

Licensing Department

Booking Hackney Carriage or Private Hire Vehicle Inspection Appointment

Application Guidance Document

Version 1
April 2018

Note: Version 1 of the guidance notes - screen shots are taken from a testing platform and as such content may vary slightly when the site is live.



Introduction

This guide is intended to be used after you have made your vehicle licence application or renewal to the Council and is for drivers that want to book either a Private Hire or Hackney Vehicle Inspection.

In this document we present a step by step guide with screen shots of the application process from the point of view of a Private Hire Vehicle. If you are a Hackney Carriage Driver it is the same process.

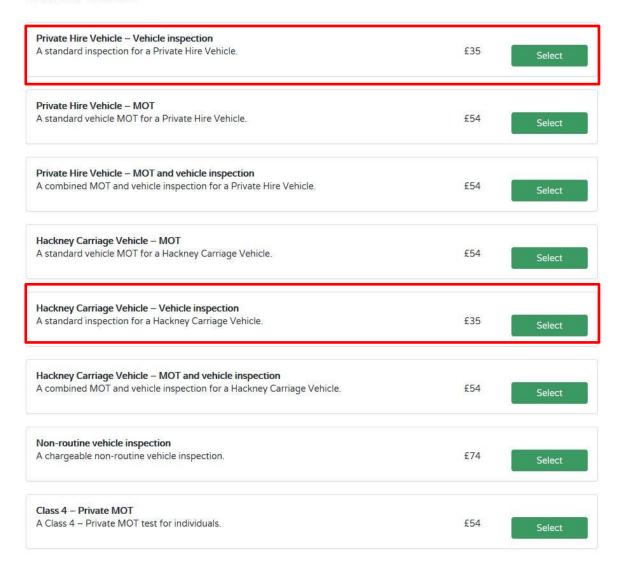
In some of the steps we have entered our own example text as a guide on how best to enter the information, but please enter your own details into the form. Input fields marked with a red asterisk (*) cannot be left blank.

To start to make your booking either click on the link you will have received in your application confirmation email or visit our <u>Depot Appointment Guidance webpage</u>.

Step 1: Navigate to the required start screen

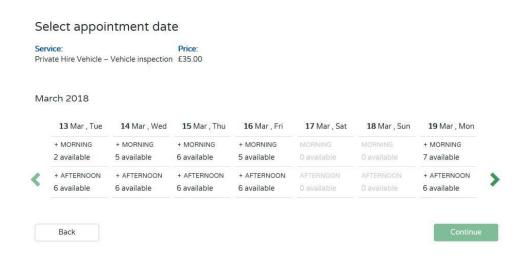
Depending on how you arrive at the booking page you will either need to select the service that is relevant to your situation or you may have a weblink that takes you direct to Step 2.

Select a service



Step 2: Select a date for your test

Select an available half hour slot in the calendar at a date and time that is convenient for you.

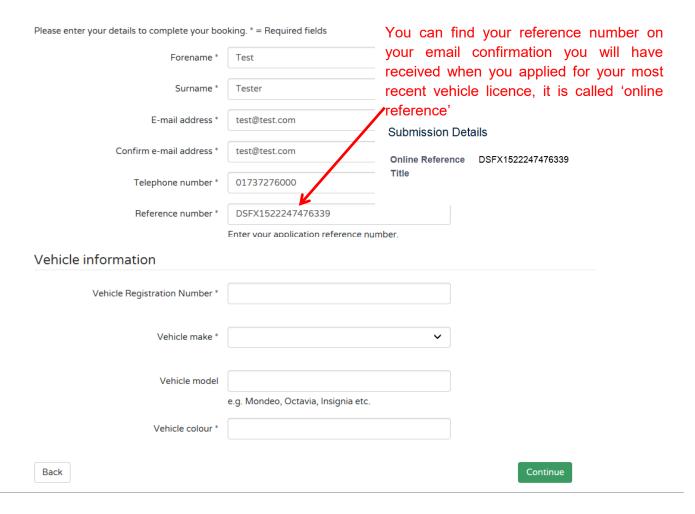


When you click on a date and AM or PM slot, a drop down menu for the times left will open up, select the required time.



Step 3: Entry of Details

Please enter your own personal details into the form as shown below, when completed click 'Continue'.



Step 4: Confirmation and Payment Information

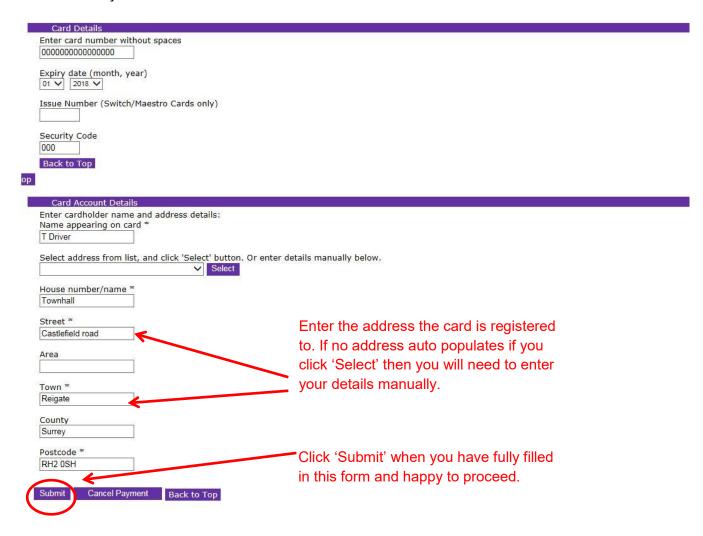
You will then be shown the correct fee for your vehicle inspection with the date and time you have chosen.



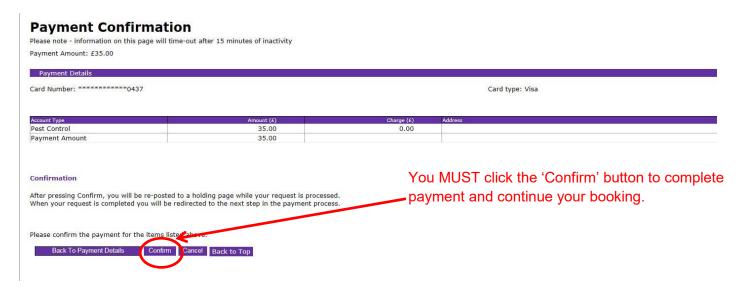
When you are happy the details are correct, click 'Pay Now'.

Step 5: Payment

You will then be directed to the Council's external payment screen, to enter <u>All</u> your card and card account details. Once you are sure the details are correct click the 'Submit' button.



You will now be shown a summary of your payment - check again that it is all correct and once you are happy, click 'Confirm' at the bottom of the page. If you do not click confirm then your booking will not be valid and we will not receive your booking or payment.



Step 6: Booking Summary

When you have clicked the 'Confirm' button above and finalised your payment, you will see a screen similar to below. It takes a few minutes for our finance system and booking systems to communicate together hence the wording of the text.

ing Information			
oking information			
Thanks Taxi. Your booking has been reserved pending confirmation of payment. Confirmation of the booking will be sent by email once payment has been approved. If no payment is received then the reservation be cancelled and you will be informed of the cancellation by email.			
rence: 17			
ice:			
e and time:			
Mar 14 2:00 PM			
e:			

Note: the print and export to calendar functions may not be supported on certain mobile devices or operating systems.

Step 7: Email confirmation of your booking

Within an hour of making your payment you will receive an email similar to below. This will confirm your booking. Please retain this email and record the date and time of your vehicle inspection. Further information on your depot appointment such as where to go and what documents you will need to bring etc can be found via clicking on the 'you must click here' link in this email. You can also find this information by visiting our Depot Vehicle Appointment Guidance webpage.



Booking Confirmation

Dear

Thank you for your booking. Your booking is now confirmed at our MOT Service Centre, Earlswood Depot, Horley Road, Redhill, RH1 6PN.

Your booking details are as follows:

ltem	า	Price
Details		
Date/Time		£35
Duration		
Quantity		
Booking Reference		
	Total	£35
	Paid	£35

Payment received - Thankyou

Additional Information:

For important information about your appointment and what you will need to bring with you and where to go when you arrive at our Depot you MUST Click Here

Vehicle Registration Number Vehicle make Vehicle model

Vehicle colour

To cancel or amend this please Click Here

This email originates from an unmonitored account, please do not reply to this email as we will not receive your response.

Step 8: Option to cancel or amend your test

Should you need to cancel or amend your vehicle booking you must click on the 'Click Here' link in your email as this contains a unique link specific to you.

Additional Info: To cancel or amend this please Click Here

This email originates from an unmonitored account, please do not reply to this email as we will not receive your response.

You will then arrive at a screen similar to that shown below.





Print

On this screen you can print, amend or cancel your booking. If you want to cancel the booking click on the 'Cancel Booking' button. If you want to change your appointment click on the 'Move Booking' button. The 'save to calendar option' may not be support on certain devices and operating systems please note. If you cancel your booking you will see a screen similar to the below:



Thank you for booking your vehicle appointment with us.

Please see our website for more details:

http://www.reigate-banstead.gov.uk/info/20119/taxi and private hire licensing

Document End