

**Capita Day 10 Pack
Glossary of Terms**

Section	Term	Explanation
Sales Section	New Issues	Licence issued where no previous licence details are held for the customer.
Sales Section	CEE New Issues	Cash Easy Entry (CEE). Cash payment scheme with weekly payments made by customers by cash or debit card. Payments are made via Paypoint or RMS. No previous licence details are held for the customer.
Sales Section	MCP New Issues	Monthly Cash Plan (MCP). Cash payment scheme. Monthly payments made by customers by cash or debit card. Payments made via Paypoint or RMS. No previous licence details are held for the customer.
Sales Section	TOTAL NEW ISSUES	All New Issues included above.
Sales Section	On Time Renewals	All licences renewed during the month after expiry of the previous licence. E.g. June expiry licences renewed during July.
Sales Section	CFL Early Renewals	All licences, excluding direct debit scheme licences, renewed during the month in which they expire. E.g. June expiry licences renewed during June.
Sales Section	Free Over 75 Licence Sales	All Free licences issued to Over 75's reduced for Short Term Licences issued in the same financial year.
Sales Section	Easy Payment Renewals	Direct debit scheme licences, renewed during the month in which they expire. E.g. June expiry licences renewed during June. These are then reported as sales in following month. E.g. July.
Sales Section	Late Renewals	All licences renewed later than the month after expiry of the previous licence. E.g. June expiry licences renewed from August onward.
Sales Section	CEE Renewals	Cash Easy Entry (CEE). Cash payment scheme. Weekly payments made by customers by cash or debit card. Payments made via Paypoint or RMS. Customer previously paying on either CEE or another payment channel.
Sales Section	MCP Renewals	Monthly Cash Plan (MCP). Cash payment scheme. Monthly payments made by customers by cash or debit card. Payments made via Paypoint or RMS. No previous licence details are held for the customer. Customer previously paying on either CEE or another payment channel.
Sales Section	TOTAL RENEWALS	All Renewals included above.
Sales Section	Manual Licences	Licences issued in respect of Hotel, Multiple and Entertainment licence types.
Sales Section	Channel Islands	Sales relating to Jersey, Guernsey and the Isle of Man.
Sales Section	Miscellaneous Income	Late Fees taken and any other incidental sales.
Sales Section	Gross Sales	Total Sales made before cancellations, revocations, refunds and deletions.
Sales Section	EPS Cancellations - Direct Debit	Direct Debit licences cancelled with outstanding debt still awaiting collection against the licence fee. Volume only represents current 'in force' licences cancelled.
Sales Section	EPS Cancellations - CEE and MCP	CEE & MCP licences cancelled with outstanding debt still awaiting collection against the licence fee.
Sales Section	Refunds	Any refunds returned to customers against licences issued. Volume only represents current 'in force' licences cancelled.
Sales Section	Revocations	Direct Debit licences cancelled when NO payment has been collected against the licence fee. Volume only represents current 'in force' licences cancelled.
Sales Section	Other Deletions	Licences cancelled not classified as Cancellations, Refunds or Revocations.
Sales Section	TOTAL DELETIONS	Total reductions in sales being the sum of Cancellations, Refunds, Revocations and Other Deletions.
Sales Section	Net Sales	Total of Gross Sales less Cancellations, Refunds, Revocations and Other Deletions.
Sales Section	ARC	Customers who qualify for the concessionary (£7.50) Accommodation for Residential Care licence, customers must be over 60 or disabled and living in qualifying residential care accommodation.
Sales Section	QBS Premium	Additional £5 surcharge on the quarterly direct debit scheme.
Sales Section	Total Net Sales	Total of Gross Sales less Cancellations, Refunds, Revocations and Other Deletions.
Sales Section	MBP	Monthly Budget Plan. Direct Debit scheme with twelve monthly payments, six made in advance, six in arrears for a licence. Colour only scheme.
Sales Section	QBP	Quarterly Budget Plan (also known as QBS). Direct Debit scheme with four quarterly payments all in arrears for a licence. Colour only scheme.
Sales Section	DDA	Direct Debit Annual. Direct Debit scheme with one annual payment made in advance for a licence.
Sales Section	DDI	Direct Debit Instalments. Direct Debit scheme with ten monthly payments made in advance, during the lifecycle of a current DDI licence, for the following years licence.
Sales Section	Total Direct Debit	All direct debit licences issued. MBP, QBP, DDA and DDI.
Sales Section	Capita Cheque	Licences paid for by cheque via Capita TVL.
Sales Section	Credit/Debit Card	Full fee licence sales paid via Debit or Credit cards.
Sales Section	Homebanking	Licence sales made against payments made via internet banking.
Sales Section	Goldfish	Payment scheme no longer used.
Sales Section	Free Over 75	All Free licences issued to Over 75's.
Sales Section	Gross Capita Sales	Total Sales for Capita administered schemes before cancellations, revocations, refunds and deletions.
Sales Section	Post Office Network	Licences sold via the Post Office. The Post Office payment channel is only available on the 'Channel Islands'.
Sales Section	TSC	Television Savings Card. Scheme administered by RMS. An electronic savings card is used to collect savings toward and/or make payment of savings for a licence. Payments are made via Paypoint or RMS.
Sales Section	Paypoint	Sales of licences made at Paypoint outlets.
Sales Section	Gross Non-Capita Sales	Total Sales for NON Capita administered schemes before cancellations, revocations, refunds and deletions.
Sales Section	Total Gross Sales inc Free	Total Sales made before cancellations, revocations, refunds and deletions.
Sales Section	Capita Cancellations	Direct Debit licences cancelled with outstanding debt still awaiting collection against the licence fee. Volume only represents current 'in force' licences cancelled.
Sales Section	Capita Refunds	Any refunds returned to customers against licences issued. Volume only represents current 'in force' licences cancelled.
Sales Section	Capita Revocations	Direct Debit licences cancelled when NO payment has been collected against the licence fee. Volume only represents current 'in force' licences cancelled.
Sales Section	Capita Other Deletions	Licences cancelled not classified as Cancellations, Refunds or Revocations.
Sales Section	Capita Deletions	Total reductions in Capita sales being the sum of Capita Cancellations, Capita Refunds, Capita Revocations and Capita Other Deletions.
Sales Section	Non-Capita Cancellations	CEE & MCP licences cancelled with outstanding debt still awaiting collection against the licence fee.
Sales Section	Total Deletions	Total reductions in sales being the sum of Capita Deletions and Non-Capita Cancellations.
Sales Section	Total Net Sales	Total of Gross Sales less Cancellations, Refunds, Revocations and Other Deletions.
Sales Section		
Sales Section	Easy Payment Scheme Churn	Ratio measuring the proportion of customers leaving a scheme in a twelve month period in relation to the scheme membership at the start of the twelve month period PLUS all joiners to the scheme in the twelve month period.
Sales Section	Joiners	Any customer joining a Direct Debit scheme whether for a current or future licence.
Sales Section	Leavers	Any customer leaving a Direct Debit scheme whether for a current or future licence.
Sales Section		
Sales Section	Licences in Force (LIF)	Any licence that is current. E.g. During June 2008 licences with expiries between June 2008 and May 2009 will be current.

Sales Section	Direct Debit Penetration	Proportion of Licences In Force that are Direct Debit compared to total Licence In Force less those that are Free Over 75 licences.	
Front Office	Total BT Network Calls	This is the total of Effective and Ineffective calls	
Front Office	Effective Calls	A call which is passed successfully from the telephone service provider to the Capita TVL telephony network.	
Front Office	Ineffective Calls	A call which cannot be passed from the telephone service provider to the Capita TVL telephony network.	
Front Office	Calls Offered	Self service Live	The number of calls that are presented to a self serve facility including calls that abandon or are transferred to agents.
Front Office			The number of calls that are presented to agents
Front Office	Calls Answered		The number of calls that have been answered by agents
Front Office	Service Level		Withheld under s43 Freedom of Information Act
Front Office	Failed Service Day		Withheld under s43 Freedom of Information Act
Front Office	Abandoned calls		A call that has reached the Capita TVL telephony network where a customer initiates the termination of the call.
Front Office	Withheld under s43 Freedom of Information Act		Withheld under s43 Freedom of Information Act
Front Office	IVR (Interactive Voice Response)		Services where a customer can perform a transaction via an automated service using either telephone key press or via speech recognition without speaking with a customer service agent. The IVR services used by TVL include allowing the customer to change their address, pay for a licence by debit/credit card, set up a new direct debit, locate a paypoint outlet or allow a customer to amend dealer details.
Front Office	Agent Transfer		Occurring within a self serve facility where the transaction cannot be successfully completed or the customer opts to speak with an agent. This can only occur within Call Centre working hours, outside of normal working hours a message is played informing the customer of the Call Centre opening hours.
Front Office	TVL DNIS Report		Dialled Number Identification Service (DNIS) is a service sold by telecommunications companies to corporate clients that identifies which telephone number was dialled by a customer. The DNIS report shows volumes of effective calls by dialled number.
Front Office	Repeat Calls		The volume of call attempts from a unique caller ID where a previous call attempt from that unique caller ID has been received that day (a day being from 00:00am to 23:59:59pm) - measured using BT data for calls passed to the TVL Network
Front Office	Unique Repeat Calls		The number of customers that have made more than one call attempt during a day (a day being from 00:00am to 23:59:59pm) - measured using BT data for calls passed to the TVL Network
Front Office	Average Speed to Answer		The average time taken for a call to be answered by a Call Centre agent. This is only applicable to agent answered calls.
Front Office	Average Speed to Abandon		The average time before a customer initiates the termination of the call.
Front Office	Forecast		The volume of calls forecast on a given day.
Front Office	Days over forecast		The number of days within a month where the volume of calls offered exceeds the volumes of calls forecast.
Front Office - Outbound	New Data		The volume of data loaded into the dialler for caller on a particular campaign
Front Office - Outbound	Dials		The number of dialled attempts made by the Outbound dialler.
Front Office - Outbound	Connects		The number of dialled calls that connect to the dialled number.
Front Office - Outbound	Effective Calls		The number of connects that result in customer contact that have an effective outcome (sales opportunity)
Front Office - Outbound	DD Conversions/Sales		The volume of DD conversions/sales that result from effective calls.
Front Office - Telephony Self Serve	Gross Volumes		The number of calls routed to the application
Front Office - Telephony Self Serve	Completed Calls		The number of calls with Details Captured.
Front Office - Telephony Self Serve	Hang ups		The number of callers who hung up after interacting with the system, but before completing the task.
Front Office - Telephony Self Serve	Agent Transfers		The number of calls successfully transferred to agent from this application.
Dialler Effective Outcomes	Change of Address		The customer has moved to a different address to that mentioned. A valid TV licence is held which the customer would like to transfer.
Dialler Effective Outcomes	Paid Claim		Customer claims that they have made payment for a licence but is not willing to disclose information relating to details of purchase.
Dialler Effective Outcomes	TVL Payment Card		The customer has expressed their intent to pay via TVL Payment Card and the telephone number has been provided.
Dialler Effective Outcomes	No Set		The customer claims that no television signal is being received at the premises discussed. A TV may be used from DVD's/Video's/Gaming.
Dialler Effective Outcomes	Promise to Pay		The customer has promised to pay the licence by an alternative method to those offered during outbound call.
Dialler Effective Outcomes	BACS Payment		A business has been contacted who have promised to pay via BACS as this is their only viable method of payment.
Dialler Effective Outcomes	Over 75 No Details		The customer claims to be Over 75 but we are unable to obtain a Date of Birth or NINO from customer or third party.
Dialler Effective Outcomes	Paid Claim-Cust Confirmed		Customer claims that they have made payment for a licence and provides appropriate details to substantiate their claim. Details are forwarded to Investigation Duty.
Dialler Effective Outcomes	Gone Away		The customer has recently left the address. The property is unoccupied and the person contacted is not residing at the address.
Dialler Effective Outcomes	Paid on File		The agent is able to confirm and identify a valid TV licence for the customer at the relevant address on LASSY/QDOS or with RMS.
Dialler Effective Outcomes	Deceased		The customer is deceased and the address. The property is unoccupied and the person contacted is not residing at the address.
Dialler Effective Outcomes	Duplicate Address		The customer informs that the address which TVL are trying to contact exists in another format on the system. The agent is able to confirm that the alias address is licensed.
Dialler Effective Outcomes	Mono Licence Needed		The customer has answered questions adequately to confirm that only a monochrome TV licence is required for the premises discussed.
Dialler Effective Outcomes	Wrong Number		Agents confirm the name (address if no name present) as part of the call and if either are incorrect, or claimed to be incorrect, then this code is used.
Dialler Effective Outcomes	Customer Hang Up		The customer terminates the call after the agent has advised that the call if from TV Licensing.
Dialler Effective Outcomes	Refused to Comment/Pay		The customer refuses to comment on all matters relating to the status of the address mentioned.
Dialler Effective Outcomes	Agent Owned Recall		The configuration for this action has been disabled. However the option is still available for the agent to select this outcome. Calls with selected under this option are treated as recalls.
Dialler Effective Outcomes	Abnormal Agent End		This is due to system failure and it is not possible to tell whether any conversation took place.
Dialler Effective Outcomes	Recalls		Agent sets a time for calling back on the current day because they did not speak to the right person or the customer did not have the right details to hand, e.g. bank details.

Customer Administration	Complaints - BBC Cases	A written customer complaint that has been directed to the BBC and subsequently passed to TVL to handle.
Customer Administration	Complaints - MP cases	A written customer complaint that has been forwarded to TVL through an MP.
Customer Administration	Complaints - Complaint cases	A written complaint that has been received by the TVL Customer Relations Department.
Customer Administration	Complaints - Policy	A telephone or written complaint regarding TVL policy that has been received by the TVL Customer Relations Department.
Customer Administration	Complaints - Staff Performance	A telephone or written complaint regarding staff performance that has been received by the TVL Customer Relations Department.
Customer Administration	Complaints - Third Party	A telephone or written complaint regarding a third party relating to TVL that has been received by the TVL Customer Relations Department.
Customer Administration	Complaints - Campaigns / Marketing	A telephone or written complaint regarding campaign or marketing issues that have been received by the TVL Customer Relations Department.
Customer Administration	Complaints - Data Accuracy	A telephone or written complaint regarding the accuracy of data that is retained on a customer that has been received by the TVL Customer Relations Department.
Customer Administration	Licence Issue	The volumes of licences that have been issued within the specified period.
Customer Administration	Licences in Force	The total number of licences that are currently active.
Customer Administration	Quality Auditing - Levels and Bands	Levels reflect Individual performance and how well they processed the piece of work being measured when comparing to set criteria primarily focussed towards the Customer's Experience and following Policy & Work Instructions. % Bands within levels have been set which are categorised as acceptable, less than acceptable or unacceptable. These % Bands vary due to the volume of questions or tests that have been designed within each Business area % Bands within levels have been set which are categorised as acceptable, less than acceptable or unacceptable These % Bands vary due to the volume of questions or tests that have been designed within each Business area
Customer Administration	Quality Auditing - Levels and Bands - Customer Admin &	Withheld under s43 Freedom of Information Act
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Customer Administration	Quality Auditing - Levels and Bands - Customer Admin &	Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Levels and Bands - Customer Admin & Offshore	Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Levels and Bands - Call Monitoring	Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Levels and Bands - Call Monitoring	Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Levels and Bands - Call Monitoring	Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Levels and Bands - Call Monitoring	Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Frequencies	Depending upon the % Score and the Level achieved - this will determine when the next Quality Audit is performed on that Individual
Customer Administration	Quality Auditing - Frequencies - Level 1	Offshore & Front Office Call Monitoring = Withheld under s43 ; Cust Rel = Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Frequencies - Level 2	Offshore & Front Office Call Monitoring = Withheld under s43 ; Cust Rel = Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Frequencies - Level 3	Offshore & Front Office Call Monitoring = Withheld under s43 ; Cust Rel = Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Frequencies - Level 4	Offshore & Front Office Call Monitoring = Withheld under s43 ; Cust Rel = Withheld under s43 Freedom of Information Act
Customer Administration	Quality Auditing - Frequencies - Breach of Data Protection	Withheld under s43 Freedom of Information Act
Customer Administration	Undeliverable Mail	Volumes of TVL letters/mailings that could not be delivered to the intended address.
Customer Administration	Web Receipts - Applications Rejected	The volume of items received via the web (DD applications, Debit/Credit Card applications, change of address) that cannot be processed.
Customer Administration	Web Receipts - Items Processed Automatically	The volume of items (DD applications, Debit/Credit Card applications, change of address) that are processed automatically through a web transaction.
Customer Administration	Web Receipts - Outstanding applications	The volume of web transactions that could not be processed within the current month.
Customer Administration	Written Contact	The volume of written correspondence received.

Section	Term	SA Company	Explanation
Withheld under s43 Freedom of Information Act	IVR - COA	IVR Peripherals in Smart Agent	Customer leaves a message, and [Withheld under s43] listen to the call, and updates Lassy. Any rejects are returned via Supervisor queue
Withheld under s43 Freedom of Information Act	IVR - DD		Customer leaves a request to join DD scheme. [Withheld under s43] will listen to the call, and process a form to be sent via Lassy. Any rejects are returned via Supervisor queue.
Withheld under s43 Freedom of Information Act	Direct Debit Instructions - Annual	Smart Agent/White Mail Ddi's in Smart Agent	Smart Agent/White Mail/Ddi's. Documents are received via post. The Ddi's are scanned, and loaded into SA for processing into Lassy. Any rejects are returned via SA to [Withheld under s43].
Withheld under s43 Freedom of Information Act	Direct Debit Instructions - Quarterly		Smart Agent/White Mail/Ddi's. Documents are received via post. The Ddi's are scanned, and loaded into SA for processing into Lassy. Any rejects are returned via SA to [Withheld under s43].
Withheld under s43 Freedom of Information Act	Direct Debit Instructions - Monthly		Smart Agent/White Mail/Ddi's. Documents are received via post. The Ddi's are scanned, and loaded into SA for processing into Lassy. Any rejects are returned via SA to [Withheld under s43].
Withheld under s43 Freedom of Information Act	Direct Debit Instructions - Others		Smart Agent/White Mail/Ddi's. Documents are received via post. The Ddi's are scanned, and loaded into SA for processing into Lassy. These are forms, which have not been identified to a payment scheme. The [Withheld under s43] agent, has to view the form, to identify the payment scheme. Any rejects are returned via SA to [Withheld under s43].
Withheld under s43 Freedom of Information Act	Direct Debit Instructions - Licence Number Problem		Smart Agent/White Mail/Ddi's. Documents are received via post. The Ddi's are scanned, and loaded into SA for processing into Lassy. The Licence number has not been provided by the customer, or it's no longer a 'live' number on Lassy. Any rejects are returned via SA to [Withheld under s43].
Withheld under s43 Freedom of Information Act	Direct Debit Instructions - VaryifyIT, with and without REN		When Ddi's are received, after scanning, the document are viewed to ensure the hand written text can be read, and that the system, has confirmed the correct details from the Ddi., This is completed before the image is loaded into SA.
Withheld under s43 Freedom of Information Act	Manual Capture - CC	Smart Agent Call Log Company	Call Log form is loaded into SA, the form is completed with the customers Card details/licence details. [Withheld under s43] will collect the payment and issue a licence via Lassy. Any rejects are via SA for investigation.
Withheld under s43 Freedom of Information Act	Manual Capture - DD		Call Log form is loaded into SA, the form is completed with the customers bank details/licence details. [Withheld under s43] will set-up the customer on Lassy. Any rejects are via SA for investigation.
Withheld under s43 Freedom of Information Act	Fluency - Transcription	IVR Fluency in Smart Agent	This occurs when the customer has been identified by their licence number but the system cannot recognise fully their new address details. The new address details are captured by voice. The record is displayed to the agent in [Withheld under s43] and identified by a call reference. The agent will dial up Fluency's service and listen only to the part of the call that was not recognised. They will then input the address into the Fluency application. The completed call will then be included on the next day's output file from Fluency for inputting onto Lassy.
Withheld under s43 Freedom of Information Act	Direct Debit Setup		Customer leaves their bank details/licence details on IVR, message is changed to a text format, and loaded in SA. [Withheld under s43] will set-up customer on Lassy. Rejects returned via SA for investigation.
Withheld under s43 Freedom of Information Act	LIF		Customer leaves their Licence details and the Dealer Notification details on IVR, message is changed to a text format, and loaded in SA. [Withheld under s43] will update Lassy. Any rejects returned via SA for investigation.
Withheld under s43 Freedom of Information Act	Fluency - COA		Customer leaves their COA details on IVR, message is changed to a text format, and loaded in SA, rejects returned via SA for investigation.
Withheld under s43 Freedom of Information Act	DTMF	Smart Agent IVR DTMF	Customer completes Licence details/Card details via the key pad on their telephone. The Card payment is authorised. File is produced, and loaded into SA, and [Withheld under s43] issue a licence via Lassy. Any rejects are returned via SA for investigation.
Withheld under s43 Freedom of Information Act	Direct Debit Bank Amendment	Smart Agent IVR Fluency	Customer leaves their bank details/licence details on IVR, this message is changed to a text format, and loaded in SA. [Withheld under s43] will update the customers bank details on Lassy. Rejects returned via SA for investigation.
Withheld under s43 Freedom of Information Act	Dealership forms - Coded Templated	Smart Agent White Mail Dealers	Details are received via post, or electronic data transfer from Dealers Retailers. The form has been completed with the customers Postcode. Hard copies are scanned into SA, which are scanning friendly for [Withheld under s43] to update Lassy. Electronic data is transferred to SA for [Withheld under s43] to update Lassy. All Rejects are returned via SA for investigation [Withheld under s43].
Withheld under s43 Freedom of Information Act	Dealership forms - Uncoded Dealers Templated		Details are received via post, or electronic data transfer from Dealers Retailers. The form has not been completed with the customers Postcode. The Hard copies are scanned into SA, which are scanning friendly for [Withheld under s43] to update Lassy. Electronic data is transferred to SA for [Withheld under s43] to update Lassy. All Rejects are returned via SA for investigation [Withheld under s43].
Withheld under s43 Freedom of Information Act	Dealership forms - ANF		Details are received via post, or electronic data transfer from Dealers Retailers. The Address could not be found on Lassy, and further investigations are required. Hard copies are scanned into SA for [Withheld under s43] to update Lassy. Electronic data is transferred to SA for [Withheld under s43] to update Lassy. The rejects are pass to a more experienced colleague to investigate (ANF Rejects queue).
Withheld under s43 Freedom of Information Act	Dealership forms - PNF		Details are received via post, or electronic data transfer from Dealers Retailers. The Postcode could not be found on Lassy, and requires further investigation to resolve. Hard copies are scanned into SA for [Withheld under s43] to update Lassy. Electronic data is transferred to SA for [Withheld under s43] to update Lassy. The rejects are pass to a more experienced colleague to investigate (PNF Rejects queue).
Withheld under s43 Freedom of Information Act	Dealership forms - ANF Reject		Details are received via Smart Agent from colleagues on the ANF work queue. The Address could not be found on Lassy, and further investigations are required. If these experienced agents can not find the address, All Rejects are returned via SA for investigation [Withheld under s43].
Withheld under s43 Freedom of Information Act	Dealership forms - PNF Rejects		Details are received via Smart Agent from colleagues on the PNF work queue. The Postcode could not be found on Caves/Lassy, and further investigations are required. If these experienced agents can not find the Postcode, All Rejects are returned via SA for investigation [Withheld under s43].
Withheld under s43 Freedom of Information Act	Dealership forms- Grey Names		This is a reject reason from lassy, when a Dealer notification is input to Lassy, and the licensee at the same address, is in a similar name. The [Withheld under s43] agent has to decide if they are the same person. If they are, no action is taken. If they believe they are different, a Dealer reminder is sent to the customer.
Withheld under s43 Freedom of Information Act	Dealership forms- Duplicate Address.		This is a reject reason from lassy, when a Dealer notification is input to Lassy. This is when the Address Premcode is the same as another address on the same Postcode. The [Withheld under s43] agent has to decide which is the correct lassy address to send the Dealer reminder to.
Withheld under s43 Freedom of Information Act	Dealership forms - PNF Reject		Details are received via post, or electronic data transfer from Dealers Retailers. The Postcode could not be found on Lassy, and requires further investigation to resolve. Hard copies are scanned into SA for [Withheld under s43] to update Lassy. Electronic data is transferred to SA for [Withheld under s43] to update Lassy. All Rejects are returned via SA for investigation [Withheld under s43].
Withheld under s43 Freedom of Information Act	Dealership forms - Coded Untemplated		Details are received via post, from Dealers Retailers. The form has been completed with a Postcode. Hard copies are scanned into SA for [Withheld under s43] to update Lassy. The form, is not scanning friendly to the SA system. [Withheld under s43] to update Lassy. All Rejects are returned via SA for investigation [Withheld under s43].
Withheld under s43 Freedom of Information Act	Dealership forms- Uncoded Untemplated		Details are received via post, from Dealers Retailers. The form has not been completed with customers Postcode. Hard copies are scanned into SA for [Withheld under s43] to update Lassy. The form, is not scanning friendly to the SA system. [Withheld under s43] to update Lassy. All Rejects are returned via SA for investigation [Withheld under s43].
Withheld under s43 Freedom of Information Act	Call Log Bank Amendment	Smart Agent Call Log Company	Call Log Form. There is limited use of this form at present. This data, is loaded into SA for [Withheld under s43] to update customers banking details on Lassy. Any rejects are returned via SA for [Withheld under s43] to investigate.
Withheld under s43 Freedom of Information Act	Antics	Smart Agent Call Log Company	Call Log Form. This is not used at the present, due to the changes to Lassy, which now allows the agent update Lassy during the Antic period.

Field Visit Codes	Withheld under s43	Withheld under s43 Freedom of Information Act
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Section	Field RFI Code No.	RFI Name	Visit Reasons For Investigation (RFI) Description
Field RFI Code	Withheld under s43	Non Renewal	Where a Counterfoil licence has expired.
Field RFI Code	Withheld under s43	Dealer Notification (Mono)	Where a dealer has notified that a mono service or receiver has been purchased.
Field RFI Code	Withheld under s43	Dealer Notification (Colour)	Where a dealer has notified that a colour service or receiver has been purchased.
Field RFI Code	Withheld under s43	New Tenant (Vacant Premise Comb)	Where an address has become unlicensed due to : New Address, Licence has been moved away leaving address vacant, licence has been cancelled, time expired Non Renewal, Time expired Dealer Notification.
Field RFI Code	Withheld under s43	Postal Comb	Time expiry of a New Tenant visit
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Multiple Occupancy (No licences)	No Longer Used
Field RFI Code	Withheld under s43	Multiple Occupancy (Some licences)	No Longer Used
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Revocation	Where a licence has previously been revoked after the non payment process has been followed.
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Manual Prosecution Follow Up	No Longer Used
Field RFI Code	Withheld under s43	Multi-Occupied	Manual Visit to multi occupied address not on file at time of original visit.
Field RFI Code	Withheld under s43	No Set Challenge	Where a customer with a Counterfoil licence makes contact & declares they no longer have a set. The subsequent Non Renewal visit is cancelled & a NSC visit is set up by LASSY.
Field RFI Code	Withheld under s43	Prosecution Follow Up	No Longer Used
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Multiple Prosecution	No Longer Used
Field RFI Code	Withheld under s43	Non Domestic Premise Comb	See No 4 but where address has a business classification.
Field RFI Code	Withheld under s43	Cash Easy Entry	No Longer Used
Field RFI Code	Withheld under s43	Non Renewal (Ex- Payments Scheme)	Where the licence has expired of a customer who has been cancelled off a payment scheme and the licence converted to Counterfoil.
Field RFI Code	Withheld under s43	Budget Payments Instruction Requested	Where customer contact has provided a name and a request for a Direct Debit form to be sent.
Field RFI Code	Withheld under s43	ROCS (Licence Application Form) Requested	(Registration Of CustomerS) Where customer contact has provided a name and a request for a licence application form to be sent.
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Confirmed No Set Expired	Primarily only set by Field (complaints & Legal in exceptional circumstances). The time expiry of a previous visit which has confirmed No set and a flag has been applied.
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Cash Easy Entry Application Rejected	Where RMS has rejected an application for it's services.
Field RFI Code	Withheld under s43	Withheld under s43	A visit to an unlicensed address where TVLEO holds recently closed previously convicted case.
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Dealer Notification (Colour Ex-Payments)	No Longer Used
Field RFI Code	Withheld under s43	Non Renewal (Blitz)	No Longer Used
Field RFI Code	Withheld under s43	Withheld under s43	Withheld under s43 Freedom of Information Act
Field RFI Code	Withheld under s43	Over 75	Manual Visit type where a file has been received showing Over 75 licence customers with No National Insurance Number.
Field RFI Code	Withheld under s43	Withheld under s43	No Longer Used