

CTO2054 July 2023

SECTION 19 DVLA V3.0

Driver and Vehicle Licensing Agency (DVLA) - vehicle taxation

Vehicle taxation using a V11 Reminder

On the Horizon home screen, scan the V11 barcode. If the barcode fails, select 'Licences and Government' and select 'V11 VRM Entry', then:

- Select 'Licence: MOT/New Vehicle'
- Select the required licence commencement date
- Select the required licence duration – either 6 months or 12 months
- Select the method of payment
- Confirm the price with the customer and ensure that they can pay
- Take payment and settle the transaction
- Date-stamp over the barcode on the V11, and then staple the receipt to it before returning it to the customer

Vehicle taxation using a V5C Registration document (logbook) or V5C/2

On the Horizon home screen, scan the V5C or V5C/2 then:

- Select 'V5C or V5C/2 No COFTC (Change of Taxation Class)'
- Confirm that the customer has presented a V5C
- Confirm whether the customer wants to report any changes
- If the customer wants to report a change – you will be presented with the new keeper query field
- Select the required licence commencement date
- Select the required licence duration – either 6 months or 12 months
- Select the method of payment
- Horizon will now show the details that the DVLA holds for the vehicle
- Confirm that the returned details match those on the V5C
- Check the documents Horizon prompts you to check are valid
- Confirm the price with the customer and ensure that they can pay
- Take payment and settle the transaction
- Return the V5C to the customer and give them their receipt. If using a V5C/2, remember to date-stamp it before returning to the customer

Note: Do not use a V5C or V5C/2 to SORN (Statutory Off Road Notification) a vehicle.

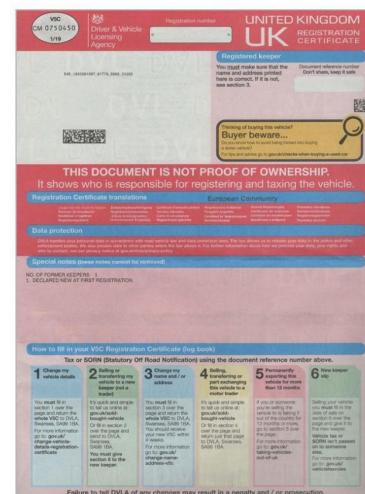
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Operational Training & Development
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Post Office – Operational training guide

POL-BSFF-104-0000097



V62 – Application for a Vehicle Registration Certificate

It is important that the V62 is completed correctly and that ALL required boxes (highlighted in red below) are completed. Failure to do so will delay the customer's application. Take extra care to ensure the form is stamped and the chassis number is included.

Key



All fields outlined in RED are REQUIRED



All fields outlined in GREEN are optional

1 Writing a '1' in this box is required

2 Date-stamping this box is required

3 Writing a '5' in this box is required

Read the guidance notes over the page before filling in this form.
Please write clearly in black ink using CAPITAL LETTERS.

1. Vehicle details

Vehicle registration number:

Make: _____
Model: _____
Colour: _____
Tax class: (for example, Private/Light Goods, Petrol Car, Disabled): _____
VIN, chassis or frame number: _____
(usually shown on a plate near the engine)
If you do not give this information, it will be returned to you.

2. Keeper details

Business or organisation not registered as PLC or LTD should also provide the name of the person responsible for the vehicle in the boxes below.
Title: Mr Mrs Miss Ms Other (for example, Dr)

Business or organisation name: _____
First names: _____
Surname: _____
For company use only
DVLA/DVA Fleet number: _____

Current address
House number: _____ Full address: _____
Post town: _____
Postcode: _____ Date of birth: _____
Contact phone number:
Contact email address: _____
Have you had a vehicle registration certificate (V5C) for this vehicle in your name? Yes No
If no, when did you get the vehicle?
Your driving licence number (not required by law): _____

3. Why don't you have a V5C? (Please put a against any that apply)

- I bought the vehicle from the previous keeper or motor trader and I have not received a V5C yet.
- You should allow four weeks from the date you bought the vehicle before you use this form.
- It has been lost, stolen, damaged or destroyed.
- I cannot produce it for another reason. (Give the reason below)

4. Fee

- I enclose the fee of £25
- I do not enclose the fee because:
 - I am the new keeper and I have enclosed the new keeper slip (green slip) or
 - an insurance company destroyed the V5C because they considered it to be category C or S salvage (see section D over the page).

5. Declaration

I have checked the information on this application and as far as I know it is correct.
If I find the V5C or the previous keeper gives it to me, I will send it to DVLA, Swansea.

Mileage: (By law you do not have to provide the present mileage.)

Signature: _____ Date: _____ Previous postcode: _____

Fill in previous postcode if address has changed since having this vehicle

Official use only V62

2/19

VC 	3
MKE 	4
MDL 	5
CLR 	6
TC 	7
V10/V85/V70 Proc 	L
Independent 	8
Date Stamp	
DOE 	1
CD 15	F 16
ISC 	17
UW 	18
DOW 	19
SC 	20
EN 	21
CC 	22
W/BT 23	F 24
AM 	25
RW 	26
DOP 	27
SP 	29
PWR 	30
ID N A 	
DUP V5 	

V62-0219

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DVLA Despatch Instructions

Vehicle Licence Transactions

All **vehicle tax** related documents despatched to the DVLA need to be sent in the **ENV207 2nd Class envelope** as part of your weekly despatch. There are only three forms that need to be sent to the DVLA.

Include	DO NOT Include
1. Original V5C Only when the customer needs to inform the DVLA of any changes.	DVLA documentation that is not linked to the transaction. This includes the V5C if no changes are made, D1 forms, V11 reminder forms and V10 forms.
2. Original V5C/2 Which is over 2 months old or is under 2 months old and the customer needs to report a change of tax class.	Driving licences – These should be sent in the EN208 envelopes only.
3. Original V62 Where a customer is requesting a new V5C.	Photocopies – No photocopies will be accepted by the DVLA.

Driving Licence Ten-Year Renewal Instructions

The **EN208 envelope** is to be used to **return driving licences** only. These should be cut in two and the envelope should not include any documentation relating to vehicle tax. The table below shows which documentation needs to be included in which envelope.

EN208 envelope	ENV207 envelope
Return driving licences which have been cut in two.	Original V5C – When the customer needs to inform DVLA of changes.
	Original V5C/2 .
	Original V62 – When the customer is requesting a new V5C.

Remember!

- All documentation have to be originals. Photocopies are not allowed and will not be processed by the DVLA
- Non-DVLA documentation, such as Direct Debit forms, should not be included in the despatch envelope. Please check your despatch envelope before it leaves the branch. Including any non-DVLA documentation could result in a data breach
- If a customer wishes to send any other documentation to the DVLA, they can, but we cannot use the ENV207 or EN208 2nd Class envelopes for this

To find out about Change of Taxation Class, Methods of Payment, Statutory Off Road Notification (SORN) and more, please go to Horizon Help: 'Licences and Government', 'DVLA Motor Vehicle Licences'.

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