

# London Road User Charging

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## Auto Pay User Guide

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## Welcome to London Road User Charging Auto Pay User Guide

This guide provides all the key information you will need to manage Auto Pay online. Online you will be able to;

- Maintain your list of registered vehicles
- View your current and previous Auto Pay Usage and transactions
- Make interim payments
- Maintain the details of your account users

## Glossary

Term	Description
Account Holder	<p>The designated Account Holder is the person responsible for the account.</p> <p>They will act as the contact point. Any correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues</p>
Account Number	<p>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.</p>
Account Users	<p>Account Users are people authorised, by the account holder, to manage the CC 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.</p>
Billing Period	<p>The standard period is one month, although it may be different if the statement date is changed. The Billing Period will begin usually 10 calendar days from the date your Auto Pay service is activated.</p> <p>The first Billing Period may be shorter than one month depending on, which day of the month has been chosen to be, your statement date.</p>
Chargeable vehicle	<p>A vehicle is described as chargeable, if it is not eligible for a 100% discount or exemption from the Congestion Charge, ULEZ or LEZ</p>
Customer ID	<p>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.</p>

Direct Debit	The agreement between you and us, for the purposes of taking Auto Pay payments direct from your bank account
Auto Pay	The service that automatically charges the Account Holder when they use a registered vehicle in the Congestion Charge/ ULEZ zone during charging hours. The Account Holder is billed monthly and payments must be made for the service to remain active.
Auto Pay activity	This shows charges on an account prior to the billing date. These charges could be for vehicles registered for Auto Pay. These charges will be shown on the monthly statement and not currently available online.
Auto pay status	<p>The status of your Auto Pay service is displayed when signing in online;</p> <p><b>'Active'</b> status means that your Auto Pay service is fully operational, and no further action is required.</p> <p><b>'Pending suspension'</b> status means that a scheduled payment has failed and you will now need to pay the outstanding balance. If you do not pay the amount outstanding, your Auto Pay will be suspended. You will need to pay the charge in another way or you will receive a Penalty Charge Notice.</p> <p><b>'Suspended'</b> status means that a scheduled payment has failed and you must now pay the outstanding balance. If you drive any of your vehicles within the charging zone you will need to pay the charge(s) in another way or you will receive a Penalty Charge Notice. If you do not clear your balance quickly, your Auto Pay service will be closed and you will need to pay vehicle registration charges to reactivate it.</p> <p><b>'Closed'</b> status means that your Auto Pay service is no longer available. You will need to pay the charge(s) in another way or you will receive a Penalty Charge Notice. The service cannot be reactivated. A new service must be set up. Registering vehicles will incur a registration charge of £10 per vehicle.</p>
Interim Payment	A full or part payment made towards the current Auto Pay balance. This payment is made outside of your normal billing period.

## Step by step task guide

### 1. London Road User Charging Account (LRUC) Landing Page

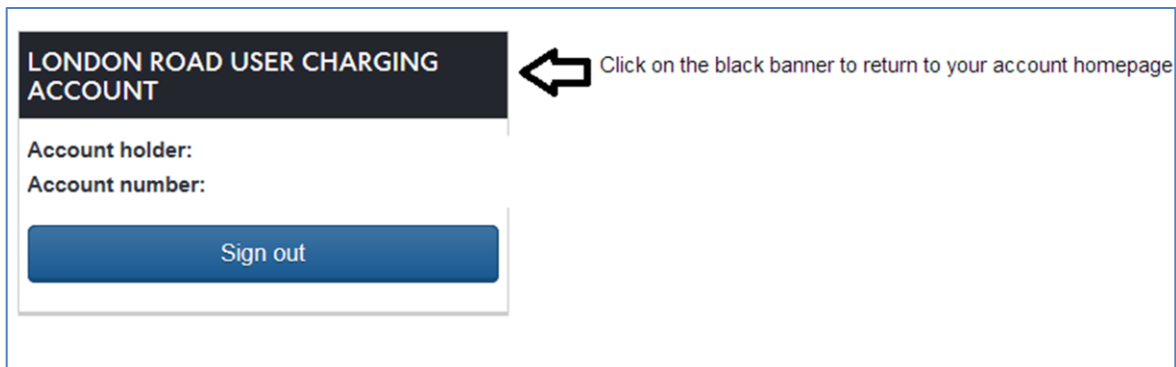
This page (Figure 1) is for all account users, and it displays all the key features of your LRUC Account. The information you see will depend upon the services that you or your organization have registered for.

By following the additional links on the right-hand side of the landing page, you will be able to Pay to Drive in London, amend payments, and request a refund.

The screenshot displays the 'London Road User Charging account' landing page. At the top, there is a breadcrumb trail: 'Driving > London Road User Charging account'. The main heading is 'London Road User Charging account'. Below this, account details are shown: 'Account number: 2000640400' and 'Account holder: Testuser23419 Surname'. Two green status notifications are present: 'Your Auto Pay service is Active. [Manage my Auto Pay](#)' and 'Blue Badge discount expires on 10/04/2019'. A 'My options' section contains several cards: 'Manage Auto Pay' (Check your balance, add and remove vehicles, and view your payments), 'Pay to drive in London' (Pay to drive within the Congestion Charge zone, the Ultra Low Emission Zone and the Low Emission Zone), 'My discounts' (Apply, view, renew, amend or cancel discounts), 'Account settings' (View personal details, payment cards and account users), 'Payment history' (View your non-Auto Pay payment history), 'My vehicles' (View all vehicles associated with this account), and 'Correspondence history' (View all incoming and outgoing correspondence). On the right side, there is a 'LONDON ROAD USER CHARGING ACCOUNT' summary box with account holder and number, and a 'Sign out' button. Below this is a vertical menu with links: 'Pay to drive in London', 'Congestion Charge/ULEZ zone', 'Check your vehicle', 'Amend/refund a charge', 'Contact us', and 'Scrappage scheme'. At the bottom right, there is a 'Help with Auto Pay' section with a link to 'Auto Pay user guides'.

(Figure 1)

At any time you wish to return to your landing page above you can 'click' on the 'London Road User Charging Account' banner on the top right hand side of most of our pages.



## 2. Manage Auto Pay

Clicking on the 'Manage Auto pay' link will take you to the '**Manage Auto Pay**' homepage. (Figure 2)



## Manage Auto Pay

**Service summary**

✓ Miles Drive

Balance: £0.00

Next statement due: 01/04/2019  
Last statement balance: £0.00

View charges since last statement  
View Auto Pay transaction history  
Auto Pay statements

**Vehicles active on Auto Pay**

1 / 2 vehicles on Auto Pay £0 annual charge

TF948DD	Used reg	CC	ULEZ
Silver LAND ROVER		3000 (3000cc)	Should be paid
RANGE ROVER VOGUE			
SE SDV6 AUTO			

View details

Add a new vehicle

View Auto Pay vehicle history

Linked Auto Pay payment card

American Express  
Ending in 0000  
Expires 12/11

Change payment details

**Manage my vehicles**

To make any changes to your vehicles, use the links below:

Manage vehicles on Quick Management list  
Manage vehicles on account  
All vehicle history

(Figure 2)

In this section, you will be able to;


- See your current balance
- Check the status of your Auto Pay
- Make an interim payment; If you make a payment now it will be deducted from your outstanding balance immediately. Your payment cannot exceed your current balance
- View and amend your payment details such as Direct Debit or payment card
- Add and remove vehicles on your Auto Pay Service
- View your Auto Pay vehicle history; Details of all vehicles that have been on your Auto Pay service within the last 2 years.
- See when your next statement is due

## View and Manage Auto Pay


- **Adding/ Removing Vehicles**

- You have until midnight on the date of travel to add additional vehicles. Only vehicles registered to an 'Active' Auto Pay service 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.

- **Add a vehicle**

By clicking on  (Figure 2), you will be able to add a vehicle. There is a £10 annual vehicle registration charge for every vehicle added to Auto Pay, you do not have to pay this immediately, it will be added to your next statement.

You will be asked to enter your vehicle details as below, (Figure 3) if you have vehicles already recorded on your account, and (Figure 4) if you have no other vehicles and need to enter a new one.

 [Driving](#) [Auto Pay](#) [Choose vehicles](#)

### Choose vehicles

You can add up to 5 vehicles to your Auto Pay service.

Each vehicle costs £10 a year to register with Auto Pay. This will be added to your monthly statement.

You can select a vehicle that is already on your account or add a new one.

[Add a new vehicle](#)

Search

eg AB01ABC

Sort

VRM A-Z

[Reset](#)

[Apply filter](#)

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Testuser23419 Surname  
Account number: 2000640400

[Sign out](#)

(Figure 3)

# Find vehicle

**i** Be careful not to mix up the letters 'l' and 'o' with the numbers '1' and '0'.  
Choose the correct country of registration. You risk getting a penalty if you pick the wrong one.

**Number plate (Vehicle Registration Mark)**

\*

eg AB01ABC

**Country of registration\***

United Kingdom

Find vehicle

\* Required field

< Back

Confirm vehicle

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Testuser23419 Surname  
Account number: 2000640400

Sign out

(Figure 5)

You will not be able to add a vehicle that is already registered to someone else's Auto Pay, you will need to contact us to prove ownership or authorisation to add the vehicle.

You will need to submit a copy of your V5C (logbook) this is the registration document issued to you by the DVLA or equivalent.

Once added you will see the following page, including information on whether you will also be charged for Ultra Low Emission zone (ULEZ) charges for each vehicle added. You can continue to add up to 5 vehicles in total or select Continue once you have added all your vehicles.

## Add vehicles to Auto Pay

You can add up to 5 vehicles to your Auto Pay service. An annual £10 registration charge applies to each vehicle - this will be added to your monthly statement.

You can select a vehicle that is already on your account or add a new one.

Selected vehicles: 1 / 4

£10 charge

**VEZ8143**

**Testcar1** Edit tag

Black FORD FOCUS  
ZETEC I25

> Charge details

**CC**  
Should be paid

**ULEZ**  
Meets the  
standard

Account vehicles

New vehicle

Continue

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Testuser23419 Surname  
Account number: 2000640400

Sign out

When you add a vehicle you will be given the option to give it a 'Tag'. This will help you identify a vehicle, so you can quickly see who's vehicle it is without knowing the number plate. To add a tag click on 'Add tag' adjacent to the vehicle's number plate.

The screenshot shows the 'Add vehicles to Auto Pay' page. A modal window titled 'Add a tag' is open, displaying the text: 'A tag will help you identify your vehicle more easily.' Below this is a text input field, a 'Cancel' button, and a 'Done' button. In the background, a vehicle entry for 'T04VRM' is visible, including the text 'Add tag', 'Blue and White AC Cobra', '9+ Discount', and a 'Charge details' link. At the bottom of the page are two buttons: 'Account vehicles' and 'New vehicle'.

If the addition is successful you will see a Confirmation page.

The screenshot shows the 'Vehicles added' confirmation page. At the top, there is a breadcrumb trail: 'Driving > Auto Pay > Vehicles added'. The main heading is 'Vehicles added'. A green success message states: 'Added to Auto Pay: 1 vehicle' and 'Your vehicle(s) have been added to your Auto Pay service.' Below this is a 'Print this Page' button. The 'Monthly statements' section indicates the next statement will be issued on Tuesday 2nd April, 2019. The 'Sign up for free alerts' section explains that mobile phone alerts can be used for payment problems and provides an 'Account settings' button. On the right side, a 'LONDON ROAD USER CHARGING ACCOUNT' summary is shown, including the account holder's name 'Mr Testuser23419 Surname' and account number '2000640400', with a 'Sign out' button below. At the bottom center is a 'Finish' button.

### 3.3 Remove a vehicle

To remove a single vehicle, you will need to click on the 'X' shown alongside the vehicle details in your list of Auto Pay vehicles (Figure 6).

You will be asked to confirm if you wish to remove that particular vehicle.

**Vehicles active on Auto Pay**  
2 / 5 vehicles on Auto Pay £20 annual charge

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<b>TF94BDG</b> <a href="#">Add tag</a>	<b>CC</b> 100% discount	<b>ULEZ</b> Should be paid	X
Silver LAND ROVER RANGE ROVER VOGUE SE SDV8 AUTO Blue Badge <a href="#">&gt; Charge details</a>			

---

<b>VEZ8143</b>	<b>CC</b> Should be paid	<b>ULEZ</b> Meets the standard	X
<b>Testcar1</b> <a href="#">Edit tag</a> Black FORD FOCUS ZETEC I25 <a href="#">&gt; Charge details</a>			

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Add a new vehicle

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View Auto Pay vehicle history [>](#)

The vehicle will be removed from your Auto Pay service immediately, so if you travelled in the zone on the day you removed it you will need to pay by another channel.

## 4. Amend Auto Pay payment details

You can change your Auto Pay payment details from the 'Manage Auto Pay' page

The screenshot displays the 'Manage Auto Pay' interface. At the top, there is a breadcrumb trail: 'Driving' > 'Auto Pay' > 'Manage Auto Pay'. The main heading is 'Manage Auto Pay'. Below this, a 'Service summary' section shows a green status bar with a checkmark and the text 'Status: Active'. To the right of this bar is a question mark icon. Below the status bar, the balance is shown as '£10.00 debit'. Further down, it lists 'Next statement date: 02/04/2019' and 'Last statement balance: £0.00'. A list of actions is provided: 'Make an Interim payment', 'View charges since last statement', 'View Auto Pay transaction history', and 'Auto Pay statements', each with a right-pointing arrow. On the right side, there is a 'LONDON ROAD USER CHARGING ACCOUNT' box containing 'Account holder: Mr Testuser23419 Surname' and 'Account number: 2000640400', with a 'Sign out' button below. Below that is a 'Help with Auto Pay' section with a link for 'Auto Pay user guides'. The 'Vehicles active on Auto Pay' section shows '1 / 5 vehicles on Auto Pay' and '£10 annual charge'. A vehicle entry for 'TF94BDG' is shown with details: 'Silver LAND ROVER RANGE ROVER VOGUE SE SDV8 AUTO', 'Blue Badge', 'CC 100% discount', and 'ULEZ Should be paid'. There is an 'Add tag' link and a close icon. Below the vehicle entry is an 'Add a new vehicle' button and a 'View Auto Pay vehicle history' link. The 'Stored Auto Pay payment card' section shows an American Express card with 'Ending in: 0002' and 'Expires: 12/22'. A 'Change payment details' link is at the bottom.

Depending on the type of payment details you already have you can change to another payment card or set up a Direct Debit.

### 4.1 Changing your payment card details

If you already pay for your Auto Pay service by payment card, if you still wish to pay by card but want to change to a new one you can do this with immediate affect.

Select 'change payment details'

Select the 'Pay by debit or credit card' option, tick the confirm, box to show that you have read the declaration, and click continue.

Driving Auto Pay Select payment method

## Select payment method

**You can't change your payment method to direct debit because your next statement date falls within the next 10 days. You'll need to try again after your statement has been issued.**

**Select payment method**

Pay by direct debit (online)

Pay by debit or credit card

**The best payment to select is direct debit**

If you use a payment card, don't forget to update your new card details when they expire. Your payments will fail if you forget. This could mean that your Auto Pay service is closed and Penalty Charge Notices may be issued. This is why we recommend you use direct debit.

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

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

Confirm

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

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Testuser23419 Surname  
Account number: 2000640400

[Sign out](#)

Select the confirm button and click 'continue'. Complete the new card details pages, please make sure you remember to 'save the card to your account'.

## 4.2 Adding and changing Direct Debit details

To change from payment card to Direct Debit or to change an existing Direct Debit the process is the same. You will need to be aware that if it is too close to the date that your scheduled monthly payment is due you may not be able to make this change, we will tell you if this is the case.

Select 'Pay by Direct Debit online'

[Home](#) [Driving](#) [Auto Pay](#) [Select payment method](#)

## Select payment method



You can't change your payment method to direct debit because your next statement date falls within the next 10 days. You'll need to try again after your statement has been issued.

### Select payment method

Pay by direct debit (online)	<input checked="" type="radio"/>
Pay by debit or credit card	<input type="radio"/>

If you are not the bank/building society account holder, or more than one person is required to authorise debits from this account, you will not be able to authorise a Direct Debit mandate online.

All correspondence regarding this Direct Debit mandate will be sent using the preferred contact details on your London Road User Charging account.

I confirm that I am the bank/building society account holder, and/or I have the sole responsibility for authorising debits from this account.



Confirm

[Back](#)

[Continue](#)

LOND  
ACCO

Accour  
Accour



Select the confirm button to show that you have read the declaration and click 'continue'.



# Set up direct debit

Name of Bank/building society account holder \*

Bank/building society account number \*

Sort Code

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## Billing address

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

Postcode \*

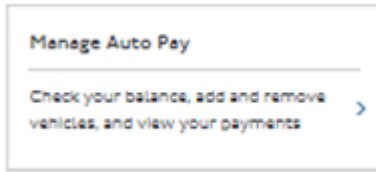
[Enter address manually](#)

Complete your bank account details pages, including the billing address – this is the address that the bank have on record for your account, this may or may not be different from your home address.

At this point we will do a quick check to make sure your bank allows this facility. Once confirmed you will be presented with a review page including the Direct Debit declaration. Once you have confirmed and selected to continue you should see a confirmation page stating that your Direct Debit application has been submitted.

## 5. Viewing transaction history and previous statements

From your account landing page (Figure 1) click on



You will be taken to the following page

The screenshot shows the "Manage Auto Pay" page. At the top, there is a breadcrumb trail: Home > Driving > Auto Pay > Manage Auto Pay. The main heading is "Manage Auto Pay". Below it is a "Service summary" section with a green bar indicating "Status: Active" and a help icon. The balance is shown as "£10.00 debit". Below the balance, there are links for "Next statement date: 02/04/2019" and "Last statement balance: £0.00". A list of actions includes "Make an Interim payment", "View charges since last statement", "View Auto Pay transaction history", and "Auto Pay statements". To the right, there is a "LONDON ROAD USER CHARGING ACCOUNT" section with account holder and number details, and a "Sign out" button. Below that is a "Help with Auto Pay" section with a link to "Auto Pay user guides". The "Vehicles active on Auto Pay" section shows 1 of 5 vehicles, with details for a Silver Land Rover Range Rover Vogue SE SDV8 Auto, including a 100% discount on CC and ULEZ charges. There is an "Add a new vehicle" button and a link to "View Auto Pay vehicle history". At the bottom, the "Stored Auto Pay payment card" section shows an American Express card with the ending "0002" and expiry "12/22", and a link to "Change payment details".

Click on

View Auto Pay transaction history >

You will be taken to the following page

Driving > Auto Pay > Transaction history

## Transaction history

View details of all transactions over the last 24 months on your Auto Pay service.

You can:

- Download these transactions as a .csv file and open them in the program of your choice
- Download a custom file by using search and filter options first
- See more details of any charges incurred on your account by expanding each tile

### My Auto Pay transactions

Filter options +

« < 1 of 32 > »

Transaction type: Daily ULEZ Charge Auto Pay High (1 day) Date: 01/03/2019 Number plate (Vehicle Registration Mark): FR6IBLN Tag: TAG_TFL Reference: 141580002694 Amount: £100.00	>
Transaction type: Daily Congestion Charge Auto Pay (1 day) Date: 01/03/2019 Number plate (Vehicle Registration Mark): FR6IBLN Tag: TAG_TFL Reference: 141580004257 Amount: £10.50	>
Transaction type: Payment Date: 28/02/2019 Reference: 19330179 Amount: £873.70 (credit)	
Transaction type: Auto Pay Annual Vehicle Registration Charge Date: 27/02/2019 Number plate (Vehicle Registration Mark): OZ19OZT Reference: 99040000012 Amount: £10.00	

You can view your autopay transactions in the upper part of the page. To view further details of a daily charge, click on the > next to it. You will be then be able to view the image of the vehicle being charged. You can also elect to filter the results of your transaction records by clicking on 'Filter options'

Filter options —

The following block will be displayed:

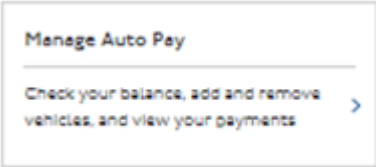
The screenshot shows a filter panel titled "My Auto Pay transactions". At the top, it says "Filter options" with a minus sign icon. Below this is a "Clear filters" link. The panel is divided into several sections: "Search by" with a dropdown menu currently set to "Vehicle Registration Mark"; "Search for a vehicle" with a search input field and a magnifying glass icon; "FILTER BY DATE RANGE" with "From date" and "To date" fields, each containing a date format "dd/mm/yyyy" and a calendar icon; "SORT BY:" with "Type" (set to "Date") and "Order" (set to "Newest first") dropdown menus. At the bottom is an "Apply filters" button.

You can then narrow the search down by searching for a particular VRM or you can order your search results by date or Vehicle registration mark in an ascending or descending order.

To view your past statements as a pdf, scroll to the bottom of the page where your previous statement will show with the most recent at the top of the list.

## 6. Viewing transactions since your previous statement



From your account landing page click on



You will be taken to the following page

# Manage Auto Pay

## Service summary

 **Status:** Active 

**Balance:** £10.00 debit

**Next statement date:** 02/04/2019

**Last statement balance:** £0.00

- Make an Interim payment >
- View charges since last statement >
- View Auto Pay transaction history >
- Auto Pay statements >

**LONDON ROAD USER CHARGING ACCOUNT**

**Account holder:** Mr Testuser23419 Sumarna  
**Account number:** 2000640400

[Sign out](#)

**Help with Auto Pay**

[Auto Pay user guides >](#)

## Vehicles active on Auto Pay

1 / 5 vehicles on Auto Pay £10 annual charge

**TF94BDG** [Add tag](#) ×

Silver LAND ROVER  
RANGE ROVER VOGUE  
SE SDV8 AUTO  
Blue Badge


**CC** | **ULEZ**  
100% discount | Should be paid

[> Charge details](#)

[Add a new vehicle](#)

[View Auto Pay vehicle history >](#)

Stored Auto Pay payment card

 **American Express**  
**Ending in:** 0002  
**Expires:** 12/22

[Change payment details >](#)

From here click on

[View charges since last statement >](#)

You will be taken to the following page

# Auto Pay transactions

View all your Auto Pay transactions since your last statement was issued.

See older Auto Pay transactions on the [Transaction history page](#).

Activity since last statement
<p><b>Transaction type:</b> Daily Congestion Charge Auto Pay (1 day) <b>Date:</b> 01/03/2019 <b>Number plate (Vehicle Registration Mark):</b> FR6IBLN <b>Tag:</b> TAG_TFL &gt; <b>Reference:</b> I4I580004257 <b>Amount:</b> £10.50</p>
<p><b>Transaction type:</b> Daily ULEZ Charge Auto Pay High (1 day) <b>Date:</b> 01/03/2019 <b>Number plate (Vehicle Registration Mark):</b> FR6IBLN <b>Tag:</b> TAG_TFL &gt; <b>Reference:</b> I4I580002694 <b>Amount:</b> £100.00</p>

**LONDON ROAD US  
ACCOUNT**

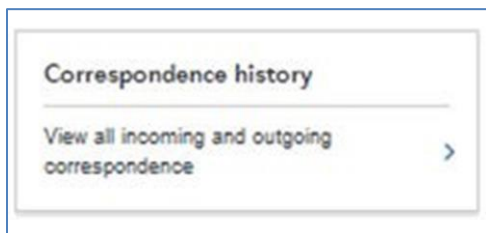
**Account holder:** Mr P  
**Account number:** 200

Sign

Here you can see any transactions on your account since your last statement was issued. You can also filter the results by date of transaction and Vehicle registration mark.

## 7. Viewing your correspondence history

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



This will take you to the following page

# Correspondence history

You can view details of all correspondence such as emails and receipts, sent to us or issued to you, through your account. If you have opted to view your payment receipts 'Online only' you will be able to see them here.

Use the filter options to filter the list for a particular day or dates.

You can also download and print individual correspondence files.

## Auto Pay

If you have Auto Pay set up on your account you can also see details of any Auto Pay correspondence such as statements. Or you can see more Auto Pay details by following the 'Manage Auto Pay' link below.

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

Manage Auto Pay >

Correspondence

Filter options +

<< < 1 of 4 > >>

Date: 19/03/2019 13:00:22  
Direction: Outbound  
Channel: email  
Reference: 1030083 >

LONDON ROAD U  
ACCOUNT

Account holder: Mr  
Account number: 20

Sig

Any correspondence that you have sent us or that we have sent you will be shown,

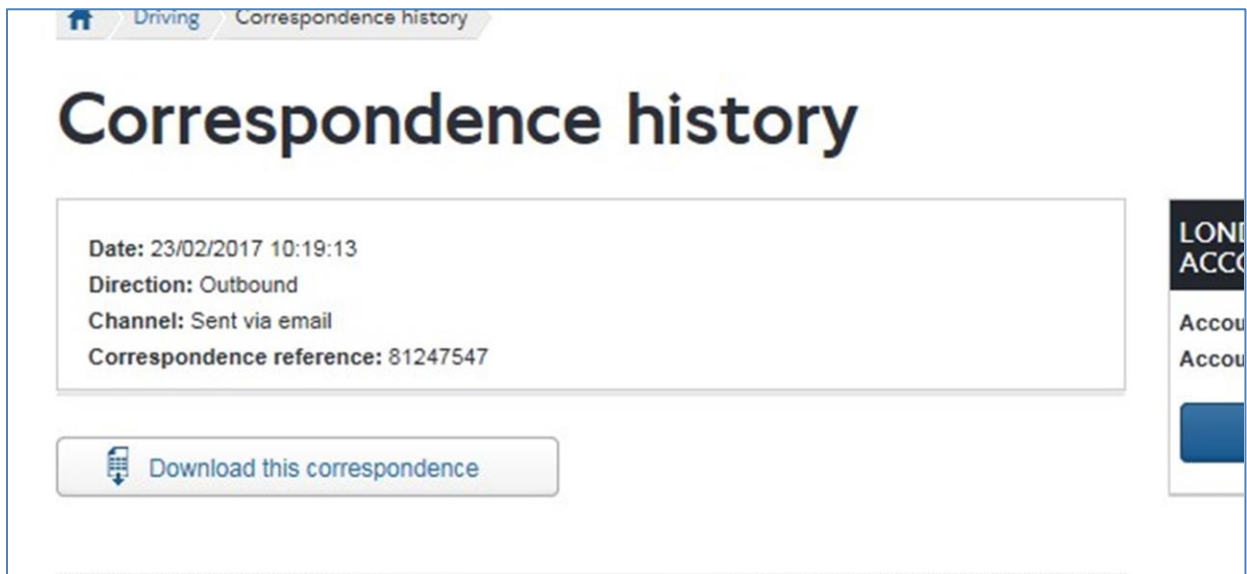
and you will have the option to search your records by clicking on

[Filter options](#)

You will then be able to search by date range that the correspondence was issued or filter the results by date showing newest or oldest first.

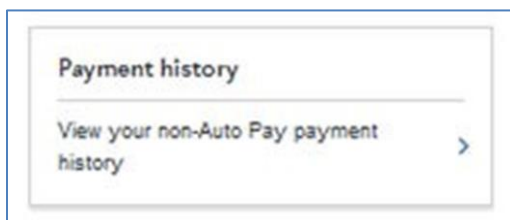
To view and download an item click on the > to the right of the item.

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 this correspondence'.

## 8. Viewing your payment history



By clicking on this link you will be able to see details of payments that have been made via your account. This includes any payments made outside of your Auto Pay service for Congestion Charging, ULEZ and LEZ.

This will take you to the following page



# Payment history

Details of all non-Auto Pay payments made through your account can be viewed here. You can track your payments, access a receipt copy, request a refund and more.

Use the filter options to search for a single transaction, or filter the list for a particular day or dates.

You can also download the unfiltered or filtered list as a .csv file and open it in the program of your choice.

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder:  
Account number:

[Sign out](#)

## Auto Pay

If you have Auto Pay set up on your account you can see a summary of your Auto Pay activity by following the 'Manage Auto Pay' link below. If you have not set up Auto Pay and want to find out more, go back to your account sign in page for details.

[Manage Auto Pay](#)

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### Past payments

[Filter options](#)

« < 1 of 3 > »

Transaction type: Daily LEZ Charge High (1 day)  
Date: 19/03/2019  
Vehicle Registration Mark: BBBY  
Charge date range: 19/03/2019  
Receipt number: M004902990  
Amount: £200.00

Details of any financial transactions (i.e. payments, refunds, registration charges) made outside of your Auto Pay service will be displayed here. To download a list of all transactions, select [Download list](#). These will be downloaded in .CSV format.



To view and download an item click on the [>](#) to the right of the item. This will take you to the following page.

## Payment history

**Payment details**  
DISCOUNT REGISTRATION CHARGE  
Payment date: 25/09/2016  
Receipt number: W0000010  
Amount: £10.00

[Download this receipt](#)

---

[< Back](#)

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder:  
Account number:

[Sign out](#)

[Print this Page](#)

Select  to download a copy of the financial transaction in PDF format.

to download a copy of the

- **Making an interim payment**

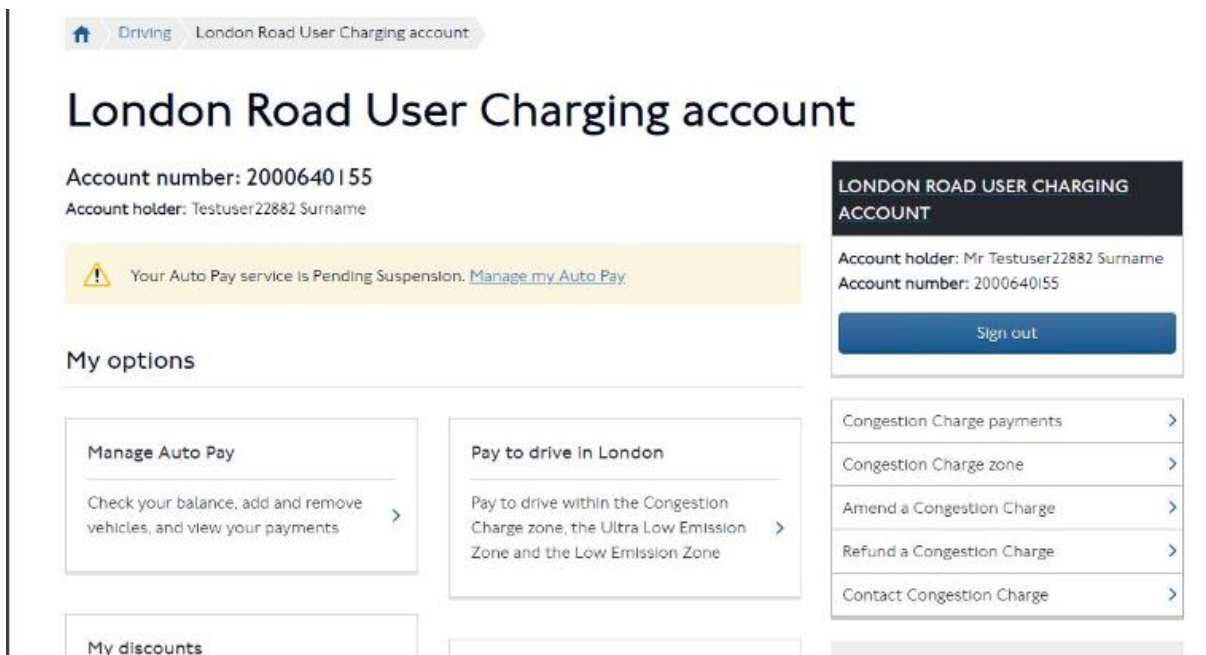
Occasionally you may wish to pay part or all of your **Auto Pay balance before your statement** and monthly payment is due. This is called an interim payment.

To do this you can select 'Make an interim payment' and follow the on screen instructions. You will not be able to pay more than the balance outstanding.

- **Making a payment if your Auto Pay is 'pending suspension'**

If your Auto Pay service monthly payment has failed and the status is in 'pending suspension' status you will see a yellow warning box reading 'Your Auto Pay service is pending suspension'. If the service has moved on to a suspended status the warning box will be red and will state 'Your Auto Pay service is suspended'. Paying the balance will immediately re activate the service in both instances.

You can either click on the 'manage my auto pay' hyperlink in the yellow/ red warning box on their account landing page or you can click on the 'Manage Auto Pay' link under 'my options'.




On the next page the amount outstanding on your Auto pay service will be displayed.

This will be the amount of the failed payment from the last statement plus any charges incurred since then.

To pay the outstanding amount to return the service to an active status click on 'Pay outstanding balance'.



## Manage Auto Pay

### Service summary

 **Your scheduled payment of £221.00 failed.** If you don't reactivate your service it will be suspended. Once suspended you will need to pay the charge another way or you will receive a Penalty Charge Notice.

To reactivate your Auto Pay you need to pay the current balance. This may include charges incurred since your last statement. The current balance payable is £221.00.

[Pay outstanding balance](#)

 **Status:** Pending Suspension 

**Balance: £221.00 debit**  
Next statement date: 13/02/2019  
Last statement balance: £221.00

**LONDON ROAD USER ACCOUNT**

Account holder: Mr Test  
Account number: 20006

[Sign out](#)

**Help with Auto Pay**

[Auto Pay user guides](#)

You will be taken to the following page where you can confirm that you want to proceed to pay the outstanding balance using your payment card. To continue to payment, click on 'Continue'.

## Manage Auto Pay



### Service summary

 **Your scheduled payment of £1,394.50 failed.** Your Auto Pay service is now suspended. If you do not reactivate your service you will need to pay the charge another way or you will receive a Penalty Charge Notice.

To reactivate your Auto Pay you will need to pay the current balance. This may include charges incurred since your last statement. The current balance payable is £1,394.50.

If you do not pay the outstanding balance now your Auto Pay will be closed and you will need to pay additional vehicle registration charges to reactivate it.

[Pay outstanding balance](#)

 **Status:** Suspended 

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Testuser22859 Surname  
Account number: 2000640145

[Sign out](#)

**Help with Auto Pay**

[Auto Pay user guides](#) >

On selecting to continue, you will be asked to enter your payment card details to make the payment.

You will be invited to save the payment card used. If you don't want to save the card click on 'Don't save the card' option, if you would like to save the card then click on 'Save this card'.

If you choose to save the card it will be saved to the base account but it will **NOT** be used for future autopay payments. If you want to amend the card on the autopay service you will need to follow the steps in this document 'Changing your payment card details'.

If the payment is successful they will be taken to the confirmation page shown below.

The screenshot shows a confirmation page with a green success message, account details, and navigation options.

## Confirmation

**✓ Your payment has been successful**

You have made a payment of **£1,394.50** to your Auto Pay service.

Your reference number is: **2000640145**

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Testuser22859 Surname  
Account number: 2000640145

Sign out

---

**New outstanding balance: £0.00**

**✓ Auto Pay is now active**

**What happens next**

The amount you have paid will be deducted from your next monthly statement.

The card used to make this payment will not replace your existing Auto Pay payment details. If you want to update the payment card used for Auto Pay, go to 'Manage my Auto Pay'.

Manage my Auto Pay >

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

The confirmation page will confirm that your Auto Pay service has been updated and the status should show as 'active'.

## 11. Making a payment if your CC Auto Pay is 'suspended'

If your CC Auto Pay service has been suspended you will see the following message.

### Manage Auto Pay

#### Service summary

 **Your scheduled payment of £1,394.50 failed.** Your Auto Pay service is now suspended. If you do not reactivate your service you will need to pay the charge another way or you will receive a Penalty Charge Notice.

To reactivate your Auto Pay you will need to pay the current balance. This may include charges incurred since your last statement. The current balance payable is £1,394.50.

**If you do not pay the outstanding balance now your Auto Pay will be closed and you will need to pay additional vehicle registration charges to reactivate it.**

[Pay outstanding balance](#)



#### LONDON ROAD USER CHARGING ACCOUNT

Account holder: Mr Testuser22859 Surname  
Account number: 2000640145

[Sign out](#)

#### Help with Auto Pay

[Auto Pay user guides](#) >

 **Status:** Suspended 

**Balance:** £1,394.50 debit

Next statement date: 13/02/2019

Last statement balance: £1,394.50

## 12. Making a payment if your CC Auto Pay is 'closed'

It is not possible to reactivate a closed autopay service. You will be able to clear the outstanding balance online, but if you would like to retain an Auto Pay service you will need to reapply.


If your Auto Pay service is closed you will see a message in a red box.

On the account landing page click on 'Manage Autopay'. On the next page the amount outstanding will be displayed. This will be the amount of the failed payment from the last statement plus any charges incurred since then. To pay the outstanding amount click on 'Pay outstanding balance'.

Home Driving Auto Pay Manage Auto Pay



# Manage Auto Pay

## Service summary

 **Your scheduled payment of £46.00 failed.** Your Auto Pay service is now closed. You will need to pay the charge another way or you will receive a Penalty Charge Notice.

Failure to pay the full outstanding balance of £46.00 may lead to recovery action.

[Pay outstanding balance](#)

 **Status: Closed** 

**Balance: £46.00 debit**  
Next statement date: N/A  
Last statement balance: £46.00

**LONDON ROAD USER CHARGING ACCOUNT**  
Account holder: Mr Testuser22889 Surname  
Account number: 2000640158  
[Sign out](#)

**Help with Auto Pay**  
[Auto Pay user guides](#) >

You will be asked to enter your credit card details to make the payment. Once your details are entered, click on 'Continue' If you have a saved payment card on your account you will be given the option to use that first. You can use your saved payment card providing it hasn't expired. If you chose not to use your saved payment card you can enter a different credit card and the second screen below will be presented.

**THIS IS NOT THE CARD THAT MAY BE BEING USED FOR YOUR AUTO PAY PAYMENTS – THIS IS A PAYMENT CARD THAT IS STORED AGAINST YOUR ACCOUNT ONLY.**

If the payment is successful, you will see a confirmation page as shown below. You will see a zero balance but your Auto Pay service will remain closed. It is not possible to reactivate a closed autopay service by paying off the outstanding balance, if you would still like to add an Auto Pay service you will need to reapply. The £10 annual vehicle registration charge will apply for each vehicle you add to a new Auto Pay service and this will be added to your first statement.



## Confirmation

 Your payment has been successful

You have made a payment of **£46.00** to your Auto Pay service.

Your reference number is: **2000640158**

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Testuser22889 Surname  
Account number: 2000640158

[Sign out](#)

New outstanding balance: **£0.00**

 You need to reapply to reactivate your Auto Pay service.

[Reapply for Auto Pay](#)

- [Congestion Charge payments](#)
- [Congestion Charge zone](#)
- [Amend a Congestion Charge](#)
- [Refund a Congestion Charge](#)
- [Contact Congestion Charge](#)

### 13. My Vehicles

**My vehicles**

[View all vehicles associated with this account.](#)

This section contains details of all vehicles that are associated with this Road User Charging Account. You can view active vehicles on your account, see the dates that they were added or removed and filter by VRM.

You will be able to sort by all of your services, including your Auto Pay service. You will also be able to see vehicles that are **NOT** registered for your CC Auto Pay Service, a charge must be paid via an alternative method if these vehicles are used in the Congestion Charging zone.

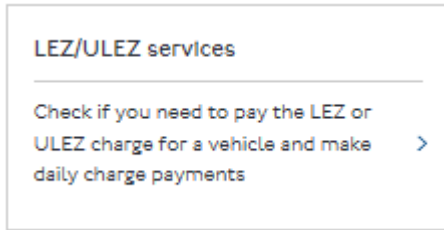
### 14. Discounts

**Discounts**

[Apply, view, renew, amend or cancel discounts.](#)

In this section you will be able to view, amend and cancel existing discounts on your account. You will also be able to apply for new discounts, view your discount history and inform us of any cherished plate transfers you intend to make to your fleet.

## 15. ULEZ and LEZ Services

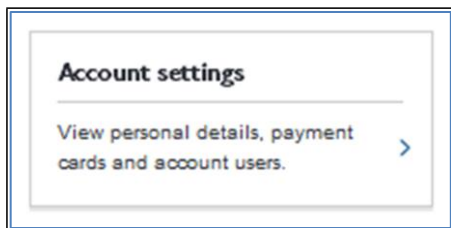


the Low Emission Zone (LEZ) covers most of Greater London. ULEZ and LEZ operate 24 hours a day, every day of the year.

Follow this link for more information on the Low Emission Zone (LEZ)

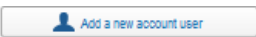
NOTE – Auto pay applies to Congestion Charging and ULEZ. Payments for vehicles using the LEZ are not taken automatically.

## 16. Account Settings



By clicking on "[Account Settings](#)" from the Landing Page you will see the details of your LRUC account and make amendments to key account information.

## 17. 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

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.

[Home](#) [Driving](#) [Account settings](#)

## Account settings

### Confirmation

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

You need to give Mike Brown 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:** 2000647078

**PIN:** 000000

#### What happens next?

Correspondence has been sent to you by your preferred communication channel. It is your responsibility to tell the account user.

[Go back to Account settings](#)

- **PIN resets**

If you have forgotten (or wish to change – query) your PIN you can call the contact centre. Once you have answered some security questions your PIN will be reset.

- **Remove an account user**

If you wish to remove an account user you can click on the **X** next to the user you wish to remove.





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


**Account users**

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

What can additional account users do? ?

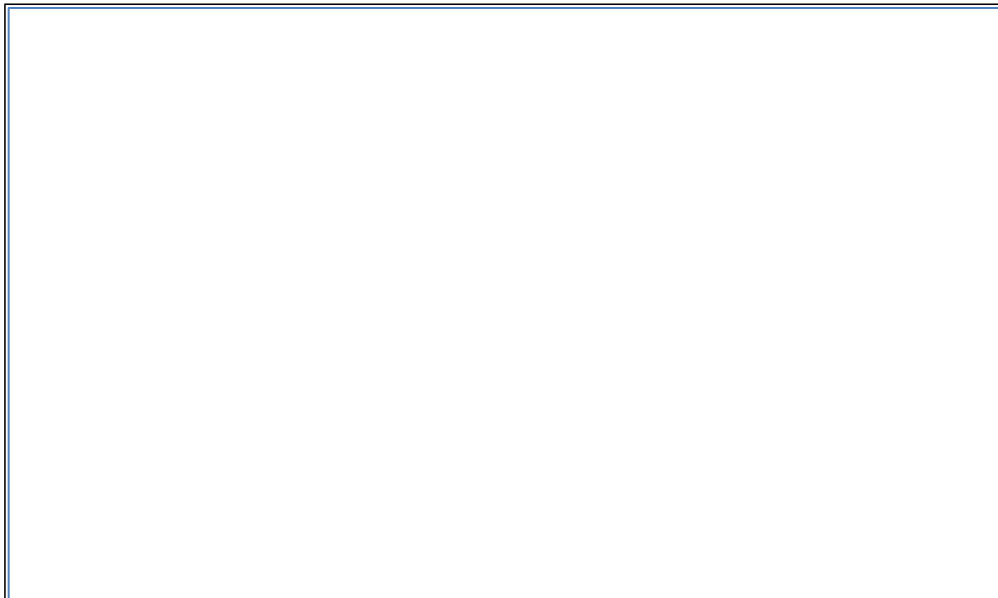
 Haster <input type="checkbox"/> Customer ID: 9234937:0002	
 Calow <input type="checkbox"/> Customer ID: 9234937:0003	

 Add a new account user

## 20. Amend marketing preferences

You can opt in or out of receiving marketing information and/or taking part in customer satisfaction surveys.

These options can be changed at anytime.



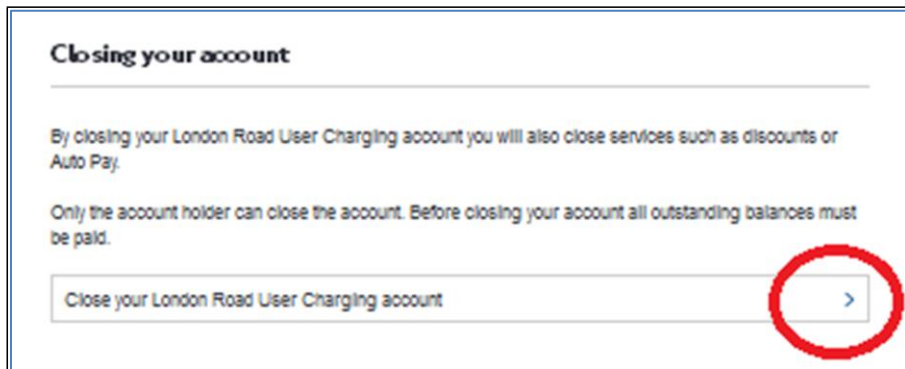
## 21. View Terms and Conditions

You can view the Auto Pay Terms and Conditions online at <https://tfl.gov.uk/corporate/terms-and-conditions>. The Account Holder will be notified by email of any future amendments.

## 22. Close your account

Only the account holder can close the account, and all services associated to it by clicking on the link shown below. You will need to confirm that you wish to close your account.

The account can only be closed if all outstanding balances have been cleared.



**Closing your account**

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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 [>](#)

**NOTE –** Once an account has been closed, any vehicle(s) that were registered for a discount, or on the Auto Pay service, will no longer be covered for the Congestion Charge and ULEZ charge. Payments will need to be paid via alternative methods for any vehicle that is used within the Charging zones. **Failure to do so may result in PCNs being issued.**

If there is an outstanding balance on the account, please contact TfL on 0207 649 9860 to settle your account via credit or debit card.

In accordance with the Auto Pay Terms and Conditions, in the event of outstanding debt or fraud by the Operator, TfL may disclose relevant details to law enforcement or debt collection agencies to assist in collecting debts or tracing those committing fraud.

## 23. Statements

We will issue you with a statement each month. This will detail all charges incurred for vehicle usage in the Congestion, ULEZ and LEZ Charging zones during the statement period and the total amount that we will debit from your bank account. It will also show any refunds, credits or debits made to your account

Transport for London		
sydenham road sydenham Londonderry SE265EZ		Transport for London Congestion Charging PO Box 341 Darlington DL1 9QA Phone 020 7649 9860 <a href="http://tfl.gov.uk/congestioncharge">tfl.gov.uk/congestioncharge</a>
AUTO PAY STATEMENT		
<b>Account Details</b>		
Account Number:	1000558970	
Statement Date:	30-05-2016	
Statement Period:	28-04-2016 - 27-05-2016	
Statement Number:	14051606	
<b>Statement Summary</b>		
Previous Statement Closing Balance:	£598.50	
Payment Received since the last statement:	£50.00	
Current Statement Opening Balance:	£548.50	
Vehicle Usage Charges for this period:	£115.50	
Vehicle Registration Charges for this period:	£00.00	
Vehicle Renewal Charges for this period:	£00.00	
Adjustments applied for this period:	-£10.00	
Pending Credits/Debits applied for this period:	£00.00	
<b>Amount Due:</b>	<b>£ 654.00</b>	
The amount due will be collected by Direct Debit on or immediately after 02-06-2016		
When this statement was generated, there may have been some instances whereby not all of the usage up to 30-05-2016 had been processed by Transport for London. Please note that any unprocessed usage charges will be added to your next statement and you may also see some charges from the previous statement period for this same reason.		
<b>TfL Customer Updates</b>		
Test message		

Payment received (if any chargebacks have been made against previous payments they will show here as a negative figure).

The total cost of vehicle usage charges for vehicles entering the CC zone during charging hours, during this statement period

The total cost for registering vehicles to the account (£10 per VRM)

The cost of renewing vehicles on the account during statement charging period

The total cost of any adjustments to the account during this statement charging period.