

Frequently asked Questions for Fleets

09/04/20

Question	Answer
If we are unable to get the POL renewal files across, is there any leeway with vehicles on the road untaxed?	Vehicles on the road have to be taxed. If your POL arrangement is unavailable, you can use the EVL online service at www.gov.uk/vehicle-tax
Do you have any plans to extend any fine notices or query letters with an escalation date that cannot be met?	The current BAU process still applies - please reply to the letter you have received.
Can I still tax the vehicle online?	Yes, the online service is not affected so you can still use it.
We have been made aware that MOT centres are closed for the coming 3 months and that we are able to extend any MOT due for this time. Will this mean we will be able to tax these vehicles online if and when they are due even though they have had the MOT testing date extended?	MOT expiry dates have been extended for 6 months from 30 March 2020 and you will be able to tax as normal. For further information see www.gov.uk/guidance/coronavirus-covid-19-mots-for-cars-vans-and-motorcycles-due-from-30-march-2020
Can the V5C registration certificate be sent to a different address?	We can only send the V5C to the registered keeper's address. We suggest you contact Royal Mail for redirect arrangements.
Can the V11 reminders be sent to a different address?	We can only send V11s to the registered keeper's address. We suggest you contact Royal Mail for redirect arrangements.
Can I still dispose of a vehicle?	The quickest and easiest way to do this is to use our online service at www.gov.uk/sold-bought-vehicle
Can I notify you of a new keeper?	The quickest and easiest way to do this is to use our online service at www.gov.uk/sold-bought-vehicle
Can I retain a personalised registration number?	The quickest and easiest way to do this is to use our online service at www.gov.uk/personalised-vehicle-registration-numbers/take-private-number-off
Can I assign a personal registration number?	The quickest and easiest way to do this is to use our online service at www.gov.uk/personalised-vehicle-registration-numbers/keep-or-assign
Can we still phone the fleet helpdesk?	The helpdesk's opening hours have been reduced and it is now open from 10am to 4pm. Due to the limited number of staff on-site, please email your query to us at fleetshd@dvla.gov.uk and we will work to respond as soon as possible.

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<p>Can we send you a scanned image of a V62 instead of the paper one?</p>	<p>No, the only way to submit a V62 is by completing the application form and posting to DVLA. In line with the government's advice we have a very limited number of staff on-site who are only dealing with applications from those who are directly involved in the response to the COVID-19 pandemic. In particular, we are prioritising applications relating to HGV drivers and key workers to make sure they get any documentation they need as quickly as possible. We are unable to deal with any other paper applications until further notice.</p>
<p>What are the helpdesk's opening hours – have they changed?</p>	<p>The helpdesk's opening hours have been reduced and it is now open from 10am to 4pm. Due to the limited number of staff on-site, please email your query to us at fleetshd@dvla.gov.uk and we will work to respond as soon as possible.</p>
<p>We currently pay for V62 applications by cheque. If our finance department is closed, is there an alternative process at all?</p>	<p>No, there is no other method of payment for a V62.</p>
<p>Will DVLA still post out the V11 reminders?</p>	<p>Yes, these are being sent out as normal.</p>
<p>What plans are in place to deal with bulk applications to SORN fleet vehicles?</p>	<p>SORN declarations can only be made online at www.gov.uk/make-a-sorn using the 11 digit reference number from the V5C. Please do not send in paper notifications (V890s) as we are unable to deal with paper applications until further notice.</p>
<p>Can we have the refunds of vehicle tax in a different method as we can't access the building currently to collect or cash them?</p>	<p>The refund process is automated and a payable order will automatically be created for each vehicle depending on the amount of refund due. We are unable to offer an alternative way of refunding vehicle tax at this time, however the payable orders are valid for 6 months from date of issue. You may be able to make arrangements with Royal Mail to redirect your mail if your premises are closed.</p>
<p>I wanted to enquire if it is possible that all mail sent from DVLA could be redirected to my home address?</p>	<p>We can only send mail to the registered keeper's address. We suggest you contact Royal Mail for redirect arrangements.</p>

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<p>I sent in V62 applications and am still waiting for the V5Cs - can you check them for me please.</p>	<p>In line with the government's advice we have a very limited number of staff on-site who are only dealing with applications from those who are directly involved in the response to the COVID-19 pandemic. In particular, we are prioritising applications relating to HGV drivers and key workers to make sure they get any documentation they need as quickly as possible. We are unable to deal with any other paper applications until further notice.</p>
<p>As part of the current restricted movements we are all working from home however the V5 and V11 documents are locked in our office and there is no access to them without one of our team making the special journey to the office. Is there a way we can renew the tax without the renewal reminder or V5C?</p>	<p>Unfortunately there is no way to tax without either the V5C or the V11 document reference numbers. As we have restricted our Contact Centre to only take calls from key workers we will not be in a position to provide the facility to request duplicate V5C documents over the phone</p>
<p>Can we send V62 applications by email with electronic signature?</p>	<p>No, the only route available is the paper route and in line with the government's advice we have a very limited number of staff on-site who are only dealing with applications from those who are directly involved in the response to the COVID-19 pandemic. In particular, we are prioritising applications relating to HGV drivers and key workers to make sure they get any documentation they need as quickly as possible. We are unable to deal with any other paper applications until further notice.</p>
<p>Can you please confirm whether the applications which you have received will be put on hold or rejected back to us?</p>	<p>In line with the government's advice we have a very limited number of staff on-site who are only dealing with applications from those who are directly involved in the response to the COVID-19 pandemic. In particular, we are prioritising applications relating to HGV drivers and key workers to make sure they get any documentation they need as quickly as possible. The applications currently with us will be held until the situation changes .We are unable to deal with any other paper applications until further notice.</p>