DOCUMENT HISTORY

Version	Date	Who	Description
V1.0	March 2017	HR	First edition

PURPOSE OF THIS DOCUMENT

Many councils use 3sixty hence many councils need to upload evidence to FOAM. The adjudicators would prefer all 3sixty users to upload evidence in the same way. This document was produced following a meeting between ICES and TPT at Northampton. We went through producing and uploading evidence for a Bus Lane case and a Reg 9 case and came up with a standard procedure which is satisfactory to both parties.

Some letters may be uploaded twice but that is fine with TPT.

If you follow this procedure, it will not be necessary, for any item of evidence, to have to print a document and scan it back in as a PDF. This will save oodles of paper.

PROCEDURE

In summary, this is - create the evidence files from 3sixty, then upload them into FOAM.

Most of the evidence required for upload to FOAM can be generated using one of two processes :-

1. Using pdf995 to create a PDF file
2. Opening an individual letter from Case History and saving it as a PDF

These processes are described in full in Appendix A and Appendix B.

Adopt a standard naming procedure for the PDF files. We recommend the following

AA9999999X N DDDDDDDDDDDDDDDDDDD

Where

- AA9999999X is the PCN number
- N is a sequencial number, starting with 1, being the order in which you create the evidence files
- DDDDDDDDDDDDDDDDDDDDDDDDDDD is a description of what is in the file. It is a good idea for this to mimic the evidence section description in FOAM to make it easier to upload items in the correct order and to select the correct evidence item to upload.

It should be noted that more than one file can be uploaded under the same FOAM evidence section. For example, the TEC documents can be saved as separate PDF files and they can all be uploaded, one at a time under the 'TEC Documents' heading. An example of the files ready for upload into FOAM is shown below.

AZ11726282 1 Bus Lane PCN	15/03/2017 10:22	Foxit Reader PDF ...	422 KB
AZ11726282 2 Case Files and Memos	15/03/2017 10:27	Foxit Reader PDF ...	46 KB
AZ11726282 3 Incoming Correspondence	15/03/2017 10:39	Foxit Reader PDF ...	33,084 KB
AZ11726282 4 Notice of Rejection	15/03/2017 10:52	Foxit Reader PDF ...	110 KB
AZ11726282 5 Additional Correspondence	15/03/2017 10:57	Foxit Reader PDF ...	95 KB
AZ11726282 6 Photo Evidence	15/03/2017 10:59	Foxit Reader PDF ...	196 KB

Make full use of the 'Description' boxes to explain each of the items contained in each PDF – if more than one. It is not necessary to enter a description where the file contains a single document, for example 'Copy PCN' or 'Notice of Rejection'.
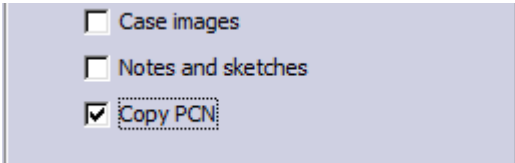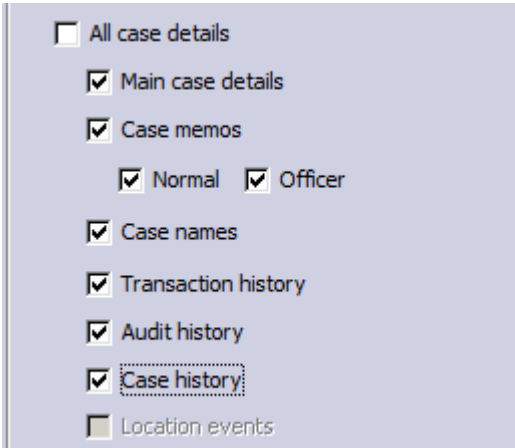
To make adding the description easier to complete, it is a good idea to have some standard text in One Note[1] so you can copy from there and paste into FOAM. Example :-

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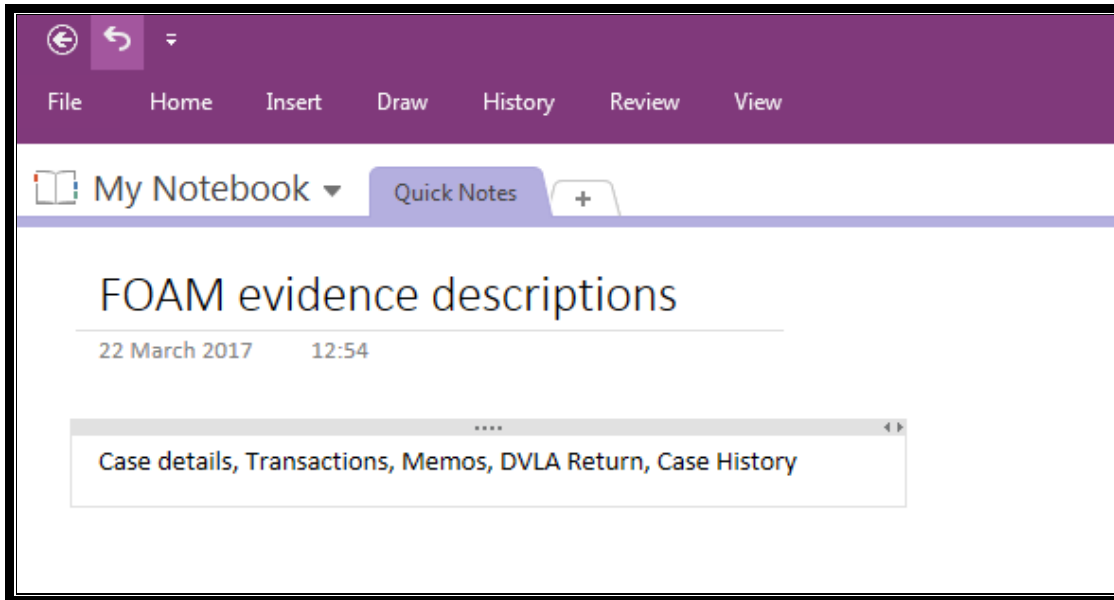
[1] A Microsoft product which is part of Office. If you do not have it, beg your IT for access because it is sooo useful.
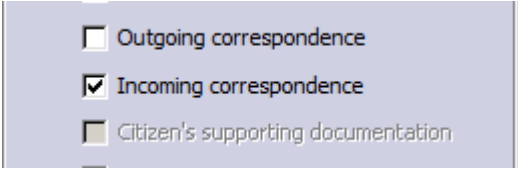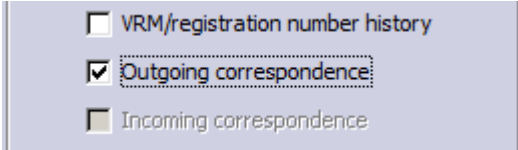
FOR A REG 9 PCN

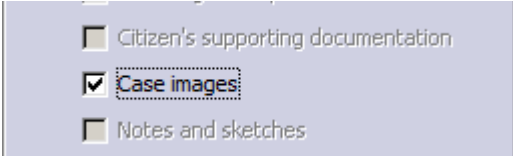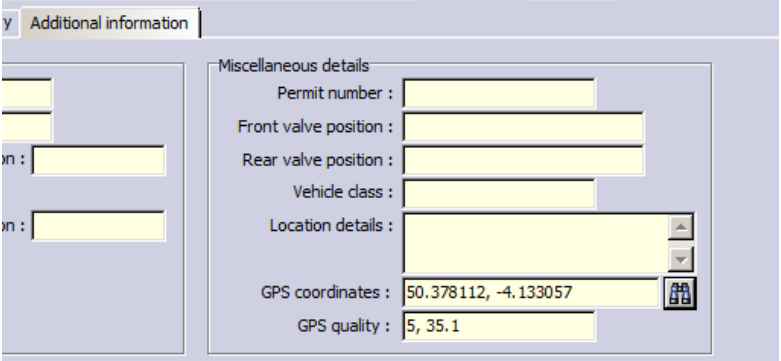| Seq	Item	FOAM Type of Evidence	How to obtain
1	Copy PCN	Copy PCN (Reg 9/Reg 10, Bus)	Use pdf995 and select 'Copy PCN' ☐ Case images ☐ Notes and sketches ☑ Copy PCN
2	Case File and History, DVLA Return, CEO Notes (if not included with Audit)	Case Status Report / System Audit	Use pdf995 and select the following items ☐ All case details ☑ Main case details ☑ Case memos ☑ Normal ☑ Officer ☑ Case names ☑ Transaction history ☑ Audit history ☑ Case history ☐ Location events Note this includes the address returned from the DVLA. Enter details of what is included into the 'Description' box. Recommended text "Case Details, Transactions, Memos, DVLA Return, Case History".

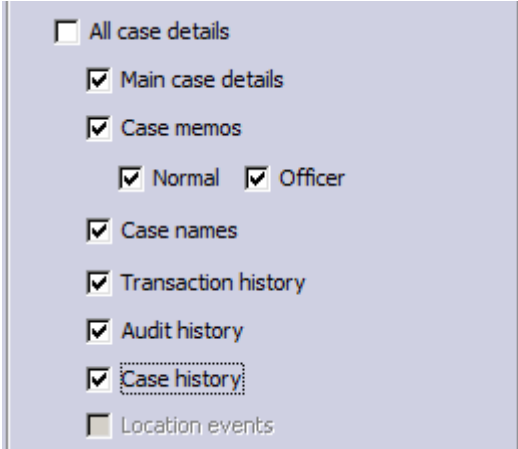| Seq	Item	FOAM Type of Evidence	How to obtain
3	Incoming Informal & Formal Challenge	Incoming Correspondence Informal/Formal	Use pdf995 and select the following items Use the 'Description' box to explain what documents are contained in the PDF. This may be one or more informal challenges as well as formal representations.
4	Challenge Rejection	Challenge Rejection	Locate the outgoing rejection letter in the History tab, open in Word and save as PDF.
5	Copy NtO	Copy NtO	Locate the Notice to Owner in the History tab, open in Word and save as PDF.
6	Notice of Rejection of Representation	Notice of Rejection	Locate the Notice of Rejection in the History tab, open in Word and save as PDF.
7	Charge Certificate (if any)	Charge Certificate	Locate the Notice of Rejection in the History tab, open in Word and save as PDF.
8	Additional Correspondence (if any)	Additional Correspondence	Any other outgoing letters not included in other sections. An example might be 'Transfer of Liability' letters. All items should be uploaded in chronological order. Use pdf995 and select the following item :- This will include *every* outgoing letter, including the informal rejection and NoR, which have already been uploaded separately. TPT are OK with this, **as long as**

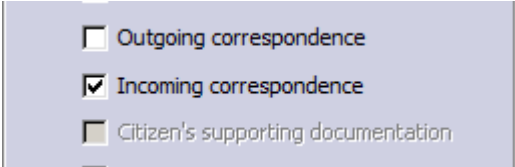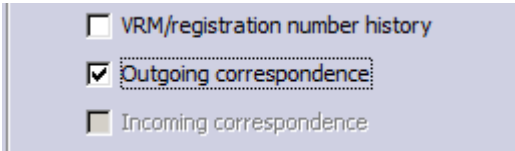| Seq	Item	FOAM Type of Evidence	How to obtain
			the 'Description' box clearly describes every individual item, in the sequence they appear in this file.
9	TEC Documents (if any)	TEC Documents	Locate the appropriate documents, one at a time in chronological order, in the History tab, open in Word and save as PDF. The documents are :- Order for Recovery Warrant of Control Witness Statement
10	Photographs (collated into one .PDF)	Photographs	Use pdf995 and select the following item
11	Map to show approx. location of vehicle	Map	Select the 'Additional Information tab in Main Case Screen. If the GPS co-ordinates are shown, click the binoculars to display the location of PCN issue in Google Maps.
12	TRO link	TRO and Schedule	External to 3sixty
13	Standard Documents Link		External to 3sixty

FOR A REG 10 OR BUS LANE PCN

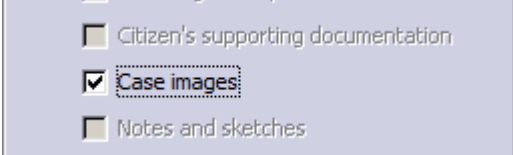| Seq	Item	FOAM Evidence Section	How to obtain
1	Copy PCN	Copy PCN (Reg 9/Reg 10, Bus)	Locate the Reg 10 or Bus Lane PCN (probably progression 2001) in the History tab, open in Word and save as PDF.
2	Case File and History, DVLA Return, CEO Notes (if not included with Audit)	Case Status Report / System Audit	Use pdf995 and select the following items Note this includes the address returned from the DVLA. Enter details of what is included into the 'Description' box. Recommended text "Case Details, Transactions, Memos, DVLA Return, Case History".
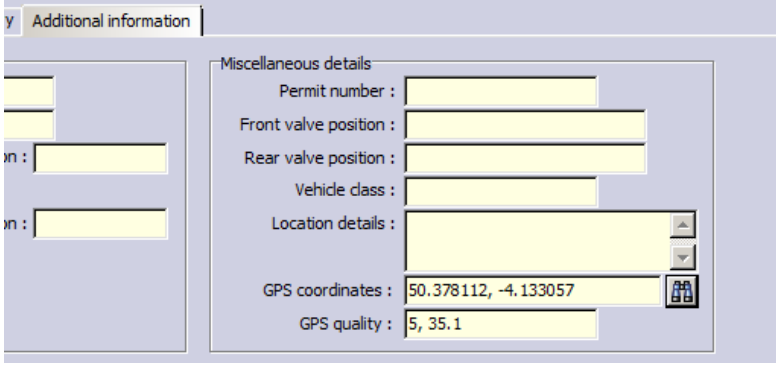
Seq	Item	FOAM Evidence Section	How to obtain
3	Incoming Formal	Incoming Correspondence Informal/Formal	Use pdf995 and select the following items This will include all incoming scanned documents and e-mails in chronological order. Use the 'Description' box to explain what documents are contained in the PDF. This may be one or more informal challenges as well as formal representations.
4	Notice of Rejection of Representation	Notice of Rejection	Locate the Notice of Rejection in the History tab, open in Word and save as PDF.
5	Charge Certificate (if any)	Charge Certificate	Locate the Notice of Rejection in the History tab, open in Word and save as PDF.
6	Additional Correspondence (if any)	Additional Correspondence	Second or subsequent Notice to Owner plus any other outgoing letters such as 'Transfer of Liability' letters. Use pdf995 and select the following item :- This will include *every* outgoing letter, including the NoR, which has already been uploaded separately. TPT are OK with this, **as long as** the 'Description' box clearly describes every individual item, in the sequence they appear in this file.

Seq	Item	FOAM Evidence Section	How to obtain
7	TEC Documents (if any)	TEC Documents	Locate the appropriate documents, one at a time in chronological order, in the History tab, open in Word and save as PDF. The documents are :- • Order for Recovery • Warrant of Control • Witness Statement
8	Photographs (collated into one .PDF)	Photographs	Use pdf995 and select the following item ☐ Citizen's supporting documentation ☑ Case images ☐ Notes and sketches
9	Link to moving image file	Video Clip	TPT are happy to use the 3sixty Citizen website to review the footage. Insert the link to your 3sixty Citizen website. Fictional example :- https://buslane.newfallow.gov.uk/live-3sc-user/ Description "AZ11790382 Please use VRM and PCN details to access video evidence".
	Map to show approx. location of vehicle	Map	Not available from 3sixty for Bus Lane PCNs. For Reg 10 drive aways or cases prevented from issue, select the 'Additional Information tab in Main Case Screen. If the GPS co-ordinates are shown, click the binoculars to display the location of PCN issue in Google Maps.
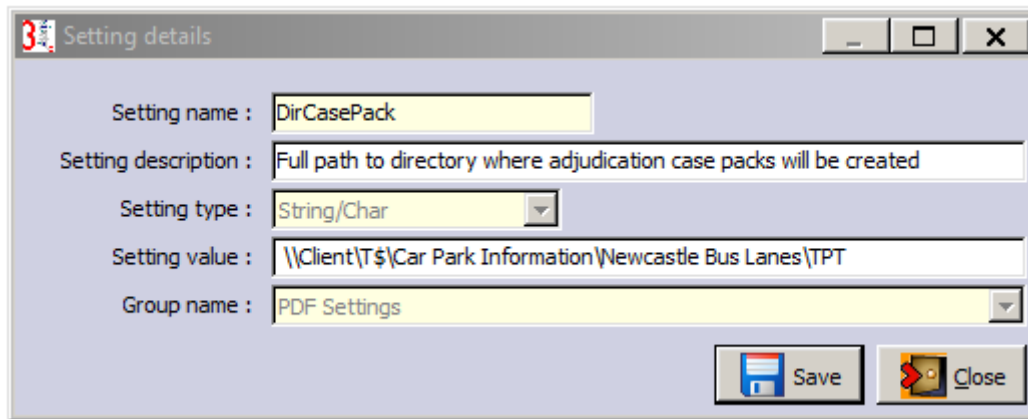
Seq	Item	FOAM Evidence Section	How to obtain
	TRO link	TRO and Schedule	External to 3sixty
	Standard Documents Link		External to 3sixty

APPENDIX A – USING PDF995

Pdf995 is a third-party product which allows output files of different formats to be combined into a single PDF file. There is a small charge for this utility (approximately $25 for a single user) but it needs to be purchased only for users who are dealing with FOAM evidence.

To use pdf995 you must be on 3sixty V5.4 or later. Please place a support call to have pdf995 installed and configured.

Find a directory which can be seen both by 3sixty and the FOAM portal. This will allow you to create items of evidence and then upload them without having to move them around. This needs to be configured in the setting below after pdf995 has been installed.

PROCEDURE TO PRODUCE A PDF :-

1. Click [icon] (Save case details as pdf…) in the Main Case Screen.

2. Select the items required in the following pop-up box

Case Reports - Save [×]

Report types

- ☐ All case details
  - ☐ Main case details
  - ☐ Case memos
    - ☐ Normal ☐ Officer
  - ☐ Case names
  - ☐ Transaction history
  - ☐ Audit history
  - ☐ Case history
  - ☐ Location events
  - ☐ Legal information
  - ☐ Adjudication information
  - ☐ User defined questions
  - ☐ VRM/registration number history
  - ☐ Outgoing correspondence
  - ☐ Incoming correspondence
  - ☐ Citizen's supporting documentation
  - ☐ Case images
  - ☐ Notes and sketches
  - ☐ Copy PCN

✓ OK   ✗ Cancel
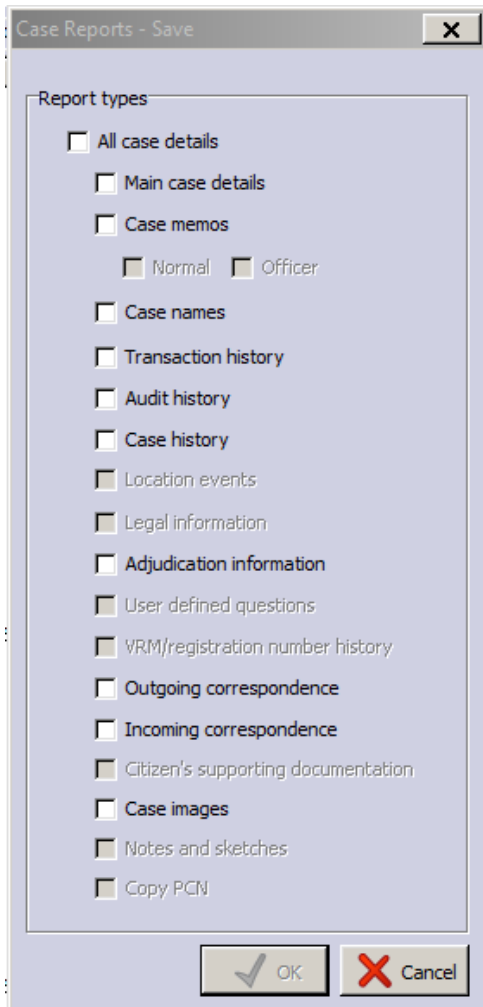
Wait for the pop-up form asking you for a name and directory. The directory will be the one you specified in the 3sixty setting during configuration. Set the name of the PDF file in accordance with the naming convention. Example is "AZ11726282 2 Case Files and Memos".

The pdf file will be saved.

Note that the next PDF file you save will move the last PDF file into the 'Archive' directory. Hence, when you finish creating the evidence, you will have to move the last file into the 'Archive' directory, in order for all files to be in the same place.

APPENDIX B – SAVING INDIVIDUAL LETTER AS PDF

This requires you to be able to select a pdf printer when using Word. This is not part of 3sixty and would need to be set up by your IT provider.

1. Locate the outgoing letter you want in the 'History' tab of the Main Case Screen.

- Challenge rejection – will have a progression code < 2000. See example below.

|					
14/06/2016 14:17	0401	CREATE LETTER USING LETTERSMARTI	JUD	O	LSREJ
14/06/2016 14:17	0412	PRE NTO LETTER OF REJECTION - (DISCOUNT) - (LS)	LSMi		

- Notice of rejection – will have a progression code > 2000. See example below.

30/08/2016 10:12	2401	CREATE LETTER USING LETTERSMARTI	AV	K	LSNOR
30/08/2016 10:12	2425	NOTICE OF REJECTION - (FULL CHARGE) SENT	AV		

2. Open the letter in Word using (on the right hand side of the History tab)

3. Click 'File > Print' and select your pdf printer
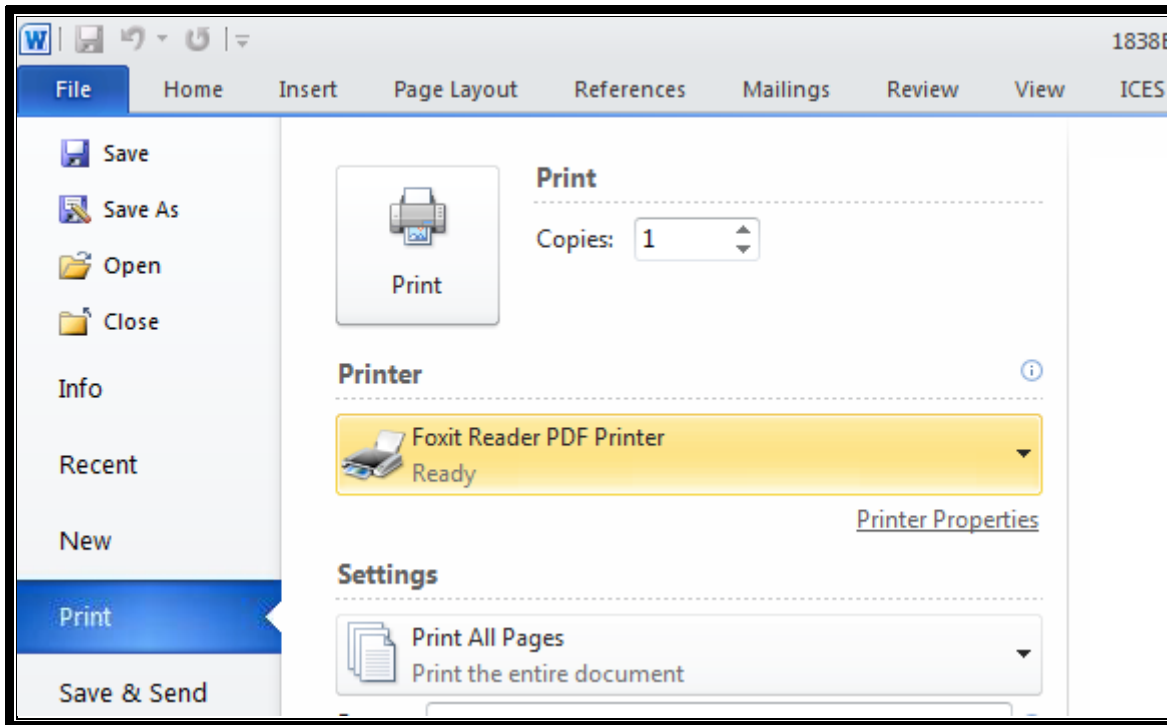
4. When asked for the destination and file name, navigate to the directory where you are assembling the evidence and provide a name which fits the naming convention. Example:-