



Penalty Charge Notices

What is a Penalty charge Notice (PCN)?

Penalty Charge Notices are issued by Authorities for contravention of regulations. They can be applied for offences such as parking where restrictions apply, entering and stopping in a box junction, driving in a bus lane or road when prohibited and many more.

Some PCN's are issued directly and placed on to the windscreen of the vehicle however most are captured and enforced via CCTV footage.

Notices for bus lane contraventions may be issued as an 'Enforcement notice' rather than PCN.

What you should I do if I receive a PCN (fine)?

If you receive a PCN that has been placed on your windscreen you have the choice to either make payment or submit an appeal immediately to prevent escalation. Failure to do so will result in an escalated PCN being issued to Alphabet, as we are the registered keeper of the vehicle.

Alphabet will be notified of any contraventions captured by CCTV via post.

What will Alphabet do?

As the registered keeper of the vehicle(s) leased to our customers and their drivers, Alphabet will receive any vehicle related PCN's.

Alphabet will pay and recharge these to take advantage of the reduced rate offered and to prevent any further escalation unless you have an agreement in place with Alphabet for PCN notices to be transferred to the company or driver.

Please note: for infringements relating to London bus lanes it is not possible to transfer liability.

Advanced Fine Notification

Alphabet offers an 'opt in' service called 'Advanced Fine Notification' to inform drivers of any fines which we have paid or transferred.

The driver will receive an automated email from us which will confirm the action we have taken and provide a copy of the fine ahead of us sending their employer the monthly invoice, upon which this will appear. To opt in to this service please email us with permission from the Alphabet policy holder (your Company) vehicleadmin@alphabet.co.uk

How to appeal

Should Alphabet receive a notice and you feel there are grounds to dispute the charge, please contact our Vehicle Administration Team who can offer guidance and provide you with an authorisation letter to appeal.

You will need to appeal the fine directly with the issuing Authority using the instructions on the Fine Notice issued or via their website. If your appeal is successful the issuing Authority will issue a refund to Alphabet.

If you send your appeal via post, we recommend you do so via registered or tracked delivery and include any supporting evidence you have available.

How to prevent receiving a fine?

- Ensure any parking permits, payment tickets or blue badge documentation is clearly displayed
- Keep your registration number and payment details up to date and correct on any Auto Pay apps or accounts. i.e. '0' instead of 'O'
- Check you have paid for the correct date. Payment outside of the date parameters will still result in a fine being issued to the registered keeper of the vehicle
- Be vigilant to check for parking restriction signage and pay the appropriate fee
- If you break down, keep all paperwork just in case it may be required for an appeal.

More information

www.gov.uk/parking-tickets/paying-a-ticket
www.londontribunals.gov.uk/
www.gov.uk/parking-tickets/challenging-a-ticket

Alphabet Vehicle Administration Team

Email vehicleadmin@alphabet.co.uk
Tel 0370 0120 334