



Driver & Vehicle
Licensing
Agency

INS169B

Company digital tachograph card information



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1. How to look after your company digital tachograph card

The following is some useful advice on how to look after your card:

- DO NOT bend or flex the card
- DO NOT leave the card visible in your cab, for example, on the dashboard
- DO NOT use the card for anything other than its intended purpose
- DO NOT put excessive pressure on the face of the card or the chip
- DO keep the card clean, dry and free from dirt, grease and oil
- DO clean the card with a soft clean cloth, if needed
- DO protect the card from loss, theft and damage

You could consider using a card holder to protect your card. We do not provide card holders.

You can use the space below to note down your unique company digital tachograph card number and the expiry date for future reference.

Unique company digital tachograph number

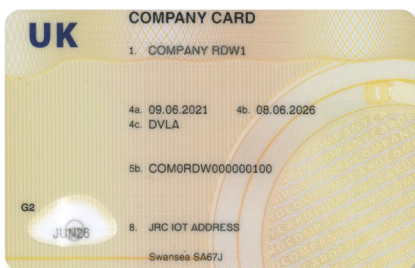
Expiry date of tachograph

D D M M Y Y Y Y

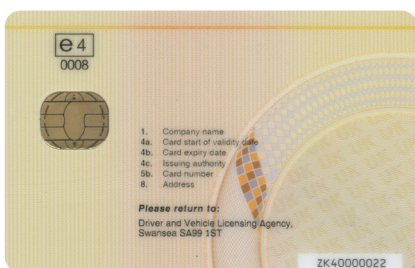
2. An example of a company digital tachograph card

The maximum amount of cards that a company can request is 2,232.

An example of a company digital tachograph card (front)



An example of a company digital tachograph card (back)



Information codes displayed on the back of the card

- 1** Company name
- 4a** Card start date
- 4b** Card expiry date
- 4c** Issuing authority
- 4d** Used for administration purposes only
- 5b** Company digital tachograph company card number (the first 13 digits of this number are your unique company identifier)
- 8** Address

3. Company cards explained

When you first register your company we will allocate you with a unique company identifier. This identifier will be put onto your company card(s) and allows you to manage your data. We recommend you supply **one** name and address for all your cards irrespective of how many depots or regional offices you have.

This approach means that:

- you only have one record controlling all your company cards
- you can control all the data relating to your drivers and the vehicles they use
- you can easily download the data
- all your cards will share the same expiry date given on your first card(s) and can be renewed together

The card with its identifier is unique to your company and must be used when contacting DVLA. If you have cards with other identifiers you may experience difficulties controlling your data.

If you manage your drivers and vehicles on a regional or subsidiary basis we can allocate company card(s) with a unique identifier to each region or subsidiary. You will not be able to use these cards between regions or subsidiaries and you will be unable to benefit from the points above.

If you need more information regarding your obligations to manage your tachograph data, you can:

- refer to the 'Rules on Drivers Hours and Tachographs' manual (GV262 – goods vehicles or PSV375 – passenger carrying vehicles) issued by DVSA
- contact your local Traffic Examiner – you can get their details by phoning the DVSA national enquiry number **0300 123 9000**

4. How to tell us if any details are wrong on your card

If any of the details on your company card are wrong, write to DVLA, Swansea, SA99 1ST, giving us your unique company identifier and telling us what is wrong with your card. Do **not** return your company digital tachograph card because you can still use it while you are waiting for a replacement.

5. What to do if your card does not work

If your card is malfunctioning (not working correctly), you must return it to us. Before you do this:

- try it in another Vehicle Unit (VU) to make sure it is the card, not the VU, that is not working properly
- check the VU manual to make sure that it is a card error

If your card is malfunctioning you need to return your card with a covering letter and send it to:

DVLA

Swansea

SA99 1AZ

If you do not return it, we will treat it as being lost and you will have to pay a fee for a replacement.

You will have to pay for a replacement if the card is lost, stolen or has been damaged.

6. How to tell us if your company card has been lost or stolen

If your card is lost or stolen you should apply online for a replacement card at

www.gov.uk/apply-company-tachograph-card

7. How to tell us about a change of company name or address

You will need to apply online at

www.gov.uk/apply-company-tachograph-card

8. How to renew your company card

When your company digital tachograph card is due for renewal we will send you a reminder before the company card expires (runs out).

If you have not received the reminder letter, you can apply online at **www.gov.uk/apply-company-tachograph-card**

You will need to ensure that you apply for a renewal at least 15 working days before your company card(s) expires.

Once the card(s) expires:

- you will be unable to lock-in, lock-out or download data
- you do not need to return expired card(s) to us
- you, as a vehicle operator, are responsible for ensuring that your company digital tachograph card is renewed prior to the expiry of the existing card

9. What to do if your company ceases to operate

If your company ceases to operate you must return all your company digital tachograph cards to **DVLA, Swansea, SA99 1ST** with a covering letter.

How to contact us

You can contact us in any of the following ways:

- phone 0300 790 6109 between 8am and 7pm, Monday to Friday, and 8am and 2pm on Saturdays
- write to Digital Tachograph Team, DVLA, Swansea SA6 7JL

Data protection

Your information is processed in accordance with the law on drivers' hours and tachographs. It may be shared with government organisations and law enforcement agencies in and outside the UK to check your application, to process the Driver Certificate of Professional Competence and for any other lawful reasons. For further information about how we process your data, your rights and who to contact, see our privacy notice at www.gov.uk/dvla/privacy-policy

Buying a vehicle?

The tax is no longer transferable so you must tax it before you use it.

www.gov.uk/vehicletaxrules

Driver CPC is a legal requirement for all professional bus, coach and lorry drivers.

Search **www.gov.uk** for Driver CPC



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DVLA's digital services

Save time – do it online!

- **Personalised registrations** – take a registration number off your vehicle and put a registration number on your vehicle
- **Vehicle registration** – tell us you've bought or sold a vehicle
- **Vehicle licensing** – tax or SORN your vehicle
- **Driving licences** – from applying for your provisional licence to viewing your driver details

For all DVLA's secure online services, use the official GOV.UK website at: www.gov.uk/browse/driving

