

24.10.08	Section 3 Vehicle Testing Scheme
	Operating Instructions
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13 MOT Documents

MOT Computerisation normally produces all the appropriate documents following an MOT test. This includes pass

documents, fail documents and advisory notices.

All printed MOT Documents are issued via the VTS Device (refer to Appendix 13 - [Test Documentation Issued from VTS Device](#)).

Handwritten MOT Computerisation documents however have to be issued during an ET incident, when a VTS is operating in Fallback mode or when a VTS's printer fails to work correctly. During SAT, all documents are printed, however VT20s do not show any entitled extended expiry date.

13.1 Recording AO Issued Documents

Using the Appendix 2.7 - [Customer Verification Register](#), record all appropriate details relating to the new document issued at the Area Office. This should include the type of document issued and the documents produced as verification of the need for the new document.

When issuing a duplicate document account for the fee and record the batch number raised by the accounting process on the Customer Verification Register.

When issuing a replacement document, the incorrect document must be taken from the customer and retained with the register.

13.2 Duplicate Issue

A legitimate person can obtain duplicate documents (identical copies) from any VTS, Welcombe House or an Area Office. A request to an AO or WH can be made by phone, but may also be made in writing or in person.

The customer must pay the appropriate fee, which must be accounted for before duplicate documentation is issued.

13.2.1 Verify Customer's Right to the Document

Where duplicates of documentation are requested, the customer must either quote the unique test number issued or produce the V5(C) Vehicle Registration Document/Certificate number.

If neither of these references can be provided the applicant must provide suitable proof connecting their name with their address, which can then be verified against the DVLA database record for the VRM provided. The following list is not exhaustive but provides a guide to ensure that the Area Office can establish the direct link between the person's name and their address details via a means that only the particular person should be in possession of:

- Household insurance certificate
- Car insurance certificate
- Medical card
- Building society passbook
- Armed forces, police, fire or ambulance service ID card
- Full driving licence
- Cheque guarantee card
- Credit or debit card
- Current full passport
- Disability badge which includes a photograph
- Benefit/pension book
- Gas, electricity, telephone or council tax bill less than 3 months old
- Mortgage, savings, investment or loan statements
- Mail order statement
- Current account bank statement
- Notice of tax coding

Once the details to issue a duplicate document have been confirmed account for the duplicate document fee (refer to section 12.9.1 - [Accounting for Money Received](#)), record the batch number raised by the accounting process and all other appropriate details on the [Customer Verification Register](#) (Appendix 2.7). The Register must be maintained to show entries for a period of 5 years.

Do not proceed with issuing the documents until the customer's identity has been satisfactorily established. To supply the information may result in both the member of staff and VOSA contravening the DPA and FOI Act.

13.2.2 Produce Duplicate Document on MOT Computerisation

The production of duplicate documents from the VTS Device is the same at an AO as it is at a VTS. The VTS Device User Guide 10.11 - [Issue Duplicate Test Documents](#) should be referred to for detailed advice.

Area Offices are however able to search for test records using View Vehicle Details unlike VTS where a customer does not supply the test number or V5(C) document/certificate after having confirmed their right to the duplicate. When the correct test record is found the test number should either be copied or 'cut

and pasted' into the above function.

When the document has been satisfactorily produced, print by hand the NT's name in the signature box of the pass document, and add your signature after the statement detailing the type of document, the issuer's name and date of issue.

13.3 Replacement Issue

A replacement document is issued when there is an error on the original, and it is requested before the expiry date. All test documentation including pass documents, failure notices and associated advisory sheets can be replaced.

No fee is charged for the issue of replacement documents.

VTS are only able to update their own issued documents and then only for the following details:

- The vehicle colour
- The odometer readings/units. **Note:** This may only be changed within 7 calendar days of the test completion. For amendments to other details the customer must contact the Area Office.

Where the customer has mislaid the document that they wish to have replaced and they can provide the Area Office with all required information, and the details captured in MOT Computerisation support this, the Area Office may issue a replacement without going through the process of charging for and issuing a duplicate document first.

If the vehicle has had a VRM transfer after an MOT test, the customer must contact DVLA, the Area Office does not issue a replacement in these circumstances.

13.3.1 Replacement Request from Vehicle Owner/Presenter

A request may be received at an Area Office either in person, in writing or by telephone from the customer.

The Area Office must establish that the customer has a right to the documentation. The customer must present the Area Office with the following:

- The incorrect document, if available
- Other supporting documentary evidence of the error, if possible (e.g. the previous certificate)
- The vehicle (in cases where identification of the vehicle is in question)

- The vehicle registration document.

Subject to the agreement of the AM/SVE only, where the appropriate customer rights have been established the replacement document(s) may be produced and posted to the customer's home address (this should normally be the address recorded on the DVLA database).

13.3.2 Replacement Request from VTS which carried out the MOT

A VTS may contact the Area Office when they identify a mistake within a test document whilst the vehicle is still on their premises after completion of the MOT test. It can be assumed that the VTS has a 'right' to the replacement by virtue of the permission given from the presenter to carry out the MOT test and having access to the vehicle documents as appropriate.

Again, subject to the agreement of the AM/SVE only, the replacement document(s) may be produced at the Area Office, and then the VTS may issue a duplicate of the replacement in order to minimise any inconvenience to the vehicle presenter. The replacement documents produced by the Area Office to correct the MOT record of the vehicle, should be securely destroyed (shredded).

13.3.3 Produce Replacement Document on MOT Computerisation

The production of replacement documents from the VTS Device of an Area Office is covered in VOSA User Guide BX1 - [Issue Replacement Test Document - Area Office](#). Page 1 of this section covers the different fields that need to be completed for various scenarios. The following procedures cover VOSA's policy on the AO checks that need to be made for each scenario.

13.3.3.1 Expiry Date Extension, Odometer Reading Change

Expiry Date extensions should now not be warranted unless there has been a mismatch between either of the test records.

A new Odometer reading is recorded as being correct on the date of amendment (the date the replacement is issued) and overwrites the previous reading. Record the previously entered (incorrect) mileage in the Reason text box to ensure the full audit trail of the change is captured.

Note: AOs can issue a replacement certificate outside of the 7 day VTS limit with supporting documentation. In the absence of supporting documentary evidence such as a VT40 or service sheet etc, the odometer reading should only be changed if the applicant has notified us of the request for replacement within

seven calendar days of the test completion (e.g. has made a telephone enquiry within this period). In all cases the vehicle is required to be seen.

13.3.3.2 Non VRM/VIN Detail Change

Where a replacement is requested to one or more details (other than the VRM/VIN e.g. make) incorrectly recorded at the time of the original test **a physical check of the vehicle would normally be made** by an appropriate person.

The information collected from the vehicle must be verified against the provided pass document and vehicle registration document to determine the errors.

All details held against the test record of the vehicle can be amended if appropriate (VRM, VIN, make, model, colour, recorded mileage, seatbelt information if more than 8 passenger seats).

Select Vehicle Details Change in the Reason for Replacement field.

MOT Computerisation will display the make and model as currently recorded on the Vehicle Details Screen.

Select Search VSI (F4) and select the correct make and model from the drop down lists available. If the correct make or model is not listed, leave the fields clear; there is a blank option at the top of each list.

Return to the Vehicle Details Screen. If the blank options were selected, key-in the required a make and model.

13.3.3.3 Incorrect VRM/VIN

When the VIN is to be changed the Area Office must conduct searches of all data available to them as appropriate (e.g. checking DVLA data). When there is clear and unambiguous evidence that the error has been caused by a mis-read or mis-key of the details and the details have been verified against the DVLA database record, at the discretion of the AM/SVE only, the inspection of the vehicle may be waived. Where such misreads could have been made regarding the VRM, the vehicle should be re-inspected to ensure that the registration plates have not been deliberately altered to encourage a mis-read.

Note: Where the vehicle has previously been tested the table in VOSA User Guide BX1 - [Issue Replacement Test Document - Area Office](#) must be followed to ensure that all records are linked and that any previous records are also corrected.

13.3.4 **Print Replacement Documentation**

MOT Computerisation displays a list of the documents that are to be printed. The list will correspond to all documents produced at the time of test and no selection is possible. All documents will be reproduced with the same details as the originals apart from any amendments that have been made.

Insert the required documents into the printer as requested on the screen.

When the document has been satisfactorily produced, print by hand the NT's name in the signature box of the pass document, and add your signature after the statement detailing the type of document, the issuers name and date of issue.

Complete the [Customer Verification Register](#) (Appendix 2.7) to record all required details e.g. type of document, documents produced as verification of the need for the new document etc.

The incorrect document is taken from the customer and securely destroyed (shredded).

13.4 **Re-Issued Test Documents Log Report**

MOT Computerisation provides an audit trail of actions carried out against vehicle test records, when replacement or duplicate documents are produced.

When a replacement document is issued, MOT Computerisation generates a specific letter code for each type of change made. These letter codes are then shown in the Data Changed field within the vehicle test record. This detail can be viewed by choosing the menu option of Enquire Vehicle Test or it will be displayed within the [Re-Issued Test Documents Log Report](#).

13.5 **Exchange Documents**

When a VTS conducts tests under Fallback or Emergency Testing, or when they have a printer failure, temporary hand-written test documents are issued. Under SAT a printed certificate is issued however it will not show any extended expiry period that may be due. In all cases the customer is encouraged to exchange the handwritten documents for printed documents. They will normally return to the VTS that undertook the MOT test to obtain printed Exchange Documents, but the Area Office may also issue Exchange Documents. A VTS can only issue Exchange documents related to its own tests.

Exchange is only applicable to documents issued where no errors exist. The only exception to this being the correction of a test number that has been incorrectly transcribed under Fallback.

Exchange documents can only be issued when:

- The hand-written documents are presented. If these are not available the customer must pay to obtain duplicate documentation.
- The expiry date of the pass document has not been reached.
- A later test does not exist when a fail document is required.
- Any ET test has been Caught Up.
- Any Fallback Test has been reviewed.
- Any SAT test has been uploaded to Central Services.

Exchange Documents must be issued free of charge.

13.5.1 Produce Exchange Document on MOT Computerisation

The production of replacement documents from the VTS Device of an Area Office is covered in the VTS Device User Guide 10H.8 - [Exchange Manually or SAT Completed Test Documents](#).

Once printed, the document(s) must be authorised by the MOT Computerisation user's own signature.

- All hand-written or SAT printed documents must be taken from the customer and destroyed (shredded).
- Attach the hand-written Emergency Test documents to the appropriate Emergency Test Log sheet, returned to the Area Office by the VTSSs.

13.6 Storing MOT Documents

Unused MOT Computerisation documents are non-secure documents which do not need to be stored securely, however, they should be stored in a dry environment and in such a way that the paper will not become torn, creased or 'dog-eared', to ensure they feed easily into the printer.