



Civil Enforcement

course content

Penalty Charge Notice Processing – pre NtO

➤ Who will the course benefit?

This training course is for users of the Civil Enforcement system who will be dealing with the processing of Penalty Charge Notices to the point of issuing Notice to Owner documents.

➤ Pre-requisites

Attendees should have basic keyboard skills and Windows knowledge. They should also have knowledge of the relevant legislative procedures.

➤ Course reference

7TCE004

➤ Duration

One day.

➤ Further information

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

➤ Course objectives

By the end of the course attendees will have an understanding of:

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

Bulk processing *

- Bulk keeper update
- Bulk cancel update
- Bulk waive update
- Bulk write-off 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 and course attendees.*