



Business Operations Agreement

Schedule 2

Appendix 02 – Customer Account Structure

TfL_scp_000555

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Table of Contents

1	Introduction.....	3
3	Registering for an Account	6
4	Payment Services.....	9
5	Discount Registrations and Renewals	17
6	Vehicles.....	29
7	Access Rights.....	30
8	Low Emission Zone (LEZ) – <i>Redacted Information</i>	33
9	Outgoing Customer Correspondence	33

1 Introduction

This document is provided in order to support the requirements detailed in Schedule 2: Statement of Requirements and give greater detail for the operation of Customer Accounts and Account Services. It provides some background information on how the current solution operates, and highlights areas where significant change is required.

2 Customer Data

2.1 Customer Account

A Customer Account could be made up of single or multiple elements, and will be the base to which all Communications, financial transactions and Account Services are attached.

The conceptual view of a Customer Account is shown below (Table 1) which details the options available to a Customer via their Customer Account. The Customer Account shall hold the core details about a Customer and will provide them with access to the non-public area of the Website. The Customer Account shall have a Customer Account holder and up to five (5) Customer Account Users. Each will have a unique secure login in order to access the Customer Account.

Under the current solution there are two types of Customer Accounts, an Individual Account and an Organisational Account. For this Contract, TfL requires that one Customer Account type is made available for all Customers.

TABLE 1

A Customer can register for a Customer Account and has the option of adding the following Account Services:

- Payment Services
- Discount Services
- Account Users

A Customer may attach more than one (1) Account Service to their Customer Account.

Customer Account

- Status
- Title
- Forename and Surname (Customer Account Holder)
- Company name
- Address
- Postcode
- Telephone Number
- Email Address
- Preferred Communication Channel
- Marketing Preferences
- Payment card details
- VRMs

Customer Record

Example

- Name
- Contact Details

Anonymous Record

- Where sufficient details are not available to create a Customer record

Account Services – The customer will be required to accept relevant Ts & Cs for Services added

Payment Services

- Fleet Auto Pay
- CC Auto Pay
- NHS Reimbursement Service

A vehicle cannot be active on more than one active Auto Pay Service.

Discounts

- Residents Discount
- Blue Badge Discount
- 9+ Seat Discount
- Recovery Vehicle Discount
- Breakdown Vehicle Discount
- Ultra Low Emissions Discount
- Motor Tricycle Discount
- Selected Partner Discount
- Greener Vehicle Discount (migrated customers only)

A Customer can have multiple Discount types on a single Customer Account.

Customer Account Users

A Customer Account Holder has the ability to nominate the following on their Account:

- Up to 5 and including five (5) Customer Account Users. Each user will have a unique secure login which is required to access the Customer Account.

- 1 Wherever possible, a Customer Account should be created, however where there is insufficient information then one of the following 2 options should be used based on the level of information provided. Customer Record,
- 2 Anonymous Record

2.2 Customer Records and Anonymous Records

The Service Provider shall capture and store information about Customers who don't provide all mandatory information required to create an Account. These shall cater for the following scenarios:

a. Customer Record

Where a Customer has made contact with the Contact Centre but has

- 1 Not provided the mandatory information required to create an Account. For example, a Customer Record shall be created if a Customer makes an enquiry or complaint via email and the only information provided is the Customer's name and email address.

OR

- 2 The Customer specifically states that they do not want a Customer Account.

The Service provider shall minimise the creation of multiple Customer Records

b. Anonymous Record

Where a Customer makes a payment and provides insufficient information to create a Customer Record such as the following information:

- 1 VRM
- 2 Charge date
- 3 Payment details

The Service Provider shall minimise the creation of multiple Anonymous Records.

The information held on Customer Accounts, Anonymous Records and Customer Records must be available to the Customer, to Operational Users and to TfL Personnel.

3 Registering for an Account

A Customer is likely to register for a Customer Account if they know they will be using the Scheme regularly. Via their Customer Account a Customer can store details such as VRM and payment card and make Charge Payments.

A Customer will need to register for a Customer Account if they are also intending to register for a Account Service. Registering for a Customer Account and for an Account Service must be a seamless, one step process from the Customer's point of view. They should not be required to enter the same information repeatedly in order to add a Customer Account Service, where the data is available on the Customer Account or available on a Customer Account Service that has been previously attached. All Customers must have a secure login and must set up security questions in order to assist in the event that they have forgotten their login details.

The table below details the information that must be captured in the creation of a Customer Account along with the validation required.

Each Customer Account must have a unique Customer Account number and have only one (1) of two (2) statuses, either open or closed.

Schedule 2 Section 3 has the specific requirements for Customer Account registration.

Table 2: Customer information required in the creation of a Customer Account

Field	Mandatory/ Optional	Validation Required
Title	M	TfL will provide a list of Title options to be used. A free text option shall also be available with a spell check facility
First name	M	This is the name of the Customer Account Holder.
Middle name	O	Confirm spelling phonetically where Customer Account registration is via the phone.
Surname	M	

Field	Mandatory/ Optional	Validation Required
Company/Trading Name	O	When a company name is provided then the name of an individual must also be captured as the Customer Account Holder.
Is the Customer Account personal or business?	M	Customers must also select Customer Account type as business or personal
Address (inc post code)	M	PAF check on postcode to confirm a valid postcode has been entered
Daytime telephone number	Only one telephone number needs to be captured.	Customers must also select their preferred contact number.
Evening telephone number		
Mobile telephone number		
E-Mail address	O (M if preferred communication channel is email or linked to Auto Pay Service)	Email address must be validated before the account becomes active. When registering online this will be done as part of the registration process before allowing the Customer to continue with the registration process.
Receive marketing from TfL?	M	Yes or No
Take part in TfL satisfaction surveys?	M	Yes or No
Is the Customer under 18 years old?	M	Yes or No
Communication Channel preferences (This is the channel via which the Account Holder wishes to be contacted by TfL)	M	Choose from: Email (default); None; Post shall also be available but only used in exceptional circumstances and with Manager authorisation.
Payment Card	O	The Customer may provide details of a default payment card which will be

Field	Mandatory/ Optional	Validation Required
	(M if CC Auto Pay Service is opted with card payment option chosen)	used for Charge Payments.
Frequency of Receipts	M	Choose from: Individual Receipt; No Receipt
VRMs	O	Display make, model and colour. Check if exempt or Discounted.
Password	M	Password minimum length is eight (8) alphanumeric Characters
Terms and Conditions	M	Acceptance of the Ts & Cs of the Account
Data Protection	M	Agreement to the Data Protection declaration
Security Questions	M	

4 Payment Services

Once a Customer has registered for a Customer Account they can use their Account to make payments via the Web, IVR or Call Centre. Where a payment card has been registered to a Customer Account the card registered will be used as the default payment card for Charge Payments.

Alternatively a Customer can opt for an Automated Payment Service as detailed in table 3 below.

Table 3 – Payment Services

Payment Service	Description
Fleet Auto Pay Service	<p>Fleet Auto Pay is an automated payment Service available to companies and is based upon a combination of estimated and actual usage. Customers must have a minimum of six (6) VRM's registered for the Fleet Auto Pay Service.</p> <p>Once the minimum number has been registered, the Customer can register an unlimited number of VRMs for the Service and pay for journeys by Direct Debit on a monthly basis.</p> <p>Fleet Auto Pay Customers are charged as follows;</p> <ul style="list-style-type: none"> • Fleet Auto Pay Daily charge • Fleet Ad hoc charges • Administration Charge <ul style="list-style-type: none"> ○ VRM Administration Charge ○ Annual VRM Administration Charge <p>A Fleet Auto Pay Customer cannot make more ad hoc payments in a statement period than the number of active vehicles on the Fleet Auto Pay Service. For example if a Customer has fifty (50) vehicles on the Service then they can have fifty (50) ad hoc charges in a monthly period. The System shall reject and advise the Customer where their ad hoc vehicle threshold has been met.</p> <p>Fleet Auto Pay Customers must have the ability to manage an unlimited number of vehicles, and must be able to make regular changes to their</p>

Fleet Auto Pay Service, the vast majority of which will be done via the Web.

New VRMs added to the Fleet Service are subject to an Administration Charge, which is added to the Monthly Statement.

An Administration Charge is applied annually for each active vehicle. The Monthly Statement will provide advance warning of Administration Charges to be applied to the following Monthly Statement.

Fleet Customers are required to make an initial pre-payment by Direct Debit, based on estimated usage for the Fleet Auto Pay Service to be activated. A calculation tool will be available to the Customer and the Operational User to assist them in this calculation.

The Fleet Auto Pay statements work on the following principles:

- **Month 1** – Based on estimated usage over an 8 week period. Number of vehicles multiplied by the estimated number of journeys in an eight (8) week period
- **Month 2** - Administration Charge per vehicle added to the account plus estimated usage for the next month (same as month 1) plus actual usage
- **Month 3** – Administration Charge for any new vehicle added on to the account plus estimated pre payment (same as month 1) plus actual usage
- **Month 4** - Administration Charge for any new vehicle added on to the account plus estimated pre payment (based on three (3) month actual usage) plus actual usage
- **Month 5** - Administration Charge for any new vehicle added on to the account plus estimated pre payment (based on three(3) month actual usage) plus actual usage

From Month 4 onwards the estimated pre payment should always be based upon the rolling three (3) previous month's actual usage.

Fleet Auto Pay usage is determined via Detection Events captured by the network of cameras therefore these Chargeable Items must be retained in order to defend any charging disputes.

At the point of registration the Customer will be allocated a statement date, between the first (1st) and the twenty eighth (28th) of each month. Dates should be allocated in order to ensure an even distribution throughout the month, and ensure that the Service can be activated as quickly as possible. The Direct Debit payment request is then submitted in line with Direct Debit Guidelines.

Under the current solution, Fleet customers statement dates are distributed over four (4) set dates within a monthly period. The Service Provider will need to give consideration to moving these to be more evenly distributed across the monthly period (between the 1st to the 28th of the month).

A Fleet customer may amend the statement date that has been allocated. However in order to prevent a customer continually moving out the

statement date, in order to delay or avoid payment, this can only be done in the following circumstances:-

- After the first statement date and following collections of the initial payment.
- Only within a period of 28 days from the date of the last payment collected.

A Fleet Auto Pay Customer can choose to make an interim payment by an alternate payment method, outside of the recurring payment transactions, in order to reduce the balance due on the monthly statement. Such payments need to be reflected on the subsequent Monthly statement.

A Fleet Auto Pay Customer will be able to add individual and multiple VRMs at any time.

In order to assist them in the management of their Fleet internally, the process shall allow for additional data fields to be available to the Customer. Currently a Cost Centre field is provided.

The current solution allows the Customer to download via the Web an excel version of their list of vehicles, to which they can then make amendments, by adding or removing VRMs as required. Alternatively this can be requested via the Call Centre and emailed to the Customer. The revised list is then uploaded via the Web/email by the Customer. Any new VRMs identified will be subject to the Administration Charge, and activated accordingly. VRMs which have been removed from the list will be deactivated from the Fleet Auto Pay Service. All VRMs added to the Service are subject to the validation checks detailed in Schedule 2.

The Fleet Auto Pay Service shall accommodate a number of statuses for the identification of Payment failures and Charge disputes. Currently these are :-

- Pre Suspension – Where a Direct Debit payment has failed. Notification is issued to the Customer to request settlement of the outstanding balance within the specified number of Working Days to prevent suspension. Service remains active.
- Suspended – If the Customer does not make payment of the outstanding balance within the required period, the Service is suspended. Notification is issued to the Customer to request settlement of the outstanding balance within the specified number of Working Days to prevent Service Closure. From this point, no further Usage Charges will be attributed to the Customers Fleet Auto Pay Service and payments for journeys must be made by an alternative method.
- Closed - The Service will be automatically closed if the Customer fails to make payment of the outstanding balance within the number of days specified by TfL Where there is no outstanding balance, the service may be closed at the request of the Customer. Any debt on a closed Fleet Auto Pay Service will be subject to recovery via the Debt Recovery process. Retrospective PCNs will not be issued for journeys for which payment has not been received.
- Active under dispute - Customer has disputed charges whilst the Service is in the Pre Suspension period. The Service should not be suspended until the dispute has been resolved, in line with TFL Business Rules
- Suspended under Dispute – Customer has disputed Charges whilst the Service is in the Suspension period. The Service should not be

	<p>closed until the dispute has been resolved, in line with TfL Business Rules. Refer to the Fleet Auto Pay in Schedule 2: Statements of requirements for the full list of Fleet Auto Pay requirements</p>
<p>CC Auto Pay (CCAP) Service</p>	<p>Any Customer can register for a CC Auto Pay Service. If a company wishes to register then an individual must be named as the Account Holder and they must confirm that they accept liability in the event that debt is incurred on the Service.</p> <p>CCAP is an automated payment service based upon actual usage. Customers can register up to five (5) VRMs for the Service and pay for journeys by one of the following methods, on a monthly (parameterised) basis.</p> <ul style="list-style-type: none"> • Direct Debit • Recurring Payment Card transaction <p>CCAP customers are charged as follows:-</p> <ul style="list-style-type: none"> • CCAP Daily charge or CCAP daily Residents charge • Administration Charges <ul style="list-style-type: none"> ○ VRM Administration Charge ○ Annual VRM Administration Charge <p>CCAP usage is determined via Detection Events captured by the network of cameras therefore these Chargeable Items must be retained in order to defend any charging disputes.</p> <p>New VRMs added to the CCAP Service are subject to an Administration Charge. An Administration Charge is applied annually for each active vehicle. Each Statement provides advance warning of Administration Charges to be applied in the following Statement period.</p> <p>At the point of registration, the System shall randomly allocate a Statement date to the Customer to ensure an even distribution of payment dates between the first(1st) and the twenty eighth (28th) of the month.</p> <p>A CCAP customer may amend the statement date that has been allocated. However in order to prevent a customer continually moving out the statement date, in order to delay or avoid payment, this can only be done in the following circumstances:-</p> <ul style="list-style-type: none"> - After the first statement date and following collections of the initial payment. - Only within a period of 28 days from the date of the last payment collected.

A CCAP Service can have a maximum of 5 chargeable vehicles on the Service at any time. The System shall not allow any more than this.

Customers will be able to add and remove vehicles from their CC Auto Pay Service via the Contact Centre and the Web.

A CCAP Statement will be issued Monthly on the allocated Statement Date and the payment taken via the Customer's nominated recurring credit or debit card or direct debit, after the Statement Date and in line with direct debit and recurring payment transaction guidelines.

A CC Auto Pay Customer can choose to make an interim payment by an alternative payment method, outside of the recurring payment transactions, in order to reduce the balance due on the Monthly Statement. Such payments need to be reflected on the subsequent Customer Statement.

The CC Auto Pay Service shall accommodate a number of statuses for the identification of Payment failures and Charge disputes. Currently these are :

- Pre Suspension – Where a Direct Debit or Card payment has failed. Notification is issued to Customer to request settlement of the outstanding balance within the specified number of Working Days to prevent suspension. Service remains active
- Suspended – If the Customer does not make payment of the outstanding balance within the required period, the Account Service is suspended. Notification is issued to the Customer to request settlement of the outstanding balance within the specified number of Working Days to prevent Account Service Closure. From this point, no further Usage Charges will be attributed to the customers CCAP Service and payments for journeys must be made by an alternative method.
- Closed - The Service will be automatically closed if the Customer fails to make payment of the outstanding balance within the specified number of days. Where there is no outstanding balance, the Service may be closed at the request of the Customer. Any debt on a closed CCAP Service will be subject to recovery via the Debt Recovery process. Retrospective PCNs will not be issued for journeys for which payment has not been received. .
- Active under dispute - Customer has disputed charges whilst the Service is in the Pre Suspension period. The Service should not be suspended until the dispute has been resolved, in line with TfL Business Rules
- Suspended under Dispute – Customer has disputed charges whilst the Service is in the Suspension period. The Service should not be closed until the dispute has been resolved, in line with TfL Business Rules.

	Refer to the CC Auto Pay in Schedule 2: Statements of requirements for the full list of CC Auto Pay requirements
NHS Reimbursement	<p>The NHS Reimbursement service is open to NHS Hospitals and the London Fire and Emergency Planning Authority (LFEPA).</p> <p>All registration requests for the NHS Reimbursement Scheme shall come from an authorised TfL source.</p> <p>Participating NHS trusts allow patients attending appointments and certain NHS workers as set out in the Congestion Charge Scheme Order to claim the Daily Charge payment back from the NHS trust at which they have had to attend.</p> <p>LFEPA is limited to fire fighters working within the Congestion Charging Zone and outside of their normal place of work.</p> <p>Participating NHS trusts and the LFEPA must be able to upload via the Web details of charges for which they are seeking reimbursement.</p> <p>A Reimbursement customer is required to enter the following information for each claim.</p> <ul style="list-style-type: none"> - Receipt Number or Charge Payment Reference - Journey Date - VRM - Amount claimed - Journey Reason (from lost to be defined by) - Internal Reference – Optional field for customer to enter internal reference details. <p>The Service Provider shall verify that the Charge Payments being submitted for reimbursement are valid using the following criteria.</p> <ul style="list-style-type: none"> - Claims can only be made against Charges that have been paid - Claims cannot be made against Charge Payments that have been refunded - Claims cannot be made against Charge Payments that have been claimed back previously - Claims must be made within six (6) months of the date of travel

The Service Provider upon receipt of a reimbursement file shall validate the charge transactions, update the reimbursement file with the charges that are to be refunded, highlight those charges that have been rejected with an appropriate rejection message and return the file back to the NHS trust.

The Service Provider shall then raise a BACS payment transfer directly into the NHS trust account Refunding the amount shown on the returned file.

The Service Provider shall only Refund standard daily charges, automated payment charges and any Discount charges. For avoidance of doubt reimbursement of Pay Next Day charges, Weekly and Monthly charges are excluded from the NHS Reimbursement Scheme.

Refer to the NHS Reimbursement in Schedule 2 Section 7 for the full list of Reimbursement requirements.

Table 3a – key differences between CCAP and Fleet Auto Pay

	FLEET AUTO PAY	CC AUTO PAY
VRM Limit	Minimum of 6	Maximum of 5
Charges applied on Statements	Fleet Auto Pay Daily Charge Fleet Ad Hoc Charge	CC Auto Pay Daily Charge Daily Residents Charge
Administration Charges applied on Statements	VRM Registration Charge VRM Renewal Charge	VRM Renewal Charges
Payment Solution	Pre Pay Look to actively move to post pay as per the requirements in Schedule 2	Post Pay
Payment Method	Direct Debit	Recurring Payment Card Direct Debit
Credit Check	Required for all	Required in line with TFL Business Rules
Statement Dates	New Customers - Random selection of date between 1 st and 28 th of Month Migrated Customers - split across 4 scheduled dates each month	Random selection of date between 1 st and 28 th of Month

5 Discount Registrations and Renewals

Customers must apply in order to receive a Discount. All Discount applications are assessed against the suite of rules provided in the table 4 below in order to determine eligibility for a Discount.

5.1 Registrations

Currently the only way that a Customer can apply for a Discount is via the postal channel. In future, TfL wish to reduce the volume of postal applications and switch to Discount Applications via the Web. Some customers may be unable to complete an application via the Web, therefore for Equality and Inclusion purposes, the Service Provider must retain a small stock of postal applications for issue and must be able to process these on receipt. These forms will not contain fields for the provision of payment card data, therefore the customer must be contacted for payment, before the Discount can be activated.

The Service Provider must encourage all customers to applying for a Discount via the Web.

As part of the Discount registration process Customers must supply evidence to support their eligibility for a Discount. With Discount applications transferring to the Web, Customers must be able to supply evidence online. Where a customer is unable to supply evidence online then a pro forma document must be provided to the Customer which they can print and to which they can attach evidence and then send via the post.

New customers making a Web based Discount application with no existing Customer Account should never have to input the same information twice (with the exception of email address validation) in order to complete the end to end registration and application process.

5.2 Renewals

All Customers registered for a Discount can renew their registrations on expiry of the Discount period. Currently the majority of Discounts renew annually.

Currently all Discount renewal applications are via the postal channel. In order to reduce the volume of postal renewals, require the Discount renewal process to be undertaken via the Web. For some of Discount types this will be as simple as confirming ownership and paying the renewal

charge. For others, customers will be required to download a pro forma in order to attach required evidence which will be posted in and match to the Account for validation.

All Customers shall be invited to renew their Discount twenty five (25) days before the Discount expiry date. The correspondence must include guidance on how to log on to the Web site and renew the Discount. The Customer will be subject to Administration Charges for the registration and renewal of Account Services and VRMs, as outlined below in the Table 4 below.

A Customer is required to submit evidence as part of the application process as listed below which are current as at the time of this agreement. These form part of the Business Rules provided by TfL and will be updated from time to time.

Table 4 Discount Registration and Renewal Criteria

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
-	All	n/a	a. Agreement to the Terms and Conditions of the Discount. b. Agreement to the Data Protection declaration.	n/a

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
1	<p>9+ Seat Vehicle Discount</p> <p>100% (parameterised) Discount</p> <p>This category consists of:</p> <p>Vehicles with nine (9) or more seats registered with the DVLA outside DVLA Taxation classes TC 34 and TC 38; and</p> <p>All Vehicles with nine (9) or more seats registered at DVLA Northern Ireland (including taxation class TC 34 and TC 38 Vehicles).</p> <p>All Vehicles with nine (9) or more seats including coaches and buses that are not registered with DVLA such as foreign vehicles.</p>	One (1) year	<p>a. Applicants must provide:</p> <ul style="list-style-type: none"> • Vehicle Registration Number • Vehicle Make • Vehicle Model <p>b. Customers registering for this Discount type may have large volumes of vehicles. At the point of registration on the Web they will need to have the option to upload a file of vehicle details – in the same way that a customer registering for Fleet Auto Pay but all vehicles uploaded are 100% Discounted once the application been verified.</p> <p>c. Successful registration payment processed on line - This should be per vehicle added to the Service</p> <p>d. A scanned copy or photocopy copy of V5C</p> <p>e. A scanned or photocopied additional proof required to prove seating capacity if the number if seats is not shown on the V5C</p>	Confirmation that Customer requires the vehicle(s) to continue to be Discounted plus payment of applicable Administration Charges

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
3.	<p>Residents Discount</p> <p>90% (parameterised) Discount</p> <p>The Resident Discount Zone is slightly larger than the Congestion Charging Zone as some streets and properties on the borders of the CCZ are eligible for the Residents Discount due to e.g. one way systems and parking restrictions.</p> <p>TfL will provide a list of postcodes that are within the Residents Discount Zone. The Service Provider shall ensure that this list can accommodate changes due to e.g. new building developments and changes in traffic management.</p> <p>The Residents Discount is only available to those inside the Resident Zone.</p> <p>Each household member can only register one vehicle. For the avoidance of doubt this means for example that a husband and wife with two (2) vehicles would each need to register a vehicle. The husband could not apply for a Discount for both vehicles</p>	Two hundred and fifty-two (252) Charging days	<p>a. Applicants must provide:</p> <ul style="list-style-type: none"> • Vehicle Registration Number • Vehicle make • Vehicle model • Two of the following proofs: <ul style="list-style-type: none"> i. Property purchase document, formal tenancy agreement or housing association rent document; ii. Current fixed utility bill not more than three (3) months old (excluding mobile telephone bill); iii. Council Tax bill for current year; iv. Bank or credit card statement not more than three (3) months old; v. Resident's parking permit; vi. Driving licence; vii. Income support or entitlement letter. • The applicant is also required to declare that: <ul style="list-style-type: none"> i. The residence is the main, permanent residence; ii. The applicant is at least seventeen (17) years old; iii. The applicant has resided at the property for a minimum of four (4) nights per week for a period of thirteen (13) successive weeks or intends to do so; iv. The Vehicle's seating capacity does not exceed nine (9) seats; and v. The Vehicle height does not exceed two point forty four (2.44) metres. 	As per full registration

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
	<p>Residents Discount Continued</p> <p>Temporary Substitutions</p> <p>In the event that a customers vehicle becomes temporarily unavailable for service or repair, and the customer has use of a hired vehicle during this period, then the customer is entitled to a refund of the difference between the Discount Charge rate and the full Daily Charge rate for all Charges purchased for a period of up to and including 30 days. To benefit from this, the customer must provide notification on or before the date of use of the hired vehicle, and must pay the full daily Charge for each journey with the period, and request a refund at the end of this period.</p>		<ul style="list-style-type: none"> b. Successful registration payment processed (online or enclosed for postal applications) c. Proof of Vehicle ownership as one of: <ul style="list-style-type: none"> i. A scan or photocopy of the V5C or i. For leased or company cars only, a company car letter or Vehicle lease documentation with declaration that Vehicle is provided for the exclusive use of the Resident and that the Vehicle is kept at the address given in. d. There is an online check to determine if the address provided is inside the Resident Zone. 	

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
4	<p>Provisional Registration for Residents Discount.</p> <p>When a Customer first moves into the Residents Zone or moves properties within the Residents Zone they may be unable to provide the necessary proofs immediately in order for them to fully register for the Residents Discount.</p> <p>TfL therefore allows these Customers to provisionally register for the Resident Discount.</p> <p>The Customer provides a minimum amount of information in order to provisionally register. Whilst provisionally registered the Customer pays the full Daily Charge rate. The Customer has twelve (12) weeks from provisionally registering to complete the full registration of the Residents Discount and at that point is Refunded the difference between the Discounted Charge rate and the full Daily Charge rate for all Charges purchased whilst provisionally registered. This Refund excludes Pay Next Day Charges.</p> <p>The Customer is sent a letter twenty-five (25) days before the end of the Provisional registration period reminding them to complete their registration.</p> <p>If the Customer has not fully registered for the Residents Discount by the end of the Provisional registration period their Discount service will be automatically deactivated.</p>	Maximum of 12 weeks	<p>a. Applicants must provide:</p> <ul style="list-style-type: none"> • Vehicle registration number • Vehicle make • Vehicle model <p>b. There is an online check to determine if the address provided is inside the Resident Zone.</p>	n/a

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
5.	<p>Recovery Vehicle Discount</p> <p>100% (parameterised) Discount.</p> <p>This Discount is available to all vehicles registered at the DVLA with a taxation class TC 47 (Recovery Vehicles)</p>	1 Year	<p>a. Applicants must provide:</p> <ul style="list-style-type: none"> • Vehicle registration number • Vehicle make • Vehicle model <p>b. There must be a check to determine if the taxation class is TC47.</p> <ol style="list-style-type: none"> i. If the taxation class is available via an online look up then the Customer does not need to submit any additional proofs. The registration can be confirmed and activated whilst they are online. ii. If the taxation class cannot be confirmed on line then the customer must scan or post evidence to support their application <p>c. Customers registering for this Discount type may have large volumes of vehicles to add to their Account therefore during registration on the Web they will need to be able to upload a file of vehicle details in the same way that a Customer registering for Fleet Auto Pay can.</p> <p>d. Successful registration payment processed online. This shall be per vehicle added to the Account</p>	Confirmation that Customer requires the vehicle(s) to continue to be discounted plus payment of applicable Administration Charges
6.	<p>Accredited Breakdown Discount</p> <p>100% (parameterised) Discount</p> <p>This Discount is only available to UK based Breakdown Organisations that hold a BS EN ISO 9001:2000 certificate and are compliant with PAS 43 standards. For example:</p> <ol style="list-style-type: none"> a. Automobile Association; b. RAC; c. Green Flag; and d. Other accredited breakdown organisations. 	Maximum of 1 year but will expire on the PAS expiry date or equivalent accreditation	<p>a. Applicants must provide:</p> <ul style="list-style-type: none"> • Vehicle registration Numbers • Vehicle makes • Vehicle models • A scanned copy or photocopy of BS EN ISO 9001:2000(or current equivalent) certificate. • A scanned copy or photocopy of the PAS 43. <p>b. Customers registering for this Discount type may have large volumes of vehicles to add to their Account therefore during registration on the Web they will need to be able to upload a file of vehicle details in the same way that a Customer registering for Fleet Auto Pay can.</p> <p>c. Customers can subsequently add vehicles to the Discount subject to a successful registration payment per vehicle.</p>	Confirmation that Customer requires the vehicle(s) to continue to be discounted plus payment of applicable Administration Charges

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
7.	<p>Ultra Low Emission Discount</p> <p>100% (parameterised) Discount</p> <p>This Discount is for vehicles that are:</p> <p>Pure Electric Vehicles Electric cars, vans, lorries or quadricycles that run solely on batteries. Eligible vehicles will have the fuel type recorded as electric on the vehicle registration document or be exempt from vehicle excise duty because they are electrically propelled vehicles.</p> <p>Ultra Low Emission Cars Passenger cars that emit 75g/km or less of CO2 as recorded on the vehicle registration document and meet the Euro 5 emissions standards. Plug in Hybrid electric cars as specified on the V5C and the taxation class must be M1 car.</p> <p>Ultra Low Emission Vans Vans (light goods vehicles not exceeding three point five (3.5) tonnes) that emit 75g/km or less of CO2 and meet the Euro 5 emissions standards. Plug in Hybrid electric vans as specified on the V5C and the taxation class must be N1 Class I, II and III only.</p>	1 Year	<p>a. Applicants must provide:</p> <ul style="list-style-type: none"> • Vehicle Registration Number • Vehicle make • Vehicle model • A scanned copy or photocopy of the V5C <p>b. Successful registration payment processed online or enclosed for postal applications.</p> <p>TfL will provide a list of vehicles that are eligible for this Discount and registrations received for vehicles that are not on the eligible vehicles list shall be escalated through to TfL for validating.</p>	Confirmation that Customer requires the vehicle(s) to continue to be discounted plus payment of applicable Administration Charges

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
8.	<p>Motor Tricycle Discount</p> <p>100% (parameterised) Discount</p> <p>This Discount is for vehicles with three (3) wheels that are no more than one (1) metre in width and two (2) metres in length.</p>	1 Year	<p>a. Applicants must provide:</p> <ul style="list-style-type: none"> • Vehicle registration number • Vehicle make • Vehicle model • A scanned copy or photocopy copy of V5C <p>b. Successful registration payment processed on line or enclosed for postal applications.</p> <p>TfL will provide a list of vehicles that are eligible for this Discount and registrations received for vehicles that are not on the eligible vehicles list should be escalated through to TfL for validating</p>	Confirmation that Customer requires the vehicle(s) to continue to be discounted plus payment of applicable Administration Charges
9	<p>Greener Vehicle Discount</p> <p>100% (parameterised) Discount</p> <p>This discount is for cars which emit 100g/km or less of CO₂, and that meet the Euro 5 standard for air quality.</p> <p>This discount will be closed for new customers, and functionality is required to manage migrated customers only. Limited options for amendments to the customer and VRM information will be required</p> <p>Discounts will be migrated with a set expiry date of July 1st 2016</p> <p>Scheduled communications to customers are required. Content and timing to be agreed with TFL.</p>	Sunset Period	No new applications will be accepted	No renewal requirements

Ref	Category	Discount Period	Requirements on the Customer during application	Required at Renewal
	<p>Selected Partner Discount</p> <p>Selected Partners are an agreed list of TfL Partners who receive a 100% (parameterised) Discount from the Scheme.</p> <p>A Selected Partner shall be able to manage their Account in the same way as a Fleet Auto Pay Customer with the exception that no Charges will be applied.</p> <p>There are no maximum or minimum limits to the number of vehicles on the Service and the Selected Partner is not subject to an Administration Charge for adding vehicles to the Service or an annual charge per vehicle on the anniversary of the first vehicle being added to the Service.</p> <p>The Service Provider shall only deactivate a Selected Partner Service on request by the Customer or TfL.</p> <p>Refer to the Selected Partners section of Schedule 2: Statement of Requirements (Business) for the full list of Selected Partner requirements.</p>	n/a	<p>n/a.</p> <p>Applications for this Discount will be direct to TfL. TfL will advise the Service Provider of those Partners who are eligible to register for a Selected Partner Service. All registrations will come from an authorised TfL source.</p>	n/a

6 Vehicles

All vehicles associated to a Customer Account and an Account Service will be subject to the following validation checks.

Validation Check	Action
Make, Model, Colour	Vehicle details to be returned to the customer to confirm , and given the option to continue
Is the vehicle categorised as Exempt?	Customer to be advised, and given the option to continue
Is the vehicle registered for a 100% Discount?	Customer to be advised and given the option to continue
Auto Pay only - Is the vehicle active on another Auto Pay Service?	Customer to be advised that vehicle cannot be added to another Auto Pay Service.
Auto Pay only - Is the vehicle registered on the TfL Exceptions List.	Customer to be advised that vehicle cannot be added to an Auto Pay Service.
Blue Badge - Is the under 18 years old?	Tcik box only – DOB must not be captured
Is the Customer Account categorised as personal?	Customer to be advised that Vehicle(s) cannot be added to the Fleet Auto Pay Service.
Is the Customer Account categorised as business?	Customer to be advised that Vehicle(s) cannot be added to the Residents Discounts Service.

7 Access Rights

All Account Holders shall be given the option to allow up to five (5) Account Users to access and make changes to their Account on their behalf.

This is mostly relevant to Fleet Auto Pay and Selected Partners but is also used by Blue Badge Discounted Customers for example, where the Blue Badge belongs to a child, and also for CC Auto Pay Customers where a husband and wife have two (2) vehicles on one Service.

The table below provides guidance on restrictions to Account and Service amendments that can be made. This is to provide initial guidance and should not be considered as an exhaustive list.

Table 5

	Field	Can be amended once logged into Account?	Additional Notes
Account	Name/ Account Holder	N	Requests for change must be made in writing
	Company Name	N	Requests for change must be made in writing
	Address	Y (unless a Resident)	Residents must apply for the Discount at the new address or, if an existing Resident has moved out of the Residents Discount Zone, arrange for the Discount Service to be closed.
	Email address	Y	New email address must be validated If Customer has selected a preferred communication channel of email, or has an Auto Pay Service associated to their Account, then email address is mandatory.

	Field	Can be amended once logged into Account?	Additional Notes
	Preferred Communication Channel	Y	If email, then the supply of a validated email address is mandatory.
	Account User	Y	Account Holder only. Each Account User will have a unique login, in order to access and maintain the Account in accordance with this table.
Payment Service	Auto Pay Payment Card details	Y	Where the Customer has selected to pay by Recurring Card transaction, then valid card details are mandatory
	Auto Pay Direct Debit Details	N	Requests for change must be made via the Paperless Direct Debit process, or submitted in writing. Where the Customer has selected to pay by Direct Debit then valid Direct Details are mandatory.
Residents Discount	VRM	N	Customer to provide evidence of ownership as detailed in Table 4 Section 3e.
Blue Badge Discount	VRM	Y	Subject to vehicle validation checks listed in section 6 of this document
9+Seater Discount	VRM	N	Requires new application for the Discount
Recovery Vehicle Discount	VRM	N	Requires new application for the Discount
Accredited Breakdown Discount	VRM	Y	Subject to vehicle validation checks listed in section 6 of this document
Ultra Low Emission Discount	VRM	N	Requires new application for the Discount

	Field	Can be amended once logged into Account?	Additional Notes
Motor Tricycle Discount	VRM	N	Requires new application for the Discount
Selected Partner Discount	VRM	Y	Subject to vehicle validation checks listed in section 6 of this document
Greener Vehicle Discount	VRM	N	Customer will need to provide evidence of plate transfer.

8 Low Emission Zone (LEZ) – Redacted Information

9 Outgoing Customer Correspondence

Currently customers are able to select a preferred communication channel which is email or post and a volume will be migrated with this option. The Service provider should encourage all customers to move to the email communication channel

New customers registering On Line for an Account or a Service will only have the email option available. Only customers registering by telephone or by post will have the option to select Post as a preferred communication channel. This is expected to be in exceptional circumstances only.

The table below indicates types of correspondence and the channels available. This is to provide initial guidance and should not be seen as an exhaustive list.

Category	Comments	EMAIL	SMS	POST	PHONE	WEB
Account Registration Confirmation.	Most registrations will take place on line or over the phone, where immediate confirmation will be given. Few customers will register for an Account without Services by post, so postal confirmation will be in exceptional circumstances only.	X		X	X	X
Discount Application Outcome (Accepted/ rejected)	By Customers preferred payment channel – mainly email.	X		X		
Discount Renewal reminders	By Customers preferred payment channel – mainly email.	X	X (in addition)	X		
Discount Renewal confirmation	By Customers preferred payment channel – mainly email.	X		X		
Discount Closure	By Customers preferred payment channel – mainly email.	X		X		
Auto Pay - To include Service Activation, Payment Failure, Suspension and Closure correspondence	By Customers preferred payment channel – mainly email.	X	X (payment failure)	X		

Statements	By Customers preferred payment channel – mainly email.	X		X		X (customers may choose to access via their accounts only)
Receipts	Customers will be provided with a receipt number as part of the payment process (On Line, Telephone, IVR). Where a copy is requested, customers can be emailed or, if they have an account, access and download this on line. Postal receipts should only be issued in exceptional circumstances	X	X	X	X (receipt number given)	X (receipt number given, or accessible via the Account)
Account Amendments	Where an amendment has been made by the customer following security checks (online / telephone), no confirmation so required. Where a written request has been received, then confirmation should be sent by the customers preferred communications channel.	X		X	X confirmation to be given at the time of action	
Account / Service Closure	By Customers preferred payment channel – mainly email.	X		X		
Enquiries/ complaints and General Correspondence	By Customers preferred payment channel, or the specific channel they have requested.	X		X	X	
Application Forms	All application forms will be available as an E-Form for completion On Line. This will be the preferred method. Downloadable versions will be available. Operational Users will be able to process applications via the telephone. The Service Provider will be required to email or post a small number of forms for exceptional circumstances only.	X		X	X	X

Discount Proofs

Where proofs are required, the customer will be able to scan and upload these as part of the On Line Application and Renewal processes. If they are unable to scan, they will be able to download a pro forma to attached to proofs, or be provided with a reference number to quote alongside the postal submissions.

Original documents are not required, and there will be no need to return proofs provided to the customer.