Contents

Welcome to the Residents’ Discount User Guide...........................................................3

Glossary .........................................................................................................................3

Things to Remember ....................................................................................................4

Step by step task guide ...............................................................................................4

1. Sign into your account ............................................................................................4

2. Manage Residents’ discount landing page ...............................................................6

3. Paying the Congestion Charge at the discounted rate ..............................................7

4. Setting up Autopay for your Residents’ Discounted vehicle ....................................11

5. Amending a vehicle on your discount. ....................................................................19

6. Renewing your Residents’ discount .......................................................................28

7. Viewing your correspondence history ....................................................................36

8. Viewing your payment history ................................................................................38
Welcome to the Residents’ Discount User Guide

This guide provides all the key information you will need to manage your Residents’ discount service online at tfl.gov.uk/congestioncharge.

Online you will be able to;

- Pay the charge for your discounted vehicle at the discounted rate.
- Renew your Residents’ discount service.
- Add and remove your discounted vehicle at the discounted rate.

If you require further information please call us on 0343 222 2222.

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Holder</td>
<td>The Account Holder is the person responsible for the account. All correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues. The Account Holder can designate up to 5 Account users</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 or password.</td>
</tr>
<tr>
<td>Account Users</td>
<td>Account Users are people authorised, by the account holder, to manage the Residents’ 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>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>
</tbody>
</table>
### Term Description

**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 Holder's Account Number.

**Registered Vehicle**
The vehicle registered to your Residents’ service.

**Sign In**
To access the account online and manage the Residents’ service you need to sign in using your Customer Number and Password.

**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.

### Things to Remember

- Your vehicle must be associated to your Residents' discount service to benefit from a 90 per cent discount from the daily Congestion Charge. You cannot pay at the discounted rate unless your vehicle is associated to a valid discounted service.
- If you are paying at the discounted rate through a CC Autopay service and your discount expires your CC Autopay service will immediately start charging you at the full daily rate of £11.50.
- A vehicle registered to your London Road User Charging (LRUC) Account is NOT automatically added to the Residents’ discount service unless you requested this when you first applied or when you renewed.
- You cannot renew your discount until it is within 25 days of expiring. Once this date is reached you will be able to sign into your online account and complete the renewal application process.

### Step by step task guide

#### 1. Sign into your account

To access your account go to [tfl.gov.uk/congestioncharge](http://tfl.gov.uk/congestioncharge) and click on the “Sign-in” link in the top right hand corner of the page. This will open the screen you see below. Enter your numeric Customer ID (you will find this on all correspondence we have sent to you) and Password. If you have not yet set up a password please enter your PIN provided on registration, and follow the on screen instructions.
Once you have signed into your account you will be presented with your account landing page.
You will then need to select from your LRUC account landing page.

You will then be taken to the following page.

From the ‘My Discounts’ page access your Residents’ discount by clicking on the to the right of the ‘Manage my residents’ discount’ text at the top of the page. As shown below.

You will then be taken to your ‘Manage residents’ discount’ landing page.

2. Manage Residents’ discount landing page

This page displays all the key features of your Residents’ discount service. If you have a vehicle registered to your discount it is shown here and you can change your vehicle. You can also see the date your discount is due to expire. If this date is less than 25 days in the future there will also be an opportunity to apply to renew your discount. You can view the vehicles that have been associated to your discount in the past in the vehicle history section and pay the Congestion Charge for your vehicle at the 90 per cent discounted rate.
3. Paying the Congestion Charge at the discounted rate

You can pay the Congestion Charge at the 90 per cent discounted rate for the vehicle that is associated to your discount. The discount will only be applied if you pay it through your Residents’ account. To make a payment select on the right hand side of the page. This will take you to the following page
Select

This will take you to the following page

Pay the Congestion Charge

Pay Congestion Charge

Vehicle details

The Congestion Charge applies to central London only and does not include the Dartford Crossing Dart Charge.

YD04MHF

Make: MERCEDES VITO 109 CDI LONG
Active on: Residents

Select a different vehicle

* required fields
To pay at the discounted rate you will need to select the radio button to the right of the vehicle that is active on your residents’ discount. So in the example above you would select the following:

Once you have selected the radio button you will need to select

You will then be taken to the following page.
If you travelled within the charging zone on the previous charging day, you can still pay the charge but no discount will be applied to this charge. The Residents’ discount will be applied if you choose a weekly charge, a monthly charge or pay up to the expiry date of your Residents discount.

You can also choose to pay from a future date to the end of your discount. Remember that you can’t pay a charge for a date that has already been paid for, so for example if you had a weekly charge in place already and you tried to pay from today until the end of your discount you would not be able to as charges cannot overlap.

Once you have selected the charge you want to pay and the date you would like it to start then select
You will then be directed to your basket. Please check that the payment dates and amounts are correct before continuing to payment. Once you have completed payment you will be shown a confirmation screen and given a receipt number for your records.

4. Setting up Autopay for your Residents’ Discounted vehicle

You can add your discounted vehicle to the Auto Pay service. This means that you will be charged automatically for each day that you travel in the zone. You will be charged at the discounted rate of £1.05 a day. You will be billed monthly and the amount will be taken either from your payment card or by direct debit.

To set up CC Auto pay for your discounted vehicle go to your account landing page shown below
From this page click on the **next to ‘Apply for CC Auto Pay’**

You will then be taken to the following page
Tick the Terms and Conditions box then select continue.

You will be taken to the following page
Select the payment method you want to set up, you can either pay by payment card or set up a direct debit online or by post.

If you select to set up a direct debit by post this will take longer to process and you will need to download a Direct Debit mandate and fill it in manually.

If you select ‘Pay by payment card’ you will be taken to the following screen
Select the tick box next to 'confirm' and select continue to add your card details.

You will be taken to the following page.
Enter the details of the card you want to use to make your monthly payments and select continue.

If you select Direct Debit (online) you will be taken to the following page
Enter your bank details for the monthly direct debit and select continue. Please make sure you enter your name as held on your bank details in the ‘Name of account holder (s) name’ field, rather than the name of your bank/ building society.

If you chose to pay by payment card you will be taken to the following page

![CARD DETAILS]

Select ‘save this card’. You will then be asked to add your vehicle on the screen below

![Apply for CC Auto Pay]

You can add up to five vehicles but only the vehicle that you have registered for the 90 percent Residents’ discount will be charged at the discounted rate of £1.05. Any
further vehicles will be charged at the full rate of £10.50.

Once you have added the vehicles you would like to add select ‘Continue’

You will be taken to the following page

You can review your application on this page, please check that the vehicle details are correct. If you are expecting to be charged at the reduced residents discounted rate then your vehicle must be associated to your Residents' Discount service. You will need to pay an annual registration charge for each vehicle added to your CC Autopay service. This charge will be added to your first monthly statement.

If you are satisfied that the details are correct select ‘Submit’.

You will be taken to the confirmation page below. Your CC Autopay is now set up and the vehicles registered to it can be used in the zone immediately, the charges will be billed monthly to the payment details that you provided to us.
5. Amending a vehicle on your discount.

If you want to change the vehicle on your Resident’s discount service you can do so from your account landing page.
From the above page click on the next to the ‘My discounts’ section

You will be taken to the following page:

Click on the next to the ‘Manage my residents’ discount'

You will be taken to the following screen:
Click on the next to the vehicle that is active on your Residents’ discount

You will be shown the following warning asking you to confirm that you want to remove the vehicle.
If you are sure you want to remove it select Confirm.

You will be taken to the following page:
Your vehicle has now been removed. To add a new one click on

You will be taken to the following page:

Select to add your new vehicle.

You will be taken to the following page:
You can select one of your saved vehicles or select ‘Use a different vehicle’ to add a different vehicle.

If you select ‘Use a different vehicle' you will be able to add it on the following page.

Enter your vehicle details and select

If our database holds details of your vehicle these will be returned, check the make, model and colour. If it is correct select ‘Continue’. If the make, model and colour are not correct make sure it is definitely the correct VRM before you continue. To add the vehicle to your resident’s discount select ‘Continue’
Make sure the box stating ‘Save this vehicle to your account to speed up making payments’ is ‘checked’ then click continue.

You will be taken to the following page:
If you can provide your vehicle proof documents you can upload them as part of the online process. You can either drag and drop them into the specified area at the bottom of the above page or click on ‘Or browse to your files’ to select documents saved to your computer’s files. If you can’t then you can send them to us later. Either way you will need to provide proofs that the vehicle is entitled to the residents’ discount within 40 days or the vehicle will drop off your residents’ discount service.

Once you have uploaded all your documents select continue

You will be taken to the following page:
Your vehicle has now been added to your Residents discount. If you removed a vehicle in order to add this new vehicle then any discounted charges paid for your previous vehicle will be automatically refunded to the card that was used to make the original payment.

You will need to make payment for your new discounted vehicle if you intend to use it in the zone. If your old discounted vehicle was on CC Autopay it will now be charged at the full rate. If you want to add your new vehicle to CC Autopay please follow the steps in section 2.3 (above), it will not be added automatically.
6. Renewing your Residents’ discount

Your Residents’ discount will need to be renewed on an annual basis. You can renew your discount via your account online providing that it is due to expire within 25 days. (You can’t renew your discount online before this.)

To renew your discount sign into your account online, you will be taken to your account landing page below.

Select the next to ‘My discounts’.

You will be taken to the following page:
Select the next to ‘Manage my residents’ discount’

You will be taken to the following page:
If your Residents’ discount is due to expire within the next 25 days you will see the following link at the top of the page

Select the next to ‘Renew discount’. You will be taken to the following page:

Read the ‘before you start’ information and then click ‘Continue’

You will be taken to the following page:

The system will run a check on your address click continue if the address is correct. You will be taken to the following page where you can check your vehicle registration mark. If you want to change it click on :
You will be taken to a page where you can add your new vehicle registration mark. If you change your vehicle during the renewal process please remember that your new vehicle won’t become active on your discount until the first day of your new discount. Your old vehicle will stay on your discount until the current discount expires. If you want to change your vehicle immediately you will need to do so before you renew your discount. To change it immediately follow the steps outlined in Section 5 ‘Amending a vehicle on your discount’.

If the vehicle registration mark is correct and you don’t want to amend it click ‘Continue’

You will be taken to the following page:

![Renew residents' discount](image-url)

**Renew residents' discount**

**Upload documents**

To renew your discount you need to provide evidence of both the address and discount vehicle.

- Upload images of these documents.

**Address documents**

To show that you live in the Congestion Charge zone you need to provide an image or copy of 1 of the following:

- A current resident’s on-street parking permit or a parking permit approval letter (must show the Vehicle Registration Mark)
- A residential council tax bill (valid for the current year)
- Your income support entitlement letter (no more than 7 months old)
- A bank or credit card statement (no more than 3 months old)
- A formal tenancy agreement or housing association rent document (dated within the last 12 months)
- A current utility bill, for example a gas, water or electricity bill (no more than 3 months old; mobile phone bills are not accepted)
- Your driving licence (must contain the address you are using to register for the residents’ discount)

**Vehicle documents**

You will also need to provide an image or copy of 1 document from the list below:

- Your own private vehicle:
  - Your V5C vehicle registration certificate (logbook). (The vehicle must also be registered with the DVLA in your name and at the address you are using to apply for the residents’ discount)

- Company car:
  - A company car authorisation letter - this must be on company headed paper, state your full name, the Vehicle Registration Mark and confirm that the vehicle is for your use only. (The vehicle must be registered in the company name with the DVLA)

- Lease vehicle:
  - Vehicle lease document - this is the document that you signed to lease the vehicle. (The vehicle must be registered in the lease company name with the DVLA)

- A company car provided by a lease company:
  - Your company’s vehicle lease document (this is the document that you signed to lease the vehicle)
You will need to upload your proofs, alternatively you can check the box and post them to us later. Once you have uploaded your files click ‘Continue’.

You will be taken to the following page.
Check that the address, vehicle registration mark, and your uploaded documents are correct and then click continue. You will be taken to the following page to make payment.
Enter your credit card details and click on continue.

Click on ‘Make Payment’ to proceed

You will be given the chance to save your card to your account to speed up any payments you make in the future. Click on either ‘Don’t save this card’ or ‘Save this card’ to complete the payment.

If the payment is successful, you will be taken to the following confirmation page:
Renew residents' discount

Confirmation

⚠️ We are now processing your residents’ discount renewal application

Your residents' discount renewal reference number is: W000007866

Renewal payment receipt number: W0000356184

We will send you a confirmation to let you know when your discount has been approved for another year.

We aim to respond to you within the next 10 working days.

Remember, you must pay the charge for journeys within the zone.

Confirmation email sent to: lain.warren@capita.co.uk

A receipt has been sent to mobile number: 07446831900

CC Auto Pay

Auto Pay is the quickest and simplest way to pay the Congestion Charge.

Register for CC Auto Pay

Find out more about CC Auto Pay

Need to pay the Congestion Charge?

You will need to pay the Congestion Charge for journeys within the zone. If your residents' discount has expired you will need to pay the charge in full until your discount has been approved.

Pay the Congestion Charge

Posting your documents

If you are sending copies of your documents by post, please either:

+ Print this page and send it with your documents OR
+ Quote your account number on each piece of correspondence

This will speed up the application process.

Address:

Congestion Charging
PO Box 344
Darlington
DL1 9QT

If you prefer to email images of your documents, send them to:

CCLondon@CCLondon.com

Next steps

We will consider your renewal once we have received all the documents to support it.

We will let you know the outcome by your preferred communication channel. If your discount is due to expire and has not been renewed by the expiry date, you will need to pay the charge from that date.

If your discount has already expired you will need to pay the charge until you receive confirmation that it has been successfully renewed.

Go to My account

35 | Page
This is confirmation that your renewal has been submitted and is being processed.

If you are not registered for CC Autopay you will be given an option to do so.

Click on to be taken to the online registration process.

If you need to pay a congestion charge for your vehicle then click on to be taken to the payment page:

If you would like to return to your account click on

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
You can view any item of correspondence that you have sent in regarding your account and any correspondence we have sent to you such as discount renewal reminders or renewal confirmations. To view and download an item click on the ▶ to the right of the item.

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

To view the item of correspondence click on ‘Download correspondence’.
8. Viewing your payment history

You can view any payments that you have made through your account by clicking on the following link:

![Payment history link](image)