



# Licensing Department

## Booking Hackney Carriage or Private Hire Non Routine 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 need to book a Non Routine Vehicle Inspection. You will only ever need to have this inspection when instructed in writing by a Licensing Officer.

In this document we the inspection process is the same for Private Hire Vehicle and Hackney Carriage Vehicles.

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 [Depot Appointment Guidance webpage](#).

## 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

<b>Private Hire Vehicle – Vehicle inspection</b> A standard inspection for a Private Hire Vehicle.	£35	Select
<b>Private Hire Vehicle – MOT</b> A standard vehicle MOT for a Private Hire Vehicle.	£54	Select
<b>Private Hire Vehicle – MOT and vehicle inspection</b> A combined MOT and vehicle inspection for a Private Hire Vehicle.	£54	Select
<b>Hackney Carriage Vehicle – MOT</b> A standard vehicle MOT for a Hackney Carriage Vehicle.	£54	Select
<b>Hackney Carriage Vehicle – Vehicle inspection</b> A standard inspection for a Hackney Carriage Vehicle.	£35	Select
<b>Hackney Carriage Vehicle – MOT and vehicle inspection</b> A combined MOT and vehicle inspection for a Hackney Carriage Vehicle.	£54	Select
<b>Non-routine vehicle inspection</b> A chargeable non-routine vehicle inspection.	£74	Select
<b>Class 4 – Private MOT</b> A Class 4 – Private MOT test for individuals.	£54	Select

Note this non routine inspection is rarely required. If in doubt check with a licencing Officer.

## 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.

### Select appointment date

**Service:** Non-routine vehicle inspection **Price:** £74.00

March 2018

21 Mar, Wed	22 Mar, Thu	23 Mar, Fri	24 Mar, Sat	25 Mar, Sun	26 Mar, Mon	27 Mar, Tue
+ MORNING 3 available	+ MORNING 3 available	+ MORNING 3 available	MORNING 0 available	MORNING 0 available	+ MORNING 3 available	+ MORNING 3 available
+ AFTERNOON 3 available	+ AFTERNOON 3 available	+ AFTERNOON 3 available	AFTERNOON 0 available	AFTERNOON 0 available	+ AFTERNOON 3 available	+ AFTERNOON 3 available

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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.

### Select appointment date

**Service:** Non-routine vehicle inspection **Price:** £74.00 **Date and time:** Thu, 22 Mar 2018 2:15 pm

March 2018

21 Mar, Wed	22 Mar, Thu	23 Mar, Fri	24 Mar, Sat	25 Mar, Sun	26 Mar, Mon	27 Mar, Tue
+ MORNING 3 available	+ MORNING 3 available	+ MORNING 3 available	MORNING 0 available	MORNING 0 available	+ MORNING 3 available	+ MORNING 3 available
+ AFTERNOON 3 available	- AFTERNOON 1:15 PM 2:15 PM 3:15 PM	+ AFTERNOON 3 available	AFTERNOON 0 available	AFTERNOON 0 available	+ AFTERNOON 3 available	+ AFTERNOON 3 available

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## Step 3: Entry of Details

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

Please enter your details to complete your booking. \* = Required fields

Forename *	<input type="text" value="Test"/>
Surname *	<input type="text" value="Tester"/>
E-mail address *	<input type="text" value="test@test.com"/>
Confirm e-mail address *	<input type="text" value="test@test.com"/>
Telephone number *	<input type="text" value="01737276000"/>
Reference number *	<input type="text" value="DSFX1522247476339"/>

Enter your application reference number.

**Submission Details**

Online Reference Title	DSFX1522247476339
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You can find your reference number on your email confirmation you will have received when you applied for your most recent vehicle licence, it is called 'online reference'



### Vehicle information

Vehicle Registration Number *	<input type="text"/>
Vehicle make *	<input type="text" value="v"/>
Vehicle model	<input type="text"/>
	e.g. Mondeo, Octavia, Insignia etc.
Vehicle colour *	<input type="text"/>

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## 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.

### Confirmation and payment

<b>Service:</b>	<b>Price:</b>	<b>Date and time:</b>
Non-routine vehicle inspection	£74.00	Thu, 22 Mar 2018 12:00 am

Pay now

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 **All** your card and card account details. Once you are sure the details are correct click the 'Submit' button.

**Card Details**

Enter card number without spaces  
0000000000000000

Expiry date (month, year)  
01 2018

Issue Number (Switch/Maestro Cards only)  
[ ]

Security Code  
000

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**Card Account Details**

Enter cardholder name and address details:  
Name appearing on card \*  
T Driver

Select address from list, and click 'Select' button. Or enter details manually below.  
[ ] [Select](#)

House number/name \*  
Townhall

Street \*  
Castlefield road

Area  
[ ]

Town \*  
Reigate

County  
Surrey

Postcode \*  
RH2 0SH

[Submit](#) [Cancel Payment](#) [Back to Top](#)

Enter the address the card is registered to. If no address auto populates if you click 'Select' then you will need to enter your details manually.

Click 'Submit' when you have fully filled in this form and happy to proceed.

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.**

**Payment Confirmation**

Please note - information on this page will time-out after 15 minutes of inactivity  
Payment Amount: £35.00

**Payment Details**

Card Number: \*\*\*\*\*0437 Card type: Visa

Account Type	Amount (£)	Charge (£)	Address
Pest Control	35.00	0.00	
Payment Amount	35.00		

**Confirmation**

After pressing Confirm, you will be re-posted to a holding page while your request is processed. When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the items listed above.

[Back To Payment Details](#) [Confirm](#) [Cancel](#) [Back to Top](#)

You MUST click the 'Confirm' button to complete payment and continue your booking.

## 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.

### Booking information

Thanks Test. 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 will be cancelled and you will be informed of the cancellation by email.

We have emailed you the details below.

Reference: **40**

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#### Service:

Non-routine vehicle inspection - Lane 1 at Taxi Licensing



#### Date:

Thu Mar 22 3:15 PM

#### Price:

£74.00

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 Print  Export to calendar

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.

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### Booking Confirmation

Dear Test Test,

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:

<b>Details</b>	Non-routine vehicle inspection - Lane 1 at Taxi Licensing	
<b>Date/Time</b>	Thu Mar 22 3:15 PM	<b>£74</b>
<b>Duration</b>	1 hour	
<b>Quantity</b>	1	
<b>Booking Reference</b>	40	
	<b>Total</b>	<b>£74</b>
	<b>Paid</b>	<b>£74</b>

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](#)

<b>Vehicle Registration Number</b>	TEST
<b>Vehicle make</b>	Jaguar
<b>Vehicle model</b>	XFR
<b>Vehicle colour</b>	Blue

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To cancel or amend this please [Click Here](#)

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## 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.

Booking Details		Ref:40
Item	Price	
Details	Non-routine vehicle inspection - Lane 1 at Taxi Licensing	
Date/Time	Thu 22 Mar 15:15	
Duration	1 hour	£74
Quantity	1	
Booking Reference 40		
Total		£74
Paid		£74

Payments Made

Payment Date Tue 20 Mar 2018 00:00  
Payment Amount £74

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:

**This booking has been cancelled.**

BookingBug Ltd.

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](http://www.reigate-banstead.gov.uk/info/20119/taxi_and_private_hire_licensing)

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