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# Congestion Charging

## Managing your Blue Badge Discount

### User Guide

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Version March 2017  
Information correct at time of publication.



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## Welcome to the Blue Badge Discount User Guide

This guide provides all the key information you will need to manage your Blue Badge discount service online at [tfl.gov.uk/congestioncharge](http://tfl.gov.uk/congestioncharge).

Online you will be able to;

- Add and remove vehicles on your Blue Badge discount service.
- Replace vehicles on your Blue Badge discount service for immediate or future use.
- Renew your Blue Badge discount service.

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 Blue Badge service through a secure sign in process. Account users have the same permissions as the account holder, except that they cannot 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.
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 or Users' Customer ID.
Registered Vehicles	Any vehicle registered to your Blue Badge service.

Term	Description
Sign In	To access the account online and manage the Blue Badge 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 color.

## Things to Remember

- Vehicles must be on your Blue Badge discount service on the day of travel, or you may receive a PCN. If your vehicle is not registered for the day of travel, you will need to pay 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 Blue Badge service prior to midnight then a charge payment must be made via an alternative method.
- Vehicles registered to your London Road User Charging (LRUC) Account are NOT automatically added to the Blue Badge discount service.

## Step by step task guide

### 1. Sign into your account

To access your account go to [tfl.gov.uk/congestioncharge](https://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 screen instructions.

Driving London Road User Charging account

# London Road User Charging account

Account number: 2000000053  
Account holder: Jenny Wren

Blue Badge discount expires on 10/06/2019

**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 >
- Account settings**  
View personal details, payment cards and account users >
- My vehicles**  
View all vehicles associated with this account >
- 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 >
- My discounts**  
Apply, view, renew, amend or cancel discounts >
- Payment history**  
View your non-Auto Pay payment history >
- Correspondence history**  
View all incoming and outgoing correspondence >

**LONDON ROAD USER CHARGING ACCOUNT**  
Account holder: Miss Jenny Wren  
Account number: 2000000053  
[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 >

**My discounts**  
Apply, view, renew, amend or cancel discounts >

You will then need to select [My discounts](#) from your LRUC account landing page. Once your details have been verified you will be taken to the 'My discounts' landing page.

Driving My discounts

# My discounts

- Manage my Blue Badge discount >
- Apply for a discount >
- Discount vehicle history >
- View all vehicles with a discount >

**LONDON ROAD USER CHARGING ACCOUNT**  
Account holder: Miss Jenny Wren  
Account number: 2000000053  
[Sign out](#)

**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

You will need to select

## 2. Using your online account

### 2.1 Manage Blue Badge discount Landing Page

This page displays all the key features of your Blue Badge discount service.

**Manage Blue Badge discount**

✔ Discount status: Active

Discount expiry date: 10 June 2019

Discount vehicle(s)  
2 of 2 allowed vehicles used

**FP09ZPJ**  
Grey SKODA OCTAVIA VRS TDI CR  
Active on: Blue Badge Start date: 25 September 2016

**YD04MHF**  
Mauve MERCEDES VITO 109 CDI LONG  
Active on: Blue Badge Start date: 25 September 2016


Replace discount vehicle

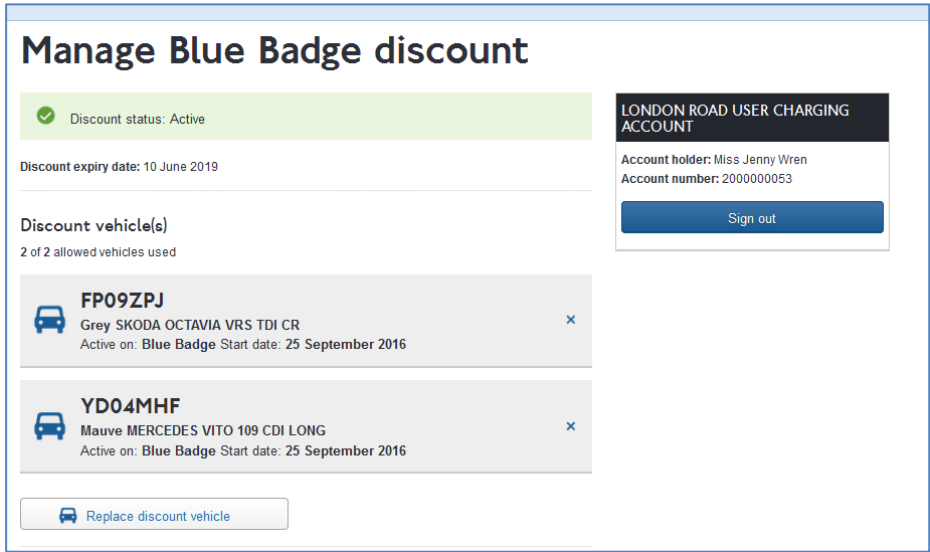
LONDON ROAD USER CHARGING ACCOUNT  
Account holder: Miss Jenny Wren  
Account number: 2000000053  
Sign out



### 2.2 Adding/Removing Vehicles

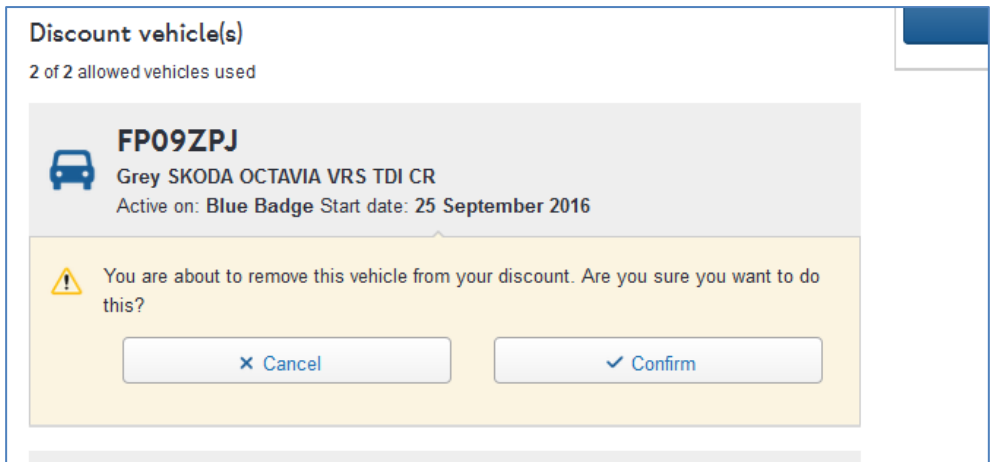
- You can have a maximum of two (2) vehicles registered for the discount on a single date.
- You have until midnight on the date of travel to add additional vehicles. Only vehicles registered for travel by midnight are covered for travel on that date.
- Vehicles removed prior to midnight will **NOT** be covered for travel within the zone for the day they are removed.

#### 2.2.1 Removing vehicles from your Blue Badge Discount service

Choose which vehicle you want to remove then click on the  to the right of it to start the process of removing it from the discount.



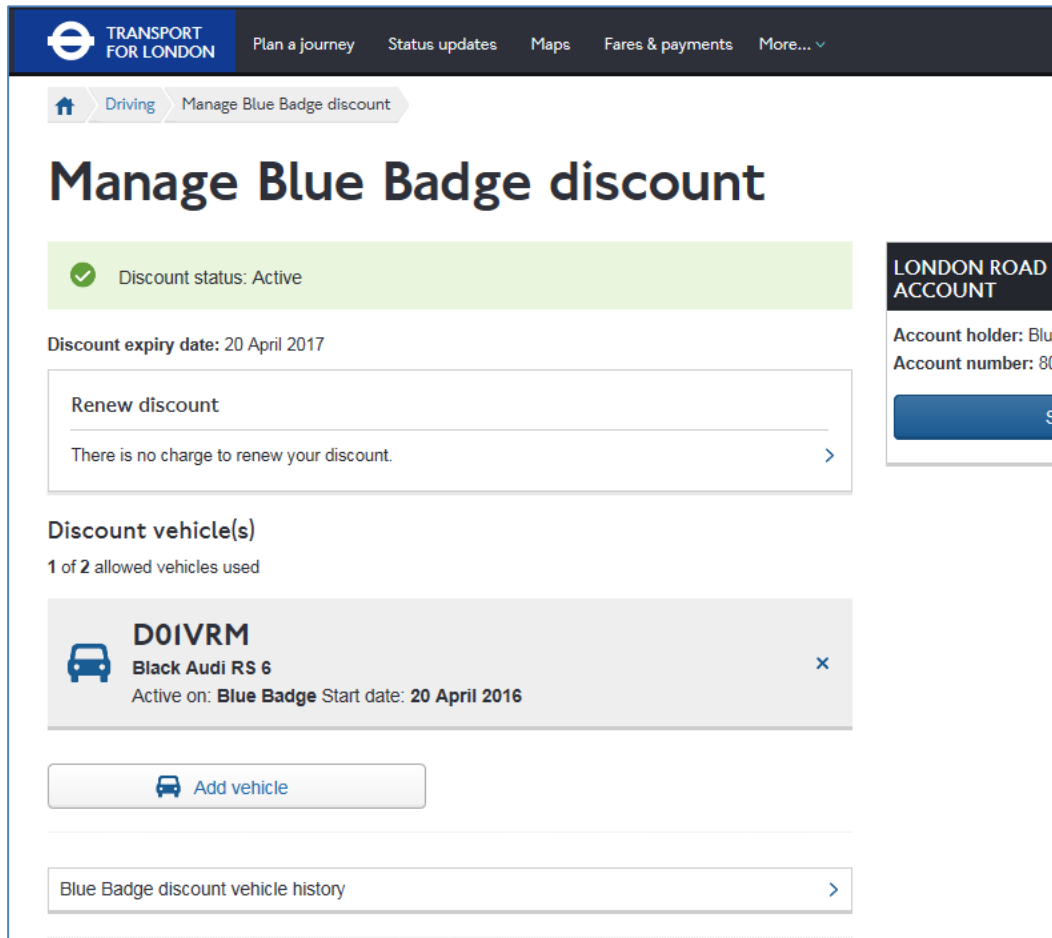
When you have clicked on  next to the vehicle you wish to remove, you will be asked to confirm that you want to remove it. You need to click  to remove it or Cancel if you have changed your mind, and want it to remain on your discount.




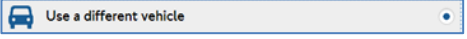
Once you have clicked 'Confirm', the vehicle will be removed from your blue badge discount service.

### 2.2.2 Adding a vehicle to your discount.

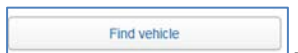
To add a new vehicle to your discount service you can only have one (1) or zero (0) vehicles currently active. In the example (Figure 6.) below the customer has already added one vehicle to their discount service.



There is a button that says , you need to click on this to add your new vehicle.

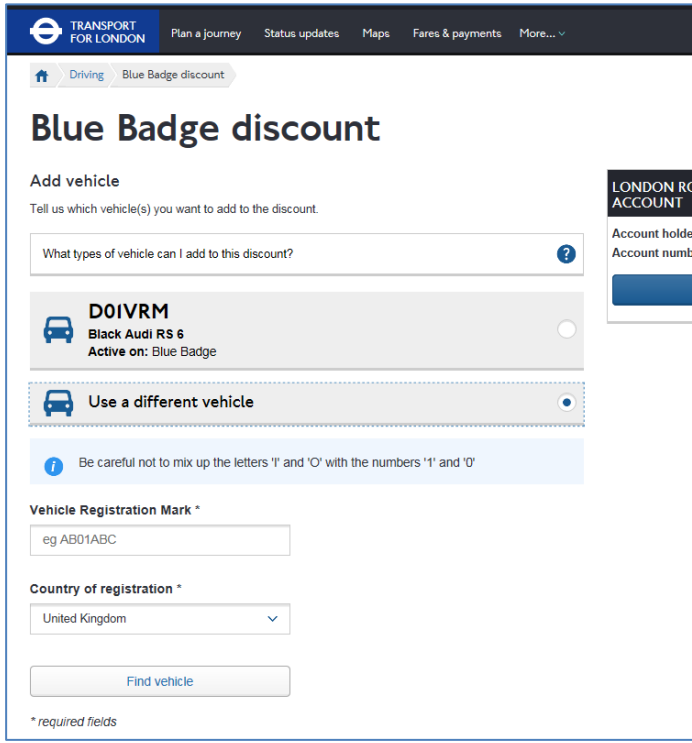
Once you click 'Add vehicle' you will see the screen below (figure 7). You will see a list of any vehicles you have saved to your discount service (if any) plus you will be given the option to manually add a different VRM called .

In the screen shot below the customer has elected to 'Use a different vehicle'. They now need to add the VRM in the 'Vehicle registration mark' field and click on

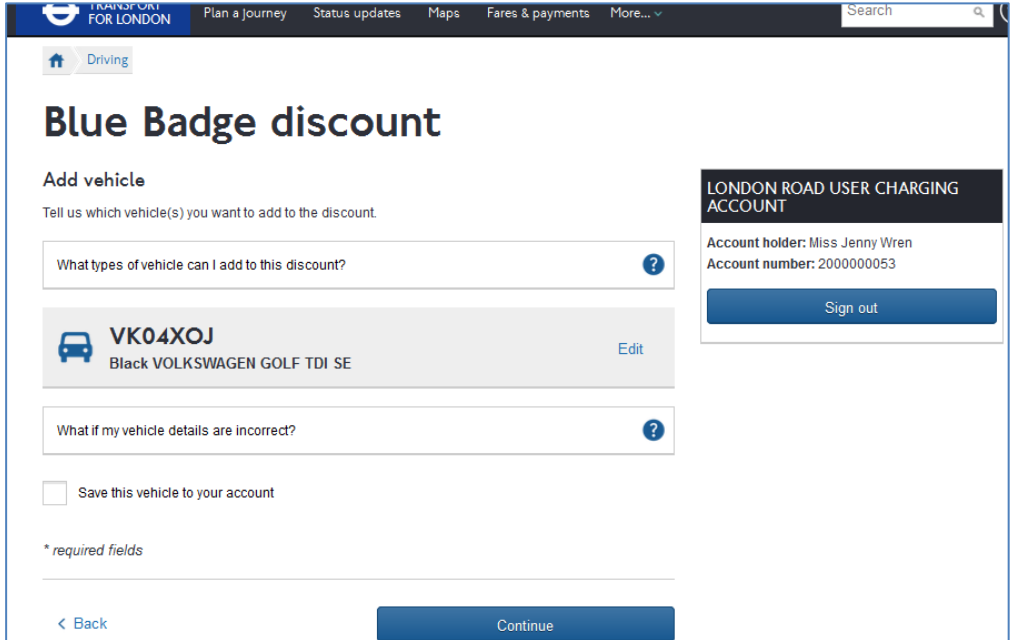


If the Congestion Charge database holds details of your vehicle then the make, model and colour will be returned. To use this VRM to replace a vehicle on your discount select 'Continue'






Vehicle details will be returned. If they are correct you need to click on [Continue](#). If they are not correct, you can click on [Edit](#) next to the vehicle details and amend the VRM details. If we don't hold details of your vehicle you can still add it to your discount, however check the VRM details carefully in case you have made a mistake.



Once you click 'Continue' your new vehicle will be added to your discount service, and can be driven in the zone without paying the charge with immediate effect.

**Remember** - if you have removed a vehicle from your discount service and it has been driven in the zone on the day you removed it you will need to pay the daily Congestion Charge for that vehicle.

If you don't want to do anything else you can sign out of your account by clicking  on the right hand side.

### 3. Replacing vehicles on your Blue Badge Discount immediately or in the future.

#### 3.1 Replacing a vehicle for immediate use

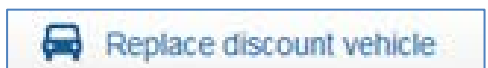
In addition to adding a vehicle on your discount service from today's date to the expiry of your discount, you can also add vehicles for a date in the future to the end of your discount.

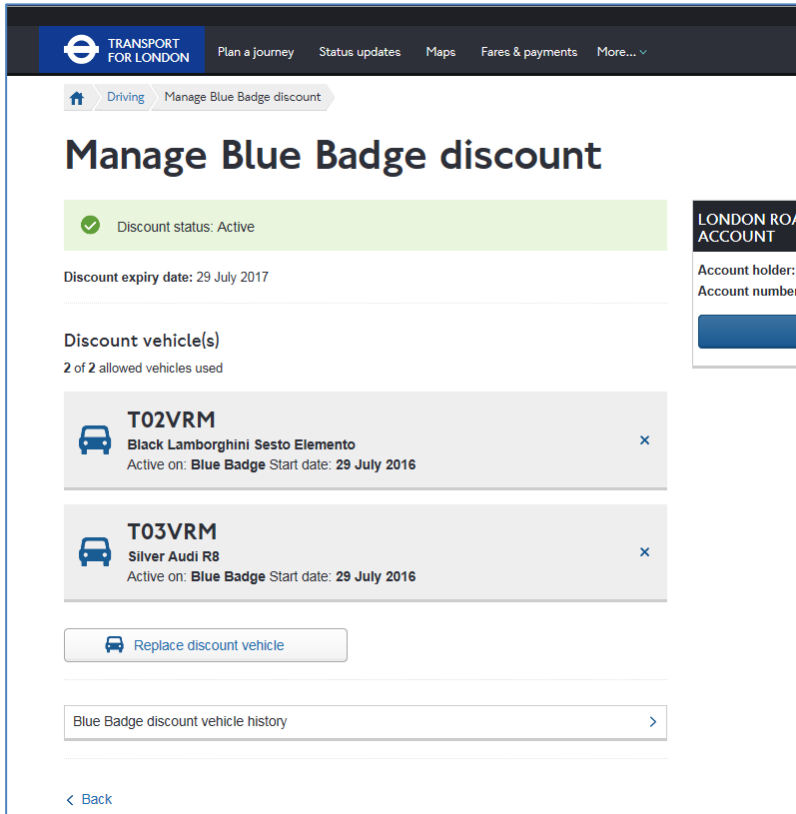
For example, you could nominate one vehicle for today for a month, and then select another vehicle that you would like to automatically replace the first vehicle in a month's time, this vehicle would then be nominated on the discount until the expiry date unless you informed us otherwise.

To do this you need to navigate to the 'Manage Blue Badge discount' landing page.

The screen below shows an example of your 'Manage Blue Badge discount' page. It will differ depending on how many vehicles you have nominated on your discount service. (This example shows that the customer has two vehicles nominated).

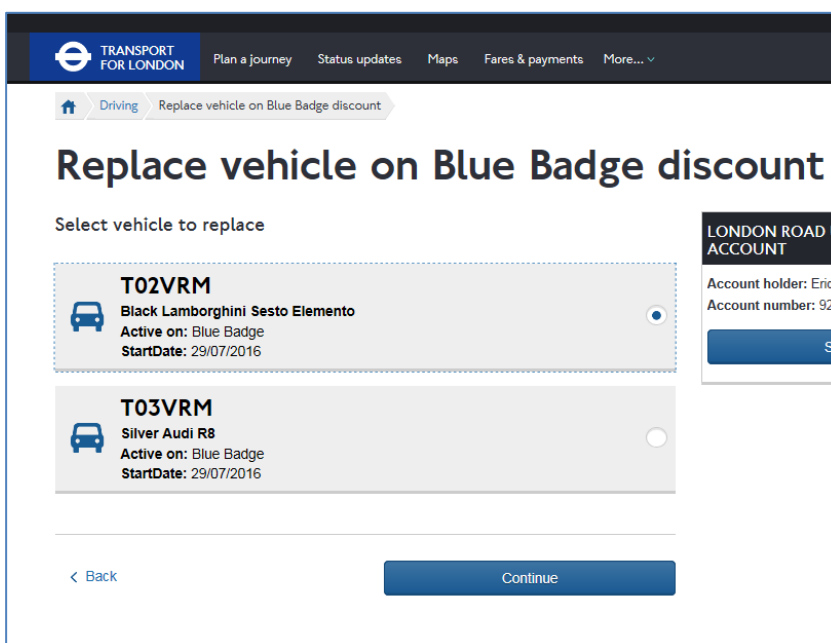
If you want to replace one or both of the vehicles on your discount service either immediately, or on a date in future click on





Once you have clicked on 'Replace discount vehicle' you will be presented with the screen below.

Select the vehicle that you wish to replace by clicking on  to the right of the VRM. (In the example, the vehicle selected for replacement is T02 VRM.) Once you have selected your vehicle for replacement click on .



You will be presented with the screen below.

In the screen above you will see a list of any vehicles you have saved to your discount service (if any), also you will be given the option to manually add a different VRM by selecting  Use a different vehicle.

In the screen shot above the customer has elected to 'Use a different vehicle'. You now need to add the VRM in the 'Vehicle registration mark' () field and click on .

If the Congestion Charge database holds details of your vehicle then the make, model and colour will be returned. To use this VRM to replace a vehicle on your discount service select 'Continue'

If you want the replacement to start immediately select the radio button next to the text reading 'Start immediately' and then press continue.


The screenshot shows the Transport for London website interface. At the top, there is a navigation bar with the TfL logo and links for 'Plan a journey', 'Status updates', 'Maps', 'Fares & payments', and 'More...'. A search bar is also present. Below the navigation bar, the page title is 'Replace vehicle on Blue Badge discount'. The main heading is 'Replace vehicle on Blue Badge discount'. Underneath, there is a section for 'Replacement start date' with instructions: 'Select when you would like this replacement to take place. You can choose from today's date 'Start immediately' or from a future start date 'Start on a later date'. You will not have to pay the Congestion Charge for your new vehicle from this date.' There are two radio buttons: 'Start immediately' (which is selected) and 'Start on a later date'. To the right, there is a 'LONDON ROAD USER CHARGING ACCOUNT' section with account holder 'Miss Jenny Wren' and account number '2000000053', and a 'Sign out' button. At the bottom, there are 'Back' and 'Continue' buttons.


Select continue and your new vehicle will replace your old vehicle with immediate effect and you will return to your 'Manage Blue Badge discount' landing page. Here you should see that your new vehicle has been added successfully.

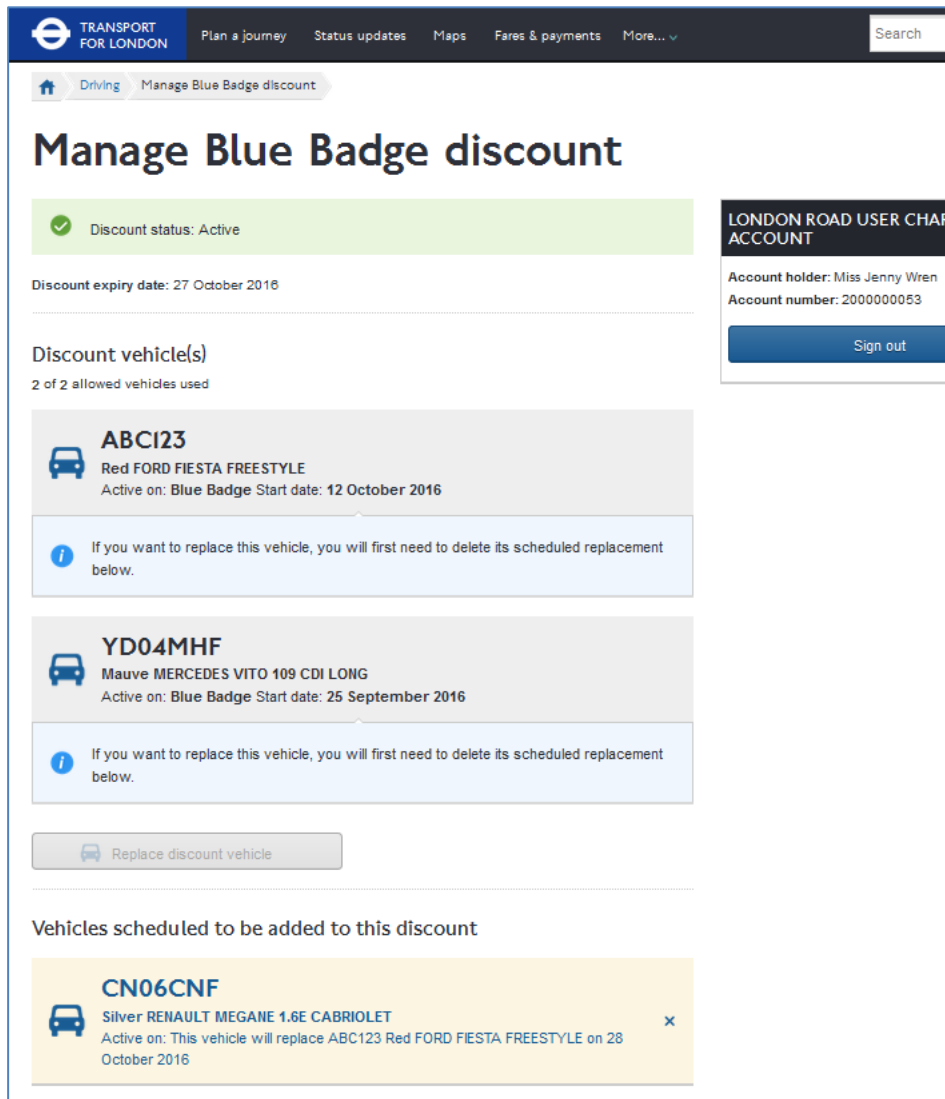
### 3.2 Replacing a vehicle for a date in the future.

To replace a vehicle for a date in the future select the radio button next to the text 'Start on a later date'.

This screenshot shows the same 'Replace vehicle on Blue Badge discount' page, but with the 'Start on a later date' radio button selected. Below the radio buttons, there is a field labeled 'Enter a start date \*' with the date '13/10/2016' entered. The 'Continue' button is highlighted. The rest of the page layout, including the navigation bar and account information, remains the same.

Select the date you want your new vehicle to replace your old one. When you click on  a drop down calendar will be displayed and you can select the date you require by clicking on it.

Once you have selected the correct date click on . You will now see the following screen




You can see your two current vehicles and the vehicle that will be added in the future underneath them, including the details of the vehicle it will replace and the date that it will replace it.




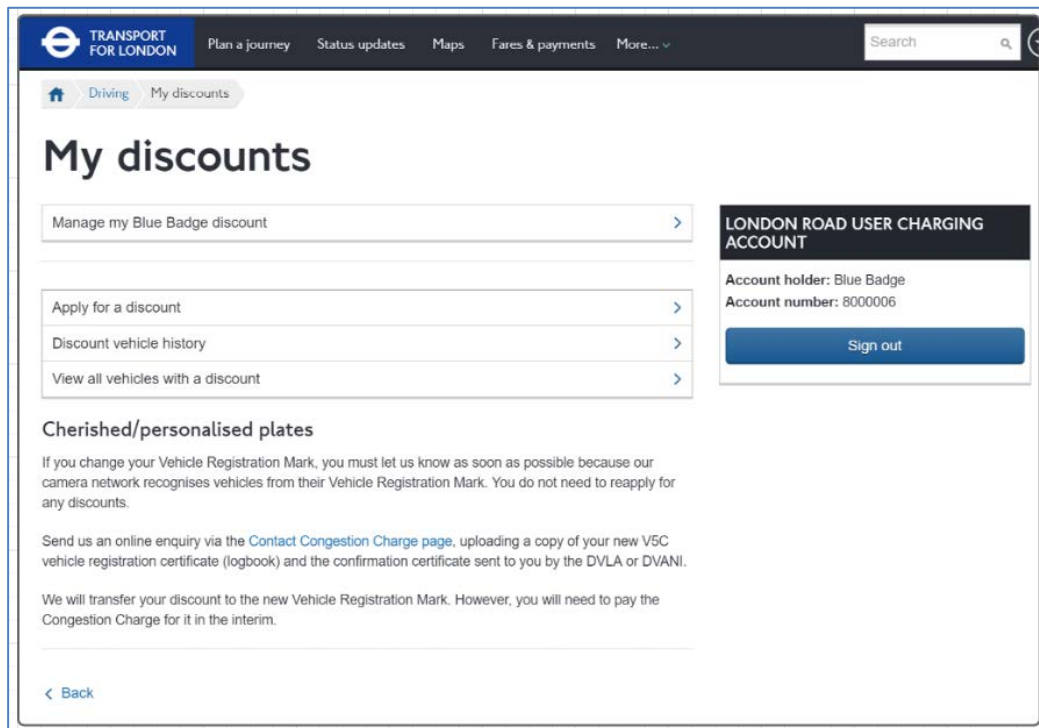
**Remember** - Should you wish to replace any vehicle that is currently active on your discount service prior to any scheduled replacement against it, then you will need to delete its replacement first.


## 4. Renewing your Blue Badge Discount

### 4.1 Confirm renewal eligibility

On your LRUC account landing page click on  to be taken to the 'My discounts' landing discount page.

Select 'Manage my Blue Badge discount' by clicking on  to the right of the text.



You then need to select 'Renew discount' by clicking on the  to the right of the text 'Renew discount'.

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

Driving | Manage Blue Badge discount

## Manage Blue Badge discount

✔ Discount status: Active

Discount expiry date: 25 September 2016

**Renew discount**

There is no charge to renew your discount. >

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mrs Mally Andi  
Account number: 8123125

Sign out

**T08VRM**  
Yellow Peel P-50  
Active on: Blue Badge Start date: 12 June 2016

If you want to replace this vehicle, you will first need to delete its scheduled replacement below.

Add vehicle

**Vehicles scheduled to be added to this discount**

**T06VRM**  
Silver Volvo FH16  
Active on: This vehicle will replace T08VRM Yellow Peel P-50 on 12 June 2016  
The Battlebus

Blue Badge discount vehicle history >

< Back

Read the information and confirm if you are still eligible for a Blue Badge by selecting

Continue

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

Driving

## Renew Blue Badge discount

**Before you start**

Your Blue Badge discount is due to expire.

If you are still eligible for a Blue Badge you can renew the discount.

You will need to provide us with a copy of both sides of your new Blue Badge and proof of identification. You can upload images of these documents or send copies to the address provided at the end of this process.

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Blue Badge  
Account number: 8000006

Sign out

Congestion Charge payments >

Congestion Charge zone >

< Back

Continue



## 4.2 Uploading your evidence

You will need to provide an image of both sides your new blue badge and one proof of identity.

Proof of identity needs to be in the same name as the badge holder. You can upload the images as part of your application. They will need to be saved to your computer first. You can either browse your files and locate the image you want to upload, or click on the image of the file and then drag it and drop it into the box with the text that reads 'Drag your file here'.

If you would prefer to post your evidence then you should tick the box next to 'Send documents by post'. Once you have either uploaded your documents or elected to send them by post, click on [Continue](#).

The screenshot shows the 'Renew Blue Badge discount' page on the Transport for London website. The page is titled 'Renew Blue Badge discount' and has a sub-heading 'Upload documents'. It lists the required documents: 'Both sides of your Blue Badge' and 'Plus 1 of the following proofs of Identity:'. The list of proofs includes: 'DSS benefit book/entitlement letter (no more than 7 months old)', 'Current passport', 'Current driver's licence', 'Pension book/entitlement letter (no more than 7 months old)', 'Birth certificate (same first and last names as the Blue Badge. Not a Certificate of Registration of Birth)', 'Marriage certificate (same first and last names as the Blue Badge)', 'Current bank or credit card statement (no more than 3 months old)', and 'Deed Poll Certificate (same first and last names as the Blue Badge)'. There is a section for 'How do I upload the documents?' with a help icon. Below this, there is a note: '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.' There is a checkbox for 'Send documents by post'. The 'Upload files' section has a dashed box with the text 'Drag your file here' and 'Or browse to your files'. At the bottom, there are 'Back' and 'Continue' buttons. On the right side, there is a 'LONDON ROAD USER CHARGING ACCOUNT' section with 'Account holder: Blue Badge' and 'Account number: 8000006', and a 'Sign out' button.

## 4.3 Review application

Check the details you have submitted with your application. If you are not happy with any of them you can click on [Edit](#) to amend them. You will also need to select the radio button confirming if you are over or under 18. If you are happy with the details provided click [Continue](#) which will submit your application.

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

Driving

## Renew Blue Badge discount

**Review details**

Check the vehicle(s) below is correct, if you want to change it you will need to go back to [My discounts](#),

**Vehicle(s)**

You have no vehicles on your discount.

**Blue Badge details** [Edit](#)

**Issuing authority**  
herefordshire

**Blue Badge number**  
fsfsf

**Expiry date**  
18/10/2017

**Uploaded documents** [Edit](#)

You have not uploaded any documents.

**Under 18**

I am over 18 years old

I am under 18 years old or applying on behalf of someone under 18

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

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Blue Badge  
Account number: 8000006

[Sign out](#)

#### 4.4 Confirmation

If your application is successfully submitted, you will be shown the following confirmation page. This means we have received your application and will process it. We will contact you via your preferred communication channel to let you know the outcome.

If you are sending your supporting documents by post then print this confirmation page and include it to speed up the process.

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

Driving

## Renew Blue Badge discount

**Confirmation**

**⚠ We are now processing your Blue Badge discount renewal application**

Your Blue Badge discount renewal reference number is: **mock-e3c521a6-3ef0-47ee-a419-cf2a3e0141e3**

We will send you a confirmation to let you know if your renewal has been approved.

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

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Blue Badge  
Account number: 8000006

Sign out

Print this Page

- Congestion Charge payments >
- Congestion Charge zone >
- Amend a Congestion Charge >
- Refund a Congestion Charge >
- Contact 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 340  
DARLINGTON  
DL1 9PZ

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

[CCLondon@CCLondon.com](mailto:CCLondon@CCLondon.com)

You will need to submit your documents within the next 10 working days or your application will be cancelled. If your renewal application is cancelled you will need to reapply if you still feel you qualify for the discount. If you reapply within 90 days of your discount expiry date you won't need to pay the £10 registration charge.

**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 >

## 5. Viewing your correspondence history

You can view your correspondence history by clicking on the following link on your account homepage

**Correspondence history**

View all incoming and outgoing correspondence >

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	
<a href="#">▶ Filter options</a>	
<b>Date:</b> 23/02/2017 10:19:13 <b>Direction:</b> Outbound <b>Channel:</b> email <b>Reference:</b> 81247547	>
<b>Date:</b> 21/02/2017 15:43:33 <b>Direction:</b> Outbound <b>Channel:</b> email <b>Reference:</b> 81230117	>
<b>Date:</b> 21/02/2017 15:43:10 <b>Direction:</b> Outbound <b>Channel:</b> email <b>Reference:</b> 81230108	>
<b>Date:</b> 21/02/2017 15:43:10 <b>Direction:</b> Outbound <b>Channel:</b> email <b>Reference:</b> 81230107	>

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.

Driving Correspondence history

# Correspondence history

**Date:** 23/02/2017 10:19:13  
**Direction:** Outbound  
**Channel:** Sent via email  
**Correspondence reference:** 81247547

 [Download this correspondence](#)

LOND  
ACCC  
Accou  
Accou

To view the item of correspondence click on 'Download correspondence'.