



Vehicle
Certification
Agency

Digital Application Portal Webinar

Frequently asked questions



An executive agency of the Department for Transport

Question and answers

Question	Answer
GENERAL PORTAL QUERIES	
When is the anticipated release date for the updated portal?	The new portal will be released on 5 February 2024.
Will UK/NI approval holders be alerted when the portal is available to them?	All existing customers will receive notification when their portal account is activated.
Will the system be available 24 hours a day?	Yes, the portal will be available 24hrs a day.
Who can use the portal?	Any applicant applying for type approval under the provisional GB scheme, GB, UNECE, UKNI or EU schemes should now use the portal. The portal is still in development and will also soon be available for CoP applications.
Do existing users need to register to use the portal?	Existing users will be auto enrolled on the portal at some point over the next month. There is nothing to stop customers doing this themselves in the meantime if they wish.
Will the portal improve target processing times?	Processing time is likely to stay the same as we have to account for a significant increase in the volume of orders. We would expect the average time to be around 4-6 weeks for all applications.
Will users be able to view all applications submitted by their colleagues in the portal?	Yes, all users will be given access to an invoicing account and they will be able to see all applications submitted against that invoicing account.
Can I use a group email address for the portal?	Yes, if using a group email address, please ensure this is being monitored as emails will be sent to this address with updates on your orders. Please also



	ensure appropriate security measures are in place.
Is it OK for multiple users to register to use the portal with the same company information?	We would need a primary user to set up portal access with the company information. Once this account is approved and activated the primary user can add additional email addresses for access to submit under this company account.
Are approved applications / certificates / test reports downloaded via the Portal after the approval process is completed?	For orders approved after 19/05/2023, certificates can be accessed via the order details on the portal once they have been uploaded by the VCA. You will get an email notification when this is actioned.
Who can add users to an account?	The primary portal account holder will be able to add and remove additional users who can then submit requests under the manufacturer account. Those added will also be able to add another user, but they will not have control of those added by the primary user.
Can I apply for a National Small Series GB Type Approval through the Portal?	Yes, this service will be available via the portal from early 2024.
Will the portal allow submission of an update letter requested to cover a change in the Stage 1 vehicle for multi-stage approvals (Paragraph 3.3 of Annex IX to 2018/858)?	Yes, this service will be available via the portal from early 2024.
Is Non-Road Mobile Machinery (NRMM) included in the portal?	Yes, NRMM applications to the GB Provisional, EU or UNECE schemes can be made via the portal from early 2024.
Will R155 and R156 now follow this application process as previously they had their own tick box on the Type Approval application form?	Yes, R155 & R156 will follow the same application process.
How long does it take to receive the email login details after submitting a Portal Registration?	It can take up to a week to process portal registrations. We do always aim to process applications as quickly as possible, but it will depend on the level of detail given within the application.
Is there a cut-off date that users will need to finish using the existing process and move over to the new digital application portal?	All new applications will need to be submitted via the portal from the go-live date at the beginning of February



	2024. Existing applications, which have been submitted before the go-live date, will continue using the current process.
Is the auto-save feature for applications unique to users or manufacturers?	It is unique to the application a user is submitting.
How will the portal feedback to the customer if further documentation is required?	If we require additional documentation, you will receive an email asking you to look at Document Actions in the portal. This will contain details of the documentation requested from the VCA.
Would it be possible to add a feature to the portal that allows users to open an additional work order item retrospectively after submitting the application?	We can look into this for possible future development.
At what point are the files or orders that we create on the portal visible to VCA?	Files and orders are visible to the VCA as soon as they are submitted.
GENERAL APPLICATION QUERIES	
What are the fees for VCA Type Approval??	Please see our website for a full price list.
Will I receive a reminder when my two-year GB Provisional Approvals are due to expire?	There is not currently an automated reminder on GB Provisional approvals. Manufacturers are responsible for monitoring the expiry dates of their type approvals and managing them accordingly. Please contact type.approval@vca.gov.uk if you need assistance in this matter but please note you may be charged if requests are resource intensive.
Who can see how my order is progressing once submitted?	All users with access to an invoicing account will be able to see the progress of orders on that invoicing account.
When a GB and EU approval are applied for at the same time, are they tied together in time or are we still able to get GB approvals back sooner than the EU ones?	They are not tied together and will be processed by separate entities; therefore the timeframe would be independent.
My organisation has multiple companies registered in different countries. Which company name should I use on an application?	If you wish to have payment sent to a specific company then they would need to be set up as a separate invoicing



	accounts. As long as we have the correct invoicing addresses and they're linked to your current account with us, there shouldn't be any issues, but please get in touch with us or our Finance team if you have further questions.
Can correspondence be sent out to multiple email accounts?	Automated emails generated by the system cannot be sent to more than one email address, however we can issue correspondence to multiple email addresses on your request manually.
Where can we download the excel template?	The link to download the template is on Step 4.2 of the application form.
Will a customer order remain open/active so that we can add other 'work orders' over a period of time?	Additional work orders cannot be added to open/active applications via the portal. If you would like to add additional work to your order please contact type.approval@vca.gov.uk .
As a machine manufacturer, is it possible to check whether an engine for a piece of Non-Road Mobile Machinery (NRMM) has received a provisional approval?	We aren't currently publishing this data publicly. Please ask the supplier to provide the acknowledgement letter or official provisional letter from VCA as evidence of compliance.
Is it mandatory to include details of manufacturing plants?	Details of manufacturing plants will be required as part of your type approval and CoP applications, but this is not currently a mandatory field on the portal application form as the information can be extracted from other documentation.
Is it possible to see the preliminary approval number (Provisional or Full) before the final approval is received?	Users can request a preliminary approval number for GB, UKNI and UNECE applications within the new portal. However, this option is not available for GB provisional applications.
Could we have an option to have the "My Type Approval Application" exported to excel?	We can look into this for possible future development.
For IVA applications, are these non-inspect, individual test, or batch inspections?	At this time, IVA is not available on the portal.



Can a project name be used for multiple applications i.e. for new applications and then subsequent extensions?	Yes, the project name field is for customer use and can be used multiple times as needed.
Approvals I deal with are handled by a specific VCA office. Are my submissions routed to them via the VCA location set up in the Invoice Account?	Yes. However, VCA reserve the right to change the processing office during the application stage if required.
Is it the same procedure if we want to apply for component type approval? (e.g. UN R148, 149)	Yes, it would be the same process.
When the progress of an application changes, will the manufacturer receive a notification of the update or does the manufacturer need to log in to see the update?	Manufacturers will need to log in to see this information. We are trying to cut down on the number of automatic notifications that users receive during the application process. Therefore, manufacturers will only receive notifications if further information is required, or when the process is complete and documentation is available.
Is it possible to request a specific stamp date and how should this be done?	Yes, it's an option within the bulk upload but it is not currently possible via the digital form. If you wish to request a specific date please contact typeapproval@vca.gov.uk .
AMENDING YOUR PORTAL ACCOUNT OR TYPE APPROVAL APPLICATION	
Who do we contact to update the email address on our portal account?	To update any of the details on your account please contact credit.control@vca.gov.uk .
Can I amend my application once submitted?	The only information that can be amended within the portal is adding new documentation. Please contact us if any other information needs to be adjusted as we will adjust this on our end to ensure there are no discrepancies during the application process.
Once an application has been completed on the portal for an extension, should this require a further update, could this be done before the task is undertaken by the VCA?	If the application for extension has not yet been processed, please contact type.approval@vca.gov.uk .
How do I change the login email for the portal?	Please get in touch with us through any of the contact methods on our website



	and the portal - we can send you an invitation to create a new login to replace the current email.
Is there a way to edit/remove an existing plant address?	Yes. Access the 'My Addresses' menu in the portal to add, edit and delete addresses used in applications.
Is there a way to edit the project name once the approval has been submitted?	If an update to the project name is needed once the approval has been submitted, then please contact us at type.approval@vca.gov.uk and we can assist with this.
FINANCE AND ACCOUNTING	
Can payment still be taken from pre-funded accounts if this is what we have used in the past?	There are currently no changes to this process. We will be looking at this as part of the project in the future.
Can I see my account balance in the portal?	No, this is currently an integration that is not available with our finance systems. If you require accounts information please contact credit.control@vca.gov.uk for VCA applications or finance@vca-europe.com for VCAE applications.
How do I pay for my order once it has been submitted?	If you are an existing customer, invoices will be issued to you through your usual preferred method, and payment should also be made through your usual preferred method. If you are a new customer, we will provide this information when you have set your account up. If you are an existing account and would like to adjust any financial information related to your account, please get in touch.
How long should I wait for the invoice when I have submitted documents for GB Provisional?	Timings can vary depending on the application, but invoices are usually raised once work has been completed and the Provisional Type Approval has been issued.
Will individual invoices be generated per order number, rather than a single invoice containing multiple order numbers?	Our invoicing will continue as it is for the time being. Further information will be provided via our website if invoicing changes are planned.



Will invoices also be uploaded to the portal?	No, we will not be uploading invoices to the portal. Invoices will be sent out in the same way that they are currently.
UPLOADING FILES	
What is the maximum files size for supporting files uploaded via the portal?	The maximum file size is 50MB. If you need to provide us with a larger file please contact type.approval@vca.gov.uk who will send you a SharePoint link where you can upload large files to over 8GB.
Is there any limit to when/how many jobs can be added to one customer order number?	The limit on the bulk upload template is 250 order items. There is no limit when using the Digital Form.
What file formats are accepted as supporting documents?	All file types can be uploaded to the portal, including zip folders.
EU TYPE APPROVAL	
When will applications through the portal be mandatory for VCA Europe S.r.l.?	From early 2024 any applicant applying for Type Approval under the provisional GB scheme, GB, UNECE, UKNI or EU schemes should use the portal.
When will the "opt-in for VCA Europe S.r.l." option be available under the profile screen?	This should be available in early 2024. We will ensure this is communicated to users once this is available.
We have a GB scheme account already. For VCA EU accounts, will we need to contact VCA to merge the two instead of a separate account being auto created for the VCA EU account?	If you need to apply for an EU Type Approval you will need a VCA Europe invoicing account for these applications. The two cannot be merged.
Is a manufacturer representative mandatory for manufacturers based outside GB?	We are not asking for a GB representative for the Provisional Scheme. There will be a need for a GB representative for the full GB Scheme if the manufacturer is based outside of Great Britain.
We need to get revisions of our existing Provisional GB Type Approvals for our non-road (rail) engine families. Can this be processed via the VCA portal based on the revised EU type approval?	Yes, you will need to apply in the portal in the same way as a new GB Provisional application. Select GB Provisional as the Scheme and GB Provisional as the Approval Action, then supply the new EU Type Approval Number and EU Certificate.



<p>If VCA Europe is selected will this concurrently raise EU and GB approval applications as one project or do they remain separate applications?</p>	<p>Provided that the manufacturer has opted in for both services and has an approved invoicing account, then these separate applications will be automatically created.</p>
<p>We currently send to VCA Europe and they return quote and job number, we then provide the VCA employee we are working with the information, do we submit this information now through application or is the VCA employee doing this?</p>	<p>Yes, you will still need to submit your application through the portal. VCA Europe S.r.l. will then assign the VCA employee.</p>
<p>When applying for the new GB approvals with a current European Approval is this a separate approval request or a tick box for the new GB approval?</p>	<p>This will appear in the application process as a tick-box option.</p>
<p>BULK APPLICATIONS</p>	
<p>How do you know which supporting files belong to an approval within the Excel spreadsheet bulk upload?</p>	<p>There is a column in the spreadsheet for detailing the supporting files. We are asking you to help us with this. It is a free text cell so you can add the name of the file next to the related order. This will allow us to easily identify the supporting items with the orders as well as having the ability to then move them to the relevant order item.</p>
<p>How will the bulk upload template updates be communicated?</p>	<p>We will communicate significant changes to the template via email and Client Managers.</p>
<p>What will happen if some applications requested in the bulk template do not require VCA – Europe approval?</p>	<p>You can use the bulk upload for mixed scheme applications, but you must ensure each line specifies which scheme the item is for and duplicate the line if you require GB and EU approvals.</p> <p>All items with a GB Scheme will be created against your VCA invoicing account, and any EU scheme items will create an order against your VCA Europe invoicing account.</p>
<p>If applying for bulk 715/2007 emissions and 2021/535 GSI approvals for multiple IP families would the applicant need to add those as a bulk upload and then go back into the portal after to</p>	<p>Yes. It is not possible to make 'test report only' applications via the bulk upload spreadsheet so these applications will have to be made directly through the portal.</p>



apply under a new application for the supporting Test Reports (RDE, Roadload, Type 4 etc.)?	
Do you provide one work order number per bulk upload or individual numbers per subject?	Individual numbers per subject will be provided.
If it is not recommended to use both bulk upload and form entry during a single application, will test reports only be added to the bulk upload excel sheet in the future?	We can look into this for possible future development.
Will the system update order items when an updated bulk upload template is uploaded? For instance, in the case of a functional type change for one of the items.	No, you cannot change any details from the portal once the order has been submitted. To do this you would need to get in touch with typeapproval@vca.gov.uk .
How do I request a preliminary Type Approval number for a specific work order item when using bulk upload?	There is no provisional request option in the bulk upload. You can only request a provisional number via the digital form.
To download the latest bulk upload template, one must initiate an application, which will subsequently be stored in my applications section even if it has not been submitted. Am I able to cancel this application?	You can email typeapproval@vca.gov.uk if you would like an application to be removed from your account. Alternatively, the request can be left on the system and amended when you are ready to submit an application.
CoP	
Will the job status include any issues relating to CoP?	No, the job status would only show if the application was on hold and any CoP issues would be logged on the VCA records to communicate to you.
Can CoP applications be submitted via the portal?	The portal is only for Type Approval applications at the moment. CoP application via the portal will be in development in 2024.
JOB NUMBERS	
We currently use the Type Approval and CoP Application Form to provide a job number to process our Worse Case Letters (WCL's). Has the new Dynamics portal taken this into account? How would this be processed with a job number?	We will no longer be issuing job numbers. Moving forward these will be replaced by Work Order Numbers but you can continue to use any existing job numbers.
How do you apply for technical service job numbers? (i.e. in order to do work before you are ready to submit the approval). I have been	Yes, consultants will need to apply for work orders on behalf of their customers acting as an applicant and/or



<p>informed by VCA I will need to apply for Job Numbers via the portal imminently.</p>	<p>manufacturer based on the authorisation that the manufacturer has provided. This will then be used for all testing and technical service activity as well as the certification activity at the end of the process.</p>
<p>ACCESSING FURTHER HELP</p>	
<p>I am having trouble using the portal, who do I contact for support?</p>	<p>You can contact us at VCAPortalSupport@vca.gov.uk if you need assistance using the portal.</p>
<p>I have feedback on a particular area of the portal.</p>	<p>We welcome all feedback, and we're committed to making this tool easy and comprehensive for all applicants to use. If you have a suggestion or question about how we can improve our service, please use the link to the feedback survey located at the top of the portal screen or through the Contact options on our website.</p>
<p>Who do I contact if I have further questions or need help with a Type Approval application?</p>	<p>There are many contact options published on the VCA website, for queries relating to a specific Type Application please contact type.approval@vca.gov.uk.</p>
<p>Is there backup or support outside of VCA UK working hours if the system goes down?</p>	<p>The VCA is aware that many of our customers are outside of the UK. The portal mailbox will be monitored outside UK working hours.</p>
<p>Are you able to share a copy of the presentation from the Digital Application Portal Webinar?</p>	<p>We aren't sharing the presentation at present as the portal is still in development and further changes may still be made. However, we will be sharing a recording of the webinar and an FAQ document on the VCA website when the portal goes live in February.</p>

