

Kadoe Desktop Client User Guide



Version 3.0 (December 2025)
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Introduction

The Desktop Client is a Windows program used to connect to our KADOE Service.

Using either a Vehicle Registration Mark (VRM), or a Vehicle Identification Number (VIN), and a Date of Event, the Desktop Client makes Keeper at Date of Event (KADOE) enquiries to the DVLA. The vehicle data and the name & address of the vehicle's keeper on the date of event, are returned from the DVLA and imported from our KADOE service into the Desktop Client.

The Desktop Client can work in a manual, semi-automatic or unattended data processing program.

This user guide is in line with V3.0 of the Kadoe Desktop Client software.

System Requirements and installation notes

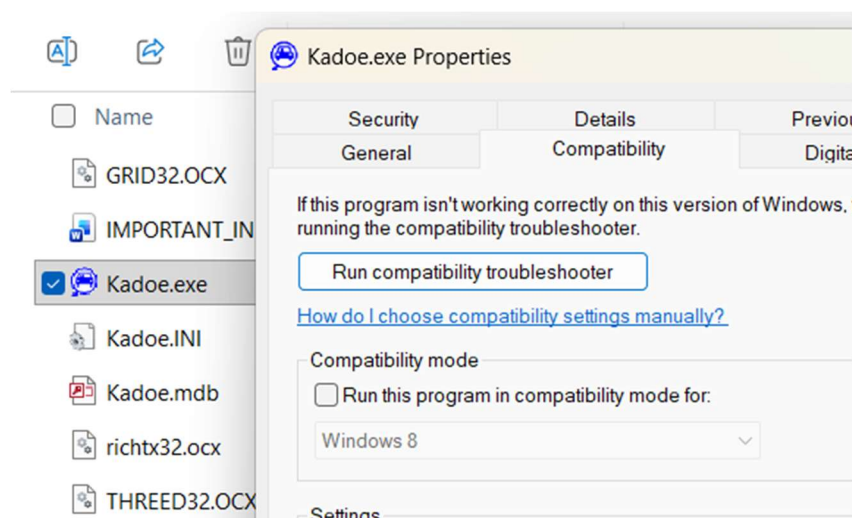
The Desktop Client is a Windows program. It has been tested on Windows installations up to and including Windows 11.

The program needs administrator privileges to install, but the installation program asks to be run for the current user or all users.

Windows 11 may warn you that the program comes from an unknown publisher. Please consult the System Administrator if you are unsure about passing through this Windows check. If you would like to raise any questions with us about this, please contact support.kadoe@valcon.com.

The program requires a connection to the internet to exchange information with our service. The connection uses standard HTTPS like most websites and rarely causes problems with local network configurations.

The Desktop Client is a 32-bit program. Modern Windows versions will detect this and install the software appropriately. However, if you are experiencing problems with the program, run the compatibility trouble shooter. This is part of Windows; select Kadoe.exe in the installation folder (usually c:\kadoe), right-click and select properties from the context menu. Select the Compatibility tab.



Getting Started

Registered users of our Kadoe Service can download the installer package from kadoe.co.uk/connecting.

We will provide a user name and password for an account on our service so that the Desktop Client can make a connection and download the DVLA codes that are needed when you make enquiries. You will need this user name and password when you install the Desktop Client.

Quick Start Guide – For New Users

If you are upgrading from a previous version of the Desktop Client, please go to the next section.

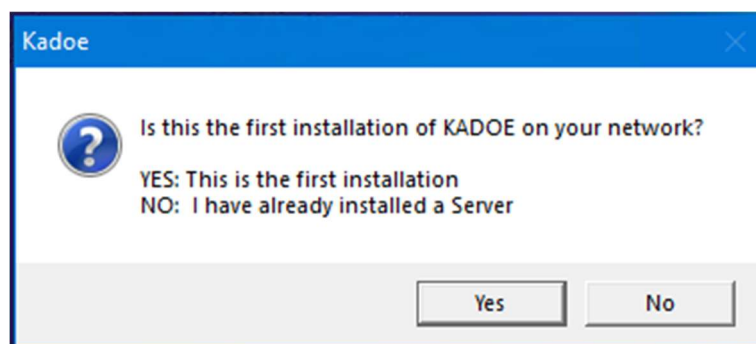
New users should

1. Run the latest installer program which can be downloaded from <https://kadoe.co.uk/connecting/>
2. Accept the default Windows user account, or specify an alternative Windows account.
3. Accept the default install folder (c:\kadoe), or choose another. Avoid using install folders that contain spaces and non alphanumeric characters.
4. Wait for the installation to complete
5. Launch the client by clicking on its desktop icon.

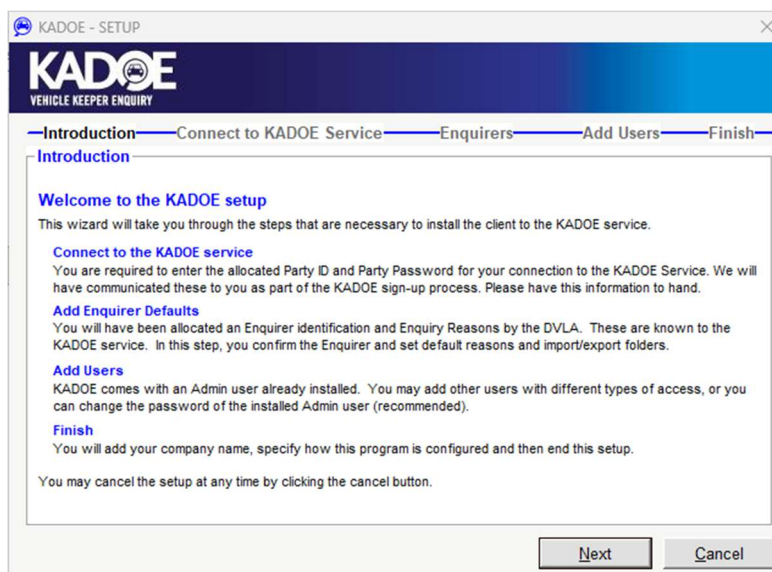


When it is run for the first time, the Desktop Client will guide you through the setup process.

The client will check if you have other client installations. If this is the first installation, click **Yes**. Click **No** if you have installed the client on another computer and you want this installation to share the same database. If you have already installed a server, please skip to Adding or Upgrading More Installations a little later in the guide.



The next page tells you what the wizard is going to do.



Click **Next** to move on.

On this page you add the KADOE Service account user name and password. These are the credentials we have issued. You can change the password once the setup process is complete.

The screenshot shows the 'KADOE - SETUP' window with the 'Connect to KADOE Service' step selected. The window has a blue header with the KADOE logo and a progress bar showing five steps: Introduction, Connect to KADOE Service, Enquirers, Add Users, and Finish. The main area contains instructions: 'The KADOE Service account user name and password. These are case sensitive.' and 'KADOE Service user names are between 5 and 40 characters and can contain a combination of digits, letters and : - / _ # @'. It also states: 'Passwords are case sensitive, between 8 and 15 alphanumerics with at least 1 digit, 1 upper and 1 lower case letter'. There are input fields for 'User name' and 'Password', with a 'Show password' checkbox. At the bottom are 'Back', 'Next', and 'Cancel' buttons.

When you click *Next*, the client will make a connection to our service and download the enquirer and reason codes you need to make enquiries. If the client cannot make a connection to our service, it will report an error and give you the opportunity to view the program's log. You can contact us to help you resolve any issues you have with the connection.

After a successful connection, the wizard moves to the enquirers page.

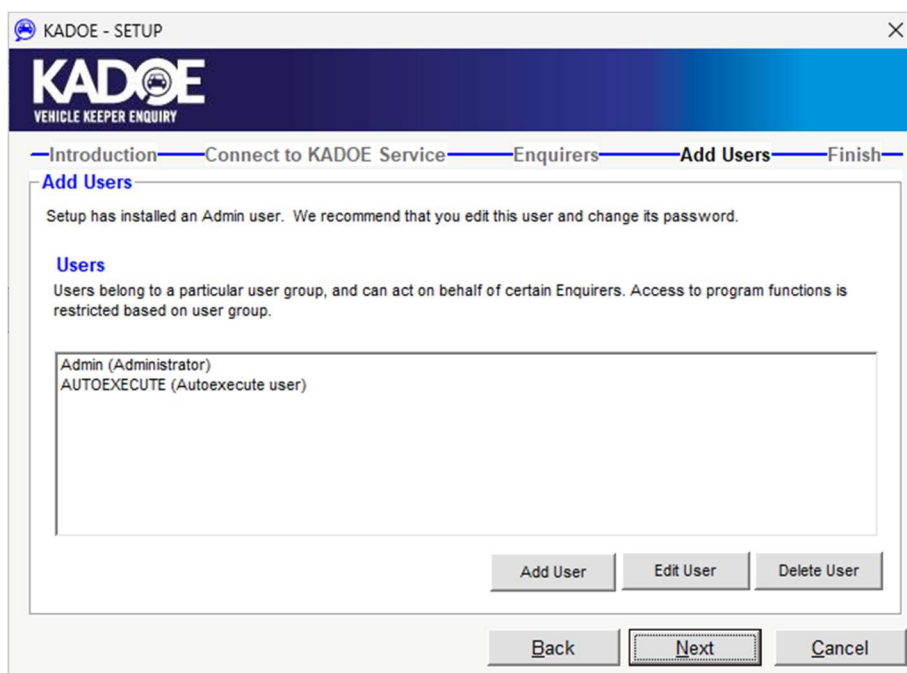
The screenshot shows the 'KADOE - SETUP' window with the 'Enquirers' step selected. The window has a blue header with the KADOE logo and a progress bar showing five steps: Introduction, Connect to KADOE Service, Enquirers, Add Users, and Finish. The main area displays details for an enquirer: 'Enquirer: Valcon Parking (ST)', 'Enquirer Id: AZ001', 'Intermediary Id: A11', and 'Default Reason for Enquiry: 00DH, Bad Parking' (in a dropdown menu). Below this is a section titled 'Import and Export folders' with two text boxes and folder icons: 'Folder from which enquiries for this Enquirer are imported' and 'Folder to which Responses and Debit Statements are exported'. A note at the bottom says 'Enquirer details can be changed later in the Admin Functions'. At the bottom are 'Back', 'Next', and 'Cancel' buttons.

The DVLA issues Enquirer and Reason codes to your organisation and we add them on our Service. The codes are downloaded and displayed on this page. If you have been allocated more than one enquirer, or more than one reason code, they will be in the drop-down lists on this page. If you have been allocated one enquirer and/or reason code, it will be displayed.

The client needs to have import and export folders for each enquirer, even if you do not intend to import or export data. These are specified on this page. You can browse to the folder by clicking the folder icon or you can type the paths in. If the path is not accessible when it is used, the client will raise an error. If you have more than one enquirer, add import and export folders and then

use the drop-down list to select another enquirer and add its import/export pair. Do this for all your enquirers.

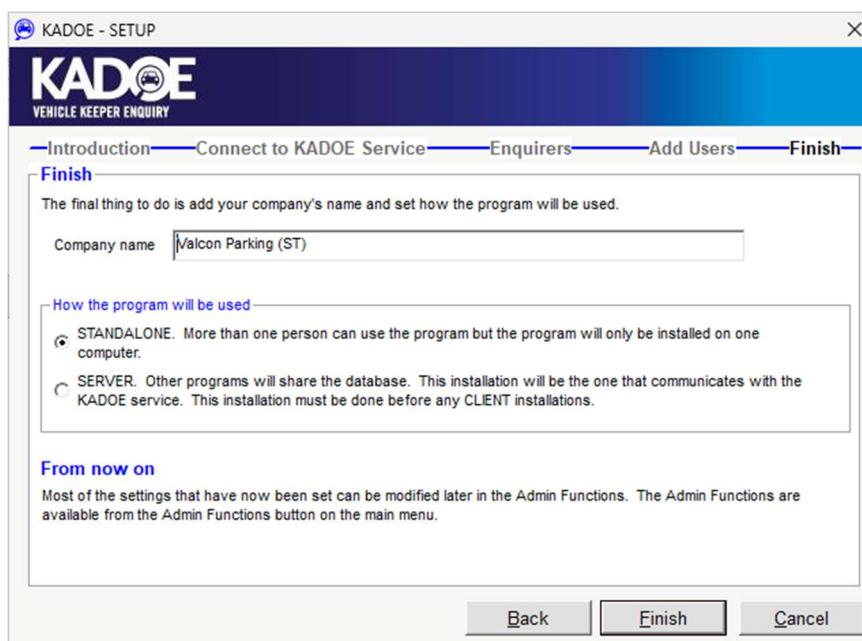
Click *Next* to move to the Add Users page.



The client comes with two users already configured: the Admin and the AUTOEXECUTE user. The Admin user is the default user for the client, the autoexecute user runs the unattended import and exports. You can add further users at this stage or you can complete the setup and add them later. We explain how to add users later in this guide.

The user name and password for the default Admin user is Admin / AdminAdmin10

Click *Next* to move to the last page of the setup.



On this page add your company name and set how the program will be used. Your company name will be printed on the reports that the desktop client produces. To complete the setup, click *Finish*.

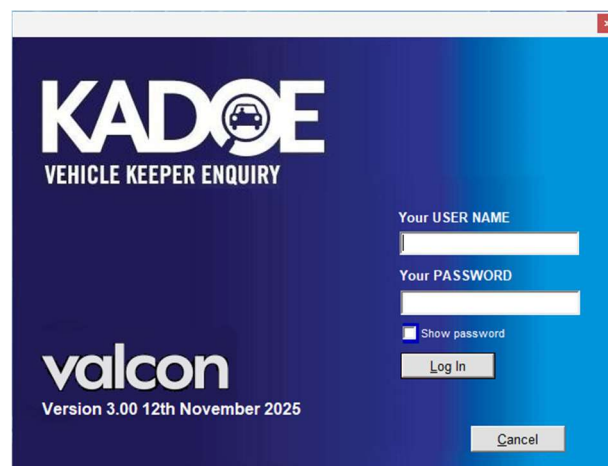
The application will show you the main menu page. At this point, the default user (Admin) is logged on. You can change the password for this account using the *Change Password* button.

Quick Start Guide – For Users Upgrading

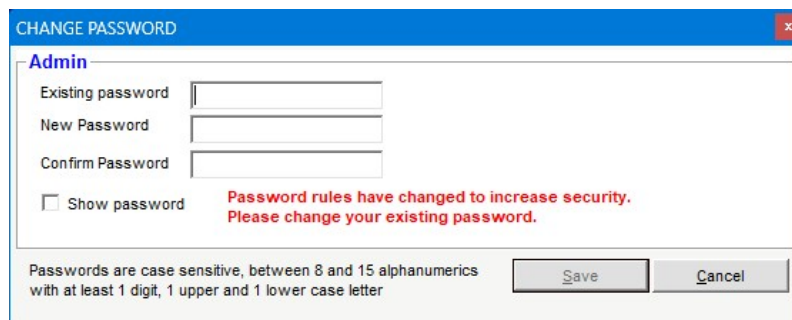
1. Make a backup copy of the kadoe.mdb and kadoe.ini files in case you need them later . The files are in the installation folder (usually c:\kadoe).
2. Use Windows *Add Remove Programs* to uninstall the current version of the client. The uninstall process normally leaves the two files you have made a backup copy of.
3. Download the setup program from our website
4. Run the setup program.
5. Set the installation folder to the folder the previous version was installed in.
6. When the installation is complete, check the kadoe.ini and kadoe.mdb files in the install folder. The installation would normally leave them, but if it has overwritten them (compare the dates with the files you backed up), copy your backup files to the installation folder.
7. Launch the client by clicking on its desktop icon.



The client will update its database and ask you if you want to view the update log. It will then display the familiar login page.



Use your existing user name and password to log on, but we have updated the password requirements, so the first thing you need to do is change your password.



Passwords must be 8 to 15 alphanumeric characters and contain at least: 1 digit, 1 upper and 1 lower case letter. After your new password has been accepted, the familiar menu page will be displayed.

Adding or Upgrading More Installations

If you are upgrading the client and you have more than one installation on your network, you must upgrade all the clients.

Having installed the client on one machine, you can install it on other computers on your network.

The first installation is the **server**. Other installations are local **client(s)**.

- Sending and receiving data with our service is only done on the **server**.
- Other program functions can be performed on either the **server** or **client**.

Follow the appropriate quick start guide to install the Desktop Client on the **server** computer. Further installations of the Desktop Client will use this **server**'s kadoe.mdb database to store information so them must be able to connect to it.

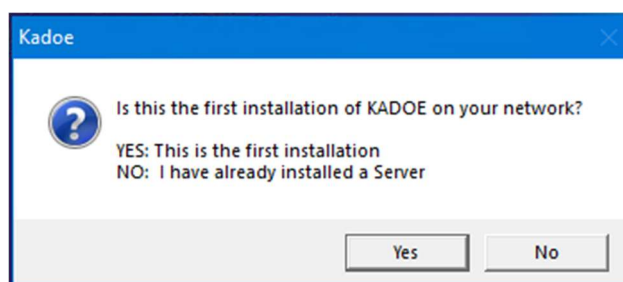
Install the software on each local **client** computer. The following steps should be repeated for each installation.

If you are upgrading a client installation, make a backup copy of the kadoe.ini file.

1. Download and run the latest setup program from <https://kadoe.co.uk/connecting> on the **client** computer.
2. Accept the default Windows user account, or specify an alternative Windows account.
3. Accept the default install folder (c:\kadoe), or choose another. Avoid using install folders that contain spaces and non alphanumeric characters.
4. Wait for the installation to complete
5. Delete the kadoe.mdb and kadoe.ini file from installation folder and copy your backup copy of the kadoe.ini file to the installation folder.
6. Launch the client by clicking on its desktop icon.

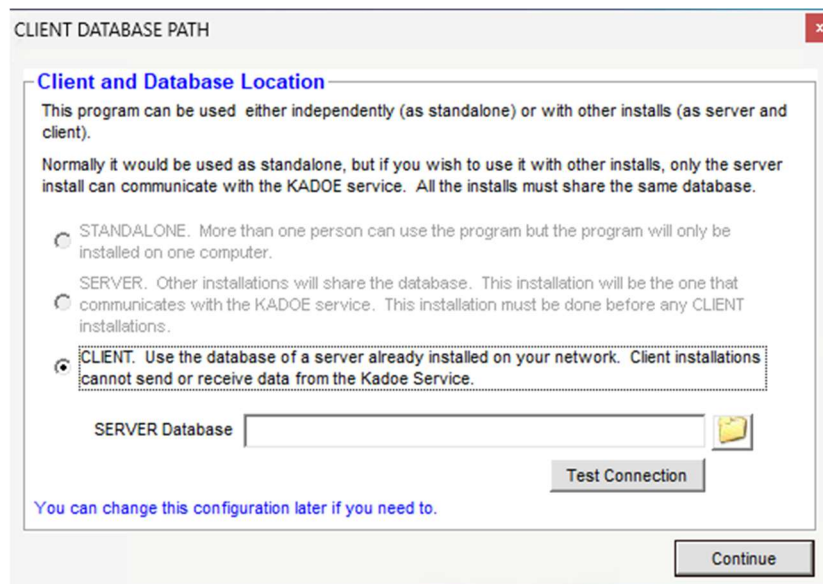


If you are upgrading, the upgrade is complete. If this is a new installation the client will ask you if this is the first installation. Click **No** : I have already installed a Server.



The program will display the client and database location page where you specify the path to the **server** database file. You can use a mapped drive or a UNC path to the **server**.

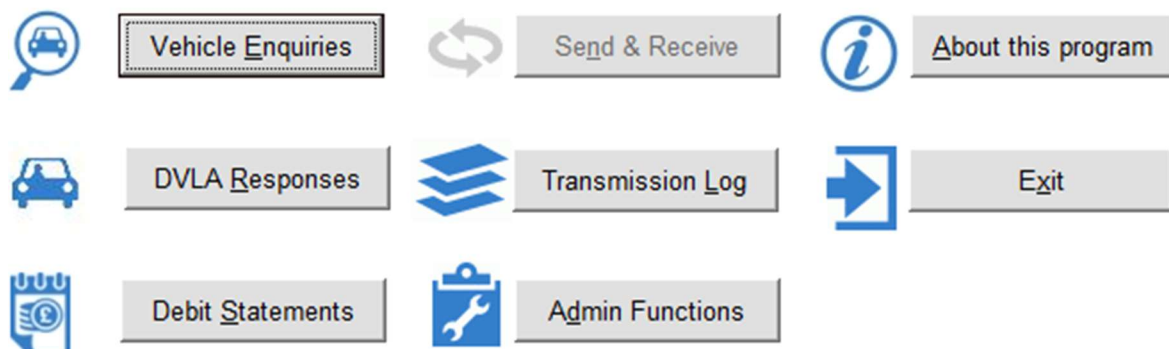
When the database has been selected, click *Test Connection* to make sure all is well.



The **client** installation is now done and users can log in to the client using their user name and password. If no users have been set up, the default is user is: admin:AdminAdmin10

The *Send & Receive* button will be disabled because the **client** installations cannot send and receive data from our KADOE Service.

Welcome **Admin** to **KADOE**, please select an option.



Running the Desktop Client

Launching the client

Launch the client from the start menu or by clicking on its desktop icon.

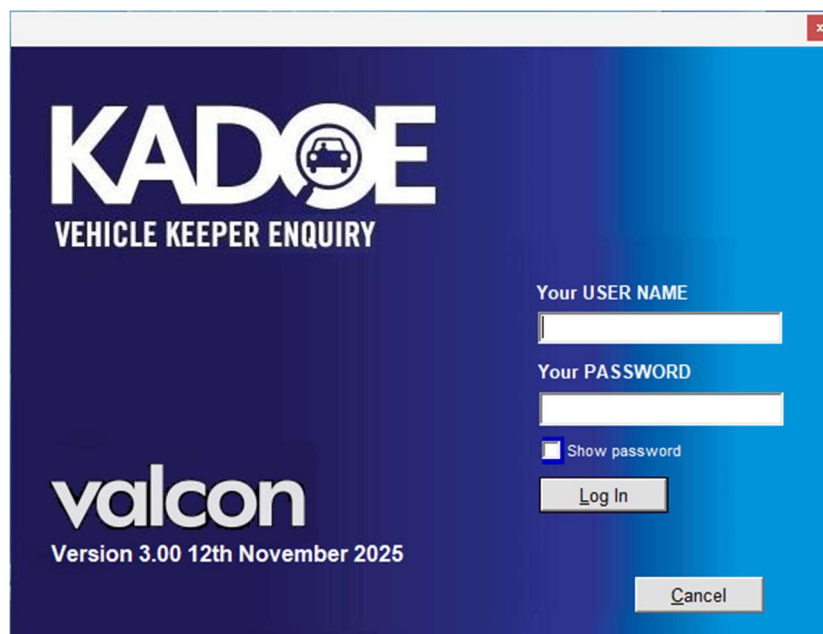


The client will start and any preconfigured data maintenance tasks will be run.

Log in

Log in to client using the username and password created for you by an Administrator. The default username and password is: admin / AdminAdmin10

Each user can have their own username and password, and they can belong to the Normal, Manager or Administrator user group. We will explain how to add users later in this guide.

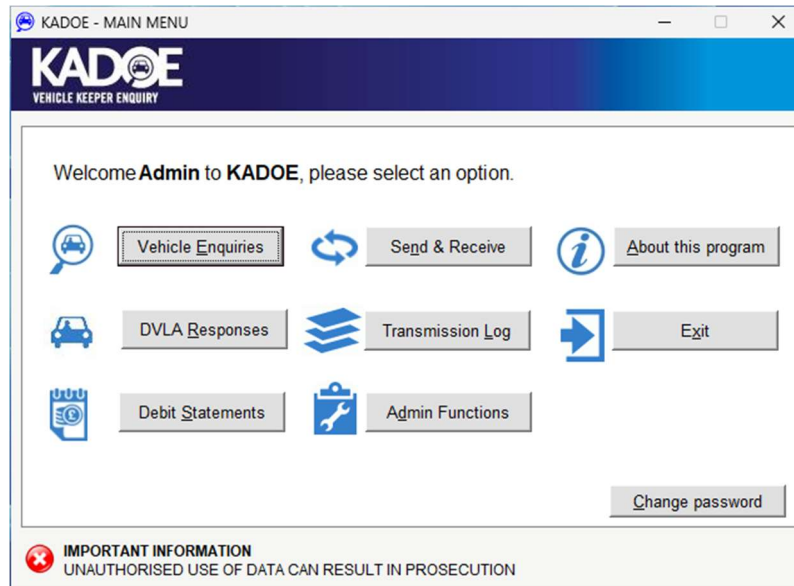


The user name is not case sensitive.
The password is case sensitive.

Main Menu

The client's functions are accessed from the main menu page. They are restricted based on user group so some buttons may not be enabled.

- **Administrator** users have access to all the functions.
- **Manager** users have access to all the functions except the Admin Functions.
- **Normal** users have access to Vehicle Enquiries, DVLA Responses, Debit Statements and the Transmission Log.



Unless other users have been created, the program will only have an Admin user. This user has access to all the functionality.

Use the keyboard or a mouse to navigate the menu and any other page. Keyboard shortcuts are Alt key and the underlined letter, tab key to move between parts of the screen.

Vehicle Enquiries

Vehicle keeper enquiries are listed and entered on the *Vehicle Enquiries* page. You can enter enquiries manually or import them from a file. You can also view the details of current, past and pending enquiries.

In the left hand pane, you can see the enquiries that have been entered. You sort the list by clicking on the column headings and restrict how many enquiries are in the list by using the *Enquiries to load* drop-down. Select a value and click the load button.

You can select which enquiries to load by selecting from the *What to load* list.

You can search for the whole or part of a vehicle registration or identification number, and limit the search by the number of days since the enquiries were entered.

Whenever you change these settings, click the *Load* button to update the list.

Add New Enquiry

To add a new enquiry manually, click *Add New Enquiry*. The right-hand side of the page becomes a form.

Enter the following data:

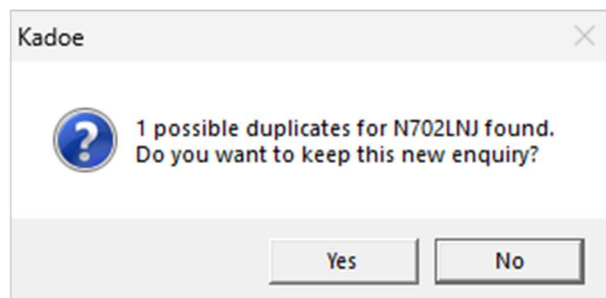
- **VRM / VIN** The Vehicle Registration Mark (number plate), or Vehicle Identification Number whose keeper details you are requesting from the DVLA. If the value is not 17 characters long, the client will treat it as a registration mark. You can tick *Skip VRM/VIN validation* to allow registration numbers that the client would normally reject. VIN values are not validated.
- **Date of Event** The date on which the event took place, in the dd/mm/yyyy format. The date of event, asks the DVLA for the keeper on that date. This must be within the last 6 months unless the DVLA has specified that you can use values earlier than this. The value defaults to today's date. You can view the date of event limits in the Admin Functions / Enquirers tab.
- **Reference** Your own reference for the enquiry. The client will create a unique reference for you if you leave this blank.
- **Enquirer** The name of the enquirer making the enquiry. If your organisation can make enquiries for more than one enquirer, choose the correct enquirer from the list.
- **Reason for Enquiry** The reason why this enquiry is being made. The reasons are specified by the DVLA for each enquirer. Ensure that you select the correct reason for the enquiry because this is one of the things that the DVLA look at in their audits.

Taken together, these five pieces of data form an Enquiry.

Click *Save Enquiry* to validate your enquiry and save it.

If your enquiry is valid, it will appear in the list on the left-hand side of the screen. If there are validation errors, you must correct them before the enquiry can be saved.

If the VRM or VIN you have entered matches a VRM or VIN of an enquiry already in the database, the client will warn you. You must confirm the addition of the duplicate enquiry.



If your organisation deals with more than one enquirer, the client detects possible duplicates if both the VRM field and the enquirer field are matched.

To finish adding enquiries, click *Cancel Add*.

Edit an Enquiry

Highlight an enquiry in the enquiry list that is either waiting to be sent or has errors and click *Edit Enquiry* to edit the enquiry's details.

The right-hand side of the screen becomes a form.

Vehicle Enquiry

VRM / VIN	<input type="text" value="07A12BB"/>
Skip VRM/VIM validation	<input type="checkbox"/>
Date of Event	<input type="text" value="28/11/2025"/>
Reference	<input type="text" value="KC3:E0000018"/>
Enquirer	Valcon Parking
Reason for Enquiry	<input type="text" value="00DN, Bad Parking"/>
When Imported	06/01/2026 16:05
User	Admin, kadoe-win11-
When Sent	
Response Received	<input type="checkbox"/>

Messages and Errors

VRM is invalid{001}

Clear Errors

Cancel Edit

Save Changes

Delete Enquiry

If the enquiry was imported but is invalid, an error message will be written in red text in the *Messages and Errors* area. Enquiries with errors cannot be sent to the DVLA until the error is cleared. Do two things to resolve the error:

- Clear the error by clicking *Clear Errors*
- Correct the error by entering data that is valid

With the changes made, click *Save Changes*. The enquiry will be validated and saved.

To discard your changes, click *Cancel Edit*.

Enquiries waiting for a response can not be edited.

Delete Enquiry

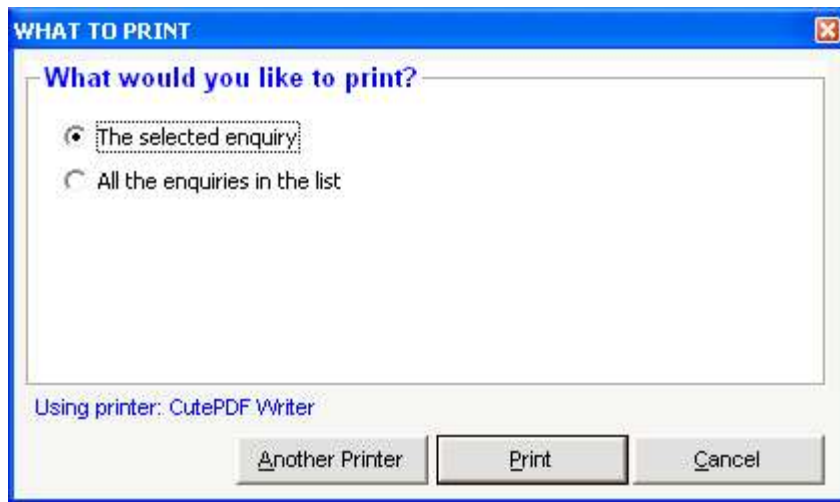
Highlight an enquiry in the enquiry list that is either waiting to be sent or has errors and click *Delete Enquiry*.

You will be prompted for confirmation. **Once an enquiry is deleted it cannot be recovered.**

Enquiries waiting for a response can not be deleted.

Print Enquiry

Enquiry details are printed as a fixed-width table using your choice of printer.



You can choose to print all the enquiries in the enquiry list, or the highlighted enquiry. If you choose *All the enquiries in the list*, the enquiries in the list will be printed.

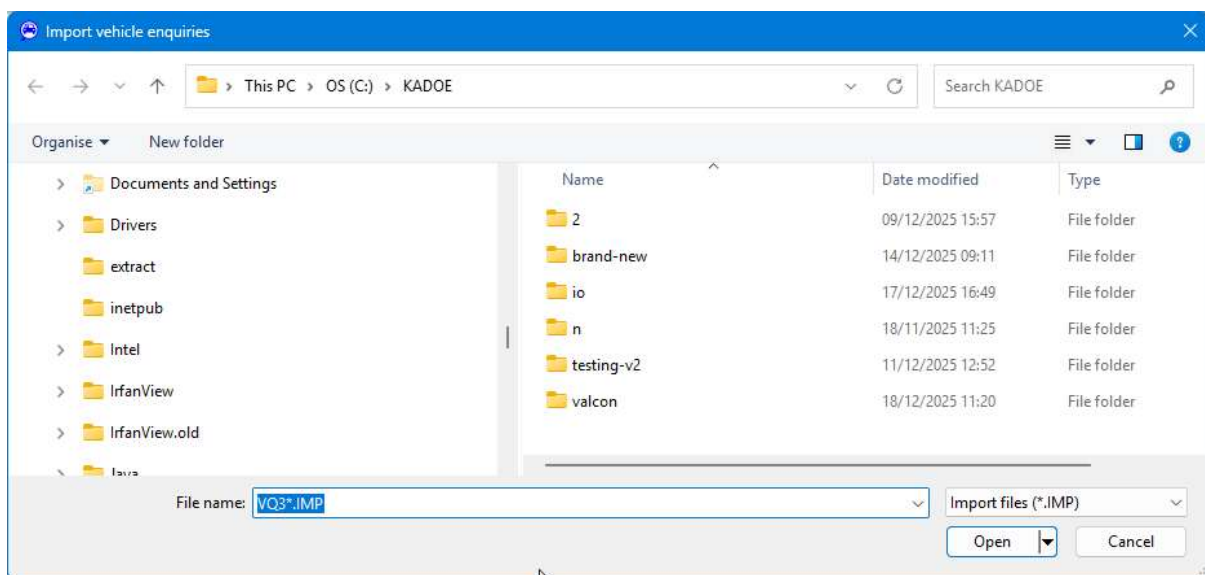
The client will use your default printer, but you can specify a different printer by clicking *Another Printer*.

Click *Print* to start printing, or *Cancel* to return to the Vehicle Enquiries page.

Import Enquiry

To import enquiries rather than entering them manually, click *Import*.

The client displays a selection dialogue so that you can pick the file you want to import.



The default file extension is csv, but you can select the extension from the list on the right of the dialogue.

Import files must be structured row-wise, each row ending with a carriage-return and a line-feed. with an enquiry on each row. The structure of the import file is documented at the end of this guide.

Import files may be formatted in one of these common formats:

- **Comma-separated values (csv)** Each field is separated by a comma.

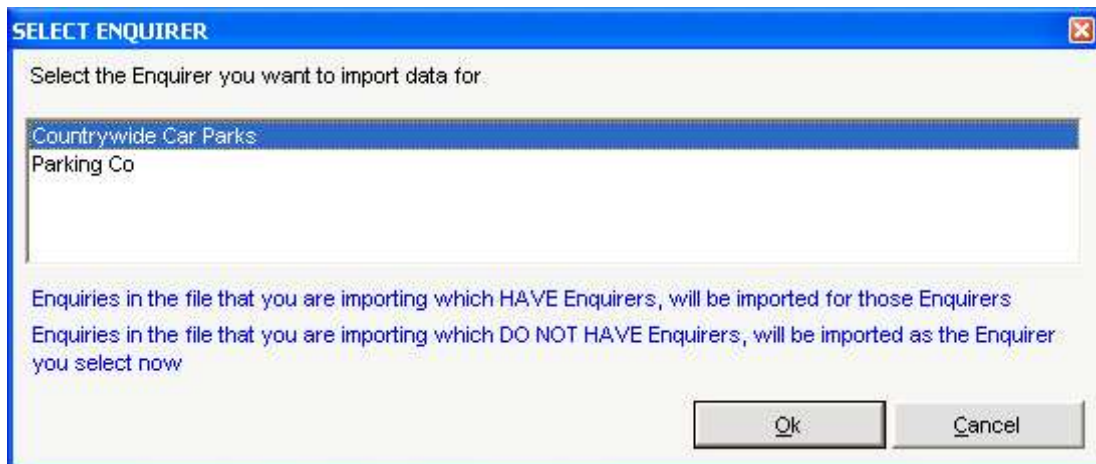
- **Tab-delimited** Each field is separated by a tab character
- **Fixed width** Each field has a fixed width

No matter the format, each line must end with a carriage-return and a line-feed. The client will detect the file format from the content, not from the file extension.

Choose a file in the selection dialogue and click *Open* to begin the import process.

Import Enquiry - Multiple Enquirers

If your organisation deals with more than one enquirer, you will be asked to select an enquirer before choosing an import file.



You will be asked to choose an enquiry import file from the import location for the selected enquirer.

Import File Validation

The client will validate each enquiry in the file and check for duplicate enquiries.



An import warning dialog will be displayed if an invalid or duplicate enquiry is found. The dialog message displays the row containing the invalid or duplicate data, along with some explanatory text.

Invalid enquiries:

- An invalid VRM is one that does not meet DVLA rules for legal character combinations in a mainland UK or Northern Ireland Vehicle Registration Mark.
- A Date of Event may be invalid because of its format (which should be YYYYMMDD) or its value (which may not, for example, be in the future).
- An invalid enquirer-id, enquiry-reason-code or intermediary-id will be inconsistent with the details provided by the DVLA for your organisation.

Exact duplicate:

- An exact duplicate is a match on VRM/VIN and the date of event against an enquiry that is already in the database.
- If your organisation deals with more than one enquirer, a duplicate is a match on all three of the VRM/VIN, date of event and enquirer-id.
- **A duplicate is an error.** If you import it, it will not be sent to the DVLA.

Partial duplicate:

- A partial duplicate is a match on the VRM/VIN, but not the date of event.
- **A partial duplicate is not an error.** If you choose to import it, it will be sent to the DVLA.

You are prompted to choose how to proceed. Your choices are:

- **Continue and include** Import the enquiry regardless. If the enquiry is invalid or an exact duplicate, it will be imported
- **Continue but skip** Do not import the invalid or duplicate enquiry, but continue to process the remainder of the file
- **Cancel whole import** Stop the import process and do not import any enquiries at this time

Click *Continue* to take this action and proceed.

If you would like all invalid, exact duplicate, or partial duplicate enquiries to be treated in the same way, check the *Apply this answer to any further warnings* box before clicking *Continue*.

If you choose to *Continue and Include*, the client will import the data field exactly as it is in the import file. If the client cannot interpret the data, the field will be imported as empty.

When the Import process is complete, you will be notified of the number of enquiries that were imported. If you chose the *Continue and include* option for any invalid enquiries, you will also be informed of the number of enquiries that were imported with errors.



You can identify invalid enquiries by applying the *Enquiries with errors* filter. Resolve the errors by selecting the enquiry and clicking *Edit Enquiry* or *Delete Enquiry*.

DVLA Responses

The vehicle keeper details and other DVLA information returned for the enquires you have sent are listed on the **DVLA Responses** page. You can view the DVLA responses, print them, and export them to a file. You can add comments to a particular response, and blacklist any VRMs/VINs which you want to avoid making enquiries for in the future.

Click the *DVLA Responses* on the Main Menu page to view the responses.

KADOE - VEHICLE RESPONSES

KADOE
VEHICLE KEEPER ENQUIRY

Responses

VRM/VIN
CV07AAA
CV07AAB
CV07AAC
CV07AAD
CV07AAE
CV07AAF
CV07AAG
CV07AAH
VIN12345678901231
VIN12345678901233

10 of 10 responses
Max responses to load 100
VRM / VIN
Received in last days
☐ Only Responses with errors
Load Clear

Enquiry
VRM / VIN CV07AAA Reference KC3:E0000020 Received 13/01/2026 Response Date 13/01/2026
Date of Event 28/11/2025 Enquirer Valcon Parking

DVLA Messages

Vehicle
Make MAKE-123456789012345678901234567 Registration CV07AAA
Model MODEL-12345678901234567890123456 Seating
Colour COLOUR-1234567890123 Tax Class TAX-CLASS-123456789012345
Secondary Colour SECOND COLOUR-123456 Tax Status TAX-STATUS-12345678901234
VIN VIN-1234567890123
Body Type BODY-TYPE-1234567890123456789012345
Fleet Number FLEET-NUMBER-1234567890123456789012

Keeper
Title TITLE-1234
Surname LAST-NAME-1234567890123456789012345 Address Line1-12345678901234567890123456789
Forename FIRST-NAME-123456789012345678901234 Line2-12345678901234567890123456789
Line3-123456789012345678901234567890123456789
Line4-12345678901234567890123456789
Town/City Line5-12345678901234567890123456789
Post Code POSTCODE

Comments

Add to Blacklist Anonymise Export Print Close

This page contains the response details provided by the DVLA. Apart from the comments field, the details are read-only.

In the left hand pane are the responses that have been received. You can restrict how many responses are in the list by using the *Max responses to load* dropdown list. Select a value and click *Load*.

You can search for a whole or part vehicle registration or identification number, and limit the search by the number of days since the responses were received. The list can be sorted by clicking on the column headings.

If you change a setting, click *Load* to update the list.
The main part of the page is divided into sections:

Enquiry

The data used for the enquiry together with:

- **Response Date** the date the DVLA responded to the enquiry
- **Received** the date the Desktop Client downloaded the response details.

DVLA Messages

If the DVLA was not able to return details for your enquiry, an explanation message is shown here.

Vehicle

The details of the vehicle. The DVLA may not provide all of these data.

- **Make** the vehicle manufacturer's name
- **Model** the manufacturer's vehicle model name
- **Colour** the colour of the vehicle
- **Secondary Colour** the colour of the vehicle
- **VIN** the Vehicle Identification Number
- **Body Type** the body type
- **Fleet number** the fleet number known to the DVLA
- **Registration** the registration number known to the DVLA.
- **Seating** the number of seats in the vehicle
- **Taxation Class** the registered taxation category of the vehicle
- **Taxation Status** the taxation status of the vehicle

Keeper

The vehicle's registered keeper on the Date of Event. This may be an individual, or a company/organisation.

- **Title, Surname, Forename** if the keeper is an individual
- **Company** if the keeper is a company, its official name or pseudonym
- **Address** the lines of the keeper's registered address
- **Town/City** the post town of the keeper's registered address
- **Postcode** the postcode of the keeper's registered address

Comments

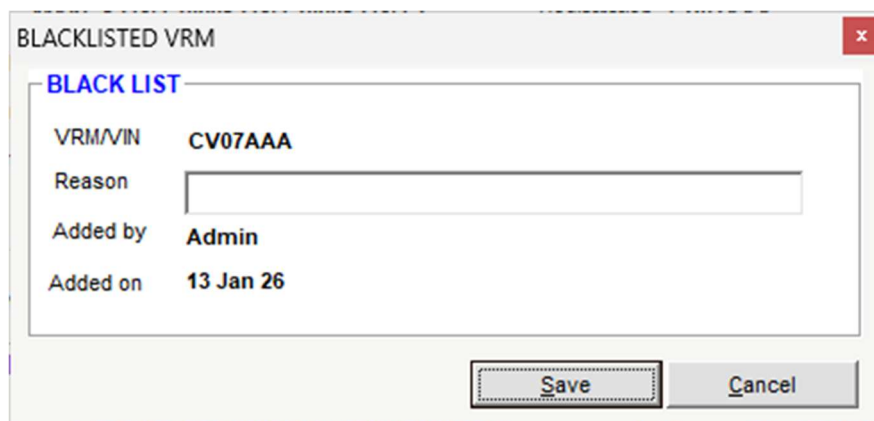
You can add free text comments against the DVLA response. The comments are saved automatically.

For users that have upgraded from previous versions of the client

The DVLA has stopped sending date information in the responses but because there may be responses in the database with data information, the date fields will be displayed in addition to the fields listed above.

Add to Blacklist

Click *Add to Blacklist* to blacklist the vehicle that is currently selected. Blacklisting a VRM will warn users if they enter a vehicle enquiry. This does not stop the enquiry being sent.



BLACKLISTED VRM

BLACK LIST

VRM/VIN CV07AAA

Reason

Added by Admin

Added on 13 Jan 26

Save Cancel

The VRM/VIN field will be populated from the response currently on the screen.

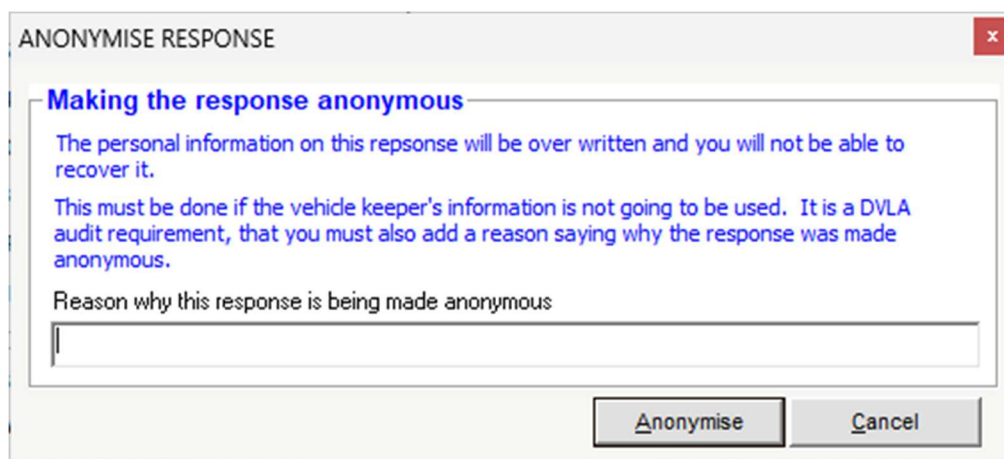
If the response included a DVLA Message, the reason field will be populated with the message text.

All users may add VRM/VINs to the blacklist. Each blacklist entry is recorded with the username who added it.

Administrators can also add, remove and edit VRM/VINs using the Blacklist tab on the Admin Functions page.

Anonymise

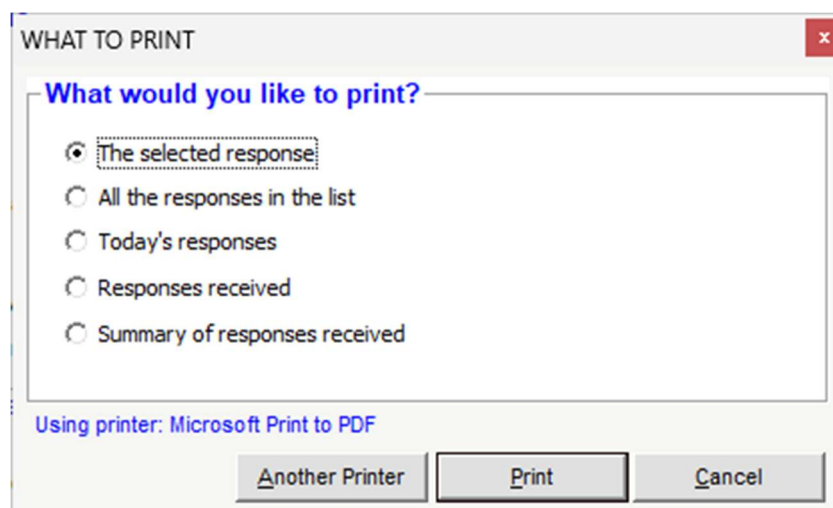
This function over-writes the responses if the data is no longer required. For example, the vehicle registration mark may have been incorrectly entered so the wrong keeper details were obtained. You must record a reason for making the enquiry anonymous. **The DVLA requires you to make erroneously obtained keeper details anonymous.**



The screenshot shows a dialog box titled "ANONYMISE RESPONSE" with a red close button in the top right corner. Inside the dialog, there is a section titled "Making the response anonymous" in blue text. Below this title, there is a warning: "The personal information on this response will be over written and you will not be able to recover it." followed by another warning: "This must be done if the vehicle keeper's information is not going to be used. It is a DVLA audit requirement, that you must also add a reason saying why the response was made anonymous." Below these warnings is a text input field labeled "Reason why this response is being made anonymous". At the bottom of the dialog, there are two buttons: "Anonymise" and "Cancel".

Print Responses

Use *Print* to send response details to a printer. Response details are printed one per page.



The screenshot shows a dialog box titled "WHAT TO PRINT" with a red close button in the top right corner. Inside the dialog, there is a section titled "What would you like to print?" in blue text. Below this title, there are five radio button options: "The selected response" (which is selected), "All the responses in the list", "Today's responses", "Responses received", and "Summary of responses received". Below these options, there is a line of text that says "Using printer: Microsoft Print to PDF". At the bottom of the dialog, there are three buttons: "Another Printer", "Print", and "Cancel".

You may choose to print the selected response, all the responses in the response list, or just today's responses. If you choose *All the responses in the list*, the print will respect any search filters that are currently applied.

The client will use the default printer, but you can use a different printer by clicking *Another Printer*.

Click *Print* to start printing, or *Cancel* to return to the Vehicle Responses screen.

Export

To export responses that have ***not been exported before***, click *Export*. If all the responses have been exported, this button will be disabled.

An export file is created with a filename based on the current date and time. The default export location is the one specified on the Enquirer tab in the Admin Functions.

The default file extension is *.csv, but this can be changed when the export is done.

Export files are structured with one response per row. The format of the file is give at the end of this guide. You can choose one of these common file formats on the Kadoe Client tab in the Admin Functions:

- **Comma-separated values** Each field is separated by a comma. Data that contain commas, are enclosed in double-quotes.
- **Tab-delimited** Each field is separated by a tab character
- **Fixed width** Each field has a fixed width

Export Enquiry - Multiple Enquirers

If your organisation deals with more than one enquirer, you select the Enquirer whose responses you are exporting.

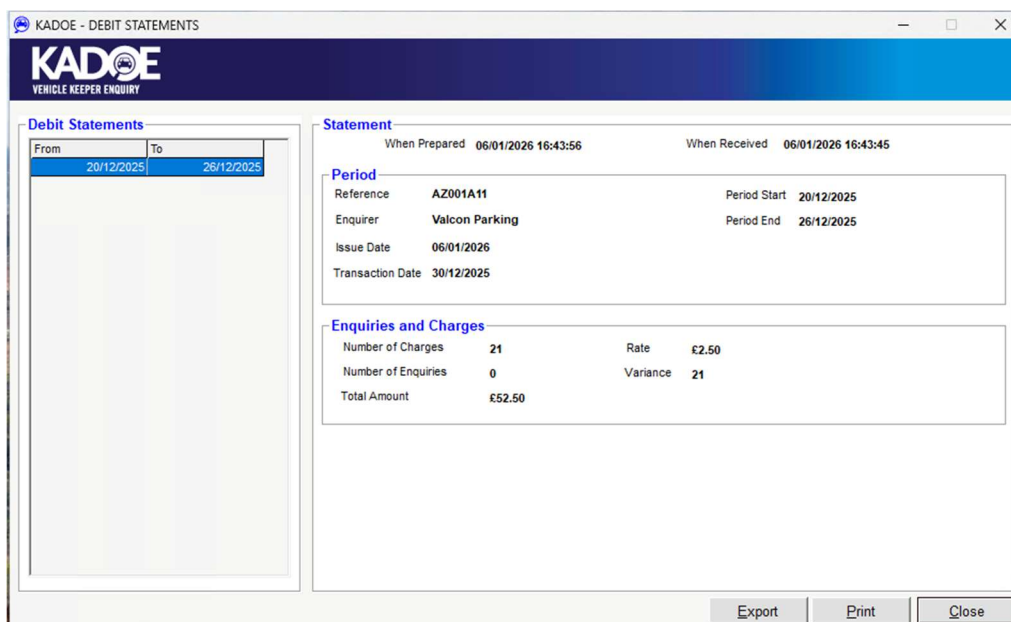


The export file will be written to the export location specified for that Enquirer.

Debit Statements

This is a legacy function that ***no longer provides reliable financial information***. The function reports how many enquiries were processed by our service in seven days.

Click *Debit Statements* on the Main Menu page to view your debit statements.



In the left hand pane are the debit statements that have been received.

The main region contains the details of the selected debit statement. All the details here are read-only. This data is called a debit statement because the DVLA used to send details of the debits it took for the cost of the enquiries that you make. It no longer provides this information so the weekly debit statement is a statement of the number of enquiries you have made in the week.

Statement

- **When Prepared** the date when the statement was created by the Kadoe Service
- **When Received** the date when client downloaded the statement

Period

A Debit Statement period is weekly. It is from 00:00.00 on Friday to 23:59.59 on Thursday.

- **Reference** the reference identifying this statement
- **Enquirer** The enquirer
- **Issue Date** the last day (Friday) of the statement period
- **Transaction Date** the date when the direct debit transaction would have taken place. This date should not be trusted.
- **Period Start** the date when the statement period begins (00:00.00 on a Friday)
- **Period End** the date when the statement period ends (23:59.59 on a Thursday)

Enquiries and Charges

The counts of the enquiries you made and how many were charged for.

- **Number of enquiries** the number of enquiries that you sent for processing in the period
- **Number of charges** the number of enquiries you were charged for during the period – equivalent to the number of enquiries you sent that elicited a response
- **Variance** the difference between Number of enquiries and Number of charges. There will be a variance if the DVLA was unable to receive the enquiries or process the responses within the period
- **Rate** the rate per DVLA Response paid by your organisation. *This should not be trusted because there is no feedback from the DVLA.*
- **Total Amount** the amount of the direct debit payment. *This should not be trusted because there is no feedback from the DVLA.*

Print

Use *Print* to send statements to a printer. Statements are printed one per page. You can choose to print all the statements in the list, or the selected statement.

The client will use your default printer, but you can specify a different printer by clicking *Another Printer*.

Click *Print* to start printing, or *Cancel* to return to the debit statements screen.

Export Debit Statement

To export a debit statement to a text file, click *Export*.

The function will export any statements that have not been exported. If all the debit statements have been exported, this button will be disabled.

The default export location is specified on the Enquirers tab of the Admin Functions. The default file extension is *.csv, but users may change this

Debit statement export files are structured as specified in the Debit Statement file format at the end of this guide. You can use one of the common file formats for your files on the Kadoe Client tab of the Admin Functions.

- **Comma-separated values** Each field is separated by a comma
- **Tab-delimited** Each field is separated by a tab character
- **Fixed width** Each field has a fixed width

Choose a filename and an export location in the dialog and click *Save* to begin the export process.

Send and Receive

The desktop client connects to our KADOE service to send vehicle enquiries to the DVLA, and to receive DVLA responses and debit statements.

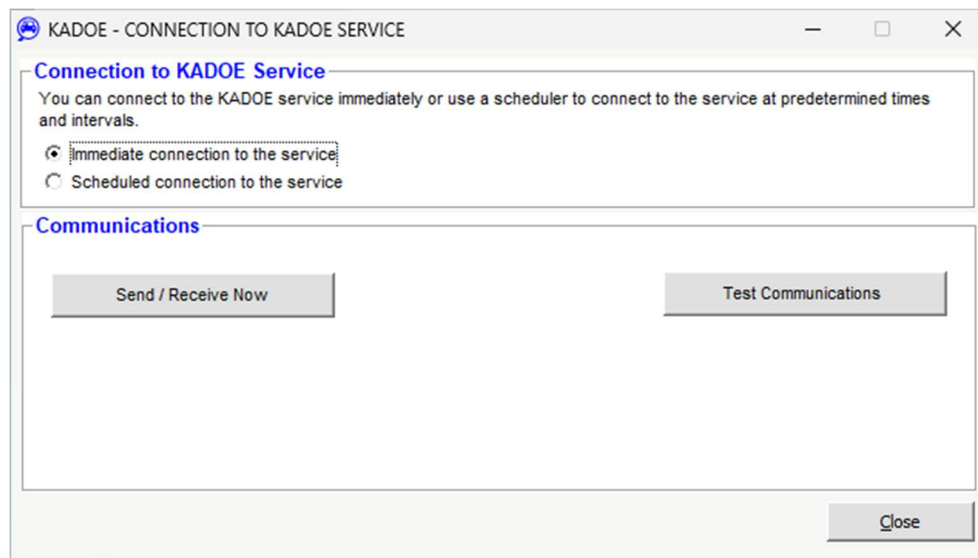
The Send and Receive function can be invoked immediately or on a schedule.
The Send and Receive function is restricted to Manager and Administrator users.

If the client is installed on more than one computer, the Send and Receive function is restricted to the local server computer.

Click *Send & Receive* on the Main Menu page to display the Send and Receive page.

Immediate connection to the server

To launch the Send/Receive process manually, ensure that the *Immediate connection to the server* option is selected, and click *Send/Receive Now*.



The client will perform these tasks:

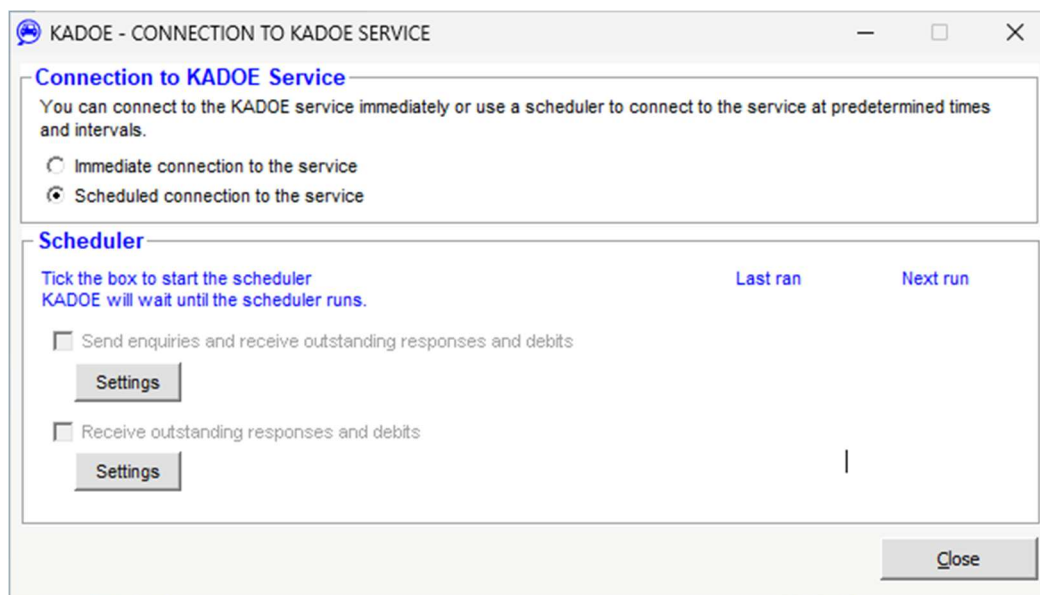
1. Send enquiries that are waiting to be sent to our KADOE Service
2. Retrieve DVLA responses from our KADOE Service
3. Retrieve debit statements from our KADOE Service

Click the *Test Communications* button to quickly check that client can perform connect to our service.

If any errors or warnings occur during Send & Receive, you will be notified. Details of the error can be viewed in the Transmission Log.

Scheduled Connection

To set a regular schedule for the Send & Receive function, choose the *Scheduled connection to the server* option.



There are two schedulers which can be set independently.

Send enquiries and receive outstanding responses and debits performs these tasks:

1. Send enquiries to our KADOE Service
2. Retrieve DVLA responses
3. Retrieve debit statements

If the client is running in *Automate/Import* mode (see later in this guide), seven steps are performed:

1. Import and validate enquiry file(s) from the import location(s)
2. Delete successfully imported file(s)
3. Send enquiries to our KADOE Service
4. Retrieve DVLA responses from our KADOE Service
5. Retrieve debit statements from our KADOE Service
6. Export responses to the appropriate export location(s)
7. Export debit statements to the appropriate export location(s)

Retrieve outstanding responses and debits performs these tasks:

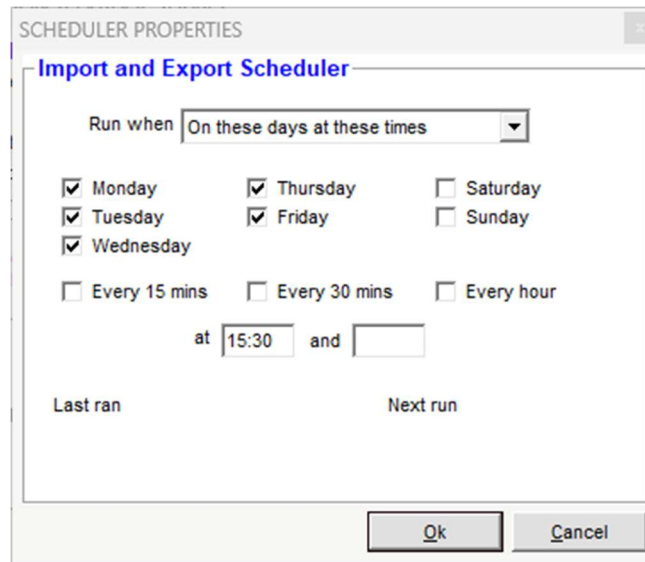
1. Retrieve DVLA responses from our KADOE Service
2. Retrieve debit statements from our KADOE Service

If the client is running in *Automate/Import* mode, four steps are performed:

1. Retrieve DVLA responses from our KADOE Service
2. Retrieve debit statements from our KADOE service
3. Export responses to the appropriate export location(s)
4. Export debit statements to the appropriate export location(s)

Setting the scheduler

Click *Settings* to set the schedule.



The scheduler will run on the days of the week that you select. You can set the scheduler to run at regular intervals by checking:

- Every 15 minutes
- Every 30 minutes
- Every hour

If you choose to run the scheduler at regular intervals, you must set the start and end time that the scheduler runs. Please enter time in the HH:MM (24-hour) format.

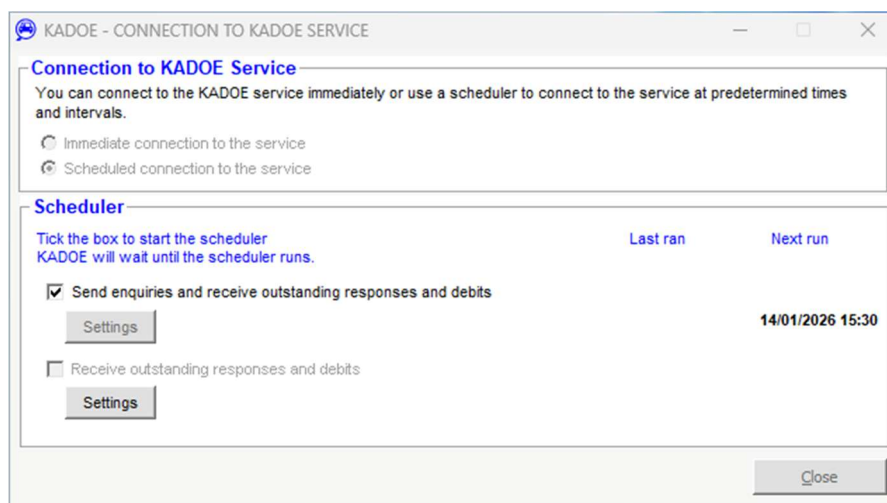
Alternatively, the scheduler can be run at a specific time. Ensure that the regular interval checkboxes are not ticked, and enter a time for scheduled run in the HH:MM (24-hour) format.

You can set one or two scheduled runs per day.

Click *Ok* to save the schedule.

Starting the scheduler

Once the scheduler has been set, tick the box next to it to start the scheduler.



The Settings button will be disabled and the client will be suspended until the scheduler runs. You will not be able to close this screen or use other client functions while the scheduler is on. You can minimise the client by clicking the window minimise button.

If a client is installed on more than one machine, you can run the scheduler on the local server machine and users can work on local client machines.

After the scheduler runs, the last ran time and the next run time will be updated.

If an error occurs during the run, an error message will be displayed, and the last ran time will appear in red. The client will retry again in five minutes time.

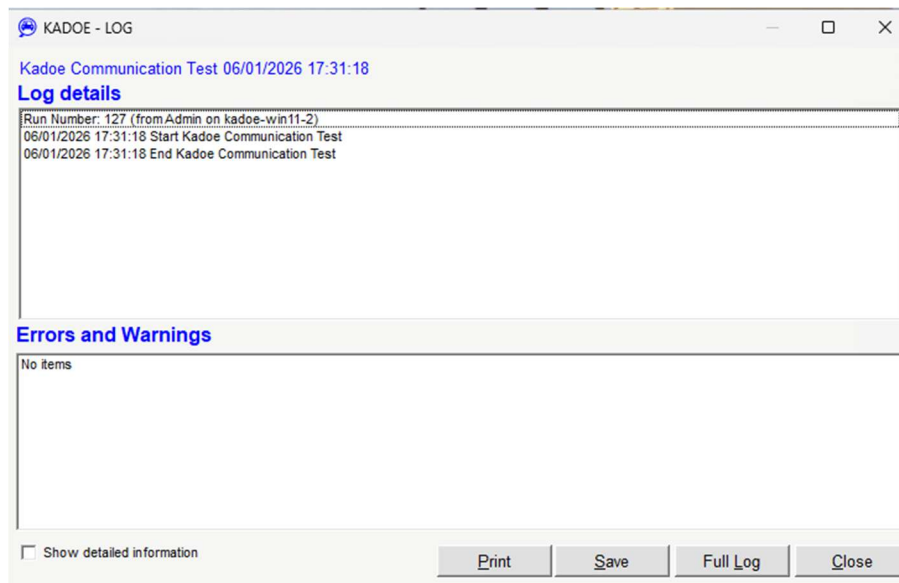
Stopping the scheduler

Stop the scheduler by unticking the scheduler box

Transmission Log

The transmission log records details of Send and Receive, Import and Export, and Data Maintenance operations. It is a useful tool for diagnosing any issues you may have during operations.

Click *Transmission Log* on the Main Menu to launch the Transmission Log screen.



Show detailed information

Click this checkbox to show a detailed transmission log.

Print

Click *Print* to print the transmission log. You will be prompted for a choice of printer.

Save

Click *Save* to save the transmission log to a file. It will be saved to the program's install folder with a unique filename based on the current date and time.

Our support desk may request a log file to help determine the nature and cause of any transmission issues you may experience.

Full Log

Click *Full Log* to display the entire transmission log kept by the client. This contains all the transmission information that has not been deleted in a data maintenance operation.

The detailed log can be displayed by checking the *Show detailed information* checkbox. It may also be printed or saved.

Retention of transmission log messages

The client deletes transmission log entries once a set period of time has elapsed. You can control this setting on the Data Maintenance tab of the Admin Functions page.

Admin Functions

System and user administration functions are available in the Admin Functions page.

Only members of the Administrator user group can access the Admin Functions.

Click the *Admin Functions* on the Main Menu to show the Admin Functions page. The button will be disabled if the user is not in the Administrator group.

Admin Functions settings are arranged on six tabs. You can move between the tabs by pressing Ctrl-Tab or by clicking on the tab.

Click *Ok* to save changes you have made on any of the tabs. The data will be validated before it is saved.

Data Maintenance

The client can perform data maintenance tasks when it starts up. This helps keep the database to a reasonable size and, more importantly, stops vehicle keeper data being left in the database after it has been used.

The screenshot shows a window titled "KADOE - ADMIN FUNCTIONS" with a close button (X) in the top right corner. The window has a dark blue header with the "KADOE VEHICLE KEEPER ENQUIRY" logo. Below the header is a tabbed interface with six tabs: "Data Maintenance" (selected), "Kadoe Service", "Enquirers", "Vehicle Blacklist", "Users", and "Kadoe Client". The "Data Maintenance" tab is active, showing a section titled "Data Maintenance" with a description: "Over a period of time, the number of Enquiries, Responses, Debit Statements and log entries builds up. By doing data maintenance, you can remove old data from the database so that it does not get too large." Below this, there are four rows of settings, each with a label, a numeric input field, a dropdown menu, and a description: "Remove Enquiries" (3, Month, after sending to the DVLA), "Remove Responses" (3, Month, after receipt from the DVLA), "Remove Debit Statements" (3, Month, after receipt from KADOE), and "Remove Program Log entries" (1, Month, after they were recorded). A "Remove Now" button is located below these settings. At the bottom of the tab content, there is a "Save to files" section with a description: "You can save Enquiry, Response and Debit Statement data to files which can be read by Microsoft Excel. You cannot import these files back into this program." and a "Save files" button. At the very bottom of the window are "Ok" and "Cancel" buttons.

You can control how long each type of data is held in the database before it is removed.

You can set a period in days, weeks or months. The default settings are 3 months for enquiry, response and debit statements, and 1 month for log entries.

The DVLA requires you to retain enquiry and response data for a minimum period of 3 months, either in this program or another place. If you set a lower value than 3 months, the client will ask you confirm.

You can choose to run the data maintenance function immediately, and every time the client starts up.

To run the data maintenance immediately, click *Remove Now*.

To run the data maintenance process every time the application starts up, tick the Do Data Maintenance checkbox on the Kadoe Client tab.

When the data maintenance function runs, the data is irretrievably deleted from database. It is not marked for deletion nor is it written to archive.

You can save the data to text files but the data cannot be imported into the client. The response data does not contain any keeper details. This function is used for tracking and is not an alternative to the response and debit statement export functions.

Kadoe Service

Communications to and from the DVLA go through our KADOE Service. The client logs on to our KADOE Service using a username and password. Valcon issue the user names and passwords for each account, but you are encouraged to change the password we give you using this function. Your organisation can have one or many accounts on our service.

Passwords

When installing the client for the first time, the client logs into our service using the username and password we provided. You are recommended to change this password after the installation.

To change the password, enter and confirm the new password. Passwords should be:

- Between 8 and 15 characters
- Containing at least one digit
- Containing at least one Capital letter
- Containing at least one lowercase letter

Communications Lock

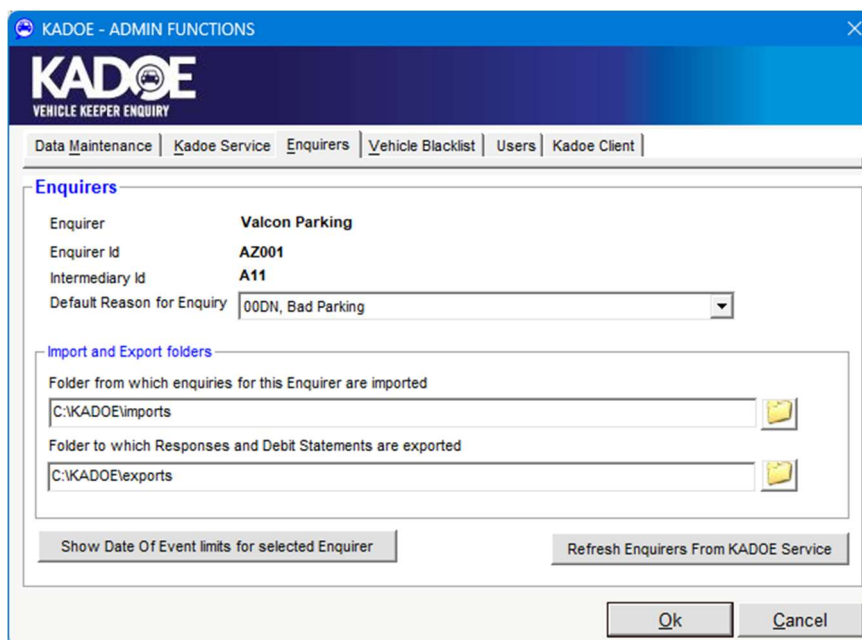
When the client connects to our service, a communications lock is applied for the duration of the connection. If the connection is broken, for example by an error, the communications may remain locked. If this happens, a Communication Lock message and an *Unlock Now* button will be displayed.

Click *Unlock Now* to clear the communications lock and re-enable the Send & Receive function.

Enquirers

Your organisation can be an enquirer, act for a number of enquirers or be both of these. Enquirers are what the DVLA call those that can access their keeper data by making enquiries. The DVLA will have a data sharing contract with each enquirer.

Click the Enquirers tab to view and manage enquirer settings.



If your organisation deals with more than one enquirer, choose an enquirer from the dropdown list to view and manage its settings.

Enquirer Id and Intermediary ID

Every enquirer has an enquirer code (id) and an intermediary code (id). The codes are provided by and controlled by the DVLA. Both codes have to be on the enquires made to the DVLA.

Enquirer and intermediary codes are downloaded from our service when the client is installed. They cannot be changed but they can be refreshed from our service if the DVLA change them.

To refresh the codes, click *Refresh Enquirers From Kadoe Service*.

Default Reason for Enquiry

When an Enquirer registers with the DVLA, it will do so for one or more enquiry reasons. These are the reasons the vehicle keeper's details are being requested.

The DVLA will approve one or more reason for enquiry for an enquirer. Every time you make an enquiry, one of these reasons must be provided.

You can set a Default Reason for Enquiry for each enquirer. This will be used to populate the vehicle enquiry's **Reason for Enquiry** when an enquiry is entered.

Using the default code is a convenience. When you enter vehicle enquiries manually, be certain that the reason code accurately reflects why the enquiry is being made.

Import folder

You specify an import folder each enquirer you manage. If you manage more than one, changing the enquirer in the list of enquirers will show the import folder for that enquirer. If you do manage more than one enquirer, use different folders for each enquirer.

When the client's import function runs, it will look in the import folder for files with a file name beginning with "VQ3" and file type of CSV.

You have to set an import folder even if you do not intend to import enquiries.

Export folder

You specify an export folder for every enquirer you manage. If you manage more than one, changing the enquirer in the list of enquirers will show the export folder for that enquirer. If you do manage more than one enquirer, use different folders for each enquirer.

When responses are exported, the client creates a CSV file containing all responses that have not been exported, and writes it to the appropriate export folder.

When debit statements are exported, the client creates a CSV file containing all statements that have not been exported, and writes it to the appropriate export folder.

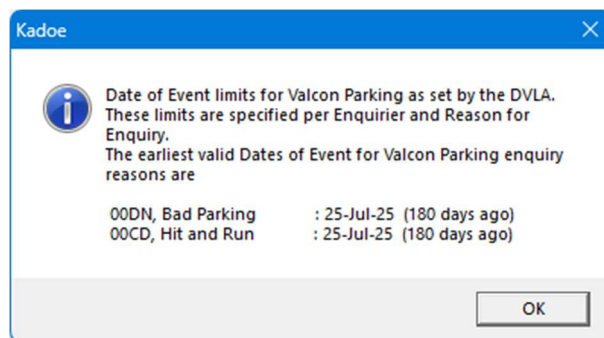
You have to set an export folder even if you do not intend to export responses or debit statements.

Refresh Enquirer Parameters

If we ask you to update an Enquirer's parameters click *Refresh Enquirers From Kadoe Service*. This will download the up to date enquirer and reason codes from our service.

Show Date Of Event limits for selected Enquirer

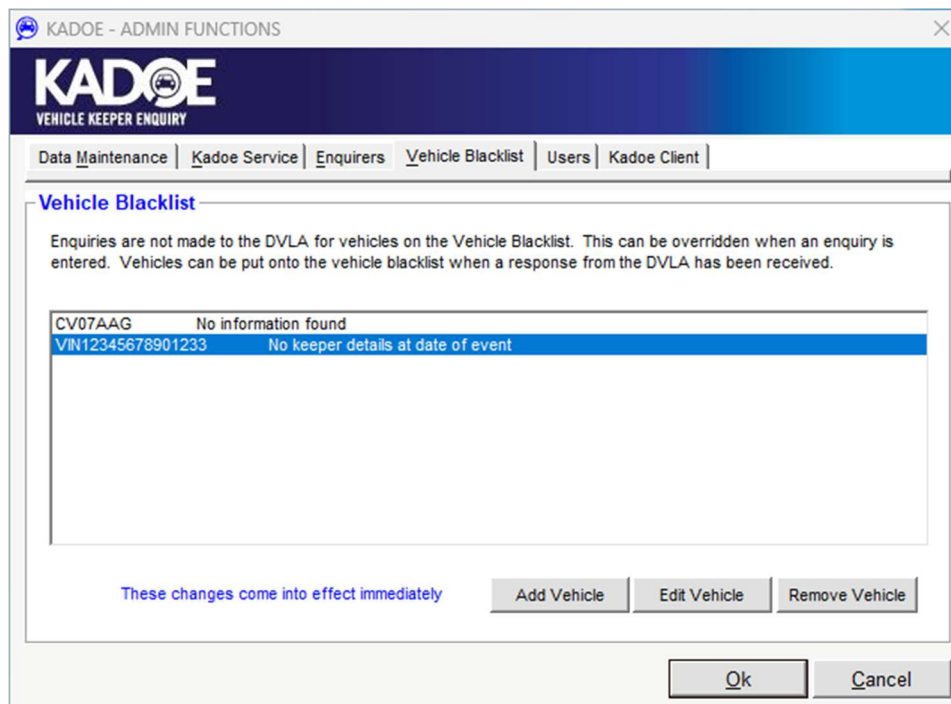
The DVLA impose a date restriction on enquiries. For most enquirers, the restriction is 180 days from the date of event. Some enquirers, notably insurance companies, do not have this limit. You can view the limits for one of your enquirers by clicking this button.



Vehicle Blacklist

All users of the client can add vehicles to the blacklist to help prevent enquiries being made to the DVLA for keeper details it cannot provide. VRM or VINs are compared to the blacklist whenever a new enquiry is added and a warning is given. Being on the black list does not prevent the enquiry from being sent to the DVLA.

Administrators may view and maintain the blacklist by clicking the Vehicle Blacklist tab.



The vehicle registrations and VIN are in alphanumeric order.

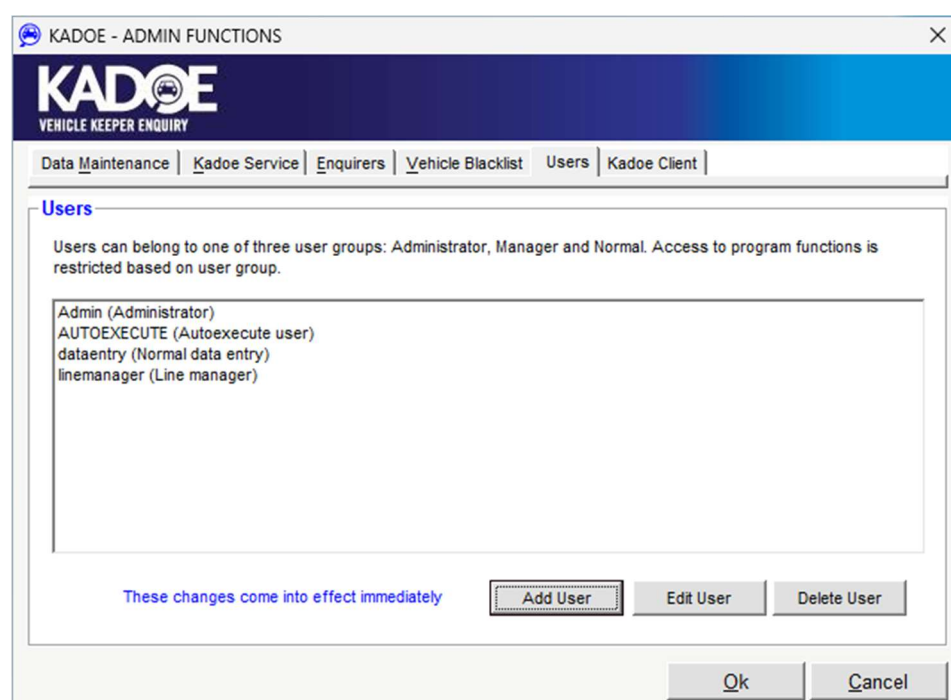
When you add a vehicle to the blacklist, you must provide a reason. If you add the vehicle from the DVLA Responses page, the reason will be the message from the DVLA if one was given.

The reason can be amended by clicking *Edit Vehicle*, and the vehicle removed from the blacklist by clicking *Remove Vehicle*,

Users

User management functions are available on the Users tab. You can create and manage users in several user groups, controlling their access to the client's functions. If your organisation deals with more than one enquirer, you can specify which enquirers are done by which user.

Click the Users tab to view and manage Users.



Add User

Click the *Add User* button to create a new User.

EDIT USER

User's Details

User Name

Password ☐ Show password

Description

Enabled Disabled users cannot log on

The user is in this user group

☐ System Administrators (users in this group cannot be edited or deleted)

☐ Administrators (users in this group can do everything in the program)

☐ Managers (users can enter data, send/receive data but cannot change the program's settings)

☒ Normal Users (users can enter data but cannot send/receive data or change the program's settings)

Enquirers

This user can only deal with Enquiries and Responses from the ticked Enquirers

☒ Valcon Parking (AZ001)

You add the following information:

- **Username** A unique name to identify the user, of between 1 – 15 alphanumeric
- **Password** Between 8 to 15 characters. At least 1 digit, one upper case and one lower case letter. The user can change their password from the main menu page.
- **Description** A short text description of the user
- **Enabled** Allow the user to log on to the client

The user has to be in one of the client's user groups:

- **Administrators** have access to all client functions
- **Managers** may add and import enquiries, view and export responses, view and export debit statements, and run or schedule the Send & Receive function. Managers do not have access to the Admin Functions.
- **Normal Users** may add and import enquiries, view and export responses, view and export debit statements. Normal Users do not have access to the Send & Receive or Admin Functions.

You must also tick which enquirer the user can deal with by ticking one or more enquirer checkboxes. This allows you to restrict users to work with data from the selected enquirers.

Click *Save* to create the new user, or *Cancel* to exit without saving. The data will be checked before it is saved.

Edit user

To update a user, highlight the user in the list and click *Edit User*.

You can change the user's details, assign the user to a different group, or amend the enquirers they act on.

A user can be prevented from logging on to the client by setting enabled to No. There must be at least one enabled Administrator user.

The client uses the **AUTOEXECUTE** user to run automated imports, data connections and exports. This user cannot be deleted or disabled.

Delete user

To delete a user, highlight the user in the list, click *Delete User* and confirm the action.

An Administrator user cannot be deleted unless its disabled.

Kadoe Client

Desktop Client parameters may be viewed and updated on this tab. Many of these settings affect how the client behaves when configured to run in the automatic modes.

The screenshot shows the 'KADOE - ADMIN FUNCTIONS' window with the 'Kadoe Client' tab selected. The window has a blue header with the KADOE logo and 'VEHICLE KEEPER ENQUIRY'. Below the header is a tab bar with 'Data Maintenance', 'Kadoe Service', 'Enquirers', 'Vehicle Blacklist', 'Users', and 'Kadoe Client'. The 'Kadoe Client' tab is active, showing the following settings:

- Your Company Name:** Valcon Parking
- Start up:** ☐ Compact the database, ☐ Do data maintenance
- Duplicate VRM:**
 - Duplicate number of days: 0
 - Print duplicates in a list: ☐
 - Export duplicates to a file: ☐
 - Only list the VRMs being imported: ☐
- ☐ Import enquiries which fail validation
- Enquiry Batch Size (Max 99): 99
- Export file format: Fixed length fields (dropdown menu)
- Configuration version 3

At the bottom right are 'Ok' and 'Cancel' buttons.

Your Company Name

The company name text printed on any printouts

Start-up

It is a good idea to run the compact database function when the client starts up to stop the database getting full of broken links and indexes. You can also perform data maintenance when the program starts. Data maintenance periods can be set on the Data Maintenance tab.

Duplicate VRM settings

These parameters control how the client deals with duplicate enquiries imported from a file. The settings are only effective when the client is running in Autoexecute mode.

- **Duplicate number of days** An enquiry is an exact duplicate if its VRM or VIN match exactly and its Date of Event is within this number of days.
- **Print duplicates in a list** Print duplicates found while importing
- **Export duplicates to a file** Export duplicates found while importing to a file. The file will be saved in the default export location
- **Only list the VRMs being imported** If printing or exporting duplicates, only list the enquiry being imported not all the duplicates.

Other settings

- **Import enquiries which fail validation** Import invalid enquiries.
- **Export file format** The default format for response and debit statement exports. Import file formats are detected from the data.
- **Batch size** the number of enquiries sent in one message to our KADOE Service. The default is 99 but if you are experiencing problems with server connections and you send a large number of enquiries in one batch, reducing this value may help. You should start at a low value (for example 30) and judge its affect on performance.

Automatic Modes

The client can be configured to run in an automatic or semi-automatic mode when it will run total or partial unattended imports, send & receives and exports. You specify the mode in the client's configuration file (kadoe.ini).

Both modes perform import and export functions

Import and Export

The client imports enquiry files from the import location(s) specified on the Enquirers tab of the Admin Functions page.

Similarly, it exports response and debit statement files to the export location(s) specified on the same page.

Import and export file extensions are defined as csv in the [System] section of the configuration file.

```
ImportFileType=csv  
ExportFileType=csv
```

As well as being used for automated running modes, the settings are also used by the manual and scheduled import and export processes.

Import file settings

Vehicle keeper enquiry data is imported from files which are:

- In an enquirer import location
- Have the import file extension specified by ImportFileType
- Have a filename that begins with VQ3

Files are deleted after they have been imported.

Importing files for multiple enquirers

If your organisation acts for several enquirers, the client will look for files in each enquirer's import folder. One file with all enquirers can be imported from one location.

Export file settings

The client exports response and debit statement data to the export location(s) specified on the Enquirers tab of the Admin Functions screen.

The default export file type is csv. This can be changed in the configuration file

```
ExportFileType=CSV
```

AutoExecute Mode

This mode sets the client to automatically import, send & receive and export data. The client can either be left running in the background, performing data transfers on a scheduler, or it can be run to perform the data transfers and then shut down.

The client is not a Windows service and runs only as an application program.

Configuring AutoExecute Mode

Autoexecute mode is configured by the Options parameter in the [System] section of the kadoe.ini file. The parameter has three values:

AutoExecute	Required to put the client into AutoExecute mode
ImmediateExecution	The client will shutdown when it finishes the data transfers
BypassLogonSecurity	Allows the client run without asking for a username and password

The values are added to the Options setting separated by commas.

```
Options=AutoExecute
Options=AutoExecute, ImmediateExecution
Options=AutoExecute, BypassLogonSecurity
Options=AutoExecute, ImmediateExecution, BypassLogonSecurity
```

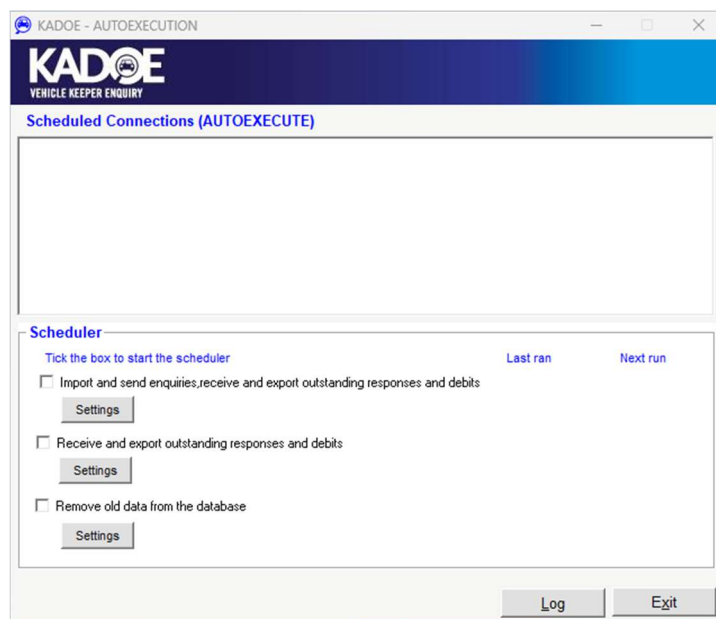
The ImmediateExecution and BypassLogonSecurity options have no effect unless AutoExecute is specified.

Scheduled Execution

To run the client in scheduled AutoExecute mode, specify the AutoExecute option in the configuration file

```
Options=AutoExecute
```

and run the program. The client will request a user name and password before it displays the AutoExecute page. The page displays connection information



To stop the client requesting a user name and password, add BypassLogonSecurity to the options line in the configuration file.

```
Options=AutoExecute, BypassLogonSecurity
```

When BypassLogonSecurity is used, the AUTOEXECUTE user logs on to the client. There are three AutoExecution schedulers, which can be set independently:

The **Import/Send Enquiries/Export** scheduler performs inbound and outbound tasks in order:

1. Import and validate enquiry file(s) from the import location(s)

2. Delete successfully imported files
3. Send enquiries to our KADOE Service
4. Retrieve responses from our KADOE Service
5. Retrieve debit statements from our KADOE Service
6. Export responses to the appropriate export location(s)
7. Export debit statements to the appropriate export location(s)

The **Receive/Export** scheduler performs the outbound tasks only:

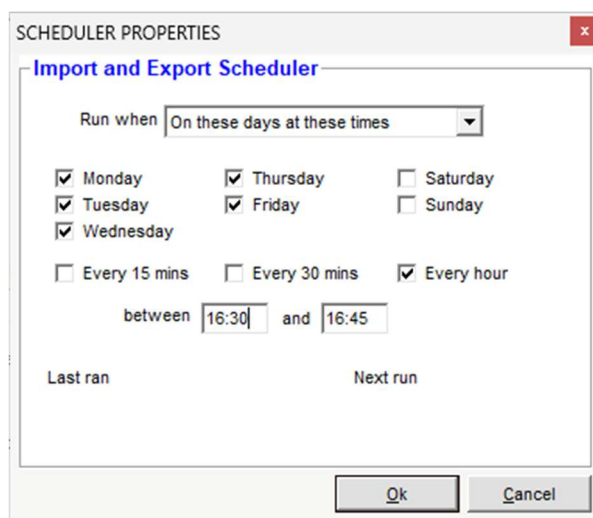
1. Retrieve outstanding responses from our KADOE Service
2. Retrieve outstanding debit statements from our KADOE Service
3. Export responses to the appropriate export location(s)
4. Export debit statements to the appropriate export location(s)

The **Remove old data** scheduler performs data maintenance tasks to manage the disk space required by client's database. The retention period for each type of data is specified on the Data Maintenance tab of the Admin Functions. When it runs, the scheduler will:

1. Delete old enquiry data
2. Delete old response data
3. Delete old debit statement data
4. Delete old transmission log data

Setting the scheduler

Click the *Settings* button to set the schedule.



The scheduler will run on the days of the week that you select.

You can set the scheduler to run at regular intervals by checking:

- Every 15 minutes
- Every 30 minutes
- Every hour

If you choose to run the scheduler at regular intervals, you set the start and the end time that the scheduler runs. Please enter times using HH:MM (24-hour) format.

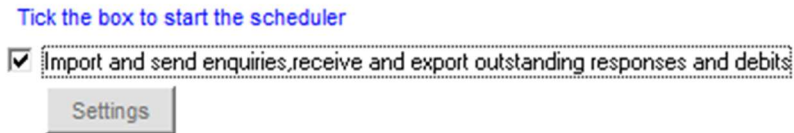
Alternatively, the scheduler can be run at a specific time. Ensure that the regular interval checkboxes are not ticked and enter a time for scheduled run using HH:MM (24-hour) format.

You can set one or two scheduled runs per day. To only have one run, clear the *and* time.

Click *Ok* to save the schedule.

Enabling the scheduler

With the scheduler set, start it by ticking the box.



The *Settings* button will be disabled and the client will be suspended until the scheduler runs. You will not be able to close this screen or use other client functions while the scheduler is on. You can minimise the client by clicking the window minimise button.

If a client is installed on more than one machine, you can run the scheduler on the local server machine and users can work on local client machines.

After the scheduler runs, the last ran time and the next run time will be updated

If an error occurs during the run, an error message will be rendered, and the Last ran time will appear in red text. Kadoe Client will automatically schedule a retry for five minutes time.

Immediate Execution

To run the client in Immediate Execution mode, add ImmediateExecution to the Options setting

`Options=AutoExecute, ImmediateExecution, BypassLogonSecurity`

Without BypassLogonSecurity in the Options, the client will ask for a user name and password.

After logging in (or immediately, if the `BypassLogonSecurity` option is specified), the client will:

1. Import and validate enquiry file(s) from the import location(s)
2. Delete successfully imported files
3. Send enquiries to our KADOE Service
4. Retrieve responses from our KADOE Service
5. Retrieve debit statements from our KADOE Service
6. Export responses to the appropriate export location(s)
7. Export debit statements to the appropriate export location(s)
8. Close down.

No window will be shown and the schedulers will not be used.

This running mode is ideal for running the kadoe.exe program from a Windows scheduled task. This means that the client does not have to stay running on the desktop all the time.

Duplicate Handling in Autoexecute mode

Enquiry files imported in AutoExecute mode may contain enquiries that are duplicates of enquiries in the database.

A duplicate enquiry is a match on VRM/VIN and the Date of Event. If your organisation deals with more than one enquirer, a duplicate is a match on the VRM/VIN, Date of Event and Enquirer.

You can set a tolerance on the date of event on the Kadoe Client tab of the Admin Functions. Enquiries exactly matching VRM\VIN and with a date of event plus or minus the tolerance, are marked as duplicates.

You can choose to record duplicate enquiries in a file, on a report, or both.

AutomateImport Mode

For users whose workflow require both manual and automatic operation, the client can be configured to run in semi-automatic mode.

Until the Send & Receive function is run, client operations are manual. When the Send & Receive function is run, the client will import enquiries from the import folder(s) and send them with the manually entered enquiries to our KADOE Service. It will export the responses and debit statements it gets from our KADOE Service to the export folders for the enquirer(s).

Configuring AutomateImport Mode

To enable AutomateImport add the AutomateImport setting to the configuration file:

```
AutomateImport=Yes
```

The client cannot run in AutomateImport and AutoExecute mode. If AutoExecute is enabled, the AutomateImport setting will be ignored.

The AutomateImport function

When the AutomateImport function runs, Kadoe Client performs the following tasks in order:

1. Import and validate enquiry file(s) from the import location(s)
2. Delete successfully imported file(s)
3. Send enquiries (entered manually or imported) to our KADOE Service
4. Retrieve responses from our KADOE service
5. Retrieve debit statements from our KADOE service
6. Export responses to the appropriate export location(s)
7. Export debit statements to the appropriate export location(s)

Users

When the client is installed, it has two users: an admin user to perform the program's functions, and an AUTOEXECUTE user to run unattended schedules. You can add other users and restrict what functions they can use and, when you deal with more than one enquirer, which enquirer they can deal with. You do this by assigning users to a group.

User groups

What functions a user can use in the client depends on the user group they are in. The client has three groups:

- **Administrators** can use all the client functions.
- **Managers** can add and import enquiries, view and export responses, view and export debit statements, run or schedule the *Send & Receive* function. Managers cannot access the Admin Functions.
- **Normal Users** can add and import enquiries, view and export responses, view and export debit statements. Normal Users cannot use Send & Receive or access the Admin Functions.

There must always be one enabled Administrator user. An Administrator can create as many Administrators, Managers and Normal Users as required.

Enabling and disabling users

A user can be prevented from logon on to the client by disabling the user.

The AUTOEXECUTE user is an Administrator which the client uses to run AUTOEXECUTE unattended schedules.

Users and Enquirers

If you deal with multiple enquirers, you can restrict a user to specific enquirers.

Import File Format

The desktop client import files are ASCII text with carriage-return-line-feed line endings. If you are taking files from other desktop programs such as MS Excel, make sure they are saving the files in the correct format.

Files can be comma or tab separated files, or they can be fixed field length files. The client will determine which one when the import is done.

	Field	Length	Start	End	Description
1	VRM or VIN	17	1	17	Vehicle registration number of vehicle identification number. If the value has fewer than 17 characters, it is assumed to be a registration number.
2	Date of Event	8	18	25	The vehicle keeper on this date. Format: YYYYMMDD Cannot be a date in the future. Cannot be earlier than the limit of date of events specified by the DVLA
3	Enquiry Reference	20	26	45	Your reference for this enquiry. This must be alphanumeric
4	Enquirer ID	5	46	50	ID of the Enquirer who makes this enquiry. Five-character code in AA999 format.
5	Enquiry Code	4	51	54	Enquiry Code (reason for the enquiry) that applies to this enquiry. Four-character code in 99AA format.
6	Intermediary ID	3	55	57	A three-character code in A99 format.

The start position and end positions apply to fixed-length fields only.

This is the Version 3 file format. If you did not upgrade from a previous version of the desktop client, this is the version you will be using. If you have upgraded from a previous version of the client, the client will be using V2 file format which is the same as the previous client versions.

You can see which configuration version the client is using on the Admin / Kadeo Client tab.

Export file format 
Configuration version 3

Response Export File Format

The desktop client exports responses in ASCII text files with carriage-return-line-feed line endings. The files can be tab-delimited, comma-separated or fixed-length field formats. The setting for this is on the Kadoe Client tab of the Admin Functions.

	Field	Length	Start	End	Description
1	VRM	7	1	7	The Vehicle Registration number This is the registration number used in the enquiry, or the registration number provided by the DVLA if they provide one.
2	Date of Event	8	8	15	The Date Of Event of the original enquiry. Format: YYYYMMDD
3	Enquiry Reference	20	16	35	Your reference for the original enquiry.
4	Hardcopy Code	1	36	36	1 if the DVLA response will be provided in hard copy, otherwise blank.
5	DVLA Error	85	37	121	Error text from the DVLA
6	Make	35	122	156	The vehicle manufacturer's name
7	Model	35	157	192	The manufacturer's vehicle model name
8	Colour	20	193	211	The colour of the vehicle
9	Seating Capacity	3	212	214	The number of seats in the vehicle
10	Tax Class	25	215	239	The tax class of the vehicle
11	VIN	17	240	256	The Vehicle Identification Number
12	Tax Status	50	257	306	The tax status of the vehicle
13	Fleet number	50	307	356	The fleet number of the vehicle
14	Secondary colour	50	357	406	The secondary colour of the vehicle
15	Body type	50	407	456	The vehicle's body type
16	Company name	70	457	526	The company that is the keeper of the vehicle. This field is blank if the keeper is an individual
17	Title	10	527	536	The vehicle keeper's title if the keeper is an individual
18	First name	35	537	571	The vehicle keeper's first name if the keeper is an individual
19	Last name	35	572	606	The vehicle keeper's last name if the keeper is an individual
20	Address1	35	607	641	First line of vehicle keeper address
21	Address2	35	642	676	
22	Address3	35	677	711	
23	Address4	35	712	746	
24	Town	35	747	781	
25	Post Code	8	782	789	
26	Enquirer Id	5	790	794	Enquirer ID. Five-character code in AA999 format
27	Enquiry Code	4	795	798	The code used on the enquiry

The start position and end position parameters only apply to fixed-length fields.

This is the Version 3 file format. If you did not upgrade from a previous version of the desktop client, this is the version you will be using. If you have upgraded from a previous version of the client, the client will be using V2 file format which is the same as previous client versions.

You can see which configuration version the client is using on the Kadeo Client tab of the Admin Functions.

Export file format

Configuration version 3

Debit Statement Export File Format

The desktop client exports debit statements in ASCII text files with carriage-return-line-feed line endings. The files can be tab-delimited, comma-separated or fixed-length field formats. The setting for this is on the Kadoe Client tab of the Admin Functions.

This is a legacy report which we chose not to remove from the client when we moved to version 3.

The report provides the weekly total of enquiries you have made. The fields we have left undocumented will have data but they will be unreliable and should not be used.

	Field	Length	Start	End	Description
1	Reference	35	1	35	An automatically generated reference for this Debit Statement
2	Issue Date	8	36	43	The last day (a Friday) of the Debit Statement period Format: YYYYMMDD
3		8	44	51	
4	Start of period	8	52	59	The date when the statement period begins (a Friday) Format: YYYYMMDD
5	End of period	8	60	67	The date when the statement period ends (a Thursday) Format: YYYYMMDD
6		18	68	85	
7	Number of enquiries	15	86	100	The number of enquiries made in the period
8		15	101	115	
9		18	116	133	
10		17	134	150	
11		35	151	185	
12		17	186	202	
13		17	203	219	
14		35	220	254	
15		17	255	271	
16		8	272	279	
17		14	280	293	
18		14	294	307	
19	Enquirer ID	5	308	312	The enquirer id