

# MOT SPECIAL NOTICE



Vehicle & Operator Services Agency

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**All Authorised Examiners and Designated Councils in Classes :**

**All Classes**

**The last Special Notice issued was**

**4 - 2007 All Classes**

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### Item 1 Stand Alone Testing (SAT)

MOT Computerisation has now been operational for some time and is proving to be most reliable. However, there are occasions when system or other faults have meant that Fallback or Emergency Testing have had to be used. We know that both of these back-up systems cause you disruption and additional work so we have developed an improvement to the service known as Stand-Alone Testing (SAT). Those of you who attended this year's MOT Seminars will be more familiar with this.

If Siemens Central Services become unavailable, SAT will automatically allow testing to continue locally using your VTS Device. Additional software has been installed on all VTS Devices to detect central server problems and allow for data to be stored locally on your VTS Device. When contact with Siemens Central Services is restored, the data stored on your VTS Device will be automatically uploaded onto MOT central records thus, in most cases, removing the need for 'catch-up'. We have to keep Fallback and Emergency Testing for certain (mainly local) system failures but we sincerely hope that these will be very much fewer and that SAT will cope, resulting in lower Service Desk demand (the main cause of ET).

The MOT Testing Guide will be updated as a result of this change. Until we are able to amend it on the system, the following instructions in Annex 1 replace those on pages 1 to 9 of Section 'N'. The new instructions cover procedures for Fallback and ET as well as SAT. We suggest that a clear note is made in the Guide at Section N referring to this Special Notice. **Note:** The examples on pages 10 to 19 must not be removed or deleted.

This Special Notice replaces SN 4-2006, paper copies of which may now be destroyed.

Alan Wilson

Head of Private Vehicles Scheme Management

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**All Nominated Testers must acknowledge via the VTS Device that they have read and understood the contents of this Special Notice relevant to the classes they test. Please print off a copy of this SN and retain on your files for reference.**

# Annex 1 to SN5/2007

## MOT Computerisation Contingency Procedures

<b>Fallback:</b>	<b>Section 2</b>
<b>Stand Alone Testing:</b>	<b>Section 3</b>
<b>Emergency Testing:</b>	<b>Section 4</b>

### 1. Introduction

MOT Computerisation has been developed to provide a high level of reliability. Where the MOT Computerisation system is not available, users must follow one of three contingency procedures in order that; MOT Testing can continue, customers are able to receive relevant documentation and MOT central records are updated with test details. The three contingency procedures are:

- Fallback
- Stand-Alone testing (SAT)
- Emergency testing (ET)

Unless a user has already received advice from VOSA or Siemens regarding a national or regional failure in the computerised system, all faults which will prevent the printing of a test document must be logged with the Siemens Service Desk (see section 10H1 of the VTS Device User Guide). **Note:** The automatic switching of the VTS Device into Stand-Alone testing mode should **not** be reported.

If the VTS Device does not automatically switch into Stand-Alone testing, dependent upon the cause of the fault and the number of other VTS users which may be affected, the Service Desk will advise on the contingency procedure to be used. The advice will either be by means of an automated message at the start of the Service Desk answering service, possibly backed up by a Voice Message, or by means of personal advice from an operator. If an automated message deals with the caller's particular problem **please do not continue with the call**, there is no need to speak with an operator.

It may be that a user has to follow more than one of the above procedures during the course of a single MOT Computerisation incident however the transition from one procedure to another should not cause significant delays to MOT testing. An outline of the possible transitions is shown in Table A at the end of Section N. Details of the three contingency procedures are as follows:

### 2. **Fallback Testing:** These paragraphs should be read in conjunction with 10H2 of the VTS Device User Guide.

After a fault has been reported and a user has been advised that they should use Fallback as a contingency, computerised testing will continue by means of a Service Desk operator registering the test and recording the result details onto MOT Computerisation on behalf of the NT. Each test will therefore require two phone calls at the relevant points in the test. **Note:** Vehicles rectified at the time of the test (PRS) will be recorded as a straight Pass only as the Fallback service will not support the input of PRS results.

#### 2.1 **Fallback Documents**

Under Fallback testing, normal computerised test documents will be hand written and completed using details given to the NT by the Service Desk operator (see Appendix 7 of the MOT Testing Guide). It is important to retain hand written VT40 checklists to enable subsequent verification of data during Fallback Review. **Note:** VT40s must be retained for 3 months.

#### 2.2 **Review of test details:** This section should be read in conjunction with 10H3 of the VTS Device User Guide.

- (a) In order to ensure that the correct test details were input by the Service Desk, NTs must verify all Fallback test data which has been entered in their name, this process is called Fallback Review. It is important that the MOT central records are up to date and accurate therefore Fallback Review must be completed on the system by the end of the next testing day following the resumption of normal service.
- (b) Fallback Review must be performed by the same NT who carried out the test(s). After the review deadline, any Fallback tests unreviewed will cause the NT to be suspended from testing at the same VTS until Fallback Review has been completed. A VTS itself will be suspended from testing unless all Fallback Reviews have been completed within seven calendar days following the resumption of normal service. The system will provide early and final warnings of impending deadlines to the relevant staff by means of system messages. If an NT is suspended from carrying out further normal testing, the suspension will be lifted automatically once Fallback Review has been completed.
- (c) The local VOSA Office can approve a substitute user to carry out Fallback Review if the original NT is not available.

### **2.3 Exchange Certificates (Fallback)**

Customers may exchange hand written certificates for printed ones. This can only be done following Fallback Review. The exchange of a hand written test certificate for a printed test certificate is free of charge.

### **2.4 Duplicates and Replacement Certificates (Fallback)**

The Fallback service will not support the issue of Duplicate or Replacement certificates, either for tests carried out in Fallback or any issued previously. Fallback test documents can be processed in the normal way (see sections H9. b & c of the MOT Testing Guide) after a Fallback test has been reviewed. It is not necessary for the original certificate to have been exchanged.

## **3. Stand-Alone Testing (SAT)**

Stand-Alone Testing allows testing to continue using the VTS Device during periods when Central Services are unavailable. Software allows data to be stored temporarily on the VTS Device so that when Central Services are restored, the locally stored data will be automatically uploaded onto MOT central records.

Normally the VTS Device will automatically switch into Stand-Alone Testing, however in some circumstances users will be required to enter an authorisation code in order to access SAT mode and this must be obtained from the Siemens Service Desk. The duration of SAT will be time limited for each VTS, commencing when that VTS first has cause to use the procedure. If normal service has not been returned at the end of a period of SAT, users will be advised via a screen message to phone the Service Desk. By this time VOSA and Siemens will have made a joint decision on whether to invoke Emergency Testing (see paragraph 4) or to extend SAT and users will be advised by means of an automated message at the start of the Service Desk answering service regarding any extended SAT authorisation code or ET Incident code.

### **3.1 SAT Documents**

All documents must be printed twice, one on the normal form and a copy on blank paper. The VTS Device as normal will prompt the user to insert the appropriate form or blank paper into the printer for all of the necessary documents. The copies must be retained for 3 months (see paragraph 3.3). Because the MOT central records cannot be accessed during SAT, input details will automatically be accepted at registration and extended expiry dates will not be processed at the time of the test. When details are uploaded to MOT central records any allowable additional time will automatically be recorded (see Exchange Certificates in paragraph 3.4). In order to advise the customer of the validity of any VT20 issued under SAT, a VT32 Advisory Notice must always be issued. This explains the document exchange policy and the restrictions on same day vehicle relicensing. **Note:** Vehicles rectified at the time of the test (PRS) are shown only as a Pass and no VT30 is

produced.

### **3.2 SAT Test Slots**

Each VT20 issued during SAT will use one test slot. The normal 'test slot count' however, will be unavailable until a connection is restored to Central Services. If following reconciliation, a VTS has a negative test slot balance, testing will be prevented until sufficient test slots have been purchased.

### **3.3 SAT Recovery**

Where test details have been entered correctly by a legitimate user on a serviceable VTS Device, the test data will be uploaded and accepted by MOT central records. Section 10H12 of the VTS Device User Guide advises on how to see the upload status of SAT tests on screen using the Stand Alone Test Log. Where uploads are not satisfactory, the Siemens' Service Desk will contact the VTS and inform them of any corrective action required.

On very rare occasions a VTS Device may fail whilst it was in SAT mode. Users must contact the Service Desk to report the fault when they will be advised on how to process any new or incomplete tests until the problem is rectified. When the VTS Device has been repaired or replaced, the instruction in section 10H5 of the VTS Device User Guide must be followed in order to enter SAT test results from copy documents.

NTs are advised to continue using the same VTS Device for 24 hours following resumption of normal service as Central Services may not detect the result entry of a previous test and will reject a new test registration, if using a different VTS Device from that used during SAT.

### **3.4 Exchange Certificates (SAT)**

Customers may wish to exchange SAT printed certificates for ones that verify that the test has been updated on MOT central records and to show that any extended expiry date has been recorded. This can only be done once the test has been successfully uploaded onto MOT central records. The exchange of certificates is free of charge.

### **3.5 Duplicate and Replacement Certificates (SAT)**

SAT will not support the issue of Duplicate or Replacement certificates, either for tests carried out in SAT or any issued previously. Duplicate or Replacement documents for those issued during SAT can only be produced once the test has been successfully uploaded onto MOT central records.

### **3.6 Changes in testing staff**

During SAT; AEDMs and SMs will be unable to add or remove staff on MOT Computerisation. The VTS Device will only permit tests to be carried out by NTs who were acceptable at the last 'on line' Start Up. New NTs, unfortunately, will be unable to carry out tests until SAT testing has finished. (If SAT is followed by ET see 4.16).

### **3.7 Changes in equipment calibration details**

Equipment must be maintained and calibrated as normal during SAT. The VTS will not receive alerts to remind them of any expired calibration, nor will it be possible to update MOT central records with new calibration details. If the calibration of any test equipment expires during a period of SAT, on service restoration the details from the new calibration certificate must be entered **before** any further testing.

## **4 Emergency Testing (ET)**

ET allows MOT testing to continue outside of MOT Computerisation where Fallback and SAT cannot support testing. During ET; test documents are hand written without contacting the Service Desk however the inputting of all test details onto MOT central records has to be carried out by the NT when normal testing can be resumed.

### **4.1 Authorising ET**

Users who experience a problem with MOT Computerisation must ring the Service Desk as in paragraph 1. The Siemens Service Desk will advise whether ET has been authorised and if so will broadcast the incident code by means of an automated message at the start of the Service Desk answering service. It may be that this message is received following recent use of Fallback or Stand-Alone Testing when VOSA and Siemens have jointly concluded that neither of these contingency procedures can continue to be suitable options to a widespread problem. **Note:** Where users have used SAT immediately prior to ET being invoked, SAT must be used to complete any incomplete SAT tests. The VTS Device, where it is serviceable, will always be able to support SAT result entry even though test registrations are prevented.

#### **4.2 Emergency Test Incident Code**

VTSs must not test using ET procedures without a valid incident code which will be used to validate any MOT documentation issued during the period of the incident. The incident code will be notified to VTSs via an automated message at the start of the Service Desk answering service. Where VTSs are unable to contact the Siemens Service Desk, they should phone the VOSA Enquiry Unit, their local VOSA Office or their local Vehicle Examiner who will advise them of the situation.

The VTS Device will automatically identify when the computerised service is available, which will be notified to the VTS User on the MOT Greetings screen.

VTSs must cease using ET procedures once they receive notification that the computerised service is available, normally via the VTS Device. VTSs will receive a message after an ET incident instructing them to Catch Up on any ET tests which they have carried out or to confirm that they have not carried out any ET tests.

#### **4.3 ET – Questions and Advice**

- How do I know whether I can use ET? See paragraphs 4.1 and 4.2.
- I was being supported under Fallback, can I go straight into ET? Yes but see paragraphs 4.10, 4.11 and Table A.
- I have been informed of an ET Incident Code but have partially recorded details of a test onto MOT Computerisation when the system failed. How do I proceed? When the test is finished, complete ET documentation but see paragraph 4.11 and Table A.
- How do I know if there is an Emergency Testing Incident? See paragraph 4.2.
- I need Vehicle Specific Information. See paragraph 4.5.
- What do I need to start a test? See paragraphs 4.2 & 4.4
- What do I give the customer after a test? See paragraphs 4.6, 4.7, 4.8, 4.9 & 4.14.
- What documents do I need to keep? See paragraphs 4.6 & 4.7.
- How should documentation be completed when there is no printer? See paragraphs 4.6 & 4.7.
- The customer is entitled to additional time on his certificate. See paragraph 4.6b.
- I have made a mistake on a certificate. See paragraphs 4.6b, 4.12 and 4.15b.
- How do I find out if the incident is over? See paragraph 4.2.
- What do I have to do after the Incident is over? See paragraphs 4.6e, 4.10 & 4.13.
- Normal service has been restored but the system will not let me start a new test or perform Catch Up. See paragraph 4.11.
- A customer has asked for a Duplicate/Replacement certificate. See paragraph 4.15.

- I need some more ET certificates. See paragraph 4.4.
- Where should I keep the certificates? See paragraph 4.16.
- How do I show that the NTs working at this VTS have changed? See paragraph 4.17.
- How do I record new calibration details? See paragraph 4.18.

#### 4.4 ET Test Certificates

Each VTS is issued with an Emergency Test Pad of 100 Emergency Test certificates, plus copies. The pad also includes an ET Test Log, on which each test performed under ET must be recorded. Before any ET test is started the VTS must ensure it has sufficient documentation. Backdating a test certificate or carrying out an MOT test without issuing the proper documentation may lead to formal disciplinary action being taken.

Emergency Test Pads are normally supplied without charge. However, during an ET incident, pads will only be supplied when an order is placed for the same number of test slots. During an ET incident orders for new Emergency Test Pads must be made by telephone to the Siemens Service Desk on the number shown in Appendix 9. Payment for test slots may be restricted to a Credit or Debit Card.

VTSs should ensure that they have sufficient Emergency Test certificates for 5 days of testing.

#### 4.5 Availability of VSI

Even when Central Services are unavailable, the VTS Device, should still provide access to VSI via the Main Menu and the 'View Vehicle Specific Information' function. If access to VSI is not possible, NTs may require information to satisfactorily complete a test. Where information on anti-lock braking systems and/or brake test weights is required, NTs should refer to manufacturer's or other reliable data, e.g. charts, technical manuals, etc. Information on emissions limits is held on the exhaust gas analyser, and within the latest edition of the In-Service Exhaust Emissions Standards for Road Vehicles.

#### 4.6 Completion of Documents

##### a. MOT Inspection Checklist – VT40/VT40M

The normal VT40/VT40M form will be used and must be hand written in ballpoint pen. The NT must record all appropriate information for Catch Up. The VT40/VT40M must be endorsed with the NT's user ID, and if the vehicle passes, the ET certificate serial number. See ET Example 6 in section N of the MOT Testing Guide. This document will be used to compile the test log and complete Catch Up data entry. All VT40 checklists used during an ET incident must be retained for 3 months after the end of the ET incident.

##### Partial Re-Tests

There is no need to produce a second, hand-written, VT40/VT40M where a vehicle remains on the premises for repair and re-test or returns for a 'Minor Items' / 'Left VTS' Partial Re-Test (See L2.1.b of the MOT Testing Guide). However in both cases the original test and the retest must be recorded separately at Catch Up.

The following details must be recorded for the re-test on the VT40/VT40M as per Example 7 in section N of the MOT Testing Guide:

- The statement "Partial Re-test – Minor Items", "Partial Re-test – Left VTS" or "Repaired at VTS" must be recorded at the bottom of the VSI box on the front page.
- The date and time of the re-test must be shown in the VSI box above the same

details for the original test.

- The statement "Re-tested" must be written next to the defects on the reverse plus any new advisory defects.
- If the repaired defect is satisfactory tick the appropriate 'Pass' box.
- The resulting ET Certificate Number.

**Note:** Amending the original VT30 where a vehicle fails a re-test is **not** permitted and a new VT30 must be completed.

**b. Emergency Test Certificate – VT20ET**

The ET Certificate must be hand written using a ballpoint pen. The top copy is issued to the vehicle presenter, whilst the carbon copy is retained in the pad. In addition to the information usually recorded on the normal MOT Certificate, the NT must record the ET incident code number, and the user ID shown on his Smart Card. The certificate does not include the MOT test number/authentication number, or an MOT expiry windscreen reminder. See ET Example 1 in section N of the MOT Testing Guide.

The ET Certificate 'expiry date' must only be 12 months less one day from the date of the test itself irrespective of whether a current test certificate still has time to run or it is an early first test.

- When service is restored, any additional time due as a result of permitted early testing will be added automatically to the test record and included on the exchange certificate.

**Cancelled certificates:** Certificates showing alterations must not be issued. Errors made during completion must result in the certificate being marked as 'cancelled', the reason for the cancellation must be clearly marked, and the serial number of the certificate issued in its place recorded. See paragraph 16b and ET Example 3 in section N of the MOT Testing Guide. All used VT20ET certificate pads must be retained for 18 months.

**c. Refusal of an MOT Test Certificate – VT30**

The normal VT30 must be used to notify the vehicle presenter of any failure items. The VT30 must be hand written in ballpoint pen. Defect descriptions recorded on the VT30 must reflect the Reason for Rejection that would be printed if the system was operating normally, so that a VT30 produced for exchange purposes after Catch Up matches the hand written version produced under ET. When used for ET, the NT must retain a copy of the VT30 for the VTS's records. The copy may be a photocopy or carbon copy, but must clearly show all completed information. The VT30 must be endorsed with the NT's user ID. See ET Example 4 in section N of the MOT Testing Guide. Where a vehicle fails a re-test a new VT30 must be completed. Copies of all VT30 Refusal Notices must be stapled to the VT40 Checklist and retained for 3 months.

**d. Advisory Notice – VT32**

The normal VT32 should be used to notify the vehicle presenter of any advisory items. The VT32, if used, must be hand written in ballpoint pen. When used for ET the NT must retain a copy of the VT32 for the VTS's records. The copy may be a photocopy or carbon copy, but must clearly show all completed information. The VT32 must be endorsed with the NT's user ID. See ET Example 5 in section N of the MOT Testing Guide. Each VT32 Advisory Notice copy must be stapled to the VT40 Checklist and retained for 3 months.

**e. Emergency Test Log**

The Emergency Test Log is part of the Emergency Test Pad and must be hand written using a ball point pen and completed using the information recorded on the

VT40 Inspection Checklists (see paragraph 4.6a) immediately after each test. Each page must be completed with a carbon copy.

**Part A:** Each column of the log is used to record a single test or account for a cancelled, duplicate or replacement certificate. The NT must record the following information for each test or certificate:

- i. Sequential number of the Test or certificate used within the incident i.e. 1, 2, 3 etc
- ii. Date of Test: DD/MM/YYYY (Test date on Duplicates or Replacements)
- iii. Time Test started: HH:MM (24 hour clock)
- iv. Registration Mark
- v. VIN / Chassis No
- vi. Make
- vii. NT Name
- viii. NT User ID
- ix. Test Result (pass, fail, abort, abandon.) **Note:** Vehicles rectified at the time of the test (PRS) are shown only as a Pass, no VT30 is produced nor recorded at Catch Up.
- x. ET Certificate No if issued, for VT30 failures this will be blank.

Once Catch Up of all tests carried out under the period of ET covered by the incident code has been completed, the SM must order and print off the Emergency Test List Report (see paragraph 4.13) and enter the MOT Computerisation Test Numbers in **Part B** (but see paragraph 4.15b regarding Duplicates and Replacements). When the other details have been checked against the report the SM must complete **Part C** on every sheet. See ET Example 8. The top copy of these sheets must then be detached and sent to the local VOSA Office within **fourteen days** of Catch Up having been carried out. The copies of the ET Test Log must be retained with the pad at the VTS for a period of eighteen months after the final test entry.

#### 4.7 Instructions for the Completion of all ET Test Documentation.

In addition to the instructions regarding the information content to be recorded on ET test documentation described above, the following instructions on how the information on all ET test documentation is to be completed must be followed: All details, with the exception of personal signatures, must be clearly and legibly completed in Block Capitals.

- All details must be completed in a ballpoint pen however the "Inspection Authority" which must be the Name and Address of the VTS may be embossed or rubber stamped.
- Dates must be completed in the style shown in the examples in section N of the MOT Testing Guide.
- Issue times must be completed using the 24-hour clock.
- VIN / chassis / frame numbers must be recorded in full, except on the Test Log where only the last 6 digits need to be recorded.
- Any box that is not used must be clearly marked as not applicable, e.g. 'N/A'.
- Only the basic vehicle colour should be recorded, e.g. 'GREEN', not the manufacturer's designation.
- Odometer readings must show the unit of measurement by clearly indicating the 'miles' or 'km' option.

- Used pads of ET certificates must be retained for 18 months. Copies of other ET test documents must be stapled to the corresponding VT40 and retained for 3 months.

#### **4.8 Emissions Printouts**

Relevant emissions printouts are to be treated in the normal way and must be retained for 3 months following the requirement of section H.5.

#### **4.9 Refusal to test**

A hand completed VT30 should be issued to any vehicle presenter who requests written confirmation of the reason why the NT has refused to test their vehicle. This VT30 must be hand written in ink. No copy of this VT30 needs to be retained as it is not recorded in the ET Test Log or on MOT central records. See Section B5.4 and Appendix 3 of this Guide for the reasons why an NT may refuse to test a vehicle.

#### **4.10 ET Catch Up**

Catch Up is the process for entering ET test result details onto MOT central records and must be completed within 5 working days of the closure of the ET incident.

**Note:** Only the original test details are entered, duplicates are not recorded. If, as a result of an error on an ET certificate, a replacement ET certificate has been issued before the test has been caught up, the details entered at Catch Up should be those shown on the replacement certificate including the time and date of the actual test.

After normal service has been resumed, VTSs will receive a message reminding SMs that they must confirm that all ET tests have been entered onto MOT central records. In order to check this, SMs must order an Emergency Test List Report (see paragraph 4.13) and compare this with the ET test log. Once satisfied that this has been correctly done, SMs must confirm that all emergency tests have been correctly entered. If any outstanding ET tests come to light after confirmation, these tests must be 'caught up', the report called off again, and a confirmation made again, but see 'note' below.

If no ET tests were carried out during the ET Incident, the SM must confirm that no ET tests have been completed using the ET test log and then confirm that all (zero) emergency tests have been correctly entered as above. **Note:** After a certain time it may not be possible to Catch Up tests without referral to the local VOSA Office. NTs are expected to perform Catch Up for their own tests however the SM may perform Catch Up tests on behalf of an NT in exceptional circumstances.

Where a VTS was in Fallback immediately prior to using ET, any outstanding Fallback tests must be reviewed within 7 days of the system becoming fully operational. It does not matter whether Catch Up is completed before Fallback Review or vice versa. Where a test under Fallback was registered but not completed see 4.11 below.

#### **4.11 Incomplete Tests prior to ET**

If you have registered a test but not completed entering the results and printing the test result documents when the system fails, you will find that when you next log in you will have to abort the test before performing "Catch Up" or registering a new test. If you registered the test in Fallback and the Fallback service was unable to support the test result entry you will have to Abort it as above (see Table A).

#### **4.12 Errors noted during Catch Up**

In some circumstances an error on an ET certificate may be noted at Catch Up (e.g. in trying to match with previous test records you may spot that you have transposed the characters in the VIN). If this happens, issue a replacement ET certificate as in 15 below and use the details you now know to be correct to perform Catch Up. Print out the exchange document and try to get the exchange document to the presenter and retrieve the original certificate. If

you cannot contact the presenter, or the presenter is not content with the changed details, contact the local VOSA Office who will contact the keeper of the vehicle and resolve the situation.

#### 4.13 Emergency Test List Report

When the SM considers that all ET tests have been recorded on MOT central services (Catch Up) an Emergency Test List Report must be ordered on the VTS Device. The report enables the SM to record MOT Computerisation Test numbers against the relevant ET tests on the Test Log sheets and to confirm on the system (Confirm All Emergency Tests Recorded) that the MOT central record as shown on the Report match the other log details.

#### 4.14 Exchange ET Test Documentation

ET Certificates contain advice to vehicle presenters that the certificate may be exchanged for a normal printed certificate at the issuing VTS (see paragraph 4.6b). Vehicle presenters may request the exchange of any test documentation issued under ET.

Test documentation issued under ET must be exchanged for printed versions at the original VTS if requested. No charge can be made for this service. If the customer is unable to produce the hand written document the required printed certificate should be produced using the 'Issue Duplicate Test Documents' process.

The original test details recorded during ET must be recorded on MOT central records, using Catch Up, before exchange documents can be printed.

Any returned hand-written test documentation must be retained by the VTS. ET certificates must be marked 'exchanged' and stapled to the corresponding copy within the ET pad.

#### 4.15 Duplicate and Replacement Certificates

The procedures for producing these vary, dependent upon the time of the original test and when the Duplicate or Replacement was requested. Follow the guide below:

Original Test	When Dup/Rep requested	See
Before the ET incident	During the ET incident	4.15a
ET Test	During the ET incident	4.15b & c/d
ET Test	After ET but before Catch Up	4.15e
ET Test	After ET and Catch Up	4.15f

- a. ET certificates **must not** be used to provide duplicates or replacements of pre ET test documents even though an original old style counterfoil may still be available. The situation should be explained to the applicant and he should be advised that a computerised document can be produced as soon as the system returns to normal. If the applicant is not satisfied with this response they should be advised to contact the local VOSA Office shown on the VT9A Fees and Appeals poster.
- b. A duplicate or replacement must be completed by hand onto a normal ET certificate and must include the additional information shown in ET example 2 in section N of the MOT Testing Guide. The duplicate or replacement certificate must then be listed in the ET Test Log. The MOT test number generated on "Catch Up" is to be entered against the replacement or duplicate issued and the ET certificate number for the replacement or duplicate entered in the "MOT Comp Test No" box in the column for the original certificate (see example 8 in section N of the MOT Testing Guide).

A **duplicate** certificate must be listed in the ET Test Log as 'Duplicate' (Example 8 Test No 7 in section N of the MOT Testing Guide). When performing Catch Up record the details of the test including the ET certificate number **of the duplicate certificate only** as a normal test. Do not record the ET certificate number of the

original certificate other than on the ET Test Log.

For **replacement** certificates, the original ET certificate should be marked 'cancelled' and the reason for the cancellation and the certificate number of the issued replacement must be clearly marked (see ET example 3 in section N of the MOT Testing Guide). The cancelled certificate must then be stapled to the copy of the original. The replacement certificate must be listed in the ET Test Log as 'Pass/Rep' (Example 8 Test No 8 in section N of the MOT Testing Guide). When performing Catch Up enter the details of the test and the ET certificate number that match **the replacement certificate** as a normal test. Do not record the ET certificate number of the original certificate other than on the ET Test Log.

- c. A **duplicate** of an ET certificate can be issued by any person designated by the AE to carry out this task. The maximum fee for the duplicate certificate should be that shown on the latest MOT fees poster.
- d. A **replacement** certificate must only be issued by an NT who is satisfied that the amended information is correct and refers to the vehicle that was actually tested, preferably the NT who carried out the original test. Replacement certificates must be issued free of charge.
- e. In the case of a **duplicate** certificate, where the ET incident is over, but Catch Up has not yet been carried out, the NT must perform Catch Up before a computerised duplicate can be issued.

**Note** There is no need to 'Exchange' the document however a note must be made of the test number during Catch Up as this will be needed to trigger the Duplicate/Replacement process. The duplicate or replacement certificate must then be issued following the procedures defined in Section H4, paragraph 10b or c of the MOT Testing Guide. In the case of **replacement** certificates, the procedure in 4.15b must be followed before Catch Up even though the ET incident has finished.

- f. Normal Duplicate/Replacement procedures apply (see Section H4, paragraph 10b or c of the MOT Testing Guide).

#### 4.16 Storage Requirements for ET Certificates

- a. Until a pad of ET certificates is used for the first time under authorised issue, it should remain in the sealed transparent package as received.
- b. Unused ET certificates should be stored in the same way as a reasonable quantity of cash. They should therefore be stored in a safe location e.g. locked up and away from public areas. VTSs must not hold more than 1 full pad and 1 part used pad of ET certificates at any time unless this is insufficient for 5 days testing.
- c. Used certificate pads must be retained at the issuing VTS for a period of eighteen months after the issue of the final certificate in the pad.

#### 4.17 Changes in testing staff (ET)

During any ET incident it will not be possible to appoint and remove NTs using the VTS Device. In such circumstances the local VOSA Office must be notified in writing of the full name and User ID of any NT being appointed or removed. As the local VOSA Office may not have access to MOT Computerisation either, the previous VTS of any incoming NT must be recorded along with the approximate date as to when he last tested. The local VOSA Office will send a letter to verify that we have acknowledged the change with instructions to amend the VT26 as a temporary measure until a system generated replacement is received. When the ET incident has ended the VTS must use the Update Role function before any new NTs will be able to carry out computerised testing at the VTS and perform Catch Up of

any ET tests that they had carried out.

#### 4.18 Changes in equipment calibration details (ET)

Equipment must be maintained and calibrated as normal during an ET incident however the VTS will not receive alerts to remind them of any expired calibration nor will it be possible to update MOT central records with new calibration details. If the calibration of any test equipment expires during a period of ET, on service restoration you will have to enter the details from the new calibration certificate **before** any further testing or Catch Up can be entered. You are therefore advised to keep new calibration certificates with the test log as a reminder to do this when Catch Up is carried out. If it is not possible to record new calibration details the VOSA Area Office can be contacted to extend the previous calibration expiry date (see Appendix 2 paragraph 4.1 of the MOT Testing Guide)

**Table A – Transitions between the Contingency Procedures for incomplete tests**

Registration	Result Entry			
	On-line	SAT	Fallback	ET Catch-Up
Test Registered On-line	✓	✓	✓	✓ <sup>3</sup>
Test Registered in SAT	x	✓ <sup>1</sup>	✓ <sup>2</sup>	✓ <sup>3</sup>
Test Registered in Fallback	x	x	✓	✓ <sup>3</sup>

- <sup>1</sup> This applies even if the initial authorisation or extended authorisation has lapsed. A test started in SAT mode will always be completed in SAT mode if the VTS Device is functioning correctly.
- <sup>2</sup> This would apply for a test started in SAT mode that cannot be completed in SAT due to a VTS Device problem. The test would have to be recorded in Fallback completely and the test registration recorded on the Smart Card aborted when the VTS Device has been replaced.
- <sup>3</sup> If an ET incident is invoked and the VTS is unable to continue On-Line, in SAT or in Fallback, ET documentation should be produced at the end of the test and the result recorded onto MOT Computerisation by means of Catch Up when normal service returns. Tests registered On-Line, in SAT or in Fallback will have to be aborted using Recover Test > Abort Test before any Normal Test or Catch Up can be performed.