



Transition of Driver and Vehicle Agency Vehicle Registration and Licensing services

Northern Ireland
Electronic Vehicle Services



Simpler | Better | Safer

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1. Summary of changes

This document is a high level summary explaining how we will deal with customers as a result of the decision to centralise the administration of Northern Ireland vehicle registration and licensing to Swansea. Its purpose is to provide a reference point for the changes to services. It does not replace any of the existing user guides DVLA has issued and, where appropriate, this document will reference these as a source of further information.

The DVA offices below will no longer offer vehicle registration and licensing services, either face to face or by post, from **18 July 2014**.

Local office	Address
Armagh	Dobbin Centre, Dobbin Lane Corporation Armagh BT61 7QP
Ballymena	County Hall, Galgorm Road Galgorm Balleymena BT42 1QE
Belfast	1 Cromac Avenue, Ormeau Road Malone LowerBelfast BT7 2JA
Coleraine	County Hall, Castlerock Road Waterside Coleraine BT51 3TA
Downpatrick	Rathkeltair House, Market Street Demesne of Down Acre Downpatrick BT30 6AT
Enniskillen	County Buildings, East Bridge Street Enniskillen BT74 7BN
Londonderry	Orchard House, 40 Foyle Street Londonderry BT48 6AT
Omagh	Boaz House, 15 Scarffe's Entry Dergmoney Lower Omagh BT78 1JE

If you have any questions about the DVA local office changes or move to other channels please send them to nievs.project@dvla.gsi.gov.uk or for information go to: www.gov.uk

2. First registration and licensing

First registration and licensing is currently performed through two channels; the Automated First Registration & Licensing (AFRL) system and the paper channel (V55).

This section outlines how these channels will change as a result of the transfer of vehicle services.

First registration and licensing through the AFRL system

AFRL is a free service and significantly reduced the indemnity level for manufacturers and dealers. Businesses that do not generate more than £20,000 a week in tax revenue and first registration fees will not pay any indemnity.

If you are interested in finding out more information on joining the AFRL scheme, please contact afrl@dvla.gsi.gov.uk

Changes to first registration and licensing through the paper channel (V55 form)

All vehicle registration paper applications are now processed centrally at DVLA, Swansea. All V55 applications should be posted to the dedicated address:

**DVLA
Swansea
SA99 1BE**

Application forms have been changed to now include dealer contact details. If you are registering a vehicle you will not have a direct contact to the processing team so it will be in your interest to ensure that these details are filled in accurately so DVLA can contact you to resolve any errors as the application is processed. If issues cannot be resolved via telephone and the application needs to be rejected it will be returned to the selling dealer or agent shown on the V55. In order to reduce the possibility of the application being rejected you should ensure;

- Applications are not backdated. The date from which the tax disc is to run (i.e. date of registration) must not be before the date the application is received at DVLA and not be more than 14 days after the date the application is received at DVLA
- All appropriate fields on the V55 are completed (see guidance in the V355 document)
- The V55 is signed and dated
- Appropriate payment is included
- Appropriate supporting documents are present and valid.

Tax discs and documents that supported the application will be delivered to the registered keeper's address, unless otherwise requested. Dealers can request for the tax disc (and supporting documents) to be delivered back to the dealership, or to a Fleet Management Company, by submitting form V997 with the V55 application, indicating the preferred address for delivery. The V997 can be accessed by going to: assets.dft.gov.uk/dvla/V997.pdf

It should be noted all supporting documents will be returned.

We aim to process these applications quickly. The V5C and associated documentation should be received within 14 working days. In some instances the V5C may be received before the associated documentation.

All associated documentation, including the V5C, will be returned by 2nd class mail.

Detailed guidance in completing a V55 form is documented in V355 Guidance notes for the completion of V55 forms. This document has been updated with changes to reflect the central processing of these applications at DVLA, Swansea.

assets.dft.gov.uk/dvla/V355_290613.pdf to see a copy.

Duplicate tax for vehicles registered through the paper channel

A dealer or fleet operator who is expecting the tax documentation to arrive at their premises or the registered keeper who has not received the V5C, will need to contact DVLA on **0300 790 6802**.

If no documents have been received after 14 working days customers should contact DVLA on **0300 790 6802**.

Changes to the supporting document requirements for V55 registrations

We have made a number of changes around the documents needed to support an application which needs to be posted to Swansea. The table below summarises where DVLA will accept an original (O) or a copy (C) of the document:

Documents (if applicable)	Sub forms	V55/1 & 2	V55/4	V55/5
		Secure form user	Dealer	Dealer
V55 form		O	O	O
Fee		O	O	O
Insurance Certificate		O*	O*	O*
Identity documents		N/A	C or V959	C
Type approval	Cert of Conformity (CoC)	C	O**	O**
	Individual Approval Cert (IAC)	C	O**	O**
	M/cycle Single Vehicle Approval (MSVA)	C	O**	O**
	Mutual Recognition Cert	C	O**	O**
	Single Vehicle Approval (SVA)	C	O**	O**
	NSSTA	C	O**	O**
Cert of Initial Fitness (COIF)		O	O	O
Pre-reg inspection reports (PRI)		O	O	O
Plating certificate		C	C	C
Reduced pollution certificate		O	O	O
Certificate of newness		N/A	C***	C***
Declaration of newness		N/A	C***	C***
V5Cs		N/A	O	O
Invoices/Receipts		N/A	O	O
Foreign registration certificates		N/A	O	O
Foreign temporary registration certificates		N/A	O	O
Foreign export certificates		N/A	O	O

* **Insurance Certificate – Original certificates are required** but DVLA will accept valid, readable copies (NB: this applies to NI customers **only**).

** **Type Approval/COIF/PRI – Original certificates are required** but DVLA will accept good quality, readable copies. This has been reviewed because of poor quality documents received to date. This process will continue to be reviewed as part of our continuous business improvements.

*** **Certificate and Declaration of newness** – The base stationery can be copied/downloaded but the form (s) must be filled in each time it is used (no copies of forms with signatures already completed).

V55/1, V55/2 (secure form) and V55/4 users

DVLA advises secure form (V55/1 & V55/2) and V55/4 users to apply for an advance allocation of registration numbers. This is an administrative arrangement designed to benefit both dealers and DVLA. It is a concession restricted to new vehicles which are registered on V55/1, V55/2 or V55/4 application forms and will allow for earlier release of vehicles under the 14 day non display of tax disc grace period.

The 14 day grace period is applicable from the date of first registration. In order for the 14 day countdown to begin, and the customer is able to take the vehicle on the road without the tax disc, they will need confirmation that the vehicle has been registered with DVLA. The required confirmation is different depending how the vehicle is registered;

- For secure form users (V55/1 & V55/2) that have allocated the mark upfront and sent the application to DVLA by a secure mail or courier delivery service, the date of first registration can be taken to be the date of receipt at DVLA or the date from which the dealer has asked the licence to commence, whichever is the latest. This also applies in cases where the application is presented with a valid SOM (V750) or Retention (V778) certificate requesting that the vehicle to be registered under a personalised number.
- For V55/4 users who have allocated the registration mark upfront, the date of first registration is not confirmed until the vehicle is shown as registered on the Vehicle Enquiry System, or until the customer has received the V5C or tax disc for the vehicle. This also applies to secure form users (V55/1 & V55/2) who have submitted their applications by a standard mail service.

The Vehicle Enquiry System (VES) can be accessed by visiting:

www.gov.uk/get-vehicle-information-from-dvla and searching with the allocated registration number.

If a secure form (V55/1 & V55/2) or a V55/4 is submitted with a cherished transfer application or without an advance allocation of registration mark, the customer will have to wait for the V5C or the tax disc before the vehicle can be taken on the road.

Applying for an advance allocation of registration marks

If you are a secure form (V55/1 & V55/2) or a V55/4 user, you can express your interest in having an advance allocation of registration numbers by emailing **v53stickers@dvla.gsi.gov.uk**

When we receive your request we will send you the application form V342 which you can complete and return by email. We will assess the application and as long as you are eligible and can receive the advance allocation, we will send you registration numbers for you to allocate to newly registered vehicles. This will help you to get the vehicle on the road as quickly as possible.

DVLA has produced a leaflet to explain the 14 day non display of tax disc grace period. This should be handed to customers when they collect a vehicle which has been registered using a V55/1, V55/2 or V55/4 and the dealer has the appropriate registration confirmation from DVLA.

To see a copy go to assets.dft.gov.uk/dvla/OOJX13X078_260613.pdf

V55/5 users

V55/5 users will need to wait for confirmation from DVLA (either the tax documents or the V5C) before the vehicle can be used on the road. These applications will be processed within 14 working days.

Deregistering a vehicle

All applications to deregister a vehicle will be processed centrally at DVLA, Swansea. You will still need to submit your application to deregister the vehicle within 7 working days from the date of registration using a V996. This form can be accessed at www.gov.uk/government/publications/v996-application-for-de-registration.

All applications must be submitted by email to:
deregistrations@dvla.gsi.gov.uk or by post to:

**Deregistration Team
KAR
DVLA
Swansea
SA6 7JL**

Re-registration and assignment of registration numbers

If the vehicle has been moved between GB and Northern Ireland previously then wherever possible the original registration number allocated will be reallocated in line with the request for re-registration. A Vehicle registered under a Northern Ireland series number moved to GB and then back to Northern Ireland will be provided with the original Northern Ireland registration number rather than one from a new series.

Registering new vehicles for personal and direct export (VAT free sales)

DVLA has created a new email scheme for this type of application. This scheme will be managed under a contractual relationship for the following vehicle categories:

- New means of transport
- Direct export
- Personal export.

Dealers who register new vehicles in these scenarios can apply to join the email scheme. For more information please contact **exportvehicleregistration@dvla.gsi.gov.uk**

A paper application route is also available. All applications will be processed within 14 working days. Dealers should send their applications to:

Specialist registrations

Specialist registrations

DVLA

Swansea

SA6 7JL

3. Personalised registrations

All personalised registration transactions including cherished transfers, retentions and assignments, will be processed at DVLA, Swansea. DVLA will aim to process all transactions within the current target of 7 working days from the date of receipt at Swansea.

All applications should be sent with the appropriate fee and supporting documents to the following address:

DVLA

Swansea

SA99 1DS

To help commercial customers DVLA have introduced a designated postcode. Commercial customers are therefore able to send the applications to the following address:

DVLA

Swansea

SA99 1DP

You can download the application form V317 to transfer or retain a registration number by going to **www.gov.uk/transferring-vehicle-registration-number-form-v317**

Please ensure you fill in all the requested contact details. If any necessary information is missing from the application, DVLA will contact you directly in order to minimise rejections.

You can reduce the possibility of your application being rejected by ensuring that:

- The vehicle has not been disposed of or sold on before the retention or transfer application has processed
- The keepers details on the V317 match the V5C
- The vehicle is licensed or SORN declared
- The payment is correct for the application
- All paperwork is securely attached together
- The V317 form is filled in completely and signed
- A refund of the Vehicle Excise Duty is applied for after the transfer retention application
- The V5C is enclosed for each vehicle participating in the application and it is the latest document.

DVLA will return tax documents issued as part of the centralised, personalised registration process by 1st class mail. All other documents, including the V5C, will be returned by 2nd class mail. You can use the V5C to make up your new plates to display on your vehicle. If after 10 days you have not received your tax or associated documents please contact DVLA Swansea on **0300 790 6802**.

A new vehicle registration will be allocated by DVLA, V53 stickers should not be used to replace the number on donor vehicles.

Pre-addressed envelopes for commercial customers

We have produced pre-addressed plastic envelopes for dealerships and commercial customers who submit applications to DVLA. These applications are available for personalised registration, first registration applications and re-registrations.

Personalised registration applications can be submitted using envelope **EN415** and first registration applications using envelope **EN416** and re-registrations using envelope **EN418**.

These envelopes can be requested by submitting your request to;

**Requisition Clerk
D Basement Stores
DVLA
Morrison
Swansea
SA6 7JL**

By Fax to **01792783525**

Or by emailing us at stores.order.forms@dvla.gsi.gov.uk

Please submit your requests based on the amount of transactions you are likely to send.

4. Tax renewal

Tax renewal at the Post Office®

In addition to the DVLA services previously offered, customers can also take the following applications to the Post Office®:

- Renewal of vehicle tax without a vehicle reminder, a V5C or a V5C/2 (current keepers only)
- Renewal of vehicle tax if customer has a V5C/2 over 2 months old
- Change of tax class (see exceptions under the next heading)
- Renewal of vehicle tax for HGVs using a V85 or V85/1
- Renewal of vehicle tax for Reduced Pollution Vehicles.

For customers wishing to transact in large volumes over the counter, a 'drop off and collect' service will be available at Post Office® branches. The Post Office® can deal with;

- up to 5 applications immediately at the counter
- between 5 and 10 applications within an hour
- between 10 and 50 applications by the next day, and
- more than 50 applications within the week.

Customers can check which additional services can be undertaken at a local Post Office® branch by visiting www.postoffice.co.uk/branch-finder

Summary of tax class changes not available at the Post Office®

The Post Office® can process any change to colour, name, address or any field that doesn't affect the rate of tax or tax class.

The changes to tax class or band **not permitted** at the Post Office® are;

- Those where the band payable is dependent on one of the fields recorded on the V5C that requires changing, for example:
 - A change to a revenue weight
 - A change in trailer weight
 - A change in engine capacity for PLG vehicles.
- Changing a vehicle into and, where stated, out of the following tax classes (taking out a new licence if the vehicle is already in the tax class will be processed):
 - Into any of the emergency service or NHS tax classes (such as, police, fire, ambulance)
 - Into the agricultural or limited use tax classes
 - Into or out of special vehicles (tax class 14)
 - Into or out of recovery vehicle
 - Into or out of small island vehicles
 - Into disabled passenger vehicle.
 - Into trailer HGV or reduced pollution trailer HGV. Changes out of these are allowed into HGV, RP HGV or private HGV.
 - Into combined transport or reduced pollution combined transport. Changing between the two will be processed as will changes out of these into private HGV.
 - Into special types or reduced pollution special types. Changing between the two will be processed
 - Into general haulage or reduced pollution general haulage. Changing between the two will be processed.
- Vehicles currently licensed in the following tax classes will **not be able** to use the Post Office® to re-license or change tax class;
 - Special vehicles trailer duty
 - Visiting forces vehicles

The Post Office® will also be unable to tax vehicles where no V5C, V5C/2 or valid reminder is present and the name or address on the V62 form is different from that on the record.

They will process applications where there is no registered keeper and the vehicle is notified as in the trade.

Tax renewal by post for tax class changes

Any tax renewal or tax class change which cannot be done at the Post Office® must be posted to:

DVLA
Swansea
SA99 1DZ

For any tax renewal which you need to send to Swansea, DVLA will now accept a photocopy of an insurance certificate or where a plating certificate or a reduced pollution certificate is required.

5. Trade licensing

A number of changes have been made to the trade licensing scheme; applicants will no longer need to have a site inspection and no identification documents will be required to support a first application.

You will need to post all first applications, renewals, surrender of a licence and duplicates or replacements to:

DVLA
Swansea
SA99 1DZ

All applications forms have been amended and are available on www.gov.uk/trade-licence-plates. All applications will be processed within 4 weeks. If you have any queries regarding an application you can contact DVLA at trade.licensing@dvla.gsi.gov.uk or call **0300 300 1495**.

6. Bulk transactions

Any transactions containing 9 or more applications with a single delivery address will be classified as a bulk transaction. To better support the processing of your applications at Swansea it would be beneficial if bulk applications can be bundled into batches of 10 if possible. This includes a single payment to support each batch of 10.

Documentation being dispatched as part of a bulk transaction will be returned by Royal Mail Special Delivery in a single package.

For any transaction with less than 9 applications, documents issued through the AFRL system will be returned by **2nd class mail**.

For all paper transactions with less than 9 applications, documents will be returned by 1st class mail. This is to acknowledge the longer processing times associated with paper processes.

All other documents, including the V5C, will be returned by 2nd class mail.

7. DVLA fleet scheme

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

- DVLA's Commercial Vehicles Team helpdesk offer support on vehicle registration and relicensing queries via a dedicated local-rate phone line and email address.
- All V11 (vehicle tax) and/or V85/1 (HGV tax) reminders will be issued in bulk from the DVLA, and any V5C (Vehicle Registration Certificate) changes processed at DVLA in any one day will be despatched as one bulk delivery.

Bulk relicensing options

1. Post Office bulk relicensing

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

A basic outline of the email process follows:

- Customer receives V11's and/or V85/1's as normal
- Inputs the relevant information on to the spreadsheet
- Send spreadsheet via email to DVLA for checks
- DVLA forward email to Post Office Ltd within 24 hours
- Post Office:
 1. Process relicensing requests
 2. Take payment from pre-funded account
 3. Send discs to registered fleet address via courier
 4. Return spreadsheet with details of any rejections and new account balance. There are no charges associated with using these services.

2. BERT – Bulk Electronic Relicensing Transactions

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

BERT is currently limited to the following tax classes:

The system can only process vehicles less than three years old and not exceeding 3500kg in weight. The scheme also includes light good vehicles not exceeding 3500kg in weight.

A basic outline of the BERT process follows:

- Fleet operators in this scheme are sent an electronic file of renewal reminders each month.

- Fleet operators process relicence notifications and return the file electronically to DVLA within seven working days.
- The licenses are paid for by variable direct debit on the first working day of the month preceding the month when the licence comes into force.
- The tax discs are printed at DVLA and sent to the registered fleet address around the 9th to 12th day of the month before expiry of the current licence.

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

For further information about the DVLA fleets scheme and any of the options mentioned above, please contact the DVLA fleets helpdesk as follows: email fleetshd@dvla.gsi.gov.uk

8. Payment methods

Payment methods for applications taken to the Post Office®

The Post Office® will accept the following payment methods for any DVLA transaction;

- Cheques or postal orders made payable to Post Office Limited
- Debit Cards
- Cash (but not by post)
- Post Office® budget cards
- Credit cards (a transaction fee may apply)

Payment methods for applications posted to DVLA, Swansea.

DVLA will accept the following payment methods for all applications posted to Swansea for processing;

- Cheques or postal orders made payable to DVLA
- Banker's drafts
- Prefunded accounts

9. News

DVLA is issuing a regular newsletter outlining the changes and progress to date.

You can access previous and current editions of this newsletter by going to:

www.gov.uk/government/consultations/future-of-vehicle-registration-and-licensing-services-in-northern-ireland

10. Contacting DVLA by post

To contact DVLA by post please use the following post codes in addition the address:

DVLA
Swansea

DVLA Postcodes

Vehicles

Department	Postcode	Department	Postcode
PR Specialist Team	SA99 1DS	CCU-PR and CCU-EPOS <i>**dealer/motor trade applications</i>	SA99 1DS SA99 1DP
Cherished Transfers Casework	SA99 1BW	Fee Paying Enquiries	SA99 1AJ
Non Fee Paying Enquiries	SA99 1AN	Exports	SA99 1AG
Revenue	SA6 7JL	Refunds	SA99 1AL
VC Teams	SA99 1AR	Sensitive casework	SA99 1ZZ
V62 Teams	SA99 1DD	V5 Registration Document	SA99 1BA
SOM	SA99 1DN	SORN	SA991AR
V5C Registration Certificate	SA99 1BA	Returned EVL Tax Discs	SA312ET
Notification of Sale or Transfer	SA99 1AR	First Registration	SA99 1BE



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Facebook: facebook.com/dvlagovuk



YouTube: youtube.com/dvlagov