

PIN Authorisation Procedures (Individual Drivers) – Mobile Phone Despatch System

You must obtain a PIN number **before entering the Forest (except when FE are responsible for loading when the PIN must be obtained at the point of loading) for the purposes of loading timber.** The 4-hour PIN window is the period of authorisation between entering the forest and loading the timber. There is no requirement for the load to be delivered to the mill by the PIN expiry time. The 'Interactive Voice' option is the quickest (and preferred) method to obtain your PIN number instantly:

A. OBTAINING PIN AUTHORISATION BY INTERACTIVE VOICE

1. You should have your previously-registered DRN (also known as a Despatch Advice/Conveyance Note number- either the customer's own or the FC's) ready.
2. Phone the FC Interactive Voice service for **Forest Enterprise England – 07481 359 372**
3. You will be prompted for the following information:
Stock Access Code, followed by the **hash key #**, **DRN number**, followed by the **hash key #**.
Key this information in i.e. 21098#1089101#
4. If approved, your PIN number will be **instantly relayed** and followed up by SMS Text. Details of the pin number **must** be written by the driver on the DRN, so this is available in the event of a spot check.

If there is a problem with any of the data during validation, you will hear the reason for this as detailed in section D below. You should follow the guidance therein.

B. OBTAINING PIN AUTHORISATION BY SMS TEXT

1. Text the **Stock Access Code (space)** followed by the **DRN number to 07481 359 372 i.e 21098 10891**
2. If approved your PIN number will be sent by SMS Text, normally within 15-30 seconds. The pin must be written by the Driver on the DRN so it is available in the event of a spot check.

If there is a problem with any of the data during validation, you will receive an SMS confirmation as detailed in section D below. You should follow the guidance therein.

C. DELAYED PIN APPROVAL VIA SMS TEXT OPTION – BACK UP PROCEDURES

If, after submitting your PIN request via SMS text, you have not received your PIN confirmation **within 5 minutes** please use the following back up procedure: -

1. Call the Interactive Voice line (07481 359 372) **within one hour of request.**
2. You will be prompted for the Stock Access Code and DRN. Re-submit **the same Stock Access Code and DRN information as that of the original SMS text request.**
3. If your original SMS Text request *has* been validated and approved on the Justfone System within the previous 1 hour then the PIN number will be relayed during the call. The pin number must be written on the DRN so it is available in the event of a spot check.
4. If your original SMS Text request has *not* reached the Justfone database then a new PIN number will be generated and instantly relayed if subsequently approved (the original will be rejected as a duplicate when it eventually reaches Justfone).

If there is a problem with any of the data during this validation, you will hear the reason as detailed in section D below. You should follow the guidance therein.

D. ERROR / REJECT MESSAGES AND RECOMMENDED ACTION

- **Invalid DRN?** The DRN number has not been registered for use by the customer or you have made an error when submitting the DRN (check and try again). **You must not uplift the load.** Contact the relevant customer or FE office during working hours (normally between 08:00 and 16:00).
- **Invalid Access Code?** You may have made an error when submitting the Stock Access Code (check and try again) or have tried to use an out of date Access Code. **You must not uplift the load.** Contact the relevant customer or FE office during working hours (normally between 08:00 and 16:00).
- **DRN already used?** The DRN has already been approved in SRP for a previous load. Please re-submit using the next valid DRN in the book and contact the relevant FE office to cancel the original DRN. **Failure to cancel will result in the customer being invoiced for the load.**
- **Message returned "Do not uplift"?** Uplift is suspended and the access code disabled. You should contact the relevant FE office during working hours (normally between 08:00 and 16:00) if you require further confirmation. **You must not uplift the load.**

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E. SMS TEXT AND INTERACTIVE VOICE BOTH UNAVAILABLE FOR PIN APPROVAL

Users can contact system support (Section H) or the Justfone customer support line (08707 706968) to report a fault. This must be done **before uploading timber**. The support line will be manned during working hours by Justfone staff and will revert to voicemail at other times. Justfone staff will pick up any out of hours issues within the hour. As an interim measure users should adopt the following procedures:

- **Uplift during office hours-** Users can contact the relevant District Office to obtain real time PIN authorisation or request a PIN in advance with an estimated date and time of uplift. Relevant phone numbers – See section H.
- **Uplift outwith office hours -** Hauliers may leave a voicemail on the District Office answerphone (see section H). This must include- date and time of uplift; DRN number; customer, and the Stock Access code being used. Failure to leave a message with all the above information will effectively mean that the load has been uplifted without approval.

F. CHANGES TO AUTHORISED UPLIFT / PIN EXPIRY

- **If a PIN has expired** on an authorised DRN during normal working hours you must contact the FD office. You will be issued with a new PIN number and 4 hour window for the same DRN. Outside working hours you must leave a voicemail on the District Office answer phone. This must include the DRN and the revised estimated date/time of uplift.
- **If you have a valid PIN, but are diverted to collect a different load** during normal working hours, you must contact the relevant FD Office with the revised product details. You will be issued with a new PIN number and 4 hour window for the same DRN. Outside normal working hours you must leave a voicemail. This must include the DRN and new product details along with any revised date/time of uplift.
- Where you have a DRN and valid PIN, and you subsequently **do not lift the load**, you must cancel the DRN with the relevant FD Office at the earliest opportunity. If you don't, FE will assume that a load has been uplifted and the Customer will be subsequently invoiced for this.

G. THE IMPACT OF FAILING TO FOLLOW PROCEDURES

1. No Valid PIN during a routine spot check or vehicle registration check? Local timber security procedures will apply and could mean you are asked to unload and leave the forest.
2. Uplifted a load prior to obtaining PIN Authorisation? Local timber security procedures will apply.
3. Failed to notify the relevant operational area that a PIN has expired or you were diverted to collect a different load? Local timber security procedures will apply.
4. Overloading of 45+ Tonnes GVW- this will result in the customer incurring a 1-day uplift ban for each occurrence.

H. FEE OFFICE NUMBERS AND SYSTEM SUPPORT

(Monday – Friday, normally 08:00 – 1600, unless otherwise advised by local arrangement)

Forest District Office Details

England Forest District	Name and Phone Number
Central	District Office- 0300 067 4340 Lorraine Taylor- 0300 067 5470, Alexia Massey- 0300 067 4497
East	District Office – 0300 067 4500, Amanda Cobbold – 0300 067 4514 Bethany Raven – 0300 067 4514, Lisa Farthing – 0300 067 4539
North	District Office – 0300 067 4200 Tara Dobson Martin – 0300 067 4220
Yorkshire	District Office- 0300 067 4300 Nina Gabriel – 0300 067 4324, Jan Bell – 0300 067 4325
South	District Office – 0300 067 4600 Sally Billington – 0300 067 4610
West	District Office- 0300 067 4800, Louise Howley – 0300 067 4838, Luke Gosling- 0300 067 6731

System Support - Josie Sterling 0300 067 4111, Alastair Suddaby 0300 067 4036

Email - josie.sterling@forestryengland.uk, alastair.suddaby@forestryengland.uk