

# DYNAMICS – GUIDANCE ON TAXI APPLICATIONS (CUSTOMER PROCESSES)

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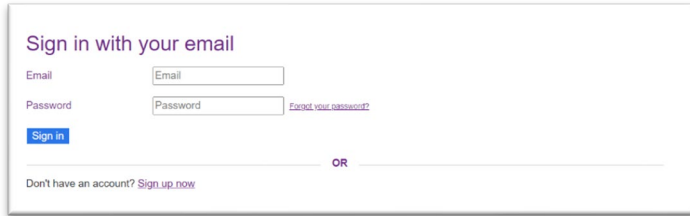
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# Sign-in or Sign-up

## Sign-in

When a customer presses the “sign-in” button, they’re presented with the below:



Sign in with your email

Email

Password  [Forgot your password?](#)

---

OR

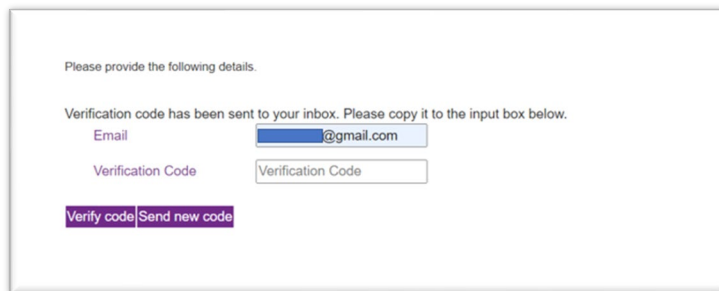
Don't have an account? [Sign up now](#)

If the customer has an existing account, they can sign-in with their email and password.

## Sign-up

If they need to create an account, the user needs to click the “Sign up now” link.

This will lead them to an area where they must verify their email address by entering a verification code sent to the email they want to use):



Please provide the following details.

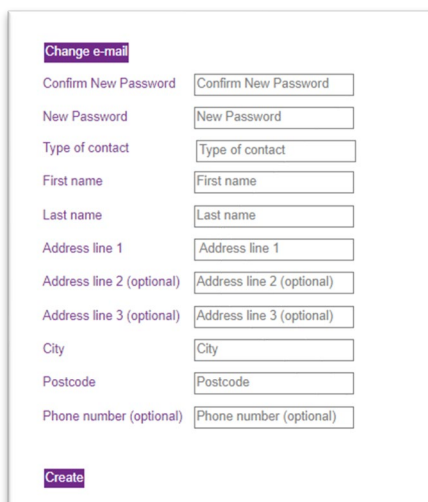
Verification code has been sent to your inbox. Please copy it to the input box below.

Email

Verification Code

A verification code will arrive in the customer’s email account.

Once they enter the code and press the “verify code” button, they will be invited create their account:



Confirm New Password

New Password

Type of contact

First name

Last name

Address line 1

Address line 2 (optional)

Address line 3 (optional)

City

Postcode

Phone number (optional)

# New applications

## Dual Driver Application

An applicant starts a new driver application by pressing the new dual driver application button on the council web page and signing in.

### Additional details

After the applicant signs in, they will be taken to the details section where they must enter:

- Date of birth
- Place of birth
- Their NI number (in the correct format)
- Their Driver's licence number (in the correct format)
- If they have ever held a taxi licence with another authority
  - And details if "Yes"
- If they have ever had a licence refused or revoked
  - And details if "Yes"
- How long they have held a full licence to drive in any country
- How long they have held a full UK driver's licence
- If they have any convictions
  - And details if "Yes"

The screenshot shows a web form titled "Additional details" with a progress bar at the top containing: "Sign in / sign up", "Additional details" (highlighted), "Document upload", "Document checklist", "Declaration", and "Summary & payment". The form fields are as follows:

- Date of birth:** A text input field with a calendar icon and a placeholder "DD/MM/YYYY".
- Place of birth:** A text input field.
- National Insurance number:** A text input field with a note: "This should be nine characters. Two letters, six numbers and one letter (such as AA123456B)".
- Driver's licence number:** A text input field with a note: "This should be sixteen characters".
- Have you held or do you hold a hackney carriage or private hire vehicle licence with any authority?** A dropdown menu with "Yes" selected.
- Please give relevant dates and which authorities:** A large text area for providing details.
- Have you ever been refused a licence or had a licence revoked?** A dropdown menu.
- How long have you held a full licence to drive a motor vehicle (in any country)?** A dropdown menu.
- How long have you held a full UK driver's licence?** A dropdown menu.
- Do you have any convictions?** A dropdown menu with a note: "This must include any driving offences, cautions or fixed penalty notices".

At the bottom of the form are two buttons: "Previous" and "Next".

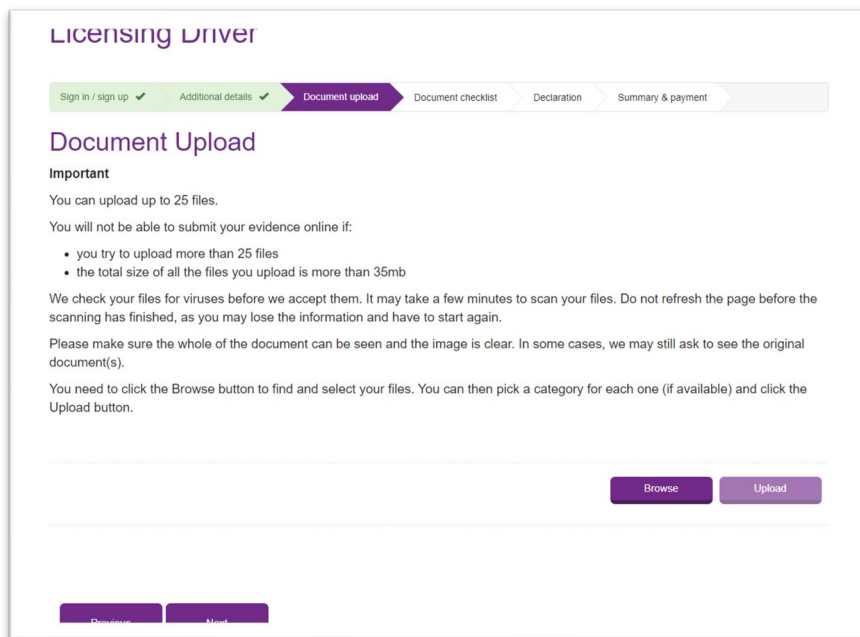
These fields are all required and if the applicant does not fill one in there will be an error message.

Once the applicant has filled in all the fields, they can press the “Next” button

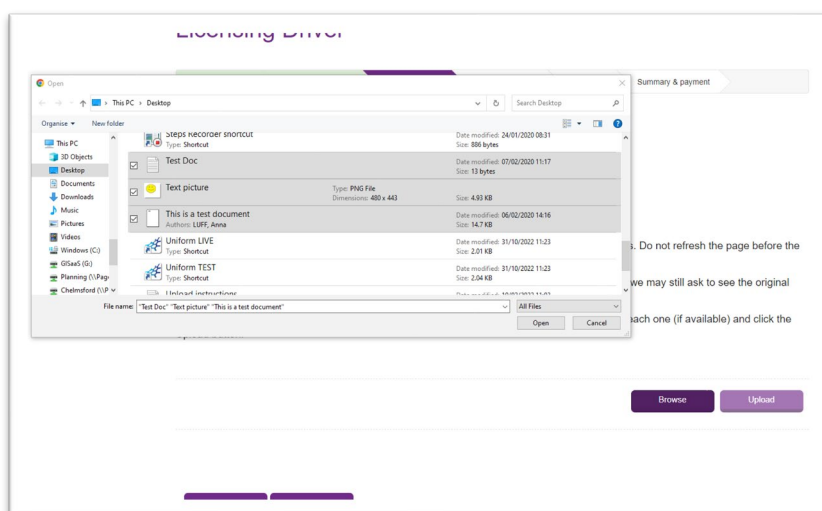
## Document upload

The page after the details page is for document uploads.

The applicant must press the “Browse” button to select their files.



They can select one or more files at a time and then press “open” to add the files:



Once the files are added, the applicant must add the category:

File name	File size	Category	
Test Doc.txt	13.0 bytes	Enhanced DBS	✕
	Progress:		
Text picture.png	4.9 KB	Proof of HMRC registration	✕
	Progress:		
This is a test document.docx	14.7 KB	Select...	✕
	Progress:		
Totals:	19.7 KB		3 files

Upload

After the categories are selected the user must select “Upload” to attach their files. The system will then scan and upload the documents. When the upload is successful a green bar with “Complete” will show.

File name	File size	Category	
Test Doc.txt	13.0 bytes	Enhanced DBS	✕
	Progress:	Complete	
Text picture.png	4.9 KB	Proof of HMRC registration	✕
	Progress:	Complete	
This is a test document.docx	14.7 KB	Proof of training	✕
	Progress:	Complete	
Totals:	19.7 KB		3 files

Browse Upload

The applicant must upload a minimum of one document to continue.

Once they have uploaded the documents, the applicant can press “Next” to continue.

### Document checklist

The applicant must then go through the document checklist, entering if they uploaded each document or not (or if it’s not applicable to their application).

Finally, the applicant must agree to a declaration that they understand their application cannot be processed until they submit valid copies of all documents.



Once they have answered all the checklist question and agreed to the declaration, they can press “Next” to move to the next section.

The screenshot shows the 'Licensing Driver' document checklist page. At the top, there is a progress bar with steps: 'Sign in / sign up', 'Additional details', 'Document upload', 'Document checklist', 'Declaration', and 'Summary & payment'. The 'Document checklist' step is currently active. Below the progress bar, the title 'Document checklist' is followed by a series of questions, each with a corresponding dropdown menu for the answer. The questions are: 'Have you uploaded a copy of your enhanced DBS certificate?', 'Have you uploaded your proof of initial or refresher training?', 'Have you uploaded the full medical examination report along with the certificate of fitness?', 'Have you uploaded your proof that you are entitled to work, or remain and seek work in the UK?', 'Have you uploaded a passport-style colour photo?', 'Have you uploaded a copy of your complete UK driver's licence?', 'Have you uploaded your certificate of good conduct?', 'Have you uploaded your proof of HMRC registration?', 'Have you uploaded your WAV Exemption Certificate?', and 'Have you uploaded any other documents you wish to submit in support of your application?'. At the bottom of the checklist, there is a declaration statement: 'I understand that my application will not be considered valid and therefore cannot be processed until valid copies of all required documents have been correctly completed and submitted.' Below this statement is a checkbox labeled 'I understand'. At the very bottom of the page, there are two buttons: 'Previous' and 'Next'.

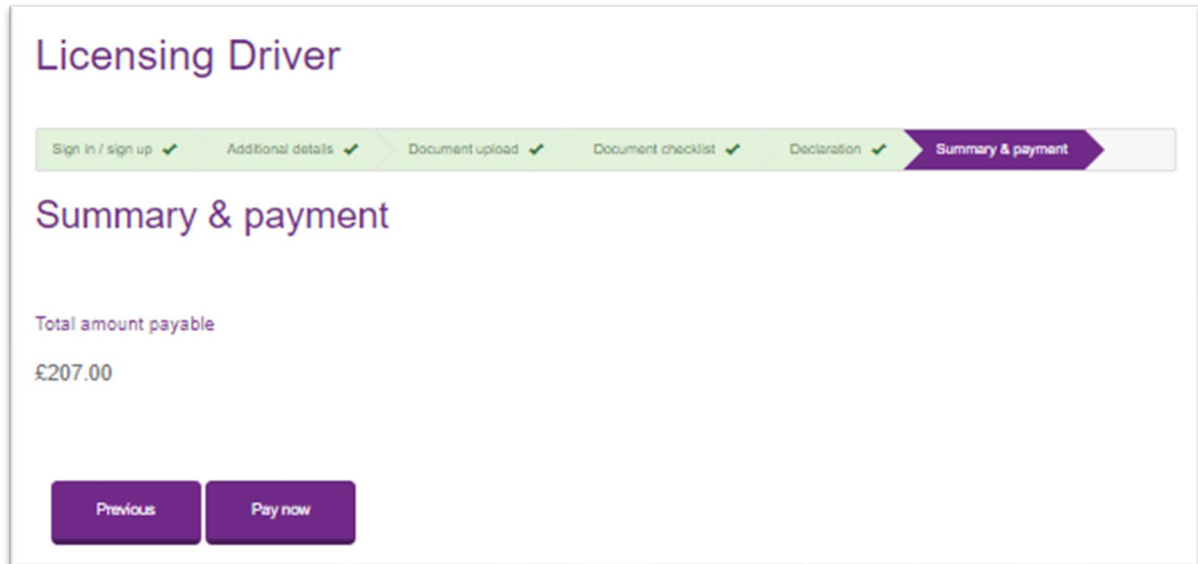
## Declaration

The user must then agree to the declaration before being able to progress.

The screenshot shows the 'Licensing Driver' declaration page. At the top, there is a progress bar with steps: 'Sign in / sign up', 'Additional details', 'Document upload', 'Document checklist', 'Declaration', and 'Summary & payment'. The 'Declaration' step is currently active. Below the progress bar, the title 'Declaration' is followed by the text 'In making the application'. This is followed by a paragraph of text: 'I declare that my answers to the questions above are true to the best of my knowledge. I understand that if I have knowingly made any omissions or statements I know to be false that the Council may refuse my application. If the Council has already granted a licence, it will be liable to immediate suspension and/or prosecution.' Below this text is the section 'Licence conditions' with the text 'I have read the pre-licensing and licence conditions and understand them.' This is followed by the section 'Right to work' with a paragraph of text: 'I understand that my right to work in the UK will be checked as part of my licence application, this could include the licensing authority checking my immigration status with the Home Office. The licensing authority may also share information with the Home Office. I may either share my immigration status using the Home Office online checking service, prove your right to work to an employer, if my status is compatible with the service, or provide a document or document combination that is stipulated as being suitable for this check. Where an online check has been carried out, the profile page confirming my right to work will be copied and retained by the licensing authority. Copies of any documents provided will be retained by the licensing authority. My application will not be considered valid until all the necessary information and (where necessary) any original document(s) have been produced and the relevant fee has been paid. If there are restrictions on the length of time I might work in the UK, a licence will not be issued for any longer than this period. In such circumstances the check will be repeated each time I need to apply to renew or extend my licence, if, during this period, I am disqualified from holding a licence because I have not complied with the UK's immigration laws, my licence will lapse and I will return it to the licensing authority. Failure to do so is a criminal offence.' This is followed by the section 'Enhanced DBS checks and update service' with a paragraph of text: 'I understand that I must sign up to the DBS update service and maintain the annual subscription. I understand that by using this service I will authorise the Council or third parties to make regular update checks. If an update check fails, I will need to submit to a further extended DBS check and my licence might be suspended until that status has been confirmed.' This is followed by the section 'Driver licence' with the text 'I have provided proof of being the holder of a full driver licence for at least two years and authorise the Council to check my UK domestic driver licence record.' This is followed by the section 'NR3 (National register of taxi licence refusals and revocations)' with the text 'I understand that the Council has signed up to the NR3 data sharing agreement, and share data with other authorities and upload data to the NR3 register.' Below this text is a checkbox labeled 'I agree'. Below the checkbox is the text 'Declaration date' followed by the date '31/10/2022'. At the bottom of the page, there are two buttons: 'Previous' and 'Next'. At the very bottom of the page, there is a small text block: 'Data protection declaration: We are a Data Controller for the purposes of data protection legislation. We hold and process all personal information in accordance with data protection legislation. For more information, you can read our privacy policy and privacy notices.'

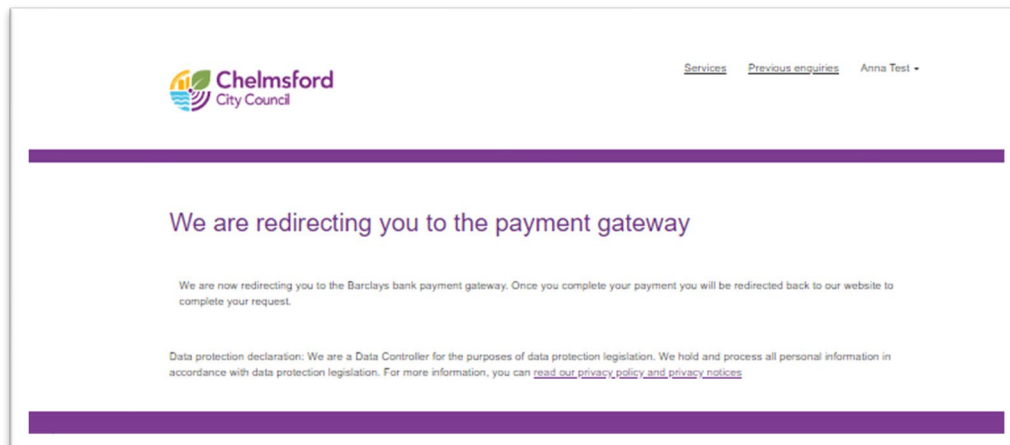
## Summary and payment

The applicant then sees the summary and payment page showing the amount they must pay.



To complete the application, the user must press the “Pay now” button.

## Making a payment



Once the user presses the “Pay now” button, they are redirected to the secure payment gateway.

Once they arrive at the payment gateway, the applicant selects their card type:

**Chelmsford City Council**

---

Order reference : PRE-10322112022  
 Total charge : 207.00 GBP  
 Beneficiary : Chelmsford City Council

---

Please select a payment method by clicking on the logo.

Card: SSL secured transaction





[Can I actually pay with my Maestro card?](#)

---

POWERED BY  


The applicant then enters their card details and presses the “Yes, I confirm my payment” button.

**Chelmsford City Council**

---

Order reference : PRE-10322112022  
 Total charge : 207.00 GBP  
 Beneficiary : Chelmsford City Council

---

Pay with : **VISA**

Cardholder's name\* :

Card number\* :

Expiry date (mm/yyyy)\* :  /

Card verification code\* :  [What is this?](#)

\* Mandatory fields

---

POWERED BY  


### Submission page

Once the payment has been completed, a submission page will be displayed to the applicant.

**Your form has been submitted successfully**

Thank you for your online Driver application.

Your reference number is: LITC.003825.2022

If you contact us about this, you will need your reference number.

Documents you uploaded with this application:

File Name	Category	File Size
This is a test document.docx	Proof of training	15 KB
Text picture.png	Proof of HMRC registration	5 KB
Test Doc.txt	Enhanced DBS	13 bytes
		20 KB (3 files)

You will receive an email confirming:

- your reference number
- details of any files you have uploaded
- how much you paid

If you don't receive a message, check your email settings and junk email folder.

Data protection declaration: We are a Data Controller for the purposes of data protection legislation. We hold and process all personal information in accordance with data protection legislation. For more information, you can [read our privacy policy and privacy notices](#)

This page will show the overall application type, a unique reference number (which can be searched in Dynamics), and a list of documents uploaded that day.

The applicant will also get a confirmation email which contains these details.

## Operator Application

An applicant starts a new operator application by pressing the new operator application button on the council web page and signing in.

### Business or organisation

The applicant then enters the name of their business. If the council already has the details of the applicant's business, it will match up in the lookup. If there's no match the applicant can enter their details manually.

The screenshot shows a web form titled "Licensing - Operator". At the top, there is a progress bar with steps: "Sign in/sign up" (checked), "Business or organisation" (current step), "Additional details", "Additional people", "Document upload", "Document checklist", "Declaration", and "Summary & payment".

The "Business or organisation" section is active. It contains the following elements:

- A heading "Business or organisation".
- A sub-heading "Find your business".
- Text: "Fill in at least the first 3 characters of your business' name".
- A text input field containing "Anna's Tax".
- A message: "No matching businesses found".
- A purple button labeled "Enter business manually".
- A text input field for "Business email".
- A text input field for "Business phone number" with the placeholder text "Provide a telephone number".
- A text input field for "Address line 1".
- A text input field for "Address line 2 (optional)".
- A text input field for "Address line 3 (optional)".
- A text input field for "City".
- A text input field for "Postcode".
- At the bottom, there are two purple buttons: "Previous" and "Next".

### Additional details

The applicant must then fill in the additional details section:

- Date of birth
- Place of birth
- NI number (in correct format)
- If they have ever been refused an operator licence
  - And details if "Yes"
- The number of vehicles covered by the licence
- If they are a company or sole trader
  - And company registration number if a company

Licensing - Operator

Sign in/sign up ✓ Business or organisation ✓ Additional details Additional people Document upload Document checklist Declaration Summary & payment

### Business or organisation

Find your business  
Fill in at least the first 3 characters of your business' name

Anna's Tax

No matching businesses found  
[Enter business manually](#)

Business email

Business phone number  
Provide a telephone number

Address line 1

Address line 2 (optional)

Address line 3 (optional)

City

Postcode

[Previous](#) [Next](#)

## Additional people

In the next section the applicant enters the details of any additional people with an interest in the business, and if anyone involved in the business has any convictions.

If the applicant selects no additional person has an interest, they only have to complete the convictions section.

Licensing - Operator

Sign in/sign up ✓ Business or organisation ✓ Additional details ✓ **Additional people** Document upload Document checklist Declaration Summary & payment

### Additional people

You need to complete all fields unless they are labelled optional  
In addition to any other persons all directors and partners must be declared.

Do any additional people have an interest in the operator licence?  
Yes

How many additional people have an interest?  
1

Person one

Person one first name

Person one last name

Person one email

Person one phone number  
You need to enter a valid UK phone number. Do not include any spaces.  
Provide a telephone number

Find your address  
Fill in the first line of your address or your house number and postcode

## Document upload

The document upload process is the same as in the [Driver application](#).

## Document checklist

There is a document checklist (similar to the Driver application checklist) and user must agree they understand the application cannot be processed until valid copies of all documents are uploaded.

### Document checklist

You need to complete all fields unless they are labelled optional

Have you uploaded your Basic DBS certificate?

Have you uploaded a Basic DBS certificate for any partners, directors or interested persons?

Have you uploaded a copy of your ex-offenders policy?

Have you uploaded any other documents in support of your application?

I understand that my application cannot be processed until valid copies of all required documents have been submitted.

I understand

## Declaration

The user must then agree to the declaration before going "Next".

### Declaration

I understand that my application will not be considered valid and therefore cannot be processed until all valid copies of required documents have been correctly completed and submitted.

In accordance with the provisions of the Local Government (Miscellaneous Provisions) Act 1976 I/we hereby state that I am/we are the operator(s) of the above named business. I/we make application to the Council to licence me/us as (a) private hire operator(s) by Chelmsford City Council. I/we hereby declare that all information given herewith is correct. I/we confirm that I have permission to seek or undertake work in the United Kingdom.

I/we understand that those persons not licensed as a driver and signed up to the update service will need to provide proof of a Basic DBS check annually on the anniversary of the issue of the licence and that a Basic DBS certificate may not be more than 12 months old. The DBS update service is not available for Basic DBS checks. I/we understand that those persons employed by me/us to accept bookings and deploy vehicles will be subject of a Basic DBS check and we will produce evidence that those checks have been carried out if required by the licensing authority.

I agree

Declaration date

31/10/2022

## Summary & payment

The user then sees the summary and payment page:

**Licensing - Operator**

Sign in/sign up ✓ Business or organisation ✓ Additional details ✓ Additional people ✓ Document upload ✓ Document checklist ✓ Declaration ✓ **Summary & payment**

### Summary & payment

Total amount payable

£765.00

[Previous](#) [Pay now](#)

Data protection declaration: We are a Data Controller for the purposes of data protection legislation. We hold and process all personal information in accordance with data protection legislation. For more information, you can [read our privacy policy and privacy notices](#)

The applicant can then press the “Pay now” button to complete the application

## Payment

The payment process is identical to that [for Driver](#).

## Submission page

The user will see a submission page in the same format of the [Driver application](#).

## Private Hire Application

An applicant starts a new private hire vehicle application by pressing the new private hire vehicle application button on the council web page and signing in.

### Business or individual

The applicant is asked if they are applying as a business or as an individual. If they are an individual, they move on to the next step.

The screenshot shows a web form titled "Licensing Vehicle (Private hire vehicle)". At the top, a progress bar indicates the current step is "Business or individual", with other steps including "Sign in/sign up", "Additional details", "Additional people", "Vehicle details", "Document upload", "Document checklist", "Declaration", and "Summary & payment". Below the progress bar, the heading "Business or individual" is followed by the instruction "You need to complete all fields unless they are labelled optional". The question "Are you applying as a business or as an individual?" is followed by a dropdown menu currently set to "Individual". At the bottom, there are "Previous" and "Next" buttons.

If they are applying as a business, it also asks them to enter the details of their business (to be matched or a business not on file have its details entered).

This screenshot shows the same form as above, but with the dropdown menu set to "Business". Below the dropdown, there are several input fields: "Find your business" (with a sub-instruction "Fill in at least the first 3 characters of your business' name" and a small text box), "Business name" (a long text box), "Business email" (a text box), "Business phone number" (a text box), "Address line 1" (a long text box), and "Address line 2 (optional)" (a text box). The progress bar at the top remains the same.



## Additional details

The applicant must then fill in the additional details section which asks for:

- Date of birth
- Place of birth
- If they are already licenced to drive a Private Hire vehicle in any authority.
- If they have previously held a vehicle licence.
- Which operator(s) they will be working with.
- If they are licenced as a taxi driver by CCC.
  - And if “Yes” what their driver number is.
- If they have any convictions
  - And if “Yes” details of the convictions

Sign in/sign up ✓ Business or individual ✓ **Additional details** Additional people Vehicle details Document upload Document checklist Declaration Summary & payment

### Additional details

You need to complete all fields unless they are labelled optional

Date of birth  
14/05/2022

Place of birth  
test

Are you licenced to drive a Private Hire vehicle?  
No

Have you previously held a private hire vehicle licence?  
No

Which operator(s) will you be working for?  
test

Are you licenced as a taxi driver by Chelmsford City Council?  
No

Do you have any convictions?  
including any driving offences, cautions or fixed penalty notices.  
No

Previous Next

## Additional people

The applicant is then asked if any additional people have an interest in the licence. If no other person has an interest, they can skip the section.

Sign in/sign up ✓ Business or individual ✓ Additional details ✓ **Additional people** Vehicle details Document upload Document checklist Declaration Summary & payment

### Additional people with an interest

You need to complete all fields unless they are labelled optional

**Details**

Any additional people with an interest?

No

Previous Next

If there is one or more person with an interest, the user must enter their details:

Sign in/sign up ✓ Business or individual ✓ Additional details ✓ **Additional people** Vehicle details Document upload Document checklist Declaration Summary & payment

### Additional people with an interest

You need to complete all fields unless they are labelled optional

**Details**

Any additional people with an interest?

Yes

How many people have an interest?

1

**Person 1**

Person 1 first name

Person 1 last name

Person 1 email

Person 1 phone number

You need to enter a valid UK phone number. Do not include any spaces.

Provide a telephone number

Find your address

Fill in the first line of your address or your house number and postcode.

## Vehicle details

The customer must then complete the vehicle details section.

They must answer:

- Is the vehicle a new vehicle on order?
  - If "No" the vehicle registration number
- Vehicle make
- Vehicle model
- Vehicle colour
- Date vehicle first registered

- Passenger capacity
- Engine rating
- Fuel type
- If a taxi meter is fitted
  - If Yes, the taximeter make, serial number and last test date

**Licensing Vehicle (Private hire vehicle)**

Sign in/sign up ✓ Business or individual ✓ Additional details ✓ Additional people ✓ **Vehicle details** Document upload Document checklist Declaration Summary & payment

**Vehicle details**

You need to complete all fields unless they are labelled optional

Is the vehicle a brand new vehicle on order?

No

Vehicle registration number

TESTTEST

Vehicle make

test

Vehicle model

test

Vehicle colour

Hackney Carriage vehicles must be black.

### Document upload

The applicant will then be asked to upload their evidence documents. They must upload at least one document to proceed (process works identically to in [New Driver](#)).

### Document checklist

There is a document checklist (similar to the [Driver application checklist](#)) and user must agree they understand the application cannot be processed until valid copies of all documents are uploaded.

### Declaration

The applicant must then agree to the declaration before being able to proceed.

### Summary & payment

The applicant then goes to the summary and payment page where they're shown the price.

### Payment

The applicant is redirected to the Barclays payment gateway where they make a regular payment (same as in the [new Driver application](#))

### Submission page

Once the payment is successful the applicant will be taken to a submission page ([same as in Driver process](#)). They will also receive a confirmation email.

## Hackney Carriage Application

An applicant starts a new Hackney Carriage vehicle application by pressing the new Hackney Carriage vehicle application button on the council web page and signing in.

### Business or individual

The user then enters if they are applying as a business or individual (same as for a [Private Hire application](#)). If the applicant enters that they are applying as a business, they look up and enter their business's contact information.

### Additional details

The applicant must then fill in additional details about themselves:

- Date of birth
- Place of birth
- If they're licenced to drive a Hackney Carriage vehicle (with any authority)
- If they're a licence driver with Chelmsford City Council
  - And their driver number if "yes"
- If they have any convictions
  - And the details of those convictions if "Yes"

The screenshot shows a multi-step application process. The current step is 'Additional details', which is highlighted in purple. The previous steps are 'Sign in/sign up' and 'Business or individual', both marked with green checkmarks. The subsequent steps are 'Additional people', 'Vehicle details', 'Document upload', 'Document checklist', 'Declaration', and 'Summary & payment'. The 'Additional details' section contains the following fields:

- Date of birth:** A text input field containing '14/05/2022' and a calendar icon on the right.
- Place of birth:** A text input field containing 'test'.
- Are you licenced to drive a Hackney Carriage vehicle?:** A dropdown menu with 'No' selected.
- Are you licenced as a taxi driver by Chelmsford City Council?:** A dropdown menu with 'No' selected.
- Do you have any convictions?:** A dropdown menu with 'No' selected. Below this field is a note: 'Including any driving offences, cautions or fixed penalty notices.'

At the bottom of the form, there are two purple buttons: 'Previous' and 'Next'.

## Additional people

The applicant is then asked if any additional people have an interest in the licence (identical to [Private Hire vehicle](#) process above). If no, they can move on to the next section, if yes, the applicant must enter the name and contact information for the additional people.

## Vehicle details

The applicant must then fill in their vehicle details. These are:

- If it's a new vehicle on order or not
  - And if it isn't, the vehicle registration number
  - Vehicle make
  - Vehicle model
  - Vehicle colour (with note it must be black)
  - Date first registered
  - Passenger capacity
  - Engine rating
  - Fuel type
  - Taximeter make
  - Taximeter serial number
  - Taximeter test date

The screenshot shows a web form titled 'Vehicle details' as part of a multi-step process. The progress bar at the top indicates the following steps: Sign up (checked), Business or individual (checked), Additional details (checked), Additional people (checked), **Vehicle details** (current step, highlighted in purple), Document upload, Document checklist, Declaration, and Summary & payment. The form content includes:

- A heading 'Vehicle details' and a note: 'You need to complete all fields unless they are labelled optional'.
- A dropdown menu for 'Is the vehicle a brand new vehicle on order?'.
- Text input fields for 'Vehicle make', 'Vehicle model', and 'Vehicle colour'. A note below the colour field states: 'Hackney Carriage vehicles must be black.'
- A date input field for 'Date first registered' with a placeholder 'DD/MM/YYYY' and a calendar icon.
- A text input field for 'Passenger capacity'.
- A text input field for 'Engine size' with a note: 'Enter the engine size using numbers only. For example if your engine capacity is in litres enter 1.4 or if it is in kilowatts enter 250.'
- A dropdown menu for 'Fuel type'.
- Text input fields for 'Taximeter make', 'Taximeter serial number', and 'Taximeter test date'. The test date field has a placeholder 'DD/MM/YYYY' and a calendar icon.

## Document upload

The applicant is then asked to upload their evidence documents. This is [the same process](#) as in the previous driver section.

## Document checklist

The applicant must then complete the document checklist (same process as in [Driver application](#)) where they must check-off if they have uploaded each document or not (or if it's not applicable). They must then agree to a statement they understand the application can't be processed until all evidence is submitted.

## Declaration

The applicant must then agree to the declaration.



## Declaration

In accordance with the provisions of the Town Police Clauses Act 1847 (Miscellaneous Provisions) Act 1976. I make application to Chelmsford City Council as the first named proprietor (and authorised to submit on behalf of any others if applicable) to licence the above vehicle as hackney carriage vehicle to be used within the City of Chelmsford.

I declare that the information given in this form is true to the best of my knowledge, and that if there are any omissions or incorrect statements, this may result in the application being refused or if the licence is issued, it may be liable to suspension. I understand that the Public Health and Protection Services Manager may deem it necessary to make further contact to ensure that all applicants are fit and proper persons to hold a hackney carriage licence.

I will comply with the terms and conditions of any hackney carriage licence granted by Chelmsford City Council as a result of this application. I have permission to seek or undertake work in the United Kingdom. I am over 18 years of age.

I agree

Declaration date

02/11/2022



Data protection declaration: We are a Data Controller for the purposes of data protection legislation. We hold and process all personal information in accordance with data protection legislation. For more information, you can [read our privacy policy and privacy notices](#)

## Summary & payment

The applicant will then be taken to the summary and payment page where they are shown the amount payable. When they press "Pay now" they are redirected to the Barclays secure payment gateway.

## Payment

The applicant completes a standard card payment on the Barclays payment gateway.

## Submission page

When the payment is successful, the applicant will be taken to the submission page (same process as in driver applications) where they will see their unique reference number, a list of documents they uploaded that day, and a confirmation message. They will also receive an email confirming the same information

## Entity list

The entity list is an area where a driver can manage their application and licence(s). It can be accessed from the council website through the relevant application page. Licence holders will also receive a link to log in when they have a reminder email (e.g. an email to update an insurance certificate, or a reminder to re-licence).

It will show options to:

- Any application: Upload a document (e.g. adding a missing document to an application, uploading a new MOT certificate).
  - Button is always available.
- Any application: Complete a re-licence application.
  - Button available when reminder period starts.
- Vehicle licence: Notify the council of a transfer.
  - Button available after licence is granted.
- Vehicle licence: Replacement vehicle application.
  - Button available after licence is granted.

A button may not appear if another request is being processed.

<a href="#">Licence number</a>	<a href="#">Application type</a> ↑	<a href="#">Status reason</a> ↑	<a href="#">Licence expiry date</a>	
0033	Small lottery	Return submitted	22/11/2022	<ul style="list-style-type: none"><li>☑ Upload a document</li><li>☑ Small Lottery Application Renewal</li><li>☑ Submit a Lottery return</li></ul>
PH023	Vehicle	Re-licence required (final reminder)	14/11/2022	<ul style="list-style-type: none"><li>☑ Transfer</li><li>☑ Replacement Vehicle</li><li>☑ Re-licence</li><li>☑ Upload a document</li></ul>
HC007	Vehicle	Re-licence required (final reminder)	14/11/2022	<ul style="list-style-type: none"><li>☑ Transfer</li><li>☑ Replacement Vehicle</li><li>☑ Re-licence</li><li>☑ Upload a document</li></ul>

# Transfers

## Transfer Notification

Once an applicant's vehicle licence application has been granted, they have the option to notify the council of a transfer. They start by signing in either on the council website or one of the links to the entity list they may have received.

They must then click on the "Transfer" button by their vehicle.

## Vehicle being transferred

The first page the applicant will see is the details of the vehicle they're notifying of transfer. (So, if they see they have selected the wrong licence the applicant will see the mistake right away and can go back to the entity list).

The screenshot shows a web form titled "Licensing Transfer Notification". At the top, there is a progress bar with three steps: "Vehicle being transferred" (highlighted in purple), "Transfer details", and "Declaration". Below the progress bar, the section is titled "Vehicle being transferred". The form contains the following fields and values:

- Vehicle registration number: TESTTEST
- Licence number: PH023
- Make: test
- Model: test
- Colour: test (with a note: "Hackney Carriage vehicles must be black")
- Vehicle type: Private Hire Vehicle (selected from a dropdown menu)

At the bottom of the form, there is a purple "Next" button.

## Transfer details

The user must then enter the contact details for the person they have transferred the vehicle to (email and phone number are optional).



## Licensing Transfer Notification

Vehicle being transferred ✓ Transfer details Declaration

### Transfer details

Please enter the details of the person you sold the vehicle to.

First name

Last name

The address  
Address of person you sold the vehicle to

Address line 1

Address line 2

Address line 3

City

Postcode

Email (optional)

Phone number (optional)  
You need to enter a valid UK phone number. Do not include any spaces.

[Previous](#) [Next](#)


## Declaration

The applicant must then put in the date they made the transfer (must be within the last 14 days), agree to the declaration and then press the “submit” button to complete the notification

## Licensing Transfer Notification

Vehicle being transferred ✓ Transfer details ✓ Declaration

### Declaration

Date of transfer  
Date of transfer must be within 14 days of this application  
 

In accordance with section 49 (1) Local Government (Miscellaneous Provisions) Act 1976.

I hereby give notice that on date stated above that have transferred the lawful ownership of the above licence to the person specified in this application.

I therefore relinquish any rights or interest in connection with the hackney carriage or private hire vehicle licence issued by the Council in respect of the above vehicle. I consent to the new owner as named above to make application to transfer the said licence.

I agree

Date of enquiry  
03/11/2022

## Submission page

The applicant will then see the submission page confirming we have received their notification. They will also receive a confirmation email.

## Transfer Application

The applicant starts a transfer application through the council website. They go to the Transfer Application page, click the button and sign in.

### Business or individual

The user then enters if they are applying as a business or individual (same as for a [Private Hire application](#)). If the applicant enters that they are applying as a business, they look up and enter their business's contact information.

### Additional details

The applicant must then enter:

- Date of birth
- Place of birth
- Vehicle reg of transfer vehicle
- If they hold a dual driver licence
- If they're a licenced driver with Chelmsford City Council
  - And driver number if they are
- If they have any convictions
  - And details if they are

The screenshot shows a web form titled "Additional details" with a purple header. Below the title is a note: "You need to complete all fields unless they are labelled optional". The form contains several input fields and dropdown menus:

- Date of birth:** A text input field containing "14/05/2022" with a calendar icon on the right.
- Place of birth:** A text input field containing "test".
- Vehicle registration number:** A text input field containing "TESTTEST".
- Do you hold a dual driver licence?:** A dropdown menu with "No" selected.
- Are you licenced as a taxi driver by Chelmsford City Council?:** A dropdown menu with "No" selected.
- Do you have any convictions?:** A dropdown menu with "No" selected. Below this is a smaller line of text: "Including any driving offences, cautions or fixed penalty notices."

At the bottom of the form are two purple buttons: "Previous" and "Next".

### Additional people with an interest

The applicant then answers if there are additional people with an interest in the licence. If there are, the applicant must enter the name and contact information for all the additional people with an interest.

## Vehicle details

The applicant then checks the Vehicle details page. This auto-populates with the details of the vehicle they are applying for a transfer.



### Vehicle details

You need to complete all fields unless they are labelled optional

Is the vehicle a brand new vehicle on order?

Vehicle registration number

Is the vehicle a hackney carriage or private hire vehicle?

Vehicle make

Vehicle model

Vehicle colour

## Document upload

The applicant must then select and upload their supporting documents (identical to the driver process of uploading documents).

## Document checklist

The applicant must then check through the list of documents and then agree to the statement they understand the application cannot be processed without proper documentation.

## Declaration

The applicant must then agree to the declaration

## Summary and payment

Finally, the applicant must select the “Pay now” button on the Summary and payment page, and complete the online payment through the Barclays gateway.

## Submission page

Once the payment is completed successfully, the applicant will see a page with their unique reference number, documents uploaded that day and what to expect next. They will also get an email confirming their payment and details.

## Replacement Vehicle

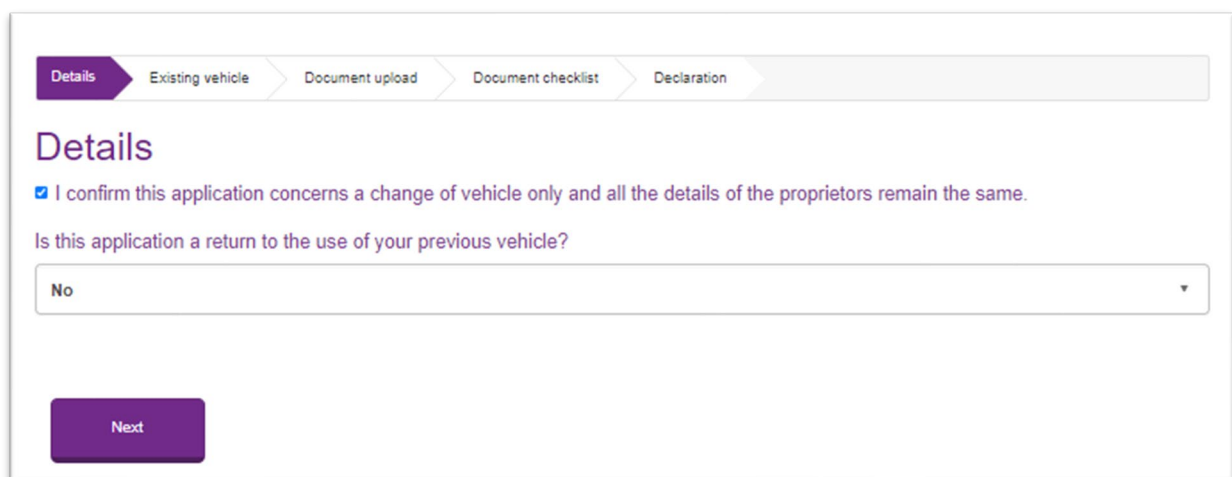
An applicant can apply for a replacement vehicle application once they have had their vehicle licence granted.

To start the application process, they must log-in to the entity list and press the “Replacement vehicle” button.

### Details

The applicant must confirm the change concerns a change of vehicle only (and not a change of proprietors, then confirm if the application is a return to the use of their previous vehicle or not.

- If this is an application concerning switching back to their previous vehicle after temporarily using a replacement vehicle, they are not charged.



The screenshot shows a web interface for a replacement vehicle application. At the top, there is a progress bar with five steps: 'Details' (active), 'Existing vehicle', 'Document upload', 'Document checklist', and 'Declaration'. Below the progress bar, the heading 'Details' is displayed. A checkbox is checked, with the text 'I confirm this application concerns a change of vehicle only and all the details of the proprietors remain the same.' Below this, a question is asked: 'Is this application a return to the use of your previous vehicle?'. A dropdown menu is open, showing the option 'No'. At the bottom left, there is a purple 'Next' button.

### New vehicle

The applicant must enter the new vehicle details. These will be slightly different depending on whether they are replacing a hackney carriage vehicle or private hire vehicle:

- New vehicle registration number
- New vehicle make
- New vehicle model
- New vehicle colour (Hackney Carriage must be black)
- Date first registered
- Passenger capacity
- Engine rating
- Fuel type
- If a taxi meeting is fitted? (Yes/No for private hire)
  - Taximeter make, model and text date (required for Hackney carriage)

Details ✓ New vehicle Document upload Document checklist Declaration

### New vehicle

You need to complete all fields unless they are labelled optional

New vehicle registration number

New vehicle make

New vehicle model

New vehicle colour

A Hackney Carriage vehicle must be black.

Date first registered

Passenger capacity

### Document upload

The applicant is asked to upload their evidence documents (same as Driver and other previous processes). They must upload at least 1 document to proceed.

### Document checklist

The applicant must check off the documents they have uploaded and then confirm they understand the application cannot be processed until they have submitted valid copies of all required documents (same as previous processes).

### Declaration

The applicant must then agree to the declaration.

### Summary and payment

The applicant is then taken to the summary and payment page. If they are switching back to their previous vehicle after temporarily using a replacement vehicle they are not charged. Otherwise, they are taken to the Barclays secure payment gateway.

### Submission page

When the application is successfully submitted, the applicant will see a submission page confirming their application was submitted. They will also get a confirmation email.

## Re-licence

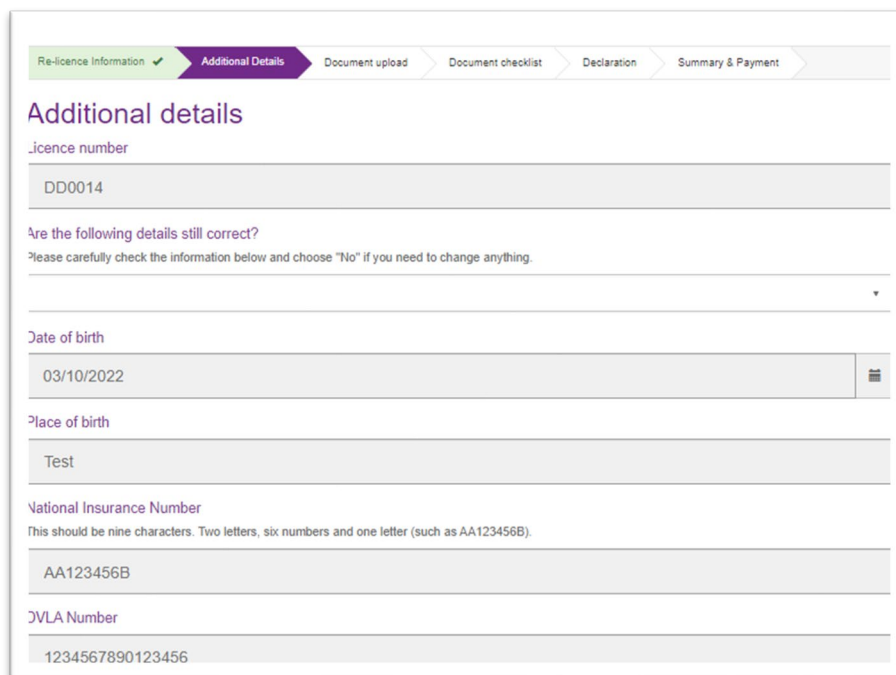
When a licence is approaching expiry, the licence holder will get an email asking them to submit a re-licence application. This happens 2-3 months before their licence expires. They should get at least two reminders. Once the first reminder is sent, the re-licence button will be available on the Entity List.

## Driver

When the applicant presses the re-licence button, they are taken to a “prompt” page which advises them on the documents needed for the re-licence.

## Additional details

The applicant is shown their application details and asked if the information is still correct and to update anything that needs changing.



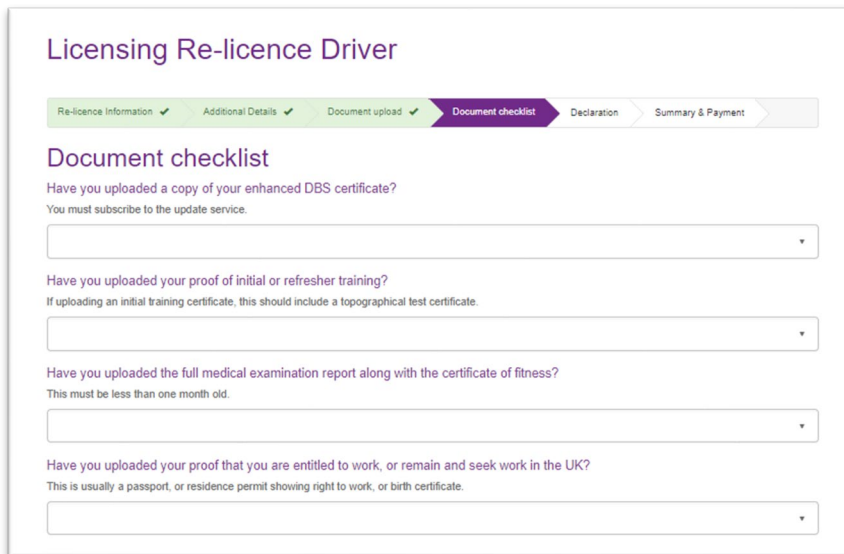
The screenshot shows a multi-step application process. The current step is 'Additional Details', which is highlighted in purple. The previous step, 'Re-licence Information', is marked with a green checkmark. The subsequent steps are 'Document upload', 'Document checklist', 'Declaration', and 'Summary & Payment', all shown as grey arrows pointing right. The 'Additional details' section contains several input fields: 'Licence number' with the value 'DD0014'; a confirmation question 'Are the following details still correct?' with a note to choose 'No' if changes are needed; 'Date of birth' with the value '03/10/2022' and a calendar icon; 'Place of birth' with the value 'Test'; 'National Insurance Number' with the value 'AA123456B' and a note that it should be nine characters (two letters, six numbers, one letter); and 'DVLA Number' with the value '1234567890123456'.

## Document upload

The applicant must then complete a standard document upload of their evidence for the re-licence.

## Document checklist

The applicant must then complete the document checklist and then confirm they agree the application cannot be processed without submitting all the correct documents.



The screenshot shows a web form titled "Licensing Re-licence Driver". At the top, there is a progress bar with five steps: "Re-licence Information" (checked), "Additional Details" (checked), "Document upload" (checked), "Document checklist" (active), "Declaration", and "Summary & Payment". Below the progress bar, the "Document checklist" section contains four questions, each with a dropdown menu for the answer:

- Have you uploaded a copy of your enhanced DBS certificate?  
You must subscribe to the update service.
- Have you uploaded your proof of initial or refresher training?  
If uploading an initial training certificate, this should include a topographical test certificate.
- Have you uploaded the full medical examination report along with the certificate of fitness?  
This must be less than one month old.
- Have you uploaded your proof that you are entitled to work, or remain and seek work in the UK?  
This is usually a passport, or residence permit showing right to work, or birth certificate.

## Declaration

The applicant must then agree to the declaration.

## Summary & payment

Finally they see the payment amount. When the user selects "Pay now" they are taken to the secure Barclays payment gateway.

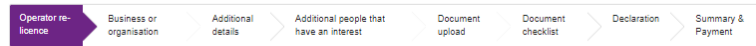
## Submission page

When payment is successful, the user will see a submission page confirming the details of their re-licence application. They will also get a confirmation email.

## Operator

When the applicant presses the re-licence button, they are taken to a “prompt” page which advises them on the documents needed for the re-licence.

### Licensing Re-licence Operator



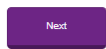
#### Re-licence Information

You need to complete all fields unless they are labelled optional

Operator re-licence form, please adjust details where information is no longer relevant to you or your licence.

Please upload as many of the following files as possible to help your licence be processed quickly:

- Basic DBS for additional people
- DBS Check
- Ex Offenders Policy
- Other



### Business or individual

The applicant must enter whether their business details are correct or if they need updating.

### Additional Details

The applicant must then check if their additional details are still correct or if any need updating.

### Additional people that have an interest

The applicant must check if the additional people details are still correct or need an update.

### Document upload

The applicant must complete the standard document upload process, uploading their evidence documents for the re-licence (they must upload at least one document).

### Document checklist

The applicant must check-off the evidence they have submitted and agree that they understand the applicant cannot be processed until all correct documents have been uploaded.

### Declaration

The applicant must then agree to the declaration.

### Summary and payment

The applicant will see the final price, and then complete the be directed to the secure Barclays payment gateway.

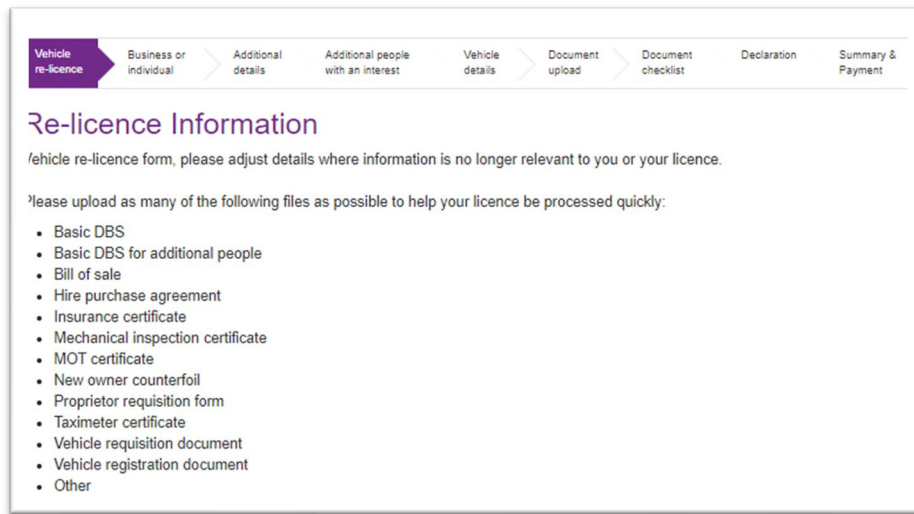
### Submission page

Finally, they will see the submission page confirming their application. They will also receive a confirmation email.



## Vehicle

When the applicant presses the re-licence button, they are taken to a “prompt” page which advises them on the documents needed for the re-licence.



The screenshot shows a web interface for vehicle re-licensing. At the top, a progress bar indicates the current step: 'Vehicle re-licence' (highlighted in purple), followed by 'Business or individual', 'Additional details', 'Additional people with an interest', 'Vehicle details', 'Document upload', 'Document checklist', 'Declaration', and 'Summary & Payment'. Below the progress bar, the heading 'Re-licence Information' is displayed. The main content area contains the following text:

Vehicle re-licence form, please adjust details where information is no longer relevant to you or your licence.

Please upload as many of the following files as possible to help your licence be processed quickly:

- Basic DBS
- Basic DBS for additional people
- Bill of sale
- Hire purchase agreement
- Insurance certificate
- Mechanical inspection certificate
- MOT certificate
- New owner counterfoil
- Proprietor requisition form
- Taximeter certificate
- Vehicle requisition document
- Vehicle registration document
- Other

### Business or individual

The applicant must enter whether their business details are correct or if they need updating.

### Additional Details

The applicant must then check if their additional details are still correct or if any need updating.

### Additional people that have an interest

The applicant must check if the additional people details are still correct or need an update.

### Document upload

The applicant must complete the standard document upload process, uploading their evidence documents for the re-licence (they must upload at least one document).

### Document checklist

The applicant must check-off the evidence they have submitted and agree that they understand the applicant cannot be processed until all correct documents have been uploaded.

### Declaration

The applicant must then agree to the declaration.

### Summary and payment

The applicant will see the final price, and then complete the be directed to the secure Barclays payment gateway.

### Submission page

Finally, they will see the submission page confirming their application. They will also receive a confirmation email.

## Upload Document

Applicants have the option to upload a document to the entity list right away. They will normally upload documents:

- If they have missed a piece of evidence from an application and need to attach it.
- If they need to update a piece of evidence (e.g., an up to date MOT certificate).

### Document upload prompt

When the user logs into the entity list and presses the button against the relevant licence, they are taken to the details page.

This gives them a list of the documents they may be required to upload.

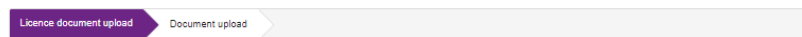
### Document upload

The user then completed a standard document upload, choosing their document, categorising it and then uploading it. Once the upload is done, they must press submit.

### Submission page

When the document is submitted the user will get a confirmation email.

## Licensing - Document Upload



### Licence document upload

Please upload a clear copy of your documents.

If you have received an email from us recently it will contain details of which document(s) you need to upload. If you haven't received an email, please upload one or more of the following documents.

- Certificate of good conduct
- Enhanced DBS
- Medical report and certificate
- Passport-style photo
- Proof of HMRC registration
- Proof of training
- Right to work
- UK driver's licence
- WAV Exemption Certificate
- Other documents

## Notes

An applicant can upload a document if they have an application pending. However, they cannot submit a totally new application if they have an existing application pending.