



## Terms and conditions on the use of DVLA's certificate of destruction online service and the issue of notification of destructions for vehicles.

### Purpose

These terms and conditions have been issued to authorised treatment facilities (ATFs), registered to use DVLA's certificate of destruction (COD) online service. It also covers the issue of a notification of destruction (NOD) for vehicles not permitted to be notified through the COD system.

As an ATF user:

- you must fully read, understand, and agree to all the terms and conditions, as set out within this document
- you acknowledge your acceptance and understanding of the requirements when accessing [www.dvlaonline.gov.uk](http://www.dvlaonline.gov.uk)
- failure to abide to these terms and conditions may result in information being passed over to the environmental regulator who issued the permit

### Definition of ATF user:

A person or company who holds a valid ATF permit issued by the relevant environmental regulator.

### When to issue a COD

The COD is issued to verify that a vehicle is destroyed in line with the requirements of Section 17A of the Road Vehicles (Registration and Licensing) Regulations 2002 (as amended) and The End of Life Vehicle Regulations 2003 (as amended). A COD must be issued to the keeper of the vehicle or to the person who presents the vehicle to an ATF. Vehicles included are:

- cars
- light vans up to 3500kg
- three-wheeled vehicles (excluding motor tricycles or scooters)

### When to issue a NOD

A NOD should be issued to vehicles not in scope of the [End of Life Vehicle Regulations 2003](#). For example, heavy goods vehicles and other vehicles weighing over 3500kg. Tricycles and scooters will also need to submit a NOD.

When the ATF user inputs the vehicle details on the COD online system it automatically updates the details as a NOD. When the vehicle record is updated to reflect a NOD, unlike a COD, no destruction certificate (COD) is issued.

### The purpose of the COD system

It allows an ATF to fulfil their legal obligation to notify DVLA when a vehicle is depolluted or destroyed (scrapped) and provide the facility to:

- issue a COD and tell DVLA to permanently close a vehicle record if it has been depolluted or destroyed (scrapped)
- tell DVLA a vehicle has been depolluted or destroyed (scrapped) and the vehicle has been issued with a NOD (a NOD applies to all vehicles falling outside of the scope of the End of Life Vehicle Regulations 2003)

## Issuing a COD is a legal requirement

This information is contained within Section 17A of the Road Vehicles (Registration and Licensing) Regulations 2002 (as amended) and the End of Life (ELV) Vehicle Regulations 2003 (as amended). It is confirmation from an ATF that a vehicle has been destroyed by a facility that holds the appropriate permissions to do so.

1. The ATF is legally required to process notifications with the accurate vehicle details.
2. Once a COD is completed, the notification automatically closes the DVLA record and no further action is processed (for example, a change of keeper, issue of a registration certificate V5C (logbook)).
3. The vehicle will not be used on the road once a COD declaration is made (it should be correctly destroyed).
4. There is no legal provision to remove a COD declaration from a vehicle record, so accuracy is vital.

## User access terms

By accessing the DVLA Service you the ATF user, agree to the terms applied by DVLA within this document.

The DVLA online service allows ATFs and organisations, to electronically notify DVLA that a motor vehicle has been depolluted or destroyed (scrapped). The ATF will be able to issue the holder or registered keeper of the vehicle with a COD (no certificates are issued when notifying a NOD).

Where a COD or NOD is raised by a third party (insurance company or broker, service provider), the vehicle to which the COD (or NOD) relates to, must be depolluted and destroyed by the permit holder (the ATF).

By accessing the COD online system, you, the ATF user, agree you:

- have read and understood all terms and conditions outlined within this document
- will adhere to all the requirements and guidance issued
- have received a copy of the user guidance and will follow and adhere to correct practices

## Duration of these arrangements

- Arrangements listed within these terms and conditions will start when DVLA grants you access to the service and you, the ATF user, agree to the terms and conditions. This agreement will remain in force and have effect until DVLA make changes.
- Terms and conditions also apply to current users.
- DVLA will not reimburse the permit holder (ATF user) for any work carried out under the terms of these arrangements.
- By accessing [www.dvlaonline.gov.uk](http://www.dvlaonline.gov.uk) you acknowledge your acceptance and understanding of the above

These terms and conditions have been produced by the DVLA, and are supported by:

- Department for Environment, Food and Rural Affairs (DEFRA)
- Environment Agency (EA), England
- Scottish Environmental Protection Agency (SEPA)
- Natural Resources Wales (NRW)
- Northern Ireland Environment Agency (NIEA)
- British Vehicle Salvage Federation (BVSF)
- Vehicle Recyclers Association (VRA)

## Changes to permit holder (ATF user) details

You must tell the relevant environmental regulator and DVLA immediately (in writing) if there is any change to you, the permit holders' information:

- the change may be because your organisation has been taken over, there has been a change of control or if there has been change of name or status
- in the event of a company being taken over (sold) or a new company set-up, you must apply for your own permit or access

These rights cannot be transferred to a new user an organisation is defined in the Companies Act 1985, and any such changes as defined in section 4116 of the 'The Income and Corporation Taxes Act 1988'.

You can tell DVLA of any change by:

- email: [cod@dvla.gov.uk](mailto:cod@dvla.gov.uk)
- by post:  
The COD Team – Digital Operations  
DVLA  
SWANSEA  
SA6 7JL

## DVLA responsibilities

DVLA provides a dedicated website and:

- maintains the website to allow an ATF to electronically notify the destruction of a motor vehicle
- provides the facility to print a COD
- grants access to the online system once the ATF site is operating in accordance with the necessary standards and DVLA have been notified about issuing a permit by the appropriate environmental regulator
- provides appropriate user documentation, user requirement data and a helpdesk facility (helpdesk telephone contact number for password resetting related queries only is 0300 123 0793 and is available 8am to 5pm Monday to Friday and 9am to 2pm on Saturday. All other queries contact 0300 123 1345 during 8am to 5pm Monday to Friday)
- is responsible for providing appropriate user access IDs and for preventing unauthorised access to these IDs and passwords
- returns specific vehicle data when they get a COD or NOD from the company to allow them to cross check the data the user submits
- returns error messages if a transaction fails validation checks, (this will allow the organisation to decide what to do next) and appropriate action contained within the user documentation
- is responsible for carrying out and commissioning audit reviews to ensure user internal control systems provide sufficient security arrangements, which comply with this agreement and conform to best practice

## Audit process

DVLA reserves the right to investigate a COD user if evidence is presented to show an ATF user has misused the system.

To protect the accuracy of the vehicle register, DVLA has the right to conduct audits or checks of an ATF at any time.

In the event that evidence is uncovered of any suspicions of fraud or criminal activity, DVLA may, if appropriate, forward information to the police and environmental regulator who issued the permit.

The ATF must agree to apply the correct practices, as outlined within these terms and conditions, and follow the guidance issued when making COD declarations.

## **For audit purposes, you, the ATF or COD user must agree to:**

- shred all registration certificates V5C (logbooks) after the agreed retention period of 12 months
- securely store any extracted information taken from the COD database, as any information obtained relating to it should be correctly destroyed as soon as the system user has finished using it
- not duplicate or copy the information as it is the property of DVLA (and copyright of this data is the sole property of the Crown)
- provide DVLA access to your organisation's operational area to check how your process COD or ELV vehicle data
- give DVLA access to any files and records relating to scrapped (COD) vehicle information to ensure the data is used correctly and that security of your storage or access, complies with the requirements of data protection legislation
- allow DVLA access to audit your facilities or premises and give DVLA access to any internal control systems for auditing purposes – this is to ensure you comply with best practice when collating and processing COD or ELV vehicle information

## **Accessing the COD online system**

You the ATF user must:

- enter your unique username or ID and password provided by DVLA, and in doing so agree to the terms – you will then be able to log on to the COD or NOD service
- ensure that your username and password is kept secure and not used by any other person or organisation unless you provide a service to the permit holder (ATF user) to facilitate compliance

## **Issuing a COD through the online system**

Before you depollute or destroy a vehicle and issue a COD, you must observe or record and input specific information (data) about the vehicle and ensure:

- data input into the system is correct – this includes having physical sight and taking an accurate note of the vehicle registration number and VIN
- details are taken from the actual vehicle
- you cross reference the vehicle details against the vehicle registration certificate V5C (logbook), when it is available
- all entries (fields) are filled in as explained within the user guide

It is very important that accurate details are submitted by users. Providing incorrect information may result in a COD being set against the wrong vehicle.

## **Salvage – important note**

- You must not sell on a vehicle that has received a COD notification set against the record as once a COD has been confirmed, the vehicle must be physically destroyed.
- Seriously damaged vehicles (A&B insurance write off categories) will never be put back on the road.
- You may only recover or sell on certain 'parts' of vehicles if they are categorised as salvage B, S or N. Please refer to the Association of British Insurers (ABI) Code of Practice for the categorisation of vehicle salvage for more detail.

**Note:** DVLA carries out regular audits of vehicle data and may alert the environmental regulator responsible for issuing a permit of any discrepancies if there is evidence that the ATF has not adhered to these terms and conditions.

Once vehicle information has been checked and input by the user, the data will be checked against the vehicle register. Where a match is found, the system will return information on that vehicle. The ATF user accessing the system must confirm the information returned about the vehicle presented to them is correct and verify that this is the vehicle that has been correctly depolluted or destroyed by them.

You, the permit holder (ATF user) must:

- follow the guidance provided in this document and issue a COD for all vehicles depolluted or destroyed
- ensure a COD has been issued within a reasonable time scale of 7 to 14 days of making a decision to destroy a vehicle (the timeframe has been agreed with industry representatives) – this timescale is vital to maintain the accuracy of the vehicle register

## **Use of DVLA reference when advertising your COD business**

As a permit holder you may advise in your advertising materials you are participating within the COD scheme; but you must not imply that DVLA has endorsed or approved your organisation in any way.

## **System failure**

If there is a system failure lasting more than 48 hours you must report either by email: [cod@dvla.gov.uk](mailto:cod@dvla.gov.uk) or telephone the helpdesk on: 0300 123 1345 (option 3).

## **Backup procedures**

In the event of a temporary system failure (less than 48 hours) at either party's locations or with the elected network, any processing and transmission of information will be done as normal once the system is recovered. If there is a more severe system failure (more than 48 hours) at either party's locations or with the elected network, there must be a way to backdate the COD and:

- information will need to be recorded and submitted once the system is restored
- only authorised personnel will be able to access the information

## **Withdrawal or suspension**

DVLA can withdraw access to the system without notice if the environmental permit or waste management licence is suspended, revoked, surrendered, incorrectly transferred (passed on) to another permit holder, or ceases to exist for any other reason. Access may also be withdrawn if the permit or waste management licence holder no longer carries out waste treatment operations at the permitted site.

## **Third party access to user IDs and passwords**

Where you, the ATF user needs to use an interface provided by a third party to access DVLA Online to:

- issue a COD
- update a vehicle record with a NOD
- provide statistics, industry data

you must, in all instances, contact the COD helpdesk to seek authorisation and agreement that you may proceed prior to sharing user IDs and passwords with a third party.

Prior to providing authorisation and agreement, the third party will be required to provide DVLA information in respect of security, storage, use and transfer of data. DVLA will then evaluate each application based on the information provided. Failure to seek authorisation and agreement from DVLA will be a breach of the terms and conditions of use which may result in access to the online service being suspended or removed.

## **Scope (sending emails to DVLA)**

The arrangement for sending electronic correspondence covers email messages between the DVLA, the permit holder, the user or organisation.

## **Email correspondence authenticity**

In any email message sent to [cod@dvla.gov.uk](mailto:cod@dvla.gov.uk) you must provide your ATF name, address, and permit number.

## **Integrity**

Each party, when acting as sender, must make sure all email correspondence is complete, accurate and cannot be altered when sent. Each party will accept that they should give all email messages the same status as that of a paper document or information passed other than by electronic means. The only exception to this is if they can show the messages have been corrupted as a result of technical failure on the part of the machine, system, or transmission lines.

## **Internet security and confidentiality**

Each party must establish and maintain procedures to ensure, as far as reasonably practicable, messages are:

- properly stored and kept secure
- not accessible by unauthorised persons
- only be retrieved by authorised personnel and does not contain data that will be used for any other purpose other than for which it has been collected and held

## **Security of data**

For further information about why we collect and how we process your data, your rights and who to contact, see our privacy notice at [www.gov.uk/dvla/privacy-policy](http://www.gov.uk/dvla/privacy-policy). The permit holder will be responsible for:

- ensuring they have a process in place to ensure that only authorised users access the COD data base
- all activity associated with the terminal once they are logged onto their system and until the session is terminated
- logging off before leaving the terminal or at the end of each session
- controlling access to the system using passwords and usernames
- reporting any unauthorised use of the system to DVLA on 0300 123 1345
- aspects of physical security of any data held from the COD database
- backup and recovery of the user's system
- the voiding of registration certificates V5Cs (log books) when presented and write 'cancelled' in ink across the front of the V5Cs or use an appropriate rubber stamp and retain any V5Cs for a period of 12 months from the date of notification of scrapping (for audit purposes and DVLA reserves the right to revise the 12-month period and may conduct an audit at any time)

## Troubleshooting guide

<p><b>What do I need to do with this document (terms and conditions)?</b></p>	<p>This document is both a user guide and a statement outlining all the terms and conditions linked to your electronic access to the COD system.</p> <p>You must read, understand, and agree to all the terms and conditions.</p> <p>Please keep this guide safe, as you may need to refer to it again. For example, if access is granted to another user within your company, they will also be expected to fully read, understand, and agree to all the terms and conditions.</p>
<p><b>I have lost my password/I am having difficulty accessing COD system, what do I do?</b></p>	<p>The password resetting help desk will be available 8am to 5pm Monday to Friday and 9am to 2pm on Saturday.</p> <p>All other queries please contact 0300 123 1345 during 8am to 5pm Monday to Friday.</p>
<p><b>Someone has used my details to access the COD system, how do I report this?</b></p>	<p>Reports of unauthorised use of the system should be immediately reported to DVLA on 0300 123 1345.</p>
<p><b>I have accidentally made a COD or NOD declaration against incorrect vehicle, what do I do?</b></p>	<p>A COD error should be reported immediately by emailing DVLA COD helpdesk <a href="mailto:atfcod.requests@dvla.gov.uk">atfcod.requests@dvla.gov.uk</a></p> <p>You should explain the error and provide the correct evidence to demonstrate that the vehicle remains in existence and should not have been declared as COD.</p> <p>Please note: any error that has not reported immediately will be refused. Details of an ATF user identified as regularly making errors will be passed to the relevant environmental regulator who issued the permit. The law does not permit for COD to be removed. Any ATF seen to be making regular errors will be investigated and this may result in having your access removed.</p>
<p><b>I have not been given a V5C for the vehicle I am destroying (scrapping). What should I do?</b></p>	<p>You can still make a COD or NOD declaration for a vehicle without the V5C (logbook). You should have captured the vehicle details by performing a visual check of the vehicle before it was destroyed.</p> <p>DVLA expects all vehicles to be physically checked to ensure that the details captured are correct. A physical check of the vehicle details is required even if a V5C is presented. A COD or NOD should not be based on details taken from any paperwork or third party notification alone.</p>
<p><b>I have a V5C for a vehicle that has been destroyed (scrapped). What do I do with this now?</b></p>	<p>You need to keep the V5C registration certificate (logbook) for up to 12 months after the destruction of the vehicle.</p> <p>DVLA can carry out an audit of a COD user's establishment at any time and ask to check paperwork. You should write 'cancelled' in ink across the front of the V5C or use an appropriate rubber stamp with the word cancelled on it.</p>



<p><b>I have accidentally sold a vehicle that was notified as destroyed (scrapped) – what should I do?</b></p>	<p>You need to contact the customer immediately and retrieve the vehicle. The vehicle must be destroyed. The vehicle record would have been closed, so it is not legal for the vehicle to be driven on the road. DVLA is not responsible for these errors and will inform anyone applying for a V5C registration certificate to go back to the company that issued the COD. DVLA can upon request, provide the customer with the details of an ATF.</p>
<p><b>I am selling my company – can I pass on my permit and provide the new company owners with my user access to the DVLA COD system?</b></p>	<p>No, all new users must obtain a permit from the relevant environmental regulator: either:</p> <ul style="list-style-type: none"> <li>• Environment Agency England</li> <li>• The Scottish Environment Protection Agency</li> <li>• Natural Resources Wales</li> <li>• Northern Ireland Environment Agency</li> </ul> <p>New users must also apply to DVLA for their own access to the COD system, by email: <a href="mailto:cod@dvla.gov.uk">cod@dvla.gov.uk</a> or post to:</p> <p>The COD Team Digital Operations, DVLA Swansea SA6 7JL</p>
<p><b>My permit issued from the environmental regulator has been suspended – can I still access the COD system?</b></p> <p><b>Can I ask another ATF to issue CODs on my behalf?</b></p>	<p>When your permit is suspended or taken away, the relevant environmental regulator will write to DVLA to inform us of this and your access to the DVLA COD system will also be suspended or taken away until DVLA has been told you have been reinstated (once you can meet the requirements).</p> <p>You must not allow another ATF to issue CODs on your behalf.</p>
<p><b>What security measures do I need to put in place when accessing the COD system?</b></p>	<p>You should:</p> <ul style="list-style-type: none"> <li>• make sure no one can see your username or passwords when accessing the system</li> <li>• make sure you do not leave the computer unattended when you access the system</li> <li>• log off every time you finish using the COD system</li> <li>• write cancelled on every V5C registration certificate handed to you and ensure these are securely stored for a period of 12 months</li> </ul> <p>If you think anyone else has accessed the system you must report this to DVLA immediately: <a href="mailto:cod@dvla.gov.uk">cod@dvla.gov.uk</a></p>

### DVLA contacts:

- To report a COD made in error please email: [atfcod.requests@dvla.gov.uk](mailto:atfcod.requests@dvla.gov.uk)  
ATF COD errors must be reported immediately. Any error that has not reported immediately will be refused.
- To report any COD system access issue please email: [cod@dvla.gov.uk](mailto:cod@dvla.gov.uk)

