

Congestion Charging

Fleet Auto Pay

User Guide

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Welcome to Fleet Auto Pay User Guide

This guide provides all the key information you will need to manage Fleet 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
- Pay Ad-Hoc charges
- View your current and previous Fleet Auto Pay usage and transactions

If you require further information please call our Fleet Team on **0207 649 9860**.

Glossary

Term	Description
Account Holder	<p>The designated Account Holder, normally a senior employee of the company, is the person responsible for the account.</p> <p>They will act as the senior contact point between TfL and the company. Any correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues</p>
Account Number	<p>An account number is a unique number to enable a user to identify them when contacting us by telephone and when using the automated telephone system (IVR). The Account Number is used together with the customer's PIN.</p>
Account Users	<p>Account Users are people authorised, by the account holder, to manage the Fleet 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.</p>
Ad-Hoc Charge	<p>Ad-Hoc charges enable an organisation to pay for a vehicle not registered to Fleet Auto Pay at the discounted fleet daily charge of £10.50.</p> <p>Organisations do not have to pay a £10 registration charge to make an ad-hoc vehicle addition</p> <p>The number of ad-hoc charges available to you is based upon the number of vehicles you have on your Auto Pay service.</p>

Billing Period	<p>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 Fleet Auto Pay service is activated.</p> <p>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.</p>
Chargeable vehicle	A vehicle is described as chargeable, if it is not eligible for a 100% discount or exemption from the Congestion Charge
Customer ID	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.
.CSV	Comma Separated Value (.CSV) is an industry standard file format that is used to upload and download vehicle information. A blank .CSV file template is provided to make uploading vehicles easier.
Direct Debit	The agreement between you and us, for the purposes of taking Congestion Charge Fleet Auto Pay payments direct from your bank account
Fleet Auto Pay	The service that automatically charges the Fleet Operator when they use a registered vehicle in the zone during charging hours. The Fleet Operator is billed monthly and payments must be made for the service to remain active.
Fleet Auto Pay activity	This shows charges on an account prior to the billing date. These charges could be for vehicles registered for Fleet Auto Pay, Ad-Hoc charge payments, and registration charges for new vehicles or vehicle renewals.

Fleet Auto pay status	<p>The status of your Fleet Auto Pay service is displayed when signing in online;</p> <p>'Active' status means that your Auto Pay service is operational, and no further action is required.</p> <p>'Pending' status means that your Auto Pay application has not yet been approved. Once approved, we'll tell you that your Auto Pay is ready and you can add vehicles to activate it.</p> <p>'Ready' status means that your Auto Pay is not yet active, but is now ready for you to add vehicles which will activate your service.</p> <p>'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.</p> <p>'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 not clear your balance quickly, your Auto Pay service will be closed and you will need to pay vehicle registration charges to reactivate it.</p>
Interim Payment	A full or part payment made towards the current Fleet Auto Pay balance. This payment is made outside of your normal billing period.
Notification Statement	The notice we send you telling you the amount due for payment on the billing day. It contains a statement of the charges that make up that amount.
Password	A password is an eight digit alphanumeric code (containing at least one letter and one number) that is used in conjunction with an account users' Customer ID to access their account online securely.
PIN	The PIN is a six digit numeric code that is used to identify an account user when they try to access services through the call centre. It is used in conjunction with the Account Users' Customer ID.
Register Payment Card	By registering a credit card, you can make one-off Congestion Charge payments for vehicles not registered on Fleet Auto Pay or pay a Low Emission zone daily charge more easily.

Registered Vehicles	<p>Any vehicle registered to your Fleet Auto Pay service.</p> <p>Please ensure that you have a minimum of 6 vehicles added to your Fleet Auto Pay service. If at any point your vehicle list drops below this amount, your account may be suspended and/or closed.</p>
Sign In	To access the account online and manage the Fleet Auto Pay service you need to sign in using your Customer ID and Password.
Statements	The notice we send you telling you the amount due for payment on the billing day. Statements provide information on charges that have been incurred, as a consequence of activity on Fleet Auto Pay or any manual payments/ adjustments that have been made.
Tag	This field allows users to enter a unique alphanumeric descriptor to the vehicle. It could be a 'cost centre' , 'driver name' , 'department etc.
Upload	Adding multiple vehicles to your Fleet Auto Pay service can be done in less time by using the upload facility. Vehicle details are added to a .CSV file which is then uploaded allowing the vehicles to be registered to your Fleet Auto Pay service
Vehicle Registration Charge	The charge payable to register a vehicle on to your Fleet Auto Pay service. This is an annual charge per registered vehicle.
Vehicle Registration Mark	The Vehicle Registration Mark (VRM) is used to identify your vehicle on your account along with other characteristics such as its make, model, and colour.

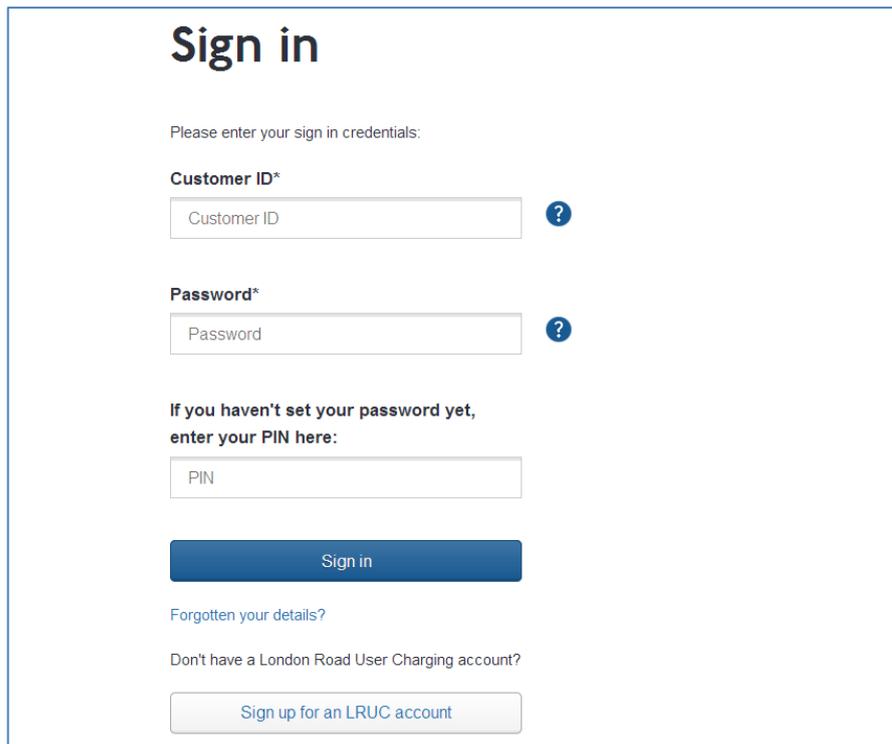
Key Things to Remember

- You need to maintain a minimum of **6** vehicles in order to operate Fleet Auto Pay.
- All payments, adjustments, charges and ad hoc charges will be shown on your statement.
- Vehicles must be registered to an 'Active' Fleet 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 Fleet 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 Fleet 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 Fleet Auto Pay, you will be charged a further £10 vehicle registration charge to add the vehicle back on to Fleet Auto Pay
- When using the upload facility to register vehicles, please remember that this performs a complete replacement of all the vehicles on your Auto Pay service. Any vehicles which are not included in your latest upload file will be 'deleted' from Fleet Auto Pay. Therefore, please ensure that each upload file you submit;
 - Contains **all** the vehicles you wish to keep on Fleet Auto Pay.
 - Contains **all** the new vehicles you wish to register for Fleet Auto Pay
 - Does **not** contain vehicles you wish to remove from Fleet Auto Pay.
- For each of your vehicles on Fleet 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 Fleet Auto Pay prior to the renewal date.
- The Fleet 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 Fleet Auto Pay service.
- If for any reason we are unable to take your statement balance, your Fleet 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. Sign in to your account

To access your account go to **tfl.gov.uk/cc** and click on the “Sign-In” link in the top right hand corner of the page. This will open the screen you see below (Figure 1).



Sign in

Please enter your sign in credentials:

Customer ID*

 ?

Password*

 ?

If you haven't set your password yet,
enter your PIN here:

Sign in

[Forgotten your details?](#)

Don't have a London Road User Charging account?

[Sign up for an LRUC account](#)

(Figure 1)

Enter your Customer ID and Password. If you have not yet set up a password please enter your PIN provided on registration, and follow the screen instructions.

Once your details have been verified you will be taken to the **Landing Page** (Figure 2) where you can access and manage the features of your account.

1.1 Forgotten my password link

This link will take you to a page, which will ask you a number of security questions that were set up the first time you signed into your account. Answering these will allow you to reset your password.

If you answer your security questions incorrectly or if you have three failed sign in attempts, your account will become temporarily locked. You can try to sign in again after thirty minutes.

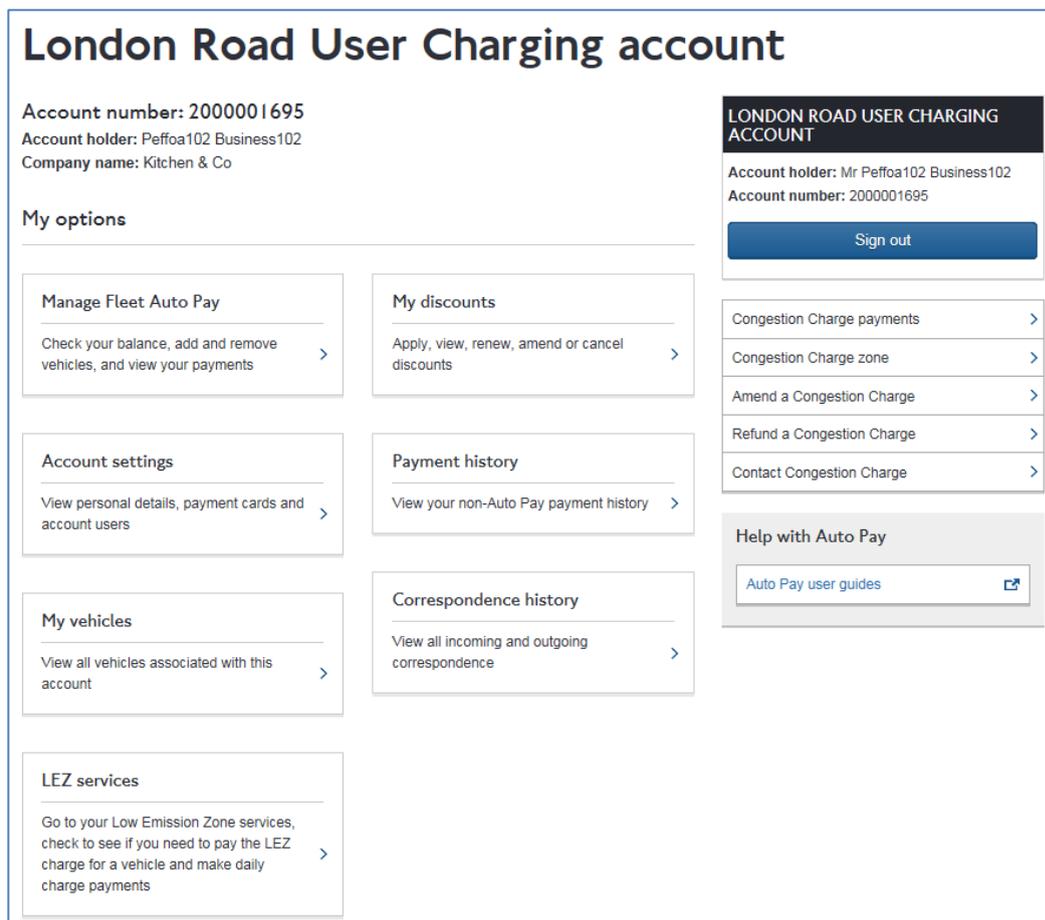
If you have forgotten your Customer ID and your password then please contact the Fleet Team 0207 649 9860.

2. Using your online account

2.1 London Road User Charging Account (LRUC) Landing Page

This page (Figure 2) 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 2)

2.2 Manage Fleet Auto Pay

Clicking on the 'Manage Fleet Autopay' link will take you to the 'My Fleet Autopay' homepage. (Figure 3)

Manage Fleet Auto Pay

Service summary

Balance: £0.00

This is your current balance. It includes Congestion Charge zone payments, vehicle registration charges and your last statement balance, minus any payments received since your last statement was issued.

A debit balance shows how much you need to pay.

LONDON ROAD USER CHARGING ACCOUNT

Account holder:
Account number:

[Sign out](#)

✔ **Status: Active** ?

Next statement date: 08/04/2017
Last statement balance: £0.00

If your Auto Pay status is 'Active' and you have travelled within the zone in the last few days, these charges may not be included in your balance.

[View Direct Debit details](#) >

Vehicles active on Fleet Auto Pay

You have 0 vehicles on your Fleet Auto Pay service.

[View and manage vehicles](#)

Charges since last statement

Find details of all Fleet Auto Pay charges and payments since your last statement.

[View charges since last statement](#) >

Fleet Auto Pay vehicle history

Find details of all vehicles added to Fleet Auto Pay in the past 2 years (or since you registered for Fleet Auto Pay if this is less than 2 years), along with the dates the vehicles were active.

[View Fleet Auto Pay vehicle history](#) >

Statements and older charges

View all Auto Pay charges and copies of statements.

[View Auto Pay transaction history](#) >

[< Back](#)

(Figure 3)

In this section, you will be able to;

- See your current balance
- Check the status of your Fleet Auto Pay service
- See when your next statement is due
- Make an interim payment; If you make a payment now it will be deducted from

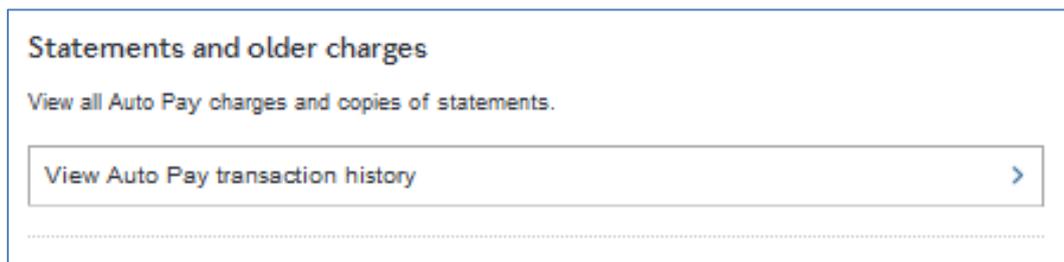
your outstanding balance immediately. Your payment cannot exceed your current balance

- View and amend your Direct Debit details
- Add and remove vehicles on your Fleet Auto Pay Service
- View charges since last statement; this section will contain details of all payments and charges against your Fleet Auto Pay service, since your last statement was issued.
- View your statements.
- View your Fleet Auto Pay vehicle history; Details of all vehicles that have been on your Fleet Auto Pay service within the last 2 years.

3. Viewing transaction history and previous statements

3.1 Fleet Autopay transactions and statement history

From your account landing page (Figure 3) select



You will be taken to the following page

Fleet Auto Pay

Transaction history

Here you can 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. You can download a custom file by selecting your search and filter options first.

At the bottom of the page you can also view your previous statements as .pdf files.

My Auto Pay transactions
▶ Filter options
« < 1 of 50 > »
Transaction type: Fleet Auto Pay Annual Vehicle Registration Charge Date: 25/09/2016 Vehicle Registration Mark: BU84XKG Reference: 89985788352 Amount: £10.00
Transaction type: Fleet Auto Pay Annual Vehicle Registration Charge Date: 25/09/2016 Vehicle Registration Mark: JL08A1162 Reference: 90005792711 Amount: £10.00
Transaction type: Fleet Auto Pay Annual Vehicle Registration Charge Date: 25/09/2016 Vehicle Registration Mark: JL08A1177 Reference: 89985788424 Amount: £10.00
Transaction type: Fleet Auto Pay Annual Vehicle Registration Charge Date: 25/09/2016 Vehicle Registration Mark: JL09A1005 Reference: 89985788274 Amount: £10.00
« < 1 of 50 > »

 Download .csv

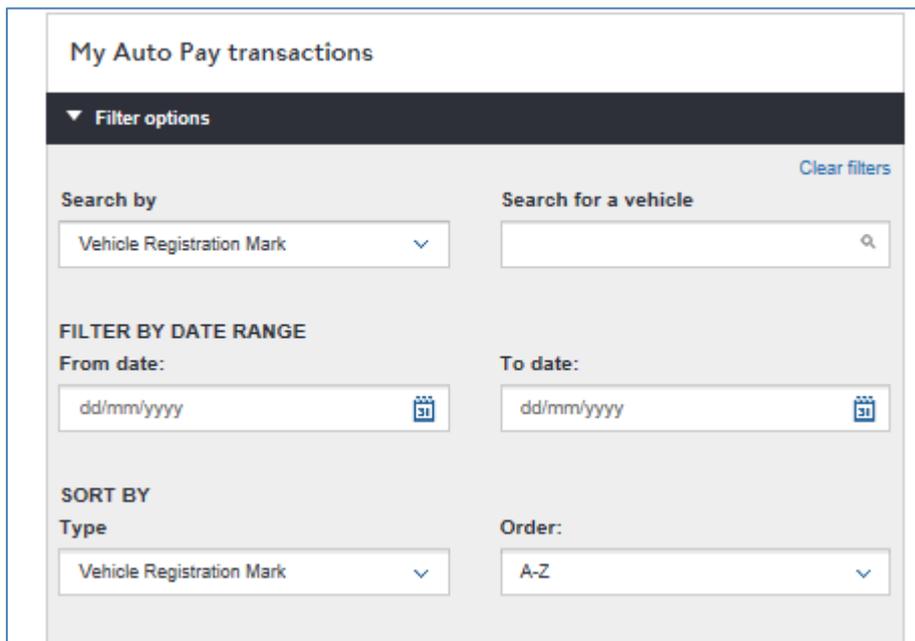
View and download previous Auto Pay statements

S70520156	PDF	
S70192839	PDF	
S69869366	PDF	
S69549275	PDF	
S69233202	PDF	

[← Back](#)

(Figure 4)

You can view your fleet 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 following page.



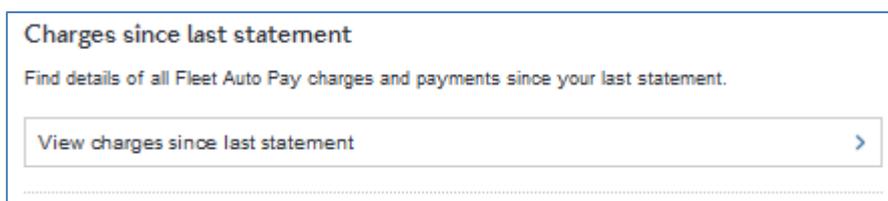
The screenshot shows a panel titled "My Auto Pay transactions" with a "Filter options" dropdown menu. Below the menu, there are several filter sections: "Search by" with a dropdown menu set to "Vehicle Registration Mark"; "Search for a vehicle" with a text input field and a search icon; "FILTER BY DATE RANGE" with "From date:" and "To date:" fields, each containing a date format "dd/mm/yyyy" and a calendar icon; and "SORT BY" with "Type" and "Order:" dropdown menus, both set to "Vehicle Registration Mark" and "A-Z" respectively. A "Clear filters" link is located in the top right corner of the filter options area.

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.

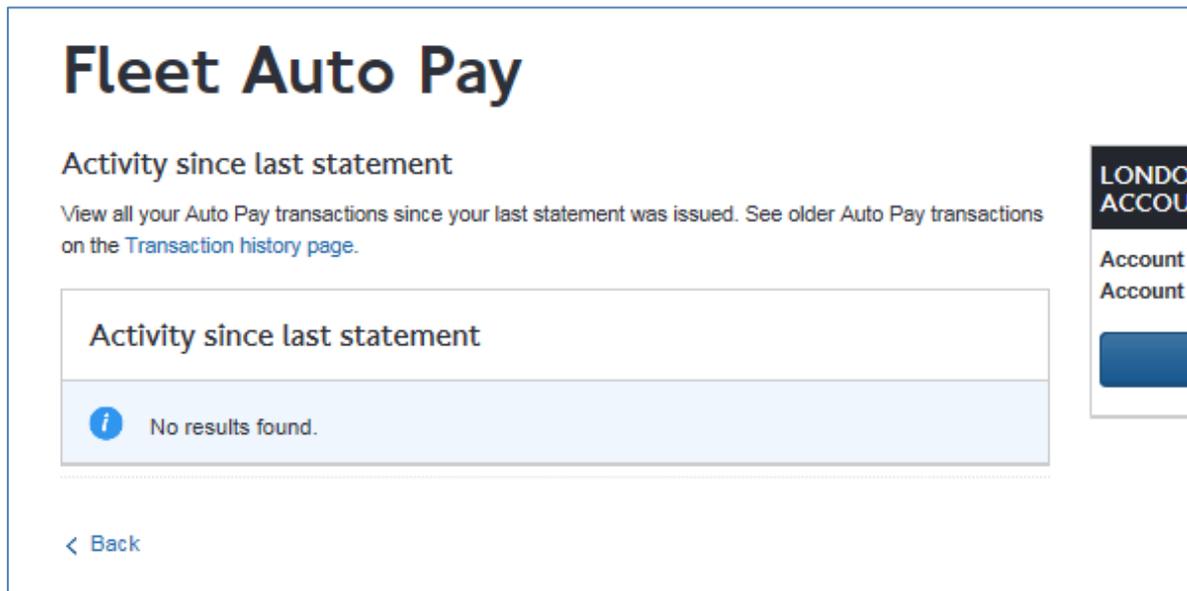
3.2 Viewing transactions since your previous statement

From your account landing page (Figure 3) click on



The screenshot shows a button labeled "View charges since last statement" with a right-pointing arrow icon. Above the button, the text reads "Charges since last statement" and "Find details of all Fleet Auto Pay charges and payments since your last statement."

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.

4. View and Manage Fleet Autopay vehicles

From your account landing page (Figure 3) click on



which will take you to the screen shown below (Figure 5).

Fleet Auto Pay vehicles

View, add and remove vehicles

Here you can view, add and/or remove vehicles from your Fleet Auto Pay service.

Find out more about adding or removing vehicles in the Fleet user guide.

Fleet user guide

Vehicles can be added/removed one by one, or you can use our automated multiple upload facility by uploading a .csv file.

 [Add vehicles one by one](#)

Multiple upload facility

You can make multiple changes to your Fleet Auto Pay vehicle list by uploading a single file.

If you are adding vehicles for the first time or if you want to make multiple changes, we recommend downloading a blank template.

If you already have vehicles on Fleet Auto Pay you can download, modify then upload your current list.

 [Make multiple vehicle changes](#)

Uploading your new list will overwrite your existing list. This means that any vehicles not on your new list will no longer be active on your Fleet Auto Pay service and you will need to pay the charge another way if you're travelling within the Congestion Charge zone.

Fleet Auto Pay vehicles	
▶ Filter options	
« < 1 of 50 > »	
S001VRM Description: Red Ferrari 458 Italia Added: 25/04/2016	

LONDON ROAD ACCOUNT

Account holder:
Account number:

██████████ S

(Figure 5)

From here you will;

- See details of all vehicles that are currently active on your Fleet Auto pay Service.
- Add vehicles to your Fleet Auto Pay service.
- Remove vehicles from your Fleet Auto pay service.

4.1 Filter Options

We have introduced a number of sort and search functions to help you find certain vehicles, see (Figure 6) below.

Here you can;

- Search for a particular vehicle by entering the VRM in the search bar and click 'apply filter'.
- Sort your vehicles by the vehicle registration mark, 'tag' (cost centre etc.) or the date added to your Fleet Auto Pay service.
- Move between list pages easily by using the up and down arrows or simply typing the page number and entering.



- To set a new filter simply click on 'clear filters' in the top right hand corner and start again.

 A screenshot of a 'Filter options' panel. At the top, there is a 'Filter options' header with a dropdown arrow. Below it is a search bar labeled 'Search for Vehicle Registration Mark' with a 'Clear filters' link to its right. Underneath the search bar is a 'SORT BY:' section with two dropdown menus: 'Type' (set to 'Vehicle Registration Mark') and 'Order' (set to 'A-Z'). An 'Apply filters' button is located below the sort options. At the bottom of the panel, there is a list of four vehicles, each with a VRM, description, and date added, and a close icon (X) to its right.

VRM	Description	Added	Action
S001VRM	Red Ferrari 458 Italia	23/06/2016	X
S002VRM	Blue Ford Focus 1.2	23/06/2016	X
S003VRM	White Mercedes Sprinter	23/06/2016	X
S004VRM	IVECO	23/06/2016	X

(Figure 6)

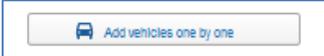
4.2 Adding/ Removing Vehicles

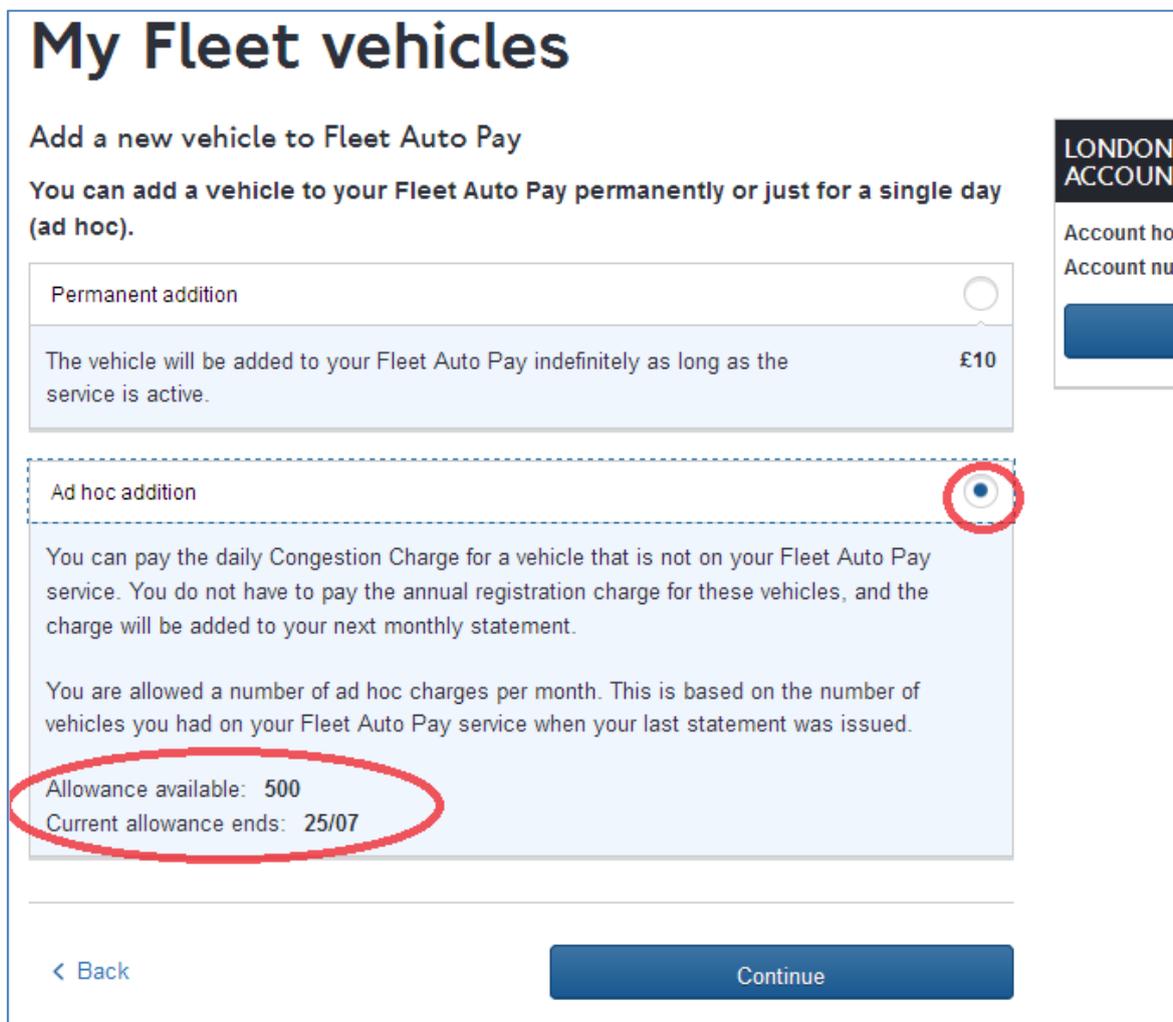
- You have until midnight on the date of travel to add additional vehicles . Only

vehicles registered to an 'Active' Fleet 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.
- Vehicles can be added/removed individually or using the multiple vehicle change process.

4.2.1 Add a single vehicle

By clicking on  (Figure 5) you will be able to add a single vehicle permanently, or you can make an ad-hoc addition. The number of Ad-Hoc charges allowed in any given month will also be displayed (Figure 7).



My Fleet vehicles

Add a new vehicle to Fleet Auto Pay

You can add a vehicle to your Fleet Auto Pay permanently or just for a single day (ad hoc).

Permanent addition

The vehicle will be added to your Fleet Auto Pay indefinitely as long as the service is active. £10

Ad hoc addition

You can pay the daily Congestion Charge for a vehicle that is not on your Fleet Auto Pay service. You do not have to pay the annual registration charge for these vehicles, and the charge will be added to your next monthly statement.

You are allowed a number of ad hoc charges per month. This is based on the number of vehicles you had on your Fleet Auto Pay service when your last statement was issued.

Allowance available: 500
Current allowance ends: 25/07

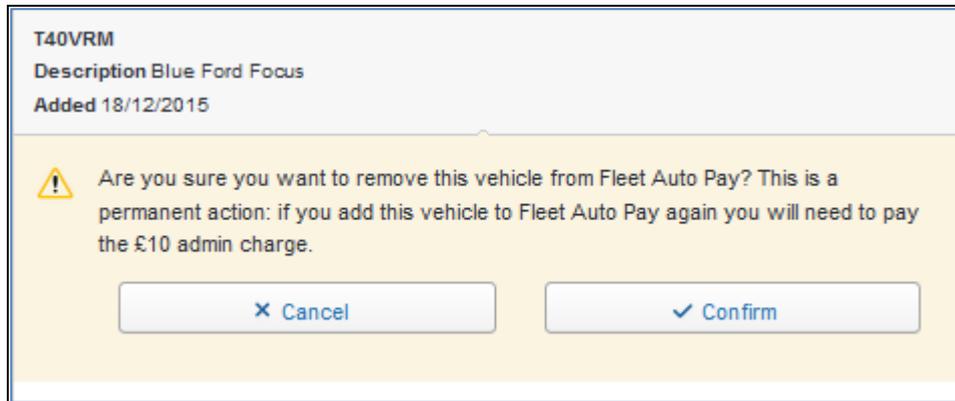
< Back Continue

(Figure 7)

4.2.2 Remove a single vehicle

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

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



4.2.3 Make multiple vehicle changes

If you have a number of vehicles that you wish to add, or remove from your Fleet Auto Pay, you may prefer to use the vehicle upload process. To make multiple

vehicle changes select



(Figure 5). You will be presented with the field below (Figure 8).

Upload a new vehicle list

Upload file

To make multiple changes to your Fleet Auto Pay vehicle list, you can upload a .csv, .xls or .xlsx file below.

Uploading a new list will overwrite your existing list. Your new list must include all your vehicles, not just vehicles that you would like to add. There is a £10 charge for each new vehicle which will be added to your next monthly statement.

Any vehicles not on your new list will not be added to your Auto Pay service. You will need to pay the charge another way if they are driven within the zone. Adding them again at a later date will mean they will incur the £10 charge.

Download template or list

First time: Download a blank template if you are adding vehicles for the first time.

Already have vehicles: If you already have vehicles on Fleet Auto Pay you can either download and modify your current list or download a blank template. If you use the blank template **you must include all existing AND new vehicles.**

 [Download blank template](#)

 [Download your vehicle list](#)

You will need to complete the Vehicle Registration Mark (VRM) and Country Code (UK/Non-UK) columns before uploading your list. There is also the option to add a tag (memorable name for your vehicle) or cost centre.

You do not have to add the make, model and colour - these details will be added for you once the upload is complete.

The upload process may take some time, but you can let it run in the background while you access other programs on your computer.

LONDON
ACCOUNT

Account holder
Account number



?
How do I upload a file?

Upload your new vehicle list

Drag your file here
Or browse to your files

An email will be sent automatically to the account holder once the upload process has finished. If you want us to send an additional email to another account user, enter the email address details below.

Use account email address only

me@myemail.com

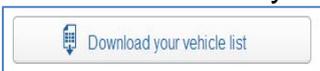
Add an additional email address

[← Back](#)
Continue

(Figure 8)

If you are adding vehicles for the first time you need to use the blank template available by clicking on the following link; [Download blank template](#). Your upload must be in the same format as the template provided, and must be a .csv, .xls or .xlsx file.

If you already have a list of vehicles on Fleet Auto Pay it may be easier to download, edit and resubmit your vehicle list. You can do this by clicking on the following link;



This upload will replace **ALL** of your Fleet Auto Pay vehicles. Any vehicles **NOT** included in the file, will be deleted from your Fleet Auto Pay service.

Make sure that each upload file you submit:

- Contains **all** the vehicles you wish to keep
- Contains **all** the new vehicles you wish to add
- **Does not** contain vehicles you wish to remove
- Has a completed Country Code field for all vehicles (UK or Non-UK)

- Does not contain any special characters (i.e. commas(','), &, *, -, :, /) in the cost centre/ tag column if completed.

Below is an extract of the template that is available on the website. The VRM and country code **must** be entered. All other information is optional.

VRM	Country Code	Cost Centre	Vehicle Make	Vehicle Model	Vehicle Colour
LL11AHX	UK	Fred's Fleet	DAF TRUCKS	SKIP LORRY	Blue
LL11AHV	UK	Fred's Fleet	DAF TRUCKS	SKIP LORRY	Blue
X18CLC	UK	Chelsea Crossan	MERCEDES-BENZ	E350 BLUEF-CY SPORT CDI A	Black
LP08ACU	UK	Mini Skip	DAF TRUCKS		Blue
FH55YKB	UK	Mr Truck	CITROEN	BERLINGO 600D LX	White
LF55XEY	UK	Eileen Crossan			
OS51CFC	Non-UK	123456	SCANIA		Blue
EA09VMK	Non-UK	Artic	SCANIA		Blue
B18EDC	UK	Edward Crossan	BMW	520D M-Sport	Black
T50JPD	UK	John Davitt			

- A Country Code must be recorded as **UK** or **Non-UK**.
- The Cost Centre or Tag is optional. To help you manage your Fleet accounts you can enter up to 30 characters of your choice in this field (such as Cost Centre or Driver name for example).

Once you have created your vehicle list, drag it into the box above or click 'Browse your files' to find it on your computer. When you've found the file and click 'Open', you should see it in the upload section.

Before submitting your upload file you have an opportunity to complete the email section. Here you can choose to have the upload confirmation and detailed report sent to the account holder's email address, alternatively you can choose to add an alternative email address, for example if you are completing the upload on behalf of the account holder. (Figure 8)

4.2.4 Submitting your file upload

Once you have added your file to the upload section you can either remove it by clicking on the blue X next to it or you can proceed to upload by clicking on continue. (Figure 9)

Upload new vehicle list

The upload process may take some time, but you can let it run in the background while you access other programs on your computer.

How do I upload a file?



UploadFile



bulk file.csv



An email will be sent automatically to the account holder once the upload process has finished. If you want us to send an additional email to another account user, enter the email address details below.

Use account email address only



rob@ta.co.uk

Add an additional email address



< Back

Continue

(Figure 9)

Clicking 'Continue' will take you to the file summary. Here you will see the number of vehicles currently on your Fleet Autopay service (**remember these will ALL be overwritten by the vehicles in the spreadsheet that you intend to upload. If there are vehicles currently on your account that you want to remain on your account they must also appear in your new spreadsheet or they will be deleted from your service**). You will also see the number of vehicles you are uploading with your new spreadsheet, this is the number of vehicles that will be on your service following the upload.

If you are happy that the vehicle numbers are correct then you can proceed with the upload by clicking on 'Confirm'. (Figure 10)

Upload a new vehicle list

File summary

✓ bulk file.csv 

- Total number of vehicles on Fleet Auto Pay before upload: 119
- Total number of vehicles on Fleet Auto Pay following this upload: 3000

If the new total number of vehicles is not what you were expecting, go back, check your file and re-upload. Remember you must include existing vehicles on your upload file to keep them on your Auto Pay service.

Click 'Confirm' to upload this file and replace your current Fleet Auto Pay vehicle list.

[← Back](#)

Confirm

(Figure 10)

Once you have confirmed that you want your upload to take place it will begin. This may take a while if you have a large number of vehicles. To continue to use your computer during this time you can process the upload in the background by clicking on the button shown in (Figure 11).

Upload a new vehicle list

Processing your file

The following file is being processed.

✓ bulk file.csv 



The file may take some time to upload, especially if it contains more than 1,000 vehicles. You can let it run in the background while you access other programs on your computer.

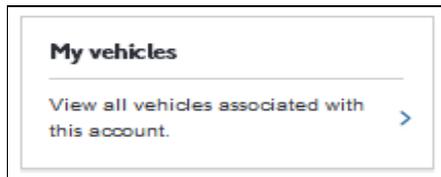
You will not be able to access your vehicle list until the upload is complete and you have received a confirmation email.

An email will automatically be sent to the account holder, and any additional email address you added earlier, once the upload is complete.

Process in the background

(Figure 11)

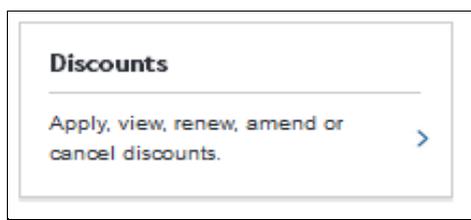
5. My Vehicles



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.

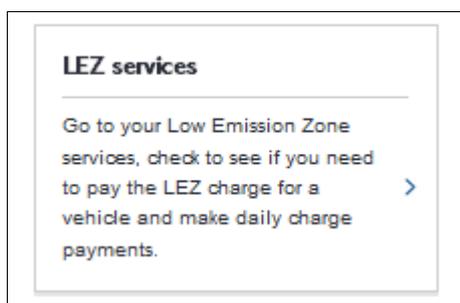
The list also contains vehicles that are **NOT** registered for your Fleet Auto Pay Service. A charge must be paid via an alternative method if these vehicles are used in the Congestion Charging zone.

6. 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.

7. LEZ Services

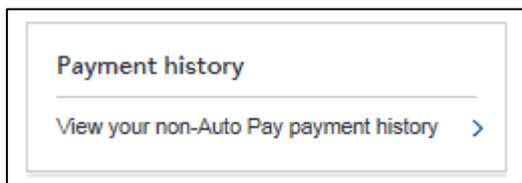


The Low Emission Zone (LEZ) covers most of Greater London and operates 24 hours a day, every day of the year. It was introduced, in 2008, to encourage the most polluting heavy diesel vehicles driving in the Capital to become cleaner.

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 Fleet Auto pay service

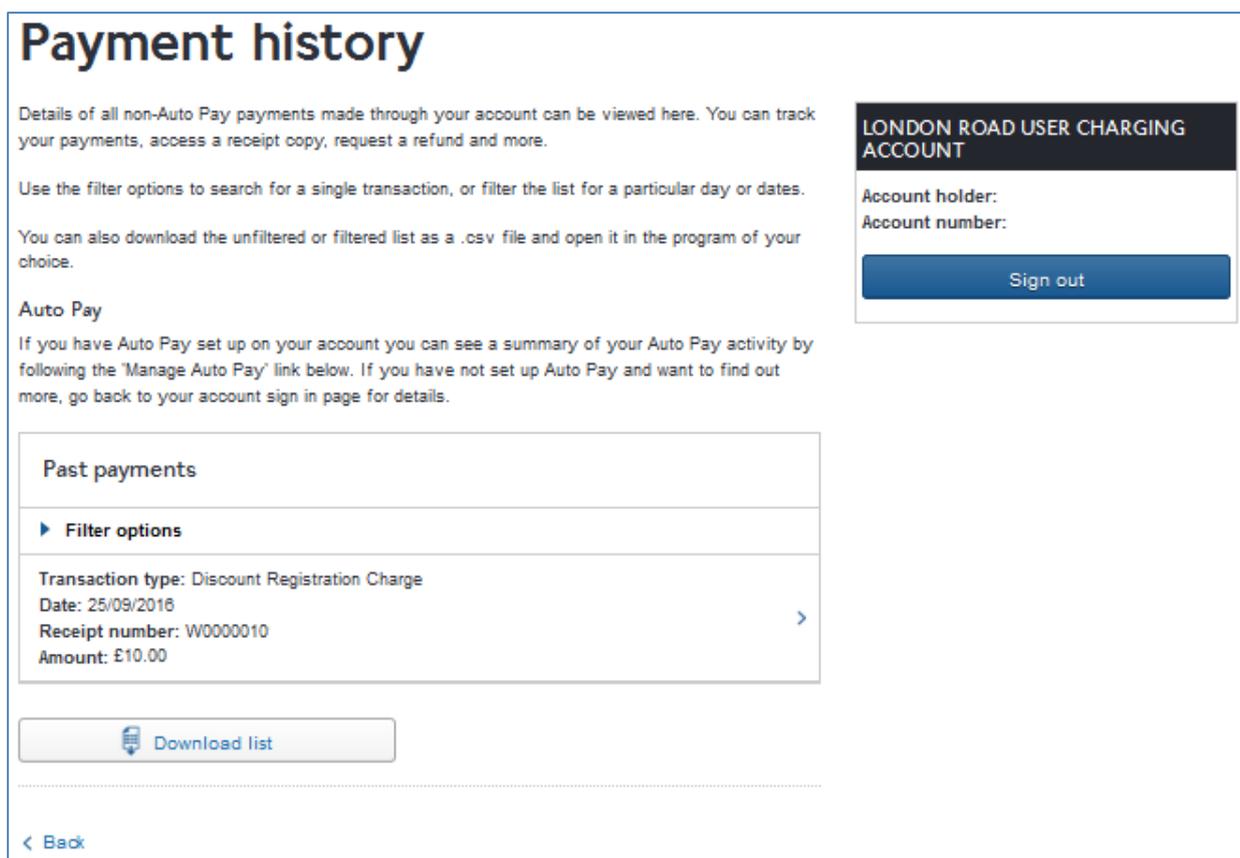
NOTE – Fleet auto pay applies to Congestion Charging only. Payments for vehicles using the LEZ are not taken automatically.

8. 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

A screenshot of a web page titled "Payment history". The page has a dark header with the text "LONDON ROAD USER CHARGING ACCOUNT". Below the header, there are fields for "Account holder:" and "Account number:". A blue "Sign out" button is positioned below these fields. The main content area contains introductory text about viewing non-Auto Pay payments, filter options, and a section for "Auto Pay" with instructions on how to manage it. Below this is a "Past payments" section with a "Filter options" dropdown. A single transaction is listed with details: "Transaction type: Discount Registration Charge", "Date: 25/09/2016", "Receipt number: W0000010", and "Amount: £10.00". A right-pointing chevron icon is next to the receipt number. At the bottom of the transaction list is a "Download list" button with a download icon. A "Back" link is visible at the bottom left of the 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.

Payment history

Payment details
DISCOUNT REGISTRATION CHARGE
Payment date: 25/09/2016
Receipt number: W0000010
Amount: £10.00

[Download this receipt](#)

LONDON ROAD USER CHARGING ACCOUNT
Account holder:
Account number:
[Sign out](#)

[Print this Page](#)

[< Back](#)

Select [Download this receipt](#) to download a copy of the financial transaction in PDF format.

9. Correspondence History

Correspondence history
View your correspondence history. >

View details of correspondence that has been received or sent via your account. You can view your correspondence history by clicking on the following link on your account homepage

This will take you to the following page

Driving Correspondence history

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 dates.

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

<p>Date: 12/10/2016 13:45:39 Direction: Outbound Channel: email Reference: 81248566</p>	>
<p>Date: 12/10/2016 13:33:05 Direction: Outbound Channel: email Reference: 81248330</p>	>
<p>Date: 12/10/2016 13:33:05 Direction: Outbound Channel: email Reference: 81248329</p>	>

< Back

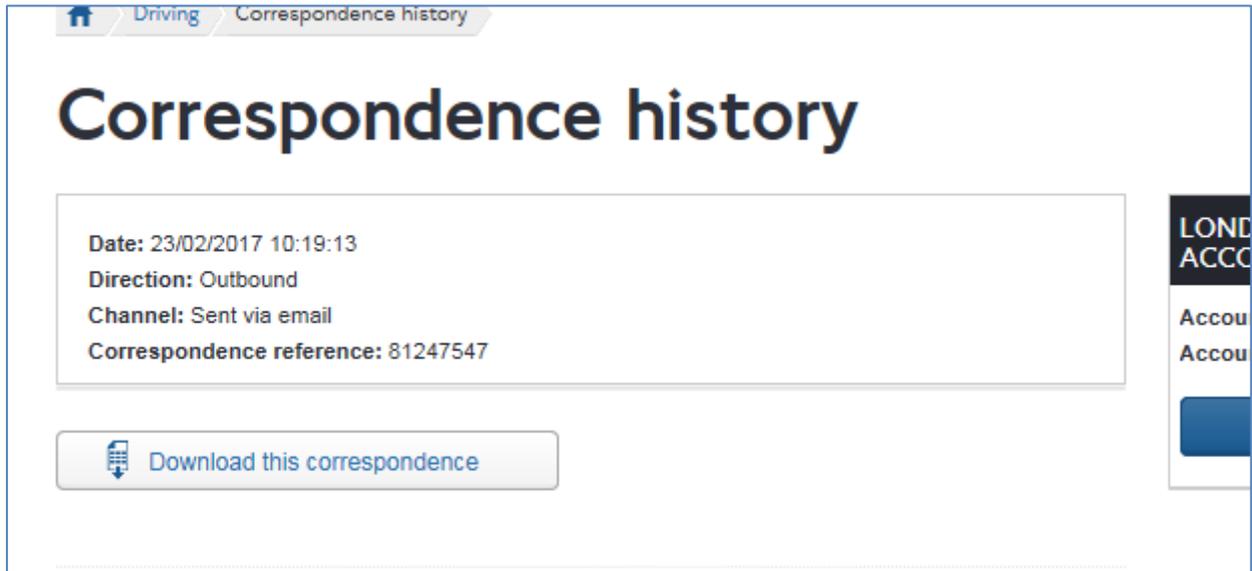
LONDON ROAD ACCOUNT

Account holder: M
 Account number:

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 > to the right of the item.

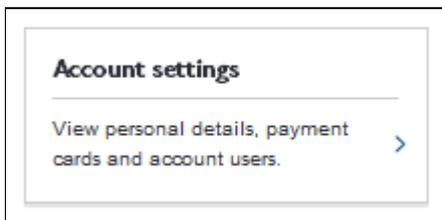
This will show you the details of the correspondence and give you an option to download it. As shown below.



To view the item of correspondence click on



10. Account Settings



By clicking on “[Account Settings](#)” from the Landing page you will see the details of your LRUC account and will be able to make amendments to key account information. (Figure 12).

Account settings

Account details

Jeremy C 
Account number: 9234937
 **Account holder**
[Change password](#)

How can I change the name on this account? 

Your PIN (Jeremy C) 
0001 [Edit](#)

Account type
Business
Company name
Transport For London8

How can I change the company name on this account? 

Company address
Broad House 
London
W1

[Edit company address](#) 

Email address
jeremy.c@bc.co.uk  [Edit](#)

Correspondence and receipt preference
We will send receipts and correspondence by: Email
Receipts will be sent: Monthly consolidated [Edit](#)

LONDON ROAD USER CHARGING ACCOUNT

Account holder: Jeremy C
Account number: 9234937

[Sign out](#)

Mobile telephone number
0789444544

Daytime telephone number
0207633663 [Edit](#)

Other telephone number
020763366

Mobile phone text alerts and receipts
You are not signed up for mobile phone alerts.
You are not signed up for mobile phone receipts. [Edit](#)

Mobile telephone number
0789444544

Why should I sign up for mobile phone text alerts/receipts? [?](#)

 **Payment cards**
Add, remove and replace payment cards [>](#)

Account users

You can give access to your account to up to 5 additional account users.

What can additional account users do? [?](#)

 **Haster**
Customer ID: 9234937:0002 [x](#)

 **Calow**
Customer ID: 9234937:0003 [x](#)

 [Add a new account user](#)

Other settings

Marketing preferences
You will not receive TfL marketing information.
You have said that you do not want to take part in customer satisfaction surveys. [Edit](#)

[Terms and conditions](#) [>](#)

Closing your account

By closing your London Road User Charging account you will also close services such as discounts or Auto Pay.

Only the account holder can close the account. Before closing your account all outstanding balances must be paid.

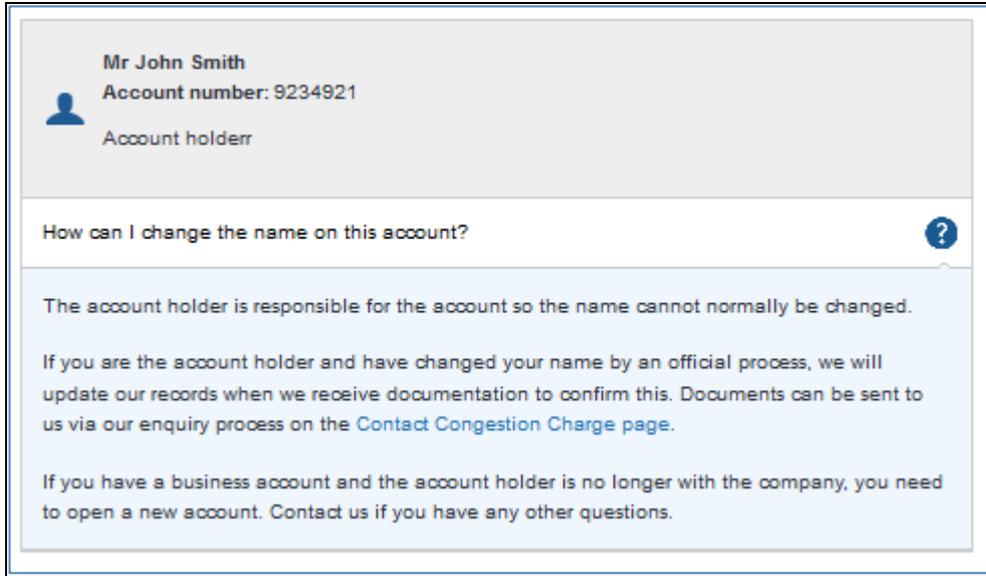
[Close your London Road User Charging account](#) [>](#)

[< Back](#)

(Figure 12)

You will be able to;

10.1 Change the name of the Account Holder



Mr John Smith
Account number: 9234921
Account holder

How can I change the name on this account? ?

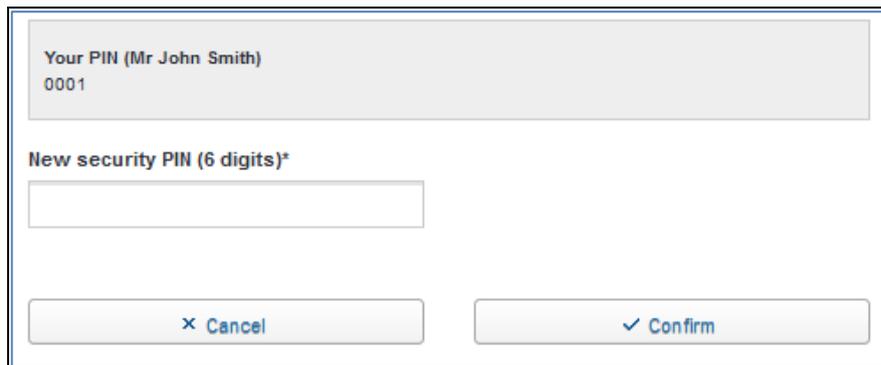
The account holder is responsible for the account so the name cannot normally be changed.

If you are the account holder and have changed your name by an official process, we will update our records when we receive documentation to confirm this. Documents can be sent to us via our enquiry process on the [Contact Congestion Charge page](#).

If you have a business account and the account holder is no longer with the company, you need to open a new account. Contact us if you have any other questions.

10.2 Change your Personal Identification Number (PIN)

If you would like to change your PIN, click [Edit](#). You will be prompted to enter and confirm a new one.

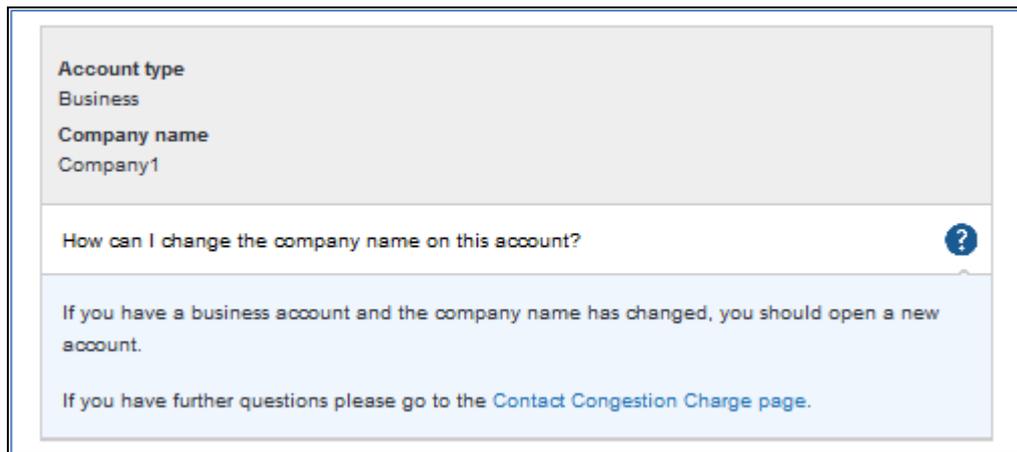


Your PIN (Mr John Smith)
0001

New security PIN (6 digits)*

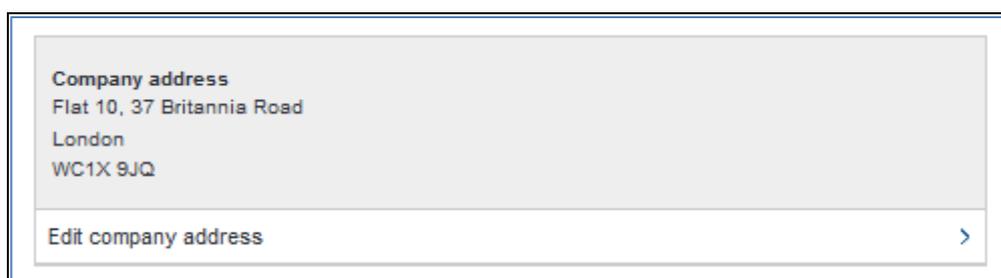
10.3 Change the company name

If the name of your company has changed then you will need to close your account and set up a new account.



10.3.1 Change the company address

If the address details for your company have changed, you can change them by clicking on [Edit company address](#). Once your request is received, TfL will amend your address details and confirm to you via your preferred communication channel.



10.4 Change your Email address

If you would like to change your email address, click [Edit](#) and you will be prompted to enter and confirm your new email address.

This screenshot shows a form for changing an email address. At the top, there is a grey box containing the text "Email address" and "john@smith.com". Below this, the form asks to "Enter new email address*" with an empty text input field. Underneath, it asks to "Re-enter new email address*" with another empty text input field. At the bottom of the form, there are two buttons: "Cancel" with a blue 'x' icon and "Confirm" with a blue checkmark icon.

10.5 Change your correspondence and receipt preferences

If you would like to change the way you receive correspondence and/or receipts from us, click [Edit](#) and you will be able to change your existing settings.

This screenshot shows a form for managing correspondence and receipt preferences. The top section is a grey box with the title "Correspondence and receipt preference" and the text "We will send receipts and correspondence by: Post" and "Receipts will be sent: Monthly". Below this, it states "You currently receive correspondence and receipts by post." and provides a checkbox labeled "I would like to change to email". Underneath, there is a section titled "Choose receipt timing" with a dropdown menu currently set to "Monthly". At the bottom, there are two buttons: "Cancel" with a blue 'x' icon and "Confirm" with a blue checkmark icon.

10.6 Change your contact telephone number(s)

You can change, remove and provide alternative contact numbers for yourself.

<p>Mobile telephone number 07890945522</p> <p>Daytime telephone number N/A</p> <p>Other telephone number N/A</p>
<p>Mobile telephone number</p> <input type="text" value="07890945522"/>
<p>Daytime telephone number</p> <input type="text"/>
<p>Other telephone number</p> <input type="text"/>
<p><input type="button" value="x Cancel"/> <input type="button" value="✓ Confirm"/></p>

10.7 Change your options for receiving mobile phone text alerts and receipts

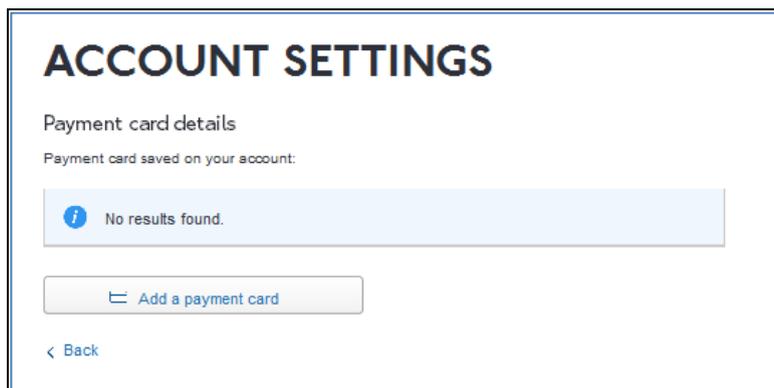
You can sign up to receive your receipts and other information alerts by mobile phone.

<p>SMS Alerts & Receipts You are not signed up for SMS Alerts You are not signed up for SMS Receipts Mobile number 07890945522</p>
<p>Why should I sign up for mobile phone text alerts/receipts? </p> <p>SMS alerts and receipts are designed to help you avoid missing charges and accumulating penalty charges. Click to learn more!</p>
<p><input type="checkbox"/> Sign up for SMS Alerts <input type="checkbox"/> Sign up for SMS Receipts</p>
<p> To change the mobile number associated with SMS Alerts please edit the mobile number in the contact numbers box</p>
<p><input type="button" value="x Cancel"/> <input type="button" value="✓ Confirm"/></p>

10.8 Change, add, or remove payment cards

By registering a payment card to your account, you will save time should you wish to pay for charges outside of your Fleet Auto Pay service, such as the daily Low Emission Zone charge.

By following this link  **Payment cards**
Add, remove and replace payment cards from the Account Settings page you will be able to register a new payment card, delete or update an existing payment card.



ACCOUNT SETTINGS

Payment card details

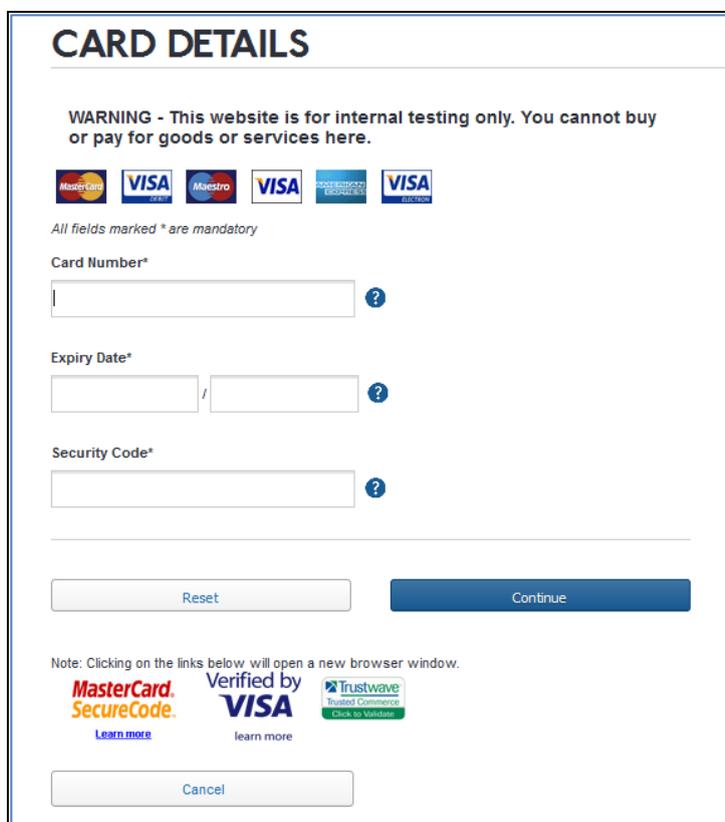
Payment card saved on your account:

i No results found.

[Add a payment card](#)

[Back](#)

If you already have a payment card registered to your account the details will be displayed.



CARD DETAILS

WARNING - This website is for internal testing only. You cannot buy or pay for goods or services here.

All fields marked * are mandatory

Card Number* ?

Expiry Date* / ?

Security Code* ?

[Reset](#) [Continue](#)

Note: Clicking on the links below will open a new browser window.

 [Learn more](#)  [learn more](#)  [Click to Validate](#)

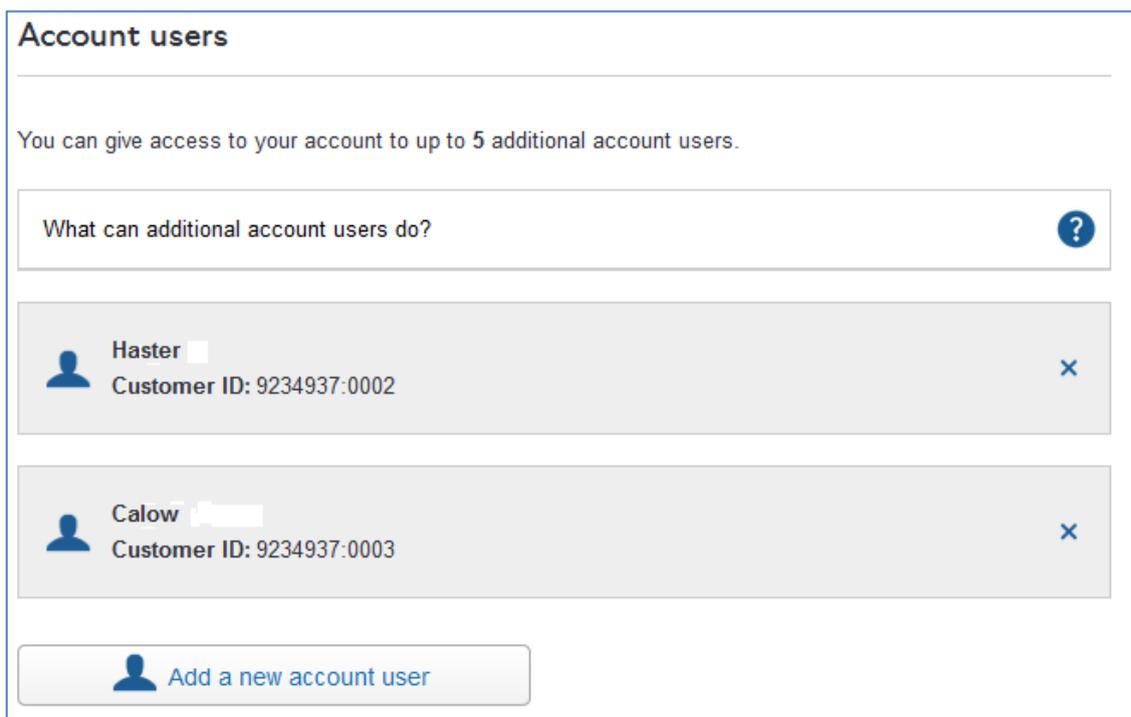
[Cancel](#)

If you do not have a payment card registered to your account, you will be able to add a card by following the Card Details screen as displayed above.

10.9 Account Users

On the Accounts Settings page you will be able to see a list of all the users that have been authorised to use the fleet auto pay service. Account Users are people authorised, by the account holder, to manage Fleet Auto Pay through a secure sign in process.

Account users have the same permissions as the account holder to make changes to the account, except that they cannot remove the account holder, themselves or close the account.



10.9.1 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.

Account settings

Add new account user

You can give access to your account to up to 5 account users.

Account users have the same permissions as the account holder to make changes, however they can't remove the account holder, themselves or close the account.

Each account user will have their own sign in credentials.

New account user name*

Their email address*

Confirm their email address*

Their telephone number*

Security PIN

Why do I need to provide a PIN?



The account holder and each account user should have a unique PIN.

As you are completing these details on behalf of a new account user, make a note of the PIN you created for them.

You will need to give them their PIN and their unique Customer ID which will be provided when you complete this process. They will need these to sign in to your account.

Create a security PIN (6 digits)*

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.

[↑](#) [Driving](#) [Account settings](#)

Account settings

Confirmation

 Thank you. You have successfully added a new account user.

You will need to give **anne** the Customer ID and PIN number created for them. They will need this the first time they sign in to your account and when contacting us by telephone.

Customer ID: 9234937:123456
PIN: 123456

What happens next?

Correspondence has been sent to you by your preferred communication channel. It is your responsibility to inform the account user.

[Return to Account settings](#) 

10.10 PIN resets

If you have forgotten your PIN you can call the contact centre. Once you have answered some security questions your PIN will be reset.

10.11 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.

Account users

You can give access to your account to up to 5 additional account users.

What can additional account users do? 

 Haster  Customer ID: 9234937:0002	
 Calow  Customer ID: 9234937:0003	

 Add a new account user

10.12 Other Settings

10.12.1 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 any time.

Marketing preferences
You will not receive TfL marketing information.
You have said that you do not want to take part in customer satisfaction surveys.

I would like to receive marketing information from TfL

I would like to take part in customer satisfaction surveys

 Cancel  Confirm

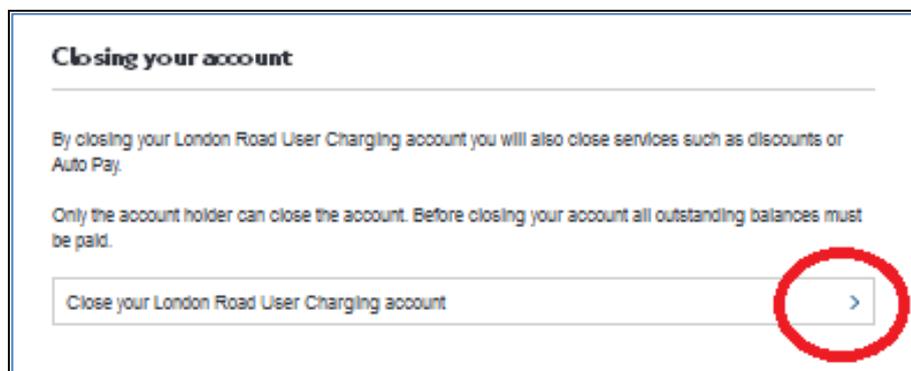
10.12.2 View Terms and Conditions

You can view the Fleet 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.

10.12.3 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.



Closing your account

By closing your London Road User Charging account you will also close services such as discounts or Auto Pay.

Only the account holder can close the account. Before closing your account all outstanding balances must be paid.

Close your London Road User Charging account 

NOTE – Once an account has been closed, any vehicle(s) that were registered for a discount, or on the Fleet Auto Pay service, will no longer be covered for the Congestion Charge. The Congestion Charge will need to be 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 Fleet Auto Pay Terms and Conditions, in the event of outstanding debt or fraud by the Fleet Operator, TfL may disclose relevant details to law enforcement or debt collection agencies to assist in collecting debts or tracing those committing fraud.

11. 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.

Transport for London



Mr D Leplinski
101 sydenham road
sydenham
Londonderry
SE265EZ

**Transport for London
Congestion Charging**
PO Box 341
Darlington
DL1 9QA

Phone 020 7649 9860
tfl.gov.uk/congestioncharge

FLEET AUTO PAY STATEMENT

Account Details

Account Number: 1000558970
Statement Date: 30-05-2016
Statement Period: 28-04-2016 - 27-05-2016
Statement Number: 14051606

Statement Summary

Previous Statement Closing Balance:	£598.50
Payment Received since the last statement:	£50.00
Current Statement Opening Balance:	£548.50
Vehicle Usage Charges for this period:	£115.50
Vehicle Registration Charges for this period:	£00.00
Vehicle Renewal Charges for this period:	£00.00
Ad hoc Payment Applied for this period:	£00.00
Adjustments applied for this period:	-£10.00
Pending Credits/Debits applied for this period:	£00.00
Amount Due:	£ 654.00

The amount due will be collected by Direct Debit on or immediately after 02-06-2016

When this statement was generated, there may have been some instances whereby not all of the usage up to 30-05-2016 had been processed by Transport for London. Please note that any unprocessed usage charges will be added to your next statement and you may also see some charges from the previous statement period for this same reason.

TfL Customer Updates
Test Fleet message

Payment received (if any chargebacks have been made against previous payments they will show here as a negative figure).

The total cost of vehicle usage charges for vehicles entering the CC zone during charging hours, during this statement period

The total cost for registering vehicles to the account (£10 per VRM)

The cost of renewing vehicles on the account during statement charging period

The total cost of any adhoc charges to the account during the statement charging period

The total cost of any adjustments to the account during this statement charging period.