

Vehicle administration FAQs

A guide from Alphabet





How do I get the documentation I need to take my vehicle abroad?

Simply call the driver helpline (the number can be found on the credit card-sized card within your vehicle) and they'll be able to send you everything you need. Please note, this will incur an upfront fee of £14.40.

Will Alphabet register my vehicle as exempt from any congestion charges or toll crossings, such as the Dart Charge?

No, this is the responsibility of the fleet manager or driver of the vehicle.

I've received a fine for my vehicle, what should I do?

If you have any queries or need some help with your fine, please contact the Alphabet Vehicle Administration Team at vehicleadmin@alphabet.co.uk or call them on **0370 0120 334**.



We make managing fines simple

To make things easier, we have an Advanced Fine Notification service which can inform you of any fines which we have paid or transferred. You and your driver will receive an email which lets you know what action we've taken and also provides a copy of the fine ahead of your monthly invoice. To opt-in to this service, simply email vehicleadmin@alphabet.co.uk.

Can I add a personalised or cherished number plate to my vehicle?

As long as your company allow it, we can do this for you. To get this added to your vehicle, contact our Vehicle Administration Team who'll be able to help with this, ensuring there are no tax complications or issues with vehicle maintenance. There's a cost of £14.40 per vehicle which will be added to your monthly payment.

If you're ordering a new vehicle through us and would like it registered with a specific number plate, please provide your V778 retention certificate or V750 certificate of entitlement to your Alphabet Retailer.

Why can't I just use the online .gov.uk service to add my own number plate?

This online service is only for vehicles registered to a private individuals or companies, as opposed to a Leasing Company.

It's time to return my vehicle but I'd like to keep my number plate – what do I need to do?

Based on the DVLA's guidelines, making a change to a vehicle's registration document can take 4-6 weeks. So, to ensure you have enough time to transfer your plate, you must start this process no later than 8 weeks before the agreed collection date of your vehicle – otherwise, this may result in late hire charges as we'll be unable to take collection of the vehicle.

I'm due to return my vehicle soon but have just received an MOT reminder, do I need to have this completed?

Yes – your vehicle must have a valid MOT on the date of collection in order to avoid any additional charges and late hire fees.





Have another question?

Contact our Vehicle Administration Team

Email: vehicleadmin@alphabet.co.uk

Tel: **0370 0120 334**

Alphabet (GB) Limited, Alphabet House, Summit Avenue, Farnborough, Hampshire, GU14 0FB. Tel: 0370 50 50 100.

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Registered in England and Wales 3282075.

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ALMAR 387_1 Exp 28/10/22

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