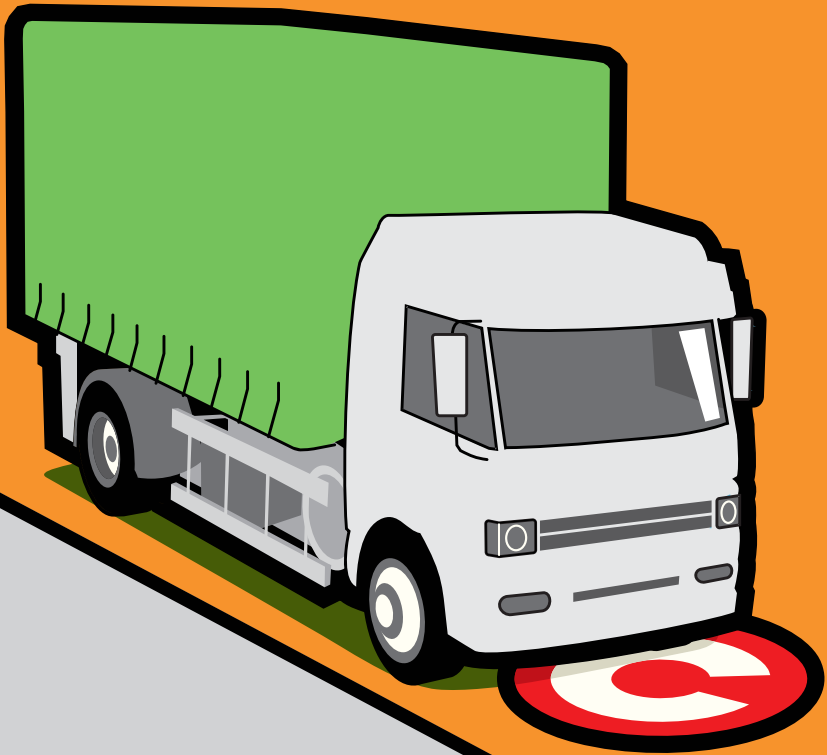


What do you need to know about Congestion Charging Fleet Auto Pay?



Fleet Operators and the Congestion Charge

Running a fleet can be stressful enough without having to keep track of who has or hasn't driven within the central London Congestion Charging zone every day. Paying Penalty Charge Notices (PCNs) for those drivers who didn't pay the Congestion Charge is something else you could really do without.

That's where the Congestion Charging Fleet Auto Pay comes in. Register your fleet and you pay the charge monthly, by Direct Debit. Best of all, you won't need to track which of your vehicles have been driven within the zone and which haven't. We'll do that automatically. An added benefit of registering for Fleet Auto Pay is that each vehicle is charged the reduced rate of £10.50, as opposed to £11.50 per day.

This booklet tells you all about Fleet Auto Pay, and how to register your fleet.

Contents

How does Congestion Charging work?	4
Benefits of Fleet Auto Pay	8
How Fleet Auto Pay works	10
How to register your fleet	12

Benefits at a glance

- £10.50 daily charge per vehicle, as opposed to £11.50
- Less time spent on administration
- The convenience of paying by Direct Debit
- Online account management and telephone helpline
- No PCNs for vehicles registered on your Fleet Account
- After initially registering six or more vehicles, extra vehicles can be added at any time

How does Congestion Charging work?

The Congestion Charging zone includes the areas of Victoria, St. James's, Waterloo, Borough, City of London, Clerkenwell, Finsbury, Holborn, Bloomsbury, Soho, Mayfair and parts of Marylebone. There is no charge for driving on the boundary roads around the zone. The Congestion Charge is in operation Monday to Friday 7.00am to 6.00pm excluding bank and public holidays, and between 25 December and 1 January inclusive. For vehicles registered with Fleet Auto Pay the daily charge is £10.50 per day per vehicle instead of £11.50.

Dartford Tunnel Charge



The Dart Charge is applicable to the Dartford to Thurrock river crossing and was launched in October 2014. This charge uses the same red C logo as the Congestion Charge, but is an entirely separate scheme which is not operated by TfL. **Payment of one will not cover the other.**



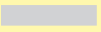

Please visit www.highways.gov.uk for information.

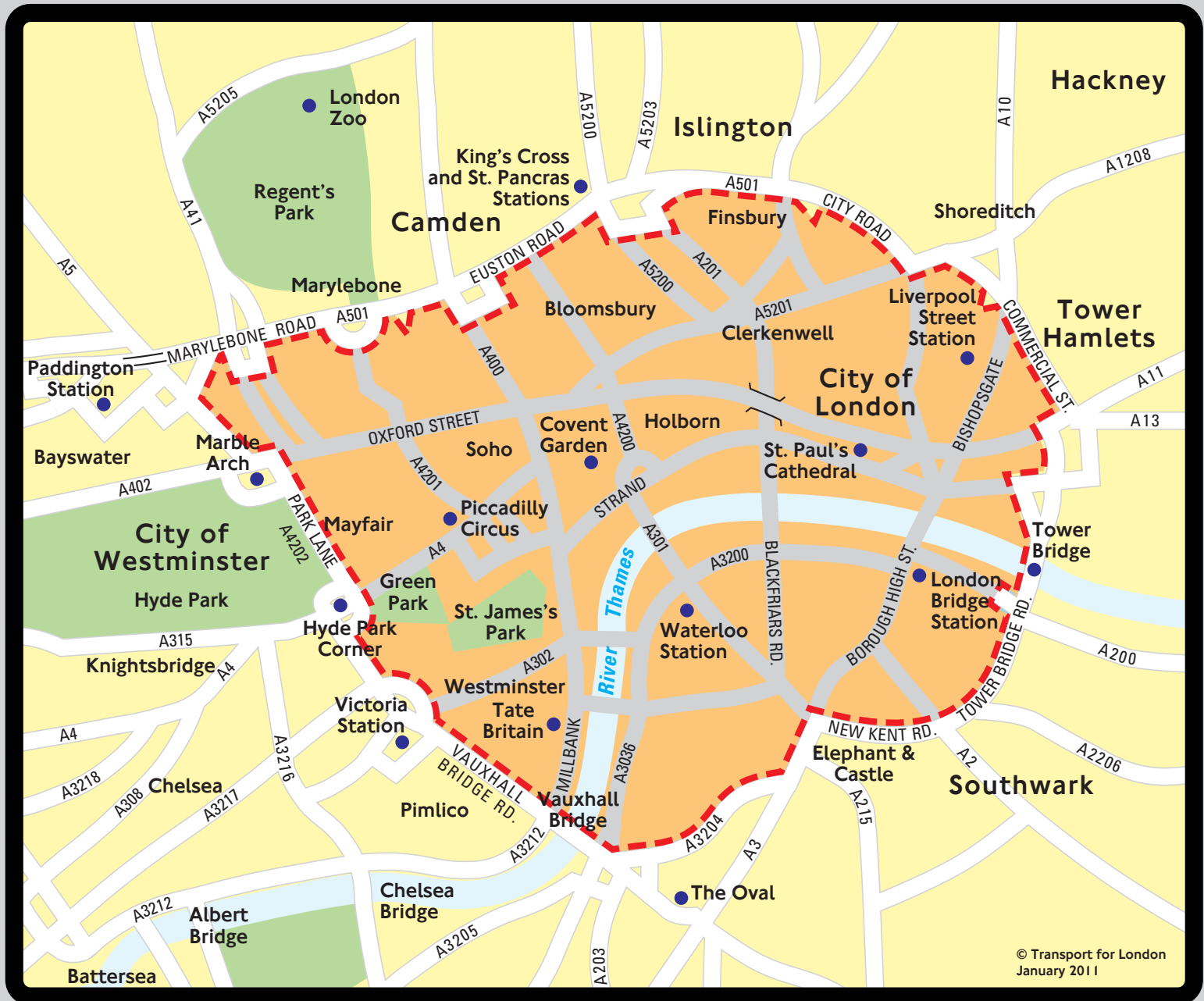
Fleet Auto Pay

Congestion Charging Fleet Auto Pay is open to all fleets consisting of six or more vehicles, including cars. Once you have registered, and your account has been activated, each registered vehicle can be driven within the Congestion Charging zone without incurring a Penalty Charge Notice for not paying the charge.

There will be no need to pay charges separately for each vehicle in your fleet because billing and payment will be via Direct Debit. All of this will help you reduce the amount of administration involved in running your fleet within central London. If you are interested in registering please visit tfl.gov.uk/cc.

Congestion Charging zone

-  Congestion Charging zone boundary
-  Central London Congestion Charging zone – Residents 90% discount applies
-  Main roads within charging zone
-  Uncharged roads



© Transport for London
January 2011

Benefits of Fleet Auto Pay

Features of Fleet Auto Pay

Preferential charging

No need to pay charges separately for each vehicle in the fleet

No Penalty Charge Notices for registered vehicles

Payment by Direct Debit

Ad hoc charge payment facility
Pay until midnight on the day of travel

Secure online account management

Fleet Helpline: 020 7649 9860, open between 8.00am and 6.00pm, Monday to Friday



Benefits to you

Each vehicle is charged at £10.50 per day instead of £11.50

Less time spent on administration

Lower costs

Effortless administration

No need to make separate payments for each vehicle

Quick, convenient and secure way to keep up to date with your account

Support and assistance

How Fleet Auto Pay works

Register online or by post

You must register at least six vehicles (which can also include cars) to open your account. The quickest way to register your fleet is online at tfl.gov.uk/cc.

You will need to start by registering for an organisational account. Once your account has been set up you will then be able to register for Fleet Auto Pay, which is covered in more detail on pages 12 and 13. There is a £10 annual payment to register each vehicle.

Vehicles with nine or more seats, not registered as a bus with the Driver and Vehicle Licensing Agency, are eligible for a 100% discount from the Congestion Charge. They will need to register with Transport for London and make a £10 annual payment to receive the discount. Vehicles with nine or more seats that are registered for this discount can be added to your Fleet Auto Pay. For more information, visit tfl.gov.uk/cc and find out if your vehicles are eligible for this discount.

The Ultra Low Emission Discount provides a 100% discount from the Congestion Charge for cars and vans that emit 75g/km of CO₂ or less, and meet the Euro 5 standard. Vans must not exceed 3.5 tonnes gross vehicle weight. Pure electric vehicles and plug-in hybrid electric cars and vans that are on the TfL approved list (please check the list of eligible vehicles at tfl.gov.uk) also qualify. Register for an annual payment of £10 per vehicle at tfl.gov.uk/cc.

You must continue to pay the daily charge for each vehicle until you receive confirmation that your Fleet Auto Pay is active. The easiest ways to pay are online at tfl.gov.uk/cc.

Total monthly charges are deducted automatically

With Fleet Auto Pay, the Congestion Charge is £10.50 per charging day per vehicle driving within the zone. We will automatically identify whether a vehicle is subject to the T-Charge and Customers will be charged to their Auto Pay account for both the Congestion Charge and the T-Charge (if applicable). Cameras are used to capture registered vehicles' number plates when they enter, leave or drive within the zone.

You will be sent a notification by email to let you know that your monthly statement is available online. The monthly statement will detail your actual vehicle usage accrued during the relevant Monthly Account Period. Payment will be debited by Direct Debit from your nominated bank account.

Register other vehicles whenever you need to

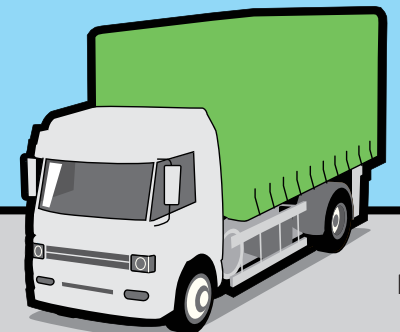
You can add vehicles to, or delete them from, your account at any time by accessing your account online. Please note a £10 annual payment applies for each vehicle registered.

Ad hoc charge payment facility

You may occasionally need to pay the Congestion Charge for vehicles that are not registered to your account, e.g. courtesy vans. You can do this online by using our ad hoc charge facility on your Fleet Auto Pay.

Simply add the vehicle details before midnight on the day of travel and the charge will be added to your monthly payment, at the discounted single vehicle rate of £10.50.

Please note that if you forget to advise us of a vehicle change, or you don't use the ad hoc charge facility, a Penalty Charge Notice could be issued if the charge is not paid for that vehicle through another payment channel.



How to register your fleet

The registration process will take approximately 10 working days to complete – during this period, you will need to pay the £11.50 daily charge for each vehicle that enters, leaves or drives within the zone during charging hours.

Please note that until your account has been activated and vehicles have successfully been added to your Fleet Auto Pay, Penalty Charge Notices will be issued if you don't pay the daily charge.

Once your Fleet Auto Pay is activated you will be able to access all your details online, so that you can make sure the information about your fleet is up to date. You will be able to enter or amend vehicle details and view your monthly usage statements online, anytime.

Registration is quick and easy:

Step 1 - Visit the Auto Pay section of our website at tfl.gov.uk/cc and select Apply for Business Auto Pay where you will be stepped through the online application process.

Step 2 - As part of the application process you will need to set up a Direct Debit mandate electronically.

Step 3 - You will need to send us:

- **Registered companies** - headed paper with your company number OR a copy of your company's Certificate of Incorporation (issued by Companies House or the equivalent within an EEA state)
- **Public organisations** - headed paper including organisation name (further proofs of verification may be required)

- **Charities** - headed paper including organisation name and registered charity number

TfL will then process your registration and set up your Direct Debit.

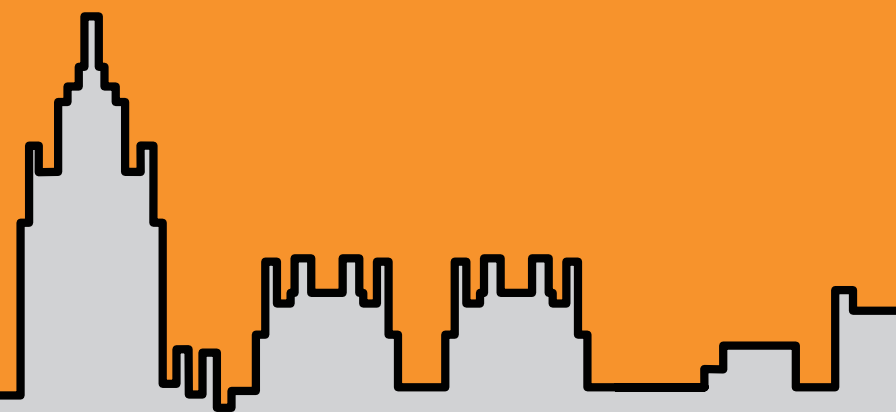
Step 4 -Receive Direct Debit confirmation

You will receive an advance notice of Direct Debit within 21 days.

Step 5 -Your Fleet Auto Pay account activated

Once all documents are processed by TfL, your Fleet Auto Pay will be activated. TfL will let you know when your Fleet Auto Pay will be active. Please ensure that you then register your vehicles online both to your organisation account and to Fleet Auto Pay.

Please note, you must continue to pay the daily charge for each vehicle until you receive confirmation that your Fleet Auto Pay is active – the easiest ways are online at tfl.gov.uk/cc or by phone on **0343 222 2222**.



Registration checklist

Your Fleet Auto Pay will only be activated if:

1. You have registered six or more vehicles for Fleet Auto Pay
2. They have been approved by TfL (Transport for London) and have been registered both to your organisation account and for Fleet Auto Pay
3. All the required documents have been sent to and approved by TfL
4. You have received your confirmation letter from TfL confirming you have successfully completed the registration process and that your Fleet Auto Pay is now active.

If you still have any questions after reading this leaflet, please call **020 7649 9860** or visit tfl.gov.uk/cc for more information.

Use Textphone **020 7649 9123** if you have impaired hearing.

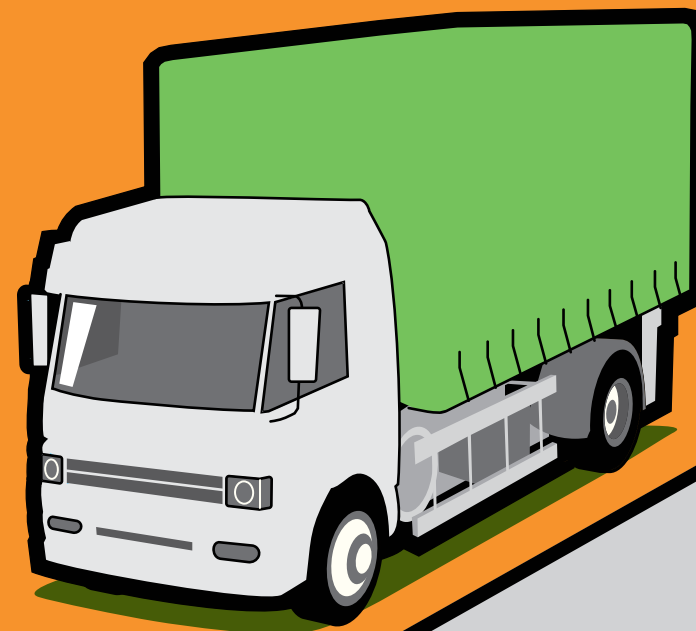
Or you can write to us at:

Congestion Charging

PO Box 4781

Worthing

BN11 9PR





Printed on recycled paper

tfl.gov.uk/cc

Information correct at time of going to print.

CCFLE 11/17