



(ANALYSIS) Ltd.



Getting Started with Smartlicence

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1 Purpose

This document outlines the procedures for Transport Operator companies adopting the Smartlicence system for management, auditing and checking HGV driver licences.

You can access the Smartlicence system within the Smartanalysis website, and it uses Smartanalysis reporting and other features.

Smartlicence does the following:

- Allows you to manage your drivers' licences online, be alerted when details change or licences expire.
- Connects to the UK Government DVLA systems to enable online checks for endorsements and personal detail changes.
- Provides comprehensive reporting and alerting facilities to effectively manage your drivers' entitlement to drive vehicles for your company.
- Keeps a complete audit trail of changes to licence details.

1.1 Data Protection Act

It is important to state early on that a driving licence is a document containing highly sensitive personal data about your drivers. **Handling of this data is governed by the Data Protection Act 1998 (DPA 1998). Personnel handling driving licence data must be authorised to do so by senior management, must have been trained in handling personal data, and must have received appropriate Data Protection awareness training.**

Only personnel authorised to handle this type of data should be granted access to the Smartlicence system. Access to the Smartlicence system is tightly control by means of specific user roles, and these roles will only be allocated to users who are specifically granted them by known pre-authorised personnel within your company.

In order to satisfy the provisions of the Data Protection Act and to protect the individual, the DVLA requires that you obtain signed permission for each licence holder authorising the release of details of their driver records. This is explained below in section 2.3.

For Data Protection guidance please see the Information Commissioners Office 'Guide to data protection':

http://www.ico.org.uk/for_organisations/data_protection/the_guide

1.2 Electronic Driver Entitlement Checking Service (eDECS)

eDECS is the UK Government DVLA (Driver and Vehicle Licencing Agency) service for obtaining driving licence information electronically. Only approved service providers (of which Descartes Systems UK Ltd is one) can access this service.

2 Get Started

This is a step-by-step guide to getting started with Smartlicence.

2.1 Step 1: Complete the 'Company Signup & Information Form'

The 'Company Signup and Information Form' requires the following information:

- Full company legal name. This is the name that will be entered on your driver mandate forms, and must be the full legal name of your drivers' employer.
- Smartanalysis company name. If this is different from the full company legal name, please include this so that we can clearly identify your company when setting up the new Smartlicence account.
- Full contact details of (ideally) two individuals who have company-wide responsibility for managing driver licences and compliance. Details need to include full name, job title, company address, telephone number and email address.
- List of depot locations with indicative numbers of drivers at each location.
- Contact details of a person or persons with responsibility for managing drivers at each location.
- Your company-wide Smartlicence configuration requirements.

2.2 Step 2: Complete the 'Smartlicence User Account Request Form'

The 'User Account Request Form' should be completed with the details of the users that you would like to set up initially on Smartlicence. As stated in section 1.1 above, access to Smartlicence should be strictly limited to those individuals who have a specific need to see and manage driving licence data. In addition, there are different levels of access that can be granted to your users – controlled by user-roles.

There are three user-roles available, and in broad terms these are the things they can do in Smartlicence:

- Licence Viewer – a user who can view driving licence details, audits, etc. but cannot make changes or request audit checks. This is the most basic user, with the lowest access privilege.
- Licence User – a user who can view driving licence details, audits, etc. and can request audit checks.
- Licence Manager – a user who can view and edit driving licence details, audits, etc. and request audit checks. This is the highest level access you can have to Smartlicence and is appropriate for users who are authorised to manage driver licences, with the authority to permit/prevent drivers from driving for your company.

2.3 Step 3: Send the forms to your Smartlicence Provider

When the forms in steps 1 and 2 are complete, you need to either:

- Complete the forms in Microsoft Word and email them back to your Smartanalysis provider
- Scan and email the completed forms back to your Smartanalysis provider
- Post the forms to your Smartanalysis provider

After receipt of the forms your provider will be in touch and will send you the documents that you need to proceed to step 4.

2.4 Step 4: Get the D796 3-Year Mandate form from your Smartlicence provider

The D796 form 'Driving entitlement consent form – 3 year mandate', from here on referred to as the "Mandate" must be completed by each driver for whom you wish to request a check with the DVLA.

In order to satisfy the provisions of the Data Protection Act and to protect the individual, the DVLA requires that you obtain signed permission in the form of the Mandate for each licence holder authorising the release of details of their driver records.

You should request a Mandate from your Smartanalysis provider. They will provide you with a version of the form which has section 1 pre-filled with your company details and the details of the DVLA check service provider (which is Descartes Systems UK Ltd).

Using a prefilled form will save you a lot of duplication, and will ensure that the correct details are used in section 1. **If possible please avoid using the blank D796 form which is available from the DVLA – errors made in section 1 could render the form invalid, meaning eDECS checks would not be possible for the affected drivers.**

2.5 Step 5: Ask your UK-licenced drivers to complete and sign the Mandate

You may wish to consult with and involve your drivers throughout this exercise, as some people may be uneasy about giving permission for access to this data. Make it clear to them that their data will be treated as personal data, that the Data Protection Act will be strictly adhered to by both their employer and Descartes Systems UK (the service provider) and that their data will be kept strictly for the purpose of checking their entitlement to drive for the company.

The D796 Mandate is shown in Figure 1. The steps to complete it are:

1. Ensure that the Company Details section is filled in correctly in Section 1. Note that the company name and address is that of the company connecting to the DVLA eDECS service – it should always be Descartes Systems UK Ltd. If the form is blank or contains details for a company other than this, do not use the form with the Smartlicence system.

The 'Account number' and 'Reference number' boxes should be left blank.

The 'Are you making an enquiry on behalf of another company' box should indicate 'Yes'.

The 'If yes, company name must be entered below' should contain the driver's employer – i.e. the company wishing to make the eDECS enquiry.
2. Section 2 should be filled in by the person you are making the enquiry on. They must fill in this section and make sure they give all the relevant details that appear on their current driving licence. Failure to complete this section accurately may render the Mandate invalid.
3. Section 3 should not be altered, and should be as shown in Figure 1.
4. The Mandate should be signed and dated by the driver in Section 4; the date must be the date of signature.

D796

IMPORTANT: Please read the notes over the page before filling in this form – Please write clearly in BLACK INK using CAPITAL LETTERS.

1 Company details (to be filled in by the company making the enquiry):

Company name and address (the company):
 Escartes Systems UK Ltd.
 Strawberry Studios
 3 Waterloo Road
 Stockport, UK
 Postcode: SK1 3BD

Account number:
 Reference number:

Please delete as appropriate:
 Are you making an enquiry on behalf of another company?
 Yes No
 If yes, company name must be entered below.
 Logistics XYZ Ltd

2 Driver details (to be filled in by the driver):

Name:
 Surname: Middle name(s)
 Date of birth: / /
 Driver number:

Current address:
 Line 1
 Line 2
 Line 3
 Post town
 Postcode:

Address on licence (if different):
 Line 1
 Line 2
 Line 3
 Post town
 Postcode:

* You must tell DVLA of any changes to your address.
 Failure to do so could result in a fine of up to £1000

3 CPC information (please see notes over the page):

Please delete as appropriate:
 Do you require CPC information?
 No Yes

DQC number
 not applicable

4 Driver declaration (to be filled in by the driver):

IMPORTANT: Please read the notes over the page before signing this form

Declaration:
 Being the person referred to in section 2 above, I authorise the company or companies listed in Section 1 above to ask DVLA for my driver record information as and when they require, at a frequency they shall determine. I understand that the company I authorise to ask for my driver record information may use an intermediary company to make the enquiry with DVLA on their behalf.
 I authorise and direct DVLA to disclose to the company or companies in Section 1, all relevant information relating to my driver record from the computerised register of drivers maintained by DVLA. This includes personal details, driving entitlements, endorsement details, disqualifications, convictions, photo images and CPC details (where appropriate). Medical information is not to be provided.
 This authority will expire when I cease to drive in connection with the company and in any case three years from the date of my signature.

SIGNATURE: DATE:

Figure 1. D796 Mandate consent form

The DVLA provide the following guidance for drivers regarding completion of the Mandate:

- Check the relevant company that will be requesting information from the DVLA, about you has fully filled in section 1. You should be aware of whether they are making the enquiry for themselves or on behalf of a third party.
- Using correction fluid on any part of the consent form is prohibited. If you receive a form with any correction fluid on it, you should return it to the company named in section 1.
- You must freely give your consent to have your personal data released by the DVLA. You cannot be pressured or forced to sign the consent if you do not want to.
- You do not need to correct or alter the form if you inadvertently enter your surname and forename in the wrong fields of section 2, as the driver number would highlight this mistake.
- You must not alter or add anything to the 'driver declaration' (section 4). If you make any alteration, we will ask you to fill in a new consent form.
- If you for any reason need to make a minor correction in either section 2 or 3 of the consent form, do not use correction fluid, just cross through the error and make the necessary correction, preferably initialling it to make it clear the correction was made by you.

2.6 Step 6: Send the completed Mandates and the 'Mandate Cover Form' to Descartes UK

Completed Mandates should be sent with an accompanying Mandate Cover Form by Royal Mail recorded delivery (or equivalent) to:

FAO: Smartlicence Manager
Descartes Systems UK Ltd.
Strawberry Studios
3 Waterloo Road
Stockport
SK1 3BD

2.7 Step 7: Login to Smartlicence and start checking your drivers' licences

Please refer to the Smartlicence User Guide or Quick Reference Guide for guidance.