Applying for Dispatch Operator Licence

What is a Dispatch Operator?

1. A booking service to arrange for the hire and carriage of an intending passenger in a small public service vehicle operated or driven by another person, or
2. A service allowing a person to arrange the hire of a small public service vehicle.
3. Note you can apply for Dispatch Operator licence in the name of an individual or a company.

What you will need to become licensed

- Proof of the following:
    1) All affiliated drivers and vehicles are licensed in accordance with SPSV regulations and appropriate records kept. This means that as a Dispatch Operator you are required to keep and maintain an up-to-date list of all affiliated drivers, with details of their SPSV driver licences and the licenced vehicles they operate. The Authority may require a copy of this list which you will need to make promptly available.
    2) All drivers and vehicles are insured in accordance with SPSV regulations.
    3) A complaints procedure is in place. This process will effectively address any complaints received from users of the booking service. The Authority may require a copy of your complaints procedure, which you will make promptly available.
    4) A record management system for bookings and complaints received is in place. The Authority may request copies of these records which you will need to make promptly available to the Authority.
    5) Revenue confirmation that proposed Dispatch Operator's tax affairs are in order (exact name match)
- A completed application form for a Dispatch Operator Licence - DO1 form.
- A fee of €100 payable by postal order, bank draft or credit/debit card.

Tax clearance - Company

An electronic tax clearance certificate must be maintained with Revenue at all times. Using your Tax Reference Number (TRN), the Authority will check your tax status online with Revenue at the time of your application or renewal. A TRN consists of seven digits followed by 1-2 letters. The name on your licence application and the name on the electronic tax certificate must match exactly.

Name on licence application	Name on documents	Suitable for licensing?
Taxis Cab and Sons Limited	Taxi Cab & Sons Limited	No
	Taxi Cab and Sons Ltd	No
	Taxi- Cab and Sons Limited	No
	Taxis Cab and Sons Limited	Yes

Tax clearance - Individual

An electronic tax clearance certificate must be maintained with Revenue at all times. Using your PPSN, the Authority will check your tax status online with Revenue at the time of your application or renewal. You should allow a minimum of 48 hours for Revenue's records to be updated. The name on your licence application and the name on the electronic tax clearance certificate must match exactly. If the name on the electronic tax clearance certificate is not the same as that on the licence, you should contact the Revenue Commissioners.

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Name on licence application	Name on documents	Suitable for licensing?
James Murphy	Jim Murphy	No
	James Murphy Jnr	No
	James J. Murphy	No
	James Murphy	Yes

Application in Company name

If you are applying for a vehicle licence in the name of a company, the company must be registered with the Company Records Office (CRO) and you must provide a company number, also referred to as a company registration number. This number will be provided to you by the CRO upon registration. The Authority will use this number to verify that the company is registered and in active status before processing your application. If the Authority cannot verify that a company is registered with the CRO, it reserves the right to reject the application for a Dispatch Operator licence.

Submit the form along with the €100 fee to:

SPSV Licensing Section – Dispatch Operator
PO Box 436
City North Business Park
Tuam Road
Galway

For further information please visit www.nationaltransport.ie or the information line 0818 064 000

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