
Congestion Charging Managing your Resident Discount User Guide

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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

Term	Description
Account Holder	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
Account Number	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.
Account Users	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.
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.

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
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** 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.

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)

Once you have signed into your account you will be presented with your account landing page.

London Road User Charging account

Account number: 102143018
Account holder: Andeisi yi

✔ Your CC Auto Pay service is Active. [Manage my Auto Pay.](#)

✔ Residents' discount expires on 10/05/2017

My options

Manage CC Auto Pay

Check your balance, add and remove vehicles, and view your payments >

My discounts

Apply, view, renew, amend or cancel discounts >

Account settings

View personal details, payment cards and account users >

Payment history

View your non-Auto Pay payment history >

My vehicles

View all vehicles associated with this account >

Correspondence history

View all incoming and outgoing correspondence >

LEZ services

Go to your Low Emission Zone services, check to see if you need to pay the LEZ charge for a vehicle and make daily charge payments >

LONDON ROAD USER CHARGING ACCOUNT

Account holder: Andeisi yi

Account number: [REDACTED]

[Congestion Charge](#)

[Congestion Charge](#)

[Amend a Congestion Charge](#)

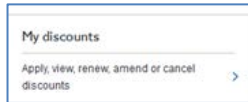
[Refund a Congestion Charge](#)

[Contact Congestion Charge](#)

Help with Auto Pay usage

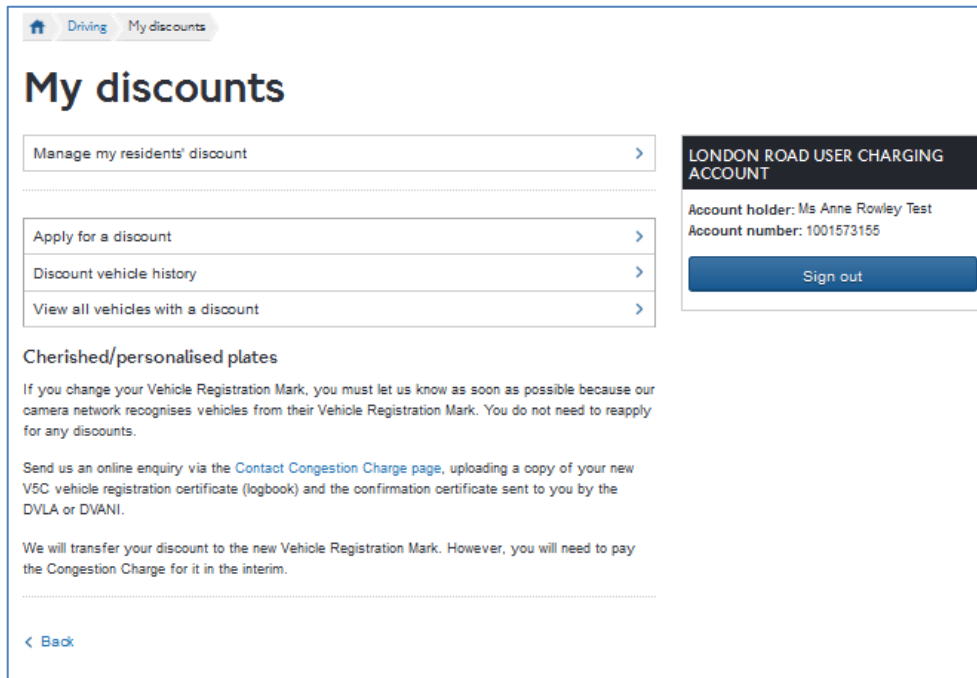
[Auto Pay usage](#)


(Figure 2)



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 the 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.

Driving Manage residents' discount

Manage residents' discount

✔ Discount status: Active

Discount expiry date: 21 September 2017

Discount vehicle(s)

You have added 1 of 1 vehicles.

If you are adding a new vehicle and you already have one on this discount, you will need to remove it first.

YD04MHF
Mauve MERCEDES VITO 109 CDI LONG
Active on: Residents from: 25 September 2016

How do I add a temporary vehicle such as a courtesy or hire vehicle (for less than 30 days)? ?

Residents' discount vehicle history >

< Back

LONDON ROAD USER CHARGING ACCOUNT

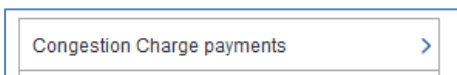
Account holder: Ms Anne Rowley Test
Account number: 1001573155

Sign out

- Congestion Charge payments >
- Congestion Charge zone >
- Amend a Congestion Charge >
- Refund a Congestion Charge >
- Contact Congestion Charge >

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

Congestion Charge payments

You only need to pay once, no matter how many times you drive in and out of the Congestion Charge zone on the same day.

You can pay in advance, on the day of travel or by midnight the following charging day. The daily charge is £11.50 if you pay in advance or on the same day, or £14 if paid the following charging day.

If you don't pay by midnight on the charging day after you drove in the zone, you'll get a Penalty Charge Notice (PCN).

Not all drivers have to pay. Find out about discounts and exemptions.

You can pay the Congestion Charge in several ways. It's quickest and easiest if you register for CC Auto Pay.

[Pay the Congestion Charge](#)

Auto Pay

The automated payment system will record the number of charging days a vehicle travels within the charging zone each month and automatically take payment from your debit card, credit card or via direct debit each month.

£10.50 [Pay by Auto Pay](#)

Pay in advance or by midnight on the day of travel

You can pay up to 90 days in advance. So, for example, you could pay for one day, a month or a year. Or you can pay after the journey on the day of travel.

£11.50 [Pay online](#)

By midnight the following charging day

You can only pay the following day online or by phone. If you travel on a Friday you have until midnight on the following Monday to pay.

£14 [Pay online](#)

Other ways to pay

Pay by account

If you've set up a London Road User Charging account with us you can:

- Set up CC Auto Pay for up to five vehicles to pay the Congestion Charge at a lower rate.
- Make faster payments by storing your contact, vehicle and payment details
- Allow up to five people access to your London Road User Charging account

Use the sign in box on this page to create an account.



LONDON ROAD USER CHARGING ACCOUNT

Account holder: Ms Anne Rowley Tes
Account number: 1001573155

[Sign out](#)

CONGESTION CHARGE

- Congestion Charge zone
- ▾ Congestion Charge payment
 - Amendments, refunds & reimbursements
 - Auto Pay
 - Discounts & exemptions
 - Penalties & enforcement
 - Changes to the Congestion Charge
 - Dart Charge
 - Unofficial selling websites
 - Contact Congestion Charge

Select

[Pay the Congestion Charge](#)

This will take you to the following page

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

Driving Pay 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
Mauve MERCEDES VITO 109 CDI LONG
Active on: Residents

Select a different vehicle

* required fields

[Cancel](#) [Confirm vehicle](#)

LONDON ROAD USER ACCOUNT
Account holder: Ms Anne f
Account number: 1001573
[Sign out](#)

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

Confirm vehicle

You will then be taken to the following page

Driving
Pay Congestion Charge

Pay Congestion Charge

Select date

YD04MHF
 Mauve MERCEDES VITO 109 CDI LONG
 Active on: Residents

LONDON ROAD ACCOUNT

Account holder: Ms
Account number: 1

Pay the Congestion Charge for this vehicle YD04MHF

Pay for the previous charging day Thu 5th January, 2017	£14.00 <input type="radio"/>
Your resident discount expires on Thu 21st September, 2017 Pay the charge from today until the end of your discount	£207.00 <input type="radio"/>
Your resident discount expires on Thu 21st September, 2017 Choose a custom start date - charge will end on discount expiry date	<input type="radio"/>
Weekly 5 consecutive charging days	£5.75 <input type="radio"/>
Monthly 20 consecutive charging days	£23.00 <input type="radio"/>

Add to basket

* required fields

[< Back](#)

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

Add to basket

Driving Pay Congestion Charge

Pay Congestion Charge

Select date

YD04MHF
 Mauve MERCEDES VITO 109 CDI LONG
 Active on: Residents

✓ Thu Jan 05 2017 Congestion Charge £14.00 has been added to your basket.

[Pay another Congestion Charge](#)

Add a charge for another vehicle +

BASKET: You have selected 1 item(s)

YD04MHF	
PREVIOUS CHARGING DAY (1 DAY)	
Thursday, 05 January 2017	£14.00 ✕
<hr/>	
TOTAL	£14.00

We'll send receipts by your preferred channel.

*required fields

[< Back](#)
[Continue to payment](#)

LONDON ROAD USER ACCOUNT

Account holder: Ms Anne
 Account number: 1001573

[Sign o](#)

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

London Road User Charging account

Account number: 2000007866

Account holder: VPeffob1488b Personal

✓ Residents' discount expires on 18/03/2017

My options

Apply for CC Auto Pay

CC Auto Pay automatically records the number of charging days a vehicle travels within the Congestion Charge zone and then bills users each month >

My discounts

Apply, view, renew, amend or cancel discounts >

My vehicles

View all vehicles associated with this account >

Account settings

View personal details, payment cards and account users >

LEZ services

Go to your Low Emission Zone services, check to see if you need to pay the LEZ charge for a vehicle and make daily charge payments >

LONDON ROAD USER CHARGING ACCOUNT

Account holder: Mr VPeffob1488b Personal
Account number: 2000007866

Sign out

Congestion Charge payments >

Congestion Charge zone >

Amend a Congestion Charge >

Refund a Congestion Charge >

Contact Congestion Charge >

Help with Auto Pay

Auto Pay user guides >



From this page click on the > next to 'Apply for CC Auto Pay'

Apply for CC Auto Pay

CC Auto Pay automatically records the number of charging days a vehicle travels within the Congestion Charge zone and then bills users each month >

You will then be taken to the following page

[Home](#)
[Driving](#)
[Apply for CC Auto Pay](#)

Apply for CC Auto Pay

Before you start

CC Auto Pay automatically records the number of charging days a vehicle travels within the Congestion Charge zone and then bills users each month.

Benefits of CC Auto Pay

- Never forget to pay the charge again
- A reduced daily charge
- Protection from receiving Penalty Charge Notices as long as your vehicle is registered and your CC Auto Pay service is active
- Register up to 5 vehicles

You will need to:

- Be at least 18 years old
- Enter either a payment card or complete a Direct Debit mandate as part of your application
- Tell us which vehicles you want to register

You can't register for CC Auto Pay with a company name, or in joint names.

Annual charge

The £10 administration charge for each vehicle added to CC Auto Pay needs to be paid every year. You do not have to pay this charge immediately - it will be added to your first statement.

Your CC Auto Pay may be suspended if we are unable to collect a payment. Check regularly to make sure that your payment card hasn't expired (where this applies) and/or sufficient funds are available.

I confirm that I have read, understood and accept the [CC Auto Pay terms and conditions](#)

[← Back](#)
[Continue](#)

LONDON ROAD ACCOUNT

Account holder: Ms A
Account number: 100

[S](#)

Tick the Terms and Conditions box then select continue.

You will be taken to the following page

TRANSPORT FOR LONDON Plan a journey Status updates Maps Fares & payments More...

Driving Apply for CC Auto Pay

Apply for CC Auto Pay

Select payment type

You will receive a statement every month detailing all your journeys into the Congestion Charge zone. We'll tell you how much you owe and when we will be attempting to take payment.

Your payment method preference

What's the difference?

Pay by payment card

Set up Direct Debit (online)

Set up Direct Debit (post)

< Back Continue

LONDON ROAD ACCOUNT
Account holder: Ms A
Account number: 10

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

TRANSPORT FOR LONDON Plan a journey Status updates Maps Fares & payments More... ▾

Driving Apply for CC Auto Pay

Apply for CC Auto Pay

Select payment type

You will receive a statement every month detailing all your journeys into the Congestion Charge zone.

We'll tell you how much you owe and when we will be attempting to take payment.

Your payment method preference

What's the difference? ?

Pay by payment card

Set up Direct Debit (online)

Set up Direct Debit (post)

I confirm that I am the cardholder and that I authorise TfL to claim varying amounts from the payment card specified above, as and when they become due for the purposes of CC Auto Pay.

I also authorise TfL to take the annual £10 registration charge(s) for each vehicle. I understand that TfL will advise me of the amount to be paid and the dates on which payment is due, and that TfL may only change these after giving me prior notice.

Confirm

[← Back](#) [Continue](#)

LONDON ROAD ACCOUNT

Account holder: M
Account number: 1

Select the tick box next to 'confirm' and select continue to add your card details.

You will be taken to the following page.

TRANSPORT FOR LONDON

CARD DETAILS

VISA American Express MasterCard VISA VISA ELECTRON

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](#)

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

TRANSPORT FOR LONDON Plan a journey Status updates Maps Fares & payments More...

Driving Apply for CC Auto Pay

Apply for CC Auto Pay

Set up Direct Debit

Name of bank/building society account holder(s) *

Bank/building society account number *

Sort Code

 XX XX XX

Billing address

This is the address the bank/building society account is registered to. Correspondence from us will only be sent to this address if it is also the address saved in your London Road User Charging account.

Postcode *

[Find address](#)

[Enter address manually](#)

* required fields

[Back](#) [Continue](#)

LONDON ROAD USER CHARGING ACCOUNT

Account holder: Blue Badge
Account number: 8000006

[Sign out](#)

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

Store your payment card on your London Road User Charging Account

Please confirm that you wish to save the following card details for future use. This card will NOT be used for any automatic payment services. To find out more about automatic payments please visit the Auto Pay section on the Congestion Charge homepage at tfl.gov.uk/congestioncharge

Card Number *****3013

Expiry Date 02/18

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

TRANSPORT FOR LONDON Plan a journey Status updates Maps Fares & payments More... Search

Driving Apply for CC Auto Pay

Apply for CC Auto Pay

Add vehicle(s)

- Add up to 5 vehicles to CC Auto Pay
- £10 annual registration charge for each vehicle added

Total number of vehicles you are adding to CC Auto Pay: 0 / 5

You can add 5 more vehicle(s).

LONDON ROAD USER CHARGING ACCOUNT

Account holder: Dr a a
Account number: 2000048946

Vehicle Registration Mark *

eg AB01ABC

Country of registration *

United Kingdom

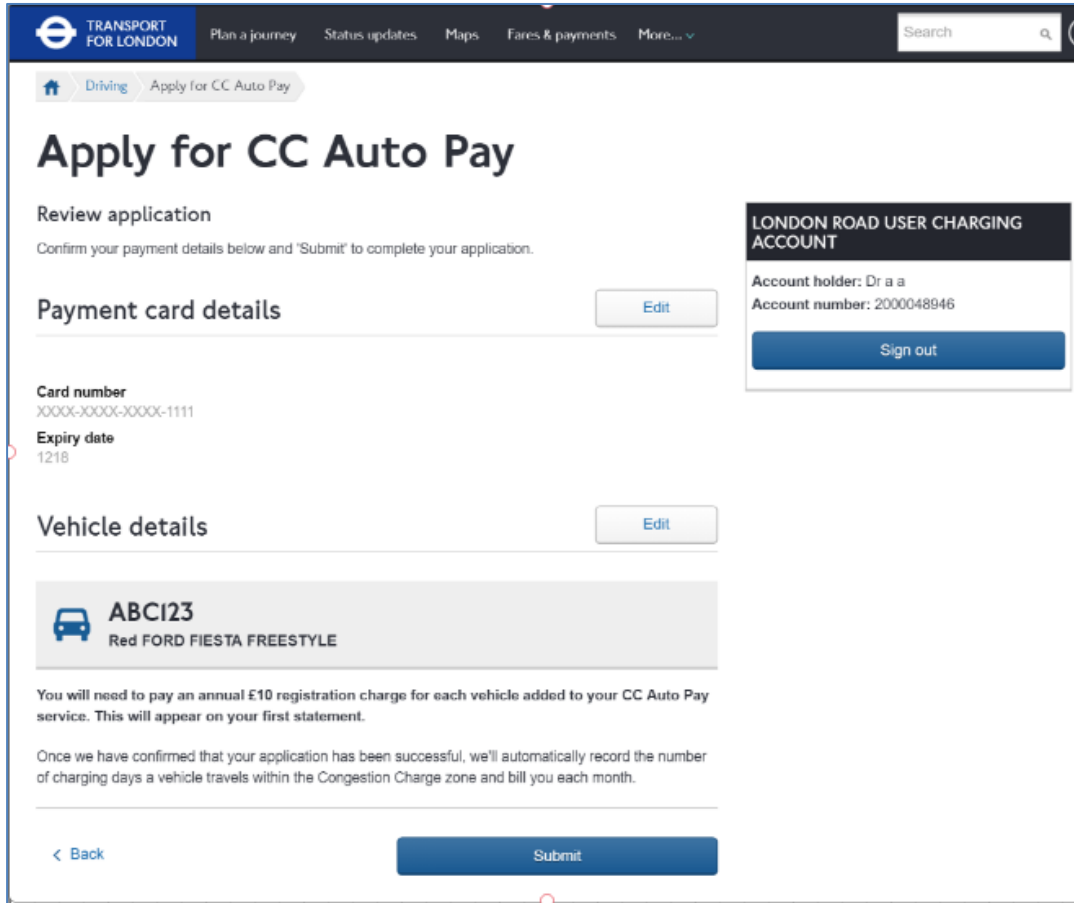
* required fields

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.

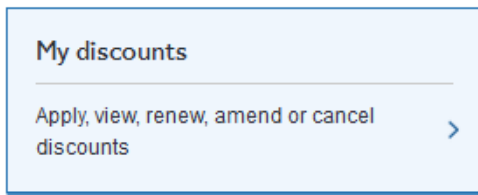
If you are satisfied that the details are correct select 'Submit'.

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.

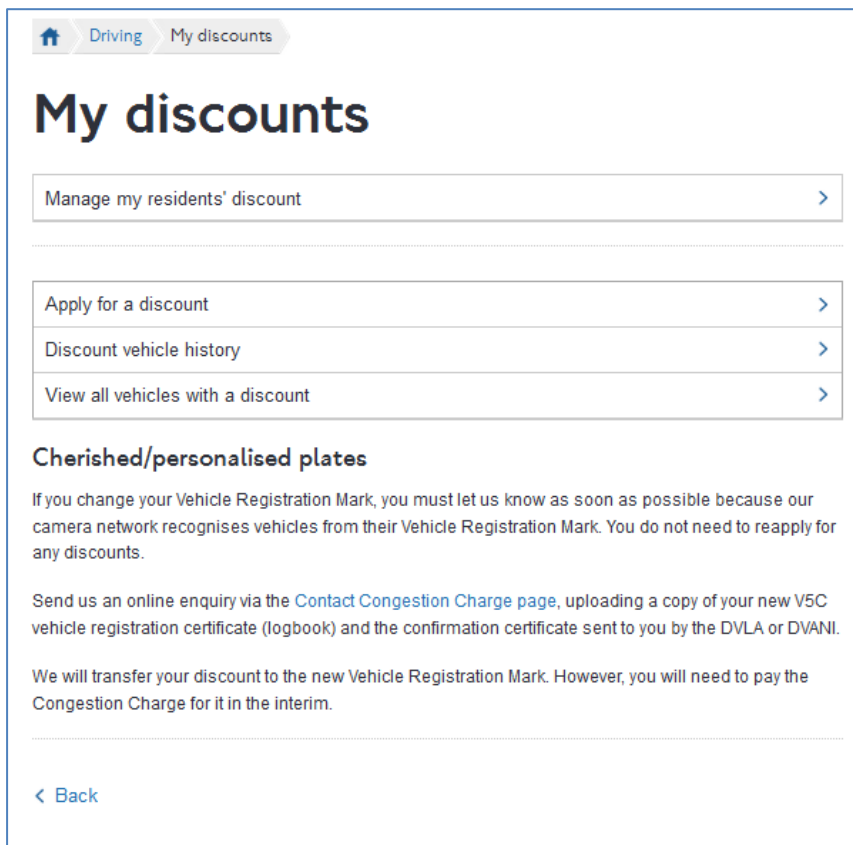
5. Amending a vehicle on your discount.

If you want to change the vehicle on your Resident's discount service you can do so from your account landing page.

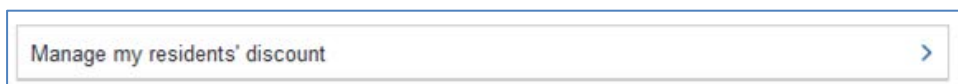
From the above page click on the  next to the 'My discounts' section



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:

Driving Manage residents' discount

Manage residents' discount

Discount status: Active

Discount expiry date: 10 May 2017

Discount vehicle(s)

You have added 1 of 1 vehicles.

If you are adding a new vehicle and you already have one on this discount, you will need to remove it first.

LGIIZGB

Red HONDA JAZZ I-VTEC ES CVT x

Active on: CC Auto Pay

Active on: Residents from: 05 July 2011

How do I add a temporary vehicle such as a courtesy or hire vehicle (for less than 30 days)?

Residents' discount vehicle history >

[< Back](#)

LONDON ROAD US
ACCOUNT

Account holder: Miss A
Account number: 1021

[Sign](#)

Congestion Charge pa

Congestion Charge zo

Amend a Congestion C

Refund a Congestion C

Contact Congestion C



Click on the next to the vehicle that is active on your Residents' discount

LGIIZGB

Red HONDA JAZZ I-VTEC ES CVT x

Active on: CC Auto Pay

Active on: Residents from: 05 July 2011

You will be shown the following warning asking you to confirm that you want to remove the vehicle.

Driving Manage residents' discount

Manage residents' discount

Discount status: Active

Discount expiry date: 10 May 2017

Discount vehicle(s)

You have added 1 of 1 vehicles.

If you are adding a new vehicle and you already have one on this discount, you will need to remove it first.

LGI1ZGB
 Red HONDA JAZZ I-VTEC ES CVT
 Active on: CC Auto Pay
 Active on: Residents from: 05 July 2011

This vehicle will be removed from your residents' discount only. To remove it from your CC Auto Pay service go to [Manage my CC Auto Pay](#).

How do I add a temporary vehicle such as a courtesy or hire vehicle (for less than 30 days)?

Residents' discount vehicle history

- LONDON ROAD ACCOUNT
- Account holder:
- Account number
-
- Congestion Charge
- Congestion Charge
- Amend a Congestion Charge
- Refund a Congestion Charge
- Contact Congestion Charge

If you are sure you want to remove it select



You will be taken to the following page:

Manage residents' discount

Discount status: Active

Discount expiry date: 10 May 2017

Discount vehicle(s)

You have added 0 of 1 vehicles.

If you are adding a new vehicle and you already have one on this discount, you will need to remove it first.

How do I add a temporary vehicle such as a courtesy or hire vehicle (for less than 30 days)?

Residents' discount vehicle history

[< Back](#)

- LONDON ROAD ACCOUNT
- Account holder:
- Account number
-
- Congestion Charge
- Congestion Charge
- Amend a Congestion Charge
- Refund a Congestion Charge
- Contact Congestion Charge

Your vehicle has now been removed. To add a new one click on



You will be taken to the following page:

The screenshot shows a web page titled "Add vehicle to residents' discount". At the top, there is a breadcrumb trail: "Driving > Add vehicle to residents' discount". The main heading is "Add vehicle to residents' discount". Underneath, there is a section "Before you start" with several paragraphs of text explaining the discount rules, such as "You can only have this discount on 1 vehicle at a time." and "If you are the registered keeper of the vehicle, it must be registered with the DVLA in your name and at the address you are using to apply for the residents' discount." There is a search bar with the placeholder text "What can I use as evidence for my vehicle?". At the bottom, there are "Back" and "Continue" buttons. On the right side, there is a vertical menu with items like "LONDON R ACCOUNT", "Account hold", "Account num", "Congestion C", "Auto Pay", "Discounts &", and "Contact Con".

Select  to add your new vehicle.

You will be taken to the following page:

The screenshot shows a web page titled "Add a vehicle to residents' discount". At the top, there is a breadcrumb trail: "Driving > Add a vehicle to residents' discount". The main heading is "Add a vehicle to residents' discount". Below the heading, there is a section "Add a vehicle" with the text "Tell us which vehicle you want to add to this discount." There is a search bar with the placeholder text "What types of vehicle can I add to this discount?". Below the search bar, there are two options: "LGIIZGB Red HONDA JAZZ 1.4VTEC ES CVT Active on: CC Auto Pay" and "Use a different vehicle". At the bottom, there are "Back" and "Continue" buttons. On the right side, there is a vertical menu with items like "LONDON R ACCOUNT", "Account hold", "Account num", and "Congestion C".

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.

The screenshot shows a web form titled "Add a vehicle to residents' discount". The form is divided into several sections. At the top, it says "Add a vehicle" and "Tell us which vehicle you want to add to this discount." Below this is a search bar with the placeholder text "What types of vehicle can I add to this discount?" and a question mark icon. There are two vehicle options listed: "LGI1ZGB" (Red HONDA JAZZ I-VTEC ES CVT, Active on: CC Auto Pay) and "Use a different vehicle". The "Use a different vehicle" option is selected with a radio button. Below the options is a blue information box with a question mark icon and the text "Be careful not to mix up the letters 'I' and 'O' with the numbers '1' and '0'". The form then asks for "Vehicle Registration Mark *" with a text input field containing "eg AB01ABC". Below that is a "Country of registration *" dropdown menu set to "United Kingdom". A "Find vehicle" button is located below the dropdown. At the bottom of the form, there is a note "* required fields" and two buttons: "< Back" and "Continue". On the right side of the form, there is a sidebar with the text "LONDON ROAD ACCOUNT", "Account holder:", and "Account number".

Enter your vehicle details and select

A rectangular button with a light blue background and a thin blue border. The text "Find vehicle" is centered on the button in a blue font.


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'

Home Driving Add a vehicle to residents' discount

Add a vehicle to residents' discount

Add a vehicle
Tell us which vehicle you want to add to this discount.

What types of vehicle can I add to this discount?

 **ABC123**
Red FORD FIESTA FREESTYLE [Edit](#)

What if my vehicle details are incorrect?

Save this vehicle to your account to speed up making payments

** required fields*

[< Back](#) [Continue](#)

LONDON ROAD ACCOUNT
Account holder: M
Account number:

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:

[Home](#) [Driving](#) [Add a vehicle to residents' discount](#)

Add a vehicle to residents' discount

Upload documents

To change the vehicle on your discount you will need to provide us with 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)

AND

- 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 or lease name with the DVLA)

All documents must be clear enough to read easily. If we can't read them we may ask you for more proof. This will delay the registration process.

How do I upload the documents? [?](#)

If you are unable to scan or photograph these documents clearly, you can send them directly to us at the address provided at the end of this process.

Send documents by post

Upload files

Drag your file here
Or browse to your files

[< Back](#) [Continue](#)

LONDON ROAD USE ACCOUNT

Account holder: Miss A
Account number: 1021

[Sign](#)

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:

Driving Add a vehicle to residents' discount

Add a vehicle to residents' discount

Confirmation

 Thank you. Your new vehicle has been added to your residents' discount.

Your vehicle has been temporarily added to your residents' discount for 40 days. We will review your documents and confirm whether it can be added permanently.

If you have not yet sent in your documents you will need to do so in the next 30 days to allow for processing time. If we don't receive suitable documentation within this time your new vehicle addition will be cancelled and it will no longer benefit from the discount.


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

Address:

Congestion Charging
PO Box 344
Darlington
DL1 9QE

If you prefer to email images of your documents, send them to:
CCLondon@CCLondon.com


 **Your charges have not been transferred**

If you have paid any discounted charges for your previous vehicle any remaining days will be automatically refunded back to the card used to make the original payment. If you paid by cheque the refund will be made by cheque.

You will need to pay the discounted charge for your new vehicle from today's date.

The vehicle has not been added to your Auto Pay service.

The vehicle has not been added to your Auto Pay service.

 An email has been sent to: enajeni.irnom6osr1@igalm.cmo

Manage CC Auto Pay

If this vehicle is on your CC Auto Pay service you will be charged at the full daily rate if it's driven within the zone. To change the vehicles on your Auto Pay service, click 'Manage my Auto Pay'.

Manage my Auto Pay >

LONDON ROAD USER ACCOUNT

Account holder: Miss Ande
Account number: 10214301

[Sign out](#)

[Print this P](#)

[Congestion Charge payment](#)

[Congestion Charge zone](#)

[Amend a Congestion Charge](#)

[Refund a Congestion Charge](#)

[Contact Congestion Charge](#)

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

London Road User Charging account

Account number: 102143018
Account holder: Andeis yi

✔ Your CC Auto Pay service is Active. [Manage my Auto Pay.](#)

✔ Residents' discount expires on 10/05/2017

My options


- Manage CC Auto Pay**
Check your balance, add and remove vehicles, and view your payments >
- My discounts**
Apply, view, renew, amend or cancel discounts >
- Account settings**
View personal details, payment cards and account users >
- Payment history**
View your non-Auto Pay payment history >
- My vehicles**
View all vehicles associated with this account >
- Correspondence history**
View all incoming and outgoing correspondence >
- LEZ services**
Go to your Low Emission Zone services, check to see if you need to pay the LEZ charge for a vehicle and make daily charge payments >

LONDON ROAD USER CHARGING ACCOUNT

Account holder
Account number

Congestion Charge
Congestion Charge
Amend a Congestion Charge
Refund a Congestion Charge
Contact Congestion Charge

Help with Auto Pay usage
Auto Pay usage

Select the  next to 'My discounts'.

You will be taken to the following page:

[Driving](#) > [My discounts](#)

My discounts

[Manage my residents' discount](#) >

[Apply for a discount](#) >

[Discount vehicle history](#) >

[View all vehicles with a discount](#) >

Cherished/personalised plates

If you change your Vehicle Registration Mark, you must let us know as soon as possible because our camera network recognises vehicles from their Vehicle Registration Mark. You do not need to reapply for any discounts.

Send us an online enquiry via the [Contact Congestion Charge](#) page, uploading a copy of your new V5C vehicle registration certificate (logbook) and the confirmation certificate sent to you by the DVLA or DVANI.

We will transfer your discount to the new Vehicle Registration Mark. However, you will need to pay the Congestion Charge for it in the interim.


[Back](#)

Select the  next to 'Manage my residents' discount'

[Manage my residents' discount](#) >

You will be taken to the following page:

Manage residents' discount

 Discount status: Active


Discount expiry date: 18 March 2017

[Renew discount](#) >

Discount vehicle(s)

You have added 1 of 1 vehicles.

If you are adding a new vehicle and you already have one on this discount, you will need to remove it first.

 **VRM66RI**
x

Active on: Residents from: 21 February 2017

[How do I add a temporary vehicle such as a courtesy or hire vehicle \(for less than 30 days\)?](#) ?

[Residents' discount vehicle history](#) >

[Back](#)

LONDON R ACCOUNT

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Amend a Co

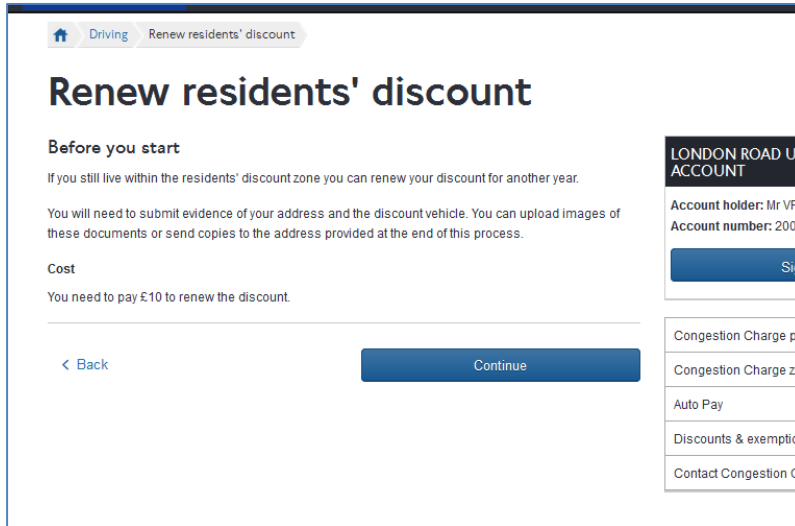
Refund a Co

Contact Con

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

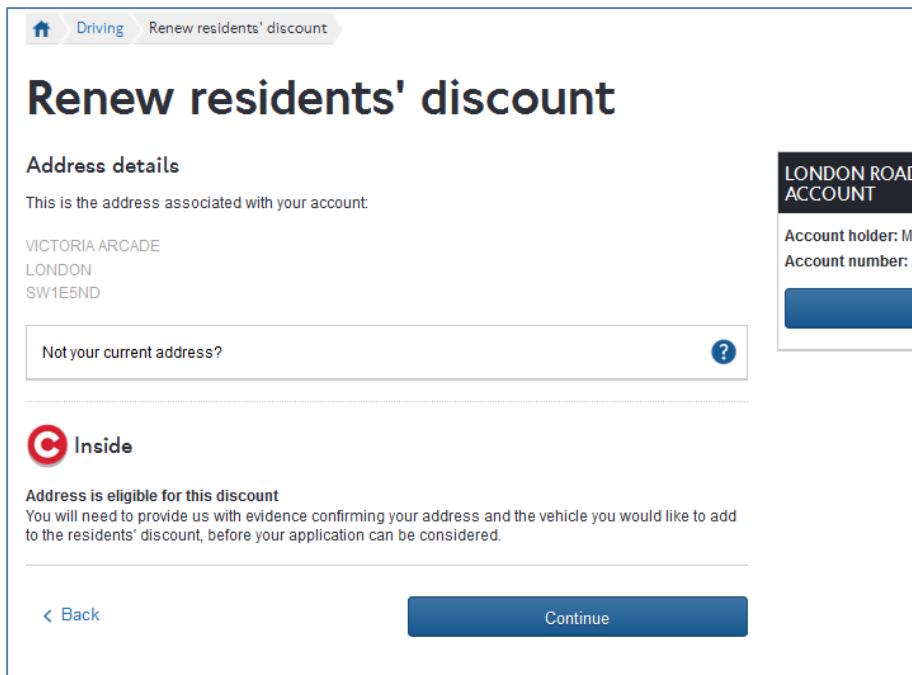


Select the  next to 'Renew discount'. You will be taken to the following page:



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 :

Change vehicle >

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

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)

LONDON ROAD ACCOUNT

Account holder: M

Account number: 2

AND

- 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 or lease name with the DVLA)

All documents must be clear enough to read easily. If we can't read them we may ask you for more proof. This will delay the registration process.

How do I upload the documents?



If you're unable to scan or photograph these documents clearly, you can send them to us at the address you'll see at the end of this process.

Send documents by post

Upload files

Drag your file here
Or browse to your files

[← Back](#)

[Continue](#)

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.

Renew residents' discount

Review details

Address

Edit

VICTORIA ARCADE
LONDON
United Kingdom
SW1E5ND

Vehicle

Edit



VRM66RI

Active on: Residents

Uploaded documents

Edit

You have not uploaded any documents.

Payment summary

You need to pay the £10 registration charge before your application can be considered.

'Continue' to make this payment.

Total: £10.00

< Back

Continue

LONDON
ACCOU

Account
Account

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.

CARD DETAILS



All fields marked * are mandatory

Amount: £10.00

Card Number*



Expiry Date*

 / 

Security Code*



Reset

Continue

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

MasterCard
SecureCode
[Learn more](#)

Verified by
VISA
[learn more](#)

Trustwave
Trusted Commerce
[Click to Validate](#)

Enter your credit card details and click on continue.

CARD DETAILS

Payment Confirmation Page

You are about to make a payment for the transaction shown below. Please check that these details are correct and then either click on the "Make Payment" button to continue with your payment or click on "Back" if any details need to be amended.

Once you click on "Make Payment" your transaction will be authorised on-line. This will typically take about six seconds but various factors can affect the actual time taken. Please refrain from clicking on any other browser buttons or navigating to other sites while this process takes place. If the process stops responding for any reason then we recommend that you simply close your browser.

Purchase Details

Please check that the purchase details below are correct.

	Amount
Total	£10.00

Card Details

Please check that your card details are correct

Card Number *****1111

Expiry Date 12/18

Click on 'Make Payment' to proceed

CARD DETAILS

Store your payment card on your London Road User Charging Account

Please confirm that you wish to save the following card details for future use. This card will NOT be used for any automatic payment services. To find out more about automatic payments please visit the Auto Pay section on the Congestion Charge homepage at tfl.gov.uk/congestioncharge

Card Number *****1111


Expiry Date 12/18

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: **2000007866**


Renewal payment receipt number: **W000386184**

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: iain.warren@capita.co.uk

 A receipt has been sent to mobile number: **07446831980**

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 9QE

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](#) >

LONDON ROAD
ACCOUNT

Account holder
Account number



Congestion Charge

Congestion Charge

Amend a Congestion Charge

Refund a Congestion Charge

Contact Congestion Charging

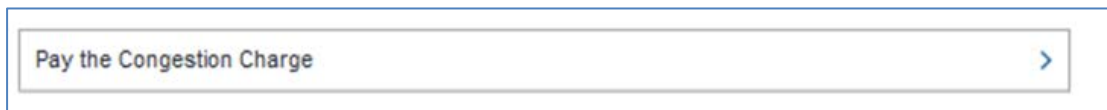
This is confirmation that your renewal has been submitted and is being processed.

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:

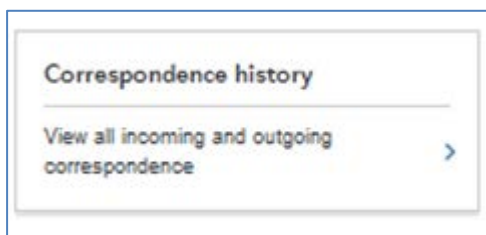


If you would like to return to your account click on



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

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.

Correspondence

Filter options

Date: 23/02/2017 10:19:13
Direction: Outbound
Channel: email >
Reference: 81247547

Date: 21/02/2017 15:43:33
Direction: Outbound >
Channel: email
Reference: 81230117

Date: 21/02/2017 15:43:10
Direction: Outbound >
Channel: email
Reference: 81230108

Date: 21/02/2017 15:43:10
Direction: Outbound >
Channel: email
Reference: 81230107

LONDON RO
ACCOUNT

Account holder
Account number

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.

The screenshot shows the 'Correspondence history' page with a breadcrumb trail 'Driving > Correspondence history'. The main heading is 'Correspondence history'. Below it, a box displays the details for the first item: 'Date: 23/02/2017 10:19:13', 'Direction: Outbound', 'Channel: Sent via email', and 'Correspondence reference: 81247547'. At the bottom of this box is a button with a download icon and the text 'Download this correspondence'. On the right side, a partial sidebar shows 'LOND ACC' and 'Accou Accou'.

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

