

E-Mail & Web

Email and Web MPP - Index

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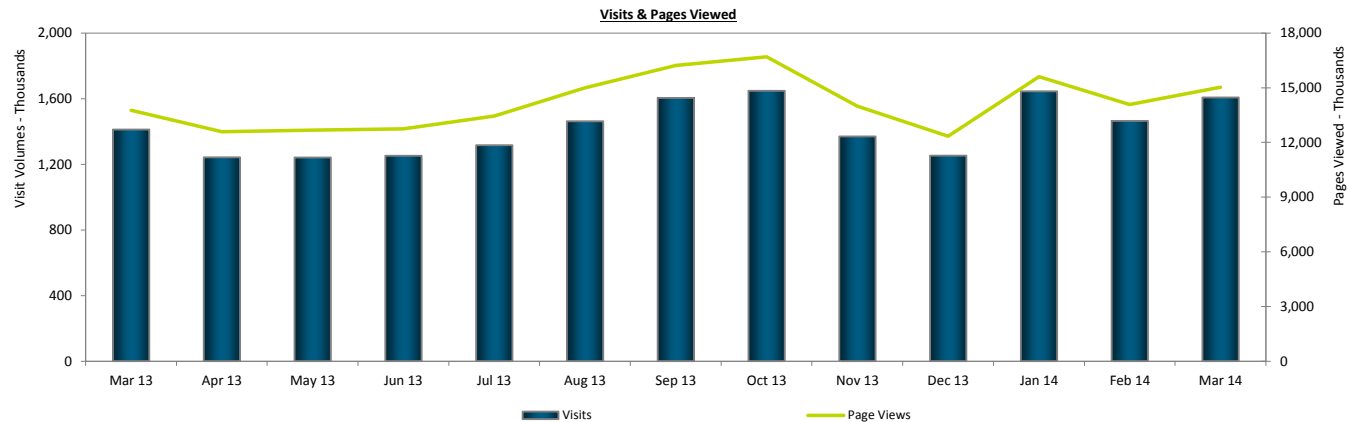
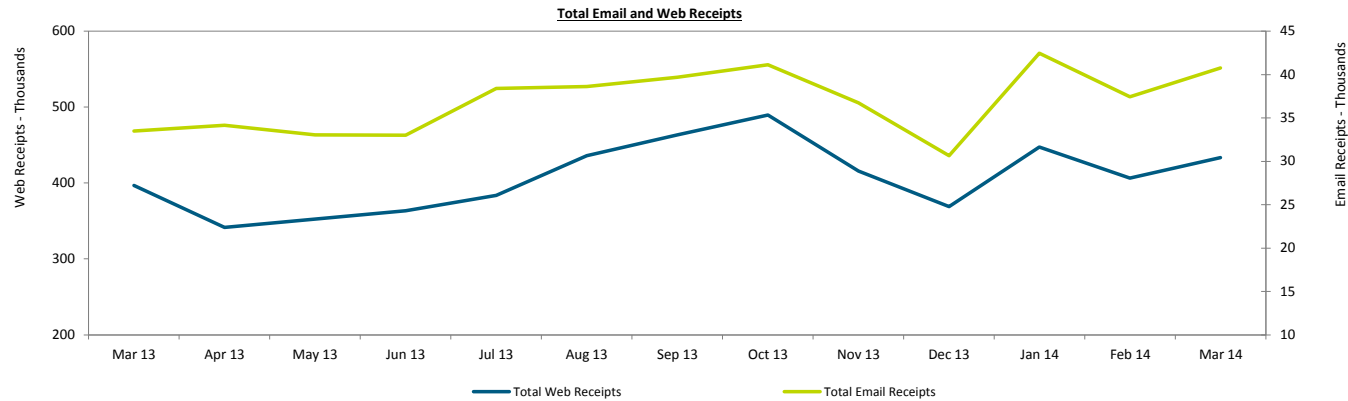
Schedule Amendments/Additions:

Summary & Digital Marketing Update

Summary:

WEB receipts increased by 9.2% (36,640) against the same period last year and also increased by 6.7% (27,268) when compared with last month.

Email receipt volumes increased by 21.7% (7,270) against the same period last year and also increased by 8.9% (3,320) when compared with last month.



Marketing Update:

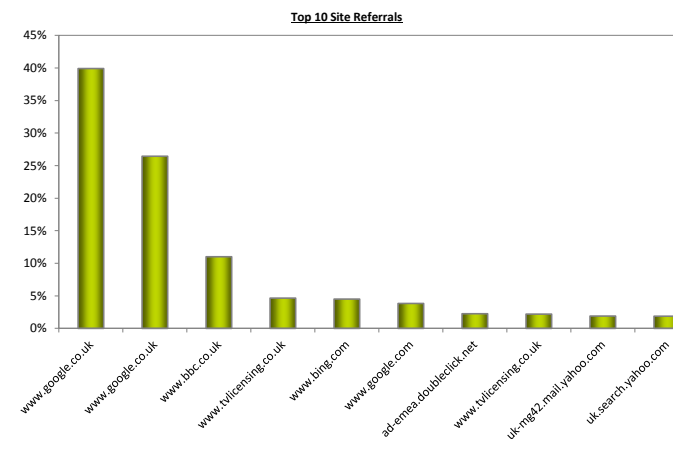
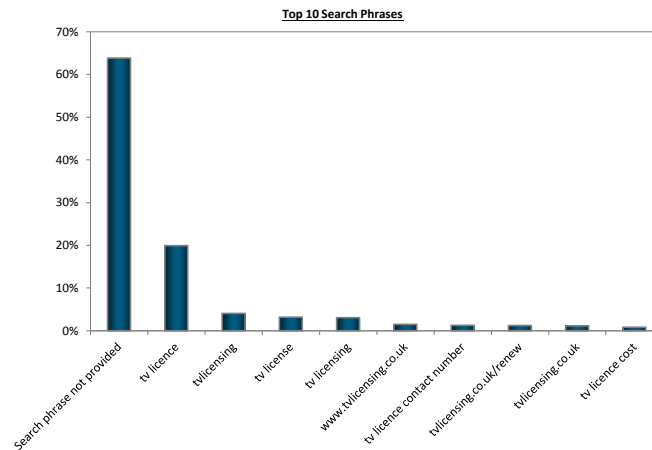
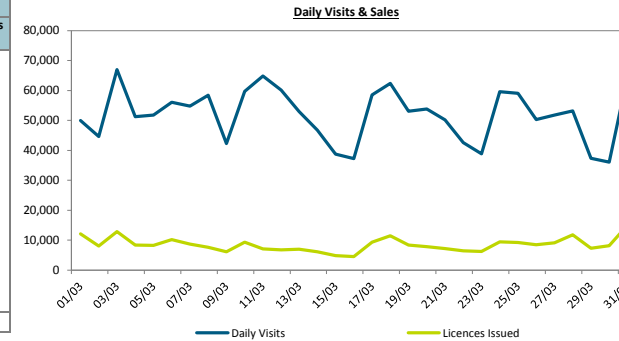
Search campaigns for Brand, Home Movers and Foreign Nationals ran throughout March creating 294,675 visits, the vast majority from the Brand campaign at 220,129 visits. The volumes are higher than last month which was 268,339 and Brand increased 26K from 193,867.

Display (banner) campaigns ran for Home Movers, Foreign Nationals and Renters in March creating 46,089 visits, 8,430 higher than last month's 37,659.

From a total of 46,089 media Display visits 40,767 were reported by Webtrends as single page visits, a rate of 88.44%.

Web Usage

	Visit & Contact Attempts							
	Visits	New Visitors	Visitors Who Visited Once	Total Visitors	Pages Viewed	Pages per visit	Completing Sale or COD (as % of Visits)	Contact us (as % of Visits)
Mar 13	1,411,833	905,283	978,616	1,145,131	13,770,176	9.8	24.7%	1.3%
Apr 13	1,242,402	801,807	868,168	1,013,150	12,596,122	10.1	23.4%	1.5%
May 13	1,241,307	857,100	793,116	1,004,865	12,683,207	10.2	24.3%	1.5%
Jun 13	1,251,855	802,313	862,671	1,013,209	12,747,546	10.2	24.9%	1.5%
Jul 13	1,316,258	842,690	901,967	1,061,662	13,439,821	10.2	25.3%	1.6%
Aug 13	1,462,185	934,820	990,080	1,171,942	14,990,183	10.3	25.7%	1.5%
Sep 13	1,604,521	1,010,024	1,064,809	1,271,350	16,220,429	10.1	25.2%	1.4%
Oct 13	1,647,842	1,033,174	1,095,962	1,308,382	16,691,705	10.1	25.2%	1.4%
Nov 13	1,369,671	860,113	917,128	1,094,431	13,999,177	10.2	25.1%	1.4%
Dec 13	1,252,626	800,934	856,153	1,011,298	12,337,220	9.8	25.7%	1.3%
Jan 14	1,644,807	1,086,419	1,101,747	1,313,307	15,614,817	9.5	23.2%	1.4%
Feb 14	1,464,375	945,243	968,126	1,161,494	14,081,001	9.6	24.3%	1.4%
Mar 14	1,607,217	1,037,790	1,067,683	1,277,383	15,022,771	9.3	23.6%	1.4%
Total	17,105,066	11,012,427	11,487,610	13,702,473	170,423,999	10.0	24.7%	1.4%



Comments:

Visits for March 2014 were 1,607,217; up 195,384 visits (13.83%) on March 2013 (1,411,833). This growth is higher than last month (5.75%).

Total transactions for March 2014 were 433,604 an increase of 36,640 (9.23%) on March 2013 (396,964).

Sales for the month finished at 266,799 an increase of 8.78% or 21,544 sales year on year (245,255).

Total Licence Issued 262,808 an increase of 8.80% or 21,255 on March 2013 (241,553).

The completing sale or COD as a percentage of visits is 23.6% a decrease of 0.7% on last month.

Monday 3rd March was the busiest day for visits at 66,980 and Monday 31st for Licences Issue 14,971.

Web Receipts - 13 Month Summary

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Receipts														
Direct Debit	1,080,337	88,852	80,804	81,327	79,042	84,885	93,785	103,170	100,657	85,754	79,642	102,697	90,568	98,006
Credit/Debit Card	1,801,928	156,403	108,028	119,313	127,834	131,705	153,058	179,081	190,997	151,057	142,450	168,437	161,175	168,793
<i>Sales Subtotal before rejections</i>	2,882,265	245,255	188,832	200,640	206,876	216,590	246,843	282,251	291,654	236,811	222,092	271,134	251,743	266,799
Over 74 online submission	30,404	2,261	2,154	2,199	1,978	1,609	2,082	2,188	2,587	2,236	2,920	4,183	2,978	3,290
NLN Check	11,192	945	958	809	865	838	983	891	1,272	1,075	748	1,084	833	836
NLN Declare	337,349	21,203	22,803	21,123	23,061	22,328	31,235	30,697	43,269	45,620	21,124	30,508	21,930	23,651
DOEO	156,908	12,581	13,123	12,148	11,054	12,184	12,735	12,524	14,047	12,626	12,526	16,558	13,738	13,645
Refund on line submission	58,101	4,082	4,358	6,893	7,975	6,331	5,391	4,462	4,322	3,432	3,186	4,045	3,580	4,126
Change of Details	1,378,726	107,199	105,510	105,170	108,021	120,022	132,877	126,616	128,011	110,416	103,009	114,622	107,499	116,953
Change of Name	104,825	7,926	7,934	7,994	8,403	9,166	10,342	9,876	10,160	8,121	7,302	9,163	8,114	8,250
Change of Bank	225,519	19,542	19,494	17,352	17,117	17,946	19,555	19,398	21,283	17,833	14,966	21,423	19,139	20,013
Change of Address	906,266	66,782	67,223	69,908	72,805	83,072	89,521	83,226	82,324	73,501	71,032	69,867	67,688	76,099
Clear unpaid DD	47,281	3,435	3,569	3,650	3,580	3,888	3,914	3,873	4,523	3,379	3,416	5,150	4,035	4,304
Order Literature	41	3	4	5	4	4	6	1	3	3	8	3	0	0
Total Web Receipts	4,902,267	396,964	341,311	352,637	363,414	383,794	436,066	463,503	489,688	415,598	369,029	447,287	406,336	433,604
Items Processed Automatically														
Direct Debit	927,630	75,268	67,443	68,532	67,002	73,062	81,291	88,484	87,846	74,501	68,743	88,189	78,046	84,491
Credit/Debit Card	1,734,294	150,024	103,338	114,303	122,648	127,001	147,742	170,260	185,172	146,041	138,047	162,111	154,522	163,109
<i>Sales Subtotal before rejections</i>	2,661,924	225,292	170,781	182,835	189,650	200,063	229,033	258,744	273,018	220,542	206,790	250,300	232,568	247,600
NLN Declare	302,660	18,359	19,961	18,632	20,182	19,706	28,677	27,918	39,949	41,090	19,590	28,247	20,349	21,824
Change of Details	1,300,616	100,824	99,793	98,756	101,081	113,795	125,950	118,795	121,207	104,100	96,804	108,421	101,563	110,351
Change of Name	100,462	7,543	7,612	7,611	8,017	8,841	9,997	9,447	9,783	7,777	6,934	8,792	7,771	7,880
Change of Bank	217,688	18,813	18,843	16,711	16,458	17,358	18,867	18,574	20,643	17,259	14,475	20,687	18,404	19,409
Change of Address	841,748	61,704	62,586	64,672	67,047	77,809	83,717	76,871	76,627	68,166	65,710	64,924	63,002	70,617
Clear unpaid DD	47,281	3,435	3,569	3,650	3,580	3,888	3,914	3,873	4,523	3,379	3,416	5,150	4,035	4,304
Total Automated Receipts	4,315,946	347,910	294,104	303,873	314,493	337,452	387,574	409,330	438,697	369,111	326,600	392,118	358,515	384,079
Automation %														
Direct Debit	85.9%	84.7%	83.5%	84.3%	84.8%	86.1%	86.7%	85.8%	87.3%	86.9%	86.3%	85.9%	86.2%	86.2%
Credit/Debit Card	96.2%	95.9%	95.7%	95.8%	95.9%	96.4%	96.5%	95.1%	97.0%	96.7%	96.9%	96.2%	95.9%	96.6%
<i>Sales Subtotal before rejections</i>	92.4%	91.9%	90.4%	91.1%	91.7%	92.4%	92.8%	91.7%	93.6%	93.1%	93.1%	92.3%	92.4%	92.8%
NLN Declare	90.7%	86.6%	87.5%	88.2%	87.5%	88.3%	91.8%	90.9%	92.3%	90.1%	92.7%	92.6%	92.8%	92.3%
Change of Details	94.3%	94.1%	94.6%	93.9%	93.6%	94.8%	94.8%	93.8%	94.7%	94.3%	94.0%	94.6%	94.5%	94.4%
Change of Name	95.8%	95.2%	95.9%	95.2%	95.4%	96.5%	96.7%	95.7%	96.3%	95.8%	95.0%	96.0%	95.8%	95.5%
Change of Bank	96.5%	96.3%	96.7%	96.3%	96.2%	96.7%	96.5%	95.8%	97.0%	96.8%	96.7%	96.6%	96.2%	97.0%
Change of Address	92.9%	92.4%	93.1%	92.5%	92.1%	93.7%	93.5%	92.4%	93.1%	92.7%	92.5%	92.9%	93.1%	92.8%
Clear unpaid DD	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
% Automated against Automated Receipts *	92.9%	92.3%	91.7%	91.9%	92.1%	93.0%	93.4%	92.3%	93.8%	93.2%	93.4%	93.0%	93.1%	93.3%

Web Receipts - 13 Month Summary

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
% Automated against Total Web Receipts	88.0%	87.6%	86.2%	86.2%	86.5%	87.9%	88.9%	88.3%	89.6%	88.8%	88.5%	87.7%	88.2%	88.6%
Current Licences Issued and Future Licences to be Issued														
Direct Debit Licences Issued	1,038,265	85,268	77,032	77,729	75,938	81,534	90,398	99,636	97,057	82,598	76,885	98,336	86,960	94,162
Direct Debit Licences Issued %	36.6%	35.3%	41.6%	39.5%	37.3%	38.3%	37.1%	35.8%	33.7%	35.4%	35.1%	36.9%	35.1%	35.8%
Credit/Debit Card Licences Issued	1,800,438	156,285	107,920	119,210	127,756	131,614	152,935	178,870	190,856	150,945	142,347	168,291	161,048	168,646
Credit/Debit Card Licences Issued %	63.4%	64.7%	58.4%	60.5%	62.7%	61.7%	62.9%	64.2%	66.3%	64.6%	64.9%	63.1%	64.9%	64.2%
Total Licences Issued	2,838,703	241,553	184,952	196,939	203,694	213,148	243,333	278,506	287,913	233,543	219,232	266,627	248,008	262,808
New Licences Issued	963,794	73,238	71,177	68,903	67,650	74,590	85,767	108,026	94,562	78,211	71,397	85,630	74,297	83,584
New Licences Issued %	34.0%	30.3%	38.5%	35.0%	33.2%	35.0%	35.2%	38.8%	32.8%	33.5%	32.6%	32.1%	30.0%	31.8%
Renewal Licences Issued	1,874,855	168,310	113,769	128,035	136,040	138,553	157,564	170,475	193,346	155,330	147,832	180,996	173,692	179,223
Renewal Licences Issued %	66.0%	69.7%	61.5%	65.0%	66.8%	65.0%	64.8%	61.2%	67.2%	66.5%	67.4%	67.9%	70.0%	68.2%
Other Licences Issued	54	5	6	1	4	5	2	5	5	2	3	1	19	1
Other Licences Issued %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rejections														
Direct Debit Applications Rejected	42,072	3,584	3,772	3,598	3,104	3,351	3,387	3,534	3,600	3,156	2,757	4,361	3,608	3,844
Credit/Debit Card Applications Rejected	1,490	118	108	103	78	91	123	211	141	112	103	146	127	147
Total Rejects	43,562	3,702	3,880	3,701	3,182	3,442	3,510	3,745	3,741	3,268	2,860	4,507	3,735	3,991
Outstanding Applications														
Direct Debit Outstanding Applications	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Credit/Debit Card Outstanding Applications	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Outstanding	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Derived Simple Enquiry Answered														
Derived Simple Enquiry Answered	6,135,380	549,987	490,081	399,714	462,713	466,420	515,448	555,818	569,787	480,179	458,093	632,170	517,805	587,152

* Please Note that the Automated Receipts Percentage does not include Over 74 online submission, NLN, Refunds online submission and Order Literature.

Web Effectiveness

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Conversions														
DD Sign up	70.6%	69.9%	71.1%	70.7%	70.6%	70.0%	70.3%	71.1%	71.5%	71.4%	70.5%	70.2%	69.8%	69.9%
Card Payment	89.5%	91.0%	88.2%	89.4%	90.5%	89.8%	90.2%	90.4%	90.9%	89.6%	88.5%	88.5%	88.6%	88.8%
Change of Details	87.3%	87.8%	89.1%	87.4%	86.6%	87.7%	87.7%	86.4%	87.2%	86.4%	88.2%	87.1%	87.1%	86.6%
Over 74 online submission	59.6%	61.3%	60.2%	60.9%	61.4%	58.3%	61.5%	59.2%	60.9%	57.6%	57.3%	59.9%	58.7%	60.6%
Refund online submission	56.9%	56.9%	56.5%	56.5%	59.1%	58.3%	57.1%	56.7%	57.0%	55.7%	57.0%	56.2%	56.0%	55.7%
Clear unpaid DD	33.7%	31.2%	32.1%	32.7%	33.8%	35.2%	34.7%	34.5%	34.4%	33.2%	34.5%	32.3%	32.5%	34.8%
Order Literature	9.0%	8.1%	7.3%	7.5%	9.1%	8.3%	11.6%	3.4%	6.8%	10.3%	31.3%	8.3%	3.4%	2.7%
Register TV Dealer	4.5%	5.2%	7.3%	9.3%	8.7%	3.1%	2.7%	2.0%	2.6%	1.0%	2.0%	0.8%	4.3%	2.4%
Contact Us	17.6%	17.7%	17.3%	17.2%	17.4%	17.4%	18.0%	18.0%	17.8%	17.0%	18.0%	17.4%	17.7%	17.4%
NLN	66.3%	66.3%	67.0%	66.0%	64.9%	64.8%	65.1%	65.4%	68.6%	68.0%	66.9%	67.4%	65.7%	64.3%
Telephone Contacts														
Web Google	4,501	12,548	2,470	544	198	182	168	148	176	154	102	110	129	120
TVL Web No Licence Number	100,807	6,501	7,483	7,799	6,791	8,441	8,989	9,383	11,092	8,500	7,395	7,075	8,586	9,273
TVL Contact Us form	153,070	10,569	11,679	12,372	11,779	13,689	13,668	14,433	15,198	12,194	9,702	10,454	13,192	14,710
TVL Website Number	544,440	36,203	42,109	46,759	45,271	52,093	47,319	51,044	54,291	44,498	34,926	34,293	45,072	46,765
TVL Website calls as a % of site hits	4.7%	4.7%	5.1%	5.4%	5.1%	5.7%	4.8%	4.7%	4.9%	4.8%	4.2%	3.2%	4.6%	4.4%

Automation:

The overall automation rate for March was 93.3%, 1.0% higher than March 2013. The target rise YoY was NLN Declare which was up 5.7%

Conversion:

Conversion rates for all flows are around average.

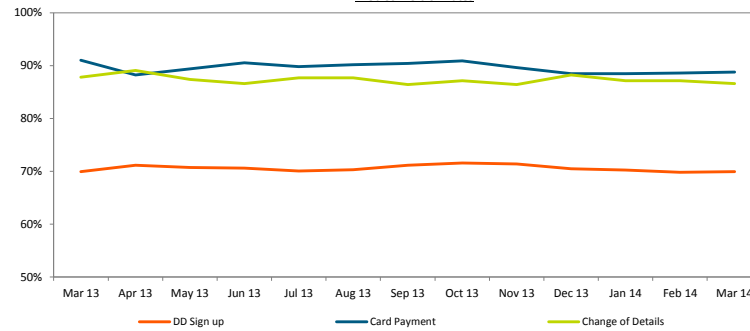
Contact Us:

Contact Us as a percentage of visits is 1.4% this month, same as last month and the same as current year average.

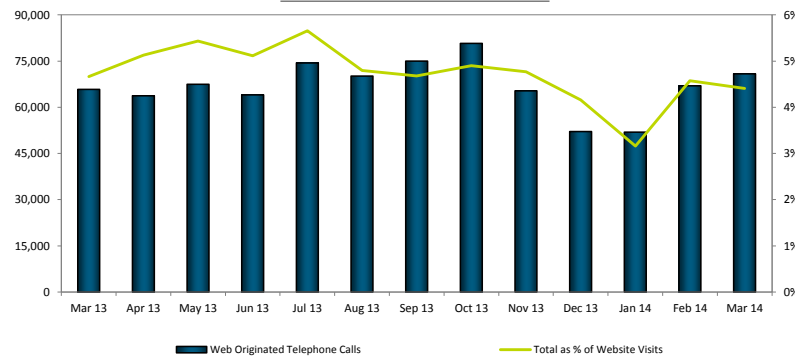
Telephone Calls:

Telephone calls as a percentage of visits is 4.4% which is a 0.2% decrease on last month.

Web Conversion Rates



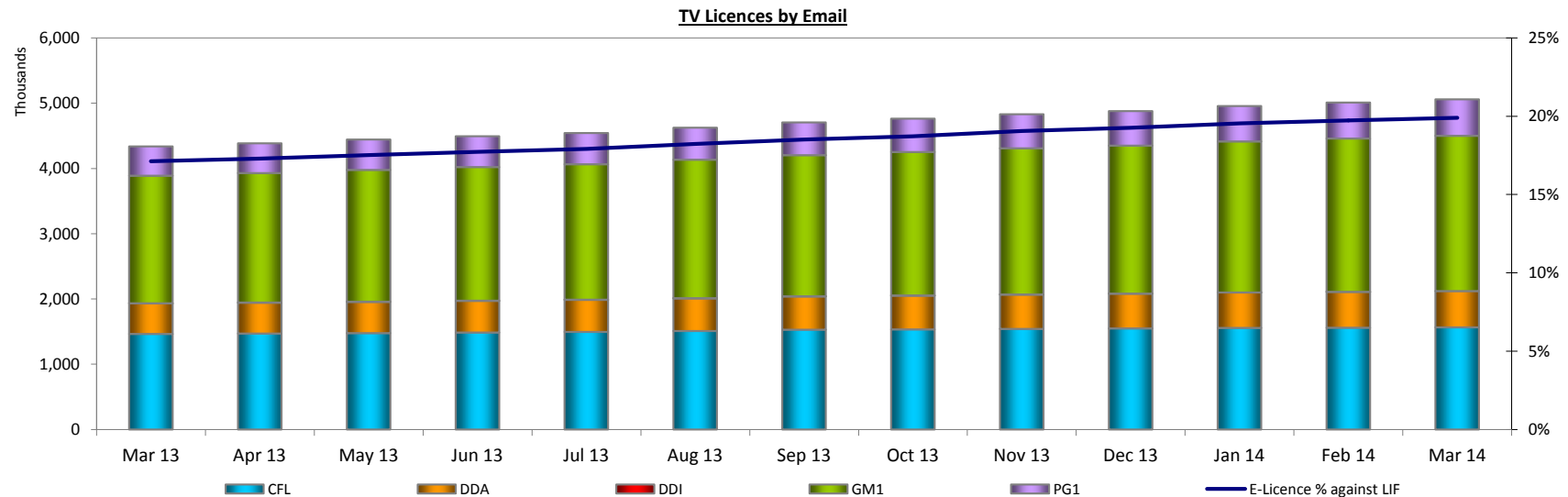
Volume of Calls as a Result of a Visit to the Website



TV Licences by Email

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Registered Total														
CFL	420,482	31,631	28,670	29,428	26,276	33,791	36,636	51,555	46,857	33,780	30,355	36,636	32,246	34,252
DDA	93,378	6,677	6,577	6,674	6,238	7,977	8,908	9,673	9,734	7,410	7,425	8,245	6,961	7,556
DDI	551	61	78	68	69	56	66	58	62	35	30	23	6	0
GM1	623,046	47,497	49,635	48,613	43,168	52,488	55,599	58,730	58,772	50,169	48,300	55,843	48,694	53,035
PG1	172,923	13,511	14,005	13,343	11,801	14,109	15,479	17,080	16,905	14,102	12,793	15,824	13,213	14,269
De-Registered Total														
CFL	63,452	6,594	3,860	4,332	3,809	4,830	5,303	5,679	6,889	5,387	4,763	5,792	5,595	7,213
DDA	5,161	437	329	364	347	436	487	525	493	393	383	466	447	491
DDI	8	0	3	1	1	0	1	0	2	0	0	0	0	0
GM1	29,333	2,483	2,219	2,312	1,932	2,500	2,797	2,655	2,766	2,329	1,989	2,589	2,505	2,740
PG1	8,460	702	608	706	569	712	735	744	798	704	604	805	689	786
Total MAT														
CFL	1,465,149	1,470,835	1,477,197	1,486,641	1,495,787	1,509,654	1,529,825	1,534,376	1,541,951	1,549,166	1,557,295	1,560,106	1,565,332	
DDA	466,498	472,015	478,654	484,784	491,135	500,974	510,048	518,406	526,355	533,059	542,342	550,034	556,452	
DDI	3,520	3,335	3,165	2,975	2,776	2,564	2,170	2,216	1,423	1,051	718	290	0	
GM1	1,954,104	1,982,867	2,019,170	2,047,870	2,075,298	2,121,869	2,161,851	2,196,825	2,239,040	2,266,861	2,314,140	2,348,802	2,379,283	
PG1	448,724	456,553	465,511	471,938	478,196	490,067	501,838	511,549	522,073	529,027	542,232	551,109	558,247	
Licences In Force *	25,338,304	25,344,775	25,349,850	25,345,049	25,348,536	25,375,894	25,404,623	25,434,274	25,345,041	25,324,602	25,356,836	25,391,597	25,419,296	
E-Licence % against LIF	17.1%	17.3%	17.5%	17.7%	17.9%	18.2%	18.5%	18.7%	19.1%	19.3%	19.5%	19.7%	19.9%	
E-Licence % Opt In	72.8%	73.7%	74.1%	74.3%	74.7%	75.2%	76.7%	75.2%	74.8%	76.1%	75.2%	74.9%	74.1%	

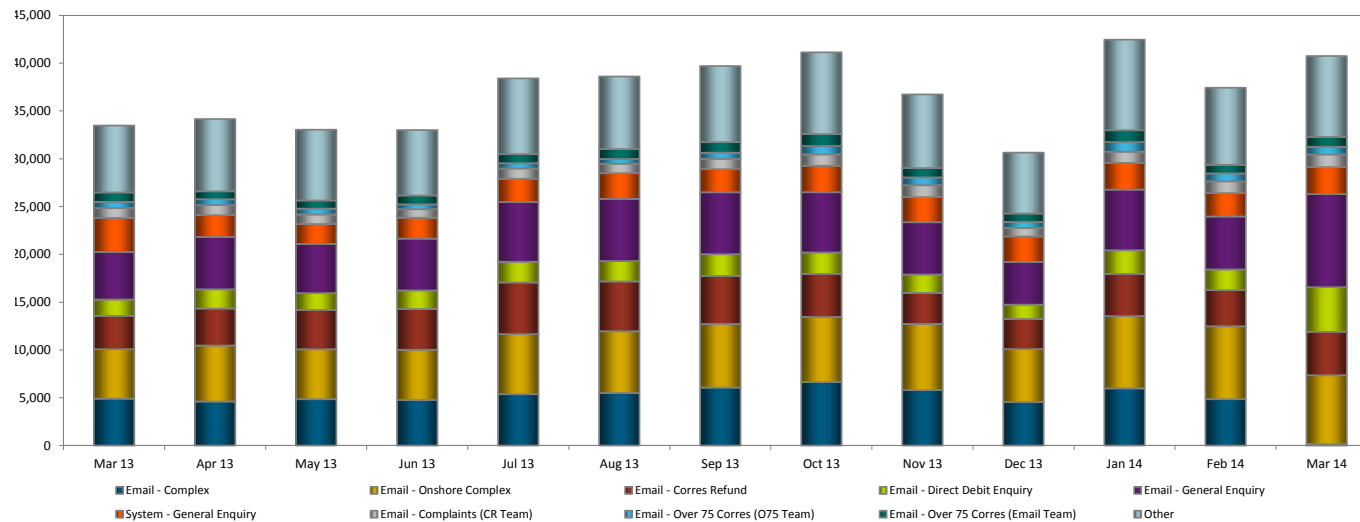
* Please note that the 'Licence in Force' volume includes Over 75 and cash licences.



E-mail Receipts & Web Related Contacts

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
E-mail Received and Cleared														
Work Received	445,992	33,471	34,153	33,034	32,999	38,401	38,604	39,697	41,127	36,724	30,638	42,453	37,421	40,741
Day 1-2	379,230	28,704	29,688	28,676	27,729	32,519	32,703	33,790	36,375	29,490	26,695	36,688	31,449	33,428
Day 3	981	238	9	52	73	18	136	100	50	63	422	10	36	12
Day 4+	25	0	0	2	3	6	2	3	0	2	0	3	3	1
Work Cleared	380,236	28,942	29,697	28,730	27,805	32,543	32,841	33,893	36,425	29,555	27,117	36,701	31,488	33,441
Work Cleared inc Pend	441,323	33,491	34,100	33,084	32,107	37,686	37,851	39,365	42,075	34,757	31,255	41,987	36,148	40,908
E-mail by Reason														
Email - Complex	59,128	4,907	4,606	4,850	4,762	5,372	5,501	6,066	6,636	5,797	4,556	5,980	4,851	151
Email - Onshore Complex	77,373	5,173	5,852	5,221	5,255	6,286	6,453	6,653	6,811	6,924	5,531	7,559	7,626	7,202
Email - Corres Refund	51,526	3,483	3,875	4,112	4,266	5,399	5,212	5,020	4,503	3,245	3,153	4,414	3,780	4,547
Email - Direct Debit Enquiry	27,247	1,712	2,012	1,759	1,943	2,166	2,129	2,276	2,245	1,921	1,495	2,475	2,162	4,664
Email - General Enquiry	73,097	4,972	5,468	5,140	5,414	6,240	6,505	6,476	6,301	5,472	4,470	6,343	5,536	9,732
System - General Enquiry	30,225	3,557	2,281	2,085	2,189	2,439	2,687	2,418	2,767	2,627	2,663	2,787	2,447	2,835
Email - Complaints (CR Team)	13,149	1,028	1,060	1,002	889	1,080	987	1,086	1,190	1,239	895	1,177	1,229	1,315
Email - Over 75 Corres (O75 Team)	8,386	654	612	610	510	546	499	636	878	820	627	1,010	834	804
Email - Over 75 Corres (Email Team)	11,955	987	828	853	926	949	1,038	1,103	1,246	978	882	1,235	892	1,025
Other	93,906	6,998	7,559	7,402	6,845	7,924	7,593	7,963	8,550	7,701	6,366	9,473	8,064	8,466
Total Email Receipts	445,992	33,471	34,153	33,034	32,999	38,401	38,604	39,697	41,127	36,724	30,638	42,453	37,421	40,741
Repeat Contacts														
Total Customers	273,312	21,068	21,041	20,375	20,800	22,932	24,165	24,583	25,468	21,305	18,911	25,959	23,124	24,649
Unique E-mail Customers	232,557	18,125	17,982	17,444	17,952	19,598	20,688	21,042	21,623	17,841	15,996	21,977	19,648	20,766
% Unique E-mail Customers	85.1%	86.0%	85.5%	85.6%	86.3%	85.5%	85.6%	85.6%	84.9%	83.7%	84.6%	84.7%	85.0%	84.2%
Volume of Repeat Contacts	169,645	12,403	13,112	12,660	12,201	14,030	14,438	15,113	15,661	13,826	11,727	16,489	14,296	16,092

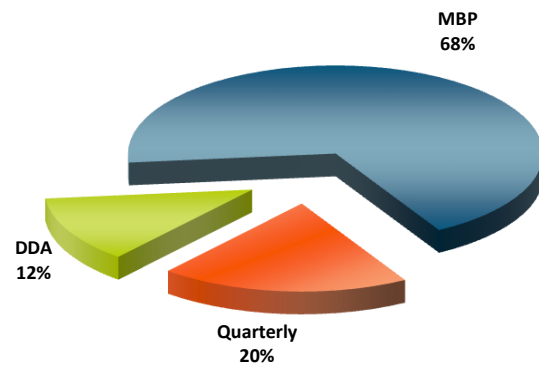
Email by Reason Trend



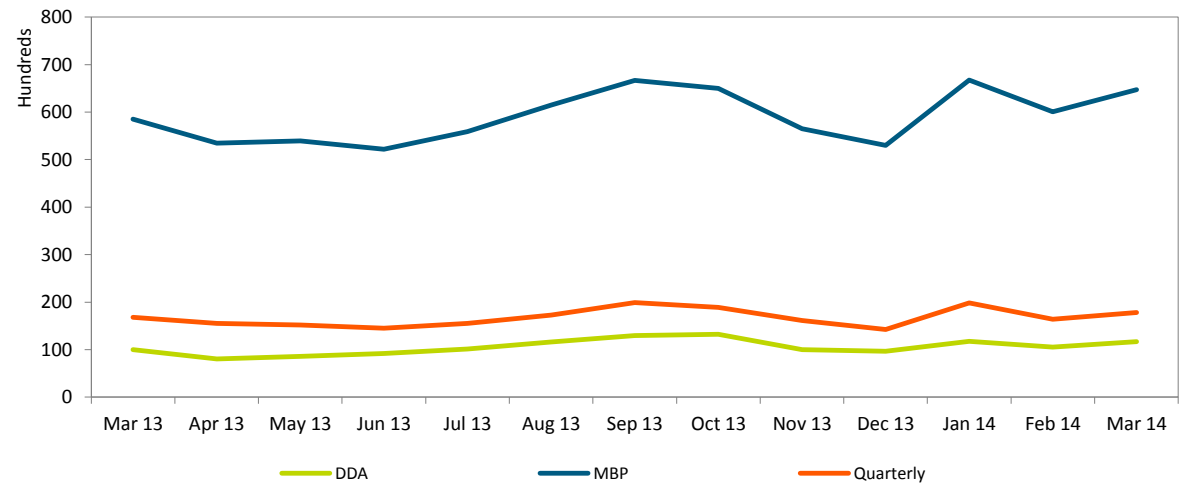
Web Sales

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Direct Debit														
DDA	127,342	9,970	8,025	8,608	9,206	10,136	11,617	12,989	13,211	9,974	9,664	11,749	10,511	11,652
MBP	709,566	58,499	53,459	53,928	52,207	55,880	61,490	66,682	64,952	56,481	52,988	66,732	60,043	64,724
Quarterly	201,240	16,792	15,546	15,182	14,518	15,511	17,287	19,897	18,891	16,142	14,229	19,854	16,397	17,786
Other	3	1	0	0	0	0	1	0	1	0	0	0	1	0
Total	1,038,151	85,262	77,030	77,718	75,931	81,527	90,395	99,568	97,055	82,597	76,881	98,335	86,952	94,162
Debit / Credit Card *														
Credit Card	616,667	55,501	36,407	42,261	44,904	44,818	52,061	57,390	68,047	51,724	50,551	58,386	54,617	
Debit Card	1,171,410	100,784	71,513	76,949	82,852	86,796	100,874	121,480	122,809	99,221	91,796	109,905	106,431	
Credit Card %	34.5%	35.5%	33.7%	35.5%	35.1%	34.1%	34.0%	32.1%	35.7%	34.3%	35.5%	34.7%	33.9%	
Debit Card %	65.5%	64.5%	66.3%	64.5%	64.9%	65.9%	66.0%	67.9%	64.3%	65.7%	64.5%	65.3%	66.1%	

DD Web Applications 12 Month Total



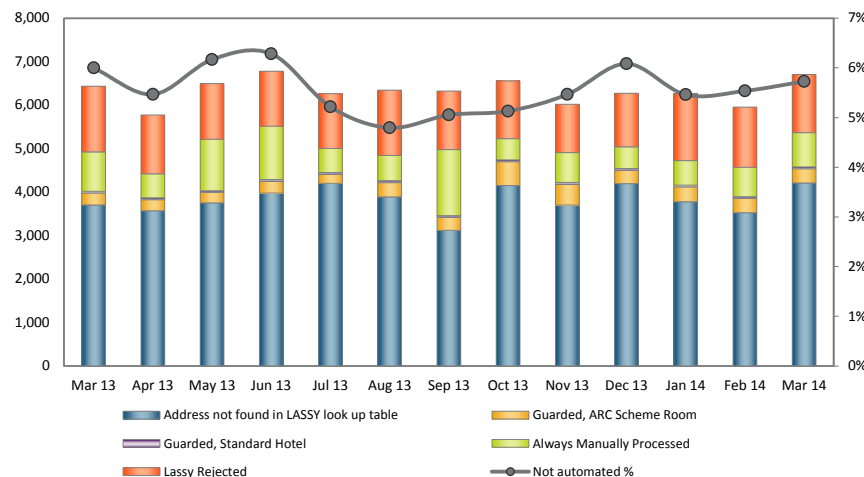
DD Applications Trend



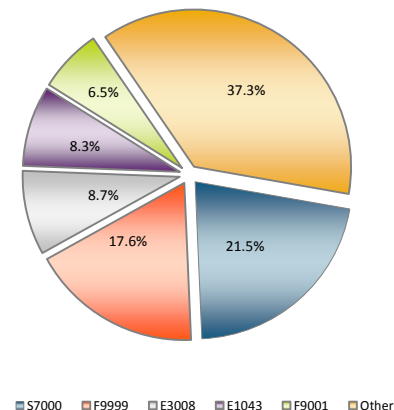
* Please note - the previous months data is only available mid month and therefore will always be one month in arrears.

Web Non-Automated Analysis

Change of Address Transactions



LASSY Rejected Change of Address



Change of Address

S7000: LASSY was performing batch updates and was therefore unable to accept updates.

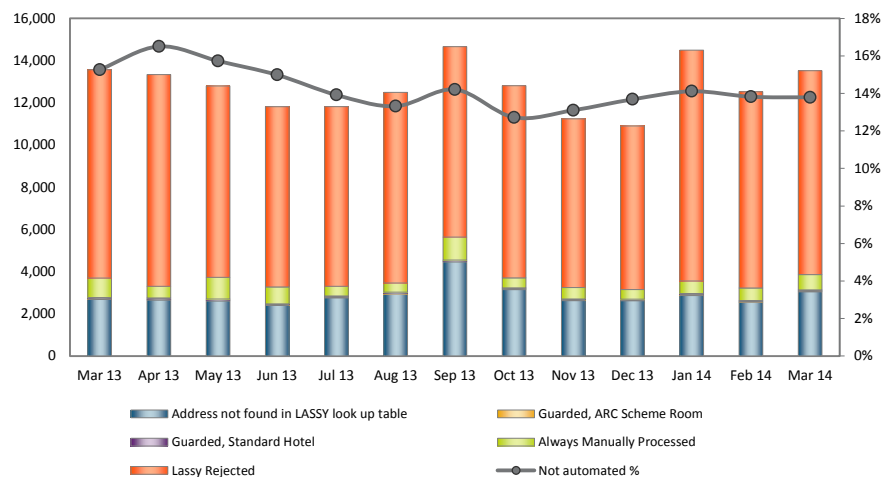
F9999: LASSY has returned an error. This can occur because batches are running and the data is held or it can be due to a data issue.

E3008: An Instalment Plan cannot be created as the current Direct Debit Instruction is closed.

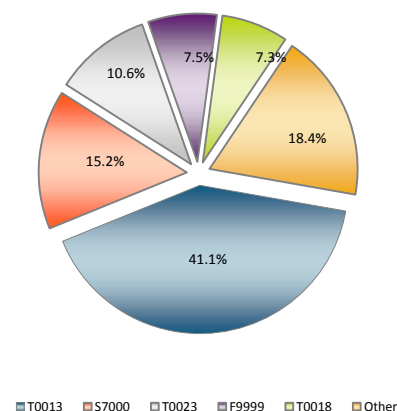
E1043: An email address has not been provided by the customer which is needed for eLicensing.

F9001: Data has been sent to LASSY that does not match the criteria required, therefore LASSY is unable to read that data.

Direct Debit Setups



LASSY Rejected Direct Debit Setups



Direct Debit Signups

T0013: Customer is trying to renew or join DD with a cancelled Licence.

S7000: LASSY was performing batch updates and was therefore unable to accept updates.

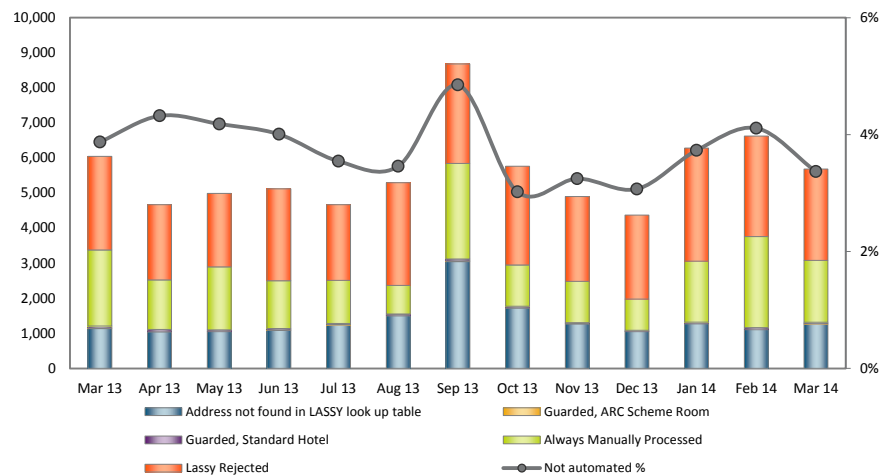
T0023: Customer is trying to renew or join DD with Potential NLN Licence.

F9999: LASSY has returned an error. This can occur because batches are running and the data is held or it can be due to a data issue.

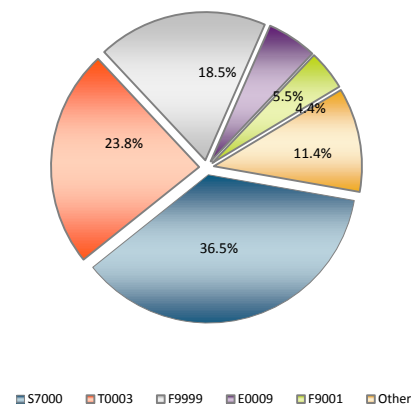
T0018: The licence has been converted to counterfoil so that it can be revoked and therefore it is not allowed to rejoin DD.

Web Non-Automated Analysis

Credit/Debit Card Transactions



LASSY Rejected Credit/Debit Card



Credit/Debit Card

S7000: LASSY was performing batch updates and was therefore unable to accept updates.

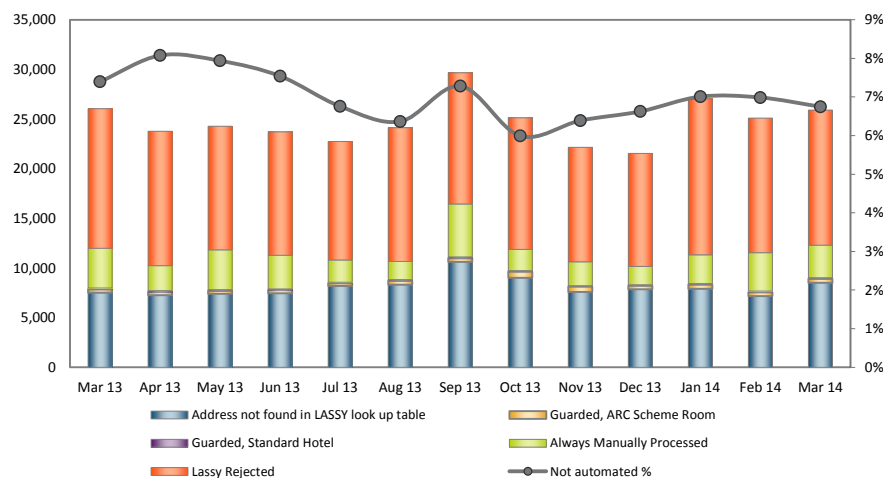
T0003: This is where an application has been made, matched to a Licence but that Licence is revoked.

F9999: LASSY has returned an error. This can occur because batches are running and the data is held or it can be due to a data issue.

E0009: The Customer has input an Invalid Character In their Surname.

F9001: Data has been sent to LASSY that does not match the criteria required, therefore LASSY is unable to read that data.

All Transactions



Key

LASSY Rejected

LASSY rejected the transaction as it could not automate - this should have an associated LASSY error code for the reason.

Always Manually Processed

Some transactions, such as Blind and Mono etc are always handled manually to make sure that they are correct.

Guarded, Standard Hotel

The customer has tried to buy a "standard" TV Licence at as address we have listed as an hotel. Again this needs to be investigated.

Guarded, ARC Scheme Room

The customer has tried to buy a "standard" TV Licence at as address we have listed as an ARC room. Again this needs to be investigated.

Address not found in LASSY look up table

The customer has provided an address manually and we cannot automate these as the address needs to be checked and possibly built on by address structure.