

Understanding your Transportation Network Driver's Licence (TNDL)



[Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]

Dear Applicant:

Re: Transportation Network Driver Licence TNDL-[Redacted]

- 1 TNDL Licence Expiry Date:** [Redacted]
- 2 Mechanical Inspection Due Date:** [Redacted]

Please be advised your application for a Transportation Network Driver Licence has been approved. Your licence expires on the date noted above. Our records indicate you are affiliated with UBER CANADA and will be operating the following vehicle:

VIN #: [Redacted]
Provincial Plate: [Redacted]
Make: [Redacted]
Model: [Redacted]

As part of the licensing conditions, a vehicle mechanical inspection must be completed and the form submitted to Livery Transport Services on or before mechanical inspection due date. Should either your company affiliation or vehicle change please contact Livery Transport Services as a new application is required.

Should you require additional information, please contact our office at (403) 648-6300, between the hours of 8:00 am and 4:30 pm, Monday through Friday.

Sincerely,

Chief Livery Inspector
Livery Transport Services



There are two important dates on your TNDL:

- **TNDL Licence Expiry Date**
- **Mechanical Inspection Due Date**

TNDL Licence Expiry Date - This is the date that your TNDL will expire. To renew your TNDL, you will need to upload a new Background Check that was obtained within the last 60 days to your Uber account.

Heads up! It can take up to 7-10 business days for your documents to be processed and sent over to Vehicle for Hire (VfH). Upload your documents early to your profile to avoid disruptions with your account.

You may begin uploading your documents for your TNDL renewal the first day of the month prior to your birth month. i.e. If your birthday is June 26, you may submit your new background check starting May 1st.

What happens if I let my TNDL expire?

You will have up to 30 days to renew your TNDL after its expiry date. After 30 days, your TNDL will close and you will need to restart the process by uploading a Background Check that was obtained in the last 60 days, an E.L.V.I.S. Inspection that was obtained in the last 30 days, and then take the Livery Driver Training Program again.

Mechanical Inspection Due Date - You are required to provide Vehicle for Hire a new E.L.V.I.S. Inspection by this date. The E.L.V.I.S. Inspection must have been obtained within the last 30 days.

Reminder: It will take time for Uber to process your documents to be sent to Vehicle for Hire. Upload your new E.L.V.I.S. Inspection to your Uber profile at least one week before the expiration date to ensure you are still able to drive in Calgary.

In the event your E.L.V.I.S. is not received by Vehicle for Hire before expiry, your TNDL will be suspended. The City of Calgary Vehicle for Hire department will charge a reinstatement fee if your E.L.V.I.S. is not received before the expiration date.

If your E.L.V.I.S. is expiring in less than a week, you must bring your new E.L.V.I.S. to the Vehicle for Hire office to avoid suspensions/reinstatement fee. If your E.L.V.I.S. is not received by its expiry date, you must visit the Vehicle for Hire office to get your TNDL reinstated.

How to complete your vehicle inspection:

1. Book an appointment at an E.L.V.I.S. Inspection location (view list [here](#)). Drivers on the Uber platform have an exclusive discounted rate of \$49.99 + tax at participating Canadian Tire locations.
2. Upload your new E.L.V.I.S. Inspection form to your driver profile.
3. Upload an updated copy of your TNDL letter

Vehicle Information on your TNDL

Adding a new vehicle to your TNDL

To add your new vehicle to your profile, please upload the Vehicle Insurance, Vehicle Registration, and E.L.V.I.S. Vehicle Inspection for the new vehicle. We will then submit your documents to Vehicle for Hire and they will issue you a new TNDL to your email.

Changing/Swapping your vehicle on your TNDL

If you are driving a new vehicle and want to change the vehicle on your TNDL, you will need to bring your Vehicle Insurance, Vehicle Registration, and E.L.V.I.S. Vehicle Inspection in-person to the Vehicle for Hire office.

Need Help?

Book an online appointment with the Greenlight Hub at: t.uber.com/book-at-glh

- Select your reason for making an appointment
- Under “Contact Help Desk,” select “Schedule an appointment”, then enter your home address
- After choosing your local Greenlight Hub location, check the schedule for the next available appointment. Appointment time slots are only shown for the next seven days
- To join your appointment, visit the Help Section in the Uber Driver App 5 minutes before your appointment

*Vehicle for Hire requires a Background Check that was obtained in the last 60 days to renew your TNDL. You may be required to obtain a background screening more than once in a calendar year to fulfill the TNDL renewal requirements and annual background screening mandated by the province.