



The LICENCECHECK DLVS service is offered to 'Clients' that can demonstrate a business need to check the driving licence of an employee or worker. Accounts may be opened on application, and are provided under a strict Code of Practice (CoP) that accompany this document. The CoP must be followed in detail and must be agreed in writing by the applicant before access the DLVS service is granted.

Full 'Administrator & 'User' training is included within the offer, and which is usually delivered in 2 parts during office hours by appointment or an ad-hoc basis if urgently required by the client.

Part 1 – Mandate creation, submission and site navigation

Part 2 – Understanding the results and immediate actions

Each training part takes approx. 30 minutes per session, subject to each user requirements and operational understanding.

Our standard opening hours for Customer Support is: Mon – Fri 8:30 am – 5:30 pm

Different scheduled times outside these days and hour are available but are subject to advance notice.



Secure Encrypted System

Login

- Each system user that has been granted access by a system 'Administrator' will be provided access to the DLVS service via an internet browser such as 'Internet Explorer' 'Mozilla Firefox' or 'Chrome' to <https://www.drivinglicencechecking.co.uk> – This site is secured by extended validation up to 256bit encryption (subject to the browser version installed on the client PC)
- Access is gained via user 'User Name' and encrypted 'Password' issued by the client company 'Administrator'

✓ Client Account Types



- ▶ Client System Administrator Default Settings (SA)
 - ▶ multi-user management
 - ▶ management & users
 - ▶ locations & departments
 - ▶ company site structure
 - ▶ driver types
 - ▶ Company/nominated/contractor/screening
 - ▶ system email communication
 - ▶ send driver mandates
 - ▶ licence points and risk levels
 - ▶ high/medium/low
 - ▶ mandate rechecks and frequencies periods
 - ▶ by penalty points/high risk endorsement types
 - ▶ risk level management
 - ▶ company risk level
 - ▶ credit and cost centre management
 - ▶ by location/department
- ▶ Client System User (SU)
 - ▶ immediate actions
 - ▶ critical actions
 - ▶ driver management
 - ▶ archive/disable/recheck now
 - ▶ mandate management
 - ▶ creation/updates
 - ▶ licence management
 - ▶ check results/risk profile
 - ▶ Reports
 - ▶ risk level/category/endorsements
 - ▶ system credits
 - ▶ allocation
 - ▶ customer support
 - ▶ support contact and email details

Client Account Types

- The detail contained within this slide is a summary of navigation pages available within DLVS customer account using the top navigation bar provided. Some accounts may not display all options. This is subject to the agreed setup configuration with your account manager and client requirements.

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Client System User Account (SU) - Driver View

Home Drivers **Mandates** Driver Licences Immediate Actions Reports My Credits Support About

DA00001 Test Account richard.tacho Log Out

VIEW EXISTING DRIVERS

Below is a list of all of the company drivers within your view.

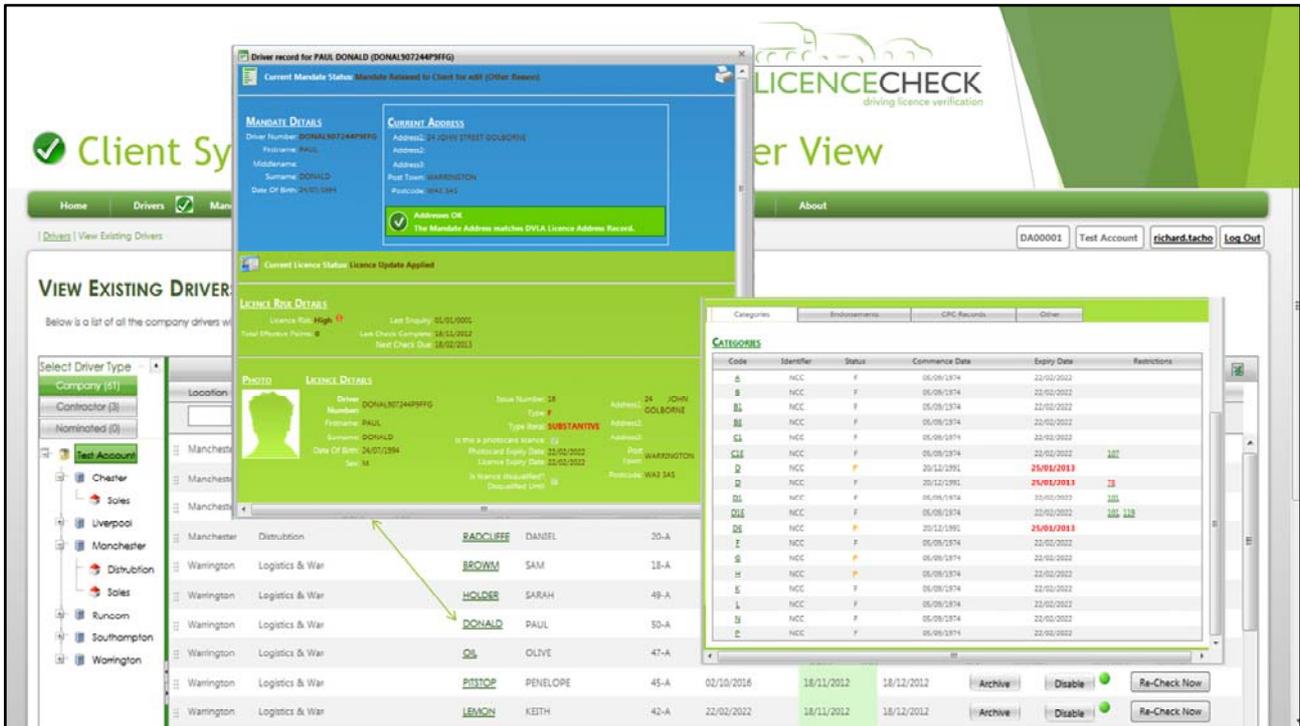
Location	Department	Nominator	Emp. No	Surname	Forename	Middlename	Ref. Code	Licence Expiry Date	Last Checked	Next Check Due	Archive Driver	Disable/Enable	Re-Check Now
Manchester	Distribution			BROWN	DARREN		16-A	Not checked	21/11/2012	18/02/2013	Archive	Enable	Re-Check Now
Manchester	Distribution			JACKSON	MICHAEL		19-A	12/12/2042	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now
Manchester	Distribution			ANNISTON	JENNIFER		17-A	02/10/2016	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now
Manchester	Distribution			RADCLIFFE	DANIEL		20-A	22/02/2022	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now
Warrington	Logistics & War			BROWN	SAM		18-A	12/12/2042	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now
Warrington	Logistics & War			HOLDER	SARAH		49-A	02/10/2016	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now
Warrington	Logistics & War			DONALD	PAUL		50-A	22/02/2022	18/11/2012	18/02/2013	Archive	Enable	Re-Check Now
Warrington	Logistics & War			OL	OLIVE		47-A	12/12/2042	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now
Warrington	Logistics & War			PITCOP	PENELOPE		45-A	02/10/2016	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now
Warrington	Logistics & War			LEACH	KEITH		42-A	22/02/2022	18/11/2012	18/12/2012	Archive	Disable	Re-Check Now

Driver View

View Existing Drivers

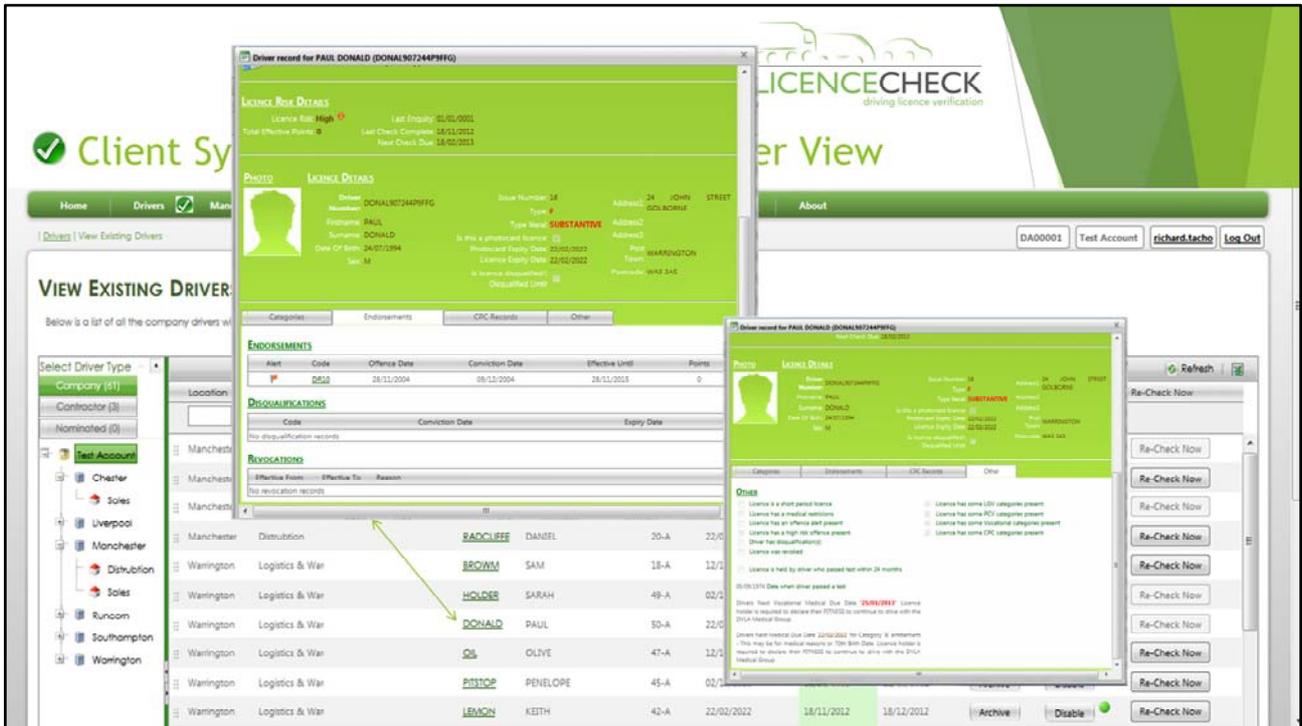
This page will display all driver records that have been created within your account (via creation of a D796 driver mandate)

- Various options are available by searching as below
 - Surname – Full licence and mandate results (if checked by the DVLA)
 - Archive – Use this button to remove a licence holder that you are no longer responsible for monitoring, or has left your employ, or if they have withdrawn consent.
 - Disable/Enable – This button is used to stop/start checks being carried out on a licence holder. When disabled this over rides the 'Frequency Auto-Schedule' settings (set by Administrator) and prevents unnecessary checks taking place.



Driver Record View

- When clicking on the 'Surname' of a licence holder within 'View Existing Drivers' a new window is exposed to show a full record of the current or last licence check taken place (slide 5 & 6)
- The facility exists to print this record if required.
- This report identifies the 'licence status' including 'Risk', 'Licence Issue Number,' 'Address Mismatch, 'Category Entitlements', 'Endorsements & Convictions' (including dates of validation) and more.



Driver Record View

- Where you see a text 'hyperlink' as shown, this indicates further information is available for this record.

The image shows a screenshot of the LICENCECHECK web application. The main content area is titled 'CREATE A NEW DRIVER MANDATE' and contains several form sections:

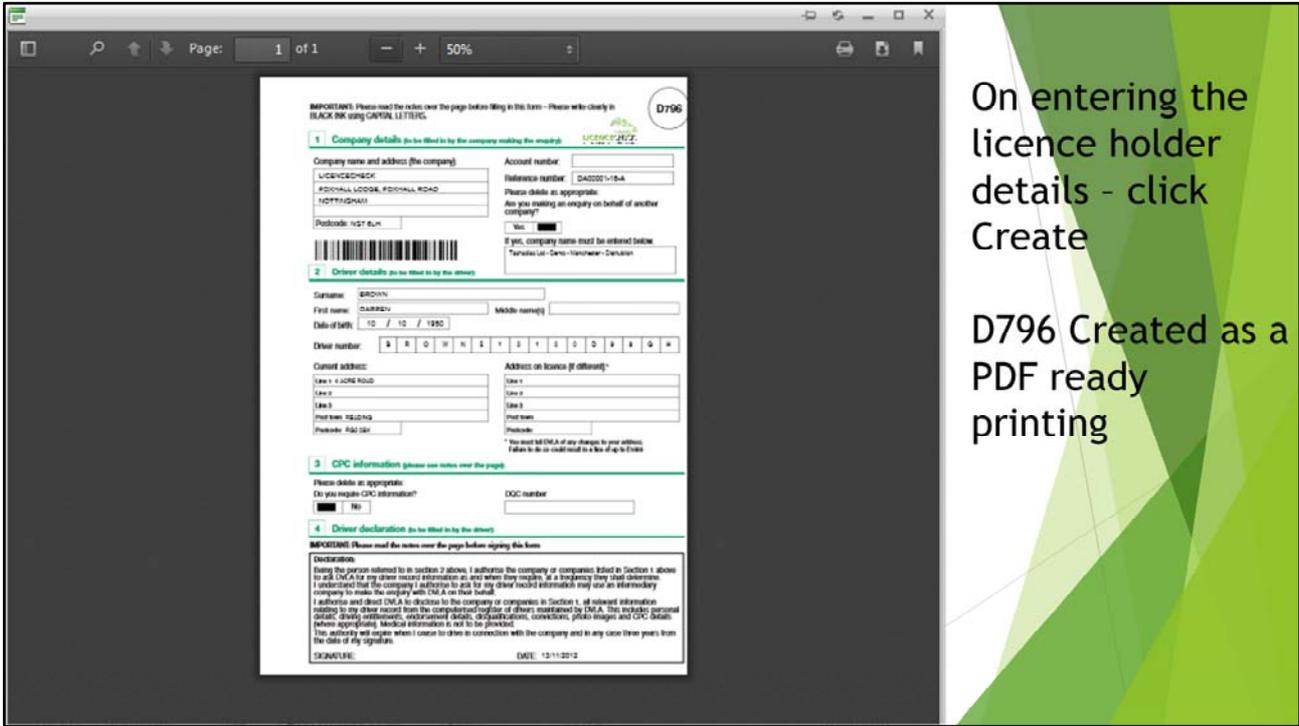
- DRIVER EMPLOYMENT DETAILS:** Includes dropdowns for Driver Type, Driver Location, and Driver Department, along with an Employee Number field.
- MANDATE DETAILS:** Includes fields for Surname, Firstname, Middle Name, Licence Type (UK Licence Holder), Date of Birth, and Driver Number. There are also radio buttons for Sex (Male/Female) and a 'Build' button.
- Address Information:** Divided into 'Current address' and 'Address on licence (if different)', each with fields for Postcode, Address 1, Address 2, Address 3, and Postal Town. There are 'Postcode LOOKUP' buttons for each.
- Additional Options:** A checkbox for 'Please check if you require CPC information' and an 'Enter DQC Number' field.
- Footer:** A field for 'Email where a PDF mandate must be sent:' and a 'Create & Email' button.

The right sidebar features the LICENCECHECK logo and the following text:

- Client System User Account (SU)
- Create New DVLA D796 Consent Form
- Option to; Print locally, email to recipient or save

Create a New Driver Mandate

- This main access area allows the creation of D796 driver mandates.
 - Various options for mandate creation are available
 - Full Mandate – If full details available
 - Partial Mandate – If name only available. Email to licence holder direct from system to update online to complete process
 - Blank Mandate – No driver information available – Create a bundle of unique documents (issue once only) to each licence holder for completion
 - Master data import routine – Please speak with your account manager (.csv, .xls, .xlsx) template provided
 - Fully managed service – Direct via email or post to the driver and return, unresponsive request report available. Please contact your account manager for this option



Created PDF D796 Driver Mandate

- This screen shows the mandate created as a PDF which can be printed locally, emailed to a recipient or saved for later use.

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Client System User Account (SU) - Created D796 Mandates

Home Drivers Mandates **Driver Licences** Immediate Actions Reports My Credits Support About

Mandates | Incomplete Mandates - My Job List | Created - Edit/Re-Issue Mandates

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CREATED - EDIT/RE-ISSUE MANDATES

Status Legend

Current filter applied: Completed mandates that are not printed or were marked as printed but not signed on the system

PDF	History	Status	Action	Driver Type	Location	Department	Ref. Code	DQ Value	Driver Number	Surname	Firstname	Middlename	D.O.B.	Expiry	Last Emailed To
				Company	Warrington	Logistics & Wa	2-A		DAVID601010297E	DAVIDS	JOHN	CHARLES	10/05/1969	13/11/2015	Enter an email to send to
				Company	Warrington	Logistics & Wa	4-A		PAUL6711300W95Gh	PAUL	WRIGHT		10/11/1970	13/11/2015	Enter an email to send to
				Company	Manchester	Distribution	5-A		SUNG69410294999SQ	SUNG	SAM		29/10/1964	13/11/2015	Enter an email to send to
				Company	Warrington	Logistics & Wa	6-A		COOPER710100899SQ	COOPER	ERNEST		10/10/1970	13/11/2015	Enter an email to send to
				Company	Warrington	Logistics & Wa	7-A		PHOENX610100899Hh	PHOENIX	ROVER		01/01/1950	13/11/2015	Enter an email to send to
				Company	Manchester	Distribution	8-A		PRESLEY630118999Hh	PRESLEY	ELVIS		02/08/1965	13/11/2015	Enter an email to send to
				Contractor	Manchester	Distribution	8-A		GRAVES665010099Hh	GRAVES	CELINE		01/05/1960	13/11/2015	Enter an email to send to
				Company	Manchester	Distribution	11-A		WAYNE680500899DA	WAYNE	BRUCE		05/05/1980	13/11/2015	Enter an email to send to
				Company	Manchester	Distribution	12-A		WILLIAM60010099A8	WILLIAM	DAVID		01/02/1980	13/11/2015	Enter an email to send to
				Company	Warrington	Logistics & Wa	13-A		HAMILTON10010099LH	HAMILTON	LEWIS		01/10/1980	13/11/2015	Enter an email to send to
				Company	Warrington	Logistics & Wa	14-A		ANNA6890011099A8	ANNA	JONES		01/02/1981	13/11/2015	Enter an email to send to

Created D796 Driver Mandates

- On creation of a D796 driver mandate, the details will be recorded within your account under the section “Created – Edit, Re-Issue Mandates”. Each will hold a unique ref number e.g. MC00000-1-A for the first record and MC00000-2-A for the second driver record and so on.
- If a driver record has been created incorrectly, the record should be amended by using the Edit icon. The system may request that a new D796 driver mandate be re-created with a new version and signed by the licence holder. The number issued will be incremental to the previous version ref number – i.e. MC00000-1-B then C and so on for all future mandates created for the same licence holder.
- The reference Number ‘MC00000’ is your customer account number with LICENCECHECK
- The numerical number ‘1 or 2’ is the unique mandate reference number for a specific licence holder
- The last alpha character A, B, C is the version of the mandate which is the latest ‘live’ version. All other versions i.e. A & B will be superseded by C and so on. It is not vital that you return the earlier versions in this sequence. However, you **must** return the correct signed version of the mandate for which you are expecting a result. The version **must match** the system electronic version displayed against the driver record, recorded on the system.



Client System User Account (SU) - DVLA Licences Checked

[Home](#) | [Drivers](#) | [Mandates](#) | [Driver Licences](#) | [Immediate Actions](#) | [Reports](#) | [My Credits](#) | [Support](#) | [About](#)

DA00001 | Test Account | [richard.taylor](#) | [Log Out](#)

LICENCES CHECKED

Status Legend

Current filter applied: None

Risk	Alert	Points	History	Status	Driver Type	Location	Department	Ref. Code	Driver Number	Surname	Forenames	Identifier	Last Checked	Next Check	Disable/Enable	Re-Check Now
Red	Red	0	Green	Green	Company	Manchester	Distribution	20-A	RADCL801010099JD	RADCLIFFE	DANIEL	NCC	18/11/2012	18/12/2012	Disable	Re-Check Now
Red	Red	0	Green	Green	Company	Manchester	Distribution	22-A	JENK754040C99HD	JENKINS	CATHERINE	NCC	18/11/2012	18/12/2012	Enable	Re-Check Now
Red	Red	0	Green	Green	Company	Manchester	Distribution	27-A	LEE9991010899BL	LEE	BRANDON	NCC	18/11/2012	18/12/2012	Disable	Re-Check Now
Red	Red	0	Green	Green	Company	Manchester	Distribution	38-A	YEAR9910108199BL	YEAR	BUZZ LIGHT	NCC	18/11/2012	18/12/2012	Disable	Re-Check Now
Red	Red	0	Green	Green	Company	Warrington	Logistics & Wareh	34-A	DANIE204062999DA	DANIELS	PAUL	NCC	18/11/2012	18/12/2012	Enable	Re-Check Now
Red	Red	0	Green	Green	Company	Warrington	Logistics & Wareh	40-A	JAMES883130499DF	JAMES	NATALIE	NCC	18/11/2012	18/12/2012	Disable	Re-Check Now
Red	Red	0	Green	Green	Company	Warrington	Logistics & Wareh	42-A	LEMON801012499FG	LEMON	KEITH	NCC	18/11/2012	18/12/2012	Disable	Re-Check Now
Red	Red	0	Green	Green	Company	Warrington	Logistics & Wareh	50-A	DONAL907244999FG	DONALD	PAUL	NCC	18/11/2012	18/02/2013	Enable	Re-Check Now
Green	Green	3	Green	Green	Company	Warrington	Logistics & Wareh	49-A	HOLDER956060999TSE	HOLDER	SARAH	NCC	18/11/2012	18/12/2012	Disable	Re-Check Now
Green	Green	3	Green	Green	Company	Warrington	Logistics & Wareh	45-A	PITSTOP62298999GG	PITSTOP	PENELOPE	NCC	18/11/2012	18/12/2012	Disable	Re-Check Now
Green	Green	3	Green	Green	Company	Warrington	Logistics & Wareh	42-A	GALLAS81016999GH	GALLACHER	KIRSTY	NCC	18/11/2012	18/02/2013	Disable	Re-Check Now

DVLA Licences Checked

- This page displays the licence result obtained from the DVLA
- Filters can be used to display a variety of different results from the results obtained

Immediate Actions

Home Drivers Mandates Driver Licences **Immediate Actions** Reports My Credits Support About

| Immediate Actions | My Immediate Actions

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MY IMMEDIATE ACTIONS

DISQUALIFIED / REVOKED / EXPIRED LICENCE & CATEGORY ENTITLEMENTS / LICENCE TYPES IN HIGH RISK

Points	Firstname	Surname	Category	Location	Department	Driver Number	Last Checked	Expiry Date	Disqualified Until
0	KEITH	LEMON	Company	Warrington	Logistics & Warehouse	LEMONB01012K99FG	18/11/2012	22/02/2022	
<ul style="list-style-type: none"> Licence Types In High Risk(Disqualified/Revoked Until New Test is Passed) Expired Vocational Category Entitlements Expired Driving Licence 									
3	KIRSTY	GALLACHER	Company	Warrington	Logistics & Warehouse	GALLAB51015K99GH	18/11/2012	02/10/2016	02/10/2013

LICENCE WARNINGS & NOTIFICATIONS

Points	Firstname	Surname	Category	Location	Department	Driver Number	Last Checked	Expiry Date
<ul style="list-style-type: none"> High Risk Driver(s) Expired Photocards DQ3 - No Record Provided STOP Marker on DVLA Driver Record - Manual Submission Required DQ2 - No Record Found at DVLA - Notice Driver Number Changed DQ1 - No Record Found at DVLA Incorrect Driver Number Stated on Signed Driver Mandate Category Restrictions Warnings 								

Immediate Actions

- The following two pages identify the most important area of the entire site – ‘Immediate Action’s Page and should receive priority attention
- The ‘Immediate Actions’ page holds 4 sections, all of which could possibly contain an important record notice
- Clients should read each of the labels that describe in brief what has been reported for each of the driver records. Click through the record labels to expose the record information regarding driver results
- Full training and support on dealing with records on this page is included as part of client training.
- High Critical events such as ‘Disqualified/Revoked/Expired Entitlements/Expired Vocational Medicals will be notified by email direct to the System Administrators and Users for these ‘Immediate Actions’.
- It is vital to inform LICENCECHECK Customer Support if any System Administrator or User contact information changes.

✓ Immediate Actions Cont'd



MEDICALS NOTIFICATIONS ✖

Firstname	Surname	Category	Location	Department	Emp. No.	Next Medical
Vocational Licence Holders 'D' & 'DE' - Due within [-30] Days						
Vocational Licence Holders 'D' & 'DE' - Over Due Expired						
DANIEL	<u>RADCLIFFE</u>	Company	Manchester	Distribution		25/01/2013
CATHERINE	<u>JENKINS</u>	Company	Manchester	Distribution		25/01/2013
BRANDON	<u>LEE</u>	Company	Manchester	Distribution		25/01/2013
INDIANA	<u>JONES</u>	Company	Manchester	Distribution		25/01/2013
PAUL	<u>DANIELS</u>	Company	Warrington	Logistics & Warehouse		25/01/2013
BUZZ	<u>YEAR</u>	Company	Manchester	Distribution		25/01/2013
NATALIE	<u>JAMES</u>	Company	Warrington	Logistics & Warehouse		25/01/2013
KEITH	<u>LEMON</u>	Company	Warrington	Logistics & Warehouse		25/01/2013
KEITH	<u>WINTER</u>	Company	Manchester	Distribution		25/01/2013
PAUL	<u>DONALD</u>	Company	Warrington	Logistics & Warehouse		25/01/2013

MANDATES MISMATCHES, EXPIRATIONS AND ERRORS ✖

Mandate Reference Code	Firstname	Surname	Category	Location	Department	Emp. No.	Mandate Status
Mandate(s) Released For Edit For Other Reason							
Mandate(s) Released For Edit As Having DQ1 Return On Licence							
Mandate(s) Having Mismatche(s)							
DA00001-17-A	JENNIFER	<u>ANNISTON</u>	Company	Manchester	Distribution		Mandate Released to Client
DA00001-33-A	INDIANA	<u>JONES</u>	Company	Manchester	Distribution		Mandate Released to Client
Expired Mandate(s) - No check possible							
DA00001-50-A	PAUL	<u>DONALD</u>	Company	Warrington	Logistics & Warehouse		Mandate Released to Client

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Client System User Account (SU) - Risk Register

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Reports Licences Reports High Risk Licences Licences Reports Mandates Reports

Low Risk Licences Medium Risk Licences High Risk Licences Vocational Licences Partial Vocational Licences No Vocational Licences Licences & Categories Licences & Endorsements

View medium risk driver licences

REPORTS - HIGH RISK LICENCES

Status Legend

Current filter applied: None

Risk	Alert	Points	History	Status	Driver Type	Location	Department	Ref. Code	Driver Number	Surname	Forenames	Identifier	Last Checked	Next Check
High	Alert	0	History	Status	Company	Manchester	Distribution	20-A	8ADCL801010089JD	RADCLIFFE	DANIEL	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Manchester	Distribution	22-A	JENK734040C99HQ	JENKINS	CATHERINE	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Manchester	Distribution	27-A	LEED99010108226L	LEE	BRANDON	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Manchester	Distribution	33-A	JCHES71205099JU	JONES	INDIANA	Unknown	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Manchester	Distribution	38-A	YEA899010108L95L	YEAR	BUZZ LIGHT	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Manchester	Distribution	48-A	WINT8805217X9DCS	WINTER	KEITH	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Warrington	Logistics & Wareh	34-A	DANE706060P99DLA	DANIELS	PAUL	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Warrington	Logistics & Wareh	40-A	JAMES853130V9DFR	JAMES	NATALIE	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Warrington	Logistics & Wareh	42-A	LEMON8201012099FG	LEMON	KEITH	NCC	18/11/2012	18/12/2012
High	Alert	0	History	Status	Company	Warrington	Logistics & Wareh	50-A	DONAL90744999FG	DONALD	PAUL	NCC	18/11/2012	18/02/2013

Reports Risk Register

Risk Register

- The report section includes an array of default reports. The one shown here is the 'High Risk' report. This clearly highlights all licences over a 'points value' (set in client settings) and also includes licence records that have High Risk endorsements such as DR - (drink driving offences)
- The Alert flag indicates a 'High Risk' licence
- This 'Risk Register' contains 3 main risks, 'High', 'Medium' and 'Low'
- These levels are determined by the settings within the 'System Administrator' account and are determined with adjustable controls according to client requirements
- Further reports are available which also contain extended reports with additional navigation (not shown) such as LGV, PCV, Licence & Endorsements, Licences & Categories etc...
- Reports are downloadable direct from your account using Excel and CSV formats

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Client System User Account (SU) - System Credits Bank

Home Drivers Mandates Driver Licences Immediate Actions Reports My Credits Support About

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MY CREDITS
Select company: Test Account

- Test Account (27 Credits)
 - Chester (4 Credits)
 - Sales (4 Credits)
 - Liverpool (0 Credits)
 - Local Run Only (7 Credits)
 - Manchester (0 Credits)
 - Distribution (0 Credits)
 - Sales (0 Credits)
 - Runcom (0 Credits)
 - Transport (0 Credits)
 - Southampton (0 Credits)
 - Distribution (0 Credits)
 - Warrington (15 Credits)
 - Logistics & Warehouse (0 Credits)

Credit Usage
A credit usage charge will apply to all submissions made to the DVLA. Each search will be charged in accordance with credit usage matrix as stated below, thus reducing the end user client account by the number of credits for each status event.

	(1) Initial Search	(2) Resubmission for DQ1 / DQ2	(3) Subsequent Recheck of a previous Search	(4) DQ3 Data Submission Entry	(5) Verbal / Urgent Request System Submission must also be made
Credits Usage	1	1	1	1	1

There is no credit charge for the editing of driver mandates (excluding Driver Number Changes)

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System Credits

- In order to operate your account the company is required to purchase system 'Credits'. 1 x Credit equals a single submission to the DVLA. Non UK licence types are managed by LICENCECHECK manually and will require a different process to obtain validation and additional credits.
- Please contact your account manager regarding Northern Ireland & Foreign licence holder checks
- Cost centre management is provided to some entities who wish to control their cost and spend by allocating system credits to locations and departments where required.
- Each cost centre should be allocated a finite number of system credits, these are allocated by your 'System Administrator' from a master pool credit account as shown above.
- Please see the above credit usage table to demonstrate how credits are spent using the DLVS system.

Client System User Account (SU)

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SUPPORT

Customer Support: 0845 190 1710

Email Mandates: signeddrivermandates@licencecheck.co.uk

Fax: 0845 226 9687

Support Contact: support@licencecheck.co.uk

Return Mandate Options: LICENCE CHECK LTD
The Renewal Trust Centre
3 Hawksworth Street
Nottingham
NG3 2EG

Advisory Notice: Please keep a paper copy of each driver mandate including each version (A = Original, then B, C, etc.) submitted to LICENCECHECK. The paper copy mandates are best filed in 'MANDATE NUMBER ORDER'. These file copies must be kept in a secure place away from others that do not have permission to view or access the personal and private details of these driver records. All data input and data received from the DVLA relating to this service is provided under the strict regulations of the Data Protection Act prevailing at the time of access. The company, group of companies, system administrator and all users who are provided access to this website content do so under the strict regulations of the Data Protection Act prevailing at the time of access.

Customer Support

- Customer Support is the contact centre that will assist users in understanding the function and operational request of the site and deliver your system training
- Please use the contact and email details provided once your account is setup and running to your satisfaction to get in touch at any time
- Your company will be allocated a Customer Support representative who will deal with your on-going support issues in addition to your Account Manager.
- This page details is the contact information for Customer Support, who will deliver system training and take calls for questions of any kind regarding our service