

MOT SPECIAL NOTICE



Vehicle & Operator Services Agency

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January 2005

All Authorised Examiners and Designated Councils in Classes :

All Classes

The last Special Notice issued was

8 - 2004 All Classes

CONTENTS OF SPECIAL NOTICE

Item	Page	Subject	Relevant to
1	2	Ordering VT20/VT20Ws	AEs DCs & NTs All Classes
2	2	Pre-funded Accounts	AEs DCs & NTs All Classes

VOSA, working with our partner – Siemens Business Services (SBS), will be introducing MOT Computerisation to the 19,000 VTSs throughout Great Britain. The following information details some of the changes that you need to be aware of.

Steve Tonks

Head of MOT Compliance and Computerisation

All Nominated Testers should sign below to confirm that they have read and understood the contents of this Special Notice relevant to NTs for the classes they test. AEs must keep a copy of the signed SN on their records.

Item – 1 Ordering VT20/VT20Ws

VOSA have transferred to SBS the processing of incoming orders and payments from VTSs for MOT-related goods and services, such as pads of certificates and checklists. Upon receipt of this SN all orders will need to be placed via one of the payment methods listed on the new style VT10 (see below). From the 7th February please use the new address which is located on the new style VT10 to order pads. However, if an order is misdirected we do have procedures in place to forward the order onto SBS, but **please be aware that this may cause significant delays**.

The current ordering number (01792 456162) and fax number (01792 454205) will also no longer exist – please ring/fax on the new ordering numbers which are listed below.

The new address for ordering VT20/VT20Ws and other stationery is:

VOSA

PO Box 415

DURHAM

DH99 1YZ

Tel: 0845 071 1973

Fax: 0191 375 6517

VT10s

Please find enclosed four new style VT10s which are to be used from now on, and until you have been rolled out with MOT Computerisation. If you need more, please photocopy them. If however, you wish to obtain further copies these can be obtained by telephoning SBS Service Desk on 0845 071 1973.

The new VT10 should be used in exactly the same way as the old style VT10. You will notice, however, that the address and phone number details are different and that there are no address labels on the back of the new style form. This is because MOT Computerisation will print the new address labels.

You will continue to receive old style VT10s with your MOT Pads. Please do not use these.

Item – 2 Pre-funded Accounts

For VTSs who currently use a VOSA pre-funded account, once the order processing transfers to SBS you will no longer be able to use this account to pay for MOT-related goods and services. Each VTS (or group of VTSs for a single AE), irrespective of whether they currently use an account, will have a new customer account set-up automatically within the MOT Computerisation system ('MOT Account'), through which all transactions will be processed. You will be able to make pre-payments into the new MOT Account in much the same way as you do now with your existing pre-funded account. A further step, to be introduced as each VTS is connected to the MOT Computerisation system, will allow on-line ordering and payment.

- We will not be able to transfer funds from VOSA accounts to the new MOT Accounts, unless you have already credited your new SBS account, as the transfer did not happen on 25th October as previously stated. These funds were transferred to your VOSA pre-funded account, and have been available for you to use. Any funds remaining in your VOSA accounts on 7th February 2005 will be automatically transferred back to SBS. This one-off process will only be carried out for VTSs who submitted cheques to SBS and cannot be completed for any other VTS or at any other time. If you wish to close your VOSA account, then you must inform us in writing and request a refund of the balance as at the start of Trial Stage 3. If you have already done this then we still have your request on file and will action it accordingly. We will be unable to automatically refund account holders – we must receive a written request.

If you use your pre-funded account for a mixture of MOT-related and other services (eg HGV tests) the balance in the pre-funded account will continue to be available for other services but will not be available to you for any MOT-related services. If you do end up with a greater balance in this Account than you wish you can ask us for a refund in the same way as now. If you have any queries regarding VOSA pre-funded accounts please contact Phil Richards on 01792 454267.