

Vehicle & Operator Services Agency Operations Manual

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Section 3 Vehicle Testing Scheme

Operating Instructions

11 – Fallback

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11 **Fallback - Overview**

When equipment/system faults prevent a VTS from accessing MOT Computerisation for any reason (including a failure of the telephone network), testing can continue using the Fallback procedures via the Service Desk. VTSs are instructed to notify the Service Desk of the fault as soon as possible. If they are unable to make contact with Siemens they should be advised to call VOSA's Enquiry Unit.

Where such a fault has been logged, the Service Desk will then support the following functions via the Fallback process:

- The Registration of MOT Tests
- The Input of MOT Test Results
- The update of Calibration Results

If the fault is particular to that VTS the Call Centre will initiate the Fallback procedure to enable testing to continue until the fault is rectified. In very exceptional circumstances if the Service Desk has lost access to Central Services, all Fallback users will be given a restricted ET incident number by the Service Desk agent.

After registering the test with Siemens each NT conducting tests in this way will record the test manually on a VT40, and then notify Siemens of the result. Service Desk will advise the NT of the test number and mark the record as awaiting Fallback Review. A failure notice or test receipt is issued manually to the customer, who has the option of returning to acquire printed Exchange Documents once the VTS Device is working at the original VTS or an Area Office (refer to Section 13.5 – [Exchange Documents](#)).

11.1 Fallback Review

Fallback Review is the procedure followed by the NT, after testing under Fallback, in order to verify the details of any tests entered on his behalf by the Service Desk. This is done by the NT who carried out the test using the manual records made during Fallback. The NT is able to make certain changes to the record recorded by the Service Desk, however a reason for doing this must be recorded. This reason is then included in an [Alert 54 message](#) sent to the Service Desk Manager and the AO1. If such a message is received which suggests a Siemens error the matter should be referred to RTPG. Fallback Review must be completed by the end of the NT's next working day (the next day that he registers a test) following resumption of normal MOT Computerisation testing services.

Fallback manual records must be kept for a period of 3 months.

If not completed by the NT's next working day, the NT will be blocked from conducting tests until Fallback Review has taken place. If not completed within 7 days the AE-VTS Link will become SUSPENDED, preventing further testing from taking place until Fallback Review has been completed. A series of Alert Messages to the SM, gives prior warning of the impending status change (refer to Appendix 6 – [Alert Messages](#)).

11.2 Authorise Substitute User

If the original NT is not available, the SM or AEDM may request a substitute user to carry out Fallback Review. To do this the SM/AEDM must contact the Area Office. The Area Office must be satisfied that there is a reasonable need (e.g. illness, leave, original NT working elsewhere) for a substitute user to be Authorised, and the reason entered into MOT Computerisation (refer to VOSA User Guide R1 - [Authorise Substitute NT for Fallback](#)). If possible, the telephoned request should be supported by a letter, fax or e-mail. As an additional security measure the Area Office should confirm the details with the SM prior to the substitution being Authorised.

The VTS must propose a substitute user from members of staff who have access to MOT Computerisation at their VTS.

Ideally, the substitute user will be another NT Authorised to test at the VTS, however, other users can be Authorised.

The Area Office requires the following information from the caller prior to accessing MOT Computerisation:

- Site number
- Callers User ID
- Original NT's User ID
- Substitute's User ID

A reason for the substitution must be selected:

- Original NT unavailable – holiday
- Original NT unavailable - working elsewhere
- Original NT left VTS

Once the information has been entered, MOT Computerisation will verify the identity of the original NT and the substitute user and check that the substitute user is associated with the VTS.

MOT Computerisation will present a list of all outstanding fallback tests conducted by the original NT to the Area Office. The VTS must inform the Area Office of all tests that are to be verified under Fallback Review so that the test numbers can be marked accordingly.

The Area Office must not prompt the VTS for any missing test numbers. The Area Office must ensure that the records are first sought by the VTS.

11.3 Missing Manual Records

If the manual records made during Fallback are unavailable e.g. mislaid, accidentally destroyed etc, the NT may telephone the Area Office.

The Area Office should advise the NT to call off an overnight VTS Test Log report which lists the appropriate test numbers.

The NT must be advised to make every effort to retrace his customers and acquire copies of all the manually issued documents.

The local VE must be informed of the situation. The VE may wish to visit the VTS sooner than planned to check the administration processes in place, and use the information when planning future targeted visits.

