:02

Comment From Amber

What is the method when we sell a Part Exchange/Trade car to a Trader? That is not being taxed in their name?



John Hewson:

The process remains as it is today, there is no need to notify DVLA of this. The new dealer will need to use trade plates if the vehicle is used on the road for test drives or delivery etc. There is still no requirement for a dealer to tax a vehicle in there stock.

10:02

Comment From Charlotte

Are there any plans to allow dealers to change the taxation class of a vehicle online?



Michelle Billing:

No. There are currently no plans to enable change of taxation online.

10:03

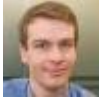
Comment From Guest

As a dealer, With regards to buying tax for a customer, can this be done online? At the moment only the registered keeper can tax online, will your web page be changing to put new keeper details in?



Wayne Stephens:

Yes, with the customers details and agreement this can be done online. There will be no option to input new keeper details however the reference number from the V5C/2 new keepers supplement can be used to notify DVLA that anew keeper is licensing.



John Hewson:

From 1st October our online service will all a new keeper to tax the vehicle using the new keeper supplement (V5C/2). A dealer will be able to do the transaction on behalf of the customer as they currently can at a Post Office.

10:04 Comment From Amber

Question from Dealer - If we sell a Demo/Pre-Reg car how do we tell the DVLA when we sell it?



Michelle Billing:

The process is unchanged.

10:05 Comment From Jackie Carroll

We've had a vehicle in stock since August with a valid tax disc until next June. If we sell the vehicle on 1st October can we transfer the tax to the new owner? If not, what happens to the refund if we don't put the vehicle in our name before we sell it?



Wayne Stephens:

No, the tax becomes non transferable from 1 October. Any remaining months of tax will be refunded to the previous keeper on DVLA records.

10:06 Comment From LH

Hi, I'm from a dealer: We have p/x vehicles that are marked as 'in the trade' that have been re-taxed that are currently being driven by members of staff. Is it a case of posting the V5 off to be transferred into our company name before the end of September? Will the discs be still valid if we haven't received the V5 back in the post before 1st Oct?



John Hewson:

Yes, that's correct. Provided the date of keeper change entered on the V5C is in September it won't matter if you only receive the new V5C after 1st October. Only if the date of keeper change stated is after 1st October will an auto refund be paid.

10:06

Comment From Robert Hamilton

Good Morning, Where a vehicle has been declared in trade and the yellow slip (V5C/3W) has been returned to the DVLA in say July 2014 and the vehicle has tax until March 2015 is this tax still valid after 1st October or not ?? and if not to whom will the refund be issued ??



Michelle Billing:

From 1st October, the tax is non-transferable. The refund will be issued to the previous keeper. If the trader wishes to receive the refund, they need to register the vehicle in their name before 30th September.

10:06

Comment From Richard

We are a used car dealer. If we take a part exchange vehicle in that has, say, several months road tax left on it, when will the refund of the road tax be triggered – will it be at the point DVLA receive the yellow slip, or will it not happen until we sell the car (which could be in days, weeks or months) and register it and tax it for the new owner? If it is the latter, is the original owner able to claim a refund at the point of trading in?



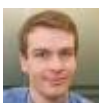
Wayne Stephens:

After 1 October, an automatic refund will be issued at the point the DVLA receive the yellow slip.

10:07

Comment From LH

Will you be setting up a system for dealers to be able to tax used cars online and billed at the end of the month like we have for new vehicles?



John Hewson:

Not at this stage, the system will still require payment by debit or credit card at present. We are aware that this facility would be beneficial and will consider as part of future plans.

10:07 Comment From LH

When we tax a used vehicle online using the green slip which will become available in October, we assume we can enter the new keeper details to get the tax disc posted to the correct address? Will we still need to send in the V5 after taxing to the new keeper this way?

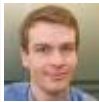


Wayne Stephens:

There will not be a tax disc to send to an address. DVLA will be notified that a new keeper has taxed the vehicle and the V5C should be sent to update the new keeper details.

10:08 Comment From Amber

Question from Dealer - The biggest question I have is for vehicles where the RFL is free for the 1st year but chargeable thereafter but gets sold before it's a year old. Does the customer still benefit from free RFL as the car is described by new car price lists and the government's tax rates tables as NIL or do they have to apply for RFL and pay the year 2 rate?



John Hewson:

Only the first licence is free in this case. Any subsequent licence, even if purchased in the first 12 months will be charged at the subsequent rate.

10:08 Comment From Guest

So, when taxing a car for a customer, DVLA will automatically KNOW that its for a new keeper and won't refund to the registered keeper??



Wayne Stephens:

Yes, The new keepers supplement reference number will let DVLA know it is a new keeper.

10:08 Comment From Amber

Question from Dealer -When we sell a Demo/Pre Reg and the customer buys RFL do they lose the whole month they buy it in



Michelle Billing:

The tax is non-transferable. The new keeper must always tax the vehicle from the start of the month they purchase it.

10:09

Comment From Shona

If you are driving your vehicle abroad from 1st October has other EU countries been informed of this change.



Wayne Stephens:

Yes, the EU commission has been made aware that we are abolishing the tax disc.

10:10

Comment From Robert Hamilton

As we make over 200 vehicle movements a week and doubtless the use of ANPR cameras will increase, what plans do the DVLA have to change/improve the design of "Trade Plates" in order that they can be displayed properly to obscure the number plates as modern cars by virtue of their design make it impossible, Otherwise we are going to be hit with numerous fines for using an untaxed vehicle on the road - or what suggestions do you have ??



Michelle Billing:

There are currently no plans to change Trade Plates.

10:11

Comment From Andy W

We have a number of used cars in stock, all declared in the trade, with road tax remaining beyond this month. Can this remaining tax be reclaimed by either the dealer or the previous keeper? Will the refund be automatic and at what point; on the 1st October or when we sell the vehicle?

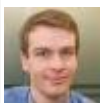


Wayne Stephens:

If the dealer wants to claim the refund then they must register the vehicle in their name before 30 September. Once registered the automatic refund will be issued to the dealer when DVLA receives notification that the vehicle has been sold on.

10:11 Comment From Charles Wilson

There is a feeling of a hidden extra revenue agenda by paying for complete months when acquiring a car and refunding only complete unused months to the previous registered keeper on a 1/12 th basis of the annual fee per complete month. This would push the public into waiting until the end of / turn of the month to do the transaction and encourage evasion and preventing a month end bubble, making payment also fair. Question: would it make more fair sense if the VED was charged on a daily basis and refunds are made on a 1/365 (or 366 in a leap year) depending on how many days are remaining? A computer surely is able to calculate division by days of 365 or 366 as easily as month by 12. I say this as this method has always been in operation in Germany whereby everyone must have a bank account to pay directly to the finance office. It all happens automatically with an annual letter of notification of rate changes and the amount to be debited over the next period and the date on which the amount will be debited which is usually six weeks after the issue date / annual reminder date.

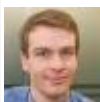


John Hewson:

This would require significant change to processes and legislation that wasn't included in the budget announcement. It would be a matter for HMT to determine how they wish to collect tax revenue.

10:13 Comment From Julie

As a dealer, if we tax online do we still send the V5 away to DVLA with the new keeper details or will we no longer be required to do this?



John Hewson:

Yes, at present the V5C would also need to be sent in with the change of keeper. We are developing an online service to allow change of keeper online and this will start to roll out before the end of the year but will not be there for the 1st October.

10:13 Comment From Rob

We have several used cars on our forecourt that have a number of months left to run on the tax disc. When we sell these vehicles, and of course at the same time tax the car with the new keeper's details on the V5, will that trigger a refund to the original registered keeper?



Michelle Billing:

The new keeper supplement must be used to tax the vehicle. This will ensure that the new keepers tax is not refunded. The V5C change of keeper notification will trigger a refund of any remaining months tax to the previous registered keeper.

10:14 Comment From Lloyd

Wayne Stephens Comment 10:05- Just to clarify then from the 1st Oct and vehicle in the trade will get an auto refund within 6 weeks of the 1st Oct? Or has there got to be a new keeper added to the record and then the refund process begins? Thanks Lloyd



Wayne Stephens:

If the vehicle is registered as in trade before 1 Oct and then the vehicle is sold to a new keeper after 1 Oct then any remaining refund will be sent to the previous keeper on DVLA records (the keeper who passed it to the trade). If the dealer wants to receive the refund then they must register themselves as keeper after it has been notified as 'in trade'.

10:14 Comment From Amber

Trade car sale. are they to be given the Whole of the V5 as normal?

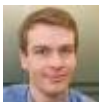


Michelle Billing:

There is no change to this process. The V5C/3 must be sent to the DVLA. This will trigger a refund of tax to the previous keeper and remove them from the vehicle record.

10:15 Comment From Amber

How do we tell the dvla when we sell a pre reg is it by them receiving the V5



John Hewson:

Yes, any change of keeper will be notified on the reg document until the online service is available later in the year. This would trigger the refund to the dealer assuming they were recorded as the keeper.

10:15 Comment From Amber

Question from Dealer - The biggest question I have is for vehicles where the RFL is free for the 1st year but chargeable thereafter but gets sold before it's a year old. Does the customer still benefit from free RFL as the car is described by new car price lists and the government's tax rates tables as NIL or do they have to apply for RFL and pay the year 2 rate?



Wayne Stephens:

No, the first year rate only applies to the first licence taken out. Any subsequent licences will be subject to the standard rates.

10:16 Comment From Nigel B.

I'm selling a car privately. Tax expires end September. Do I have to retax for test drives then wait for the refund? How long will a refund take?

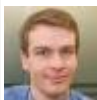


Michelle Billing:

The vehicle must be taxed if it is to be used on the road. When the vehicle is sold, once the documentation has been received at DVLA, an automatic refund will be issued.

10:16 Comment From Shona

I work for a leasing company and we have identified a number of vehicles that are over 6 weeks old that have not been registered correctly to us. What is the process we need to follow to ensure this is rectified and what documents to the DVLA need to have from us?



John Hewson:

If you have the V5C you should return it to us with an explanation of what is incorrect. If you don't have the V5C you should initially contact the dealer to find out what has happened to the V5C to avoid having to pay for a duplicate.

10:17 Comment From LW

If we process a retention, does the balance of tax transfer to the donor vehicle



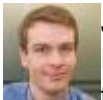
Wayne Stephens:

Yes as the tax is not being transferred to a different vehicle.

10:18

Comment From Jackie Carroll

If the previous keeper of a px vehicle fails to notify you of passing the vehicle into trade (via the yellow slip) will we still be able to tax the vehicle at the post office with the change of details?



John Hewson:

Provided you have at least part of the V5C you will still be able to tax at the Post Office or from 1st October online.

10:19

Comment From Robert Hamilton

So in response to your previous reply how do you expect us to display them properly ?? Or what suggestions do you ??



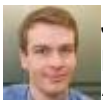
Michelle Billing:

It is common practice for the original registration mark to be obscured using tape only where trade plates are in use on a vehicle.

10:20

Comment From Julie Seton

If a car is already taxed until June 2015 and we sell it on 30th September with the tax and the V5 does not reach you by 1st October what will happen please?



John Hewson:

Provide the date of keeper change is written on the V5C as 30th Sept the tax will transfer and no refund will be paid.

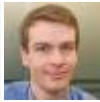
10:20 Comment From NK
can we drive a vehicle marked as in the trade after taxing it online without adding another owner to the car?



Wayne Stephens:

No, the vehicle must be registered and taxed in the dealer/traders name or trade plates must be used as per trade plates criteria.

10:21 Comment From Guest
So if I buy a second hand car privately, Will I need to tax the vehilce before I drive it away?



John Hewson:

Yes, this can be done online or over the phone 24 hours a day 7 days a week. This is already the case when buying an untaxed vehicle.

10:22 Comment From Apple Car Centre
Hi my current trade cars in stock, held in trade under yellow slip etc, what will happen to the outstanding tax discs we have already purchased from the previous owner with the car?



Michelle Billing:

From 1st October, the tax will not be transferable. Any refund on a vehicle sold after this date will be issued to the previous keeper. If a trader wishes to receive a refund, they will need to register the car in their name before the 30th September.

10:22 Comment From Julie Seton
• If a customer part exchanges their vehicle with us after 1st October and sends in their yellow slip – will they automatically be issued as refund immediately or when we sell the car?



Wayne Stephens:

Yes the seller will be issued with the refund at the point of transfer into trade and will not have to wait until the dealer sells on the vehicle.

10:22

Comment From Charles Wilson

Message to John Hewson from Charles Wilson related to my point raised at 10:11 - changes in the refund policy from monthly to daily appears to be a legislation issue. To whom/where at best does one address this issue as I envisage this to become a problem after 1st October?



John Hewson:

Both ourselves and HMT are already aware that some would prefer the system to be changed to a daily basis. The final decision on how tax is collected lies with HMT.

10:23

Comment From LW

as a dealer if we 'pre register' a car on 1st October(i.e. tax to ourselves with no customer at the time) but sell the vehicle to a customer on 2nd October how are we supposed to tax that vehicle if we do not have the V5



John Hewson:

In this case you would need to wait for the V5C before you were able to tax it.

10:23

Comment From Nige B.

Thanks Michelle. Can you tell me how long a refund would take once you receive notification from the vendor that the car is sold?



Michelle Billing:

The current processing timescales are up to 6 weeks. We envisage that this period will reduce as a result of the automation.

10:24 Comment From Anita

If you only refund whole months of tax why does the new owner have to tax it from the start of the current month? If I sell my car today, I will only get refunded tax from October onwards so why can't the new owner just tax it from then?

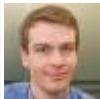


Wayne Stephens:

It has been long standing feature that vehicle tax is issued from the first of the month and this will not change after 1st October. Licensing on a date other than the first of the month would add a significant amount of administrative complexity to the vehicle tax system.

10:24 Comment From Shona

Thank you John if we do not have the V5 and have to apply with a V62 to put it back in our name can we send these to the Fleet Team to ensure that the RFL is not refunded.?

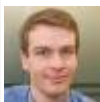


John Hewson:

Yes, as you were the keepers before the 1st October the tax wouldn't be refunded anyway.

10:25 Comment From Guest

A number of our stock cars only have the old blue V5 with them - can we tax online using the green slip from them or would we need to go to the post office?



John Hewson:

Yes, from 1st October you can use these to tax online provided they are the latest document issued. If they are not the latest you would still need to use the Post Office.

10:26 Comment From Sue

How will a dealer know that paperwork for a retention is complete and the customer should change their plates ? Currently we know via a tax disc which arrives prior to the V5c?



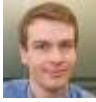
Michelle Billing:

A dealer can check on the Vehicle Enquiry Service (VES) online, wait for the V5C documentation, or, the receipt issued for the vehicle tax.

10:26

Comment From zoe

If my car tax runs out on 31st september will I be able to set up direct debit payments



John Hewson:

Not in this case. Direct debit payment are only available for those who's tax runs out on the 31st October or after.

10:27

Comment From Julie Seton

• 10:22 Comment From Philip N Is the dealer network fully prepared and engaged with the new systems - or could this impact on customer service?Page 13 Wayne Stephens: Yes, As part of the communications campaign we have worked closely with the dealer..... We have had no communications from you as a Motor Dealer to prepare us for the changes - why please?



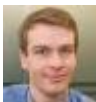
Wayne Stephens:

Apologies if you have not received. We have issued numerous updates and communications to over 6000+ key stakeholders as well as trade body groups and requested that these are cascaded to try and reach all interested parties. If you have not received the communications then please send an email to aotdanddirectdebit@dvla.gsi.gov.uk and I will arrange to send them to you.

10:27

Comment From Anita

If we tax vehicles in bulk online how quickly will this be reflected on the vehicle enquiry website?



John Hewson:

When the bulk fleets licensing facility is used the online tax check will be updated no later than the 20th of the month before the new tax starts.

10:28 Comment From Guest

Why make the tax non transferable? This was always a selling point when selling a vehicle privately



Michelle Billing:

This is a customer protection measure. As there is no tax disc to check, the vehicle tax will end when the vehicle is sold. This will remove any doubt for the person buying the vehicle - customers are always certain that they need to tax.

10:28 Comment From Sue

Will we as a dealer still be able to pay for tax for our customers at the post office via the V5C the day before they take delivery ? Pick ups at 9am are a pain and we dont want to arrange DD's if we can help it.



Wayne Stephens:

Yes, this process will remain available and unchanged

10:29 Comment From JAN MAY

Do you honestly think that the DVLA system can cope with monthly direct debit payments if even just half of car owners choose that route??



Michelle Billing:

Yes. The service has been built to exceed expected take-up.

10:30 Comment From Andy W

You said in the previous chat that it will be possible to tax a vehicle even if you're not the existing keeper. I've had a look at your new 'beta' service and if you haven't got the reminder you have to tick a box that says 'existing keeper (using V5C document reference number). Someone purchasing a used car will not have the reminder nor will they be the existing keeper. They may have the new keeper supplement (V5C/2 green slip) but that does not show the 11 digit reference number.



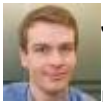
Michelle Billing:

The new keeper service will be available from the 1st October.

10:30

Comment From Charles Wilson

Direct debit will be used to collect VED. Are there plans to refund/credit unused VED other than by posting a cheque out as currently happens; i.e. direct credit back into the keeper's bank account?



John Hewson:

If paying month by DD any over payments will be refunded directly to the bank account. The refund method for other rebates isn't changing at present.

10:30

Comment From Nige B.

If I sell a car privately, do I need to ensure the new owner taxes it before they drive it away? Might I be held liable if they are spotted on ANPR with no tax?



Wayne Stephens:

The onus is on the new keeper/driver of the vehicle to ensure it is taxed before they drive away.

10:31

Comment From Jackie Carroll

To clarify - From October 1st - ALL vehicles purchased or sold MUST have a new tax disc purchased by the new keeper?

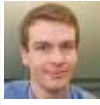


Wayne Stephens:

Yes.

10:31 Comment From JAN MAY

IS THERE ANY UPDATE ON CHERISHED TRANSFER PROCESS CHANGE ?



John Hewson:

We are currently building an online service to do this. We expect the first users to be trialing parts of the system by the end of the year.

10:31 Comment From Julie Seton

Can a change of owner and request to pay by DD be setup at the same time and online. Please could you explain how this would work as effectively the car will taxed but the dd may not yet be set up?



Michelle Billing:

The new keeper will be able to use the V5C/2 online or at the Post Office to set up a direct debit. The V5C must be sent to DVLA to change ownership

10:32 Comment From LW

in the last communication it said from 1st November dealers can set up DD on behalf of customers buying a vehicle from them -- is this for the first tax when they newly buy the car or subsequent tax



Wayne Stephens:

For either, This can be arranged between the dealer and the customer provided consent is given by the registered/new keeper of the vehicle

10:32 Comment From Jacky Davey

Further to your comment that a dealer can tax a vehicle on behalf of a customer using the new keeper supplement. This surely will need to be supported by a completed V62.



John Hewson:

A V62 is only needed to support a tax transaction at change of keeper if the date of change was more than 2 months ago. In the 2 month period it is already assumed the main part of the V5C is being sent to us. This is the current process at the Post Office and remains the same.

10:33 Comment From James

I have a car on lease hire how can I make sure that it's tax is up to date



Michelle Billing:

The leasing company or keeper of the vehicle is responsible for taxing the vehicle. The Vehicle Enquiry Service (www.gov.uk/check-vehicle-tax) can be used to check the taxation status.

10:34 Comment From LH

What happens if our customer posts the yellow slip in to you, however whilst that is being processed we re-sell the vehicle and tax it online. Will this invalidate the tax disc for our new keeper by triggering a refund?



John Hewson:

No, when you tax the vehicle either the Post Office or the online service will capture that the new tax is for the new keeper and ensure a refund isn't paid to the previous keeper.

10:34 Comment From Charles Wilson

Please confirm the last tax disc date to be issued as being 31.08.15 or is there a circumstance when one will be issued this month for 30.09.15?

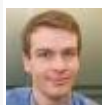


Wayne Stephens:

I can confirm that the latest expiry date of a tax disc in circulation will be 31.08.15.

10:35 Comment From Charlotte

What will we do with the V5's etc when processing cherish transfer paperwork online?



John Hewson:

The law is being changed as part of the development so that the V5Cs don't need to be returned to us. A new V5C would then be issued in the new details.

10:37 Comment From LW

In summary then from 1st October you cannot be the registered keeper of a vehicle used on a public road unless you have paid 'road tax' , it is an offence which carries a fine of up to £1,000. As a motor dealer our staff can only drive vehicles which are registered in our company's name and tax has been paid by us. For test drive purposes we can use trade plates and our used car stock does not need to be re-registered in our name ??



Wayne Stephens:

Yes, this is correct.

10:38 Comment From LW

is the V14 dead now ?



Wayne Stephens:

It should still be used to apply for refunds up until 1 October but will be made obsolete from this date as refunds will be issued automatically.

10:38 Comment From Guest

John, with regards to blue being the latest V5 issued - I doubt that is the case but when we purchase cars from auctions etc, the blue is the one we receive (assuming the registered keeper lost the new red copy). How do I know if its the last V5 issued?



John Hewson:

If you use our online tax check service there is an option to enter the V5C reference number, if it is correct you will be given slightly more vehicle information than if it is not correct or not entered.

10:39

Comment From Jackie Carroll

Can a dealer set up DD on the customer's behalf or do the customers need to do it themselves?



Wayne Stephens:

Either can set up the direct debit. The dealer can do this on the customers behalf provided consent is given by the registered/new keeper of the vehicle

10:39

Comment From Cathddu

The time lag between purchase of tax on-line and updating of your records is 5 days. This is far too slow. I have a customer who had a 'do' with an enthusiastic police officer who wanted to take his car. Why is the time lag so long and when will it be improved?



John Hewson:

This is currently the where a disc is issued. For transactions with no disc issued from 1st October the check service will update overnight following the transaction.

10:40

Comment From Charles Wilson

Will the trade tax discs issued annually until 31/12/** or bi annually 31/07/** and 31/12/** still be carried out?



John Hewson:

The disc will no longer be issued but the renewal process and periods will remain as they are now.

10:40 Comment From Nige B.

Wayne, if the onus is on the new owner to tax before they drive away, how do I protect myself from liability? Will it be prudent for the invoice to show the time of exchange? Will that be enough?



Wayne Stephens:

Yes, This may be prudent for your own re-assurance.

10:41 Comment From JAN MAY

surely an effective way of cascading information to dealers should have been through the manufacturer to their dealers??



Wayne Stephens:

This is the approach that was taken for the communications

10:42 Comment From Robert Hamilton

Whilst it may be common practice is it legal ??

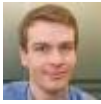


Michelle Billing:

Thank you for your further question, having sought further legal advice, whilst it is recognised that this may be common practice, the law currently states that the trade plate must be displayed in the same manner as a 'standard' vehicle registration plate. Apologies for any confusion.

10:42 Comment From Concerned dealer

In light of dealers having to register cars that are 'in-trade' to the dealer in order to be used by the staff of the dealership, and working on the basis of a car being sold a day after the V5 is sent off to register it to the dealer, how quickly do DVLA intend to get V5's returned to the dealer so as not to badly impair on the dealership's business when they are trying to sell cars and get them out of the door?



John Hewson:

In this case the dealership should retain the new keeper supplement (V5C/3) so that the vehicle can be taxed if re-sold. We already have a quick turnaround of change of keeper transactions.

10:43

Comment From James Saperia

Wayne, in reference to your reply to Julie Sefton 10:27, which trade body groups do DVLA communicate with to get messages out to the motor trade in general?



Wayne Stephens:

All the significant trade body groups as well as those who have requested the communications from DVLA.

10:44

Comment From Richard Willman

Could you clarify for me- what happens to the refund for vehicles that are taxed but held by a dealer and "in trade" on 1st Oct. Will there be an automatic process or will dealers have to send the discs off for a refund and if this is the case will the fact that the car is showing as "in trade" prevent the original owner from receiving the refund?



John Hewson:

The tax will not be transferable after 1st October. If the dealer wishes to claim the refund they will need to become the registered keeper before 1st October.

10:44

Comment From Apple Car Centre

I presume as there will be not be a printed tax disc that if a customer buys a vehicle on the 10th of the month then the tax will run from the 10th and not the 1st as this is all electronic and online, the only reason to start from the 1st was when they were printed, or are the government going to unnecessary flee people back to the 1st of the month?

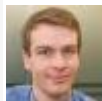


Michelle Billing:

There are no changes to the date of licensing. The tax will commence from the 1st of the month.

10:45 Comment From Andy W

Following the comment at 10:22. If after 1st October refunds will be issued automatically when a vehicle is declared in the trade, why is this not being applied to the many thousands of vehicles currently in the trade? Instead you say the previous keeper will have to wait until the vehicle is sold on?



John Hewson:

The law only changes on 1st October so we can not automatically refund tax on change of keepers prior to this date.

10:46 Comment From Guest

What is the forecast for no compliance once the tax disc has been abolished?



Michelle Billing:

There is no evidence to suggest that compliance will reduce when the tax disc is abolished. Evasion is currently at 0.6%.

10:46 Comment From company

How do we check if our fleet of cars are due for a new tax disc in the future could we get alerts?

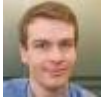


Wayne Stephens:

Tax reminders will continue to be issued

10:47 Comment From Julie Seton

Regarding cherished transfers. If we wish the tax on the recipient vehicle to start from the following month as we are say on the 25th of the month - can we send the documents to you to tax with effect from the 1st of the next month? Also does the process automatically issue a refund of tax for the donor vehicle or does that happen when the yellow slip is sent in from the new log book when received?



John Hewson:

Yes, the application to tax can be sent with the transfer application. Any refund due for the donor vehicle will only be triggered when we receive notification of sale after the transfer.

10:48

Comment From JAN MAY

on used vehicles purchased through a dealership and re licensed at the post office, is the process still the same in respect of changing the keeper - does the V5 get retained and forwarded by the Post Office still??



John Hewson:

Yes, this process remains the same.



Michelle Billing:

The dealer can still tax on behalf of the customer. The new keeper supplement (V5C/2) should be used to tax the vehicle. This can be done either online, by phone or at the Post Office The V5C must be sent by the dealer to DVLA.

10:48

Comment From david

If we have a tax disk already can we take it off ??



Wayne Stephens:

No, you must continue to display a tax disc up until 1 October 2014.

10:48

Comment From Amber

with demos, when we sell them and the new customer gets their new RFL, this will trigger the refund to us (if there is one). so we do not need to do anything else, like sen the yellow slip off to you



John Hewson:

That's correct, the change of keeper will automatically trigger a refund to you.

10:50

Comment From Charlotte

Hi John, thanks for your reply regarding v5's when processing cherish transfer paperwork online. When will the law be expected to change?



John Hewson:

We expect it to change shortly before the online service is due to go live. The first customer should be trialing the system by the end of the year so the legislation will be in place before then.

10:50

Comment From Anita

Wayne, re my Q at 10:24, I wasn't talking about changing the date of licensing. If you are only going to refund me from 1st October then between now and then the vehicle is taxed, so the new owner should only have to tax it from 1st October



Wayne Stephens:

This is as is now where a refund is applied for and the new keeper wants to use the vehicle immediately then they must licence from the 1st of the current month to allow them to drive.

10:51

Comment From James Saperia

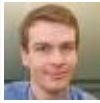
An earlier reply stated there are no plans to change the design of trade plates. I think this matter needs to be reconsidered. Who is responsible for such a decision?



Michelle Billing:

DVLA is responsible for such a decision. This will be considered in the future.

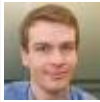
10:51 Comment From LW
if we have dealer stock that's 'in the trade' if we sell/transfer to another dealer that's 'in the trade' how do we tell you ?



John Hewson:

There is no requirement for you to tell us a vehicle has moved between traders if you are not the registered keeper.

10:52 Comment From J M
can you please confirm the refund value when it is still under the first year rates - it is a little confusing to say the least



John Hewson:

The refund rates do no change from today. Refunds are always paid at the ongoing tax rate not the first year rate.

10:53 Comment From Charles Wilson
At present when sending in the tax disc for a refund by post (which will finish after this month), it takes about two to three weeks for you to process. In the meantime the vehicle is still being shown on the DVLA public enquiry website as being 'licensed' (although since the date of signing the V14 a SORN is technically in place). Will this stop/change, i.e. become instant or at least be updated overnight or is one able to expect the same current time lag?



Michelle Billing:

As soon as the notification of sale has updated the vehicle record, the licence will end and a refund will be automatically issued to the previous keeper.

10:54 Comment From Cathddu
Without a tax disc how can I prove that my car has been cloned?



John Hewson:

The tax disc did little to determine if a vehicle was cloned. There are many aspects of a vehicle that can be used to determine if it is the genuine vehicle or has had its identity altered.

10:54

Comment From Matt

Hi There, Just to clarify , The customer not the dealership will be legally responsible for ensuring that the vehicle is taxed before leaving the dealers premises ?



John Hewson:

Yes, the legal responsibility to tax the vehicle is with the keeper.

10:55

Comment From Julie Seton

Re the comment below.....As a dealer with effect from November can a customer buy a car and drive it away taxed the same day paying by dd - do they have to wait until the dd has been set up by the bank please? Comment From Julie Seton Can a change of owner and request to pay by DD be setup at the same time and online. Please could you explain how this would work as effectively the car will be taxed but the dd may not yet be set up? Michelle Billing: The new keeper will be able to use the V5C/2 online or at the Post Office to set up a direct debit. The V5C must be sent to DVLA to change ownership



Wayne Stephens:

Yes, as soon as the vehicle has been taxed the vehicle can be driven. New keeper details cannot currently be updated at the same time as setting up a DD but this is something we will be introducing shortly. The keeper will be contacted with further instructions if there are any issues with the bank for the DD set up. Checks are conducted during the taxing process for DD once the application for tax is being made.

10:55

Comment From J M

we have seen nothing - and hold 2 franchises



Michelle Billing:

Please email aotdanddirectdebit@dvla.gsi.gov.uk requesting the communications toolkits. These will be issued once the request is made. Further information can be found on www.gov.uk/dvla/nomoretaxdisc

10:56 Comment From LW

going back to dealer pre-registered vehicles. If we tax a vehicle on 22nd October (no end customer) Band J say it costs £485, we have no tax disc and no V14 and do not receive the V5 until mid November so therefore cannot declare SORN do we only get a refund from mid November- if so is that fair when we could have told you in october but will not have that facility ?



John Hewson:

You would not be able to declare SORN online without the V5C but could use a V890 and post it to use to declare SORN before the end of October.

10:56



DVLA admin:

Keep sending your questions in, John, Wayne and Michelle are trying to get through them as quickly as possible.

10:56

Comment From D13 Staff

can you pay by direct debit if the tax is only £30 for twelve months or is it capped?



Wayne Stephens:

Yes, any tax rate can be paid by direct debit except a nil rate.

10:57

Comment From Dave Fowler

Where vehicles have been taken as a part exchange in the last few months, and the remaining tax has been 'bought' as part of the deal, how do we protect this investment (which could be 10 months worth) when selling the vehicle? Do we need to register the vehicle in our name before the end of the month to ensure the refund goes to us? If so this affects the vehicle as it may no longer be a 1 owner vehicle.



John Hewson:

Yes, to get the refund you would need to register the vehicle in your name before the end of the month.

10:58 Comment From Charles Wilson

Comment from John Hewson / Charles Wilson 10:40 – If trade tax discs are to be cease as well as it appears to be expressed, is one able to: 1) Remove the triangular and destroy the tax disc from 1st October 2014 as with standard tax discs? 2) Chop the annoying perspex screw held (scratchy) triangle top part off the front number plate, albeit it is technically crown property?



John Hewson:

Yes, from the 1st Oct the disc can be removed and we'd be happy for the extra section of the plate to be removed as well.

10:58 Comment From Dave

I am a dealer. I am currently driving around in a part exchange vehicle that is taxed until Jan 2015. The car is 'in trade' (ie yellow slip sent to DVLA) but I wonder if I can legally drive this car with its current tax disc. Indeed, is it legal for me to be driving around in a car which is effectively still registered to the previous owner?



Wayne Stephens:

As summarised by LW

"In summary then from 1st October you cannot be the registered keeper of a vehicle used on a public road unless you have paid 'road tax' , it is an offence which carries a fine of up to £1,000. As a motor dealer our staff can only drive vehicles which are registered in our company's name and tax has been paid by us. For test drive purposes we can use trade plates and our used car stock does not need to be re-registered in our name"

10:59 Comment From Charlotte

Are there any plans to receive v11 reminders online? As quite often we don't receive reminders for every vehicle we have in the post.



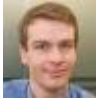
Michelle Billing:

The V11 will continue to be issued in paper format. Direct debit customers who have set-up online will receive an electronic payment schedule.

10:59

Comment From George

Has the DVLA received objections to the removal of the tax disc from customer representative bodies and motoring bodies?



John Hewson:

We have received a small number of concerns from some areas but the vast majority were supportive of the change so it was taken forward.

11:00

Comment From D13 Staff

If you are due to tax from the 1st October can you set up the direct debit now? as there is no direct debit option on my reminder.



Michelle Billing:

No. The availability of direct debit will be from vehicles due to be taxed from 1st November onwards.

11:01

Comment From Charlotte

If we have a demo vehicle that we put onto our used vehicle stock how will we trigger a refund to ourselves while the vehicle remains unsold?

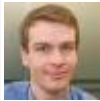


Wayne Stephens:

If the vehicle is registered in your name an automatic refund can be triggered by declaring SORN. Obviously this means the vehicle will have to be kept off the public road.

11:01 Comment From Concerned dealer

In light of our earlier question regarding selling a car that has just been taxed in the dealer's name, you are saying that if we sell the car the next day, we can use the old green slip (which in theory should bear the dealer's name) to tax it for the customer who is just buying the car. So by filling in the customer's details on the green slip, to tax it for them, will this notify the DVLA that they are now the keeper of the vehicle? Or will the dealer retain this green slip? If so, how will DVLA know the car has been taxed in the customer's name and not the dealer's?



John Hewson:

The transaction would have to take place at the Post Office and they will capture that it is being taxed by the new keeper which will ensure it is not refunded.

11:02 Comment From Dave

I'm a dealer using a part exchange vehicle that is taxed until Jan 2015. The car is 'in trade' but obviously still registered to the original owner. Can I continue to use this vehicle with its current tax disc until I sell it? Come to that, should I be using it at all as it is not registered to us?!



Michelle Billing:

Once notification has been received that a vehicle is 'in trade' the previous keeper is removed from the vehicle record. Trade plates should be used for day to day business.

11:03 Comment From Andy W

Reference the question at 10:34 regarding the last expiry date of tax discs can I confirm that if a new car is taxed this month with extra weeks added that we will not therefore receive a disc?

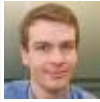


Wayne Stephens:

Apologies Andy, you are correct and if a car is taxed from 1 October with additional weeks then this would mean that a tax disc is issued to display up until 1 October and this would show an expiry date of 30.09.14. This can then be removed from the vehicle from 1 October

11:04 Comment From Richard Willman

John, sorry you misunderstood my question. At what point will customers who traded in a car in for example August with 6 months tax receive their refund if no application is sent to the DVLA prior to 1st October.



John Hewson:

The triggering transaction will be the change of keeper after the 1st October so the refund will be paid based on that notification. The tax is valid until that time.

11:06 Comment From Charles Wilson

Will the annual V11 VED renewal or similar statement still be issued once a direct debit is set up?

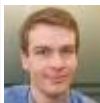


Wayne Stephens:

Yes, the annual V11 tax reminder will still be issued once a DD is set up.

11:06 Comment From LW

now I'm getting confused -- as a new keeper I can tax my vehicle online, set up a DD but not tell you I'm the new keeper unless I send you the new keeper part of the V5 ?



John Hewson:

Yes, this is the same as when you pay your tax upfront now. We are developing an online service to allow change of keeper to be notified online at the same point as taxing to improve the customer journey.

11:06 Comment From LW

re the whole refund situation, I thought refunds were only payable to the 'registered keeper' for soem time now or was that just if the registered keeper was a business ?



Wayne Stephens:

That is correct, Refunds have only been payable to the registered keeper on DVLA records since 2008.

11:06

Comment From Robert Hamilton

Michelle thanks for your reply but this does not fully address the issue as modern vehicles by virtue of their design make it in 90% of cases impossible to affix trade plates (in their current format) to obscure the number plates - or is this just a way of increasing revenue to the DVLA by fines for using an untaxed vehicle on the road ??



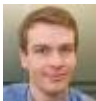
Michelle Billing:

There are currently significant numbers of untaxed vehicles in the trade, on which trade plates are used when the vehicle is used on the road. These do not cause any issues with regard to enforcement action. We do not envisage the position changing.

11:07

Comment From Concerned dealer

How is it dealer-friendly to remove tax discs when considering the number of test-drives and also mechanics road-testing customers' vehicles during the course of a working day? We have two sets of trade plates; what if there are six or seven road-tests or test-drives going on at the same time?



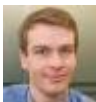
John Hewson:

A dealer can have as many trade plates as they can show a need for.

11:08

Comment From Charles Wilson

Will an annual V11 reminder be issued to historic & disabled exempt vehicles £NIL rated as a direct debit / payment is not really required?

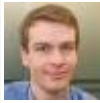


John Hewson:

Yes, they will still continue to get V11s and need to licence the vehicle. We appreciate this may be seen as unnecessary, especially when no MOT check is needed and we are looking at how we can improve this in future.

11:09 Comment From Jackie Carroll

Will a registered keeper of a vehicle have to re-apply each year to pay by DD or will their be an option to continue paying by DD every year until you opt out?

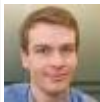


John Hewson:

No, anyone paying by DD will receive notification that the DD will continue unless they notify the vehicle is off road or has been sold. Where they want it to continue no action is required.

11:12 Comment From Richard Willman

Linked to your answer 11.04am....this seems to suggest a car taxed to a previous owner but now held in trade will have a valid RFL until the next keeper change, does this mean it can be used on the road by the trade.



John Hewson:

From a tax point of view yes, but the requirement for any vehicle used other than with trade plates to be registered to a keeper still applies.

11:13 Comment From Cathddu

I sent a request for information after the last webchat and still have not had anything from you.



Wayne Stephens:

I will double check that today and arrange for that to be issued ASAP. Can I please confirm the email address which is aotdanddirectdebit@dvla.gsi.gov.uk

11:13 Comment From Concerned dealer

Further to your earlier answer regarding using the green slip to tax a car (if the V5 is already in the post for a previous change of keeper), which details will Post Office capture? Will they notify DVLA of the keeper written on the green slip? Or just the date of purchase?



Michelle Billing:

The new keeper will be advised to complete a V62 application form and send it to DVLA in order to obtain a Registration Certificate. If the keeper has the V5C/2, this will be taken in at the Post Office along with the V62 application and sent to DVLA by Post Office. The Post Office do not capture details of registration.

11:14

Comment From Bev

Will it be possible to set up a DD via a credit card or will it need to be through a current account?



John Hewson:

Any DD can only be set up from a current account.

11:15

Comment From Concerned dealer

You failed to answer my question regarding it being dealer-friendly to remove tax discs when considering road-tests and test-drives and limited numbers of trade plates. Are you saying that DVLA will issue multiple sets of trade plates free of charge? If not, again, how is this dealer-friendly? Its is hard enough trying to make money as it is!



John Hewson:

The reason trade plates were introduced was to be dealer friendly and ensure they didn't need to tax all vehicles in stock.

11:16

Comment From Guest

I am due to pick up a new car this weekend. Can I tax it online or over the phone using the V5C/2? This would then be licenced from September so I presume a disc will be issued, but would it be sent to me?

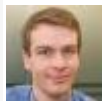


Wayne Stephens:

No, the additional functionality for new keepers to tax using the V5C/2 will not be available until 1 October. You can tax the vehicle through any of the existing channels and will receive a tax disc which needs to be displayed until 1 October

11:20 Comment From Guest

During the last webchat I am sure we were told that any "in trade" cars that are taxed, then the tax remains legal until the car is sold. In this webchat I am now under the impression ALL taxed cars will be cancelled and need trade plates for test drives? Please can you confirm which one is right.



John Hewson:

For any vehicle notified as in the trade before 1st Oct the tax will remain in force until the next change of keeper notification is received (ie. when sold). Vehicle sold into the trade after 1st October will have the tax refunded at that point.

11:21 Comment From Robert Hamilton

Re my posts of 10.19 & 10.42 & 11.06 am this morning - I've still to receive a definitive answer re the "display of trade plates" where by virtue of design it is impossible to obscure the number plates ??



Michelle Billing:

Hi Robert, as we've received a number of queries via this web chat regarding the use of Trade Plates, DVLA will issue a specific communication on this topic shortly.

11:22 Comment From Concerned dealer

I am now very confused. So from 1st October, anybody can tax a car online using a green slip? So therefore that person would not need to go to a post office and take a V62. Is this correct? If so, how will DVLA know who has taxed the car using this green slip, if it has been done online?



Wayne Stephens:

Yes, that is correct. DVLA will know that the vehicle has been taxed by a new keeper whilst we await receipt of the V5C from the previous keeper to notify us of the new keepers details.

11:22 Comment From Charles Wilson

V11 and/or Electronic Payment Schedule? Which is correct? 10:59 Michelle Billing: The V11 will continue to be issued in paper format. Direct debit customers who have set-up online will receive an electronic payment schedule. This conflicts with: 11:06 Wayne Stephens: Yes, the annual V11 tax reminder will still be issued once a DD is set up. And 11:08 John Hewson: Yes, they will still continue to get V11s and need to licence the vehicle. We appreciate this may be seen as necessary, especially when no MOT check is needed and we are looking at how we can improve this in future.



John Hewson:

The situation is:

None DD customer - A V11 will be issued via the post

DD customers with an e-mail address - Will receive e-mail notification of DD renewal that does not need to be actioned unless the customer don't want to renew.

DD customers without an e-mail address - They will receive a new style paper reminder advising the DD will continue unless they declare SORN or sale.

11:24 Comment From Jackie Carroll

If we tax a vehicle online how do DVLA know if the vehicle has an Mot and is insured?



Michelle Billing:

The vehicle's MOT is checked electronically. Due to changes in legislation, insurance no longer needs to be checked at the point of licensing other than for vehicles registered in Northern Ireland.

11:25 Comment From Robert Hamilton

Your replies to my post and 10.06am And your subsequent post 11.12 am appear on the face of it to give conflicting answers - which is correct ???

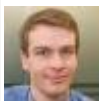


Michelle Billing:

Specific Trade plate communications will be issued by DVLA shortly.

11:27 Comment From Concerned dealer

What is the point of six-months' road tax, if using direct debit for monthly payments? Surely if you are already paying monthly, there is no need for a six-month tax?



John Hewson:

We do expect the number of people to pay six month to reduce a lot but there are some customer who do not have a bank account and therefore can not use DD but can't or don't want to pay for a full year.

11:27 Comment From Ken

Could you tell what happens to Dealer Stock that are currently taxed, can this be passed on to the new keeper after 1st October?



Wayne Stephens:

No, after 1 October an automatic refund will be issued when the vehicle is sold to a new keeper. The tax will not be transferable.

11:28 Comment From Guest

If I buy a car with a disable tax can I tax it on line or do I have to go to the post office?

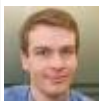


Wayne Stephens:

No, as a change of tax class is required this must be done at a Post Office.

11:29 Comment From Robert Hamilton

Can you clarify that if a vehicle has been notified as being in trade that the road tax remains valid until such time as there is a change of keeper ??



John Hewson:

Yes, provided the vehicle has been notified as in the trade prior to 1st October the tax will remain valid until there is a further change of keeper.

11:30 Comment From melanie

Do you expect a delay in the turnaround of keeper changes and V5's being issued towards the end of this month as I would expect alot of Motor traders will be registering vehicles to themselves to reclaim any tax. I know when the centralisation happened at the beginning of the year the new departments couldnt cope with the volumes and it was mayhem for weeks which affected us badly.



John Hewson:

No we don't expect any delays as the transaction is a simple one for us to process.

11:31 Comment From Ken

Doe this include dealer stock now sold after the 1st October.? Does the refund come to the dealer?



John Hewson:

A dealer will only get a refund if they are the registered keeper of the vehicle.

11:31 Comment From Robert Hamilton

Michelle- hi thanks for that but how will we receive it or will it be sent automatically/electronically to all trade plate holders ???



Michelle Billing:

We have established channels through the trade bodies to issue these communications. Currently, tool-kits have been sent to these bodies regarding the changes. If you would like the tool-kits to be sent to you, please email aotdanddirectdebit@dvla.gsi.gov.uk

11:31 Comment From Curious

Can you please define what in the trade means?



Wayne Stephens:

This is defined as anyone who is using the vehicle for trade purposes such as buying/selling and not for personal use.

11:31

Comment From Robert Hamilton

How can we get a copy of this chat ??



DVLA admin:

Hi Robert, a transcript of this webchat will be published online at: <https://www.gov.uk/governme...>

11:32

Comment From Guest

John said...provided the vehicle has been notified as in the trade prior to 1st October the tax will remain valid until there is a further change of keeper..... How do we know if the registered keeper sent off the yellow slip to mark it as in trade?



John Hewson:

There isn't a way to check this but if they haven't notified then the vehicle will also remain taxed.

11:33

Comment From Mike

As a dealer, am I, or have I ever been, legally allowed to drive around in a car which is taxed but obviously still registered to the previous owner who I took it off? I am thinking of where the yellow slip has been sent off but the car has not yet been sold to the next owner?



Wayne Stephens:

No, vehicles which are not used on trade plates should always have a current registered keeper on DVLA records.

11:33 Comment From Jackie Carroll

Michelle: further to your response to my question 11.24 - is this the same for the post office?



Michelle Billing:

Yes. For vehicles in Northern Ireland a check of insurance is also required at the Post Office.

11:36 Comment From Richard

Can you confirm that a car currently taxed and "in trade" can be parked legally in the road post 1st October.



Wayne Stephens:

No, a vehicle must be registered to a keeper and taxed before it can be parked legally on the road.

11:37 Comment From Dude

If I sell a car what triggers the refund of tax, the tear off slip from the V5 or the actual V5 coming in??



Wayne Stephens:

The tear off slip from the V5C.

11:39 Comment From Pete

I am a dealer. I have a car in stock with £200+ worth of tax. If I register this car in my name (to allow me to reclaim the tax) wouldn't that automatically trigger a refund of the tax back to the original keeper? In this instance I actually paid the previous keeper for the tax.

**Wayne Stephens:**

Not if the vehicle is registered in your name before the 30 September as tax is non transferable from 1 October and auto refunds are introduced from this date.

11:39 Comment From Jackie Carroll

Thanks guys for the chance to ask questions. I'm sure come October 1st it will all run smoothly ;)
;) Goodbye

11:40 Comment From Robert Hamilton

Re my posts of 10.06am & 11.29 am the answers given by yourselves appear to be conflicting - could I have some clarity please

**John Hewson:**

I don't think they conflict, the key here is the date. If the vehicle is transferred to the trade before 1st Oct the tax will remain valid until the next change of keeper. If transferred to trade after 1st October the vehicle will be untaxed.

11:41 Comment From Dude

Are there plans to introduce more fixed ANPR cameras across the country??

**Wayne Stephens:**

The number of ANPR cameras has increased each year and will continue to do so.

11:41 Comment From Andy W

Can you comment on the fact that the V5C/2 shows a 12 digit document reference number not an 11 digit one as referred to on your re-taxing website?



John Hewson:

From 1st Oct both reference numbers will be valid on the online tax service.

11:41

Comment From Guest

When taxing on behalf of a customer I would need 2 receipts - one for my records and one for the customer to prove to him/her that I have actually taxed it - is that possible?



Michelle Billing:

If tax is undertaken online, an email confirmation will be provided. This can be photocopied and provided to the customer. If taxing at the Post Office, a single receipt will be issued.

11:42

Comment From Andy W

Reference my question at 10:30 regarding the new website. You say it will only be up and running on 1st October. How are we supposed to advise our customers how to use the new facility when we have no information in advance? Do you have a user manual for the new website with screen shots or do you expect us to stop trading for a few days while we all catch up?



Wayne Stephens:

Please email aotdanddirectdebit@dvla.gsi.gov.uk and information regarding the changes can be sent to you to allow you to advise your customers in advance. The website remains the same site but with enhancements.

11:42

Comment From Robert Hamilton

John thanks for the answer

11:43

Comment From Richard

Thanks Wayne, Michelle & John for this webchat. While I may never get this two hours of my life back, it's been interesting reading!

11:44 Comment From James Saperia

The majority of the questions during these webchats seem to be from motor traders/retailers. DVLA communicates to the motor trade via 'several trade bodies'. It seems messages are not getting through; can you specifically name some of these trade bodies so that motor traders/retailers who want to stay informed of DVLA changes can enquire about becoming members?

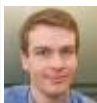


Michelle Billing:

Over 6,000 stakeholders are being provided with the communication tool-kits. If you require sight of the tool-kits, please email aotdanddirectdebit@dvla.gsi.gov.uk

11:44 Comment From melanie

So does that mean there are no extra staff planned to process keeper changes during the first few weeks albeit a 'simple transaction'? I know as a Motor trader we will probably be sending several hundred keeper changes over and above what we would normally send just to claim our unsold taxes back at the end of the month. Surely this could be the same with a number of other traders.



John Hewson:

We are not increase the overall number of staff but have the ability to manger workloads across different areas. We already process over a million V5C changes every month so already have significant capability.

11:45 Comment From Charles Wilson

" 11:25 Michelle Billing: Specific Trade plate communications will be issued by DVLA shortly." - Could you kindly advise us/me when where (on the website?) this will happen?



Michelle Billing:

Over 6,000 stakeholders are being provided with the communication tool-kits. If you require sight of the tool-kits, please email aotdanddirectdebit@dvla.gsi.gov.uk

11:45



DVLA admin:

15 minutes go to, we'll try to answer as many questions as we can.

11:46

Comment From Bill Goose

I am a motor trader who uses Trade Plates, I recently renewed my licence. how will this work going forward, what will i receive in the post?



Michelle Billing:

The process remains unchanged. A letter of confirmation of licensing will be issued to you.

11:46

Comment From LH

with reference to this: During the last webchat I am sure we were told that any "in trade" cars that are taxed, then the tax remains legal until the car is sold. In this webchat I am now under the impression ALL taxed cars will be cancelled and need trade plates for test drives? Please can you confirm which one is right. John Hewson: For any vehicle notified as in the trade before 1st Oct the tax will remain in force until the next change of keeper notification is received (ie. when sold). Vehicle sold into the trade after 1st October will have the tax refunded at that point.



John Hewson:

The response as as per my previous post. From 1st Oct no vehicle sold into the trade will have valid tax. For those that are in trade before 1st Oct the tax will only cease when the vehicle is sold from the trade.

11:49

Comment From Bill Goose

Thank you for your answer regarding the Trade Licence @ 11:46 - further question - what will i put in the triangle holder that is located on my front plate.



Wayne Stephens:

There is no requirement to display anything in the triangular holder.

11:49 Comment From dealer

Hi, I am currently driving a part exchange with a disc from a previous keeper, as I have been driving this for 2 months (with yellow slip sent in) can I drive this after October as the disc is valid until December. As this is before the October change date?



Michelle Billing:

If the vehicle is notified as 'in trade', currently the vehicle must be used for day to day business under the cover of trade plates. This process has not changed.

11:50 Comment From Richard

Re Robert Hamilton's posts. If the road fund is still valid post 1st Oct but before going from "in trade" to a new keeper what is it valid for if it cannot be parked on the road or driven without trade plates.

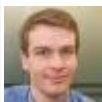


John Hewson:

The situation around trade vehicle being used on the road has not changed. Vehicle with trade plates are exempt from having a registered keeper and being taxed. Any vehicle on the road without trade plates has always needed a current registered keeper and valid tax.

11:51 Comment From LH

With reference to this at 11:06: For any vehicle notified as in the trade before 1st Oct the tax will remain in force until the next change of keeper notification is received (ie. when sold). Vehicle sold into the trade after 1st October will have the tax refunded at that point. So If I have a valid disc can this be driven by a dealer until sold as this is prior to October?



John Hewson:

Please see my response at 11:50.

11:51 Comment From Cathddu

It seems that most of the motor trade are now totally confused as to how trade plates should be displayed. We need practical information not silly avoidance tactics which wriggle away from the problem.



Michelle Billing:

A communication regarding the use of trade plates will be issued shortly. If you wish to receive this communication, please email aotdanddirectdebit@dvla.gsi.gov.uk

11:51 Comment From Richard

Message to Bill Goose re triangular trade disc holder - a previous answer stated you can cut the triangular bit off!

11:53 Comment From Angela

Do you envisage an increase in trade plate applications from the 1st of october?



Wayne Stephens:

Dealers can apply for additional sets of trade plates provided that the set criteria is met for the use of them

11:54 Comment From Richard

Does this mean anybody in the trade currently using a taxed car that is registered as being "in trade" is doing so illegally. I would guess this relates to thousands of vehicles.

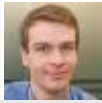


Michelle Billing:

Yes. If the vehicle is notified as 'in trade', the vehicle must be used for day to day business under the cover of trade plates.

11:55 Comment From Bill Goose

message to richard - I dont think I take the triangle holder as this will mean I am defacing the Trade Plate, I will be misusing the Trade Plate.



John Hewson:

We wouldn't consider this to be misuse of the plate.

11:55 Comment From Guest

the email I got back from aotdanddirectdebit@dvla.gsi.gov.uk last time crashed my computer so I have been unable to see anything from them and reluctant to try again. Is there somewhere we can see what they have to say without downloading their link?

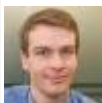


Wayne Stephens:

The toolkit has been issued to in excess of 6,000 stakeholders with no issues of computer crashing reported. Further information on the changes can be found at www.gov.uk/dvla/nomoretaxdisc or via the email address below where I can arrange for the link not to be provided in our response to any queries. aotdanddirectdebit@dvla.gsi.gov.uk

11:57 Comment From Trevor

what is the pro rata break thresholds for refunds....its it whole months?



John Hewson:

Yes, the full month process is the same as today.

11:57 Comment From Julie Seton

Thank you very much for this live webchat - it has been really helpful in answering the last few questions I had

11:58 Comment From James Saperia

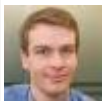
In my opinion these live webchats are a very effective way of communicating to the trade. Please can we have more of them in the future, especially leading up to significant DVLA changes which affect our businesses.

11:58 Comment From LW

re 11:55 my computer also crashed first time but the toolkit was re-issued twice since then with no problems

11:59 Comment From Charles Wilson

There are various restrictions with using trade plates when a car is unlicensed such as parking a vehicle on the road and then been left unattended (I believe). Are these pre-conditions going to be possibly reviewed?



John Hewson:

There are no current plans to review trade plates.

11:59 Comment From Angela

Wayne, that doesn't answer my question. I would like to know if you envisage an increase in trade plate applications being made to the trade licensing team at DVLA. If so to what volumes?



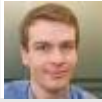
Wayne Stephens:

We are prepared for an increase in applications and we quite possibly see an a increase however we will not know until the changes are introduced

11:59 Comment From Robert Hamilton

Thanks for the live chat and the opportunity to participate

11:59 Comment From Trevor
any changes for 'ax free" historic vehicles?




John Hewson:
Only that they won't get a disc from 1st Oct.


11:59 Comment From Guest
Thanks for answering our questions!

11:59 Comment From Richard Willman
What is the best process to use when we sell a car recently registered but have not yet received the V5 in our name, how should we tax it in the new keepers name and how should we inform DVLA of keeper change.



Michelle Billing:
The V5C/2 should be used to tax the vehicle at the Post Office. Once you receive the V5C, send it to DVLA to update the new keeper details.

12:01  **DVLA admin:**
Thanks for your questions today, Wayne, Michelle and John have tried to answer as many as possible.

12:01  **DVLA admin:**
We'll use today's feedback to help us communicate the changes to vehicle tax from 1st October 2014.