

Congestion Charging

NHS Reimbursement Partner User Guide

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Welcome to NHS Reimbursement Partner

This guide provides all the key information you will need to manage your NHS Reimbursement account online at tfl.gov.uk/congestioncharge.

Online you will be able to;

- Maintain the details of your Account Users
- Maintain the details of your organisation
- Upload multiple claims for reimbursement

If you require any further information please call our Fleet Team on 020 7649 9860.

Key Things to Remember:

- Reimbursement for charges that are **more than 6 months** old will be rejected.
- At least two days must have passed between the date of travel and submission of a reimbursement claim for it.
- Each claim file must contain all mandatory information.
- Application for charges that have been refunded or cancelled prior to being processed will be rejected.
- In any calendar month you are allowed to upload two reimbursement claim files for processing, but no more than one in any seven day period.
- If you are claiming for charges made before 26 September 2016, on entering the receipt number in your claim file, you will need to change the “Receipt Number” column in the .CSV spreadsheet from a “Number” format to a “Text” format. This is to avoid the two initial zeros within the receipt number (e.g. 001000123456) from being removed and the claim being processed unsuccessfully when uploaded.
- If you are claiming for charge made on or after the 26 September 2016 you can enter the receipt number as it has been provided for example W00000001.
- You will not be able to claim for a previous charging day charge - currently £14. You can only claim for payments that were made prior to midnight on the day of travel.

Glossary

Term	Description
Account Holder	The designated Account Holder, normally a senior employee of the company, is the person responsible for the account. They will act as the senior contact point between TfL and the company. Any correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues. The Account Holder can designate up to 5 Account Users.
Account Number	An Account Number is a unique number that enables 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.
Account Users	Account Users are people authorised, by the account holder, to manage the Fleet Auto Pay Service through a secure sign in process. Account users have the same permissions as the account holder, except that they can't remove the account holder, themselves or close the account. Each account user will have their own sign in credentials.
Customer ID	The Customer ID is a unique number given to each Account Holder/User. Using it along with the user's password, the customer can access the account online. For the Account Holder this number is the same as their Account Number.
.CSV	Comma Separated Value (.CSV) is an industry standard file format which is used to make claims for reimbursement of Congestion Charge payments. Sample template .CSV files are provided to help making a claim easier.
Journey Reason Code	Used in a reimbursement claim file, this is a two digit, predefined alphanumeric code that describes the reason for the journey that a reimbursement claim is being made for.
My Account	My Account is the landing page which users see when they have Signed In. It is designed to allow one click access to the most commonly used features of an account.
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 Number to access their account online securely.
PIN	The PIN is a six digit numeric code that is used to identify an Account Holder or User when they try to access services through the call centre. It is used in conjunction with the Account Holders/Users' Customer ID.

Term	Description
Sign In	To access the account online and manage your Organisations account you need to Sign In. Signing In is achieved by using your Account Number and Password.
Upload	Uploading reimbursement claim files is the way to request reimbursement of charges from TfL through your NHS Reimbursement account.
Receipt Number	Receipt Number as provided by the Customer, or the customer's Account number if payment has been made via their Auto Pay Service
Prepaid Journey	Manual charge payment or payment via Auto pay. Enter 1 if manual charge payment or 2 if via Auto pay
Journey date	Date of journey being claimed for – This date needs to be added to the reimbursement claim form and needs to be in the format of DD/MM/YYYY
VRM	The Vehicle Registration Mark (VRM) that the charge you are seeking reimbursement was paid for.
Amount claimed	Amount claimed for each journey as submitted by the patient or staff member. This sum needs to be added to the claim form in the format - £0.00
Journey reason code	<p>A two digit code is used to describe the journeys claimed for:-</p> <p>NHS employee for the purpose of transporting in the course of employment:</p> <p>E1 - Bulky, heavy or fragile equipment or supplies. E2 - Patients' notes and other clinically confidential material E3 - Controlled drugs E4 - Clinical waste, radioactive material or waste medicinal material. E5 - Clinical specimens, body fluids, tissues or organs. E6 - On call for emergency or other extraordinary circumstances</p> <p>Patients:</p> <p>P1 - All claims PT- Patients Transport</p>
Internal reference	A free text internal reference for your use this column has a limit of 50 characters.

Step by step task guide

1. How to access your account online

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 screen. This will open the screen you see in (Figure 1).

(Figure 1)

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

Your Customer ID is unique to you. If you are the account holder this number is the same as your London Road User Charging account number. If you have been given access to someone else's account, you will have an individual Customer ID for you. If you do not know this ID, the account holder will be able to tell you. If you used to add a '0' before your account number, please now remove this. Select [Sign in](#).

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

1.1 Forgotten my password link

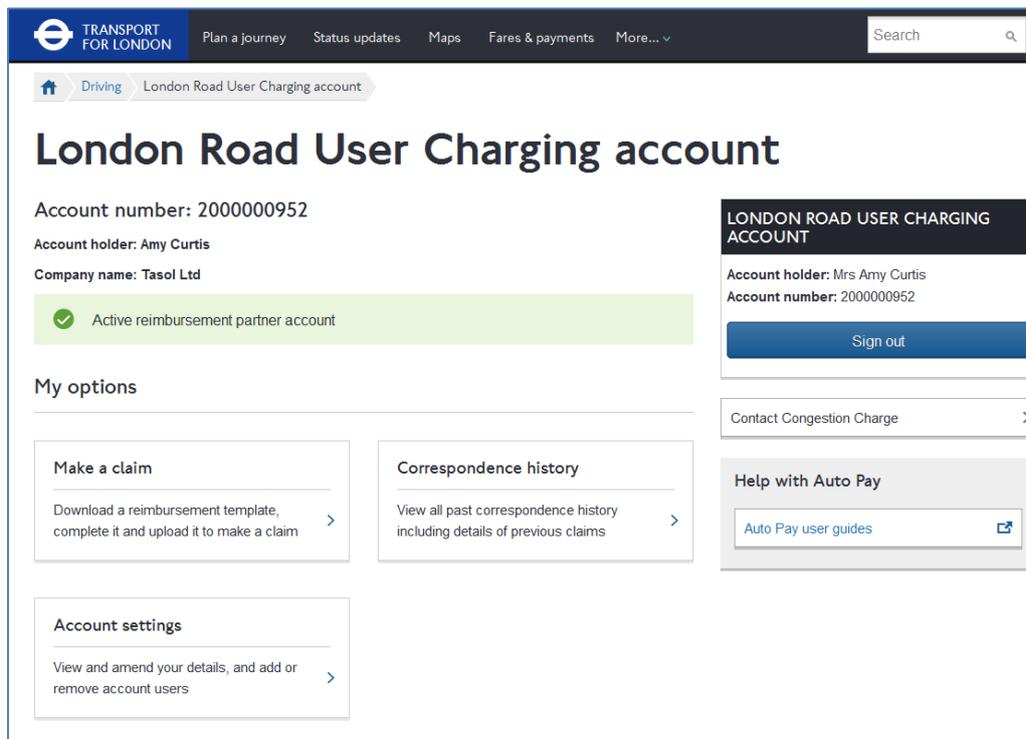
This link will take you to a screen which asks a number of security questions that were set up the first time you signed into your account. Answering these will allow you to reset your password. (Please bear in mind that the answers to your security questions are case sensitive.)

If you answer your security questions incorrectly or if you have tried to sign in three times to your account and you have been unsuccessful your account will become temporarily locked. You can try to sign in again after thirty minutes. If you have forgotten your account number and your password then please call us on 0207 649 9860.

2. How to navigate your account online

2.1 Road User Charging Account landing page

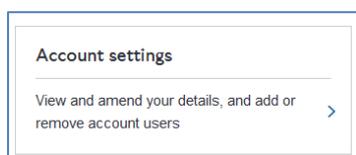
This page is for all customer Account Users, and it displays all the key features at a glance.



(Figure 2)

3. Manage your Account Details

3.1 Account Settings



By clicking on “[Account Settings](#)” from the Landing Page you will see the details of your Road User Charging account and also be able to change a number of details/settings.

Driving / Account settings

Account settings

Account details

Mrs Amy Curtis
Account number: 2000000952
Account holder
[Change password](#)

How can I change the name on this account? [?](#)

Your PIN (Mrs Amy Curtis)
571201 [Edit](#)

Account type
Reimbursement partner
Company name
Tasol Ltd
How can I change the company name on this account? [?](#)

Company address
BROADWAY
LONDON
SW1H0BD
[Edit company address](#) >

LONDON ROAD USER CHARGING ACCOUNT
Account holder: Mrs Amy Curtis
Account number: 2000000952
[Sign out](#)

Email address
david.hough2@capita.co.uk [Edit](#)

Correspondence and receipt preference
We will send receipts and correspondence by: Email [Edit](#)
Receipt timing: None

Mobile telephone number
0785647458342
Daytime telephone number
N/A [Edit](#)
Other telephone number
N/A

Account users

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

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

[Add a new account user](#)

Other settings

Terms and conditions >

Closing your account

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

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

Close your London Road User Charging account >

< Back

You will be able to;

3.1.1 Change the name of the Account Holder

Find out how to make a change to the account holder's name.

Mrs Amy Curtis
Account number: 2000000952

 Account holder
[Change password](#)

How can I change the name on this account? 

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

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

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

3.1.2 Change your Personal Identification Number (PIN)

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

Your PIN (Mrs Amy Curtis)
571201

New security PIN (6 digits) *

3.1.3 Change your Email address

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

Email address
john@smith.com

Enter new email address*

Re-enter new email address*

3.1.4 Change your correspondence and receipt preferences

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

Correspondence and receipt preference
We will send receipts and correspondence by: Post

Receipts will be sent: Monthly

You currently receive correspondence and receipts by post.

I would like to change to email

Choose receipt timing

Monthly

3.1.5 Change your contact telephone number(s)

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

Mobile telephone number
07890945522

Daytime telephone number
N/A

Other telephone number
N/A

Mobile telephone number

07890945522 x

Daytime telephone number

Other telephone number

x Cancel ✓ Confirm

3.1.6 Account Users

On the Accounts Settings page you will be able to see a list of all the users that have been authorised to use the reimbursement service. Each user has their own unique customer ID, PIN and password to access the account. Account Users are people authorised, by the account holder, to manage the reimbursement service through a secure sign in process.

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

Account users

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

What can additional account users do? ?

Subbu Muggulla
Customer ID: 9234921:0002 x

Narsi Yadavalli
Customer ID: 9234921:0003 x

Add a new account user

3.1.7 Add a new user

By clicking on  you can add a new user (up to a maximum of 5 users allowed). If the maximum number of users has already been added then this option will not be available.

Account settings

Add new account user

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

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

Each account user will have their own sign in credentials.

New account user name*

Their email address*

Confirm their email address*

Their telephone number*

Security PIN

Why do I need to provide a PIN? 

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

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

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

Create a security PIN (6 digits)*

The first time the new user signs in they will need to use their Customer ID and the PIN you created for them as part of setting up their user account. They will be allocated a unique Customer ID at the end of the process and you will need to note this down from the confirmation page as shown below.

Driving Account settings

Account settings

Confirmation

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

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

Customer ID: 9234937:123456
PIN: 123456

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

[Return to Account settings](#) >

3.1.8 PIN Resets

If you have forgotten or wish to change your PIN you can call the Contact Centre. Once you have answered some security questions your PIN will be reset.

3.1.9 Remove an account user

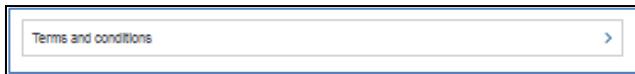
If you wish to remove an account user you can click on the  to the right of that users details.

You will be asked to confirm if you wish to remove the user. The same user can be added again at a later date

 Subbu Muggulla Customer ID: 9234927:000002	
 Narsi Yadavalli Customer ID: 9234927:000003	
 Siva Sirigiri Customer ID: 9234927:000004	
 Mathy Andiyappan Customer ID: 9234927:000005	

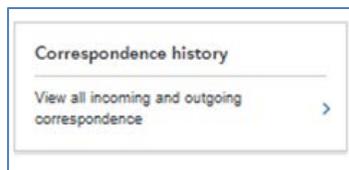
3.1.10 View Terms and Conditions

Click on the below link to view the latest Terms and Conditions



4. 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.

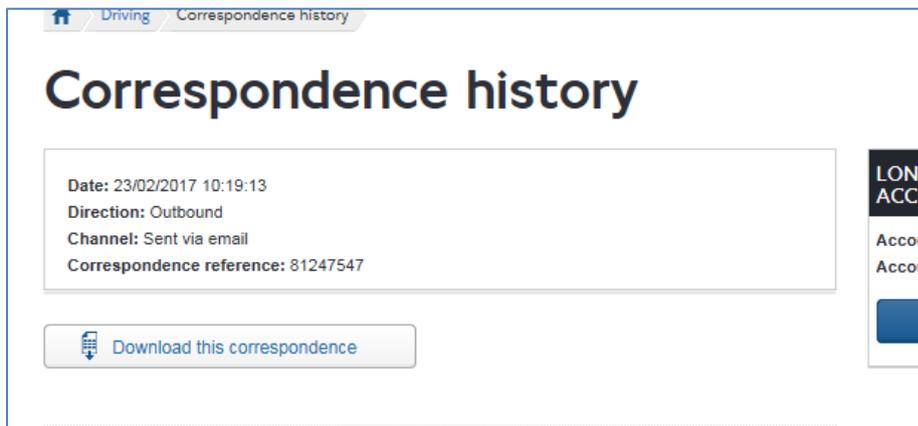
If you have not set up Auto Pay and what like to find out more go back to your account sign in page for details.

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

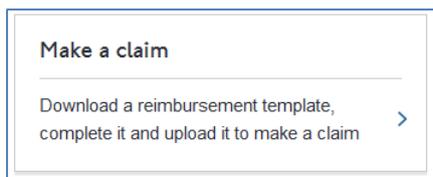
You can view any item of correspondence that you have sent in regarding your account and any correspondence we have sent to you such as discount renewal reminders or renewal confirmations. To view and download an item click on the  to the right of the item.

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



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

5. Make a Reimbursement Claim



By clicking on the above link you will be able to complete and upload a reimbursement claim file.

5.1 Upload Claim Files

To claim reimbursement of Congestion Charging payments through your NHS Reimbursement account it is necessary to upload details of the journeys for which you are seeking reimbursement.

This is done by adding the details of the charge payment(s) to a .CSV file and uploading it through your NHS Reimbursement account for Transport for London to process.

5.2 Creating and saving claim files

You must use the template as provided by TfL.

The template is available to download from the **Make a Reimbursement Claim** page ([Figure 3](#))

Receipt Number	Prepaid Journey	Journey Date	VRM	Amount Claimed	Journey Reason Code	Internal Reference

[Template – claim file](#)

The .CSV file you submit must contain data in all of the mandatory fields, and in the correct format, as shown in the below table

Field Name	Description	Mandatory (Yes / No)
Receipt Number	Receipt Number as provided by the Customer, or the customer's Account number if payment has been made via their Auto Pay Service	Yes
Prepaid Journey	Manual charge payment or payment via Auto pay. Enter 1 if manual charge payment or 2 if via Auto pay	Yes
Journey Date	Date of journey being claimed for - DD/MM/YYYY	Yes
VRM	The Vehicle Registration Mark (VRM) that the charge you are seeking reimbursement was paid for.	Yes
Amount claimed	Amount claimed for each journey as submitted by the Customer - £0.00	Yes
Journey Reason	<p>A two digit code is used to describe the journeys claimed for:-</p> <p>NHS employee for the purpose of transporting in the course of employment:</p> <p>E1 - Bulky, heavy or fragile equipment or supplies. E2 - Patients' notes and other clinically confidential material E3 - Controlled drugs E4 - Clinical waste, radioactive material or waste medicinal material. E5 - Clinical specimens, body fluids, tissues or organs. E6 - On call for emergency or other extraordinary circumstances</p> <p>Patients:</p> <p>P1 - All claims</p>	Yes

Field Name	Description	Mandatory (Yes / No)
	PT- Patients Transport	
Internal reference	A free text internal reference for your use this column has a limit of 50 characters.	No

5.3 Submit your claim file

Driving > Make a reimbursement claim

Make a reimbursement claim

Complete template

Reimbursement User Guide
PDF 645KB

To make a monthly reimbursement claim you will need to download and complete the claim template, then upload it.

We can only process the first file you upload. If you want to change your file, you must delete it before uploading another.

Download a claim template

Once you have filled in the claim template, you can upload it below. More details on completing the claim can be found in the [NHS Reimbursement Partner User Guide](#) (PDF 645KB).

How do I upload a file?

Choose file

Drag your file here
Or browse to your files

< Back Continue

LONDON ROAD USER CHARGING ACCOUNT
Account holder: Mrs Amy Curtis
Account number: 2000000952
Sign out

(Figure 3)

To download a claim template click on



Once you have entered all the information needed for your claim to be processed, you should save the file in the .CSV format to your computer.

When you are ready to upload your reimbursement claim you will need to follow the instructions as shown in (Figure 3)

You can drag your file and drop it into the box as indicated or you can “browse to your files’ on your computer and select the file from there. Once the file has been uploaded it will appear as follows.

Driving Make a reimbursement claim

Make a reimbursement claim

Complete template

Reimbursement User Guide
PDF 645KB

To make a monthly reimbursement claim you will need to download and complete the claim template, then upload it.

We can only process the first file you upload. If you want to change your file, you must delete it before uploading another.

Download a claim template

Once you have filled in the claim template, you can upload it below. More details on completing the claim can be found in the [NHS Reimbursement Partner User Guide \(PDF 645KB\)](#).

How do I upload a file?

Choose file

Reimbursement claim.csv

< Back Continue

LONDON ROAD USER ACCOUNT
Account holder: Mrs Amy C
Account number: 2000000
Sign out

To continue and submit the reimbursement claim select



You will be taken to the following screen:

Driving Make a reimbursement claim

Make a reimbursement claim

Review claim

You have uploaded the claim shown below. You can change the uploaded document by clicking 'Edit' or submit it for processing by clicking 'Submit claim'.

Uploaded claim Edit

Reimbursement claim.csv

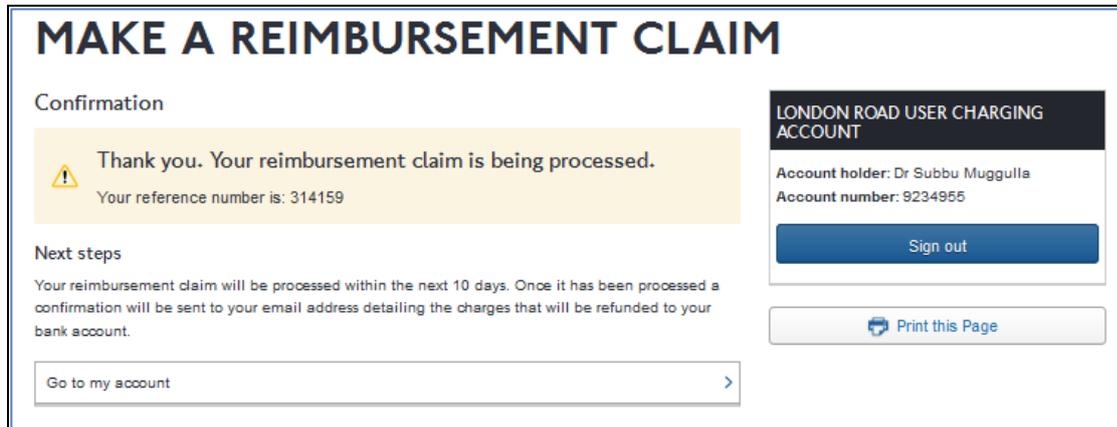
< Back Submit claim

LONDON ROAD US ACCOUNT
Account holder: Mrs Ar
Account number: 2000
Sig

You will be asked to confirm whether or not you wish to submit this file. If you do not need to amend any of the details contained within your file then select



When your file has been successfully submitted you will see the below screen, and be given a reference number.

A screenshot of a web interface titled "MAKE A REIMBURSEMENT CLAIM". The page is divided into several sections. On the left, under "Confirmation", there is a yellow box with a warning icon and the text: "Thank you. Your reimbursement claim is being processed. Your reference number is: 314159". Below this, under "Next steps", it says: "Your reimbursement claim will be processed within the next 10 days. Once it has been processed a confirmation will be sent to your email address detailing the charges that will be refunded to your bank account." At the bottom left is a button labeled "Go to my account". On the right side, there is a dark header for "LONDON ROAD USER CHARGING ACCOUNT". Below this, it lists "Account holder: Dr Subbu Muggulla" and "Account number: 9234955". There is a blue "Sign out" button and a "Print this Page" button at the bottom right.

5.4 Next steps

Once TfL have processed your reimbursement claim an email will be sent confirming;

Details of Charges to be reimbursed.

And/or;

Details of any charges that cannot be reimbursed (mandatory fields not completed, invalid charges etc.)

Payment for successfully reimbursed charges will be paid via BACS into your designated bank account.

Claims made by patients or staff who paid their original Congestion Charge via CC Autopay will be credited directly to the account holders Autopay service by TfL and no further action needs to be taken by the Reimbursement partner in respect of these.

6. Contact us

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