

# Taxi and Private Hire Portal

## How to Make and Manage a Vehicle Inspection Booking



## How to Make and Manage a Vehicle Inspection Booking

This guidance will provide you with the information you will need to be able to make, and also then manage, a vehicle inspection booking from within your online customer account on the Taxi and Private Hire Portal.

The steps shown within this guidance will take you through all the details that will be needed to successfully allow you to:

- Make a booking for your vehicle inspection(s)
- Manage any existing booking(s) for your vehicle inspection(s). This would be to allow you to re-schedule or cancel your existing booking(s)
- View the outcome/result of any vehicle inspection(s) you have had completed



## How to Make and Manage a Vehicle Inspection Booking

When referring to a vehicle inspection within this guidance, this is either of the following:

- An inspection as part of an application for a new vehicle licence or to renew an existing licence
- An inspection as part of a request for a modification and/or an exemption
- An inspection as part of a request for any replacement of licence materials (e.g. the licence plates or discs)
- An inspection following any request to present your vehicle following any TfL on-street compliance activities

With the exception of an inspection following any TfL on-street compliance activities, you will need to have submitted the relevant request to TfL in order for you to then make a booking for the required inspection

In order to book, or manage, any inspection, you will need to ensure that you have considered your availability to attend the location of an inspection centre and the date and time for the required inspection



## How to Make and Manage a Vehicle Inspection Booking

Please do therefore check that you meet the following criteria to be able to make and/or manage your vehicle inspection booking(s) via your online customer account:

- You have either submitted an application for a London taxi or private hire vehicle (PHV) or you are the holder of an existing London taxi or PHV Licence
- Where applicable, you have submitted the relevant request to TfL for an exemption, modification or replacement relating to your existing London taxi or PHV Licence
- You have an 'active' and valid online customer account on the Taxi and Private Hire Portal
- You are required to undergo a relevant inspection in support of your application or licence

You will then need to log-in to your online customer account to start the process of making, or managing, your vehicle inspection bookings



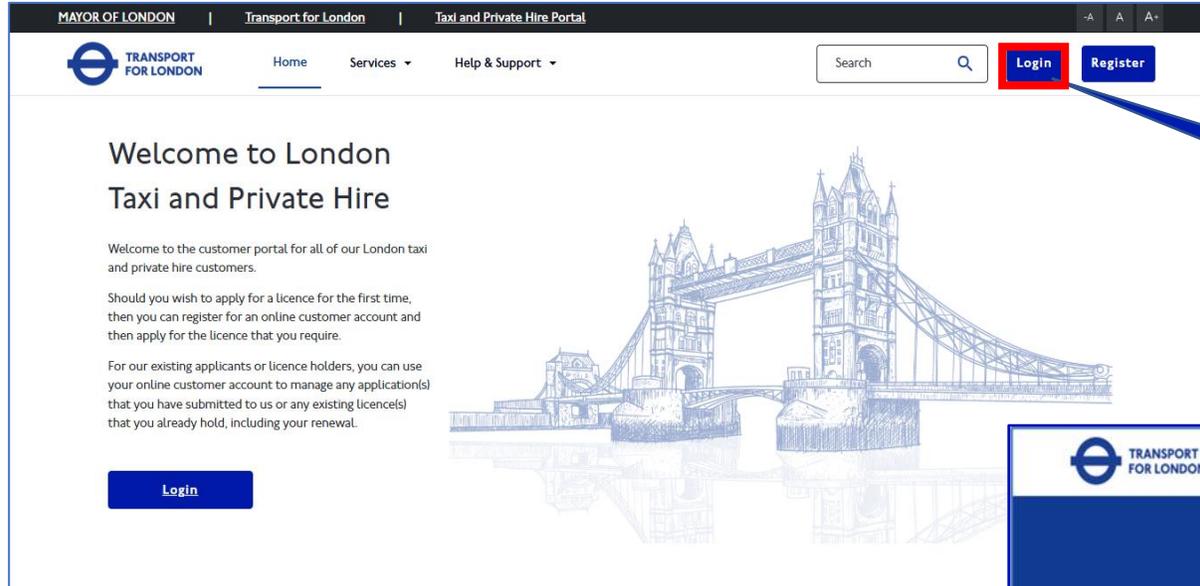
# Taxi and Private Hire Portal

## How to Make a Vehicle Inspection Booking



# Taxi and Private Hire Portal

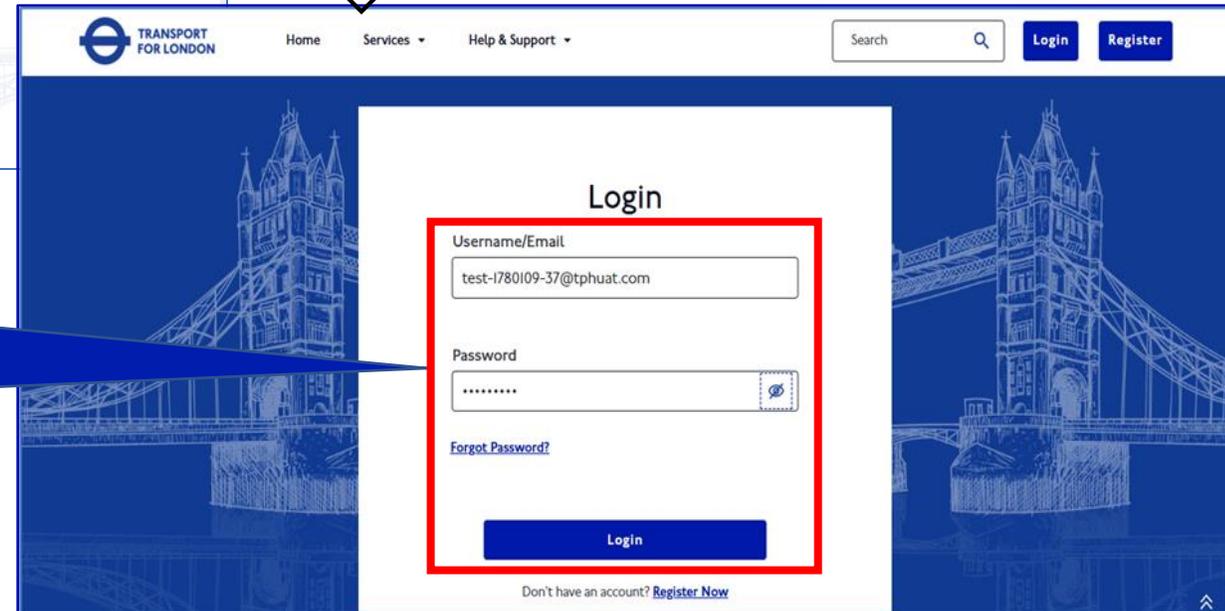
## How to Make a Vehicle Inspection Booking



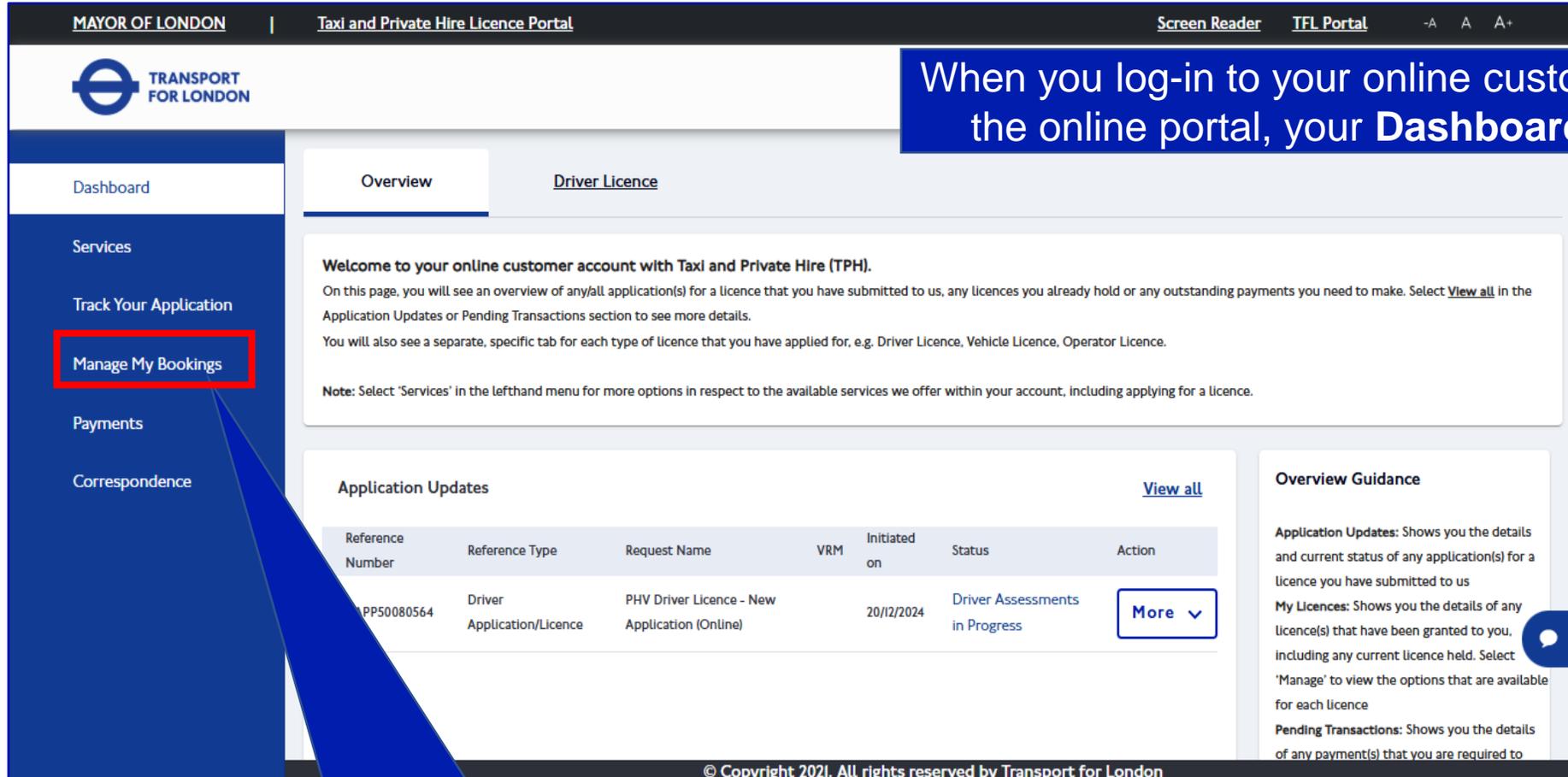
Navigate to the Customer Portal home page

Click Login

When prompted, enter your  
**Username/Email** and  
**Password** and then click  
**Login**



## How to Make a Vehicle Inspection Booking



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Screen Reader TFL Portal -A A A+

TRANSPORT FOR LONDON

Dashboard

Services

Track Your Application

**Manage My Bookings**

Payments

Correspondence

Overview Driver Licence

**Welcome to your online customer account with Taxi and Private Hire (TPH).**

On this page, you will see an overview of any/all application(s) for a licence that you have submitted to us, any licences you already hold or any outstanding payments you need to make. Select [View all](#) in the Application Updates or Pending Transactions section to see more details.

You will also see a separate, specific tab for each type of licence that you have applied for, e.g. Driver Licence, Vehicle Licence, Operator Licence.

**Note:** Select 'Services' in the lefthand menu for more options in respect to the available services we offer within your account, including applying for a licence.

**Application Updates** [View all](#)

Reference Number	Reference Type	Request Name	VRM	Initiated on	Status	Action
PP50080564	Driver Application/Licence	PHV Driver Licence - New Application (Online)		20/12/2024	Driver Assessments in Progress	<a href="#">More</a> ▾

**Overview Guidance**

**Application Updates:** Shows you the details and current status of any application(s) for a licence you have submitted to us

**My Licences:** Shows you the details of any licence(s) that have been granted to you, including any current licence held. Select 'Manage' to view the options that are available for each licence

**Pending Transactions:** Shows you the details of any payment(s) that you are required to

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Click on the **Manage My Bookings** option

When you log-in to your online customer account on the online portal, your **Dashboard** is displayed



# Taxi and Private Hire Portal

## How to Make a Vehicle Inspection Booking

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TRANSPORT FOR LONDON

Search

Dashboard  
Services  
Track Your Application  
Manage My Bookings  
Payments  
Correspondence

On this page, you will be able to make a booking when you are required to do so, e.g. for a vehicle inspection or relevant driver assessment. You can also change or cancel any existing booking already made.

**Schedule Booking**

Thursday  
24 October, 2024

OCT 2024

S M T W T F S

OCT

1 2 3 4 5  
6 7 8 9 10 11 12  
13 14 15 16 17 18 19  
20 21 22 23 24 25 26  
27 28 29 30 31

**Guidance Note**  
Driver Assessment

To book a new driver assessment, please select New Appointment. To view details of an existing booking, please see below.

+New Appointment

Search

Booking Reference	VRM	Booking Type	Date & Time	Centre	More
SCB200000193956	MH89OLP	Vehicle Inspection	23/10/24   21:56	Ilford Insp	More
SCB200000193952	MH99OLP	Vehicle Inspection	23/10/24   21:56	Ilford Insp	More
SCB200000193950	MH98OLP	Vehicle Inspection	23/10/24   21:56	Ilford Insp	More
SCB200000193949	MH97OLP	Vehicle Inspection	23/10/24   21:56	Ilford Insp	More

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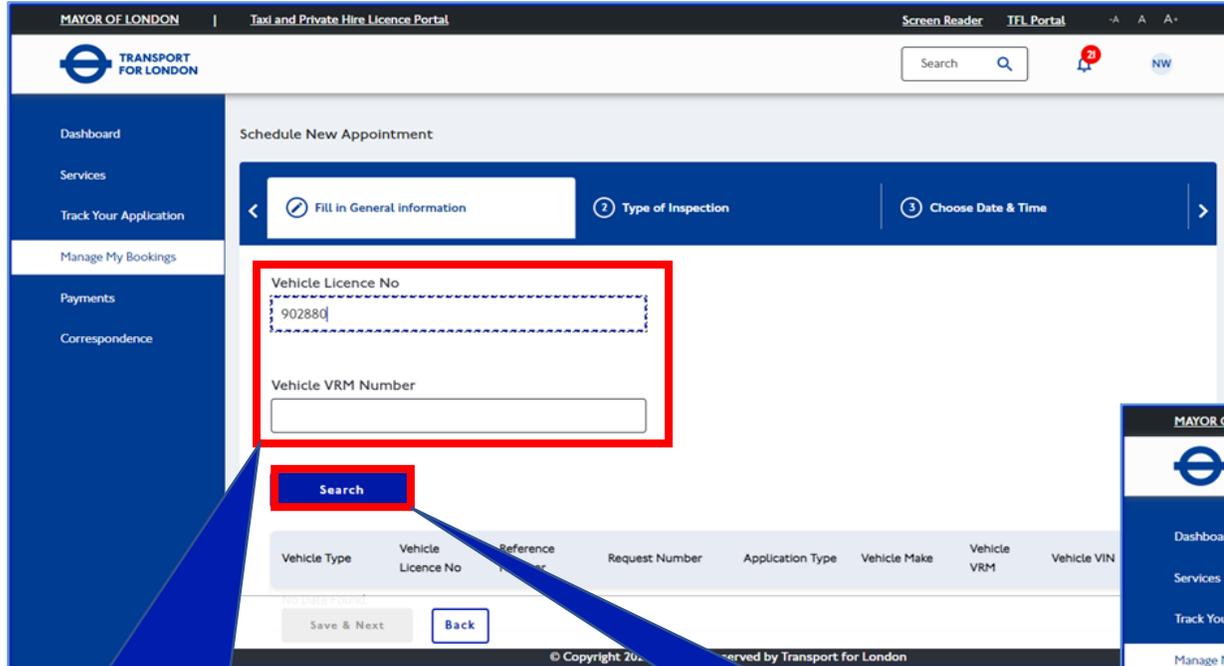
The Manage My Bookings page is displayed

Click +New Appointment



# Taxi and Private Hire Portal

## How to Make a Vehicle Inspection Booking



Vehicle Licence No  
902880

Vehicle VRM Number

Search

Vehicle Type	Vehicle Licence No	Reference Number	Request Number	Application Type	Vehicle Make	Vehicle VRM	Vehicle VIN
MHC Vehicle	902880	VAPP101693I	TFL-TPH-2024-00302264	Vehicle Licence Modification	LEVC	MH92OLP	3212

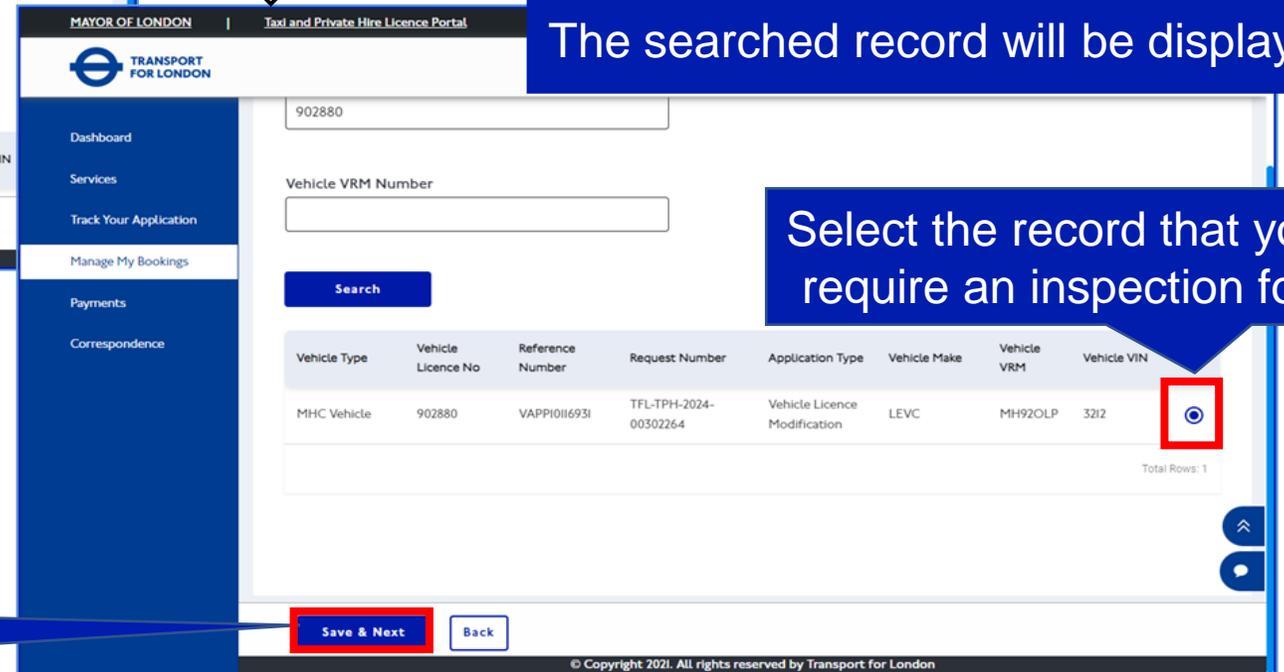
Save & Next Back

The Schedule New Appointment page is displayed

Enter Vehicle Licence No. or Vehicle VRM Number

Click Search scroll down to find the record

Click Save & Next



902880

Vehicle VRM Number

Search

Vehicle Type	Vehicle Licence No	Reference Number	Request Number	Application Type	Vehicle Make	Vehicle VRM	Vehicle VIN
MHC Vehicle	902880	VAPP101693I	TFL-TPH-2024-00302264	Vehicle Licence Modification	LEVC	MH92OLP	3212

Total Rows: 1

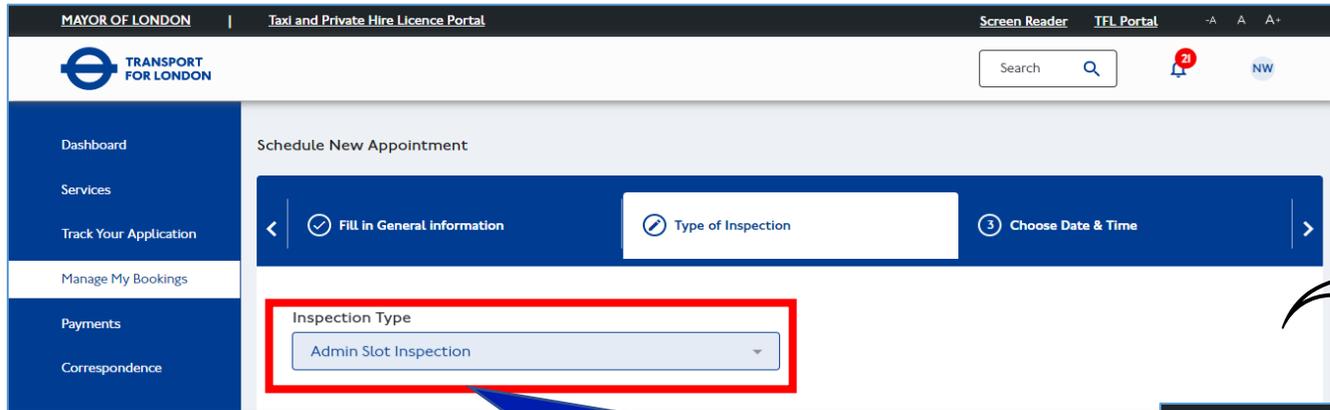
Save & Next Back

The searched record will be displayed

Select the record that you require an inspection for

# Taxi and Private Hire Portal

## How to Make a Vehicle Inspection Booking



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Dashboard

Services

Track Your Application

Manage My Bookings

Payments

Correspondence

Schedule New Appointment

Fill in General information | Type of Inspection | Choose Date & Time

Inspection Type

Admin Slot Inspection

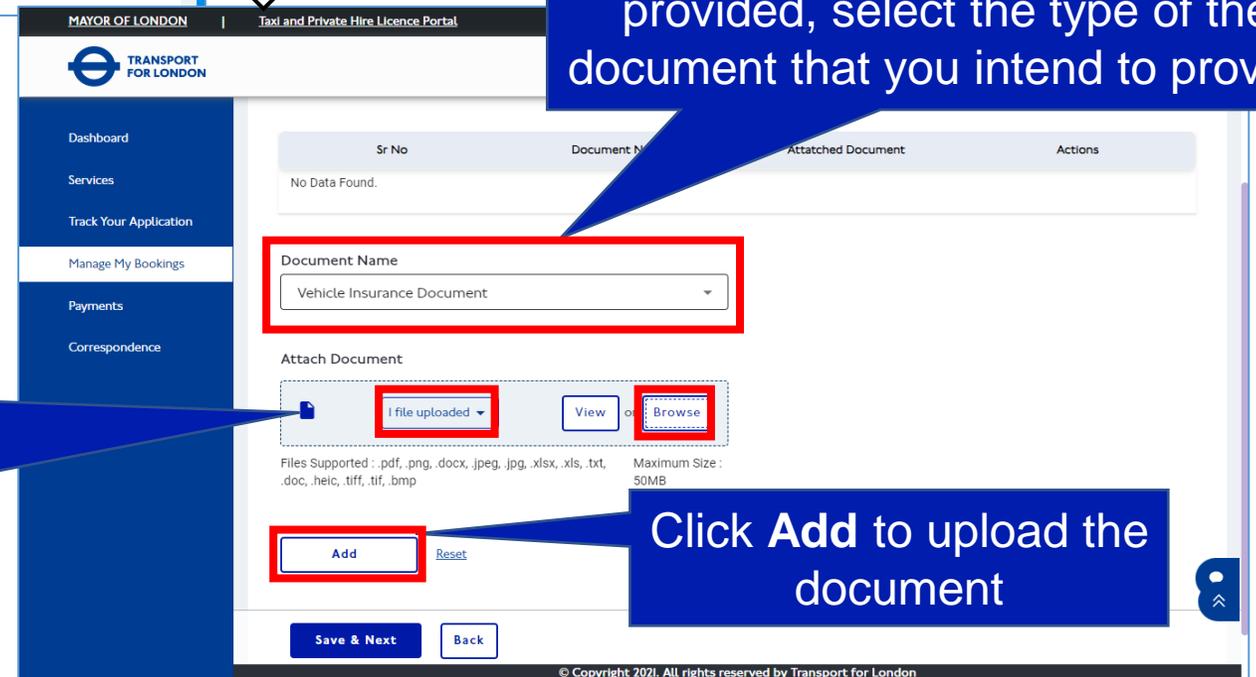
The **Type of Inspection** section is displayed

You will need to select the **Inspection Type** that is required and then scroll down to upload the relevant documents

Under **Document Name**, from the list of documents that can be provided, select the type of the document that you intend to provide

Then, under **Attach Document** select **Browse** to find the document you want to upload from your device

When you have found your document, you will see '1 file uploaded'



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Sr No	Document Name	Attached Document	Actions
No Data Found.			

Document Name

Vehicle Insurance Document

Attach Document

1 file uploaded | View | Browse

Files Supported : .pdf, .png, .docx, .jpeg, .jpg, .xlsx, .xls, .txt, .doc, .heic, .tiff, .tif, .bmp | Maximum Size : 50MB

Add | Reset

Save & Next | Back

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Click **Add** to upload the document



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Search

Dashboard  
Services  
Track Your Application  
Manage My Bookings  
Payments  
Correspondence

Schedule New Appointment

1 Fill in General information | 2 Type of Inspection | 3 Choose Date & Time

Inspection Type  
Admin Slot Inspection

Sr No	Document Name	Attatched Document	Actions
1	Vehicle Insurance Document	<a href="#">Document.pdf</a>	 

Total Rows: 1

Document Name  
select

Save & Next | Back

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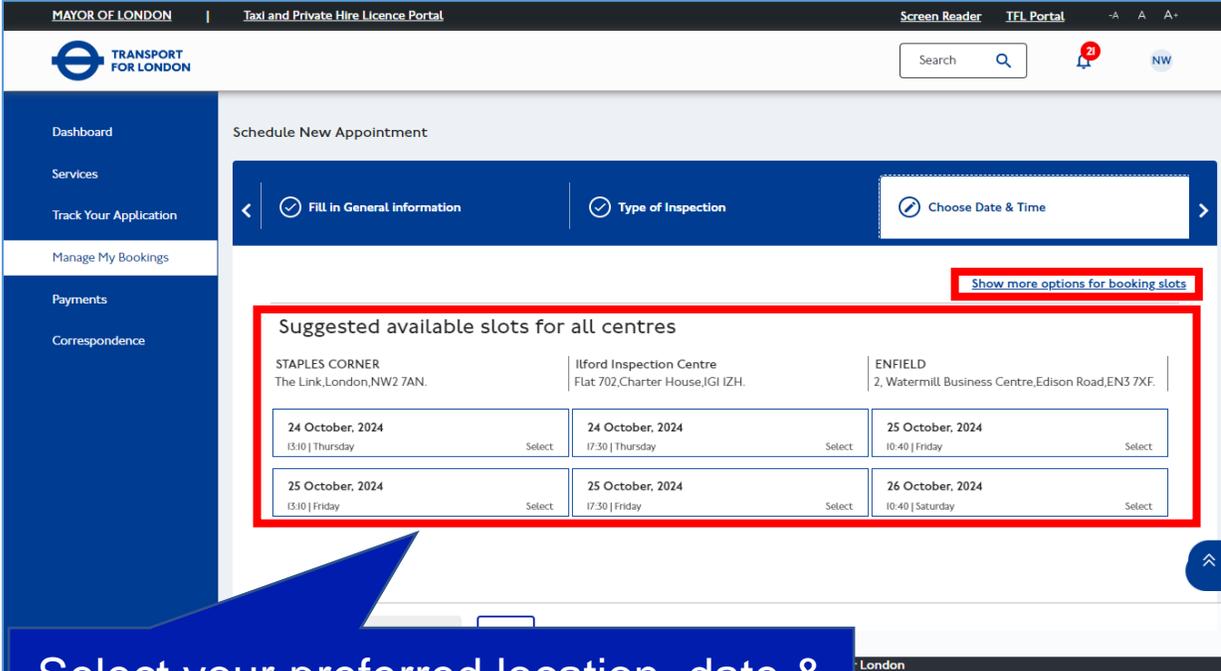
When you have uploaded all the relevant documents, these will be seen within the table shown beneath the **Inspection Type**

Click **Save & Next**



# Taxi and Private Hire Portal

## How to Make a Vehicle Inspection Booking



Screen Reader TFL Portal

Search

Dashboard  
Services  
Track Your Application  
Manage My Bookings  
Payments  
Correspondence

Schedule New Appointment

Fill in General information | Type of Inspection | **Choose Date & Time**

[Show more options for booking slots](#)

Suggested available slots for all centres

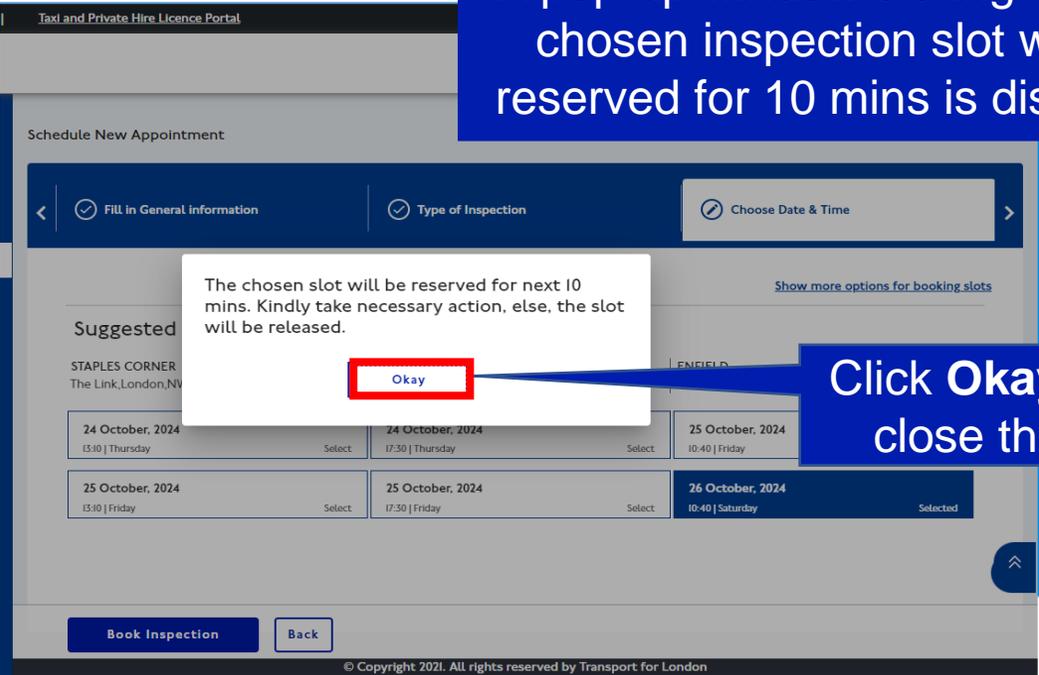
STAPLES CORNER The Link,London,NW2 7AN.	Ilford Inspection Centre Flat 702,Charter House,IG1 1ZH.	ENFIELD 2, Watermill Business Centre,Edison Road,EN3 7XF.
24 October, 2024 13:10   Thursday Select	24 October, 2024 17:30   Thursday Select	25 October, 2024 10:40   Friday Select
25 October, 2024 13:10   Friday Select	25 October, 2024 17:30   Friday Select	26 October, 2024 10:40   Saturday Select

The Choose Date & Time section is displayed

A pop-up window stating that the chosen inspection slot will be reserved for 10 mins is displayed

Select your preferred location, date & time slot from the available options

Please note: Should you wish to change the location, click the link shown for **Show more options for booking slots**



Taxi and Private Hire Licence Portal

Schedule New Appointment

Fill in General information | Type of Inspection | Choose Date & Time

[Show more options for booking slots](#)

Suggested

24 October, 2024 13:10   Thursday Select	24 October, 2024 17:30   Thursday Select	25 October, 2024 10:40   Friday Select
25 October, 2024 13:10   Friday Select	25 October, 2024 17:30   Friday Select	26 October, 2024 10:40   Saturday Selected

Book Inspection | Back

The chosen slot will be reserved for next 10 mins. Kindly take necessary action, else, the slot will be released.

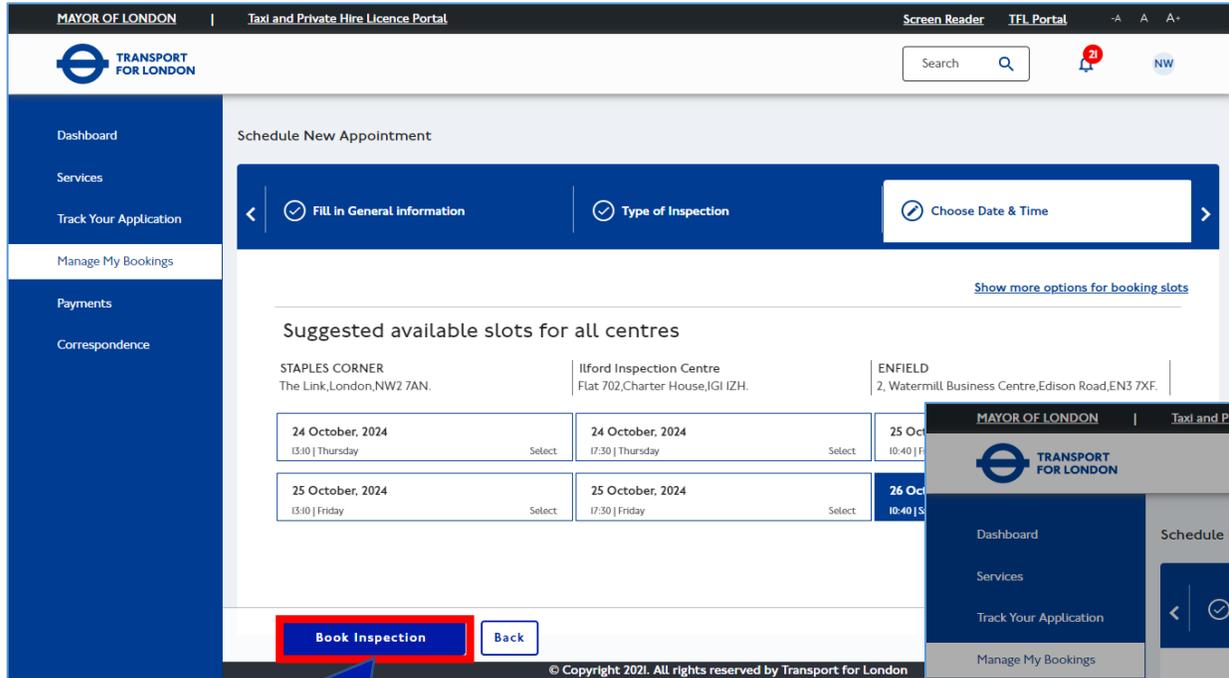
Okay

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Click **Okay** to close this



## How to Make a Vehicle Inspection Booking: No Payment Required



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Dashboard  
Services  
Track Your Application  
Manage My Bookings  
Payments  
Correspondence

Schedule New Appointment

Fill in General information Type of Inspection Choose Date & Time

Show more options for booking slots

Suggested available slots for all centres

STAPLES CORNER The Link, London, NW2 7AN.	Ilford Inspection Centre Flat 702, Charter House, IGI IZH.	ENFIELD 2, Watermill Business Centre, Edison Road, EN3 7XF.
24 October, 2024 13:10   Thursday	24 October, 2024 17:30   Thursday	25 October, 2024 10:40   Friday
25 October, 2024 13:10   Friday	25 October, 2024 17:30   Friday	26 October, 2024 10:40   Saturday

Book Inspection Back

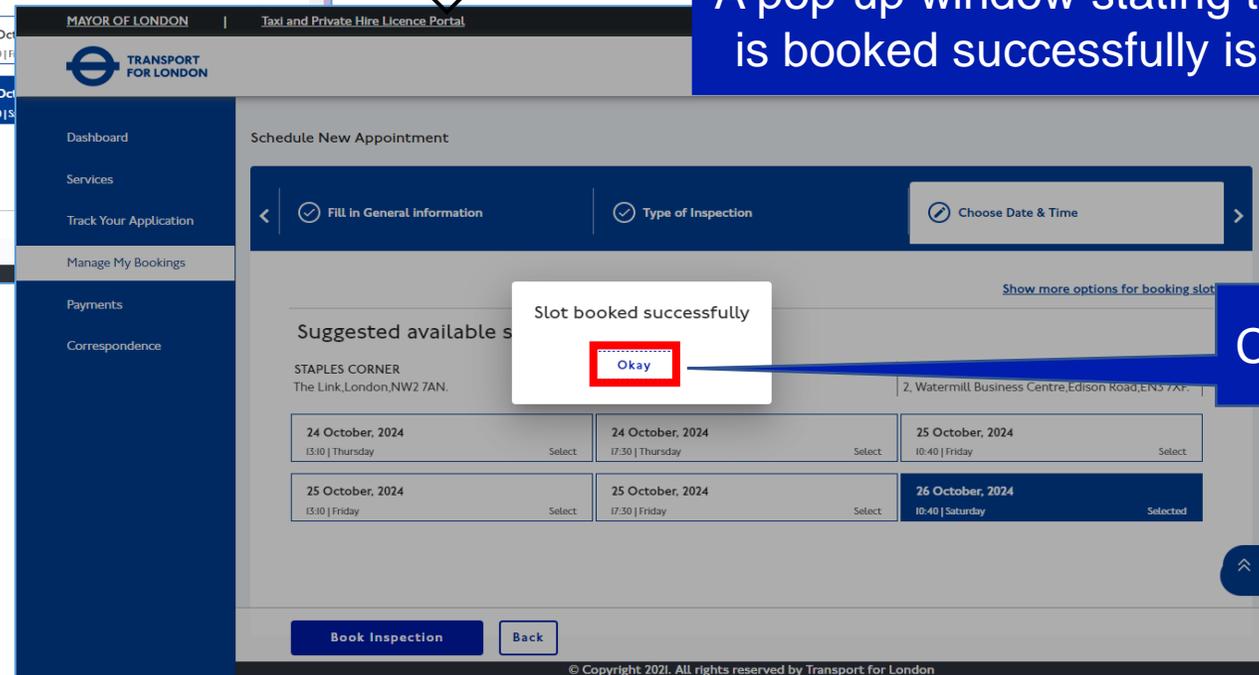
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Where your vehicle inspection does not require the payment of any fee(s), you will proceed straight to booking the inspection

A pop-up window stating that the slot is booked successfully is displayed

Click Book Inspection

Click Okay



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Dashboard  
Services  
Track Your Application  
Manage My Bookings  
Payments  
Correspondence

Schedule New Appointment

Fill in General information Type of Inspection Choose Date & Time

Show more options for booking slots

Suggested available slots for all centres

STAPLES CORNER The Link, London, NW2 7AN.	Ilford Inspection Centre Flat 702, Charter House, IGI IZH.	ENFIELD 2, Watermill Business Centre, Edison Road, EN3 7XF.
24 October, 2024 13:10   Thursday	24 October, 2024 17:30   Thursday	25 October, 2024 10:40   Friday
25 October, 2024 13:10   Friday	25 October, 2024 17:30   Friday	26 October, 2024 10:40   Saturday

Slot booked successfully

Okay

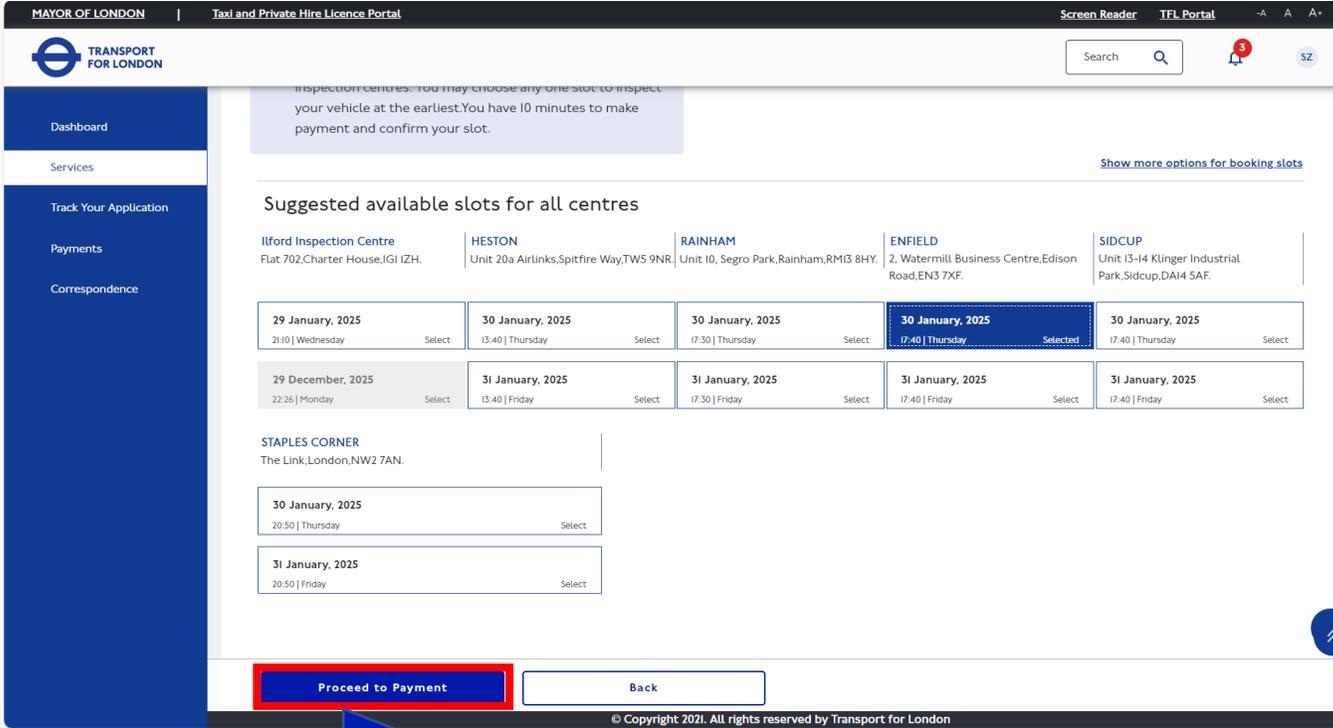
Book Inspection Back

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## How to Make a Vehicle Inspection Booking: Payment Required

Where your vehicle inspection requires the payment of any fee(s), you will need to make the payment before completing the booking of the inspection



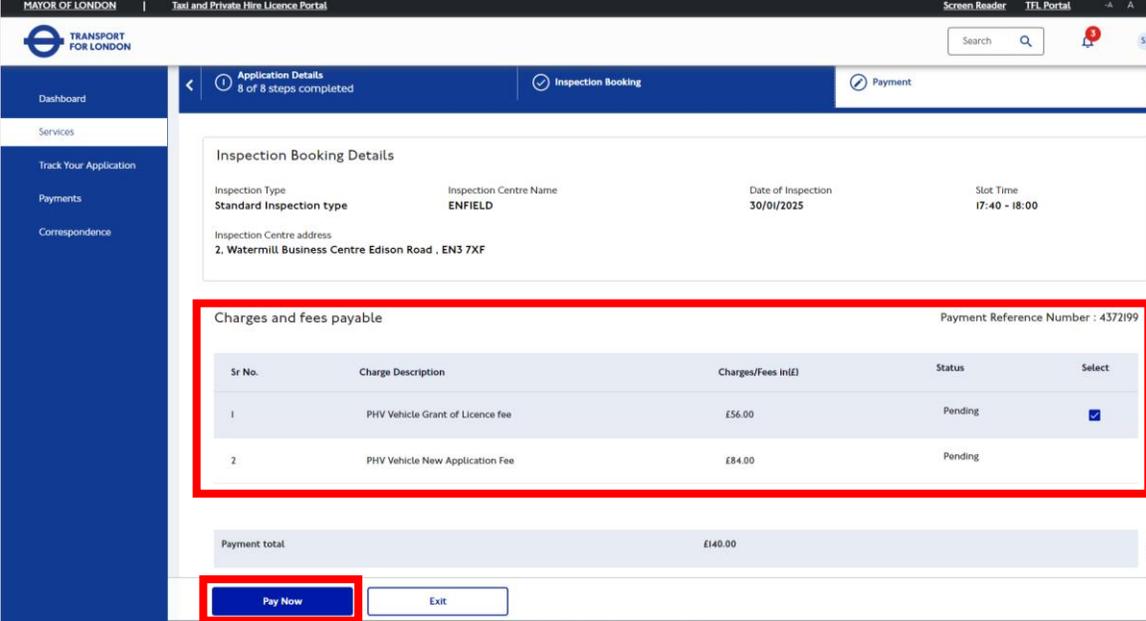
The screenshot shows the 'Taxi and Private Hire Licence Portal' interface. At the top, there is a navigation bar with the Mayor of London logo and the Transport for London logo. Below this is a search bar and a notification icon. The main content area displays 'Suggested available slots for all centres' for various locations: Ilford Inspection Centre, HESTON, RAINHAM, ENFIELD, SIDCUP, and STAPLES CORNER. Each location has a grid of booking slots with dates and times. The slot for '30 January, 2025' at 17:40 | Thursday is selected. At the bottom of the page, there are two buttons: 'Proceed to Payment' (highlighted with a red border) and 'Back'. The footer contains the copyright notice: '© Copyright 2021. All rights reserved by Transport for London'.

Instead of a **Book Inspection** option, there will be a **Proceed to Payment** option

Select **Proceed to Payment** to make the required payment



## How to Make a Vehicle Inspection Booking: Payment Required



Application Details  
8 of 8 steps completed

Inspection Booking

Payment

Inspection Booking Details

Sr No.	Charge Description	Charges/Fees In(£)	Status	Select
1	PHV Vehicle Grant of Licence fee	£56.00	Pending	<input checked="" type="checkbox"/>
2	PHV Vehicle New Application Fee	£84.00	Pending	<input type="checkbox"/>

Payment total: £140.00

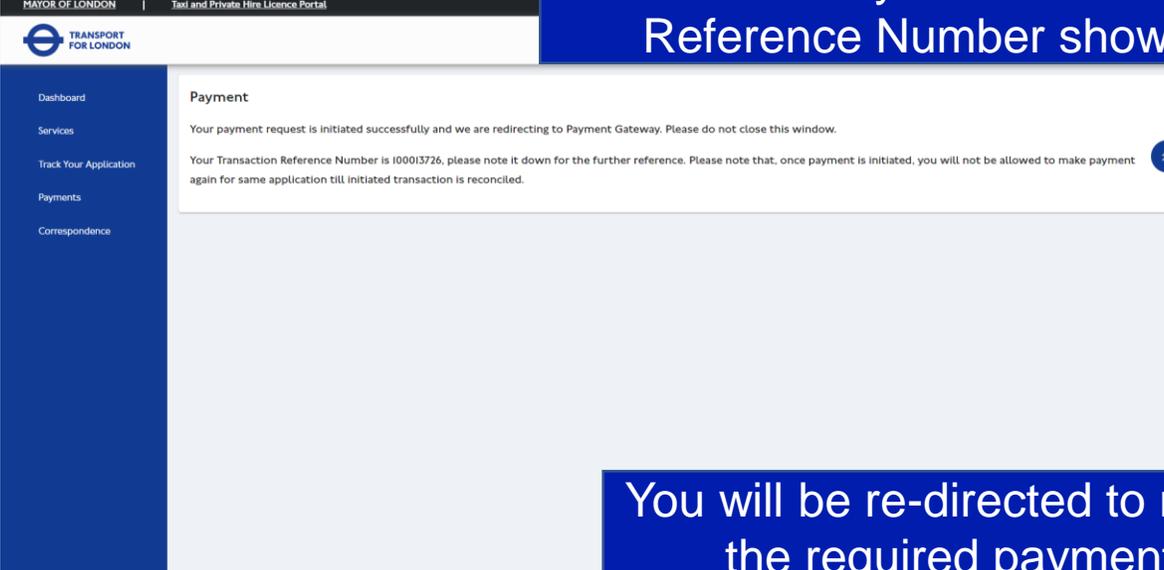
[Pay Now](#) [Exit](#)

The **Payment** page is displayed

The **Payment** page is displayed

You will see your Transaction Reference Number shown

Verify the **Charges and fees payable** for your inspection booking and then click **Pay Now**



Payment

Your payment request is initiated successfully and we are redirecting to Payment Gateway. Please do not close this window.

Your Transaction Reference Number is 100013726, please note it down for the further reference. Please note that, once payment is initiated, you will not be allowed to make payment again for same application till initiated transaction is reconciled.

You will be re-directed to make the required payment



## How to Make a Vehicle Inspection Booking: Payment Required

Payment Details

Card Number VISA   

Expiry  Security Code  ?

Cardholder Name

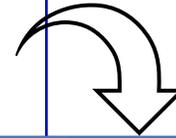
For added security you will be transferred to your bank's card verification page

[PROCEED TO VERIFICATION](#)

256-bit SSL encrypted Securely processed by Global Payments 

The **Payment Gateway Portal** page is displayed

**Please note:** You will be allowed 3 attempts to make a successful payment



Payment Details

Card Number VISA   

Expiry  Security Code  ?

Cardholder Name

For added security you will be transferred to your bank's card verification page

[PROCESSING...](#)

256-bit SSL encrypted Securely processed by Global Payments 

Enter your **Payment Details** and click **Pay Now** to make the payment



## How to Make a Vehicle Inspection Booking: Payment Required

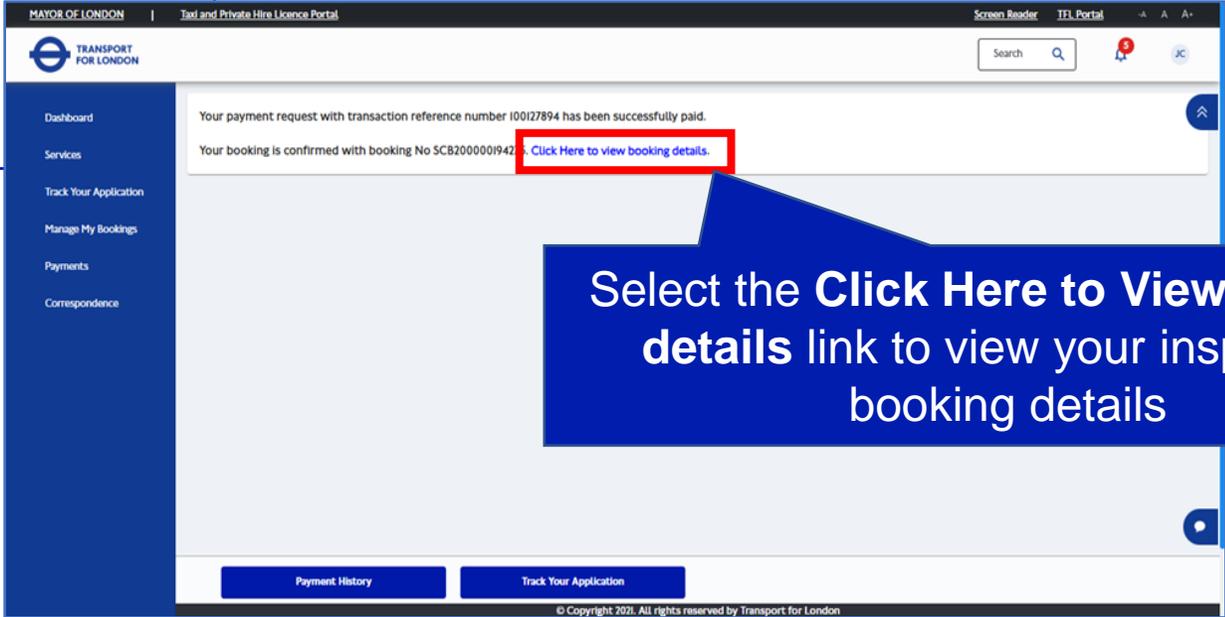
Thank you, your payment has been successful for Transaction Reference Number : 100127894.

Your booking is confirmed with booking No SCB200000194275. [Click Here to view booking details.](#)

Please wait, you will be automatically redirected to TfL Site in 5 second.

A Payment Success message is displayed

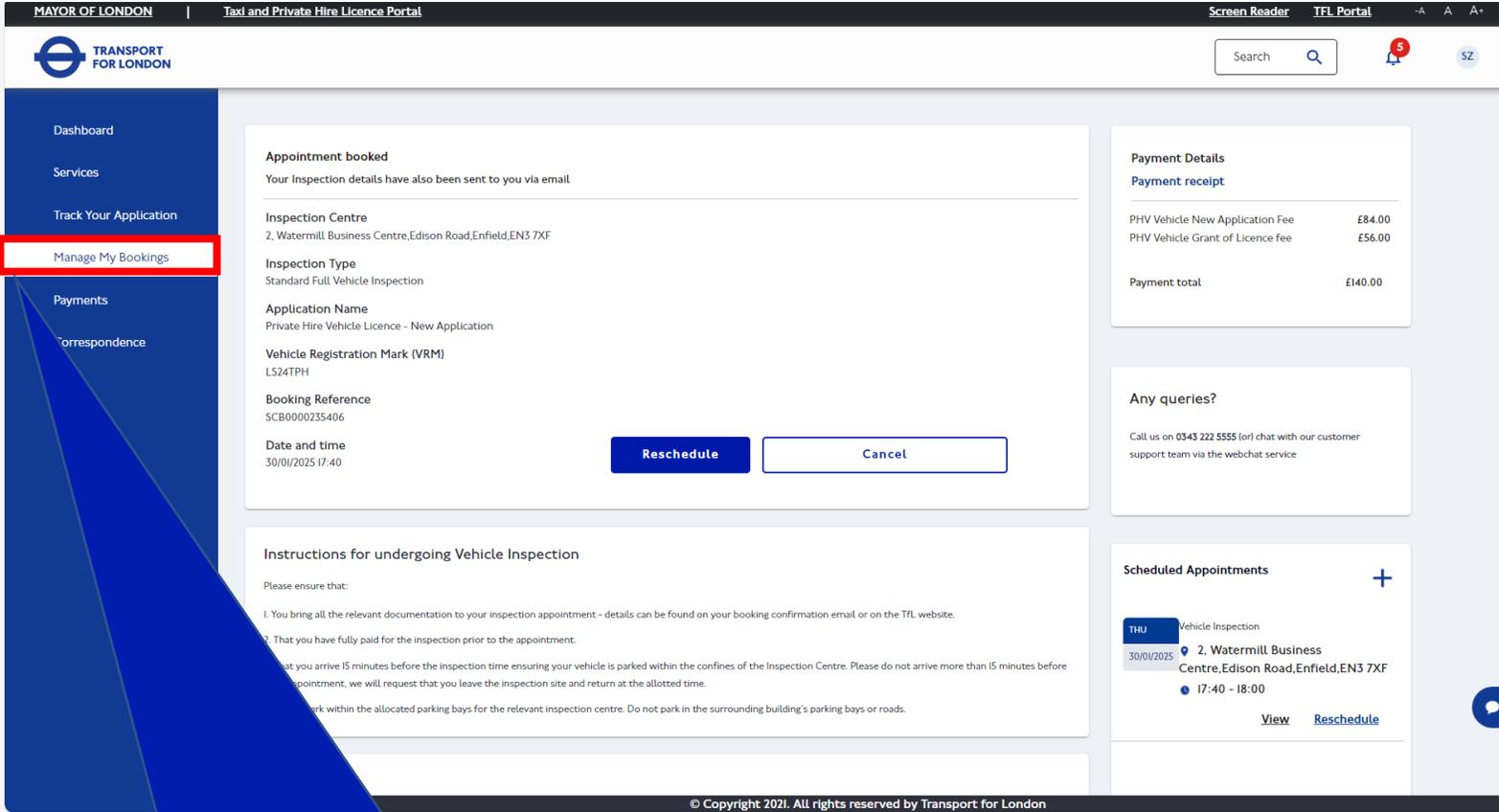
**Please note:** You will then be redirected back to the Taxi and Private Hire Portal



The screenshot shows the 'MAYOR OF LONDON | Taxi and Private Hire License Portal' interface. The main content area displays a success message: 'Your payment request with transaction reference number 100127894 has been successfully paid.' Below this, it states 'Your booking is confirmed with booking No SCB200000194275' and includes a red-bordered link: '[Click Here to view booking details.](#)'. A blue callout box points to this link with the text: 'Select the **Click Here to View booking details** link to view your inspection booking details'. The left sidebar contains navigation options: Dashboard, Services, Track Your Application, Manage My Bookings, Payments, and Correspondence. At the bottom, there are buttons for 'Payment History' and 'Track Your Application'. The footer includes the copyright notice: '© Copyright 2021. All rights reserved by Transport for London'.



## How to Make a Vehicle Inspection Booking:



The screenshot shows the 'Taxi and Private Hire Licence Portal' with the 'Manage My Bookings' option highlighted in the left-hand navigation menu. The main content area displays the following details for a booked appointment:

- Appointment booked**  
Your Inspection details have also been sent to you via email
- Inspection Centre**  
2, Watermill Business Centre, Edison Road, Enfield, EN3 7XF
- Inspection Type**  
Standard Full Vehicle Inspection
- Application Name**  
Private Hire Vehicle Licence - New Application
- Vehicle Registration Mark (VRM)**  
LS24TPH
- Booking Reference**  
SCB000235406
- Date and time**  
30/01/2025 17:40

Buttons for **Reschedule** and **Cancel** are visible below the appointment details. Below this, there are instructions for undergoing a vehicle inspection. To the right, the 'Payment Details' section shows a payment receipt with the following items:

Item	Amount
PHV Vehicle New Application Fee	£84.00
PHV Vehicle Grant of Licence fee	£56.00
<b>Payment total</b>	<b>£140.00</b>

The 'Scheduled Appointments' section shows a single appointment for Thursday, 30/01/2025, at 2, Watermill Business Centre, Edison Road, Enfield, EN3 7XF, from 17:40 to 18:00. There are 'View' and 'Reschedule' links for this appointment.

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Your **Appointment booked** details are displayed

You can scroll down the page for more information which includes commonly asked questions about your inspection

Your **Appointment booked** details can also be found within the **Manage My Bookings** option



## How to Make a Vehicle Inspection Booking

- Once you have completed your vehicle inspection booking, including making the necessary payment, you will receive a payment receipt via the online portal and, depending on your preferred method of communication (PMOC), also via email
- You will also receive a booking confirmation letter
- You will be able to check the progress of, and manage, any of your vehicle inspection bookings by using the **Manage My Bookings** option that is available within your online customer account
- After you have had your vehicle inspected, you will be able to check the outcome within your online customer account.



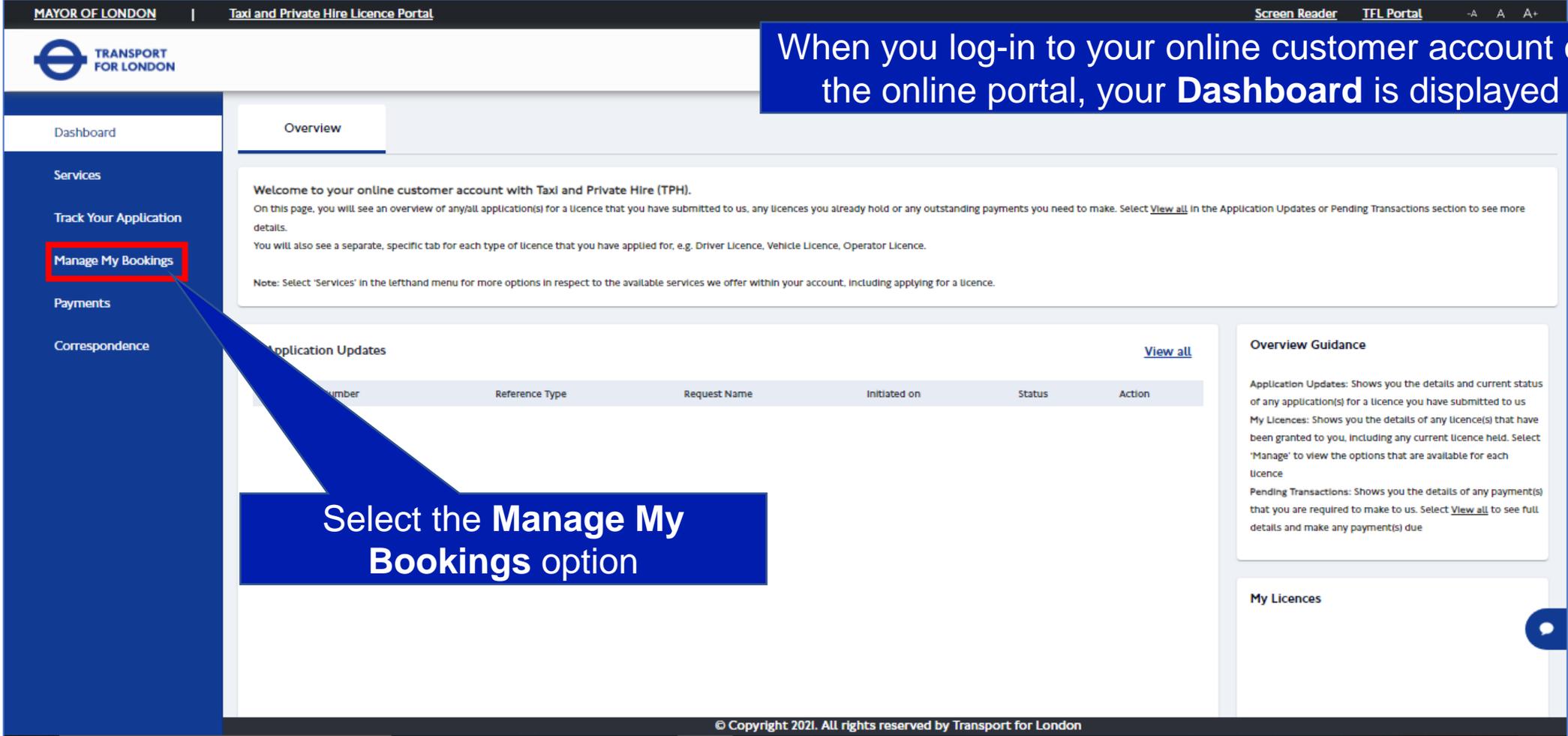
# Taxi and Private Hire Portal

## How to Manage a Vehicle Inspection Booking

### - Re-schedule an Existing Booking



## How to Manage a Vehicle Inspection Booking: Re-schedule



**When you log-in to your online customer account on the online portal, your Dashboard is displayed**

**Select the Manage My Bookings option**

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**TRANSPORT FOR LONDON**

Dashboard

Services

Track Your Application

**Manage My Bookings**

Payments

Correspondence

**Overview**

Welcome to your online customer account with Taxi and Private Hire (TPH).  
On this page, you will see an overview of any/all application(s) for a licence that you have submitted to us, any licences you already hold or any outstanding payments you need to make. Select [View all](#) in the Application Updates or Pending Transactions section to see more details.  
You will also see a separate, specific tab for each type of licence that you have applied for, e.g. Driver Licence, Vehicle Licence, Operator Licence.  
Note: Select 'Services' in the lefthand menu for more options in respect to the available services we offer within your account, including applying for a licence.

Application Updates [View all](#)

Application Number	Reference Type	Request Name	Initiated on	Status	Action
--------------------	----------------	--------------	--------------	--------	--------

**Overview Guidance**

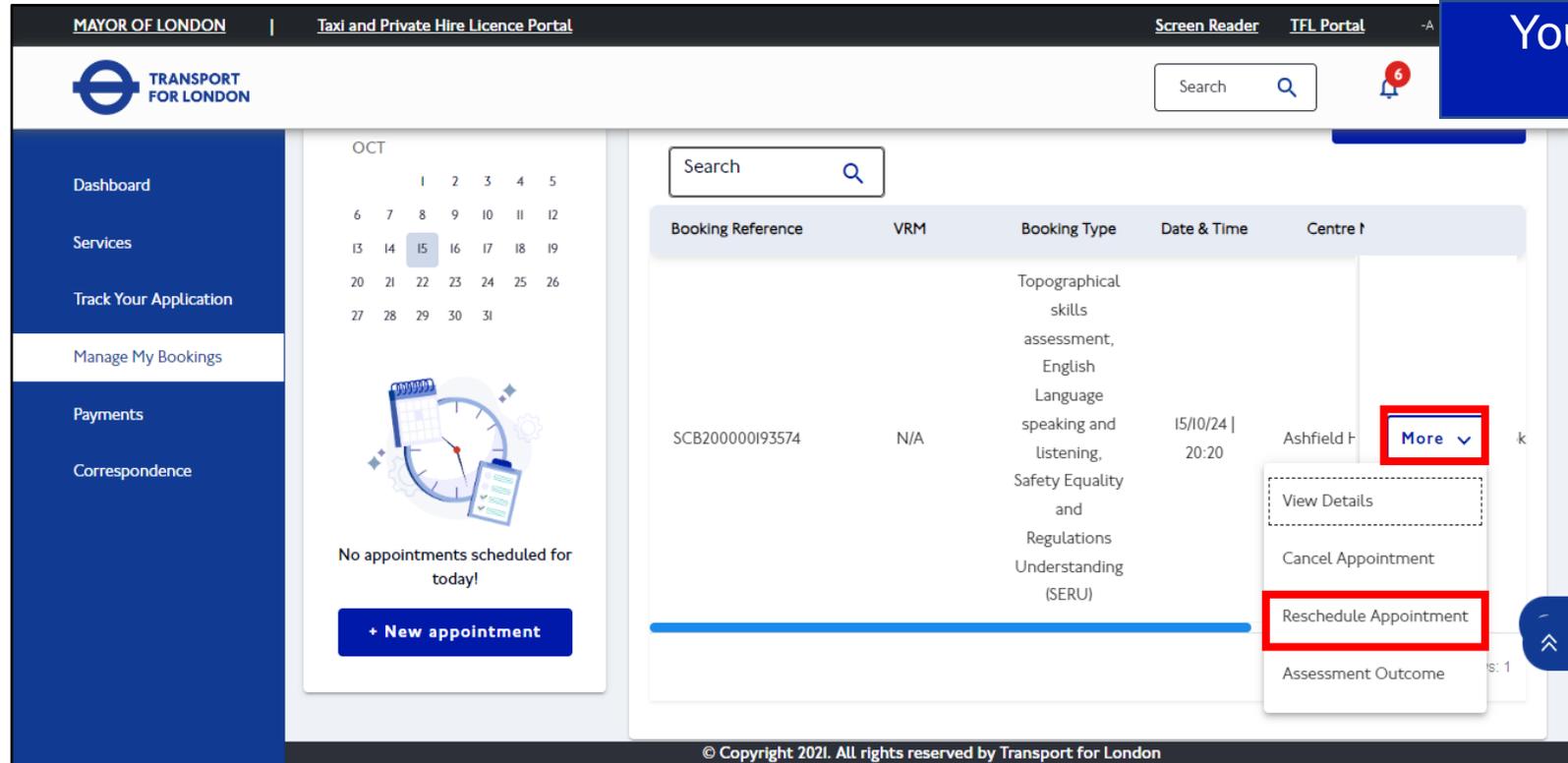
Application Updates: Shows you the details and current status of any application(s) for a licence you have submitted to us  
My Licences: Shows you the details of any licence(s) that have been granted to you, including any current licence held. Select 'Manage' to view the options that are available for each licence  
Pending Transactions: Shows you the details of any payment(s) that you are required to make to us. Select [View all](#) to see full details and make any payment(s) due

**My Licences**

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## How to Manage a Vehicle Inspection Booking: Re-schedule



The screenshot shows the 'Taxi and Private Hire Licence Portal' interface. On the left is a navigation menu with options: Dashboard, Services, Track Your Application, Manage My Bookings, Payments, and Correspondence. The main content area features a calendar for October with the 15th highlighted. Below the calendar is a message: 'No appointments scheduled for today!' with a '+ New appointment' button. The central part of the screen displays a table of bookings. The table has columns for Booking Reference, VRM, Booking Type, Date & Time, and Centre. A single booking is listed with Booking Reference SCB200000193574, VRM N/A, and a date of 15/10/24 at 20:20. A 'More' dropdown menu is open for this booking, showing options: View Details, Cancel Appointment, Reschedule Appointment, and Assessment Outcome. The 'Reschedule Appointment' option is highlighted with a red box.

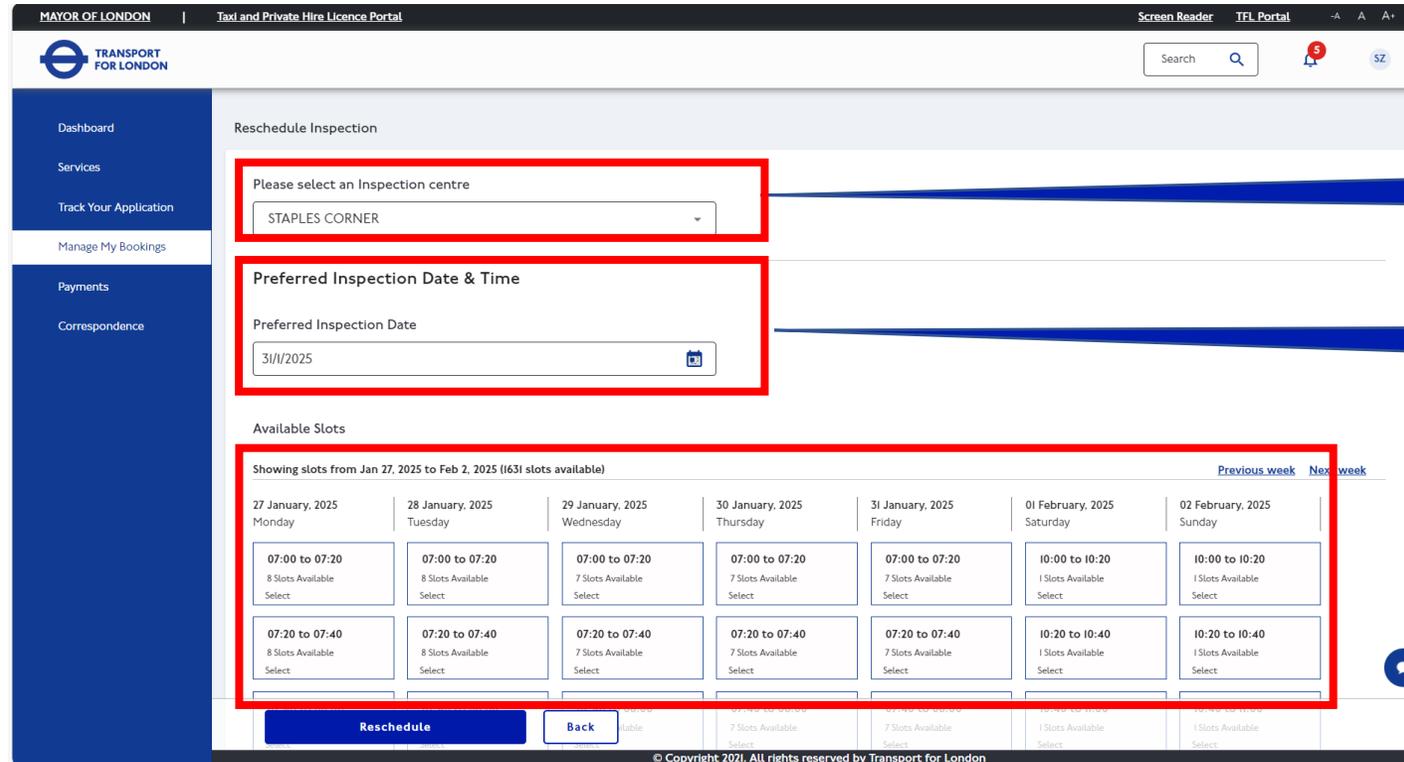
Booking Reference	VRM	Booking Type	Date & Time	Centre
SCB200000193574	N/A	Topographical skills assessment, English Language speaking and listening, Safety Equality and Regulations Understanding (SERU)	15/10/24   20:20	Ashfield H- k

Your available bookings will be shown

From your current bookings click on **More** and then select **Reschedule Appointment**



## How to Manage a Vehicle Inspection Booking: Re-schedule



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Reschedule Inspection

Please select an Inspection centre  
STAPLES CORNER

Preferred Inspection Date & Time  
Preferred Inspection Date  
3/1/2025

Available Slots  
Showing slots from Jan 27, 2025 to Feb 2, 2025 (1631 slots available)

27 January, 2025 Monday	28 January, 2025 Tuesday	29 January, 2025 Wednesday	30 January, 2025 Thursday	31 January, 2025 Friday	01 February, 2025 Saturday	02 February, 2025 Sunday
07:00 to 07:20 8 Slots Available Select	07:00 to 07:20 8 Slots Available Select	07:00 to 07:20 7 Slots Available Select	07:00 to 07:20 7 Slots Available Select	07:00 to 07:20 7 Slots Available Select	10:00 to 10:20 1 Slots Available Select	10:00 to 10:20 1 Slots Available Select
07:20 to 07:40 8 Slots Available Select	07:20 to 07:40 8 Slots Available Select	07:20 to 07:40 7 Slots Available Select	07:20 to 07:40 7 Slots Available Select	07:20 to 07:40 7 Slots Available Select	10:20 to 10:40 1 Slots Available Select	10:20 to 10:40 1 Slots Available Select

Reschedule Back

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Reschedule Inspection page will be displayed

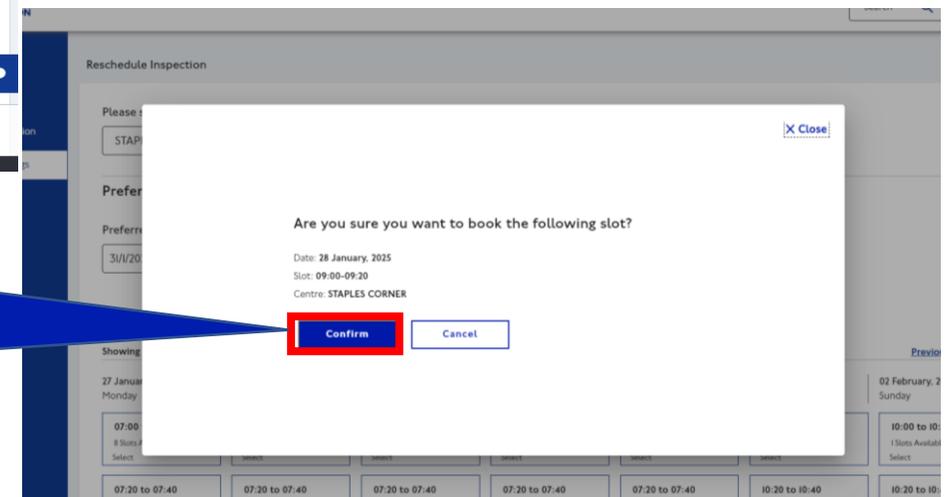
Select an Inspection Centre from the available centres

Select your Preferred Inspection Date

Select your preferred time slot from the Available Slots

A pop-up window will appear asking you to confirm the chosen time slot

Click Confirm



Reschedule Inspection

Please select an Inspection centre  
STAPLES CORNER

Preferred Inspection Date & Time  
Preferred Inspection Date  
3/1/2025

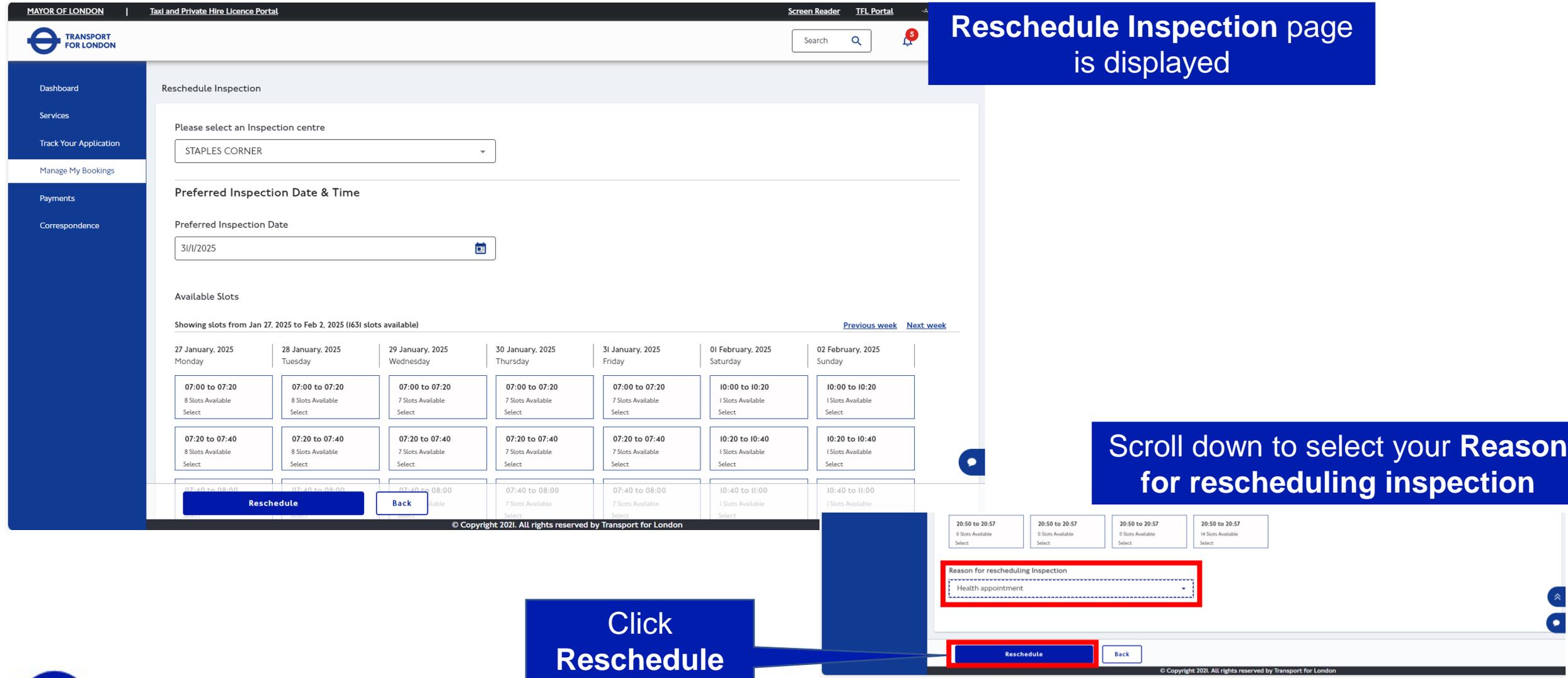
Showing slots from Jan 27, 2025 to Feb 2, 2025 (1631 slots available)

Are you sure you want to book the following slot?

Date: 28 January, 2025  
Slot: 09:00-09:20  
Centre: STAPLES CORNER

Confirm Cancel

## How to Manage a Vehicle Inspection Booking: Re-schedule



**Reschedule Inspection page is displayed**

Please select an Inspection centre  
STAPLES CORNER

Preferred Inspection Date & Time  
Preferred Inspection Date  
31/1/2025

Available Slots  
Showing slots from Jan 27, 2025 to Feb 2, 2025 (1631 slots available) [Previous week](#) [Next week](#)

27 January, 2025 Monday	28 January, 2025 Tuesday	29 January, 2025 Wednesday	30 January, 2025 Thursday	31 January, 2025 Friday	01 February, 2025 Saturday	02 February, 2025 Sunday
07:00 to 07:20 8 Slots Available Select	07:00 to 07:20 8 Slots Available Select	07:00 to 07:20 7 Slots Available Select	07:00 to 07:20 7 Slots Available Select	07:00 to 07:20 7 Slots Available Select	10:00 to 10:20 1 Slots Available Select	10:00 to 10:20 1 Slots Available Select
07:20 to 07:40 8 Slots Available Select	07:20 to 07:40 8 Slots Available Select	07:20 to 07:40 7 Slots Available Select	07:20 to 07:40 7 Slots Available Select	07:20 to 07:40 7 Slots Available Select	10:20 to 10:40 1 Slots Available Select	10:20 to 10:40 1 Slots Available Select
07:40 to 08:00 7 Slots Available Select	10:40 to 11:00 1 Slots Available Select	10:40 to 11:00 1 Slots Available Select				

**Reschedule** **Back**

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**Scroll down to select your Reason for rescheduling inspection**

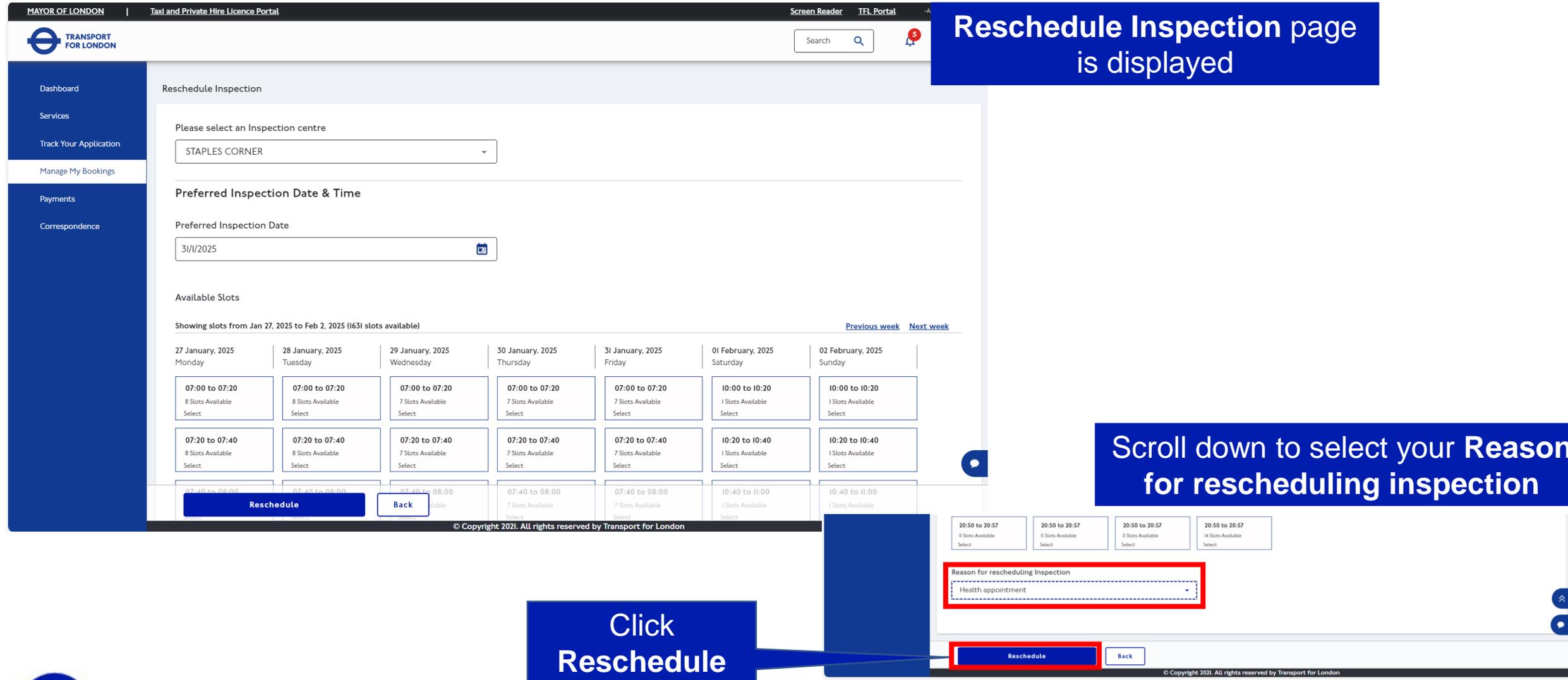
Reason for rescheduling inspection  
Health appointment

**Reschedule** **Back**

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## How to Manage a Vehicle Inspection Booking: Re-schedule



The screenshot shows the 'Reschedule Inspection' page in the Transport for London portal. The page is titled 'Reschedule Inspection' and includes a search bar, a navigation menu, and a form for selecting an inspection centre and date. The 'Available Slots' section displays a calendar grid for January 27 to February 2, 2025, with various time slots and the number of slots available. A 'Reschedule' button is highlighted in blue. Below the calendar, a 'Reason for rescheduling inspection' dropdown menu is shown with 'Health appointment' selected. A 'Reschedule' button is also highlighted in red at the bottom of the page.

**Reschedule Inspection page is displayed**

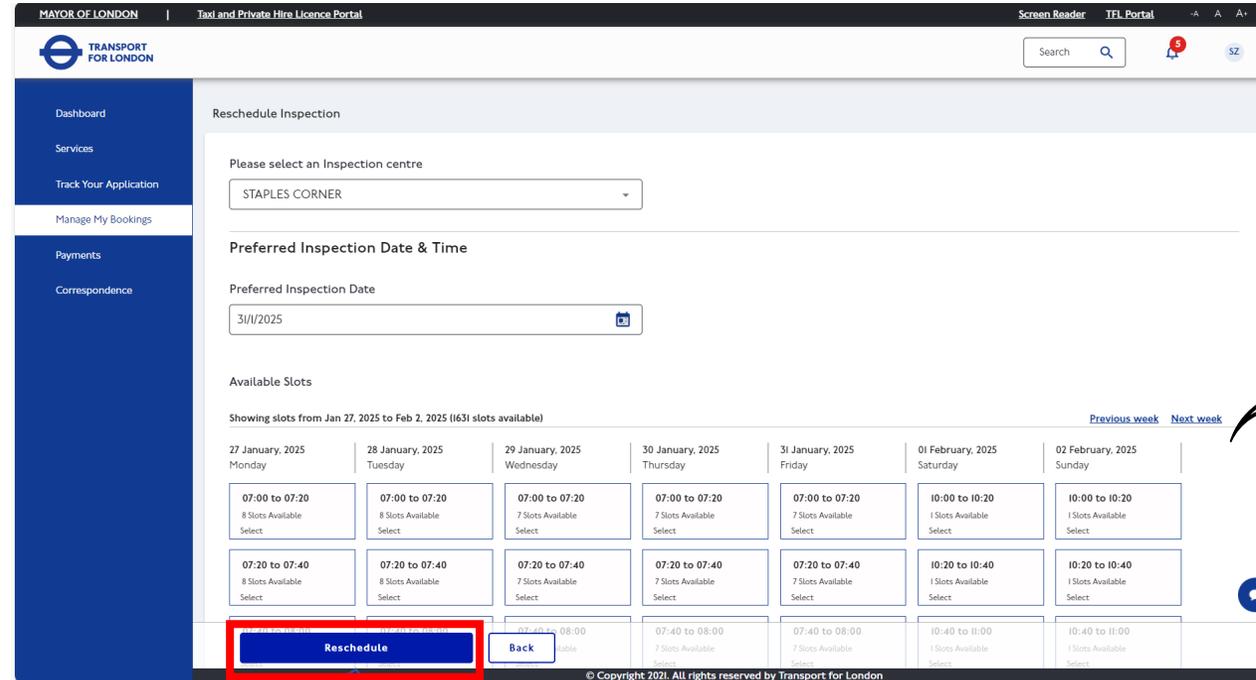
**Scroll down to select your Reason for rescheduling inspection**

**Click Reschedule**

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## How to Manage a Vehicle Inspection Booking: Re-schedule



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Services  
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Manage My Bookings  
Payments  
Correspondence

Reschedule Inspection

Please select an Inspection centre  
STAPLES CORNER

Preferred Inspection Date & Time  
Preferred Inspection Date  
3/1/2025

Available Slots  
Showing slots from Jan 27, 2025 to Feb 2, 2025 (1631 slots available)

27 January, 2025 Monday	28 January, 2025 Tuesday	29 January, 2025 Wednesday	30 January, 2025 Thursday	31 January, 2025 Friday	01 February, 2025 Saturday	02 February, 2025 Sunday
07:00 to 07:20 8 Slots Available Select	07:00 to 07:20 8 Slots Available Select	07:00 to 07:20 7 Slots Available Select	07:00 to 07:20 7 Slots Available Select	07:00 to 07:20 7 Slots Available Select	10:00 to 10:20 1 Slots Available Select	10:00 to 10:20 1 Slots Available Select
07:20 to 07:40 8 Slots Available Select	07:20 to 07:40 8 Slots Available Select	07:20 to 07:40 7 Slots Available Select	07:20 to 07:40 7 Slots Available Select	07:20 to 07:40 7 Slots Available Select	10:20 to 10:40 1 Slots Available Select	10:20 to 10:40 1 Slots Available Select
07:40 to 08:00 7 Slots Available Select	10:40 to 11:00 1 Slots Available Select	10:40 to 11:00 1 Slots Available Select				

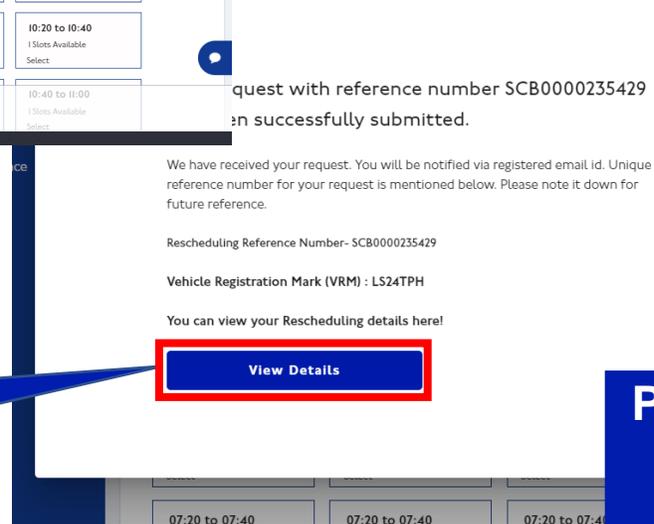
Reschedule Back

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A pop-up window confirms that your inspection reschedule request has been submitted

After selecting Reschedule

You can select **View Details** to see the relevant inspection booking details



request with reference number SCB0000235429 has been successfully submitted.

We have received your request. You will be notified via registered email id. Unique reference number for your request is mentioned below. Please note it down for future reference.

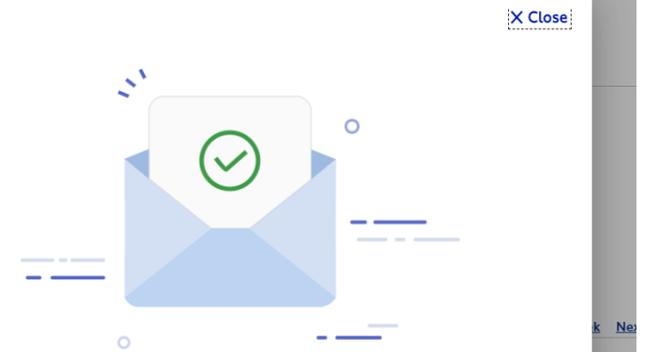
Rescheduling Reference Number - SCB0000235429

Vehicle Registration Mark (VRM) : LS24TPH

You can view your Rescheduling details here!

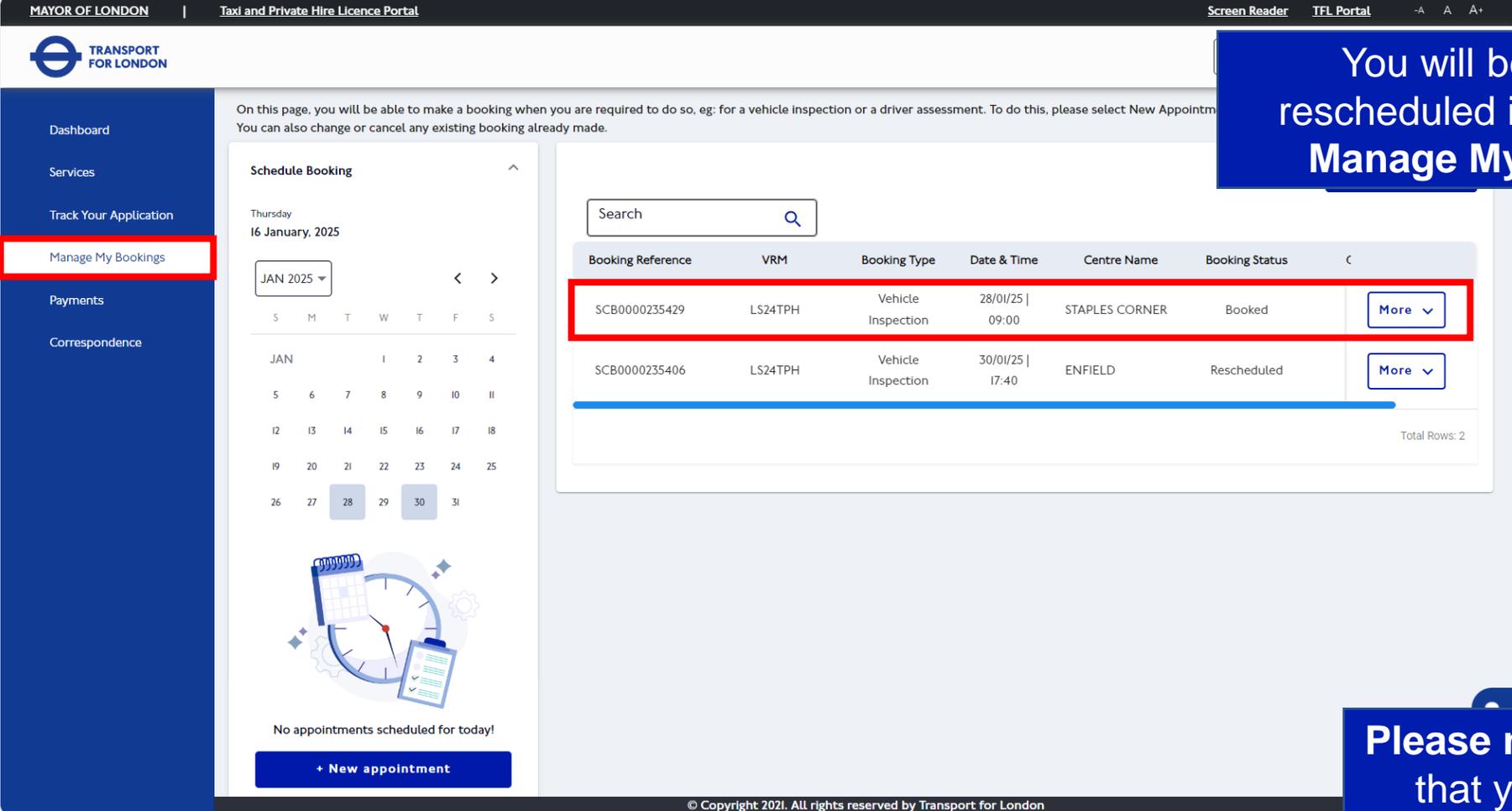
View Details

Please note: A booking confirmation letter will also be issued for the re-scheduled inspection



## How to Manage a Vehicle Inspection Booking: Re-schedule

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On this page, you will be able to make a booking when you are required to do so, eg: for a vehicle inspection or a driver assessment. To do this, please select New Appointment. You can also change or cancel any existing booking already made.

**Manage My Bookings**

**Schedule Booking**

Thursday  
16 January, 2025

JAN 2025

Booking Reference	VRM	Booking Type	Date & Time	Centre Name	Booking Status	
SCB0000235429	LS24TPH	Vehicle Inspection	28/01/25   09:00	STAPLES CORNER	Booked	More ▾
SCB0000235406	LS24TPH	Vehicle Inspection	30/01/25   17:40	ENFIELD	Rescheduled	More ▾

Total Rows: 2

No appointments scheduled for today!

+ New appointment

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You will be able to see the rescheduled inspection under the **Manage My Bookings** option

**Please note:** The previous inspection that you had booked will show a **Booking Status** of “Rescheduled”



# Taxi and Private Hire Portal

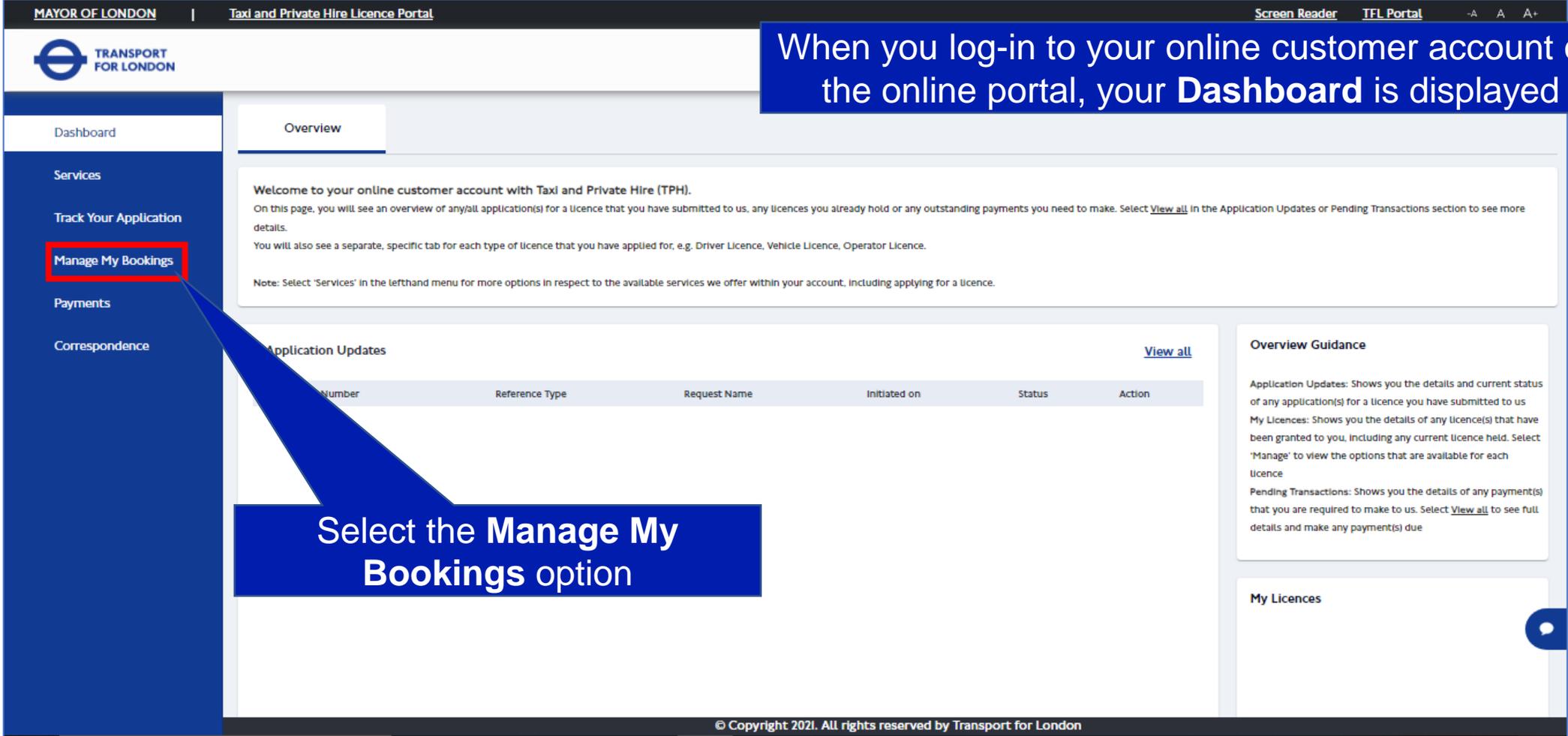
---

How to Manage a Vehicle Inspection Booking

- Cancel an Existing Booking



## How to Manage a Vehicle Inspection Booking: Cancellation



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Dashboard

Services

Track Your Application

**Manage My Bookings**

Payments

Correspondence

Overview

Welcome to your online customer account with Taxi and Private Hire (TPH).  
On this page, you will see an overview of any/all application(s) for a licence that you have submitted to us, any licences you already hold or any outstanding payments you need to make. Select [View all](#) in the Application Updates or Pending Transactions section to see more details.  
You will also see a separate, specific tab for each type of licence that you have applied for, e.g. Driver Licence, Vehicle Licence, Operator Licence.  
Note: Select 'Services' in the lefthand menu for more options in respect to the available services we offer within your account, including applying for a licence.

Application Updates [View all](#)

Number	Reference Type	Request Name	Initiated on	Status	Action
--------	----------------	--------------	--------------	--------	--------

Overview Guidance

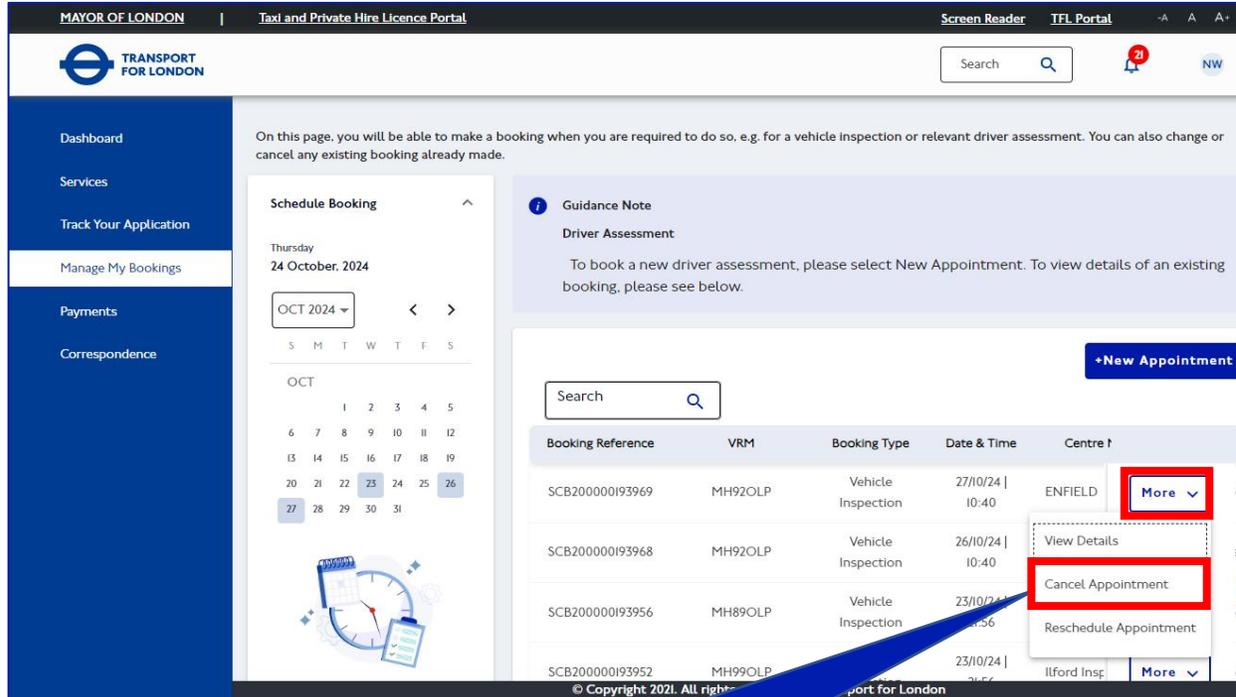
Application Updates: Shows you the details and current status of any application(s) for a licence you have submitted to us  
My Licences: Shows you the details of any licence(s) that have been granted to you, including any current licence held. Select 'Manage' to view the options that are available for each licence  
Pending Transactions: Shows you the details of any payment(s) that you are required to make to us. Select [View all](#) to see full details and make any payment(s) due

My Licences

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## How to Manage a Vehicle Inspection Booking: Cancellation



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Screen Reader TFL Portal

Search

Dashboard  
Services  
Track Your Application  
Manage My Bookings  
Payments  
Correspondence

On this page, you will be able to make a booking when you are required to do so, e.g. for a vehicle inspection or relevant driver assessment. You can also change or cancel any existing booking already made.

Schedule Booking

Thursday  
24 October, 2024

OCT 2024

S M T W T F S

OCT

1 2 3 4 5  
6 7 8 9 10 11 12  
13 14 15 16 17 18 19  
20 21 22 23 24 25 26  
27 28 29 30 31

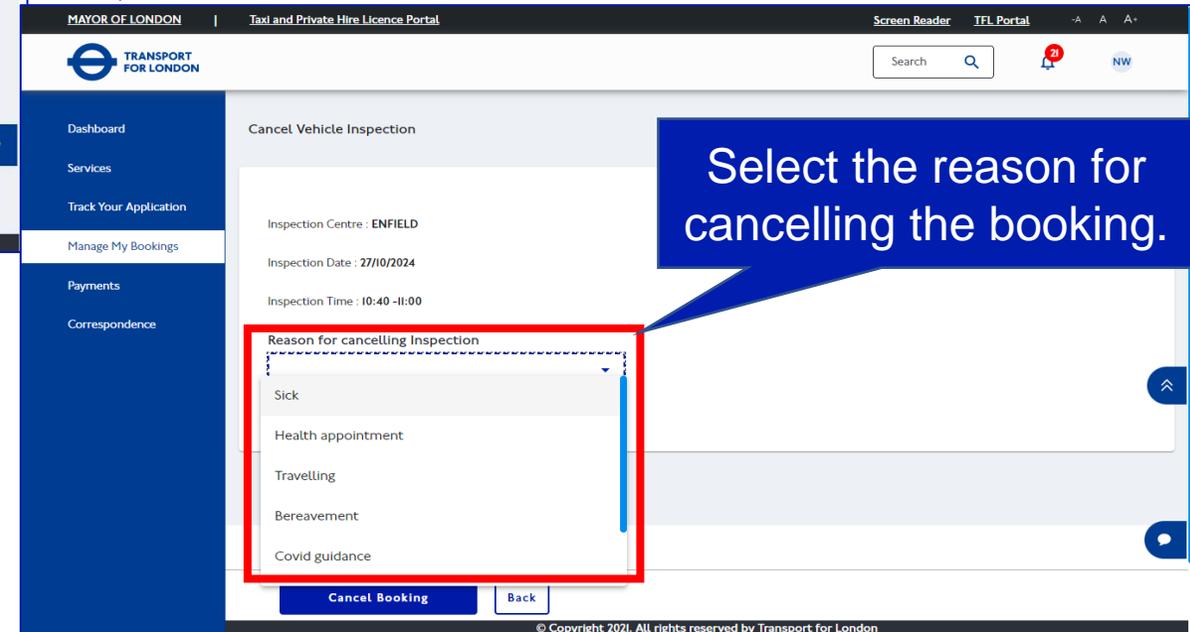
+New Appointment

Search

Booking Reference	VRM	Booking Type	Date & Time	Centre	
SCB200000193969	MH92OLP	Vehicle Inspection	27/10/24   10:40	ENFIELD	More
SCB200000193968	MH92OLP	Vehicle Inspection	26/10/24   10:40		View Details
SCB200000193956	MH89OLP	Vehicle Inspection	23/10/24   10:56		Cancel Appointment
SCB200000193952	MH99OLP	Vehicle Inspection	23/10/24   10:52	Ilford Insp	More

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Your available bookings will be shown



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Search

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Services  
Track Your Application  
Manage My Bookings  
Payments  
Correspondence

Cancel Vehicle Inspection

Inspection Centre: ENFIELD  
Inspection Date: 27/10/2024  
Inspection Time: 10:40 -11:00

Reason for cancelling Inspection

- Sick
- Health appointment
- Travelling
- Bereavement
- Covid guidance

Cancel Booking Back

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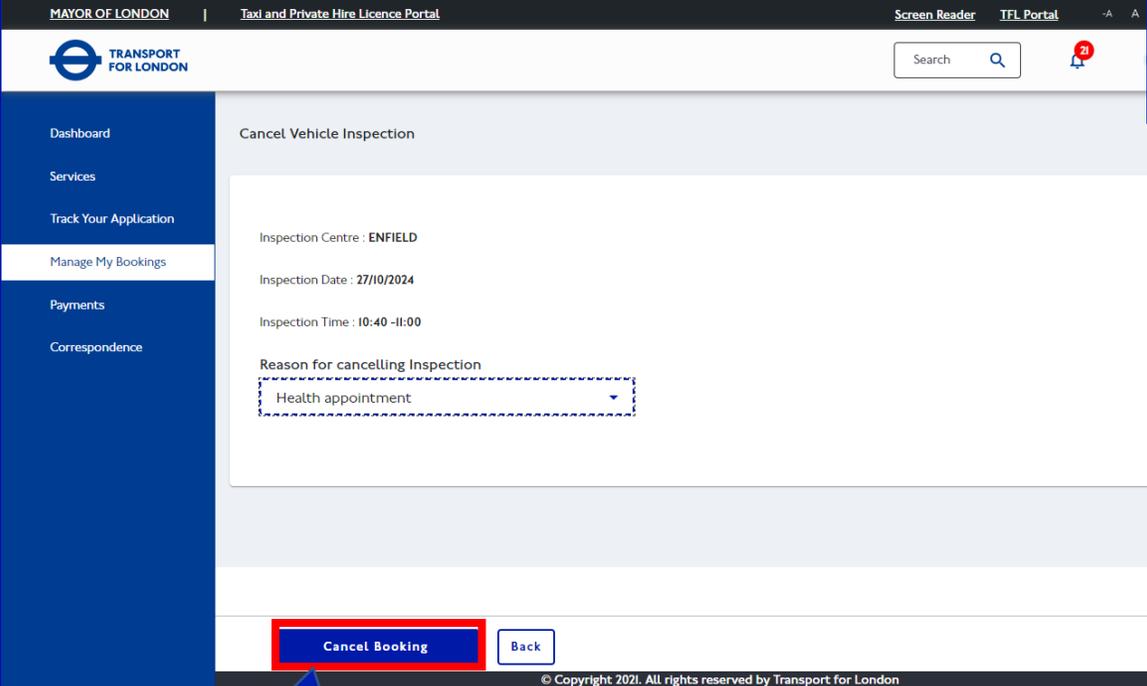
Select the reason for cancelling the booking.

From your current bookings click on **More** and then select **Cancel Appointment**



# Taxi and Private Hire Portal

## How to Manage a Vehicle Inspection Booking: Cancellation



**The Cancel Vehicle Inspection page is displayed**

Cancel Vehicle Inspection

Inspection Centre : ENFIELD

Inspection Date : 27/10/2024

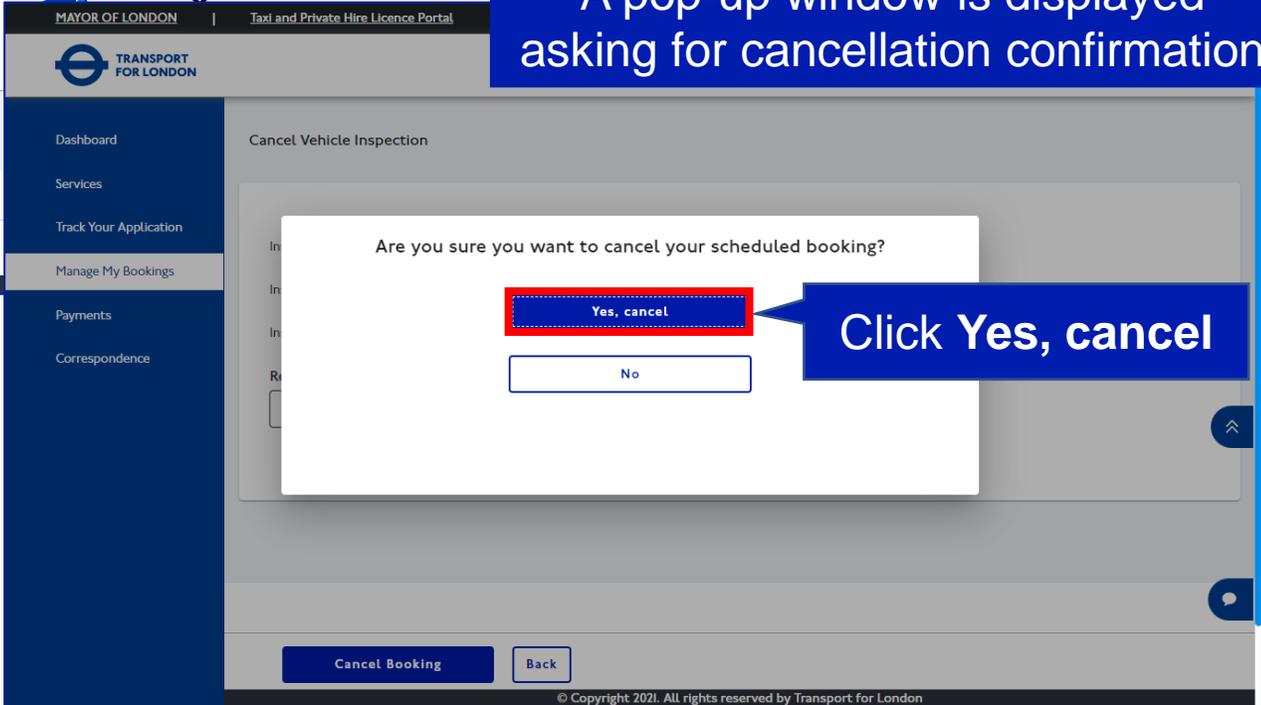
Inspection Time : 10:40 -11:00

Reason for cancelling Inspection

Health appointment

**Cancel Booking** Back

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**A pop-up window is displayed asking for cancellation confirmation**

Are you sure you want to cancel your scheduled booking?

**Yes, cancel** No

**Click Yes, cancel**

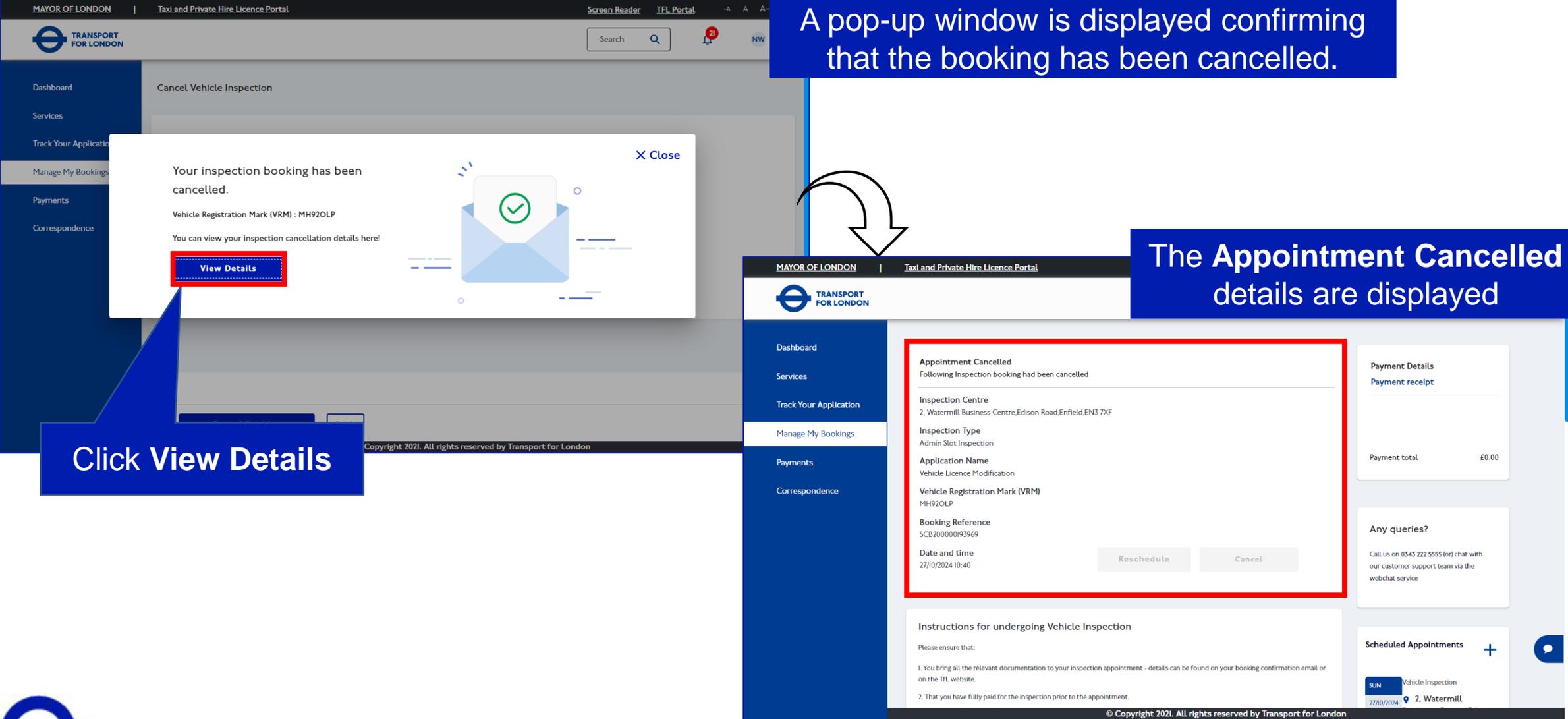
Cancel Booking Back

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# Taxi and Private Hire Portal

## How to Manage a Vehicle Inspection Booking: Cancellation



**A pop-up window is displayed confirming that the booking has been cancelled.**

**The Appointment Cancelled details are displayed**

**Click View Details**

**Appointment Cancelled**  
Following Inspection booking had been cancelled

**Inspection Centre**  
2, Watermill, Business Centre, Edison Road, Enfield, EN3 7XF

**Inspection Type**  
Admin Slot Inspection

**Application Name**  
Vehicle Licence Modification

**Vehicle Registration Mark (VRM)**  
MH92OLP

**Booking Reference**  
SCB200000193969

**Date and time**  
27/10/2024 10:40

**Reschedule** **Cancel**

**Payment Details**  
Payment receipt

Payment total £0.00

**Any queries?**  
Call us on 0343 222 5555 (or) chat with our customer support team via the webchat service

**Instructions for undergoing Vehicle Inspection**  
Please ensure that:  
1. You bring all the relevant documentation to your inspection appointment - details can be found on your booking confirmation email or on the TfL website.  
2. That you have fully paid for the inspection prior to the appointment.

**Scheduled Appointments**  
SUN Vehicle Inspection  
27/10/2024 2, Watermill

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## How to Manage a Vehicle Inspection Booking: Cancellation

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Correspondence

On this page, you will be able to make a booking when you are required to do so, eg: for a vehicle inspection or a driver assessment. To do this, please see the Manage My Bookings option. You can also change or cancel any existing booking already made.

Schedule Booking

Thursday  
16 January, 2025

JAN 2025

Booking Reference	VRM	Booking Type	Date & Time	Centre Name	Booking Status	
SCB0000235429	LS24TPH	Vehicle Inspection	28/01/25   09:00	STAPLES CORNER	Cancelled	More ▾
SCB0000235406	LS24TPH	Vehicle Inspection	30/01/25   17:40	ENFIELD	Rescheduled	More ▾

Total Rows: 2

+ New appointment

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You will be able to then see the cancelled inspection under the **Manage My Bookings** option

**Please note:** A letter confirming that the inspection has been cancelled will also be issued



## Guidance and Support

We hope that you have found this information helpful and that you have been able to successfully make, and then manage, a vehicle inspection booking from within your online customer account.

Should you have had any difficulty with this, please contact us at [vehicles@tph.tfl.gov.uk](mailto:vehicles@tph.tfl.gov.uk)

