



Civil Enforcement

course content

Permit Processing

➤ Who will the course benefit?

This training course is for users of the Civil Enforcement System who will be dealing with the issue and renewal of permits and vouchers along with the receipt of payment.

➤ Pre-requisites

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

➤ Course reference

7TCE002

➤ 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

- Conventions
- Overview
- The permit search facility
- Dealing with new applicants and address changes
- Correspondence addresses
- Issuing the varying types of permit appropriate to the Authority
- Issuing parking 'vouchers' as appropriate to the Authority
- Adding additional information and notes to a permit
- Replacing permits i.e. lost, change of vehicle
- Cancelling permits
- Renewing expired permits
- Scanning documents against a permit (where appropriate)
- Accepting payment against a permit
- The printing of permit correspondence
- Reporting
- Audit