



# **Enforcement Operations Agreement**

## **Schedule 2**

# **Appendix 12 – Responses to Driver and Vehicle Licensing Agency (DVLA) Enquiries**

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## **Responses to Driver and Vehicle Licensing Agency (DVLA) Enquiries**

### **1. Introduction**

- 1.1 The Contravention Candidate Pack received from the IT Operational System will include vehicle details as provided by the Driver and Vehicle Licensing Agency (DVLA). The Enforcement Operations Notice Processing System will be required to request the Vehicle and Registered Keeper/Person Liable details from the DVLA for each Contravention Candidate Pack it has received.
- 1.2 Depending on the Response Code provided by the DVLA the Enforcement Operations Notice Processing System will either combine the details provided by the DVLA with the relevant Contravention Candidate Pack or keep the Contravention Candidate Pack and re-request the Vehicle and Registered Keeper/Person Liable details from the DVLA.
- 1.3 The procedures set down in section 3 will determine, depending on which Response Code is provided by the DVLA, what action is to be taken by the Enforcement Operations Notice Processing System.
- 1.4 Section 2 defines all the potential Response Codes that may be returned by the DVLA via the Web Enabled Enquiry (WEE) service and the Keeper at Date of Event (KADOE) service.
- 1.5 It is important to note that the DVLA may change the way the Enforcement Operations Notice Processing System interfaces with the DVLA prior to, or after the commencement of a new contract. This Appendix is therefore subject to change once requirements are known.

## 2. DVLA Response Codes

2.1. The method by which responses to DVLA enquiries may be returned to the Enforcement Operations Notice Processing System is the KADOE service.

2.2. Response Details received from the KADOE service will be as follows :-

Response Details	Data Type	Description	WEE Response
A	No trace	No trace of registration mark on DVLA Systems	No details
B	Scrapped	The vehicle has been notified as scrapped and is not expected back on the road and no further activity is expected on the Vehicle Record	Vehicle details only
C	Exported	DVLA record shows Vehicle has been exported	Vehicle details only
E	MOD Record	Sensitive VRM	No details
F	BFG Record	Sensitive VRM	No details
G	Invalid VRM	Invalid registration mark	No details
H	Invalid Date of Event	Invalid Date of Event	No details
J	Invalid Date of Enquiry	Invalid date of Enquiry	No details
K	Hard copy Response to follow	Vehicle under disposal, no keeper at date of event	No details

2.3. Error Codes received from the KADOE service will be as follows :-

Error Code	Description	Business/System Error
E2200	KADOE - No trace	Business
E2201	KADOE – Scrapped marker set – vehicle details provided	Business
E2202	KADOE – Exported marker set – vehicle details provided	Business
E2203	KADOE – Void main file record	Business
E2204	KADOE – MOD Record	Business
E2205	KADOE – BFG Record	Business
E2206	KADOE – Invalid VRM	Business
E2207	KADOE – Invalid Date of Event	Business
E2208	KADOE – Invalid date of Enquiry	Business
E1101	Authorisation Failed	System
E1105	Failed schema validation	System

E2001	Integration Header not included within input message	System
E2230	System exception encountered processing the file	System
E2209	Enquiry is outside of permitted validity period	System
E9999	KADOE – Unknown system error	System

### 3. Response Received to DVLA Enquiry

3.1. Where a response to a DVLA enquiry through the KADOE service is received then the Enforcement Operations Notice Processing System will follow the procedures, detailed below, depending on which Response Details/Error Code is received.

<b>Response Details</b>	<b>Error Code</b>	<b>Action</b>
None	None	Procedure 1
A	E2200	Procedure 2
B	E2201	Procedure 2
C	E2202	Procedure 2
None	E2203	Procedure 2
E	E2204	Procedure 3
F	E2205	Procedure 3
G	E2206	Procedure 4
H	E2207	Procedure 4
J	E2208	Procedure 4
K		Procedure 5
None	E1101	Procedure 6
None	E1105	Procedure 6
None	E2001	Procedure 6
None	E2230	Procedure 7
None	E2209	Procedure 7
None	E9999	Procedure 7

#### Procedure 1

- Combine Vehicle details and Registered Keeper/Person Liable details with the relevant Contravention Candidate Pack..
- Validate the vehicle details against the vehicle details provided in the Contravention Candidate Pack received from the IT Operational System.

#### Procedure 2

- Store the Contravention Candidate Pack within the Enforcement Operations Notice Processing System.
- Resubmit the VRM request to DVLA every week for, up to a maximum of four times.
- If new Response Details are returned then process in accordance with Section 3
- If no new Response Code is returned and the maximum number of requests is reached then combine the Vehicle details with the relevant Contravention Candidate Pack.
- Validate the vehicle details against the vehicle details provided in the Contravention Candidate Pack received from the IT Operational system

### **Procedure 3**

- Cancel the Contravention Candidate Pack with reason code 'Sensitive Vehicle'

### **Procedure 4**

- Check the record to ensure that the VRM, Date of Event and Date of Enquiry are accurate and amend where appropriate
- Store the Contravention Candidate Pack within the Enforcement Operations Notice Processing System.
- Resubmit the VRM request to DVLA every week for, up to a maximum of four times.
- If new Response Details are returned then process in accordance with Section 3
- If no new Response Code is returned and the maximum number of requests is reached then combine the Vehicle details with the relevant Contravention Candidate Pack.
- Validate the vehicle details against the vehicle details provided in the Contravention Candidate Pack received from the IT Operational system

### **Procedure 5**

- Store the Contravention Candidate Pack within the Enforcement Operations Notice Processing System.
- On receipt of the hard copy response, manually update the vehicle and registered keeper details and scan and attach the hard copy response to the Contravention Candidate Pack
- Validate the vehicle details against the vehicle details provided in the Contravention Candidate Pack received from the IT Operational system

### **Procedure 6**

- Check the 'Input Message' to determine why the request has failed
- Amend the appropriate element of the 'Input Message' and resubmit to the DVLA

### **Procedure 7**

- Contact the DVLA to ascertain the issue and the expected resolution date
- Where appropriate, re-send the enquiries for processing by the DVLA

#### **4. No Response Received to VRM batch Enquiry (whole or part)**

- 4.1. There is a requirement on the provider of the Enforcement Operations Notice Processing System to monitor the responses received to the DVLA enquiries and take appropriate action where necessary.
- 4.2. If a reply to a Vehicle Keeper Request batch, or any part thereof, is not received within the expected timescales, then the Enforcement Operations Notice Processing System Service Provider will report the non receipt of the whole, or part of, the Vehicle Keeper Request batch to the DVLA and identify when it will be received.
- 4.3. If the DVLA have not received all of, or part of, the Vehicle Keeper Request batch or re-request all of, or part of, it to be sent, then the Enforcement Operations Notice Processing System will be able to resend all, or part of, the relevant Vehicle Keeper Request batch.



## **5. Failure of KADOE Service**

- 5.1. Should there be no response from the KADOE service, the Service Provider should establish if a fault exists with the batch process.
- 5.2. The Service Provider should initially check internally to establish if the fault has originated at the Enforcement Operations Notice Processing System end. If a fault is detected, a resolution should be sought. It is vital that the Service Provider carries out this investigation before any contact is made with the DVLA.
- 5.3. If no fault with the Enforcement Operations Notice Processing System can be established then the DVLA support desk should be contacted and the fault reported to them. DVLA will assign a level of severity to the Incident and advise accordingly. Any contact of this nature must be communicated to Transport for London.
- 5.4. The advice given will also indicate potential time scales to resolve the problem. This advice will include if a workaround is possible. The workaround will be dependent on the severity of the problem and the length of time required to solve the problem. The Service Provider should work with the DVLA to resolve the problem.

## **6. Clearing Backlogs**

- 6.1. In the case of the KADOE service being unavailable for any length of time, the provider of the Enforcement Operations Notice Processing System will need to take appropriate and necessary steps to ensure that it achieves its KPI's once the issue has been resolved and the data has been provided by the DVLA.
- 6.2. The way forward may include, but not be limited to:
  - Extending the KPI's to take into account the failure of the DVLA interface, agreeing a deadline by which the backlog should be cleared (assuming that the WEE is available and meeting CCS requirements).
  - Agreeing the use of extra resources to deal with the backlog and a deadline by which the backlog should be cleared (assuming that the WEE is available and meeting CCS requirements).
  - Agreeing the cancellation of part or all of the backlog that has been generated.