



# BUSINESS PROCESSING UNIT: AN OVERVIEW

IMPERIAL'S BUSINESS PROCESSING UNIT (BPU) OFFERS A TEAM OF READILY AVAILABLE PCN AND PERMIT PROCESSING EXPERTS TO OFFER SHORT OR LONGER TERM SUPPORT FOR YOUR ENFORCEMENT OPERATIONS.

## Short Term Cover

We offer fast lead times to ensure we react quickly to support your organisation in the sudden event of staff shortages or unexpected peaks in workload. We offer holiday and sickness cover to ensure your organisation continues to process PCNs and permits smoothly even during short periods of staff availability constraints.

## Longer Term Support

We provide a broad suite of strategic longer-term outsourced services including incoming telephone call-handling, email and postal correspondence as well as printing and postage of outgoing mail. Our full-service offering helps to relieve the burden on your existing in-house teams, leaving them free to focus on other priorities.

## TMA Part 6 Capability

With the recent introduction of Part 6 of the Traffic Management Act allowing local authorities to enforce a wider range of moving traffic contraventions, Imperial offers a range of professional services from CCTV review through to complete PCN processing using our experienced team, removing the need for Councils to incur further costs in staff recruitment and training.



## Expert Guidance on Imperial Software

For 3sixty customers, we also offer additional benefits by adding value to your deployment of our software solutions. Our team provides professional guidance on potential enhancements to your 3sixty system configurations and suggestions for streamlining your existing enforcement processes.

# BUSINESS PROCESSING UNIT: SERVICES

FOR TWO DECADES, IMPERIAL'S PROCESSING TEAM HAS PROVIDED BOTH SHORT-TERM COVER AND A FULL SUITE OF SERVICES TO SUPPORT THE NEEDS OF OUR CUSTOMERS

## CCTV Clip Review

Our highly qualified CCTV enforcement staff review footage and issue PCNs to registered vehicle keepers.

## DVLA Enquires

Imperial is an authorised DVLA bureau. 3sixty, our in-house designed notice processing system, communicates with the DVLA daily. Our staff checks and resolve any DVLA data anomalies.

## Incoming Mail Handling

Our Northampton post room is a Royal Mail delivery and 'Business Mail Advanced' Collection Point. BPU staff open, sort, batch and scan mail from our secure post room.

## Scanning and Indexing Correspondence

We scan and index all correspondence daily. Representations are sent to appropriate staff, ready for action. Integrated postcode lookup software allows us to accurately capture the addresses of correspondents.

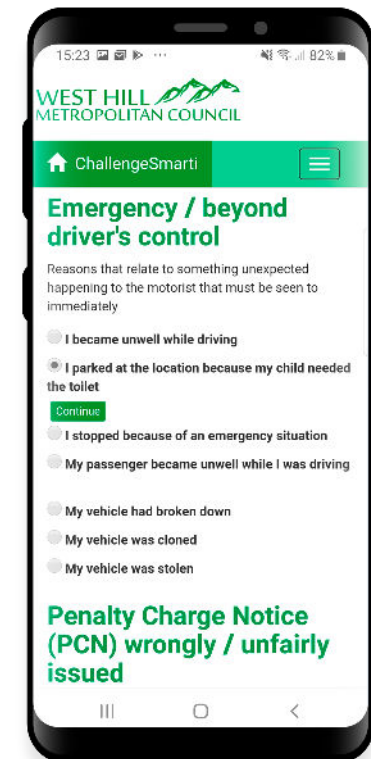
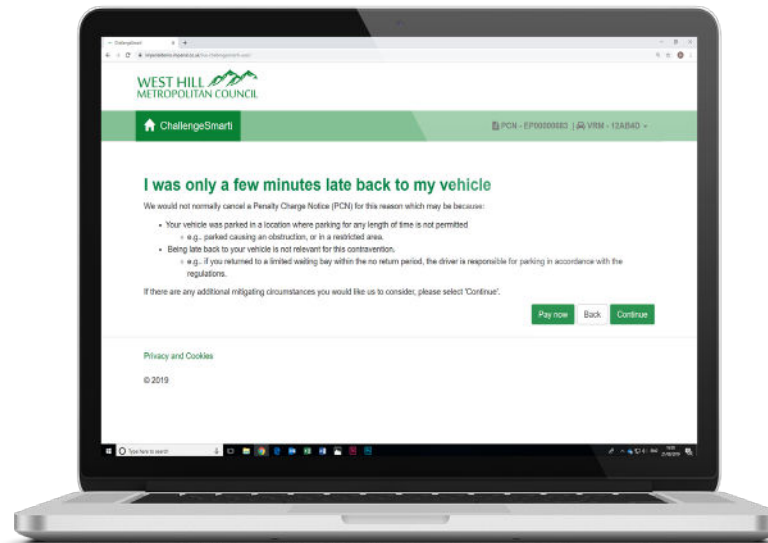
## Customer-friendly Self Service Appeals Portal

Our ChallengeSmarti software allows motorists to pay or appeal online. The self-service system provides motorists with an enhanced customer experience, providing transparency of your organisational policies, enabling them to make informed decisions regarding their challenges.

ChallengeSmarti Increases payments within 14 days by 23% resulting in a reduction in the cost of DVLA enquiries for motorists paying beyond 28 days.

## Notice Payment

We accept a wide range of payment methods including credit/debit cards, postal orders and cheques. We also provide customers with an automated telephone payment (ATP) system. This provides scripted dialogues for payment of outstanding PCN balances.





# BUSINESS PROCESSING UNIT: SERVICES

## Notice to Owner & Charge Certificates

Once keeper details are returned by the DVLA, we produce and dispatch Notice to Owner and Charge Certificate documents in line with legislative timescales.

## Writing and Sending Correspondence

Our staff use our LetterSmarti letter writing software to ensure that all correspondence is produced and sent in your tone of voice, and that even-handed decisions are made in line with your cancellation policies.

## Call Centre

Incoming calls are answered by the same staff members who routinely answer incoming appeals in writing to maintain consistency.

## Debt and Warrant Registration

We send cases to the Traffic Enforcement Centre in Northampton for registration as a debt and manage this process on behalf of our clients.

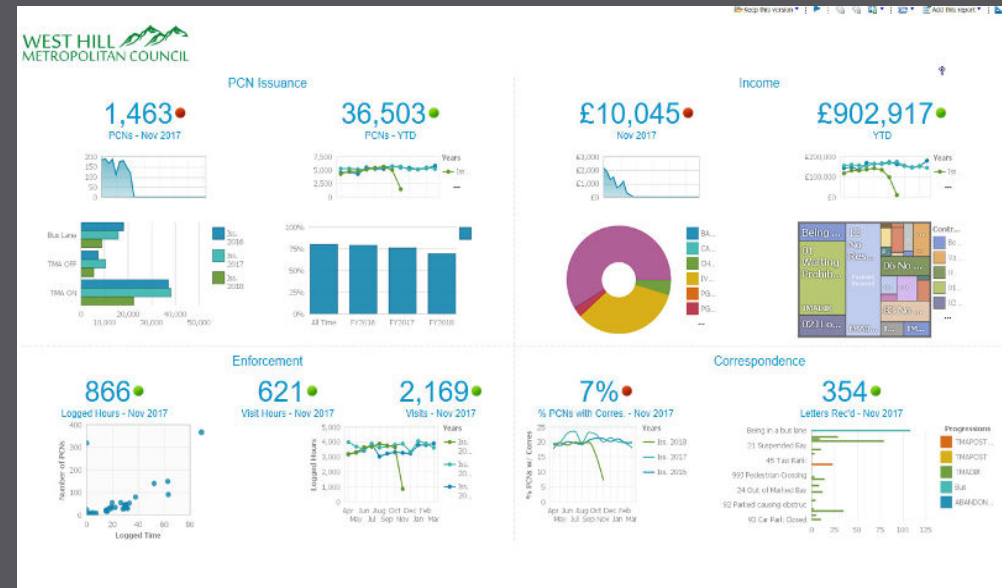
## Enforcement Agent Action

We export a secure file to the your preferred enforcement agent service provider for debt collection action.

## Reporting

We produce and send a suite of reports to you on a monthly basis.

These reports detail information such as Notice issue volumes, rolling Notice recovery rates, payment volumes at different Notice stages, call centre statistics, incoming and outgoing mail and correspondence statistics as well as reconciliation and banking information.



# BUSINESS PROCESSING UNIT: QUALITY AND KPIS

EVERY ASPECT OF THE SERVICE IS CAREFULLY MANAGED TO ENSURE THAT A HIGH LEVEL OF QUALITY AND CUSTOMER CARE IS MAINTAINED WHILE ATTAINING REALISTIC TARGETS BASED ON SOUND INDUSTRY BENCHMARKS.

## ISO9001 Certified Quality Management

Our written procedures are backed up by strict quality assurance measures that ensure accuracy through responsibility and accountability.

Daily quality checks are performed and filed for monthly audits of which results are published in performance reports to our clients.

## Daily KPIS

Short-term targets relate to daily operation, including correspondence age, incoming workload volumes, banking and reconciliation.

## Weekly KPIS

Medium-term indicators monitor the overall operation, including economic factors and report on items that impact operations from a commercial point of view. These include the cost of DVLA enquiries for motorists paying beyond 28 days.

## Monthly KPIS

Long-term indicators providing information on the Notice process flow, such as statutory notices posted and debt progressions.

## Quality Call Matrices

Imperial measures the quality of incoming calls using quality matrices that are bespoke to the type of call. The purpose of the matrices is to score the qualitative aspects of a call in a quantitative manner.

## Monitoring Call Quality

All incoming calls are recorded for quality purposes. For staff monitoring and evaluation a selection of calls are reviewed and management use these customer interactions to inform ongoing training and staff appraisals.





imperial

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