DATA FLOW: CHANGE OF ADDRESS
DATE ENTRY: CUSTOMER

Change of address form completed on ACC website or taken by Customer Service Advisor

Is the change of address a move into or out of Aberdeen?

Process manually

Check what information is already held for the address

Do I need more information ?

Customer

No reply

Pass to Council Tax team to review

No reply

Change of address can't be processed

Information provided

Information provided

Change of address can't be processed

Can change of address be processed automatically?

Process manually

END

Update address with new information

Issue bill to customer

END

END

END

ABERDEEN CITY COUNCIL