Horizon Online™ Help

DVLA Motor Vehicle Licences

Extended services - New features (page 1 of 5)  
dvla_mvl_21_01 v1.0

All the new DVLA extended services are accessed from the **VRM Entry+** button. The current MVL services for V11 and SORN will still be accessed via the **V11 VRM Entry** button. The V5C transactions are accessed from the **VRM Entry+** button.

Better customer journeys
It is still very much recommended that you start the transaction journey by scanning the barcode on the presented form. Horizon has been updated, and upon scanning the barcode you will only be presented with valid options for that journey.

Tax disc barcode scan - no entry into customer basket
For the new transactions under the VRM Entry+ button, the scanning of the barcode on the tax disc does not place the transaction in the customer basket. It is the trigger to get the vehicle data from DVLA and enables you to provide a quote to the customer. This is a key change to the way you process these transactions.
Cancel and Previous buttons - increased flexibility and less reversing out of transactions

For the new transactions only, you can now:

- Navigate back through a transaction, using the Previous [PREV] button
- Cancel [UNDO] the transaction at any point prior to adding an item to the customer basket

This will significantly reduce the number of transactions that need to be completed and then reversed out.
Note: Transactions using the V11 VRM Entry button must still be completed and reversed out if an error is made.
This now means there are two business processes for cancelling car tax transactions.

V5C transaction
Going forward, the V5C transactions are accessed from the VRM Entry+ button. Please note that both cars and other vehicles such as HGVs have V5Cs. This means you will notice additional screen prompts, and if you need to spoil a disc, the cancel and previous buttons can be used up until the transactions enter the basket.

SORN
If you scan a V11RPC or a V85/1 form you will not be presented with an option to SORN. Instead you will need to start by selecting the VRM entry button and follow the screens.
New fees
In addition to excise duty being paid, in certain situations only, two transactions now incur an additional DVLA levied fee, these are:

- Issuing a duplicate licence
- Issuing a motor vehicle licence through a V62 form

The reasons and costs will be presented in Horizon.

Credit card payment
In addition to the current payment methods, you will now generally be able to accept credit cards.

For the majority of transactions, when a credit card is used, an additional £2.50 credit card fee will be applied. This will be clearly identified to you during an applicable transaction.

Branch and customer receipts
The layout and content of receipts has now changed. Branch receipts now include both the session ID and the vehicle registration mark. This will be very helpful if you need to reverse a V11 transaction.

Further additional changes also include:

- Space for itemised additional fees (such as DVLA fees)
- Total of itemised fees
- Documents to be despatched to DVLA
Customer receipt for cancelled transactions

Where you are unable to complete a transaction, and the customer needs to be referred to the DVLA directly, you can cancel the transaction and give the customer a receipt that contains the DVLA contact details.

Online services

The new DVLA services will see Horizon using an online call to DVLA to verify customer and vehicle details and to pull back the appropriate licence fee information.

You will be prompted to confirm the returned DVLA record data is correct. Where it is not correct you may be prompted to either correct the information or to abandon the transaction.

Error codes

If Horizon generates a system error, the error prompts will now include an error code and a description written in plain English. The error code can be requested by Post Office helpdesk to identify the system issue.
Certificates
By extending the motor vehicle licensing transactions there are some additional mandatory documents that you may need to check. These include:

**Goods Vehicle Test Certificate**
This type of vehicle testing covers in general:
- Goods vehicle over 3,500kg
- Tractive units or articulated vehicles

**Public Service Vehicle Testing**
This type of vehicle testing covers passenger carrying vehicles with more than eight seats used for hire and reward.

For this scheme the form is VTP20.
From the Horizon Home Screen: Scan the presented document.

A V85/1 is the vehicle licence reminder for a heavy goods vehicle.

**HGV V85/1 option list**
You will be presented with a tailored choice of valid options.

**Select:** V85/1 HGV No Changes (22).

If you are unable to scan the document barcode then you need to select and complete the following steps to progress to the Notify Change of Details prompt:

- Licences & Government (F5)
- VRM Entry+ (43)
- HGV V85/1 No Changes (36)
- Enter VRM details manually
- Enter validation character manually

**Prompt:**

**Business rule:** A COFTC or a change of keeper, change of current keeper’s name or address is not allowable using a V85/1. To do this a customer needs to provide a V5C.

**Select:** No [END].
HGV re-licence from scanned DVLA V85/1 form (2 of 4)

Confirm licence duration

**Business rule**: For this tax class a tax disc can either be for 6 months or 12 months. **Select**: 6 months [ENTER].

**HGV V85-1 No Changes MVL**

**Scan**: MVL tax disc barcode or enter the details manually. The scanning of the disc initiates a web-call to DVLA to retrieve vehicle and MOT details.

**Reminder**: You must scan or enter the MVL tax disc barcode at this point for the transaction to continue to the prompt for the check of vehicle details.

**Note**: This entry does not place the transaction in the customer basket, so if necessary you can cancel [UNDO] the transaction or go back and change the required tax disc duration.

**Prompt**

Confirm that the vehicle details on the V85/1 match the on-screen details returned by DVLA.

**Select**: Yes [ENTER].

**Top Tip**: All HGV vehicles require a GVT certificate after 1 year from registration.

The business rules for MOT and GVT are the same. You need only check the documents when prompted to do so by Horizon.
Prompt
Business rule: You must check the documents are valid and in date. Select: Yes [ENTER].

Cash, debit card, credit card and cheque are allowable methods of payment. Select: Cash (22).

Note: Although you are selecting a method of payment, you are not actually taking payment as the transaction is not yet in the customer basket.

Prompt
Confirm the price with the customer, and ensure they have the means to pay. Select: OK [ENTER].

Note: If the customer does not wish to proceed you can select the Cancel [UNDO] button to abort the transaction. If the customer decides they want a 12 months tax disc instead you can use the Previous [PREV] button to go back and change it.

Prompt
Transcribe the details onto the tax disc. Select: Done [ENTER]. If during transcribing you make a mistake, press Spoil Disc [END] and follow Spoil Disc process as defined in scenario 3.

Always complete the tax disc using the details from the Horizon screen rather than the DVLA form.
Prompt
Transcribe further details onto the tax disc. **Select**: Done [ENTER].
If during transcribing you make a mistake, press Spoil Disc [END] and follow Spoil Disc process as defined in scenario 3.

**Prompt**
**Business rule**: Date stamp the tax disc with today's date.  
**Select**: OK [ENTER].

**Prompt**
**Business rule**: Supporting documentation needs to be returned to the customer because it contains personal details. **Select**: OK [ENTER].

**Note**: Up until you click OK [ENTER] on this screen you can choose to cancel [UNDO] the transaction without needing to perform a reversal as the action of clicking OK [ENTER] puts the transaction in the customer basket.

The transaction is now placed in the customer basket. Settle the transaction as normal to produce the customer and branch receipt.
Using Horizon, you can re-license any vehicle using a V5C with or without tax class changes. In this scenario an HGV is re-licensed using a V5C and in this example a change of tax class is included.

**Remember:** Horizon will display all allowable tax class changes.

The customer needs to specify which tax class they would like to change to.

**Note:** The ‘able to disable’ functionality is now incorporated into change of tax class (COFTC).

**Scan the presented V5C and confirm with the customer if they wish to make any changes.**

**V5C/V5C/2 Barcode Dup**

**Select:** HGV V5C or V5C/2 Chges & COFTC (32).

**Prompt**

Confirm which form type the customer has presented.

**Select:** V5C [ENTER].

**Business rule:** You can only proceed with a V5C-Part 2 if it is over two months old, and the customer has also completed a V62. Regardless of the age of the V5C/2 if there is a change of tax class a V62 should be used.

Does the customer want a 6 months or 12 months tax disc duration?

**Select:** 12 months [END].
Scan the MVL tax disc barcode or if it won't scan enter the tax disc number manually.

**Note:** This entry does not place the transaction in the customer basket, so if necessary you can cancel [UNDO] the transaction or go back [PREV] and change the required tax disc duration.

**Prompt**
Confirm DVLA returned vehicle details match those on the customer form.
**Select:** Yes [ENTER].

**Note:** If the online call to DVLA fails to get a response then you will receive a ‘time-out please try again later’ prompt. You will need to select OK [ENTER] and the transaction will abort.

The yellow highlighted option will always be the current registered tax class. You need to ask the customer to specify the option they require to change to.
DVLA data will only present possible options. If the vehicle is eligible for different wheel plan options this will also be displayed.

**HGV V5C/V5C/2 Chges COFTC**
**Select:** Select the requested tax class.
**Enter:** HGV B (21).

**Top Tip:** If the customer requires a tax class not on the list. Advise the customer to talk to the DVLA direct using the telephone number printed on the transaction rejection receipt.
Prompt
Check the documents listed are valid and in date. **Select:** Yes [ENTER].

**Top Tip:** Only check the documents listed. For example, if an MOT or GVT certificate is required, an electronic check will be made by Horizon, and if verified, it will not appear on the list and you will not need to check it.

**HGV V5C/V5C/2 Chges COFTC**

**Business rule:** Cash, debit card, credit card and cheques are acceptable methods of payment.

**Select:** Debit card (24).

**Note:** Although you are selecting a method of payment, you are not actually taking payment as the transaction is not yet in the customer basket.

Prompt
Confirm price with the customer and ensure they have the means to pay.

**Select:** OK [ENTER].

**Note:** If the customer does not wish to proceed you can select the Cancel [UNDO] button to abort the transaction. If the customer decides they want a 6 months tax disc instead you can use the Previous [PREV] button to go back and change it.

Prompt
You now transcribe the details onto the tax disc.

**Select:** Done [ENTER].
Always complete the tax disc using the details from the Horizon screen rather than the DVLA form.

Prompt
Date stamp the MVL tax disc.
Select: OK [ENTER].

Prompt
Check changes are complete on the V5C and send to DVLA using ENV207 process. If a change of tax class has occurred, the V5C needs to be amended and date stamped.
Select: OK [ENTER].

Note: Up until you click OK on this screen you can choose to cancel the transaction without needing to perform a reversal as the action of clicking OK puts the transaction in the customer basket.

Front Office Home
Settle as per normal process.
A customer comes to the counter without the DVLA re-licensing documents, and requests a new tax disc.

- Ask the customer if they are the current keeper of the vehicle.
  
  If yes, you can proceed

- Ask the customer if they have their mandatory documents.
  
  If yes, you can proceed

- Inform the customer that there is an additional £25 fee for licensing without a V5C or a V5C/2

- Ask the customer to complete a V62 before starting the transaction

Check that the customer has correctly completed all mandatory fields on the V62.

The following V62 fields must be completed.

- Vehicle registration mark
- Make, model and colour
- Tax class
- VIN or chassis number
- Name, address and postcode
- Yes or No - field indicating if you have ever had a registration certificate in your name
- Fee indicator fields 8 (enter 1) and 16 (enter 5)
- Sections 3 and 4 need the customer to make declarations
- Sign and date

At the end of the transaction you will be prompted to despatch the V62 to the DVLA.
Re-licensing with V62 - customer doesn’t have V11, V5C, V5C/2 or V85/1

Front Office Home
Select: Licences& Government (F5).

Licences & Government
Select: VRM Entry+ (43).

VRM Entry+ Menu
Select: V62 No Forms (32).

V62 No Changes MVL
The keeper or business name needs to be entered manually.
Enter: Smith.
Select: [ENTER].

Note: If you receive an error message prompt stating that the entered details do not match the DVLA records, you will need to follow the exception steps described at the end of this scenario.

Prompt
Business rule: Customer must have completed and signed V62.
Select: V62 only [ENTER].
Re-licensing with V62 - customer doesn’t have V11, V5C, V5C/2 or V85/1

The remaining Horizon steps of this transaction mirror those in the previous scenarios:

- Select duration
- Match and confirm vehicle details
- Mandatory documents check
- Select method of payment
- Confirm price (including an additional £25 fee)
- Prepare tax disc
- Date stamp
- Despatch to DVLA

V62 No changes MVL
The postcode needs to be entered manually without spaces.

Enter: GU104RU.
Select: [ENTER].

V62 No changes
Manually enter the vehicle registration mark.

Enter: Registration number GF53VZU.
Select: [ENTER].
Customer details error prompt
If you receive a prompt stating that the entered customer name does not match with DVLA records:
You will need to ask the customer: Have you recently changed your name or address?
Where the customer response is ‘Yes’:
Use the Previous [PREV] button to go back to the re-enter keeper's surname or business name screen.

You must not amend, nor get the customer to amend, the details on the V62 form.
The V62 form must contain the customer’s change of name.

Change of name
Overwrite the displayed name with the customer's previous name.
Select: [ENTER].

Change of address
If the customer informs you that they have changed address, the V62 form has a specific box for the capture of their previous postcode. You must ensure that this box is completed and the old postcode entered on Horizon.
Select: [ENTER].

V62 Exception steps V5C/2
over 2 months old
Branches can now complete a transaction when presented with a V5C/2 which is over 2 months old. The customer must complete a V62 prior to the start of the transaction.

This V62 transaction does not incur a £25 charge. The V5C/2 and the V62 must be stapled together and despatched to DVLA.
V11 Reduced Pollution Certificate (RPC) transactions

Reduced Pollution Certificates (RPCs) are issued to buses, goods vehicles and haulage vehicles that comply with reduced pollution engine and emission regulations.

Vehicles meeting the reduced pollution criteria and holding a valid RPC, are entitled to pay a reduced rate of Vehicle Excise Duty. Branches can now complete V11 Reduced Pollution Certificate (RPC) transactions. If the customer presents with a barcoded V11 RPC, simply scan and complete the transaction as normal.

Horizon will return data showing that the vehicle has a valid RPC. Under these circumstances you do not need to check the RPC certificate. If however, the DVLA systems are down or there is no valid RPC, then you will be prompted by Horizon to check the physical RPC certificate.

If necessary check the Reduced Pollution Certificate for:

- Registration mark matches V11 RPC or V5C
- Date of expiry - must always be present and valid on the date from which the licence starts or the date the licence is issued, whichever is the latest.
- Make and Model - must always be present and matches V11 RPC or V5C. Signed - by Examiner
- Date of Issue - must be completed
- Testing Station Number - must be completed

At the end of the transaction hand the V11 RPC back to the customer.

If the barcode fails to scan, enter details via the new VRM Entry+ button.