

**SCHEDULE 2 – Appendix 44**  
**Response to DVLA Enquiries (Core)**

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

### **1. Introduction**

- 1.1 Part of the Contravention Candidate Pack will be the Vehicle and Registered Keeper/Person Liable details as provided by the Driver and Vehicle Licensing Agency (DVLA) and the Core Solution Element will request these details for each Contravention Candidate it has identified.
- 1.2 Depending on the Response Code provided by the DVLA the Core Solution Element will either combine the details provided by the DVLA with the relevant Contravention Candidate Pack and pass to the Enforcement Operations Solution Element 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 Core Solution Element.
- 1.4 Section 2 defines all the potential Response Codes that may be returned by the DVLA via the Web Enabled Enquiry (WEE) and Secure File Transfer (SFT) interfaces.

## 2. DVLA Response Codes

- 2.1. There are two methods by which responses to DVLA enquiries may be returned to the Enforcement Operations Solution Element's notice Processing system, via the Core Solution Element. The normal method is via the Web Enabled Enquiry (WEE) batch method and the failover method is via the Secure File Transfer (SFT) method.
- 2.2. Response Codes received by the WEE batch system will be as follows :-

[Information Redacted]

- 2.3. Response Codes received by the SFT system will be as follows :-

[Information Redacted]

### **3. Response Received to DVLA Enquiry**

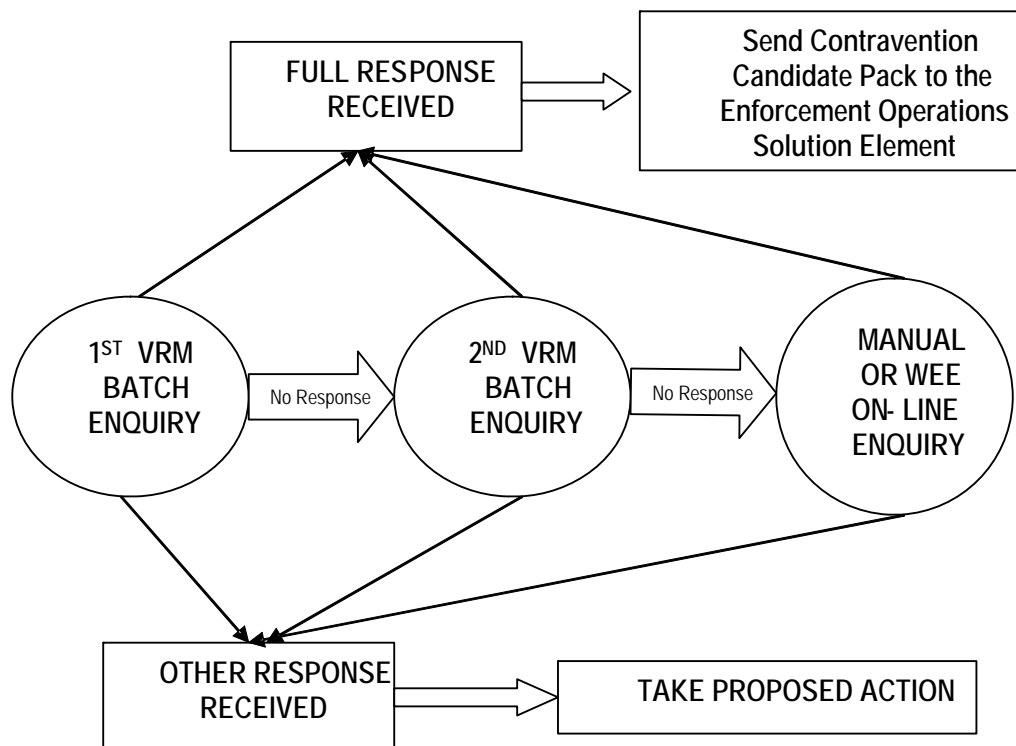
3.1. Where a response to a DVLA enquiry through the VRM batch process is received then the Core Solution Element will follow the procedures, detailed below, depending on which Response Code is received.

[Information Redacted]

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

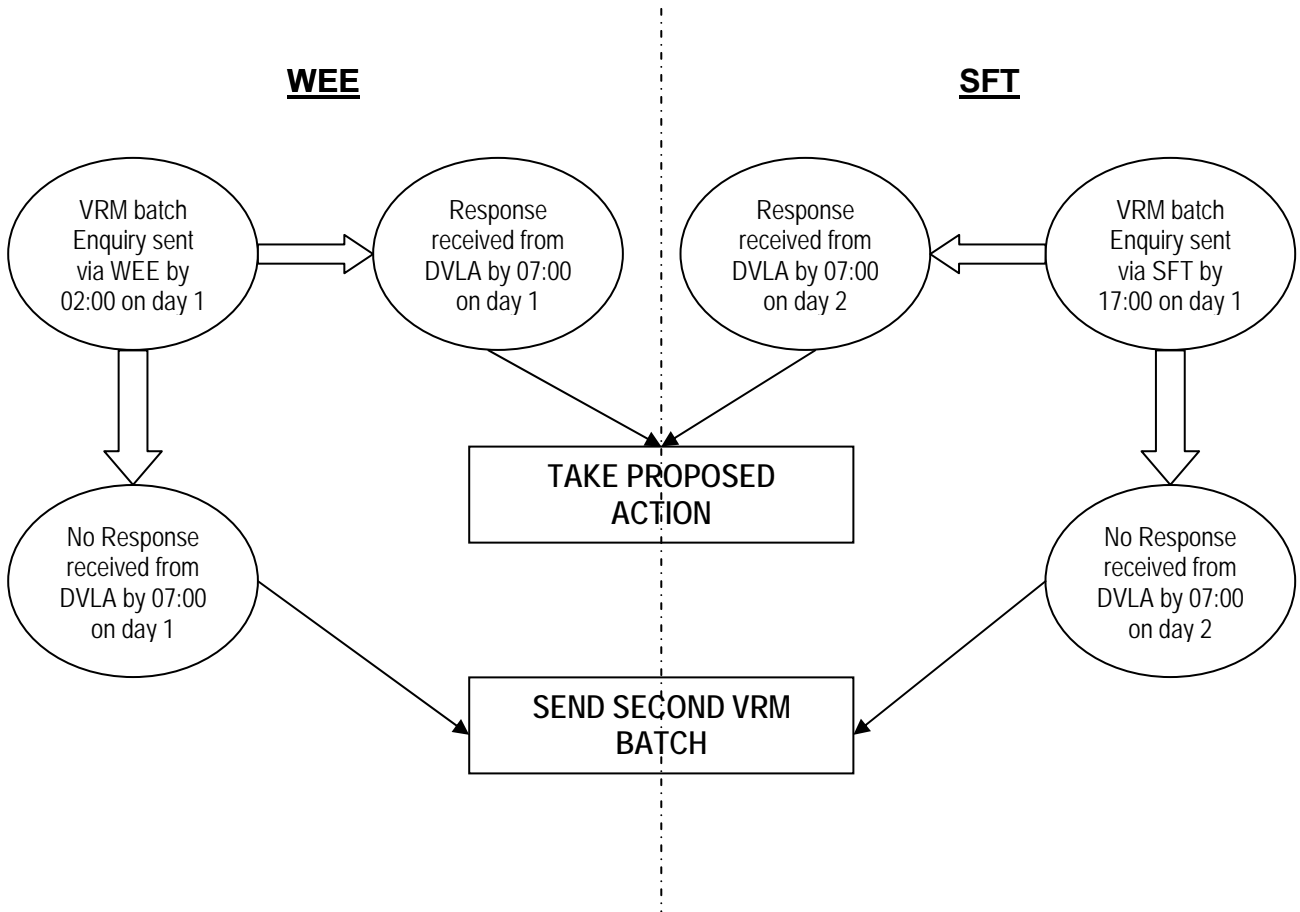
4.1. Whether the VRM batch DVLA enquiry is made through the WEE interface or the SFT interface, there is a requirement on the provider of the Core Solution Element to monitor the responses received to their enquiries and take appropriate action where necessary.

4.2. If a reply to a VRM batch, or any part thereof, is not received within one VRM batch cycle of submission of the VRM batch to the DVLA, then the Core Solution Element will automatically resend the VRM batch, or the relevant part thereof, to the DVLA.



**5. Submission of Second VRM batch**

5.1. The number of days (N) that separate the submission of the first Vehicle Registration Mark (VRM) batch from the second submission in instances where the reply to the first VRM batch, or any part thereof, is not received is 1. This is the same for whether the batch enquiry is made via WEE or SFT and is demonstrated in the diagrams below.

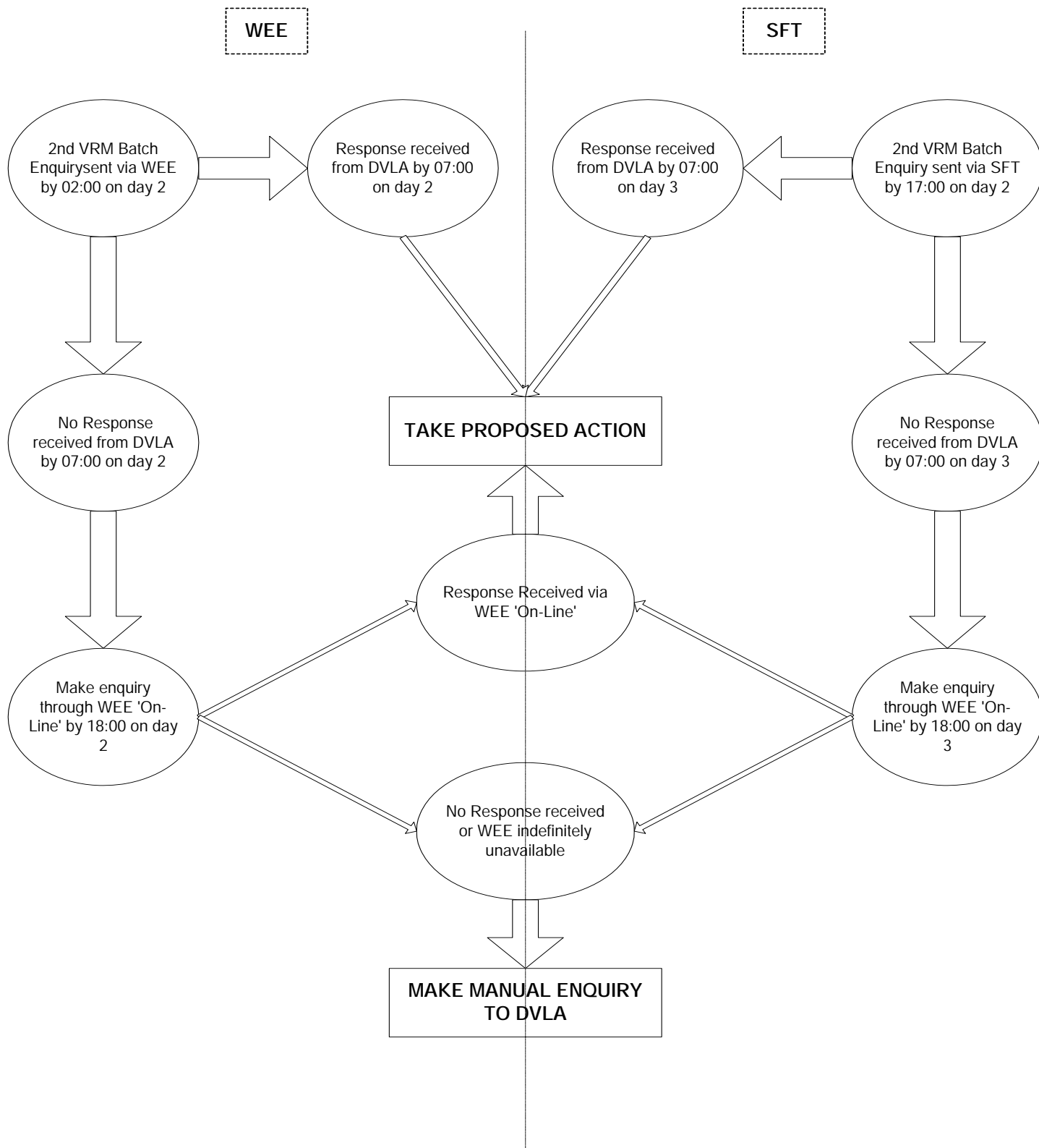


DAY 0 = DATE OF CONTRAVENTION

FOR WEE – ENQUIRIES AND RESPONSES CAN NOT BE SENT OR RECEIVED ON SUNDAY

FOR SFT – ENQUIRIES AND RESPONSES CAN NOT BE SENT OR RECEIVED ON SATURDAY OR SUNDAY

**SEND SECOND VRM BATCH**



## **6. Failure of WEE**

- 6.1. Should there be no response from the WEE batch, the provider of the Core Solution Element should establish if a fault exists with the batch process.
- 6.2. The provider of the Core Solution Element should initially check internally to establish if the fault has originated at the Core Solution Element end. If a fault is detected, a resolution should be sought. It is vital that the provider of the Core Solution Element carries out this investigation before any contact is made with the DVLA.
- 6.3. If no fault with the Core Solution Element end 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.
- 6.4. 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 provider of the Solution Element should work with the DVLA to resolve the problem.
- 6.5. If the severity of the fault is such that the WEE batch will not be available by the next cycle then the SFT failover provision should be instigated.
- 6.6. If the indication is that WEE batch will not be available by the next cycle then the provider of the Core Solution Element should be prepared to send the request by SFT at the next available time. The timings for SFT are Monday to Thursday batch file upload to DVLA by 17:00, which will be available for collection after 07:00 the following day. A batch file uploaded to DVLA by 17:00 on a Friday will be processed and be available for collection after 07:00 on the following Monday.
- 6.7. SFT should then be used until such time as the WEE batch facility has become available.

## **7. Failure of SFT**

- 7.1. Should there be no response from the SFT batch, the provider of the Core Solution Element should establish if a fault exists with the batch process.
- 7.2. The provider of the Core Solution Element should initially check internally to establish if the fault has originated at the Core Solution Element end. If a fault is detected resolution should be sought to the fault. It is vital that the provider of the Core Solution Element carries out this investigation before any contact is made with the DVLA.
- 7.3. If no fault with the Core Solution Element end 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.



7.4. 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 provider of the Core Solution Element should work with the DVLA to resolve the problem.

7.5. If the severity of the fault is such that the SFT batch or the WEE batch will not be available for the foreseeable future then the DAT tape failover provision should be instigated.

7.6. The DAT tape will only be requested when the severities of faults are such that neither WEE batch nor SFT will be available for a significant time. The DAT tape will only be produced on the first available weekend after a request has been made. The request should be made in consultation with TfL and the DVLA.

## **8. Clearing Backlogs**

8.1. In the case of the WEE batch facility being unavailable for any length of time, the provider of the Core Solution Element will still need to achieve its KPI's.

8.2. The use of SFT should satisfy the requirements for the provider of the Core Solution Element to achieve its KPI's but should SFT fail or the number of requests exceed 10,000 then the DAT tape failover provision will need to be invoked.

8.3. If the DAT tape is requested from DVLA, this will be produced on the first available weekend (when there are no over-riding Core Business requirements of the VSS system). Fallback DAT tapes will continue to be produced on subsequent weekends (providing there are no over-riding Core Business requirements of the VSS system) until notified by TfL that either WEE or SFT are available and meeting CCS requirements.

8.4. The Fallback DAT Tape will be delivered by secure courier to TfL at an agreed time.

8.5. In the event that the DAT tape is required, there will be a backlog of cases generated whilst the request is processed. Therefore when a DAT tape is requested, this should be communicated to Transport for London and a meeting arranged to agree a way forward on dealing with the backlog.

8.6. 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 or SFT are 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 or SFT are available and meeting CCS requirements).
- Agreeing the cancellation of part or all of the backlog that has been generated.