

Taxi and Private Hire Newsletter (2) – February 2025

New Licensing Verso Software – important, please read carefully

Further to our recent Newsletter, the go-live date for our new Verso software is this Wednesday 26th February. We would like to take this opportunity to remind you about what you need to do to ensure the transition goes as smoothly as possible.

On Wednesday, you will receive email (s) from Verso from the following address:

licensing@mail.northdevon.gov.uk

It is important your email account accepts these as safe, minimising the chance of them going into your spam folder.

Initially, you will receive an email for each licence you hold with the Council.

To register your account, use the FIRST email received to link your licence to your user/login account, using the Resume Application link and code provided. You must click on this link and then follow the on screen instructions to register your account.

If you only have one licence, you are all set to take advantage of what Verso has to offer. In future, use the log-in option to manage your account. There is no requirement to register again.

If you receive multiple emails, one for each licence held, use the first one only to register your account, as above.

Subsequent emails received - use the Resume Application link and code in each email, but this time DO NOT REGISTER. Use the login option to log into your new Verso account following the on screen instructions. This then links this licence to your user account. This is then repeated for each subsequent email received. You must use all the emails to complete the linking of your licences following initial registration.

You can view how to register your account online via YouTube:

<https://www.youtube.com/watch?v=g38mYbg96hA>

Take time after you have linked all your applications/licences, as described above; to look at the information held in your portal account. You can update your profile details, as well as look at different options via the tabs available, including open applications, payments due/made, managed documents where a future upload is required based on an expiry date and so on.

A task tab will be available when we need further information or have a query regarding your application. You will receive an email notification when action is required.

We hope that you find managing your licensing relationship with the Council using the new system much easier as you have all the information you need in one place.

You will receive emails from the system on a regular basis when a renewal is due or where we need you to update us online. Please ensure you check you emails regularly and always let us know if you are considering changing your email address.

It also important that your email inbox is not full (so regular housekeeping is vital), as system emails will not be delivered/re-delivered and this may delay renewals/application processing.

PLEASE NOTE

Transition to Verso means that there is a short period of 'standstill' whilst we ensure all current licences are transferred from the old system. Therefore, complete applications received last Friday, as well as this week will be delayed. Please be patient at this time, as we also need to familiarise ourselves following the transition.

Only March renewals received by the Licensing Team by close of business Monday 24th February (today) will be accepted using the paperwork sent out at the beginning of February. All other applications must be made using Verso following the registration/linking process outlined above.

In future, Verso is the only acceptable channel for making applications and uploading documents. Any documentation emailed to the Licensing Team will be returned for upload via your customer portal.

You can, of course, login to your Verso portal account at any time to review your existing licences, managed documents (e.g. motor insurance or MOT Test) or specific actions/tasks requested by the Licensing Team.