London Road User Charging

Auto Pay
User Guide

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Welcome to London Road User Charging Auto Pay User Guide

This guide provides all the key information you will need to manage Auto Pay online. Online you will be able to:

- Maintain your list of registered vehicles
- View your current and previous Auto Pay Usage and transactions
- Make interim payments
- Maintain the details of your account users

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Holder</td>
<td>The designated Account Holder is the person responsible for the account. They will act as the contact point. Any correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues.</td>
</tr>
<tr>
<td>Account Number</td>
<td>An account number is a unique number to enable a user to identify themselves when contacting us by telephone and when using the automated telephone system (IVR). The Account Number is used together with the customer’s PIN.</td>
</tr>
<tr>
<td>Account Users</td>
<td>Account Users are people authorised, by the account holder, to manage the CC Auto Pay Service through a secure sign in process. Account users have the same permissions as the account holder, except that they can't remove the account holder, themselves or close the account.</td>
</tr>
<tr>
<td>Billing Period</td>
<td>The standard period is one month, although it may be different if the statement date is changed. The Billing Period will begin usually 10 calendar days from the date your Auto Pay service is activated. The first Billing Period may be shorter than one month depending on, which day of the month has been chosen to be, your statement date.</td>
</tr>
<tr>
<td>Chargeable vehicle</td>
<td>A vehicle is described as chargeable, if it is not eligible for a 100% discount or exemption from the Congestion Charge, ULEZ or LEZ</td>
</tr>
<tr>
<td>Customer ID</td>
<td>The Customer ID is a unique number given to each Account Holder/ User. Along with the user’s password, the customer can access the account online. For the Account holder this number is the same as their Account number.</td>
</tr>
<tr>
<td><strong>Direct Debit</strong></td>
<td>The agreement between you and us, for the purposes of taking Auto Pay payments direct from your bank account</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Auto Pay</strong></td>
<td>The service that automatically charges the Account Holder when they use a registered vehicle in the Congestion Charge/ ULEZ zone during charging hours. The Account Holder is billed monthly and payments must be made for the service to remain active.</td>
</tr>
<tr>
<td><strong>Auto Pay activity</strong></td>
<td>This shows charges on an account prior to the billing date. These charges could be for vehicles registered for Auto Pay. These charges will be shown on the monthly statement and not currently available online.</td>
</tr>
</tbody>
</table>
| **Auto pay status** | The status of your Auto Pay service is displayed when signing in online;  

‘**Active**’ status means that your Auto Pay service is fully operational, and no further action is required.  

‘**Pending suspension**’ status means that a scheduled payment has failed and you will now need to pay the outstanding balance. If you do not pay the amount outstanding, your Auto Pay will be suspended. You will need to pay the charge in another way or you will receive a Penalty Charge Notice.  

‘**Suspended**’ status means that a scheduled payment has failed and you must now pay the outstanding balance. If you drive any of your vehicles within the charging zone you will need to pay the charge(s) in another way or you will receive a Penalty Charge Notice. If you do not clear your balance quickly, your Auto Pay service will be closed and you will need to pay vehicle registration charges to reactivate it.  

‘**Closed**’ status means that your Auto Pay service is no longer available. You will need to pay the charge(s) in another way or you will receive a Penalty Charge Notice. The service cannot be reactivated. A new service must be set up. Registering vehicles will incur a registration charge of £10 per vehicle. |
| **Interim Payment** | A full or part payment made towards the current Auto Pay balance. This payment is made outside of your normal billing period. |
Step by step task guide

1. London Road User Charging Account (LRUC) Landing Page

This page (Figure 1) is for all account users, and it displays all the key features of your LRUC Account. The information you see will depend upon the services that you or your organization have registered for.

By following the additional links on the right-hand side of the landing page, you will be able to Pay to Drive in London, amend payments, and request a refund.
At any time you wish to return to your landing page above you can ‘click’ on the ‘London Road User Charging Account’ banner on the top right hand side of most of our pages.

2. Manage Auto Pay

Clicking on the ‘Manage Auto pay’ link will take you to the ‘Manage Auto Pay’ homepage. (Figure 2)
In this section, you will be able to:

- See your current balance
- Check the status of your Auto Pay
- Make an interim payment; If you make a payment now it will be deducted from your outstanding balance immediately. Your payment cannot exceed your current balance
- View and amend your payment details such as Direct Debit or payment card
- Add and remove vehicles on your Auto Pay Service
- View your Auto Pay vehicle history; Details of all vehicles that have been on your Auto Pay service within the last 2 years.
- See when your next statement is due
View and Manage Auto Pay

- **Adding/Removing Vehicles**

  - You have until midnight on the date of travel to add additional vehicles. Only vehicles registered to an ‘Active’ Auto Pay service by midnight are covered for travel on that date.

  - Vehicles removed prior to midnight will **NOT** be covered for travel within the zone for the day they are removed.

- **Add a vehicle**

  By clicking on [Add a new vehicle](Figure 2), you will be able to add a vehicle. There is a £10 annual vehicle registration charge for every vehicle added to Auto Pay, you do not have to pay this immediately, it will be added to your next statement.

  You will be asked to enter your vehicle details as below, (Figure 3) if you have vehicles already recorded on your account, and (Figure 4) if you have no other vehicles and need to enter a new one.

(Figure 3)
Find vehicle

Be careful not to mix up the letters 'I' and 'O' with the numbers '1' and '0'.
Choose the correct country of registration. You risk getting a penalty if you pick the wrong one.

Number plate (Vehicle Registration Mark) *

* Required field

Country of registration*

* Required field

Find vehicle

(London Road User Charging Account)

Account holder: Mr. Testuser2349
Surname: Testuser
Account number: 2000640490

Sign out

(Figure 5)

You will not be able to add a vehicle that is already registered to someone else’s Auto Pay, you will need to contact us to prove ownership or authorisation to add the vehicle.

You will need to submit a copy of your V5C (logbook) this is the registration document issued to you by the DVLA or equivalent.

Once added you will see the following page, including information on whether you will also be charged for Ultra Low Emission zone (ULEZ) charges for each vehicle added. You can continue to add up to 5 vehicles in total or select Continue once you have added all your vehicles.

Add vehicles to Auto Pay

You can add up to 5 vehicles to your Auto Pay service. An annual £10 registration charge applies to each vehicle – this will be added to your monthly statement.

You can select a vehicle that is already on your account or add a new one.

Selected vehicles 1/4

VEZ8143

Testcar1
Black FORD FOCUS
ZETEC 125

£10 charge

CC
Should be paid
ULEZ
Meets the standard

Account vehicles
New vehicle

Continue
When you add a vehicle you will be given the option to give it a ‘Tag’. This will help you identify a vehicle, so you can quickly see who’s vehicle it is without knowing the number plate. To add a tag click on ‘Add tag’ adjacent to the vehicle’s number plate.

If the addition is successful you will see a Confirmation page.

3.3 Remove a vehicle
To remove a single vehicle, you will need to click on the ‘X’ shown alongside the vehicle details in your list of Auto Pay vehicles (Figure 6).

You will be asked to confirm if you wish to remove that particular vehicle.

The vehicle will be removed from your Auto Pay service immediately, so if you travelled in the zone on the day you removed it you will need to pay by another channel.
4. Amend Auto Pay payment details

You can change your Auto Pay payment details from the ‘Manage Auto Pay’ page.

Depending on the type of payment details you already have you can change to another payment card or set up a Direct Debit.

4.1 Changing your payment card details
If you already pay for your Auto Pay service by payment card, if you still wish to pay by card but want to change to a new one you can do this with immediate affect.

Select ‘change payment details’

Select the ‘Pay by debit or credit card’ option, tick the confirm, box to show that you have read the declaration, and click continue.

Select payment method

Select the confirm button and click ‘continue’. Complete the new card details pages, please make sure you remember to ‘save the card to your account’.

4.2 Adding and changing Direct Debit details

To change from payment card to Direct Debit or to change an existing Direct Debit the process is the same. You will need to be aware that if it is too close to the date that your scheduled monthly payment is due you may not be able to make this change, we will tell you if this is the case.
Select ‘Pay by Direct Debit online’

Select payment method

You can’t change your payment method to direct debit because your next statement date falls within the next 10 days. You’ll need to try again after your statement has been issued.

Select payment method

Pay by direct debit (online) [ ]
Pay by debit or credit card [ ]

If you are not the bank/building society account holder, or more than one person is required to authorise debits from this account, you will not be able to authorise a Direct Debit mandate online.

All correspondence regarding this Direct Debit mandate will be sent using the preferred contact details on your London Road User Charging account.

I confirm that I am the bank/building society account holder, and/or I have the sole responsibility for authorising debits from this account.

[ ] Confirm

Select the confirm button to show that you have read the declaration and click ‘continue’.
Set up direct debit

Name of Bank/building society account holder*

Bank/building society account number*

Sort Code

XX XX XX

Billing address

This is the address the bank/building society account is registered to. Correspondence from us will only be sent to this address if it is also the address saved in your London Road User Charging account.

Postcode*

Complete your bank account details pages, including the billing address – this is the address that the bank have on record for your account, this may or may not be different from your home address.

At this point we will do a quick check to make sure your bank allows this facility. Once confirmed you will be presented with a review page including the Direct Debit declaration. Once you have confirmed and selected to continue you should see a confirmation page stating that your Direct Debit application has been submitted.
5. Viewing transaction history and previous statements

From your account landing page (Figure 1) click on

You will be taken to the following page

Manage Auto Pay

Service summary
- Status: Active

Balance: £10.00 debt
- Next statement date: 02/04/2019
- Last statement balance: £1.00

- Make an install payment
- View managed since last statement
- View Auto Pay transaction history
- Auto Pay statements

Vehicles active on Auto Pay
- 1/5 vehicles on Auto Pay
- £0 annual charge

TF94BDG  Add tag
Silver LAND ROVER
RANGE ROVER VOGUE
SE SDV6 AUTO  Blue Badge
CC  ULEZ
100% discount Should be paid

Add a new vehicle

View Auto Pay vehicle history

Stored Auto Pay payment card
- American Express
- Ending In: 0012
- Expires: 12/22

Change payment details
Click on

View Auto Pay transaction history

You will be taken to the following page

Transaction history

View details of all transactions over the last 24 months on your Auto Pay service.

You can:
- Download these transactions as a csv file and open them in the program of your choice
- Download a custom file by using search and filter options first
- See more details of any charges incurred on your account by expanding each file

<table>
<thead>
<tr>
<th>My Auto Pay transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>filter options</td>
</tr>
</tbody>
</table>

| Transaction type: Daily ULEZ Charge Auto Pay (High 1 day) | |
| Date: 01/02/2019 | |
| Number plate (Vehicle Registration Mark): FY66ELN | |
| Tag: TAG_TFL | |
| Reference: 41000002654 | |
| Amount: £60.00 | |

| Transaction type: Daily Congestion Charge Auto Pay (1 day) | |
| Date: 01/02/2019 | |
| Number plate (Vehicle Registration Mark): FY66ELN | |
| Tag: TAG_TFL | |
| Reference: 41000002654 | |
| Amount: £60.00 | |

| Transaction type: Payment | |
| Date: 28/02/2019 | |
| Reference: 9233270 | |
| Amount: £873.70 (credit) | |

| Transaction type: Auto Pay Annual Vehicle Registration Charge | |
| Date: 27/02/2019 | |
| Number plate (Vehicle Registration Mark): CD90ZNT | |
| Reference: 99040000002 | |
| Amount: £60.00 | |

You can view your autopay transactions in the upper part of the page. To view further details of a daily charge, click on the next to it. You will be then be able to view the image of the vehicle being charged. You can also elect to filter the results of your transaction records by clicking on ‘Filter options’
The following block will be displayed:

![Image of My Auto Pay transactions filter options]

You can then narrow the search down by searching for a particular VRM or you can order your search results by date or Vehicle registration mark in an ascending or descending order.

To view your past statements as a pdf, scroll to the bottom of the page where your previous statement will show with the most recent at the top of the list.

6. Viewing transactions since your previous statement

From your account landing page click on

![Image of Manage Auto Pay]

You will be taken to the following page
From here click on

You will be taken to the following page
Here you can see any transactions on your account since your last statement was issued. You can also filter the results by date of transaction and Vehicle registration mark.

7. **Viewing your correspondence history**

You can view your correspondence history by clicking on the following link on your account homepage

This will take you to the following page
Correspondence history

You can view details of all correspondence such as emails and receipts, sent to us or issued to you, through your account. If you have opted to view your payment receipts 'Online only' you will be able to see them here.

Use the filter options to filter the list for a particular day or date.

You can also download and print individual correspondence files.

Auto Pay

If you have Auto Pay set up on your account you can also see details of any Auto Pay correspondence such as statements. Or you can see more Auto Pay details by following the 'Manage Auto Pay' link below.

If you have not set up Auto Pay and what like to find out more go back to your account sign in page for details.

Manage Auto Pay

Correspondence

Filter options

Any correspondence that you have sent us or that we have sent you will be shown, and you will have the option to search your records by clicking on

You will then be able to search by date range that the correspondence was issued or filter the results by date showing newest or oldest first.

To view and download an item click on the > to the right of the item.

This will show you the details of the correspondence and give you an option to download it. As shown below.
To view the item of correspondence click on ‘Download this correspondence’.

8. **Viewing your payment history**

By clicking on this link you will be able see details of payments that have been made via your account. This includes any payments made outside of your Auto Pay service for Congestion Charging, ULEZ and LEZ.

This will take you to the following page
Payment history

Details of all non-Auto Pay payments made through your account can be viewed here. You can track your payments, access a receipt copy, request a refund and more.

Use the filter options to search for a single transaction, or filter the list for a particular day or dates.

You can also download the unfiltered or filtered list as a .csv file and open it in the program of your choice.

Auto Pay

If you have Auto Pay set up on your account you can see a summary of your Auto Pay activity by following the 'Manage Auto Pay' link below. If you have not set up Auto Pay and want to find out more, go back to your account sign in page for details.

Manage Auto Pay

Past payments

Filter options

Transaction type: Daily LEZ Charge (1 day)
Date: 9/03/2019
Vehicle Registration Marks: B88Y
Charge date range: 9/03/2019
Receipt number: M0049922990
Amount: £200.00

Details of any financial transactions (i.e. payments, refunds, registration charges) made outside of your Auto Pay service will be displayed here. To download a list of all transactions, select . These will be downloaded in .CSV format.

To view and download an item click on the to the right of the item. This will take you to the following page.
• **Making an interim payment**

Occasionally you may wish to pay part or all of your **Auto Pay balance before your statement** and monthly payment is due. This is called an interim payment.

To do this you can select ‘Make an interim payment’ and follow the on screen instructions. You will not be able to pay more than the balance outstanding.

• **Making a payment if your Auto Pay is ‘pending suspension’**

If your Auto Pay service monthly payment has failed and the status is in ‘pending suspension’ status you will see a yellow warning box reading ‘Your Auto Pay service is pending suspension’. If the service has moved on to a suspended status the warning box will be red and will state ‘Your Auto Pay service is suspended’. Paying the balance will immediately re activate the service in both instances.

You can either click on the ‘manage my auto pay’ hyperlink in the yellow/ red warning box on their account landing page or you can click on the ‘Manage Auto Pay’ link under ‘my options’.

On the next page the amount outstanding on your Auto pay service will be displayed.
This will be the amount of the failed payment from the last statement plus any charges incurred since then.

To pay the outstanding amount to return the service to an active status click on 'Pay outstanding balance'.

Manage Auto Pay

Service summary

⚠️ Your scheduled payment of £221.00 failed. If you don't reactivate your service it will be suspended. Once suspended you will need to pay the charge another way or you will receive a Penalty Charge Notice.

To reactivate your Auto Pay you need to pay the current balance. This may include charges incurred since your last statement. The current balance payable is £221.00.

Pay outstanding balance

Status: Pending Suspension

Balance: £221.00 debit
Next statement date: 13/02/2019
Last statement balance: £221.00

You will be taken to the following page where you can confirm that you want to proceed to pay the outstanding balance using your payment card. To continue to payment, click on 'Continue'.

Manage Auto Pay

Service summary

⚠️ Your scheduled payment of £1,394.50 failed. Your Auto Pay service is now suspended. If you do not reactivate your service you will need to pay the charge another way or you will receive a Penalty Charge Notice.

To reactivate your Auto Pay you will need to pay the current balance. This may include charges incurred since your last statement. The current balance payable is £1,394.50.

If you do not pay the outstanding balance now your Auto Pay will be closed and you will need to pay the additional vehicle registration charges to reactivate it.

Pay outstanding balance

Status: Suspended

Balance: £1,394.50 debit
Next statement date: 13/02/2019
Last statement balance: £1,394.50
On selecting to continue, you will be asked to enter your payment card details to make the payment.

You will be invited to save the payment card used. If you don’t want to save the card click on ‘Don’t save the card’ option, if you would like to save the card then click on ‘Save this card’.

If you choose to save the card it will be saved to the base account but it will NOT be used for future autopay payments. If you want to amend the card on the autopay service you will need to follow the steps in this document ‘Changing your payment card details’.

If the payment is successful they will be taken to the confirmation page shown below.

---

**Confirmation**

- Your payment has been successful
  - You have made a payment of £1,394.50 to your Auto Pay service.
  - Your reference number is 200640483

New outstanding balance: £0.00

- Auto Pay is now active

What happens next

The amount you have paid will be deducted from your next monthly statement.

The card used to make this payment will not replace your existing Auto Pay payment details. If you want to update the payment card used for Auto Pay, go to ‘Manage my Auto Pay’.
The confirmation page will confirm that your Auto Pay service has been updated and the status should show as ‘active’.

11. Making a payment if your CC Auto Pay is ‘suspended’

If your CC Auto Pay service has been suspended you will see the following message.

---

**Manage Auto Pay**

**Service summary**

- **Status:** Suspended

**LONDON ROAD USER CHARGING ACCOUNT**

- Account holder: Mr Testuser 22839 Supreme
- Account number: 2000560045

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12. Making a payment if your CC Auto Pay is ‘closed’

It is not possible to reactivate a closed autopay service. You will be able to clear the outstanding balance online, but if you would like to retain an Auto Pay service you will need to reapply.

If your Auto Pay service is closed you will see a message in a red box.

On the account landing page click on ‘Manage Autopay’. On the next page the amount outstanding will be displayed. This will be the amount of the failed payment from the last statement plus any charges incurred since then. To pay the outstanding amount click on ‘Pay outstanding balance’.
You will be asked to enter your credit card details to make the payment. Once your details are entered, click on ‘Continue’. If you have a saved payment card on your account you will be given the option to use that first. You can use your saved payment card providing it hasn’t expired. If you chose not to use your saved payment card you can enter a different credit card and the second screen below will be presented.

**THIS IS NOT THE CARD THAT MAY BE BEING USED FOR YOUR AUTO PAY PAYMENTS – THIS IS A PAYMENT CARD THAT IS STORED AGAINST YOUR ACCOUNT ONLY.**

If the payment is successful, you will see a confirmation page as shown below. You will see a zero balance but your Auto Pay service will remain closed. It is not possible to reactivate a closed autopay service by paying off the outstanding balance, if you would still like to add an Auto Pay service you will need to reapply. The £10 annual vehicle registration charge will apply for each vehicle you add to a new Auto Pay service and this will be added to your first statement.
13. My Vehicles

This section contains details of all vehicles that are associated with this Road User Charging Account. You can view active vehicles on your account, see the dates that they were added or removed and filter by VRM.

You will be able to sort by all of your services, including your Auto Pay service. You will also be able to see vehicles that are NOT registered for your CC Auto Pay Service, a charge must be paid via an alternative method if these vehicles are used in the Congestion Charging zone.

14. Discounts

In this section you will be able to view, amend and cancel existing discounts on your account. You will also be able to apply for new discounts, view your discount history and inform us of any cherished plate transfers you intend to make to your fleet.
15. ULEZ and LEZ Services

The Low Emission Zone (LEZ) covers most of Greater London. ULEZ and LEZ operate 24 hours a day, every day of the year.

Follow this link for more information on the Low Emission Zone (LEZ).

NOTE – Auto pay applies to Congestion Charging and ULEZ. Payments for vehicles using the LEZ are not taken automatically.

16. Account Settings

By clicking on “Account Settings” from the Landing Page you will see the details of your LRUC account and make amendments to key account information.

17. Add a new user

By clicking on you can add a new user (up to a maximum of 5 users allowed). If the maximum number of users has already been added then this option will not be available.
The first time the new user signs in they will need to use their Customer ID and the PIN you created for them as part of setting up their user account. They will be
allocated a unique Customer ID at the end of the process and you will need to note this down from the confirmation page as shown below.

**PIN resets**

If you have forgotten (or wish to change – query) your PIN you can call the contact centre. Once you have answered some security questions your PIN will be reset.

**Remove an account user**

If you wish to remove an account user you can click on the X next to the user you wish to remove.

You will be asked to confirm the change, if you wish to remove the user. The same user can be added again, at a later date.
20. Amend marketing preferences

You can opt in or out of receiving marketing information and/or taking part in customer satisfaction surveys.

These options can be changed at anytime.

21. View Terms and Conditions

You can view the Auto Pay Terms and Conditions online at https://tfl.gov.uk/corporate/terms-and-conditions. The Account Holder will be notified by email of any future amendments.
22. Close your account

Only the account holder can close the account, and all services associated to it by clicking on the link shown below. You will need to confirm that you wish to close your account.

The account can only be closed if all outstanding balances have been cleared.

NOTE – Once an account has been closed, any vehicle(s) that were registered for a discount, or on the Auto Pay service, will no longer be covered for the Congestion Charge and ULEZ charge. Payments will need to paid via alternative methods for any vehicle that is used within the Charging zones. Failure to do so may result in PCNs being issued.

If there is an outstanding balance on the account, please contact TfL on 0207 649 9860 to settle your account via credit or debit card.

In accordance with the Auto Pay Terms and Conditions, in the event of outstanding debt or fraud by the Operator, TfL may disclose relevant details to law enforcement or debt collection agencies to assist in collecting debts or tracing those committing fraud.
23. Statements

We will issue you with a statement each month. This will detail all charges incurred for vehicle usage in the Congestion, ULEZ and LEZ Charging zones during the statement period and the total amount that we will debit from your bank account. It will also show any refunds, credits or debits made to your account.