



Enforcement Operations Agreement

Schedule 2

Appendix 21 – Returned Mail Handling Criteria

tfl_scp_000555

Service Operations Directorate
Transport for London
4th Floor, Palestra
197 Blackfriars Road
Southwark London SE1 8NJ

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Dealing with Returned Mail for Enforcement Operations

For all returned mail, the relevant Penalty Charge record needs to be updated to show the type of correspondence returned and the reason for the return.

Additionally all returned mail needs to be investigated in accordance with the following procedures which determine whether address of the Registered Keeper/Person Liable needs to be updated and how the event should be recorded against the Penalty Charge record.

Process and Procedures

Addressee Gone Away / Addressee Unknown

- Using the on-line DVLA query functionality, the current Registered Keeper / Person Liable details should be requested from the DVLA (via the Core IT System).
- If the details of the Registered Keeper/Person Liable are the same as those already held, the PCN should be suspended with the reason 'Addressee Gone Away/Addressee Unknown'.
- If the name of the Registered Keeper/Person Liable is the same but the address has changed, the address of the Registered Keeper/Person Liable should be updated to reflect the new information provided by the DVLA (via the Core IT System) and the piece of correspondence returned should be re-sent to the Registered Keeper/Person Liable at their new address. An event details of 'Registered Keeper/Person Liable's updated as a result of returned mail investigation' should be recorded.
- If the name of Registered Keeper/Person Liable is different then the details of the Registered Keeper/Person Liable for the date of Contravention should be requested from the DVLA (via the Core IT System).
- If the Registered Keeper/Person Liable's details now provided by the DVLA (via the Core IT System) for the date of Contravention are different to those held currently on the Enforcement Operations System and there is no evidence of liability being transferred, the details of the Registered Keeper/Person Liable should be updated and the PCN re-issued using the newly received details of the Registered Keeper/Person Liable. An event details of 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded. If there is evidence of liability being transferred, a letter should be sent to the Registered Keeper/Person Liable (transferring liability) requesting further evidence, otherwise the PCN will be re-issued to them as the last known Registered Keeper/Person Liable.
- If the details of the Registered Keeper/Person Liable now provided by the DVLA (via the Core IT System) are the same as those already held, the PCN should be suspended with the reason 'Addressee Gone Away/Addressee Unknown'.

Not Called For/Refused/No Answer

- Using the DVLA query functionality, the current details of the Registered Keeper/Person Liable should be requested from the DVLA (via the Core IT System).
- If the name of the Registered Keeper/Person Liable's name is the same but the address has changed, the address of the Registered Keeper/Person Liable should be updated to reflect the new information provided by the DVLA and the piece of correspondence returned should be re-sent to the Registered Keeper/Person Liable at their new address. An event details of the 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded.
- If the name of the Registered Keeper/Person Liable is different then the details of the Registered Keeper/Person Liable for the date of Contravention should be requested from the DVLA (via the Core IT System).
- If the details of the Registered Keeper/Person Liable now provided by the DVLA (via the Core IT System) for the date of Contravention are different to those held currently on the Enforcement Operations System and there is no evidence of liability being transferred then the details of the Registered Keeper/Person Liable should be updated and the PCN re-issued using the newly received Registered Keeper/Person Liable details. An event details of the 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded. If there is evidence of liability being transferred, a letter should be sent to the Registered Keeper/Person Liable (transferring liability) requesting further evidence, otherwise the PCN will be re-issued to them as the last known Registered Keeper/Person Liable.
- If the details of the Registered Keeper/Person Liable details now provided by the DVLA (via the Core IT System) are the same as those already held then the PCN should progress as normal.

Address Incomplete / No Such Address

- Using an appropriate address validation function, the address of the Registered Keeper/Person Liable should be checked.
- If it is incomplete or incorrect the Registered Keeper/Person Liable's address should be updated and the PCN re-issued. An event details of the 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded.
- If the address is incomplete, then the on-Line DVLA query functionality should be used to obtain the current details of the Registered Keeper/Person Liable's details.
- If the name of the Registered Keeper/Person Liable is the same but the address has changed, the address of the Registered Keeper/Person Liable should be updated to reflect the new information provided by the DVLA (via the Core IT System) and the piece of correspondence returned should be re-sent to the Registered Keeper/Person Liable at their new address. An event details of the Registered Keeper/Person Liable updated as a result of returned mail investigation should be recorded.
- If the name of the Registered Keeper/Person Liable is different then the details of the Registered Keeper/Person Liable for the date of Contravention should be requested from the DVLA (via the Core IT System).
- If the details of the Registered Keeper/Person Liable now provided by the DVLA (via the Core IT System) for the date of Contravention are different to those held currently on the Enforcement Operations System and there is no evidence of liability being transferred, then the details of the Registered Keeper/Person Liable should be updated and the PCN re-issued using the newly received Registered Keeper/Person Liable details. An event details of the 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded. If there is evidence of liability being transferred, then a letter should be sent to the Registered Keeper/Person Liable (transferring liability) requesting further evidence otherwise the PCN will be re-issued to them as the last known Registered Keeper/Person Liable.

Address Inaccessible

- Using the on-line DVLA query functionality, the current details of the Registered Keeper/Person Liable should be requested from the DVLA (via the Core IT System).
- If the name of the Registered Keeper/Person Liable's name is the same but the address has changed the address of the Registered Keeper/Person Liable should be updated to reflect the new information provided by the DVLA (via the Core IT System) and the piece of correspondence returned should be re-sent to the Registered Keeper/Person Liable at their new address. An event details of the 'Registered Keeper/Person Liable's updated as a result of returned mail investigation' should be recorded.
- If the name of the Registered Keeper/Person Liable is different, the details of the Registered Keeper/Person Liable's details for the date of Contravention should be requested from the DVLA (via the Core IT System).
- If the details of the Registered Keeper/Person Liable now provided by the DVLA (via the Core IT System) for the date of Contravention are different to those held currently on the Enforcement Operations System and there is no evidence of liability being transferred, then the Registered Keeper/Person Liable should be updated and the PCN re-issued using the newly received Registered Keeper/Person Liable. An event Details of the 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded. If there is evidence of liability being transferred, a letter should be sent to the Registered Keeper/Person Liable transferring liability requesting further evidence otherwise the PCN will be re-issued to them as the last known Registered Keeper/Person Liable.
- If the details of the Registered Keeper/Person Liable now provided by the DVLA (via the Core IT System) are the same as those already held then the PCN should progress as normal.

Mail Returned by a Third Party

- Using the on-line DVLA query functionality, the current details of the Registered Keeper/Person Liable should be requested from the DVLA (via the Core IT System).
- If the Registered Keeper/Person Liable's name is the same but the address has changed, the address of the Registered Keeper/Person Liable should be updated to reflect the new information provided by the DVLA (via the Core IT System) and the piece of correspondence returned should be re-sent to the Registered Keeper/Person Liable at their new address. An event details of the 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded.
- If the name of the Registered Keeper/Person Liable is different then the details of the Registered Keeper/Person Liable details for the date of Contravention should be requested from the DVLA (via the Core IT System).
- If the details of the Registered Keeper/Person Liable details now provided by the DVLA (via the Core IT System) for the date of Contravention are different to those held currently on the Enforcement Operations System and there is no evidence of liability being transferred then the details of the Registered Keeper/Person Liable should be updated and the PCN re-issued using the newly received details of the Registered Keeper/Person Liable. An event 'Registered Keeper/Person Liable's details updated as a result of returned mail investigation' should be recorded. If there is evidence of liability being transferred then a letter should be sent to the Registered Keeper/Person Liable transferring liability requesting further evidence, otherwise the PCN will be re-issued to them as the last known Registered Keeper/Person Liable.
- If the details of the Registered Keeper/Person Liable now provided by the DVLA are the same as those already held then the PCN should progress as normal.
- If any Third Party has provided a name and address on their correspondence, a letter should be sent to them advising them of the action taken.

Return to Sender

- Using the on-line DVLA query functionality, the current details of the Registered Keeper/Person Liable should be requested from the DVLA (via the Core IT System).
- If the name of the Registered Keeper/Person Liable is the same but the address has changed, the address of the Registered Keeper/Person Liable should be updated to reflect the new information provided by the DVLA (via the Core IT System) and the piece of correspondence returned should be re-sent to the Registered Keeper/Person Liable at their new address. An event details of the 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded.
- If the name of the Registered Keeper/Person Liable is different, the details of the Registered Keeper/Person Liable for the date of Contravention should be requested from DVLA (via the Core IT System).
- If the details of the Registered Keeper / Person Liable now provided by the DVLA (via the Core IT System) for the date of Contravention are different to those held currently on the Enforcement Operations system and there is no evidence of liability being transferred, the details of the Registered Keeper/Person Liable should be updated and the PCN re-issued using the newly received details of the Registered Keeper/Person Liable. An event Details of 'Registered Keeper/Person Liable updated as a result of returned mail investigation' should be recorded. If there is evidence of liability being transferred, a letter should be sent to the Registered Keeper/Person Liable (transferring liability) requesting further evidence, otherwise the PCN will be re-issued to them as the last known Registered Keeper/Person Liable.
- If the details of the Registered Keeper/Person Liable now provided by the DVLA (via the Core IT System) are the same as those already held then the PCN should progress as normal.