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

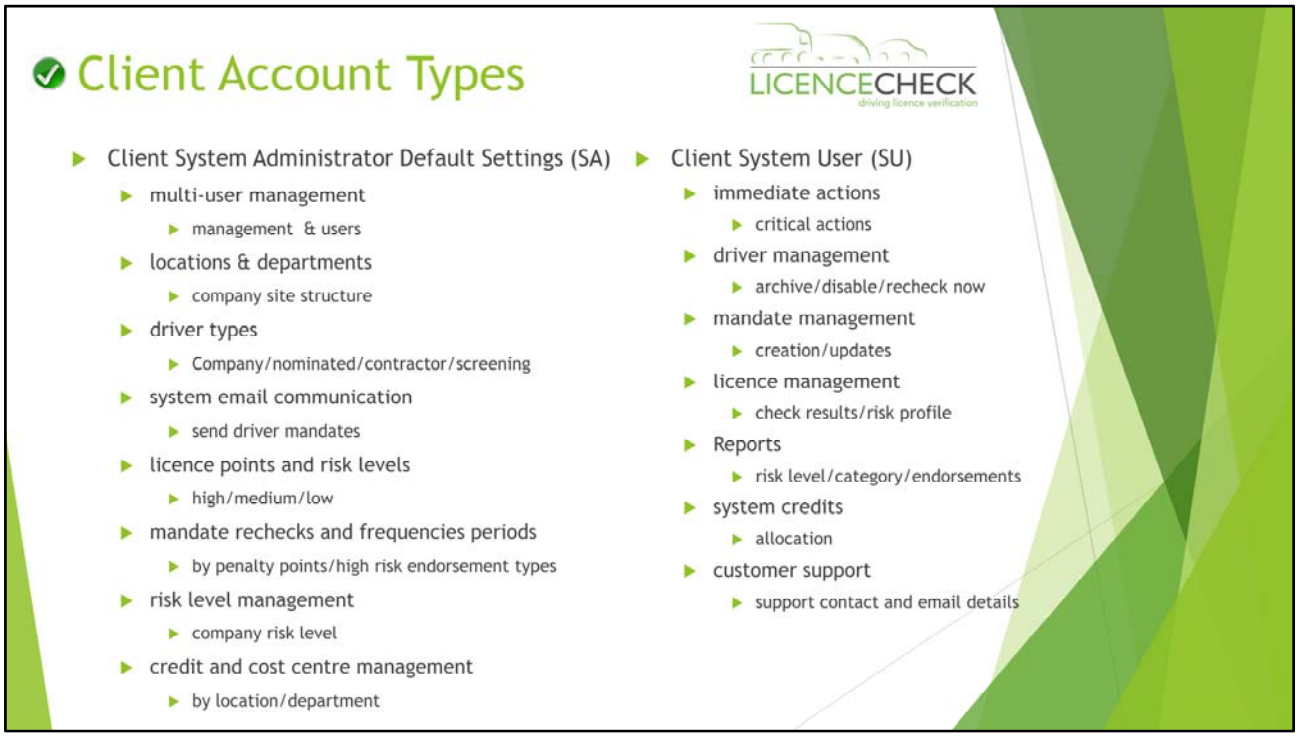
Each training part takes approx. 30 minutes per session, subject to each user requirements and operational understanding.
Our standard opening hours for Customer Support is: Mon – Fri 8:30 am – 5:30 pm
Different scheduled times outside these days and hour are available but are subject to advance notice.

Secure Encrypted System

Login

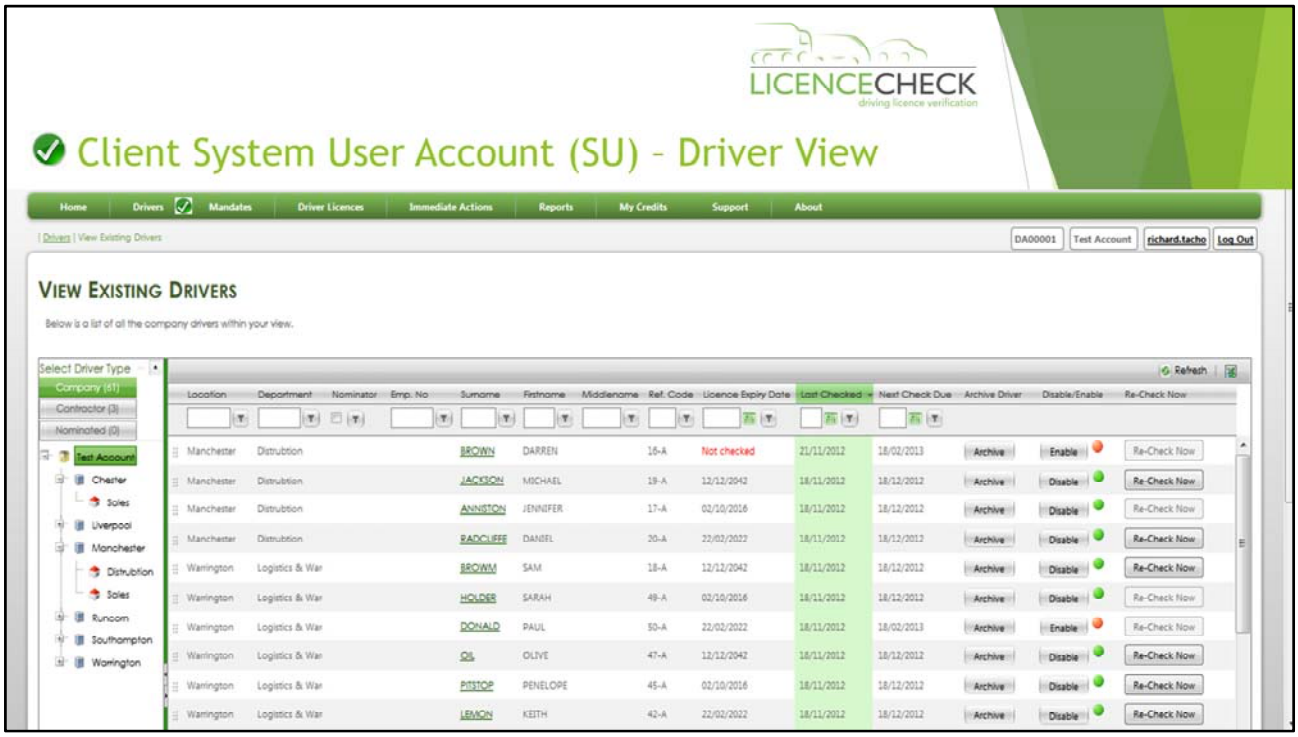
- Each system user that has been granted access by a system 'Administrator' will be provided access to the DLVS service via an internet browser such as 'Internet Explorer' 'Mozilla Firefox' or 'Chrome' to https://www.drivinglicencechecking.co.uk – This site is secured by extended validation up to 256bit 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

- 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.

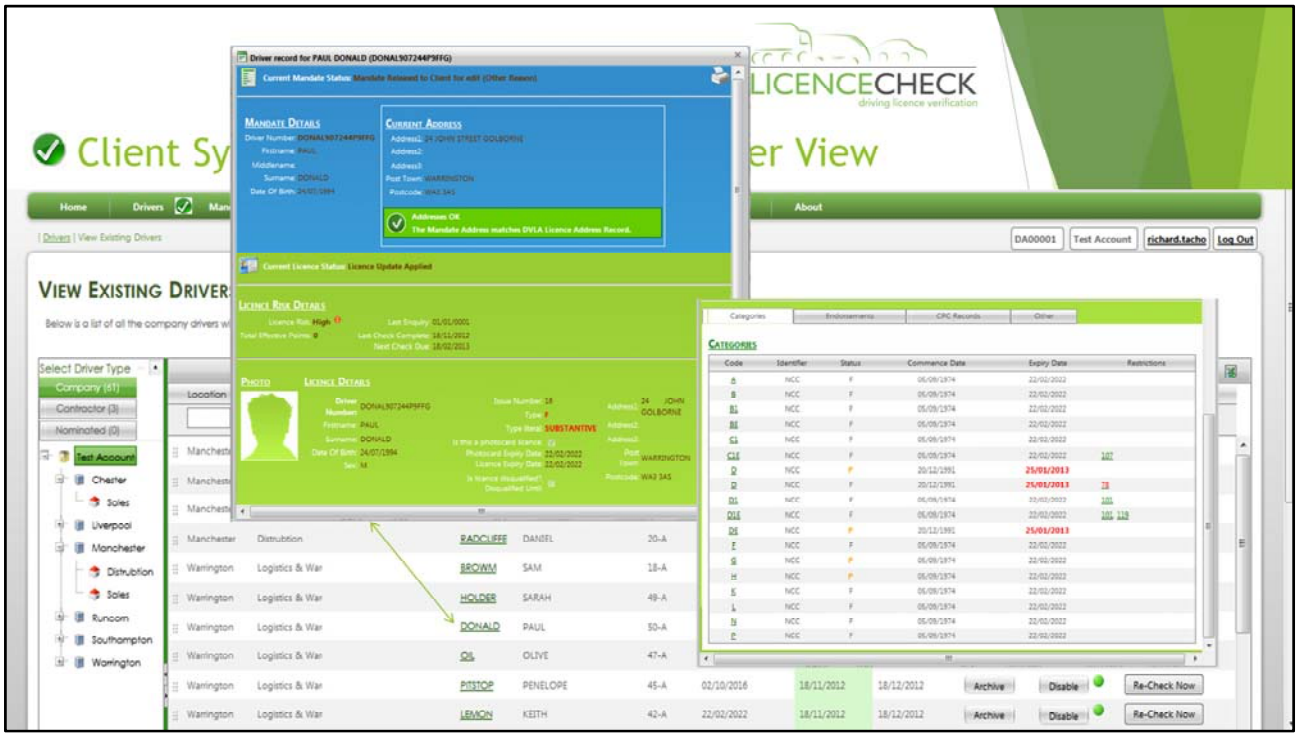


Driver View

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.

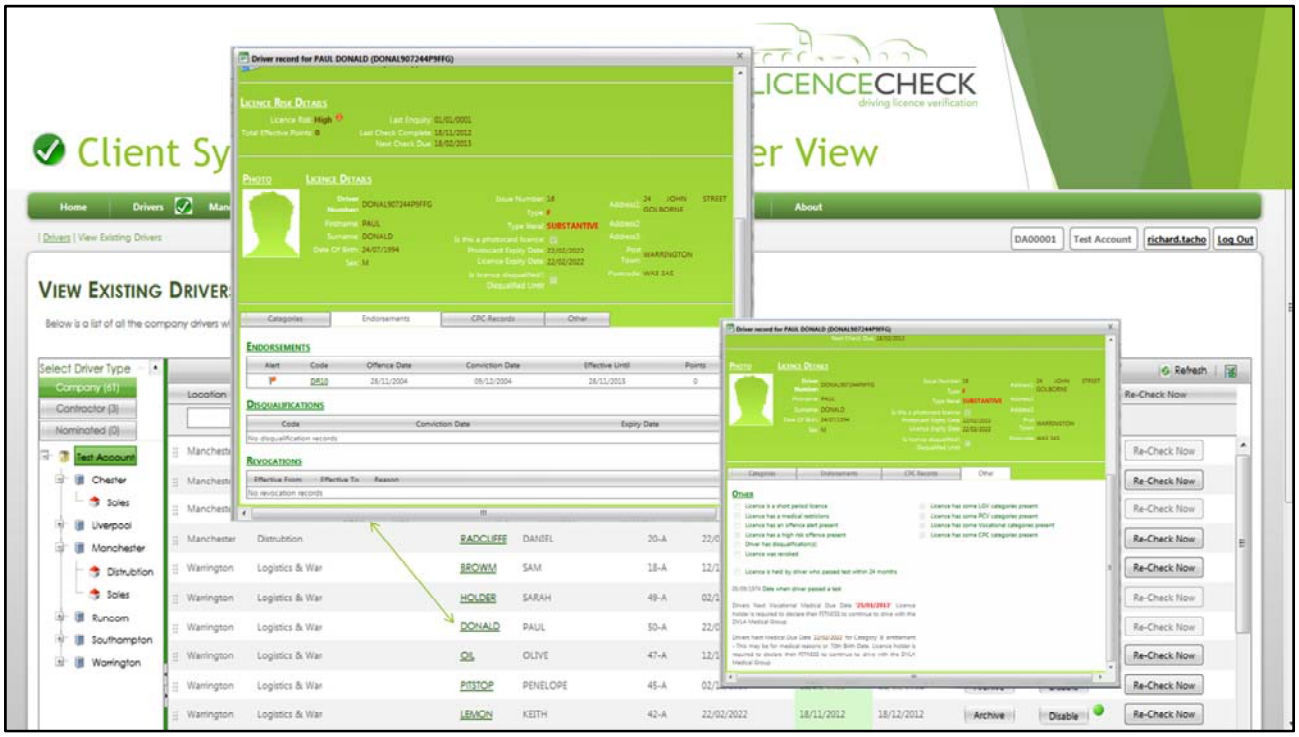


Driver Record View

- 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)

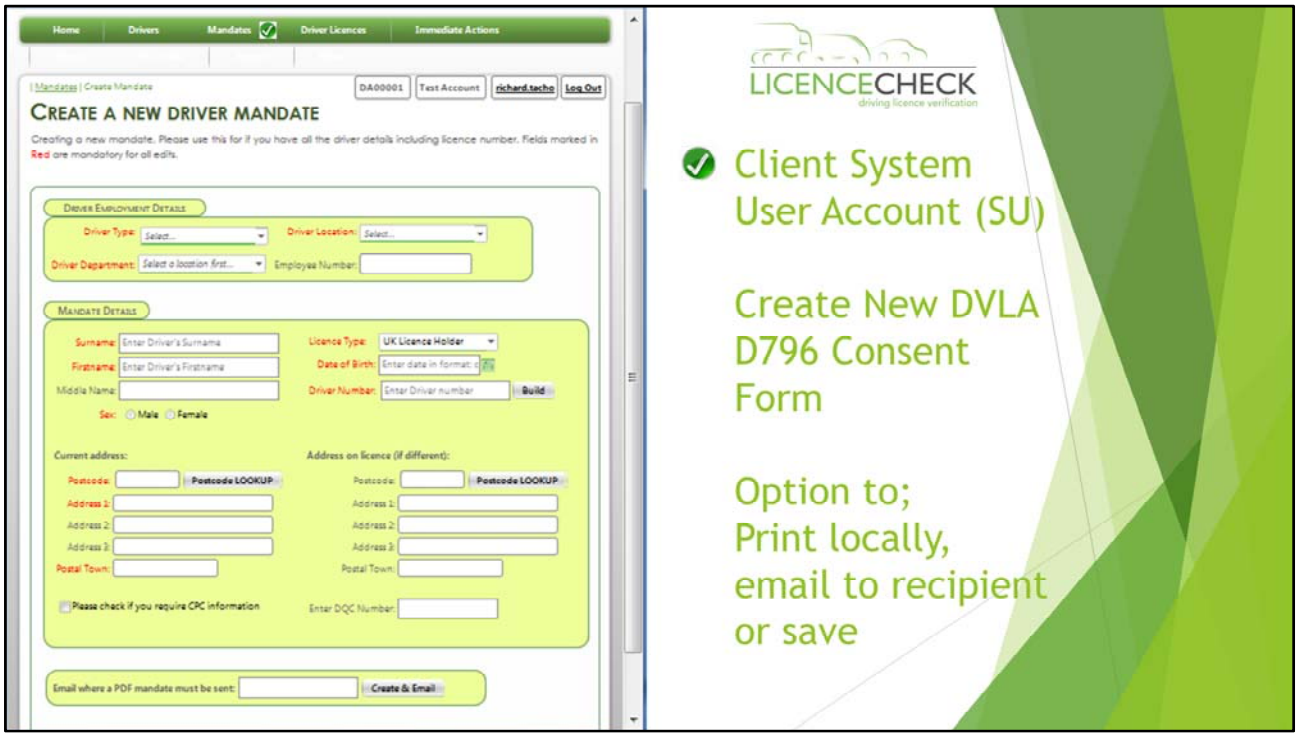
- The facility exists to print this record if required.

- This report identifies the ‘licence status’ including ‘Risk’, ‘Licence Issue Number,’ ‘Address Mismatch, ‘Category Entitlements’, ‘Endorsements & Convictions’ (including dates of validation) and more.



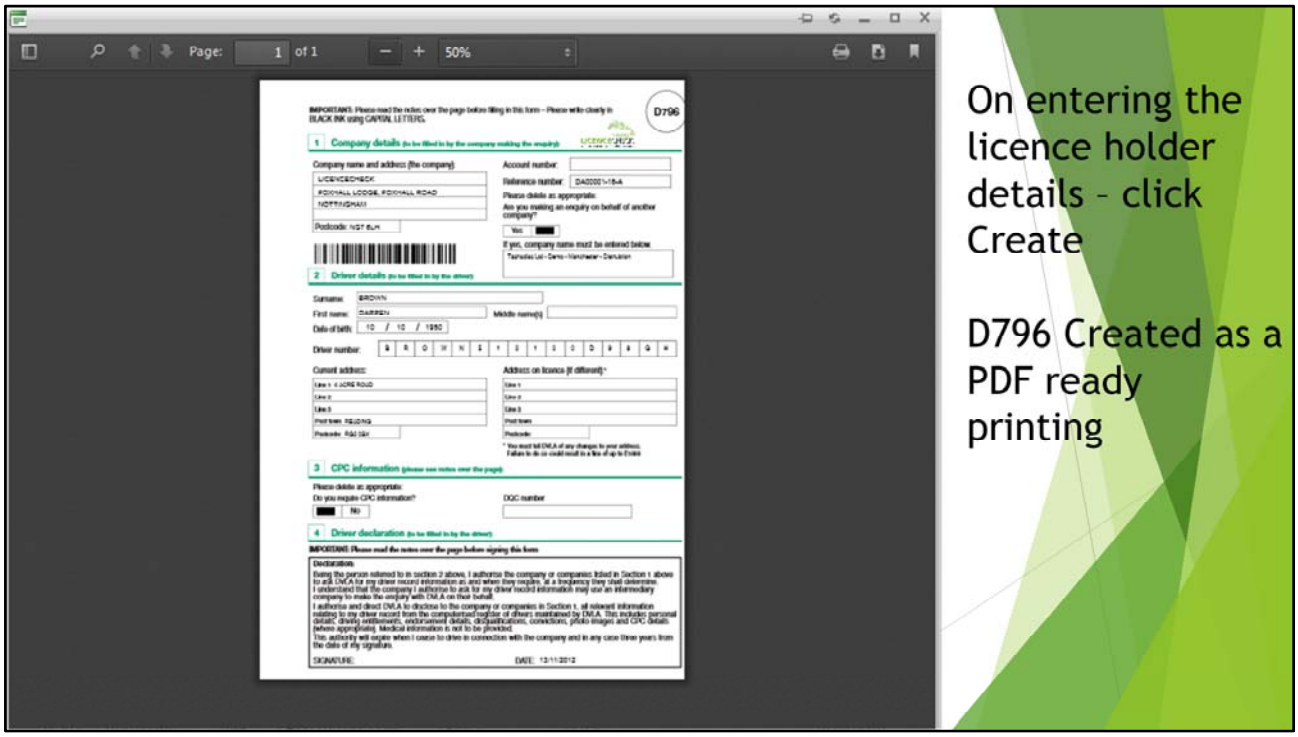
Driver Record View

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



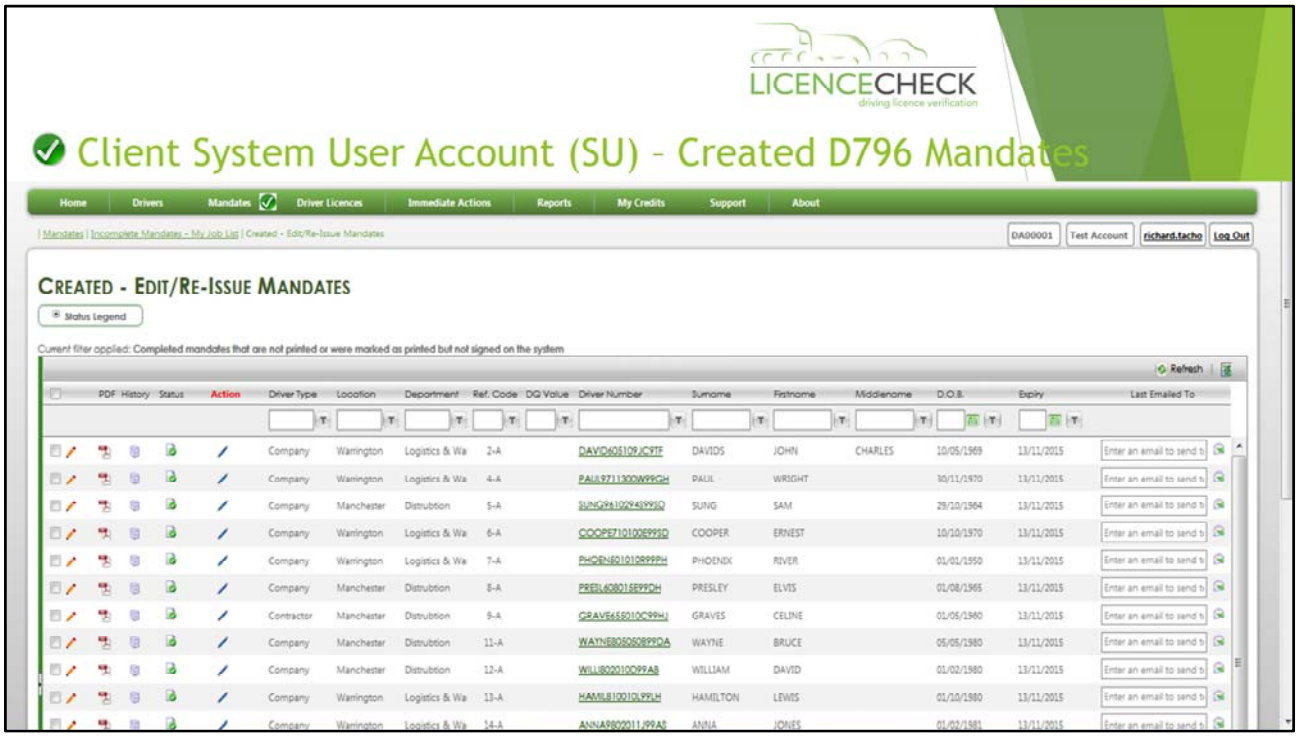
Create a New Driver Mandate

- 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



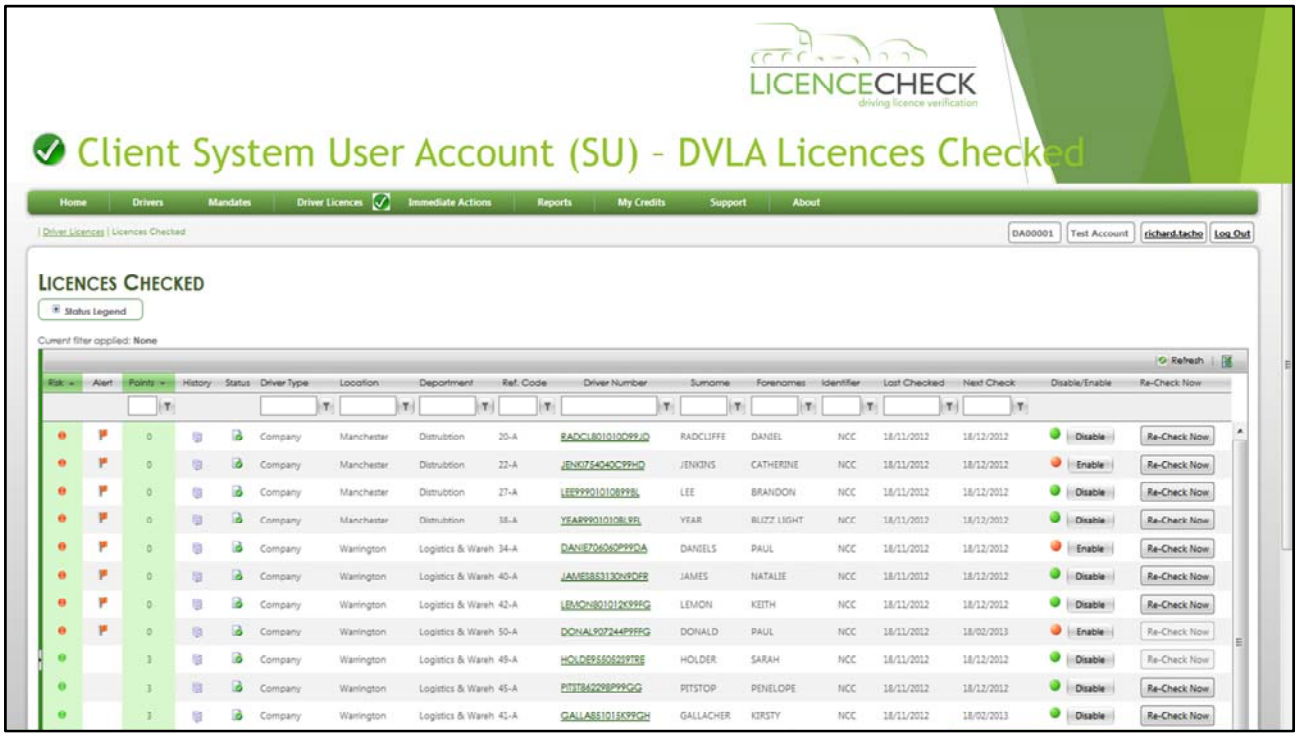
Created PDF D796 Driver Mandate

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



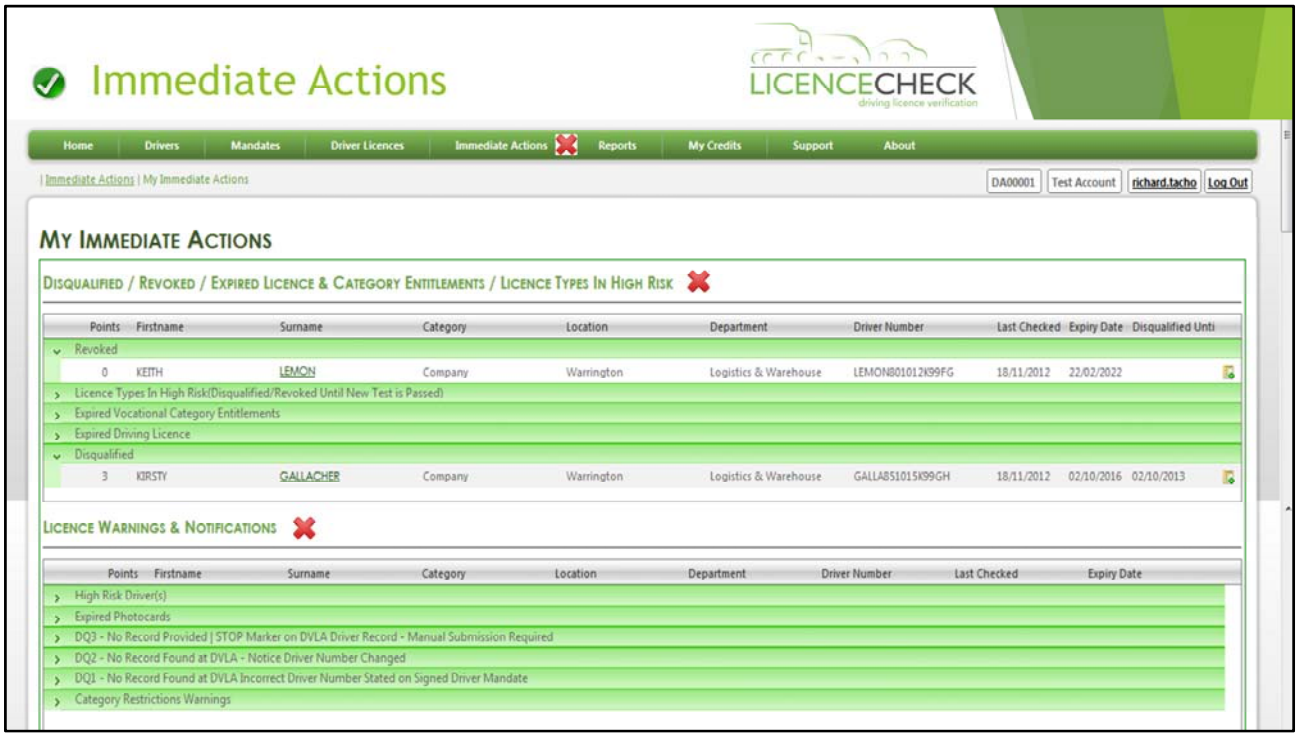
Created D796 Driver Mandates

- 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.



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

- The following two pages identify the <u>most important</u> 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

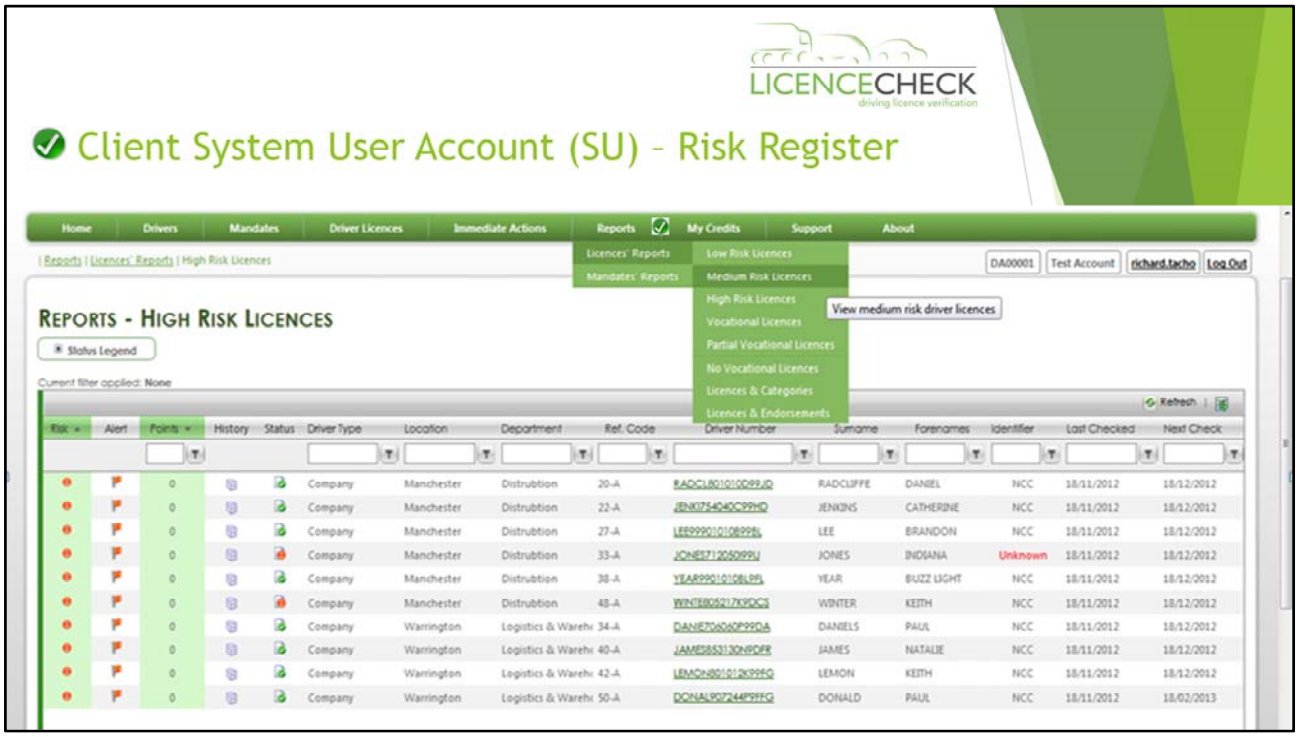
LICENCECHECK
driving licence verification

Medicals Notifications

Firstname	Surname	Category	Location	Department	Emp. No.	Next Medical
Vocational Licence Holders 'D & DE' - Due within [1-30] Days						
Vocational Licence Holders 'D & DE' - Over Due Expired						
DANIEL	RADCLIFFE	Company	Manchester	Distrubtion		25/01/2013
CATHERINE	JENKINS	Company	Manchester	Distrubtion		25/01/2013
BRANDON	LEE	Company	Manchester	Distrubtion		25/01/2013
INDIANA	JONES	Company	Manchester	Distrubtion		25/01/2013
PAUL	DANIELS	Company	Warrington	Logistics & Warehouse		25/01/2013
BUZZ	YEAR	Company	Manchester	Distrubtion		25/01/2013
NATALIE	JAMES	Company	Warrington	Logistics & Warehouse		25/01/2013
KEITH	LEMON	Company	Warrington	Logistics & Warehouse		25/01/2013
KEITH	WINTER	Company	Manchester	Distrubtion		25/01/2013
PAUL	DONALD	Company	Warrington	Logistics & Warehouse		25/01/2013

Mandates Mismatches, Expirations And Errors

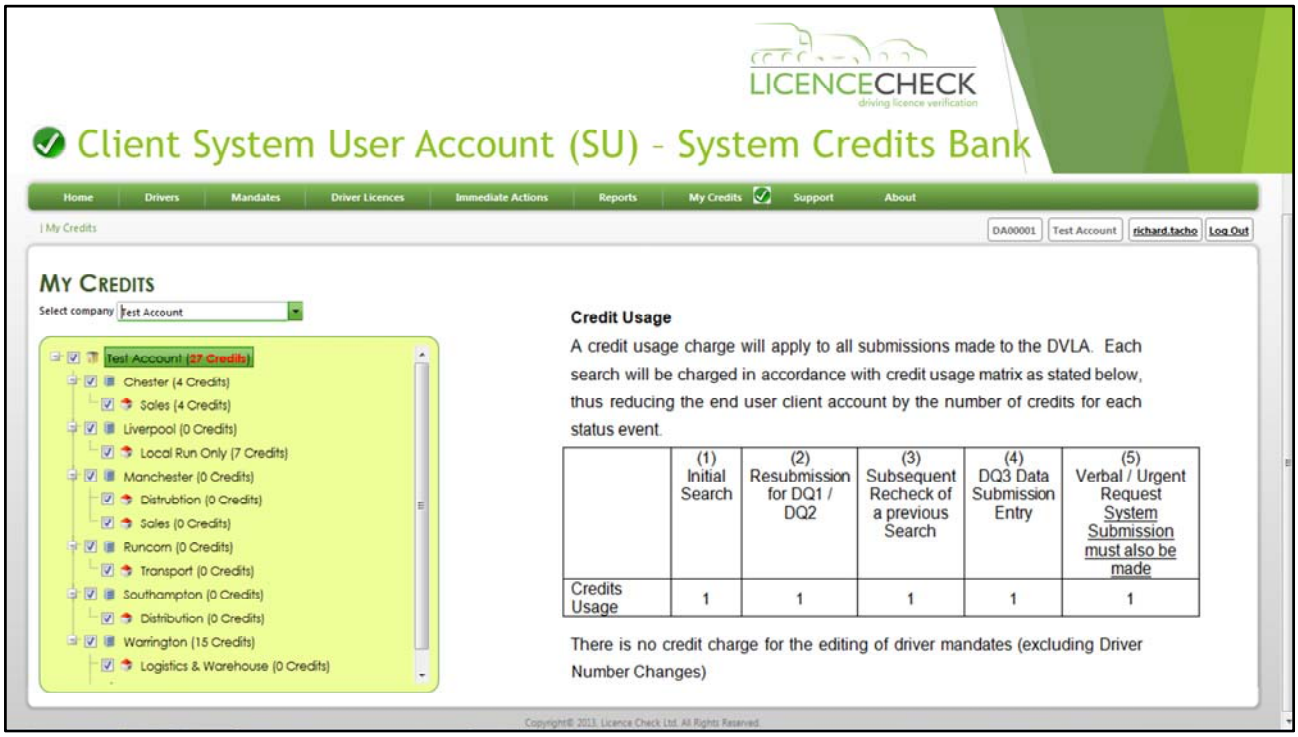
Mandate Reference Code	Firstname	Surname	Category	Location	Department	Emp. No.	Mandate Status
Mandate(s) Released For Edit For Other Reason							
Mandate(s) Released For Edit As Having DQ1 Return On Licence							
Mandate(s) Having Mismatche(s)							
DA00001-17-A	JENNIFER	ANNISTON	Company	Manchester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



Reports Risk Register

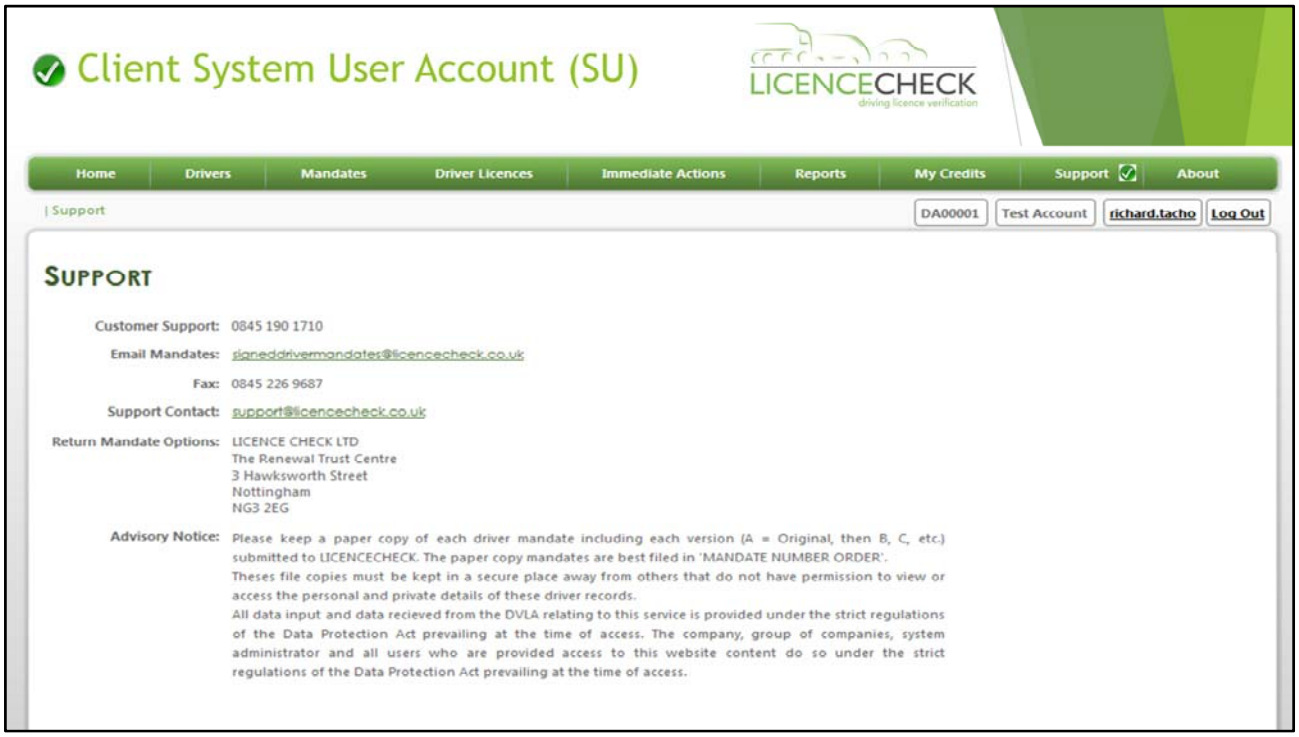
Risk Register

- 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



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.



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