

SCHEDULE 2 – Appendix 8

Discounts

[note that the procedures in this document were valid at the time of writing, but may subsequently have changed]

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1 Introduction

Background

The categories of Customer that are eligible for a Discount or Exemption from a Charge Payment are set out in the Scheme Orders. This appendix provides clarification to the Statement of Requirements (SoR) needed to deliver the Discounts service, based upon the content in the Scheme Orders. There are no additional requirements in this appendix.

Discount and Exemption categories and the levels of Discount may be subject to change in the future and should therefore be Parameter Driven.

It should be possible to carry out the following actions without further significant software configuration:

- Add further Discount or exemption categories;
- Modify the definition of existing Discounts or exemptions; and
- Change the level of Discount for existing categories.

Section 3 provides an overview of the Discount Registration Process including Selected Partners and the Reimbursement Scheme. The specific areas covered are the categories, access channels, cost levels, eligibility, Vehicle and partner evidence and checks.

Section 3 defines the checks that the Service Provider must carry out on Vehicles or Customers in receipt of a Discount. The checks are conducted to ensure the Discount or Exemption has not been obtained fraudulently and is not being misused.

Section 3 defines the monitoring that the Service Provider must carry out on existing Discount holders in order to check their on-going eligibility to the Discount after the eligibility period has elapsed.

The last section defines some of the business rules for operating the Discount schemes.

2 Interfaces

Customers will have to register with the Service Provider in order to receive a Discount. Others will not be required to register because TfL will be able to determine their Exempt status through access to DVLA data.

For LEZ, the majority of Customers do not have to register with the Scheme . TfL will be able to determine GB registered vehicle's Compliant or Exempt status through access to DVLA/VOSA/Other Third Party data. All foreign and NI registered vehicles affected by the LEZ are required to register with the Service Provider.

For those that need to register, Registration will be through either:

- The Contact Centre - used to register Vehicles when the Vehicle type determines eligibility and a Third Party such as the DVLA can confirm eligibility (see Table 6) and also to provisionally(for CC only) register a Customer for a Discount until written evidence is submitted;
- The post channel - used when written evidence is needed to determine eligibility (see Tables 7 and 8); or
- Selected Partner Extranet or post channel – Selected Partners will register their Vehicles on TfL's behalf and will interface with the Service Provider through the Extranet or, failing this through the post.

3 Registration

Introduction

This section covers the following aspects relating to the Registration Process of Discounts:

- Discount and Exemption categories;
- Channels used to register Discount types;
- Registration of Discount applications; and
- Sample checks for Vehicle registration and partner status.

Registration Channels

Table 1 summarises the approaches available to Customers when registering for Discounts. All the annual Charge Payments shall be Parameterised.

Note that discounts in this table refer to the percentage discount off the applicable single charge (see appendix 3).

Table 1a: Discount and Exemption categories – Congestion Charging

Full Exemptions					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual charge
1	Motorbikes and mopeds	Exemption	N/A	N	N
Exemptions via Third Party (DVLA) – Great Britain only					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual charge
2	NHS Vehicles currently Exempt from vehicle excise duty This category consists of all Vehicles registered in DVLA Taxation class TC [Information Redacted] (NHS Vehicles).	Exemption	N/A	N	N
3	Disabled passenger carrying Vehicles currently exempt from VED This category consists of all Vehicles registered in DVLA Taxation class TC [Information Redacted] (Disabled Passenger Carrying Vehicle).	Exemption	N/A	N	N
4	Vehicles used by disabled persons exempt from VED This category consists of all Vehicles registered in DVLA Taxation class TC [Information Redacted] (Disabled).	Exemption	N/A	N	N

5	<p>Licensed Buses with nine (9) or more seats</p> <p>This category consists of all Vehicles registered in DVLA Taxation class TC [Information Redacted] (Bus) and TC [Information Redacted] (Reduced Pollution Bus).</p>	Exemption	N/A	N	N
7	<p>Standard Rate Vehicles currently classified by DVLA as emergency Vehicles and those exempt from Vehicle excise duty</p> <p>This includes Vehicles registered in DVLA Taxation classes:</p> <ul style="list-style-type: none"> a. TC [Information Redacted] (Ambulance); b. TC [Information Redacted] (Fire Engine); c. TC [Information Redacted] (Fire Service); d. TC [Information Redacted] (Lifeboat Haulage); and e. TC [Information Redacted] (Police). 	Exemption	N/A	N	N
8	<p>Other exempt Vehicles</p> <p>This includes all Vehicles registered in DVLA Taxation classes:</p> <ul style="list-style-type: none"> a. TC [Information Redacted] (Light House Authorities); b. TC [Information Redacted] (Gritting Machine); and c. TC [Information Redacted] (Snow Plough). 	Exemption	N/A	N	N
Selected Partners					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual charge
9a	<p>Certain operational Vehicles used by the emergency services, HM Coastguard and Port of London Corporation registered in Great Britain and not identifiable through DVLA Taxation classes</p> <p>Higher Rate Vehicles in this category must prove their use is for operational reasons relating to the performance of the Vehicle rather than use of a standard rate Vehicle.</p>	Exemption	Selected Partner	Y	N
9b	Certain military Vehicles	Exemption	Selected Partner	Y	N
10	London licensed taxis	Exemption	Selected Partner	Y	N
10a	London licensed minicabs	Exemption	Selected Partner	Y	N

11	Certain Vehicles providing services for the ten (10) London Boroughs within or partly within the Charging Zone Higher Rate Vehicles in this category must prove their use is for operational reasons relating to the performance of the Vehicle rather than use of a standard rate Vehicle.	Exemption	Selected Partner	Y	N
12	Vehicles operated by or providing services to the Royal Parks Agency Higher Rate Vehicles in this category must prove their use is for operational reasons relating to the performance of the Vehicle rather than use of a standard rate Vehicle.	Exemption	Selected Partner	Y	N
13	Crown Estate Paving Commission Higher Rate Vehicles in this category must prove their use is for operational reasons relating to the performance of the Vehicle rather than use of a standard rate Vehicle.	Exemption	Selected Partner	Y	N
14	Certain NHS Hospitals/Trusts Higher Rate Vehicles in this category must prove their use is for operational reasons relating to the performance of the Vehicle rather than use of a standard rate Vehicle.	100% Discount	Selected Partner	Y	N
15	Other emergency services, such as Police, LFEPA, Ambulance Services Higher Rate Vehicles in this category must prove their use is for operational reasons relating to the performance of the Vehicle rather than use of a standard rate Vehicle.	100% Discount	Selected Partner	Y	N
100% Discounted Fleet Operators					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual charge

17	<p>Breakdown Vehicles operated by Accredited Recovery Organisations, where 'Accredited Recovery Organisation' means an organisation accredited:</p> <p>a. By a certified accreditation body as operating to BS EN ISO 9001:2000 in accordance with the specification for applying that standard to the Roadside Assistance and Recovery Industry. PAS43 is the new specification, which has superseded specification document number QSP 7610-92004. A transition period applies for operators to transfer to PAS43, and this transition period ends on 15 December 2003; or</p> <p>b. By a certified accreditation body in a Member State to an equivalent specification published by a national standards body in a Member State.</p>	100% Discount	Post	Y	£10 per vehicle
Postal Registrations					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual charge
18	<p>TfL-operated disabled scheme</p> <p>Note:</p> <p>This includes UK individuals or institutions in possession of a valid Blue Badge; and individuals from a Member State in possession of a valid Blue Badge.</p> <p>Disabled persons who hold a Blue Badge but are not from a Member State can register for the Scheme however proof of validity for the badge will be required.</p>	100% Discount	Post	Y	£10 one-off Charge ¹
19	<p>Private standard rate Vehicles of Residents within the CCZ, including non car-owning Residents (i.e. Residents who do not own a car but who regularly hire Vehicles).</p>	90% Discount	Post	Y	£10
35	<p>Low CO₂ Vehicles,</p> <p>This category consists of GB, NI and Member States Vehicles with CO₂ emissions of 120 grams per kilometre or less on the basis of the appropriate certificates of proof.</p>	100% Discount	Post	Y	£10

¹ Currently customers must complete a completely new discount registration when the original Blue Badge expires and pay the £10 Charge.

6	<p>Other large passenger Vehicles</p> <p>This category consists of:</p> <ul style="list-style-type: none"> a. All Vehicles with nine (9) or more seats registered at DVLA outside DVLA Taxation classes TC [Information Redacted] and TC [Information Redacted]; and b. All Vehicles with nine (9) or more seats registered at DVLA Northern Ireland (including Taxation class TC [Information Redacted] and TC [Information Redacted] Vehicles). c. All Member State vehicles with nine (9) or more seats including coaches and buses that are not registered with DVLA. 	Exemption	Post	Y	N
	<p>Motortricycles</p> <p>This category consists of all Motortricycles no more than one (1) metre in width and two (2) metres in length.</p>	100% Discount	Drop-in Centre and Post	Y	£10
21	<p>Vehicles registered at DVLA Northern Ireland in DVLA Northern Ireland Taxation classes:</p> <ul style="list-style-type: none"> a. TC [Information Redacted] (NHS Vehicles); b. TC [Information Redacted] (Disabled Passenger Carrying Vehicle); and c. TC [Information Redacted] (Disabled). 	[Fully register under relevant Discount/Exemption type]			
27	<p>Northern Irish emergency services and HM Coastguard Vehicles</p> <p>This includes Vehicles registered in DVLA Northern Ireland Taxation classes:</p> <ul style="list-style-type: none"> a. TC [Information Redacted] (Ambulance); b. TC [Information Redacted] (Fire Engine); c. TC [Information Redacted] (Fire Service); d. TC [Information Redacted] (Lifeboat Haulage); e. TC [Information Redacted] (Police); and f. Other operational Vehicles not registered in these Taxation classes. 	[Fully register under relevant Discount/Exemption type]			

36	<p>Higher Rate Vehicles currently classified by DVLA as emergency Vehicles and those exempt from Vehicle excise duty that are used for operational reasons relating to the performance of the Vehicle rather than a standard rate Vehicle</p> <p>This includes Vehicles registered in DVLA Taxation classes:</p> <ul style="list-style-type: none"> a. TC [Information Redacted] (Ambulance); b. TC [Information Redacted] (Fire Engine); c. TC [Information Redacted] (Fire Service); d. TC [Information Redacted] (Lifeboat Haulage); and TC [Information Redacted] (Police). 	[Fully register under relevant Discount/Exemption type]			
22	<p>Northern Irish recovery Vehicles</p> <p>This includes all Vehicles registered at DVLA Northern Ireland in DVLA Taxation class TC [Information Redacted] (Recovery Vehicles)</p>	[Fully register under relevant Discount/Exemption type]			
23	<p>Northern Irish electrically propelled Vehicles registered at DVLA Northern Ireland</p>	[Fully register under relevant Discount/Exemption type]			
Optimised Registration					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual Charge
24	Electrically propelled Vehicles	100% Discount	Contact Centre or Post	Y	£10
25	<p>Recovery Vehicles</p> <p>This includes all Vehicles registered at DVLA in DVLA Taxation class TC [Information Redacted] (Recovery Vehicles).</p>	100% Discount	Contact Centre or Post	Y	£10 ²
Reimbursement Schemes ³					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual Charge

² One (1) registration form per Vehicle and one (1) payment per registration is required for the registration of TC [Information Redacted] Vehicles which are not registered by an accredited breakdown organisation on their own Selected

³ The Service Provider will manage the validation, Reimbursement and monitoring processes for the Reimbursement Schemes. TfL will manage the relationship with the Organisations registering for the Reimbursement Scheme. For the Reimbursement Schemes, Organisations will not need to register their Vehicles but will need to complete a registration form and sign the Memorandum of Understanding in order to set-up an Account.

⁴ Requires TfL approval

26	Vehicles used by certain NHS employees	Refund of an amount lower of the actual charge incurred or charge for a standard rate Vehicle	Reimbursement	N	N
28	Vehicles used for transporting certain NHS patients	Refund of an amount lower of the actual charge incurred or charge for a standard rate Vehicle	Reimbursement	N	N
29	Vehicles used by firefighters for operational Vehicles (LFEPA)	Refund of an amount lower of the actual charge incurred or charge for a standard rate Vehicle	Reimbursement	N	N
Member State Vehicles⁴					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual Charge
30	Member State Vehicles with nine (9) or more seats	100% Discount	Post	Y	N
31	Member State ambulances	Exemption	Post	Y	N
33	Vehicles registered in a Member State and used for the carriage of disabled persons by a recognised body Higher Rate Vehicles in this category must prove their use is for operational reasons relating to the performance of the Vehicle rather than use of a standard rate Vehicle.	Exemption	Post	Y	£10 one-off Charge ⁵
34	Vehicles registered in a Member State that would have been an invalid Vehicle if registered in Great Britain. Higher Rate Vehicles in this category must prove their use is for operational reasons	Exemption	Post	Y	N

⁵ Currently customers must complete a completely new discount registration when the original Blue Badge expires and pay the £10 Charge.

	relating to the performance of the Vehicle rather than use of a standard rate Vehicle.				
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Table 1b: Discount and Exemption categories – Low Emissions Zone

Exemptions via Third Party (VDR) – Great Britain only					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual charge
9	Exempt LEZ Vehicles a. Military Vehicles b. Historic Vehicles (registered pre-1 st January 1973) c. Non-road going Vehicles	Exemption from LEZ Charge Payment	N/A	N	N
Postal and Electronic Registrations					
Id	Category	Discount / Exemption	Method of registration	Vehicle registration	Annual charge
6a	LEZ vehicles that do not meet the required emissions standards a. Showman’s vehicles (where permanently fitted with a special type of body or superstructure forming part of the equipment of the show)	100% Discount from LEZ Charge Payment	Post/Web/E-mail	Y	N
6b	LEZ vehicles that meet the required emissions standards or are exempt from the scheme a. Vehicles incorrectly registered on VDR may be compliant or exempt b. All Foreign and Northern Ireland registered Vehicles that are compliant or exempt Any registration may either be accepted, rejected or it may be declared that a registration is not required if the Vehicle is already listed as compliant or exempted; or is not subject to the scheme.	Exemption from LEZ Charge Payment No exemption	Post/Web/E-mail	Y	Y/N

Non-registration of Exempt Vehicles

As illustrated in Table 1 the Service Provider does not need to register Exempt Vehicles (categories 1, 2, 3, 4, 5, 7, 8, 9), as these Vehicles can be recognised automatically through their DVLA taxation class.

In a limited number of cases, the information held by DVLA for a particular vehicle may be incomplete or inaccurate in which case the owner will be asked to register and provide suitable documentary evidence.

4 Reimbursement Scheme

The Reimbursement Scheme applies to Congestions Charging only and not to LEZ.

Reimbursement Eligibility

Journeys made by Relevant Patients using Vehicles as transport within the Charging Zone during the Charging Hours will be eligible for a Reimbursement if:

- The Charge Payment was paid for that Vehicle for that journey; and
- The Vehicle was used for the purpose of transporting the patient to attend an appointment relating to establishing a diagnosis or to treatment provided by or on behalf of a health authority, Primary Care Trust, NHS Trust or other NHS organisation; and
- The Charge Payment was reimbursed to the patient by the relevant NHS body.

Similar journeys claimed through an LFEPA Reimbursement Partner are also eligible for Reimbursements.

Reimbursement Registration Process

Following receipt of a signed registration form and a signed copy of the Memorandum of Understanding, the Service Provider will validate the application. If successfully validated, each Reimbursement Partner will be provided with its own Reimbursement Account on the Extranet. Users can then access the Extranet to upload Claim files to TfL and attain information on the progress of a Reimbursement. Each Reimbursement Partner will be expected to set up a single Reimbursement Account. Multiple Reimbursement Accounts are allowed where the Reimbursement Partner manages expense Reimbursements to its employees from a number of decentralised locations or business areas.

Claiming a Reimbursement

Each Month, the Reimbursement Partner will compile a Claim file. The Reimbursement Partners may compile a maximum of two (2) Claims files per Month, but no more than once in a seven (7) day period. The file will list all valid Claims for Payments which have been reimbursed by the Reimbursement Partner to the individuals in the previous calendar Month, or since the previous Claim file, whichever is later. The Claim File will be compiled in the format provided by the Service Provider on registration and will be in a comma delimited ASCII file format.

Claim files will at a minimum contain:

- Receipt number;
- VRM;
- Date of travel;
- Amount of Payment paid;
- Reimbursement Partner reference number. Any reference which allows identification and recovery of the original expense Claim submitted by the individual to the Reimbursement Partner for the eligible journey;

- Reason code, indicating the reason for the Claim; and
- Signed authorised statement.

Each individual Claim must be validated to ensure that Receipt number, VRM and date of travel all match, and that a Reimbursement or Refund has not already been made for this Receipt number and day of travel.

Claims which cannot be validated will be marked to indicate the reason for rejection. The error message should inform the Reimbursement Partner where the problem is within each individual entry in the Claim file, and there should be no more than one error code per individual transaction. A revised Claim file will be uploaded to the secure website and will indicate which Claims will be paid. The Reimbursement Partner may re-submit rejected Claims in subsequent Months, or within the same Month provided this is at least seven (7) days after the original Claim. Each Claim will be for one (1) day only. Claims for Reimbursement of multiple days of Charge Payments will be submitted as multiple one (1) day claims, or they will be rejected.

On receipt of the Claim file, the Service Provider will validate each individual Claim against its records to ensure that:

- The Receipt number is genuine;
- The date of travel, VRM number and amount paid match the details given for that Receipt number; and
- The expense was incurred no more than six (6) Months prior to the date of submission of the Claim to the Service Provider.

The Service Provider will reimburse the Reimbursement Partner with the amount of the following Charge Payments, once appropriate validation has been carried out in accordance to with TfL guidelines:

- A daily Congestion Charge Payment at a current rate of eight pounds (£8) or at the current surcharge rate of ten pounds (£10) for Charge Payments made after midnight at the end of the day of travel (the Normal or Late rate).
- One or more days of a five (5), twenty (20) or two hundred and fifty two (252) day Congestion Charge Payment, whether at the standard rate or at the Residents' Discount rate. Where a Resident has made a weekly, Monthly or annual Congestion Charge Payment, Capped and Cordon crossings Charge Payments will be reimbursed at the rate of the ninety per cent (90%) Discount, for each day on which an eligible journey is made.

The Authorised Officer or Administrator will be able to log into the Reimbursement Account, and follow the on-line instructions for uploading the Claim file to the Extranet.

Returned Claims

The Service Provider will be able to access an updated version of the Claim file showing which Claims have been validated and the rate at which they will be paid, and any Claims not processed. A return code will indicate the reason for returning a Claim. Returned Claims may be adjusted by the Reimbursement Partner and re-submitted in subsequent Claim files. Returned Claims in a Claim file will not affect payment of any valid Claims in that Claim file.

LEZ Reimbursement of Daily Charges.

In the event an operator successfully registers, any daily charges paid between the submission of the registration application and the approved registration are reimbursable.

Registration through the Contact Centre

For Congestion Charging (not LEZ) each of the Vehicle categories in Table 6, the CSR must inform the Customer, whilst on the telephone, whether the VRM submitted for Registration is eligible for a Discount. All Registrations need DLVA VRM validation. If the Vehicle is not eligible, the CSR must explain the reason for rejection to the Customer without breaching DPA procedures.

Table 6: Evidence required for Vehicle registration through Contact Centre

Ref	Category	Evidence for Vehicle registration	Real-time eligibility checks
16	Electrically propelled Vehicles	<ul style="list-style-type: none"> a. VRM; b. Registered Keeper / Person Liable; c. Make and model; and d. Name of person registering Vehicle if different from above. e. Address <p>Verbal acceptance to:</p> <ul style="list-style-type: none"> 1. Confirm they are aware of the consequences of fraudulent registration and the misuse of Discounts; and 2. Give the necessary consents required for Data Protection. 	Vehicle Taxation class and propulsion code '[Information Redacted]'.
23	<p>Recovery Vehicles</p> <p>This includes all Vehicles registered at DVLA in DVLA taxation class TC [Information Redacted] (Recovery Vehicles).⁶</p>	<ul style="list-style-type: none"> a. VRM; b. Registered Keeper / Person Liable; c. Make and model; and d. Name of person registering Vehicle if different from above. e. Address <p>Verbal acceptance to:</p> <ul style="list-style-type: none"> 1. Confirm they are aware of the consequences of fraudulent registration and the misuse of Discounts; and 2. Give the necessary consents 	<p>Vehicle Taxation class (TC [Information Redacted])</p> <p>DVLA Data should be updated at sufficiently frequent intervals so as to ensure newly registered Vehicles are not rejected for registration.</p> <p>NB: Keepers of Vehicles in this Discount category may also apply via the post channel with a completed application form and a copy of the Vehicle registration document.</p>

⁶ Where the recovery Vehicle is operated by an Accredited Recovery Organisation, it should be Registered via the Selected Partner Scheme. It is envisaged that only those Vehicles operated by firms that are not accredited will apply via the Contact Centre or post channel using the recovery Vehicle registration form.

Ref	Category	Evidence for Vehicle registration	Real-time eligibility checks
		required for Data Protection.	

Postal Registration – Congestion Charging

Customers applying for a Discount within the postal categories defined in Table 1 are required to provide evidence to demonstrate Discount eligibility, as defined in Table 7. The Service Provider records this evidence as Data against the Discount. Customers that have had their applications rejected on more than one occasion should be contacted by the postal teams.

Table 7: Evidence requirements for postal Discounts – Congestion Charging

Ref	Category	Evidence Required upon Registration
-	ALL	Signed declaration (as defined by TfL) to: <ul style="list-style-type: none"> a. Confirm they are aware of the consequences of fraudulent Registration and the misuse of Discounts; and b. Give the necessary consents required for Data Protection.
6	<p>Other large passenger Vehicles</p> <p>This category consists of:</p> <ul style="list-style-type: none"> a. Vehicles with nine (9) or more seats registered at DVLA outside DVLA Taxation classes TC [Information Redacted] and TC [Information Redacted]; and b. All Vehicles with nine (9) or more seats registered at DVLA Northern Ireland (including taxation class TC [Information Redacted] and TC [Information Redacted] Vehicles). c. All Member State Vehicles with 9 or more seats including coaches and buses that are not registered with DVLA. 	<ul style="list-style-type: none"> a. Completed application form; b. Contact telephone number; c. A4 photocopy of Vehicle registration document; d. Declaration that Vehicle satisfies eligibility criteria (proof of seating); and e. Check of make, model and VRM on V5C against DVLA data (for Vehicles registered in Great Britain only). f. Additional proof required to prove seating capacity if the number of seats is not shown on the V5C

14	TfL-operated disabled Scheme	<p>a. Completed application form;</p> <p>b. Contact telephone number;</p> <p>c. Registration Charge (for initial applications);</p> <p>d. The address to which a Receipt should be sent if requested by the Customer;</p> <p>e. Legible A4 photocopy of both sides of original Blue Badge;</p> <p>f. One piece of identification:</p> <ul style="list-style-type: none"> ▪ Birth certificate; ▪ Marriage certificate; ▪ Deed poll certificate; ▪ DWP benefit book or entitlement letter; ▪ Current passport; ▪ Drivers licence; ▪ Bank/credit card statement; or ▪ Pension book or entitlement letter. <p>g. Borough and office that the badge was obtained from;</p> <p>h. Expiry date of the badge (used as the Discount expiry date);</p> <p>i. Applicant's address;</p> <p>j. Blue Badge serial number; and</p> <p>k. Blue Badge issue number.</p> <p>Applicants are also required to declare:</p> <p>a. That they are in possession of a valid Blue Badge;</p> <p>b. That they understand that making a false declaration may lead to imprisonment and / or a fine; and</p> <p>c. That they grant permission to verify validity of Blue Badge and details provided on application against records held by the relevant Local Authority.</p>
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<p>15</p>	<p>Private Vehicles of Residents within the CCZ</p>	<ul style="list-style-type: none"> a. Completed application form; b. Registration Charge; c. Full address, including post code; d. Pre-register on line or via call centre. e. The address to which a Receipt should be sent if requested; f. 1. Residents who live in the CCZ need to supply two (2) of the following plus one proof from f below (if applicable): <ul style="list-style-type: none"> i. Property purchase document, formal tenancy agreement or housing association rent document; ii. Current fixed utility bill not more than three (3) months old (excluding mobile telephone bill); iii. Council Tax bill for current year; iv. Bank or credit card statement not more than three (3) months old; v. A4 photocopy of Resident's parking permit; vi. Driving licence; vii. Income support or entitlement letter; viii. An automated keeper details match with the DVLA as proof of Vehicle ownership. For leased or company cars only, a company car letter or Vehicle lease documentation with declaration that Vehicle is provided for the exclusive use of the resident and the Vehicle is kept at the same address as you are applying for the Residents Discount. 2. Note: Asylum seekers must provide a letter from the Local Authority giving details of the address of the asylum seeker and the duration for which the asylum seeker will be at that address. g. For leased or company cars only, a company car letter or Vehicle lease documentation with declaration that Vehicle is provided for the exclusive use of the Resident and members of the Resident's household residing at the same address as the Resident.
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		<p>The applicant is also required to declare that:</p> <ol style="list-style-type: none"> The residence is the main, permanent residence; The applicant is at least seventeen (17) years old; The applicant has resided at the property for a minimum of four (4) nights per week for a period of thirteen (13) successive weeks or intends to do so; The Vehicle's seating capacity does not exceed nine (9) seats; and The Vehicle height does not exceed two point forty four (2.44) metres.
18	Low CO₂ Vehicles	Can be taken from discount application form.
New	<p>Motortricycles</p> <p>This category consists of motortricycles that are no more than one (1) metre in width and two (2) metres in length.</p>	The width and length of the motortricycle are tested at a drop-in centre. The drop in centre advises the Service Provider as to which Vehicles have been tested and are eligible for the Discount. The Service Provider then sets up the Discount and sends a letter of Discount approval to the Customer.

Table 8: Evidence requirements for exemptions – Low Emissions Zone

All registrations for the Low Emission Zone require submission of the completed registration form and required supporting evidence (hard copy or electronic). There are no provisional registrations and no registrations can be completed by telephone.

Ref	Category	Evidence Required upon Registration
6a	Showman's Vehicle Registration	<ol style="list-style-type: none"> Completed Registration form; Photocopy or electronic scan of vehicle registration documentation Supporting photographs of Vehicle
6b	Foreign and Northern Ireland Vehicle Registration	<ol style="list-style-type: none"> Completed Registration form; Photocopy or electronic scan of Vehicle registration document Certification of acceptable vehicle modification, if required
6c	Vehicle incorrectly recorded on the VDR	<ol style="list-style-type: none"> Completed Registration form Photocopy or electronic scan of vehicle registration documentation Other supporting evidence as specified for the individual circumstance: e.g. manufacturer's certification of vehicle weight or manufacturers certification of certified Euro standard or supporting photographs etc as appropriate.

Provisional Registration – For Congestion Charging only.

Customers should be able to initially register for a provisional registration via the Contact Centre or via the website only – there is to be no form for the initial registration phase. Once the Customer has registered initially, the Service Provider sends out by post a pre-populated affirmation form to the Customer with a covering letter explaining what the Customer needs to do in order to complete their Discount registration. The Customer checks, signs and returns the pre-populated registration form to the Service Provider along with any evidence required to support application.

This process should be repeated again at eight (8) weeks if the Customer has not submitted the relevant documentation stating that the Customer only has four (4) weeks left to fully register. Provisional registration should only make references to “pre registration”, not an “Account” until the Account is fully set up.

Once the proofs and the Discount registration form have been returned and the Account is fully activated, a Discount approval letter and Discount registration welcome pack should be sent out to the Customer. Any full price Charges purchased during provisional registration should be automatically refunded to the Customer, along with an explanation of how the Refund was calculated.

No provisional registrations reaccepted for LEZ.

5 Example Registration Checks

TfL-operated Disability Scheme for Congestion Charge only.

Table 9 provides a sample of the checks to be carried out to verify Discount applications under the TfL-operated disability scheme as defined in Table 1, using Data outlined in Table 7.

Table 9: Sample Registration checks for the Blue Badge Discount

Check No	Check	Outcome	Action
1	Check the validity of documentation (for postal applications only)	Valid documentation	Carry out check 2
		Invalid documentation	Reject application
2	Compare details with existing Discount holders	Details match – application is not a renewal	Process application but investigate previous applications. If fraud or attempted fraud identified, inform TfL
		Details match – application is a renewal	Accept application
		Address details match; names are different	Carry out check 3
		Details do not match	Carry out check 3
3	Retrospectively compare the details of the Blue Badge (Blue Badge owner and reference number) against records held by the issuing Local Authority. For applications that are not checked, proceed to check 4.	Records match	Accept application
		Records mismatch	Carry out check 4
		Local Authority records missing	Carry out check 4
4	Compare the details of the Blue Badge against sources of intelligence-led Enforcement activities e.g. known list of stolen Blue Badges.	Records match	Check manually and investigate fraud. Reject application if fraudulent
		No records	Accept application

Residents (Congestion Charge only)

Table 10 provides a sample of the checks to be carried out to verify Discount applications under the Residents category as defined in Table 1 using data outlined in Tables 6 and 7.

Table 10: Sample registration checks for Resident Discount

Check No	Check	Outcome	Action
1	Check the validity of documentation. (A4 photocopy of parking permit)	A4 photocopy of documentation	Carry out check 2

Check No	Check	Outcome	Action
		Invalid documentation	Reject application
2	Compare details with existing Discount holders	Details match – application is not a renewal	Reject application and investigate previous applications. If fraud or attempted fraud identified, inform TfL.
		Details match – application is a renewal	Accept application
		Address details match; names are different	Carry out check 3
		Details do not match	Carry out check 3
3	Residence is within the Discount zone or additional Residents' Discount Area, using the zone postcode checker to verify this.	Outside zone	Reject application
		Inside zone	Check 4
4	Compare the details of the Resident's parking permit (or eligibility documentation) against the records held by the issuing Local Authority.	Records match	Register Vehicle
		Records mismatch	Carry out check 5
		Local Authority records missing	Carry out check 5
		No permit provided	Check manually
5	Compare the details of the parking permit (or eligibility documentation) against sources of intelligence-led Enforcement activities e.g. is the permit fraudulent?	Records match	Check manually and investigate fraud. Reject application if fraudulent
		No records	Check manually
		Addresses do not match	Accept application

Registration Checks for Other Postal Discounts (UK Only)

Table 11 provides a sample of the checks to be carried out to verify Discount applications for categories 17, 6, 19, 27, 20 and 22 through the post channel as set out in Table 1 using Data as defined in Table 7.

Table 11: Registration checks for other postal Discounts (Congestion Charge only)

Ref	Category	Evidence for Vehicle Registration	Eligibility Checks
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Ref	Category	Evidence for Vehicle Registration	Eligibility Checks
17	<p>Alternative fuel Vehicles</p> <p>This category consists of Vehicles not powered solely by petrol or diesel.</p>	<p>a. A4 photocopy of Vehicle registration document; and</p> <p>b. Certificate of conformity if required.</p>	<p>Check of revenue weight on Vehicle registration document to determine appropriate banding</p> <p>a. Vehicle within appropriate band on Transport Energy Registers; or</p> <p>b. Vehicle within appropriate band on Transport Energy Registers and valid certificate of conformity supplied.</p>
6	<p>Other large passenger Vehicles</p> <p>This category consists of:</p> <p>a. Vehicles with nine (9) or more seats registered at DVLA outside DVLA Taxation classes TC [Information Redacted] and TC [Information Redacted]; and</p> <p>b. All Vehicles with nine (9) or more seats registered at DVLA Northern Ireland (including Taxation class TC [Information Redacted] and TC [Information Redacted] Vehicles).</p> <p>c. All Member State (EEA) Vehicles with 9 or more seats including coaches and buses that are not registered with DVLA.</p>	<p>A4 photocopy of Vehicle registration document and proof of seating capacity</p>	<p>Check seating capacity greater than or equal to nine (9)</p>

6 Fraud detection and reduction

This section defines the checks that the Service Provider must carry out on Vehicles or people in receipt of a Discount in order to detect the following scenarios:

- Fraudulent registration of Discount status; or
- Fraudulent use of a Discount.

These checks will be conducted throughout the eligibility period of the Discount rather than during registration. The Service Provider must demonstrate to TfL that it has taken all reasonable steps to ensure that each Discount category is secure and free from abuse from either staff within the Service Provider organisation or Third Party organisations such as the Selected Partners.

TfL may from time to time request the Service Provider to close a number of Accounts at a single point in time, subsequent to investigations. The Service Provider must be able to close multiple Accounts at any time, as required by TfL.

Table 12 presents suggested fraud checks that the Service Provider may carry out in order to achieve a high degree of confidence in the process.

Table 12: Suggested Fraud checks

[Information Redacted]

7 Renewal Process

This section defines the responsibilities of the Service Provider with regards to existing Discount holders. This involves checking their on-going eligibility for the Discount status. If a Customer or Vehicle is no longer eligible for a Discount, then the Service Provider informs the Customer and cancels the Discount, giving thirty (30) days' notice by post. The renewal process only applies to Congestion Charging and not LEZ Discounts.

Table 13a: Discount renewal policy

Ref	Category	Renewal Occasion	Renewal mechanism
			Registration charge
6	Other large passenger Vehicles (9+ seaters)	Every twelve (12) Months	Affirmation. Note: There is no need to submit proof of the seating capacity as this would have been proven at the initial Discount registration.
8, 9, 10, 10a, 11, 12	Selected Partner status	Every twelve (12) Months.	Affirmation

Ref	Category	Renewal Occasion	Renewal mechanism Registration charge
13	100% Discounted Fleet Operator status	a. Expiry or loss of BS EN accreditation; or b. Every twelve (12) Months.	Affirmation. In addition, for expiry/loss of BS EN accreditation, an A4 Photocopy of the Breakdown organisation's BS EN ISO 9001:2000 certificate, and evidence of compliance with PAS 43.
14	TfL-operated disabled scheme	a. Expiry of the Blue Badge eligibility; or b. One year prior to expiry of the Blue Badge eligibility.	Affirmation. Affirmation upon expiry of Blue Badge (Customer is required to provide new Blue Badge details).
15	Private Vehicles of Residents within the CCZ	Every twelve (12) Months.	Affirmation, including the Customer supplying their V5C and one proof (see Table 7) dated in the last 3 months, as well as the registration charge.
16, 23	Electrically propelled Vehicles Recovery Vehicles (Discounts registered via the Contact Centre)	a. Every twelve (12) Months.	Automatic check with DVLA records Registration charge
17	Alternative Fuel Vehicles	Every twelve (12) Months.	Affirmation Registration charge
	Motortricycles	Every twelve (12) Months.	Affirmation
	Compliant LEZ Vehicles	LEZ status change from compliant to non-compliant due to: a. Emissions certification due to expire; or b. LEZ standards due to change (e.g. 2010).	Reapplication via renewal pack

Table 13b: Discount amendment policy

Ref	Category	Amendment Occasion	Amendment mechanism
6	Other large passenger Vehicles (9+ seaters)	Change of Vehicle.	Reapplication

Ref	Category	Amendment Occasion	Amendment mechanism
8, 9, 10, 10a, 11, 12	Selected Partner Vehicles	Adding or removing Vehicle(s)	Managed via Web interface by authorised User
13	100% Discounted Fleet Operator Vehicles	Adding or removing Vehicle(s)	Managed via Web interface by authorised User
14	TfL-operated disabled Scheme	Adding or removing Vehicle(s)	Managed via Web/phone interface by Customer
15	Private Vehicles of Residents within the CCZ	<p>a. Change of Vehicle; or</p> <p>b. Change of address.</p>	<p>Permanent evidence</p> <p>Affirmation, including the Customer supplying their V5C and one proof (see Table 7) dated in the last 3 months, as well as the registration charge.</p> <p>Temporary evidence</p> <p>Affirmation, including the Customer supplying one (1) acceptable temporary proof from the following list showing the Customer's name, address and the new VRM:</p> <p>a. A purchase invoice from the garage;</p> <p>b. Insurance certificate; or</p> <p>c. New keepers slip from the V5C.</p> <p>Once a temporary proof has been received, the Customer is sent a letter stating that they have ten (10) weeks to inform the Service Provider that the Vehicle is now registered with the DVLA. They can inform of this via the website or contact centre where an automated keeper match should be performed to ensure that the data held matches that held by the DVLA. A reminder letter should be issued to the Customer at week nine (9) stating that the discount will expire within four (4) weeks if they do not notify the Service Provider that the Vehicle is not registered in their name and address with the DVLA.</p>
16, 23	Electrically propelled Vehicles Recovery Vehicles (Discounts registered via the Contact Centre)	Change of propulsion code or Taxation class (as appropriate)	Automatic check with DVLA records
17	Alternative Fuel Vehicles	Change of Vehicle.	Reapplication
	Motortricycles	Change of Vehicle.	Reapplication

Ref	Category	Amendment Occasion	Amendment mechanism
	LEZ Vehicles	a. Change of Vehicle.	Reapplication
		b. Change of Vehicle emissions rating.	Reapplication

8 Affirmation process (Congestion Charge only)

For each Discount renewed by affirmation, the Service Provider sends out by post a pre-populated Discount affirmation form with accompanying guidance notes to the Customer which includes a request for payment as specified in Table 1.

The Customer checks, signs and returns the affirmation form to the Service Provider along with any evidence required to support any change in circumstance that required evidence upon initial application (cf Tables 3&7).

The Service Provider processes the form and/or evidence and if successful extends the validity of the Discount for another year and then sends a Discount Eligibility Certificate to the Customer.

9 Reapplication process (Congestion Charge only)

For Discounts renewed by reapplication, the Service Provider sends out a pre-populated Discount application form to the Customer with the first reminder.

The Customer checks, signs and returns the application form to the Service Provider along with the full evidence required for initial application (cf Tables 3&7) and any payment specified in Table 1.

The Service Provider processes the form and/or evidence and if successful extends the validity of the Discount for another year and then sends a Discount Eligibility Certificate to the Customer.

10 Renewal reminder timeline (Congestion Charge only)

The Service Provider sends out reminders to a Customer associated with a Discount as follows:

- First reminder thirty four (34) days (Parameterised) prior to the expiry date; [P43]
- Second reminder nineteen (19) days (Parameterised) prior to the expiry date, if the Discount has not been renewed;
- Notification of Discount expiry zero (0) days (Parameterised) prior to the expiry date, if the Discount has not been renewed.
- Beyond the Discount expiry date, the Discount is cancelled.

11 Discount Operation (Congestion Charge only)

This section defines some business rules for the operation of some Discounts.

Table 14: Business rules for Discounts

Discount Category	Business Rule
Blue Badge	Blue Badge Discount Customers, or Third Parties named by the Blue Badge Discount Customer and duly entered on the Customer Account, can nominate the Blue Badge Discount Customer's Vehicle up to a maximum of three (3) Months in advance of the day of travel and can make multiple-date registrations and allocate recurring Vehicles to certain days of the week. [Phone, Post, Web]
	Blue Badge Discount Customers, or Third Parties named by the Blue Badge Discount Customer and duly entered on the Customer Account, can nominate their allocation of up to two (2) (Parameterised) VRMs for the day of travel up until midnight on the Charging Day following the day of travel. Each nominated VRM shall retain its 100% Discount status until replaced by another VRM or until the end of the nominated period (if the Vehicle is nominated for such a period). [Phone, Post, Web]

Low Emission Zone offers 100% discounts to Showman's vehicle only (see table 8)