



Civil Enforcement

course content

Penalty Charge Notice Processing

➤ Who will the course benefit?

This course is for users of the Civil Enforcement system who will be dealing with the processing of Penalty Charge Notices. Course objectives are split into two sections, one covering pre NtO processing with the second post NtO processing.

The training is split into two distinct days.

➤ Pre-requisites

Attendees should have basic keyboard skills, with only the appropriate personnel attending each part of the course.

➤ Course reference

7TPESCE004

➤ Duration

Two one day sessions.

➤ Further information

For additional information on this course or any other training issue please e-mail training@civica.co.uk

➤ Course objectives

Pre NtO processing

- Conventions
- Overview
- The notice search facility
- Notice maintenance
- Notice enquiries
- Notice notes
- Vehicle detail
- Keeper detail
- Observations
- Logging informal Representations and Appeals
- Cancelling a notice
- Holding a notices progression
- Notice write-offs
- Correspondence – outgoing
- Correspondence – incoming
- Payments received
- Manually entering a notice on to the system
- Audit

Post NtO processing

Conventions

Overview

Charge Certificates

Correspondence

Request on TEC covering:

- Bad debts
- Request for Debt/Registration Distress Warrants
- Global Certificates and Advice Notes

Replies from TEC covering:

- Acceptance of the whole batch
- Accepting part of the batch
- Rejecting the whole batch

Bailiff processing including:

- Warrant diskette
- Payment diskette
- Bailiff reply screen

Statutory Declarations

- Audit

Bulk processing *

- Bulk keeper update
- Bulk cancel update
- Bulk waive update
- Bulk writeoff update
- Bulk hold update
- Bulk bad debt update
- Bulk representation update
- Bulk notes update
- Bulk letter request
- Log debt registration
- Confirm debt registration
- View debt registration
- Log warrant registration
- Confirm warrant registration
- View warrant registration
- Add DVLA reply
- Authorise SO (Sheriff Office)
- Authorise DR (Debt Registration)
- Authorise DW (Distress Warrant)
- Authorise SUM (Summons)
- Authorise PROS (Prosecution)
- Global certificates/Advice notes
- DVLA response code mismatches
- DVLA make/model/colour mismatches
- Download bailiff file
- Download warrant registration file
- Download debt registration file
- Update persistent offender messages
- Ad-hoc DVLA enquiries
- Digital photo re-indexing
- Process bailiff returns
- Fast scanning

**usage of these routines will be dependant on the modules being used.*