

Customer Guide – Surrender licence

From the DVA Online homepage all customers will have the ability to apply for and manage a range of licence types – Taxi Operator, Taxi Vehicle, Bus Operator, Bus Vehicle and their Taxi Driver licence.

To manage your licences, you will need to complete a “Linking” process, which allows you to attach your licences to your DVA Online account. You will need to login to your NI Direct account using the login details already created.

Surrendering a licence

Once a licence has been surrendered it cannot be reinstated and the vehicle can no longer be used as a taxi vehicle.

From your DVA Online homepage select “Licences” as either yourself or your organisation. This will display a list of licences that you hold. Select “View” for the licence that you wish to surrender.

The screenshot shows the 'Licences' page on the DVA Online portal. At the top, there is a navigation bar with 'Home', 'Messages 10', 'Requests', 'Licences', and 'AAAAA'. Below the navigation bar, there is a 'BETA' notice and a search bar. The main content area displays a table of licences with the following columns: Role, Licence number, VRN, Licence type, Licensee, Expiry date, Status, and a 'View' button. The 'View' buttons for the first three licences are highlighted with a red box.

Role	Licence number	VRN	Licence type	Licensee	Expiry date	Status	
Licence holder	A001729	VLZ9841	Taxi Vehicle Licence	AAAAA EEEEEEE	29 February 2020	Expired	View
Licence holder	C001202	REZ1605	Taxi Vehicle Licence	AAAAA EEEEEEE	1 February 2020	Expired	View
Licence holder	C002254	REZ1605	Taxi Vehicle Licence	AAAAA EEEEEEE	1 February 2021	Expired	View

Select “Surrender licence” from the available licence options below.

The screenshot shows the 'Taxi Vehicle Licence' page on the DVA Online portal. At the top, there is a navigation bar with 'Home', 'Messages 10', 'Requests', 'Licences', and 'AAAAA'. Below the navigation bar, there is a 'BETA' notice and a search bar. The main content area displays the 'Taxi Vehicle Licence' details. There are several buttons: 'Renew or change class', 'View and print licence', 'Surrender licence', 'View history', 'Request duplicate plates or labels', 'Transfer of registration mark', and 'Back'. The 'Surrender licence' button is highlighted with a red box.

Renew or change class **View and print licence** **Surrender licence** **View history**

Request duplicate plates or labels **Transfer of registration mark** **Back**

Licence number D001176

Vehicle class D

Start date 25 August 2021

End date 31 August 2022

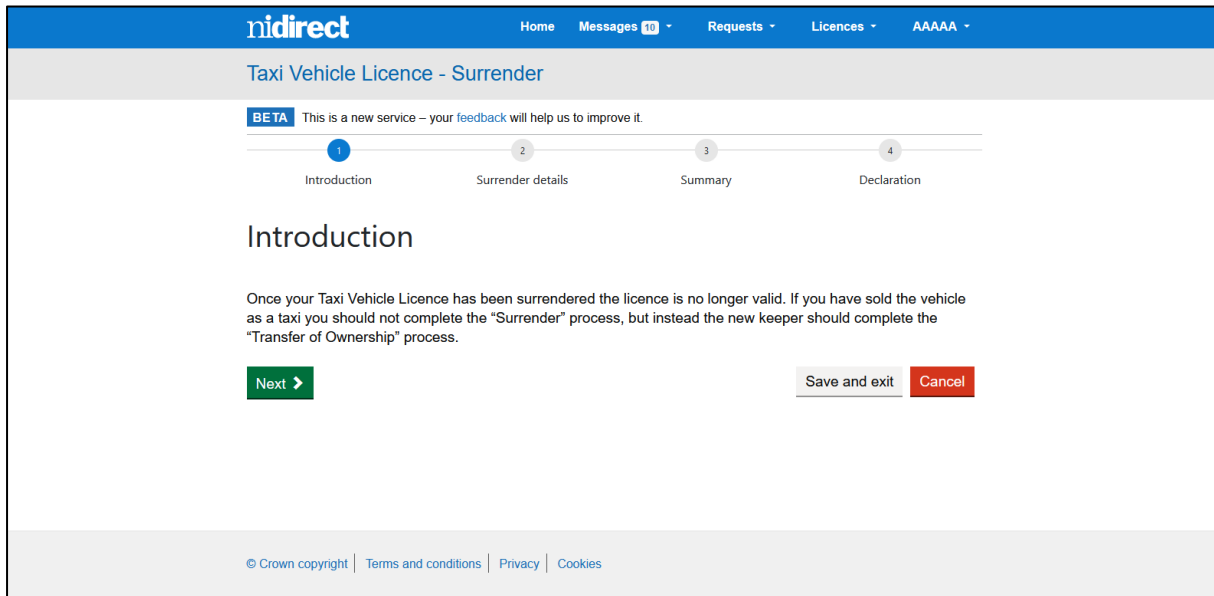
Status Current

Revocation end date

Suspension end date

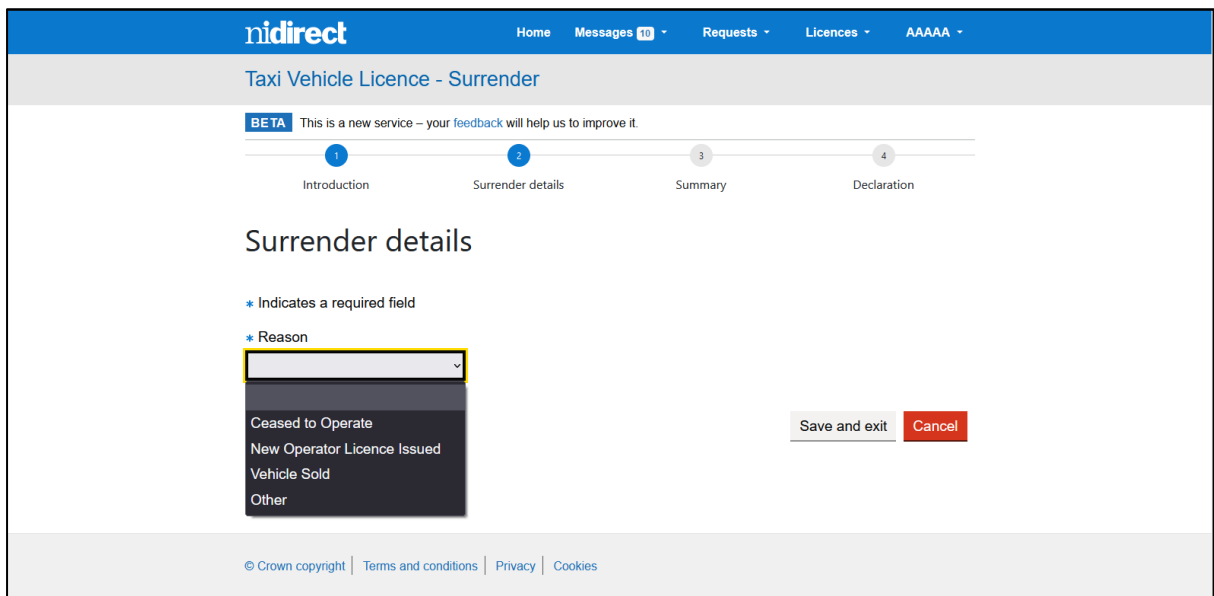
Address AAAAAAAAAAAAAAAAAA BBBB Northern Ireland BT1 1AA

The system will then lead you through the application process.



Select "Reason" for surrendering the licence.

If you have sold your taxi vehicle to another person who wishes to use the vehicle as a taxi of the same class, then you should cancel your application. New keeper of the taxi vehicle should apply for a "Transfer of ownership".



Complete any extra fields where required. Select "Next" to view summary.

The screenshot shows the 'Surrender details' step of a four-step process. The progress bar indicates steps 1 (Introduction), 2 (Surrender details), 3 (Summary), and 4 (Declaration). A 'BETA' notice is present. The form includes a required field for 'Reason' with a dropdown menu set to 'Other', and a 'Notes' field containing the text 'Vehicle no longer being used as taxi vehicle.' Navigation buttons for 'Back', 'Next', 'Save and exit', and 'Cancel' are at the bottom.

Review summary of details for surrender of your licence.

The screenshot shows the 'Summary' step of the process. The progress bar now highlights step 3 (Summary). A summary box titled 'Surrender details' displays the 'Reason' as 'Other' and the 'Notes' as 'Vehicle no longer being used as taxi vehicle.' Navigation buttons for 'Back', 'Next', 'Save and exit', and 'Cancel' are at the bottom. A footer contains copyright and policy links.

Select "Submit" to complete your application.

The screenshot shows the 'Taxi Vehicle Licence - Surrender' application page. The navigation bar includes 'nidirect', 'Home', 'Messages 10', 'Requests', 'Licences', and 'AAAAA'. The page title is 'Taxi Vehicle Licence - Surrender'. A 'BETA' notice states: 'This is a new service – your feedback will help us to improve it.' A progress bar shows four steps: 1. Introduction, 2. Surrender details, 3. Summary, and 4. Declaration. The 'Declaration' section contains the following text: '**If you deliberately make a false or misleading statement you are liable on conviction to imprisonment or a fine or both. **'. Below this is a list of terms and conditions:

- I understand from the date of this surrender notification this vehicle can no longer be used for Taxi services.
- By ticking the box below you are consenting to the processing of your data - including sensitive personal data.
- Your information may be passed to law enforcement agencies if criminal activity is suspected or where we are otherwise required to do so by law.
- DVA is under a duty to protect the public funds it administers and to this end may use the information you have provided on this application for the prevention and detection of fraud.
- It may also share this information with other bodies responsible for auditing or administering funds for these purposes.

A note indicates '* Indicates a required field'. At the bottom, there is a checked checkbox and the text 'I have read and understood the requirements detailed above'.

Confirmation message displayed. Submitted requests can be viewed in "Requests" tab.

The screenshot shows the 'Taxi Vehicle Licence - Surrender' application page after successful submission. The navigation bar is the same as in the previous screenshot. The page title is 'Taxi Vehicle Licence - Surrender'. A 'BETA' notice is present. The main heading is 'Confirmation'. The primary message is: '**Your application to surrender your Taxi Vehicle Licence was submitted successfully.**'. Below this, it states 'Your reference is 1854' and 'You can also see the details of this here: [Requests](#)'. The footer contains the text: '© Crown copyright | [Terms and conditions](#) | [Privacy](#) | [Cookies](#)'.