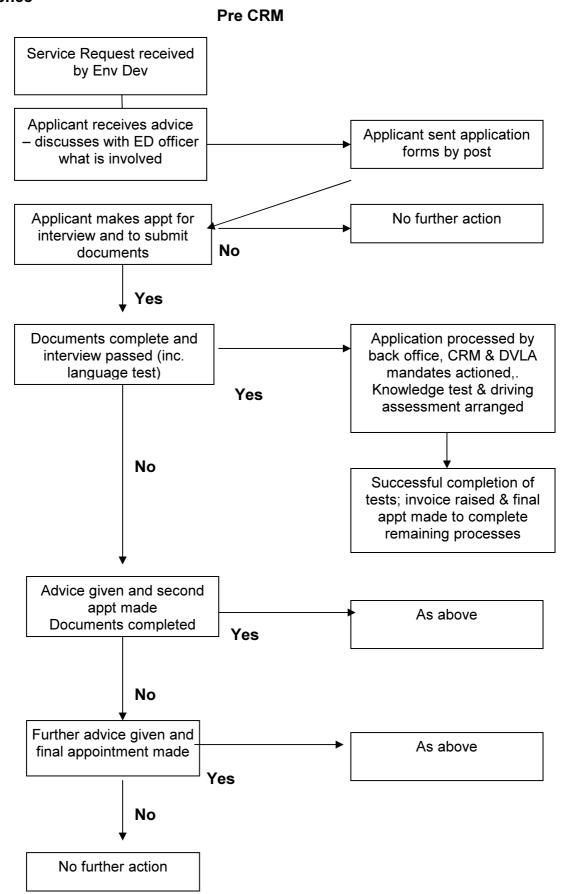
Procedure for dealing with a service request for a new Taxi Driver Licence



Post CRM Service Request received by **Customer Services Customer Service officer** Advised to download full refers to ED scripts & filters application pack from website caller. Caller is eligible to & link given Yes make application No Case closed Documents completed by **Customer Services check** applicant documents complete and book Yes appointment for ED No No further action Documents complete and interview passed (inc. Application processed by language test) back office, CRM & DVLA mandates actioned. Yes Knowledge test & drive assessment arranged. Successful completion of

tests; invoice raised & final appt made to complete remaining processes