17. Add a new user ................................................................................................................. 32
18. PIN resets ...................................................................................................................... 34
19. Remove an account user ............................................................................................ 34
20. Amend marketing preferences .................................................................................... 35
21. View Terms and Conditions ...................................................................................... 35
22. Close your account .................................................................................................... 36
23. Statements .................................................................................................................. 37
Welcome to Congestion Charging Auto Pay (CC Auto Pay) User Guide

This guide provides all the key information you will need to manage CC Auto Pay online at tfl.gov.uk/congestioncharge. Online you will be able to;

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

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 CC 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</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 Congestion Charge CC Auto Pay payments direct from your bank account.</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>CC Auto Pay</strong></td>
<td>The service that automatically charges the Account Holder when they use a registered vehicle in the 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>CC 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 CC Auto Pay. These charges will be shown on the monthly statement and not currently available online.</td>
</tr>
</tbody>
</table>
| **CC Auto pay status** | The status of your CC 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 in another way or you will receive a Penalty Charge Notice. If you do 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 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 CC Auto Pay balance. This payment is made outside of your normal billing period. |
Key Things to Remember

• You can add a maximum of 5 vehicles to your CC Auto Pay service.

• All payments, adjustments, and charges will be shown on your statement.

• Vehicles must be registered to an ‘Active’ CC Auto Pay service on the day of travel, or you may receive a PCN. If you wish to pay for a vehicle, which is not registered, or the CC Auto Pay service is in another status, you should do so by another method.

• You have until midnight on the date of travel to add additional vehicles to your service so they are covered for travel on that date.

• If a vehicle is removed from your CC Auto Pay prior to midnight then if the vehicle is driven within the charging zone during charging hours, a charge payment must be made via an alternative method for this date.

• If a vehicle is ‘deleted’ from CC Auto Pay, you will be charged a further £10 vehicle registration charge to add the vehicle back on to CC Auto Pay.

• For each of your vehicles on CC Auto Pay, the annual £10 registration charge will automatically be taken, and the vehicle renewed for a further twelve months. This charge will be added to your next statement.

• If you do not wish to renew the vehicle it should be deleted from CC Auto Pay prior to the renewal date.

• The CC Auto Pay service only covers vehicles for the Congestion Charge. If any vehicle that is subject to the Low Emission Zone (LEZ) is used in the LEZ, then a daily LEZ charge must be paid. This can be paid via your London Road User Charging (LRUC) Account. To find out more about the LEZ go to tfl.gov.uk/LEZ.

• Vehicles registered to your LRUC account are NOT automatically added to the CC Auto Pay service.

• If for any reason we are unable to take your statement balance, your CC Auto Pay service may be suspended and then closed, which means you will need to pay for travel in the zone by an alternative method or a PCN may be issued.
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 make Congestion Charge payments, amend payments, and request a refund.

(Figure 1)
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.

![London Road User Charging Account Banner]

2. Manage CC Auto Pay

Clicking on the ‘Manage CC Autopay’ link will take you to the ‘**My CC Autopay**’ homepage. *(Figure 2)*
In this section, you will be able to;

- See your current balance
- Check the status of your CC Auto Pay
• See when your next statement is due
• 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 CC Auto Pay Service
• View your CC Auto Pay vehicle history; Details of all vehicles that have been on your CC Auto Pay service within the last 2 years.

3. View and Manage CC Autopay

3.1 Adding/Removing Vehicles

• You have until midnight on the date of travel to add additional vehicles. Only vehicles registered to an ‘Active’ CC 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.

3.2 Add a vehicle

By clicking on (Figure 2), you will be able to add a vehicle. There is a £10 annual vehicle registration charge for every vehicle added to CC 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.
If the vehicle is already registered to someone else’s Auto Pay you will see the following message. To add the vehicle to your CC Auto Pay you will need to prove that you are entitled to do so.

Please follow the instructions online and 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 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 CC Auto Pay vehicles (Figure 2).

You will be asked to confirm if you wish to remove that particular vehicle.
The vehicle will be removed from your CC Auto Pay service immediately, so if you travelled in the zone on the day you removed it you will need to make alternative arrangements.

4. Amend CC Auto Pay payment details

You can change your CC Auto Pay payment details from the ‘Manage your CC Auto Pay’ page (Figure 2) by selecting

![View Auto Pay payment details](Figure 2)

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 CC 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.

![Manage CC Auto Pay](Figure 3)

Select 'change payment details'
Select the ‘Pay by debit or credit card’ option, and continue.
Select the confirm button to show that you have read the declaration, 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

Since September 2016 you can now pay for CC Auto Pay by Direct Debit. To change from payment card to Direct Debit or to change to 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 the confirm button to show that you have read the declaration, and click ‘continue’.

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 (Figure 2)
Click on 

You will be taken to the following page

![CC Auto Pay]

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 the when you will be taken to the
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

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
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 filter options.

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 button 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 and LEZ.

This will take you to the following page
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.

Select to download a copy of the financial transaction in PDF format.
9. Making an interim payment

Occasionally you may wish to pay part or all of your CC 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.

10. Making a payment if your CC Auto Pay is ‘pending suspension’

If your CC autopay service monthly payment has failed and the status is in ‘pending suspension’ status you will see a yellow warning box reading ‘Your CC autopay service is pending suspension’. If the service has moved on to a suspended status the warning box will be red and will state ‘Your CC autopay 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 they can click on the ‘Manage CC 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'.

The customer will be taken to the following page where they can confirm that they want to proceed to pay the outstanding balance using their payment card. To continue to payment click on 'Continue'.
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.
The confirmation page will confirm that your CC Auto Pay service has been updated. To confirm the CC Auto Pay service has been reactivated use the ‘My account’ link in the yellow box.

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.
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 a CC Auto Pay service you will need to reapply.

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

On the account landing page click on ‘Manage CC 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’.
Customer will be asked to enter their credit card details to make the payment. Once details are entered customer clicks on ‘Continue’ If they have a saved payment card on their account they will be given the option to use that first. They can use their saved payment card providing it hasn’t expired. If they chose not to use their saved payment card they can enter a different credit card and the second screen below will be presented to them.

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

If the payment is successful, you will see a confirmation page as shown below. You will see a zero balance but your CC 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 a CC Auto Pay service you will need to reapply. The £10 annual vehicle registration charge will apply for each vehicle you add to a new CC 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 CC 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. LEZ Services

The Low Emission Zone (LEZ) covers most of Greater London and operates 24 hours a day, every day of the year. It was introduced, in 2008, to encourage the most polluting heavy diesel vehicles driving in the Capital to become cleaner.

Follow this link for more information on the Low Emission Zone (LEZ) Here you will be able to pay LEZ charges for vehicles that are on your account and/or on your CC Auto pay service

NOTE – CC Auto pay applies to Congestion Charging only. 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.

![Account settings page](image)

18. 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.

19. 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 CC 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 CC Auto Pay service, will no longer be covered for the Congestion Charge. The Congestion Charge will need to paid via alternative methods for any vehicle that is used within the Congestion Charging zone. **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 CC Auto Pay Terms and Conditions, in the event of outstanding debt or fraud by the CC 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 Charge zone 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.