



Business Operations Agreement

Schedule 2 Statement of Requirements

Service Operations Directorate

Transport for London

4th Floor, Palestra

197 Blackfriars Road

Southwark London SE1 8NJL

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INTRODUCTION

This Schedule 2 sets out TfL's requirements for the Business Operation and should be delivered in conjunction with the General Requirements which are also set out in Schedule 2.

In meeting the Requirements set out in this Schedule 2: Statement of Requirements (Business Operations) the Service Provider shall at all times ensure that the Requirements are delivered in accordance with Clause 4 (TfL Objectives) of this Agreement.

The structure and layout of this document is ordered into sections. Each section has a heading with an introductory statement. This is followed by sub-headings containing requirements. Each requirement has two rows containing the following information (see example of layout of Statement of Requirements):

- Requirement number; and
- Mandatory; and
- Requirement detail.

Example of Layout of Statement of Requirements:

B1.1.1	R1	Mandatory
Individual requirements are located from here onwards.		

The requirement number indicates the number of the individual requirement. The requirement number is made up of one (1) letter and three (3) numbers. The letter indicates the Statement of Requirements to which this requirement relates to (e.g. B = Business Operations). The first number relates to the section number, the second number relates to the sub-section and the third number relates to the requirement number within that sub-section.

The Service Provider shall ensure that a mandatory Requirement is met by the Service Provider's solution.

Where a new requirement has been created it may have a letter added at the end of the requirement number, for example B4.1.1b. The letter has been added to the requirement to ensure correct sequencing, it does not indicate a sub-requirement.

BUSINESS OPERATIONS OVERVIEW

Schedule 2 Business Operations Statement of Requirements details the functions and processes required to deliver the Operational element of the Congestion Charge Zone and Low Emission Zone Schemes.

Unless otherwise stated in the Scheme Order or any document forming part of this Agreement, then all Requirements should be considered as relating to both the Congestion Charge Zone and Low Emission Zone Schemes. Details of additional requirements which are specific to the LEZ Scheme are detailed in Section 16 – Low Emission Zone.

The individual requirements have been provided in accordance with Section B, however in order to gain an overview of each Scheme and the key associated activities, please see summaries below:

Congestion Charge

- The Congestion Charge operating hours are Monday to Friday from 7am to 6pm.
- Customers are required to pay a charge for driving within the Congestion Charge Zone during the operating hours.
- There are various ways for a Customer to purchase a charge but the most popular channels are currently CC Auto Pay, Fleet Auto Pay, Web and via the Contact Centre.
- Customers can pay for a charge up to sixty five days in advance of the day of travel or within one (1) Charging Day after the date of travel. The exception being CC Auto Pay and Fleet Auto Pay customers who are automatically billed on a monthly basis for travel within the Congestion Charge Zone.
- There are a suite of Discounts available which Customers have to apply for in order for their eligibility to be determined. All Discounts are subject to an application and renewal process.

- Some vehicles are automatically Exempt from payment of the Congestion Charge. Customers with exempt Vehicles do not need to take any action as the exemption is determined by the Tax class information. This will be used by the Service Provider as a Look Up Table in order to identify them.
- ANPR cameras operating throughout the Congestion Charging Zone capture images of Vehicles during the charging hours and these are supplied to the to the Business Operations Service Provider by an agreed interface.
- The Operational IT System(s) must complete a series of validation checks to determine the next action for all of the Vehicles that have been captured within the Congestion Charge Zone on a Charging Day. These include checks to determine if a payment of the charge has been made, if the VRM is exempted, discounted or on a filter list, and if the VRM is registered for an Autopay service.
- Once all of the checks and associated activities have been completed there will remain a list of Vehicles that have not paid to travel within the Congestion Charging Zone as required. Once the list of vehicles is identified the images and associated information will be subject to further validation checks in order to create Contravention Candidate that will be transferred to the Enforcement Operation Service Provider for enforcement action to commence.

Low Emission Zone (LEZ)

- The Low Emission Zone operates twenty four (24) hours a day, every day of the year, including weekends and bank holidays.
- The charging days run from midnight to midnight, so customers driving within the Low Emission Zone between 11:30pm and 01:00am the next day, would need to pay for two (2) days travel.
- Customers can pay for a charge up to sixty five days in advance of the day of travel or within one (1) Charging Day after the date of travel.

- LEZ only affects certain vehicles by targeting those most polluting heavy diesel vehicles. Most Customers with Vehicles which are exempt or not subject to LEZ do not need to take any action.
- ANPR cameras operating throughout the Low Emission Zone capture images of Vehicles during the charging hours and these are supplied to the to the Business Operations Service Provider by an agreed interface. If a customer with a Non – Compliant Vehicle drives within the Congestion Charge Zone, and the Low Emission Zone, they will be required to make a payment of both charges.
- TfL will provide a list of UK vehicles known to be Non-Compliant, and a list of foreign vehicles known to be Compliant.
- The Operational IT System(s) must complete a series of validation checks to determine the next action for all of the Vehicles that have been captured within the Low Emission Zone on a Charging Day. These include checks to determine if a payment of the charge has been made and if the VRM is exempted, discounted or on a filter list.
- Once all of the checks and associated activities have been completed there will remain a list of Vehicles that have not paid to travel within the Low Emission Zone as required. Once the list of vehicles is identified, the images and associated information will be subject to further validation checks in order to create Contravention Candidate that will be transferred to the Enforcement Operation Service Provider for enforcement action to commence.

SECTION 1 : BUSINESS OPERATIONS

This section sets out the general Requirements for the Business Operations solution.

This section includes the Requirements for the general management of the Contact Centre, the quality and performance management of the Operational Users, as well as compliance requirements.

1.1 GENERAL

B1.1.1

Mandatory

The Service Provider shall migrate the Migrated Data in accordance with the requirements set out in Schedule 2: Statement of Requirements (General).

B1.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) includes all Migrated Data to ensure that it can be accessed and viewed from within the Interaction History, in accordance with Schedule 3: Milestones and Deliverables (Level 1 Data Migration Plan and Migration Strategy).

B1.1.3

Mandatory

The Service Provider shall ensure that Migrated Data is transferred to the Operational IT System(s) in accordance with Schedule 3: Milestones and Deliverables (Level 1 Data Migration Plan and Migration Strategy).

B1.1.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) operates in accordance with all applicable Laws and the Scheme Orders.

B1.1.5

Mandatory

The Service Provider shall ensure that the Contact Centre has the functionality to operate in accordance with the Scheme Orders.

B1.1.6

Mandatory

The Service Provider shall ensure that the Contact Centre implements TfL Operational Business Rules as provided by TfL from time to time (at no additional cost to TfL).

B1.1.7

Mandatory

The Service Provider shall receive TfL Business Rules from TfL from Time to time, and must comply with such rules. This shall include Operational User updates and training, updates to process documents, management of availability for Operational Users, and storage and version control.

B1.1.8

Mandatory

The Service Provider shall ensure that any changes to the TfL Operational Business Rules are implemented within the timescales stipulated by TfL when providing such changes to the Service Provider.

B1.1.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality

to process TfL Exceptions List(s), as such lists are notified to the Service Provider by TfL from time to time. The Service Provider shall submit to TfL for Approval its proposal for and, when Approved, comply with the process for operating the TfL Exceptions List(s).

B1.1.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to Maintain the TfL Exceptions List(s). The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the process for Maintaining the TfL Exceptions List(s).</p>		

B1.1.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Filter List(s). The Service Provider shall submit to TfL for Approval its proposal for and, when Approved, comply with the process for operating the Filter List(s).</p>		

B1.1.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to Maintain the Filter List(s). The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the process for Maintaining the Filter List(s).</p>		

B1.1.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not create a Contravention Candidate for any Vehicle that is specified in a Filter List(s).</p>		

B1.1.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the ability to automatically load multiple VRMs onto the TfL Exceptions List(s) at no cost to TfL.</p>		

B1.1.15		Mandatory
<p>The Service Provider shall ensure that the Contact Centre is a Paper Free Environment The Service Provider shall submit any processes which cannot be completed in a Paper Free Environment to TfL for Approval (and shall not carry out any such processes without such Approval).</p>		

B1.1.16		Mandatory
<p>The Service Provider shall ensure that all Operational Support Documentation used within the Contact Centre is reviewed at least at six (6) monthly intervals, or at any other time upon request by TfL.</p>		

B1.1.17		Mandatory
<p>The Service Provider shall submit any proposals for changes to the Operational Support Documentation arising from the review set out in Requirement B 1.1.16 to TfL for Approval and, when Approved, comply with such changes.</p>		

B1.1.18		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate (at no cost to TfL) Non Charging Days and additional CC Charging Days as requested by TfL from time to time.</p>		

B1.1.19		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate LEZ Charging Days independently of Congestion Charge Charging Days.

B1.1.20		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate LEZ Emergency Non Charging Days as requested by TfL from time to time.

B1.1.21		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate Charging Days up to a minimum of two (2) years in advance or such other time period as TfL may determine from time to time.

B1.1.22		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate Emergency Non Charging Days as requested by TfL from time to time.

B1.1.23		Mandatory
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The Service Provider shall design and maintain all customer facing communications and submit all customer facing communications to TfL for Approval prior to being implemented.

B1.1.24		Mandatory
<p>The Service Provider shall submit all changes to Customer facing communications to TfL for Approval and, once Approved, ensure that all changes are completed and operational within twenty four (24) hours of Approval and at no cost to TfL.</p>		

B1.1.25		Mandatory
<p>The Service Provider shall ensure that in the event of any problem with the Operational IT System(s) which prevents payments from being processed, the relevant third parties including TfL will be made aware as soon as reasonably possible and in accordance with the Service Management requirements set out in Schedule 2: Statement of Requirements (General).</p>		

B1.1.26		Mandatory
<p>The Service Provider shall ensure that in the event of a problem with the Operational IT System(s) which prevents payments from being processed, a message is relayed to the Customers and relevant advice is given to the Customers immediately.</p>		

B1.1.27		Mandatory
<p>The Service Provider shall ensure that in the event of a problem with the Operational IT System(s) which prevents payments from being processed, the Service Provider shall provide TfL with regular updates until full resolution in accordance with the Service Management requirements set out in Schedule 2: Statement of Requirements (General).</p>		

B1.1.28		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality</p>		

to include Parameterised elements to enable straightforward amendments. The Service Provider shall submit such Parameterised elements to TfL for Approval and, once Approved, comply with such Parameterised elements.

B1.1.29		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has a Quality Monitoring Tool embedded within it to be utilised in accordance with Schedule 5: Service Level Agreement.		

B1.1.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Quality Monitoring Score Cards to be loaded in and stored within the Operational IT System(s).		

B1.1.31		Mandatory
The Service Provider shall ensure that TfL can view the Quality Monitoring Score Cards within the Operational IT System(s) at any time.		

B1.1.32		Mandatory
The Service Provider shall submit to TfL for Approval the format and content of the Quality Monitoring Score Card and, when Approved, comply with such Quality Monitoring Score Card.		

B1.1.33		Mandatory
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The Service Provider shall submit to TfL for Approval and, when Approved, implement functionality to enable Authorised Users to monitor quality scores within the system.

B1.1.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sets aside a Parameterised number of Communications for Quality Checks until the required daily Quality Checks have been performed in accordance with Schedule 5: Service Level Agreement.

B1.1.35

Mandatory

The Service Provider shall ensure that the Operational IT System(s) Quality Monitoring Tool has the functionality to report on items quality checked in accordance with Schedule 5: Service Level Agreement.

B1.1.36

Mandatory

The Service Provider shall ensure that the Operational IT System(s) Quality Monitoring Tool has the functionality to report on the date feedback is provided to an Operational User as a result of Quality Checks being performed.

B1.1.37

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Pop Up Message Boxes to be used by Authorised Users to send emergency messages to all desk tops within the Contact Centre.

B1.1.38		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables scrolling message(s) to be visible on all desk tops within the Contact Centre.</p>		

B1.1.39		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables the Maintenance of Pop Up Message Boxes to be carried out on the Service Provider's Premises by Authorised Users.</p>		

B1.1.40		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables the Maintenance of scrolling message(s) to be carried out on the Service Provider's Premises by Authorised Users.</p>		

B1.1.41		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has a Help Function embedded against all key processes to help guide Operational Users. The Service Provider shall submit a list of the key processes that it proposes to provide a Help Function for to TfL for Approval and, when Approved, implement the Help Function in respect of such processes.</p>		

B1.1.42		Mandatory
<p>The Service Provider shall ensure that for all processes performed on the Operational IT System(s), the Operational IT System(s) enables an Operational User to flow through a process end to end without having to navigate away from the main functional process.</p>		

B1.1.43		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows Operational Users access to TfL's on-line Congestion Charging FAQ tool.</p>		

B1.1.44		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows Operational Users access to a Knowledge Tool.</p>		

B1.1.45		Mandatory
<p>The Service Provider shall ensure that the Knowledge Tool within the Operational IT System(s) has the functionality to enable the Operational Users to undertake the following actions:</p> <ul style="list-style-type: none"> • Navigate quickly; and • Easily search using key words 		

B1.1.46		Mandatory
<p>The Service Provider shall ensure that it reviews and Maintains the Knowledge Tool within the Operational IT System(s) at least every six (6) months to ensure that the information is relevant and takes account of any relevant changes.</p>		

B1.1.47		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has a Zone Checker Tool to aid the Operational Users in determining if an address is within the Congestion</p>		

Charging Zone.

B1.1.48

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has a Zone Checker Tool to aid the Operational Users in determining if an address is within the LEZ.

B1.1.49

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Maintenance of the Zone Checker Tool for both Congestion Charging and LEZ as requested by the Service Provider or TfL, provided that any Service Provider requests must be Approved by TfL prior to being implemented.

B1.1.50

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables the Operational Users to move through the Operational IT System(s) smoothly with no hang screens or delays when switching between processes.

B1.1.51

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to check against a current PAF for validation when a postcode is entered.

B1.1.52

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to update postcodes with the PAF as requested by TfL or the Service Provider from time to

time.

B1.1.53

Mandatory

The Service Provider shall ensure that the Operational IT System(s):

- work to UTC;
- are set to GMT; and
- allow for Daylight Saving Time clock changes across all systems.

B1.1.54

Mandatory

The Service Provider shall ensure that the various time records and displays throughout the Operational IT System(s) are consistent with one another.

B1.1.55

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically changes all times held within it in line with Daylight Saving Time clock changes.

B1.1.56

Mandatory

The Service Provider shall ensure that each date within the Operational IT System(s) is consistently in a UK format.

B1.1.57

Mandatory

The Service Provider shall ensure that live real time operational data is available to all Operational Users and TfL at all times. The Service Provider shall submit its proposals for

the live real time operational data to be provided to TfL for Assurance prior to implementing such arrangements and, when Assured, provide such data.

B1.1.58

Mandatory

The Service Provider shall escalate all legal claims to TfL immediately upon becoming aware of such a claim.

B1.1.59

Mandatory

The Service Provider shall ensure that immediately after identification of the legal claim, an event shall be recorded within the Operational IT Service System(s) detailing that a legal claim has been received.

B1.1.60

Mandatory

The Service Provider shall pay to the Customer or TfL (as specified by TfL), any financial award or judgment for which it is liable in respect of a legal claim within two (2) Working Days of notification by TfL of the amount, and shall notify TfL in writing once such payment has been made.

B1.1.61

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the visibility to the Customer of elements of the Customer Interaction history where it would not be appropriate to provide such elements to the Customer. For example internal notes between Operational Users.

B1.1.62		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) is able to reconcile the volume of items of incoming Communication to the volume of work items created on the Operational IT System(s), in order to ensure that 100% of received Communications are actioned.</p>		

B1.1.63		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) is able to reconcile the volume of items of outbound Communication to the volume of outbound communications created in the Operational IT System(s) in order to ensure that 100% of Communications are issued.</p>		

B1.1.64		Mandatory
<p>The Service Provider shall ensure that the Contact Centre has access to notifications of traffic diversions in order to manage customer enquiries and Charge Disputes.</p>		

B1.1.65		Mandatory
<p>Not used.</p>		

SECTION 2 : COMMUNICATIONS

This section sets out the Requirements for Communications with Customers.

This has been detailed under the following headings, in order to demonstrate how communications will be dealt with and recorded.

- General Communications
- Workflow
- Telephony
- Outbound Correspondence

2.1. General Communications

B2.1.1		Mandatory
Not used.		

B2.1.2		Mandatory
<p>The Service Provider shall operate the Contact Centre during the following hours ("Operational Hours"):</p> <ul style="list-style-type: none">• Monday to Friday 8am to 10pm;• Saturday 9am to 3pm ;• Sunday closed; and• Public holidays will operate on reduced hours such hours to be specified by TfL in advance.		

B2.1.3		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) accepts Communications from a Customer in any format.

B2.1.4

Mandatory

The Service Provider shall ensure that all Communications that it sends to Customers are Customer facing communications Approved by TfL in accordance with Requirement B1.1.23.

B2.1.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable 100% of Communications to:

- be logged;
- be traceable; and
- have a full audit history.

B2.1.6

Mandatory

The Service Provider shall ensure that all Operational Users directly communicating with Customers, via all Communication channels, have a standard of English equivalent to at least a GCSE grade C or equivalent educational standard.

B2.1.7

Mandatory

The Service provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with a range of processes that the Contact Centre shall operate.

As a guide these processes will include, but not be limited to:

- processing payments – Charge Payments (including Congestion Charge Payments and LEZ Charge Payments), Administration Charges, Refunds;
- Auto Pay processes;
- Customer Account applications/enquiries;
- Account Service applications/enquiries;
- Charge Disputes;
- Complaints;
- Enquiries in relation to any of the Schemes;
- Customer Account Maintenance; and
- LEZ registrations

B2.1.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Customers to make Enquires via the following Communication channels:</p> <ul style="list-style-type: none"> • Telephone; • Email; • Post; and • Web. 		

B2.1.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Customers to make Complaints via the following Communication channels:</p> <ul style="list-style-type: none"> • Telephone; 		

- Email;
- Post; and
- Web.

B2.1.10		Mandatory
<p>The Service Provider shall translate into English Correspondence from various languages, including but not limited to:</p> <ul style="list-style-type: none"> • The languages specified in the Greater London Authority regulations – Arabic, Bengali, Chinese (Cantonese and Mandarin), Gujarati, Hindi, Punjabi, Turkish, Urdu, Japanese and Vietnamese; and • Common visitor languages – German, Dutch, Belgium, French, Flemish, Polish, Danish, Italian, Spanish, Czech, Finnish, Swedish, Portuguese, Greek. 		

B2.1.11		Mandatory
<p>The Service Provider shall ensure that, the Operational IT System(s) has the functionality to store an item of Correspondence which has been translated.</p>		

B2.1.12		Mandatory
<p>The Service Provider shall ensure that both the original Correspondence and the translated Correspondence produced under Requirement B 2.1.10 shall be retained within the Interaction History.</p>		

B2.1.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables the Operational Users to access all information held within the Operational IT System(s) in</p>		

order to process Customer Enquiries.

B2.1.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables the Operational Users to access all information held within the Operational IT System(s) in order to process Customer Complaints.

B2.1.15

Mandatory

The Service Provider shall ensure that, where insufficient information is available to create either a Customer Account or a Customer Record, the Operational IT System(s) has the functionality to create an Anonymous Record, with such Customer information as is available, in accordance with Appendix 2: Customer Account Structure.

B2.1.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Communications to be associated with an Anonymous Record.

B2.1.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Communications to be associated with a Customer Record.

B2.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Communications to be associated with a Customer Account.

B2.1.19		Mandatory
<p>The Service Provider shall ensure that, upon request by a Customer, Correspondence can be provided in large print in accordance with the specifications of the Royal National Institute for the Blind.</p>		

B2.1.20		Mandatory
<p>The Service Provider shall ensure that upon request by a Customer, Correspondence can be provided in Braille.</p>		

B2.1.21		Mandatory
<p>The Service Provider shall ensure that upon request by a Customer, Communications can be provided in audio format.</p>		

B2.1.22		Mandatory
<p>The Service Provider shall ensure that an Operational User can transcribe a document on behalf of a Customer if a Customer is not reasonably able to communicate via other means.</p>		

B2.1.23		Mandatory
<p>The Service Provide shall ensure that all Customer Communications are in plain English.</p>		

B2.1.24		Mandatory
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The Service Provider shall ensure that where a Customer corresponds in a foreign language, the response is in the same language.

B2.1.25

Mandatory

The Service Provider shall ensure that all Communication is stored electronically within the Operational IT System(s).

B2.1.26

Mandatory

The Service Provider shall ensure that all Communications stored within the Operational IT System(s) are accessible and viewable from within an Interaction History.

B2.1.27

Mandatory

The Service Provider shall ensure that where items of Communication have been received directly into the Contact Centre these can be uploaded into the Operational IT System(s) by an Operational User in the Contact Centre.

B2.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays all postal Communication within twenty-four (24) hours of the postal Communication being printed.

B2.1.29

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays all SMS Messages within one (1) minute of the SMS being issued to the Customer.

B2.1.30		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) displays all emailed Communications within two (2) minutes of the email being issued to the Customer.</p>		

B2.1.31		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) displays any Communication issued by TfL within twenty four (24) hours of the Communication being issued.</p>		

B2.1.32		Mandatory
<p>The Service Provider shall ensure that items of Communication can be printed from the Operational IT System(s) by an Operational User with the option to collect the printed item from an on-site printer at the Contact Centre.</p>		

B2.1.33		Mandatory
<p>The Service Provider shall provide a secure facility for the receipt and storage of hardcopy Correspondence and payments.</p>		

B2.1.34		Mandatory
<p>The Service Provider shall accept all mail via post office boxes specified by TfL (which will be owned and provided by TfL).</p>		

B2.1.35		Mandatory
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The Service Provider shall process payments received in accordance with Appendix 1: Payments and Transaction Channels and Appendix 5: Operational Guidance.

B2.1.36

Mandatory

The Service Provider shall ensure that all hardcopy Communications are scanned and stored in the Operational IT System(s) and linked to either:

- a Customer Account;
- a Customer Record; or
- an Anonymous Record.

B2.1.37

Mandatory

The Service Provider shall ensure that hardcopy original documentation is stored at the secure postal facility in accordance with Appendix 11: Data Retention.

B2.1.38

Mandatory

The Service Provider shall ensure that hardcopy original documents stored in accordance with Requirement B 2.1.36 can be retrieved from the secure postal facility upon request by TfL (or the Service Provider).

B2.1.39

Mandatory

The Service Provider shall ensure that hardcopy original documents are sent to the requesting Operational User within twenty four (24) hours of being requested from the secure Postal Facility.

B2.1.40		Mandatory
<p>The Service Provider shall ensure that, if a scanned image is unclear, the Operational User can request a rescan of an item which shall be provided within twenty four (24) hours.</p>		

B2.1.41		Mandatory
<p>The Service Provider shall ensure that where a Customer has supplied original documentation, the documentation is scanned immediately and the original documentation is immediately returned to the Customer via recorded delivery.</p>		

B2.1.42		Mandatory
<p>The Service Provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with a process for handling returned mail.</p>		

B2.1.43		Mandatory
<p>Not used.</p>		

B2.1.44		Mandatory
<p>The Service Provider shall ensure that the incoming postal facility is able to process incoming Communications in varying formats (including, without limitation paper, CD and Excel Spreadsheets).</p>		

B2.1.45		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to record an item of Communication which has been returned.

2.2. Workflow

B2.2.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to create Workflow items.

B2.2.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to manage Workflow items.

B2.2.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the date and time of any Workflow item status change.

B2.2.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Operational Users to view the entire Interaction History, including Workflow item notes.

B2.2.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable all Operational Users and TfL to create Workflow items.

B2.2.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable the progression of Workflow items to be viewable and traceable within the Operational IT System(s).

B2.2.7

Mandatory

The Service Provider shall ensure that Workflow items are fully auditable.

B2.2.8

Mandatory

The Service Provider shall provide the functionality to ensure that attachments from various sources can be added to Workflow items.

B2.2.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality for unlimited free text to be entered on Workflow item notes.

B2.2.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality for a spell checking function on Workflow item notes.

B2.2.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality for a copy and paste function on Workflow item notes.</p>		

B2.2.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Workflow items to be searchable by defined fields. The Service Provider shall submit a list of fields it proposes to be searchable to TfL for Assurance (prior to implementing) and, when Assured, implement such fields.</p>		

B2.2.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to report on Workflow items.</p>		

B2.2.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that Workflow item notes are viewable by Operational Users but not by Customers (save to the extent required in relation to Subject Access Requests).</p>		

B2.2.15		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) maintains an audit history of Workflow items' progression, to include (without limitation):</p> <ul style="list-style-type: none"> • dates of activity; • contributors; 		

- recipients of the Workflow item;
- escalation route; and
- notes added.

B2.2.16		Mandatory
The Service Provider shall ensure that the Operational IT System(s) retains all Workflow item notes in accordance with Appendix 11: Data Retention.		

B2.2.17		Mandatory
The Service Provider shall ensure that the Operational IT System(s) provides a unique identifier for the Communication channels by which all Communication is received or issued.		

B2.2.18		Mandatory
The Service Provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with a methodology for assigning unique identifiers to each Communication channel.		

B2.2.19		Mandatory
The Service Provider shall ensure that the Operational IT System(s) assigns a unique reference to all Communications.		

B2.2.20		Mandatory
The Service Provider shall ensure that all Communications are date and time stamped on		

the Operational IT System(s) to enable them to be sorted appropriately within Workflow.

B2.2.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) includes the same unique reference on all related Communications.

B2.2.22

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the categorisation of all Workflow items to pre-defined categories. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement such pre-defined categories.

B2.2.23

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow for the Maintenance of the pre-defined categories Assured in accordance with B2.2.22 (at no cost to TfL).

B2.2.24

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement a hierarchy of Authorised Users.

B2.2.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Authorised Users to amend the categorisation of a Workflow item.

B2.2.26		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has a full audit trail for any changes to Categorisation of Workflow items.		

B2.2.27		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be linked to a Customer Account.		

B2.2.28		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be linked to a Customer Record.		

B2.2.29		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be linked to an Anonymous Record.		

B2.2.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Communications linked to an Anonymous Record to be linked to a Customer Account once a Customer Account is identified or created.		

B2.2.31		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows Communications linked to a Customer Record to be linked to a Customer Account once a Customer Account is identified or created.

B2.2.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Communications to be viewed in a logical order.

B2.2.33

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to convert an Anonymous Record into a Customer Account when the required details are obtained from the Customer.

B2.2.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to convert a Customer Record into a Customer Account when the required details are obtained from the Customer.

B2.2.35

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be assigned to the following, but not limited to:

- Workflow queues;
- Operational User(s); and
- TfL Personnel.

B2.2.36		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be assigned in bulk to the following, but not limited to:</p> <ul style="list-style-type: none"> • Workflow queues; • Operational User(s); and • TfL Personnel. 		

B2.2.37		Mandatory
<p>The Service Provider shall ensure that any Communications that have been assigned to a Workflow queue can be moved to another Workflow queue by an Authorised User whilst retaining a full audit history.</p>		

B2.2.38		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows controlled access to stored Communications dependent on Authorised User access rights, as described in Schedule 2: Statement of Requirements (General).</p>		

B2.2.39		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows all attachments to be opened for viewing regardless of the Communication channel through which it was received.</p>		

2.3. Telephony

B2.3.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow customer satisfaction surveys to be conducted as part of Customer interactions, via the following Communication channels:</p> <ul style="list-style-type: none"> • Web; • Telephone (including IVR); • Email; and • Post (where requested by TfL) 		

B2.3.1b		Mandatory
<p>The Service Provider shall conduct Customer satisfaction surveys in accordance with instructions provided by TfL from time to time. The Service Provider shall submit to TfL for Assurance (prior to implementing) the content of the Customer satisfaction surveys and when Assured, implement such Customer satisfaction surveys.</p>		

B2.3.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) displays the telephone number of all incoming calls into the Contact Centre where possible.</p>		

B2.3.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) displays the Customer Account details associated to an incoming call immediately if the telephone number is stored against a Customer Account.</p>		

B2.3.4		Mandatory
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The Service Provider shall ensure that the Service Provider Personnel within the Contact Centre are trained for such role.

B2.3.5

Mandatory

The Service Provider shall ensure that Service Provider Personnel within the Contact Centre undergo an oral test as part of their interview process.

B2.3.6

Mandatory

Not used.

B2.3.7

Mandatory

The Service Provider shall provide a text phone service for hearing impaired Customers.

B2.3.8

Mandatory

Not used.

B2.3.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is integrated with a Computer Telephony Interface (CTI).

B2.3.10

Mandatory

The Service Provider shall ensure that the TfL-owned telephone numbers are used as the

Customer contact numbers for Congestion Charging and LEZ.

B2.3.11

Mandatory

The Service Provider shall provide access to a translation and interpreting service for Customers who do not speak English as a first language.

B2.3.12

Mandatory

The Service Provider shall ensure that all calls facilitated by a translator are fully recorded in line with PCI compliance in accordance with Clauses 45.8 to 45.12 (PCI-DSS).

B2.3.13

Mandatory

The Service Provider shall provide an Interactive Voice Response (IVR) solution for Inbound calls.

B2.3.14

Mandatory

The Service Provider shall ensure that the IVR includes Automatic Speech Recognition (ASR).

B2.3.15

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement IVR menus and call flows.

B2.3.16

Mandatory

The Service Provider shall submit to TfL for Approval any proposed changes to the IVR and, when Approved, implement such changes to the IVR.

B2.3.17

Mandatory

The Service Provider shall ensure that the IVR system is able to be administered both remotely and on Service Provider Premises.

B2.3.18

Mandatory

The Service Provider shall ensure that emergency and urgent broadcast messages are uploaded and deployed to the IVR system within thirty (30) minutes of a request from TfL to do so and at no cost to TfL.

B2.3.19

Mandatory

The Service Provider shall ensure that all IVR changes to vocabulary are implemented within twenty four (24) hours of a request from TfL to do so and at no cost to TfL.

B2.3.20

Mandatory

The Service Provider shall ensure that where the IVR has not been able to recognise a Customer's request then the call is routed directly to an Operational User during Contact Centre opening hours.

B2.3.21

Mandatory

The Service Provider shall ensure that the voice used for the recording of IVR messages is consistent.

B2.3.22		Mandatory
<p>The Service Provider shall ensure that a recorded message is played when a Customer opts to speak to an Operational User outside of the Contact Centre opening hours.</p>		

B2.3.23		Mandatory
<p>The Service Provider shall ensure that the IVR contains a welcome message to be played in advance of the list of IVR menu options.</p>		

B2.3.24		Mandatory
<p>The Service Provider shall submit to TfL for Approval prior to being activated on the IVR all IVR messages and, when Approved, activate such messages.</p>		

B2.3.25		Mandatory
<p>The Service Provider shall ensure that the IVR can switch messages on and off within twenty-four (24) hours of receiving a request from TfL to do so.</p>		

B2.3.26		Mandatory
<p>The Service Provider shall ensure that the IVR automatically turns off access to an Operational User when outside of the Contact Centre opening hours.</p>		

B2.3.27		Mandatory
<p>The Service Provider shall ensure that the IVR automatically turns on access to an</p>		

Operational User when inside Contact Centre opening hours.

B2.3.28

Mandatory

The Service Provider shall ensure that the IVR automatically plays a pre recorded message to Customers in the event that the call waiting time exceeds a Parameterised number of minutes.

B2.3.29

Mandatory

The Service Provider shall ensure that the IVR System automatically advises a Customer of the expected call wait time whilst they are queued in the IVR system.

B2.3.30

Mandatory

The Service Provider shall ensure that the IVR has the functionality to provide an automated payment system.

B2.3.31

Mandatory

The Service Provider shall ensure that the automated payment system is active twenty-four (24) hours a day, seven (7) days per week, three hundred and sixty-five (365) days a year.

B2.3.32

Mandatory

The Service Provider shall ensure that a payment made via the IVR System can be made by a Customer with a Customer Account and the payment linked to that Customer's Customer Account.

B2.3.33		Mandatory
<p>The Service Provider shall ensure that a payment made via the IVR can be made by a Customer who does not have a Customer Account.</p>		

B2.3.34		Mandatory
<p>The Service Provider shall ensure that payments made via the IVR by a Customer without a Customer Account are stored against the relevant VRM and Receipt Number.</p>		

B2.3.35		Mandatory
<p>The Service Provider shall ensure that the IVR offers the caller the option to have each question repeated to them.</p>		

B2.3.36		Mandatory
<p>The Service Provider shall ensure that the IVR includes the functionality such that, if a question remains unanswered then the call is dropped out to the following as appropriate:</p> <ul style="list-style-type: none"> • an Operational User during the Contact Centre Operational Hours; • the Approved message outside of the Contact Centre Operational Hours. 		

B2.3.37		Mandatory
<p>The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement the music that the IVR shall play where a Customer is queued.</p>		

B2.3.38		Mandatory
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The Service Provider shall ensure that all necessary music licences are purchased for the IVR system at no cost to TfL.

B2.3.39		Mandatory
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The Service Provider shall ensure that one hundred per cent (100%) of calls are recorded.

B2.3.40		Mandatory
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The Service Provider shall ensure that all call recordings adhere to the latest PCI industry standards in accordance with Clauses 45.8 to 45.12 (PCI-DSS).

B2.3.41		Mandatory
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The Service Provider shall ensure that all recorded calls are available with real-time playback.

B2.3.42		Mandatory
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The Service Provider shall ensure all recorded calls are date and time stamped.

B2.3.43		Mandatory
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The Service Provider shall ensure that call recordings can be searched for using prescribed fields.

B2.3.44		Mandatory
The Service Provider shall ensure that call recordings can be searched for using wildcard searches.		

B2.3.45		Mandatory
The Service Provider shall ensure that stored call recordings are accessible by Authorised Users, including TfL.		

B2.3.46		Mandatory
The Service Provider shall ensure that stored call recordings can be transferred to removable media as specified by TfL from time to time.		

B2.3.47		Mandatory
The Service Provider shall ensure that stored call recordings are recorded as a single recording even where the call is transferred.		

B2.3.48		Mandatory
The Service Provider shall ensure that stored call recordings are recorded as a single recording even where the call is put on hold.		

B2.3.49		Mandatory
The Service Provider shall ensure that where a Customer has a Customer Account all call recordings relating to that Customer Account are accessible within the Interaction History		

of that Customer Account.

B2.3.50

Mandatory

The Service Provider shall ensure that the call recordings for Customers without a Customer Account can be accessed.

B2.3.51

Mandatory

The Service Provider shall ensure that the IVR has the functionality to route calls, based on Customer IVR selection, to an Operational User with the relevant skill set.

B2.3.52

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement the list of wrap up codes that shall be available for use.

B2.3.53

Mandatory

The Service Provider shall ensure that new wrap up codes can be added within twenty-four (24) hours of being requested by TfL (at no cost to TfL).

B2.3.54

Mandatory

The Service Provider shall ensure that all wrap up codes are reportable and auditable.

B2.3.55

Mandatory

The Service Provider shall ensure that all call transfers are made as a warm transfer.

B2.3.56

Mandatory

The Service Provider shall ensure that where a call is routed from the IVR to an Operational User, the information entered into the IVR by a Customer is available to the Operational User.

B2.3.57

Mandatory

The Service Provider shall only give a Customer access to their Customer Account details once they have identified themselves securely to an Operational User. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with the mechanism for securely identifying Customers.

B2.3.58

Mandatory

The Service Provider shall only give a Customer access to their Customer Account details once they have identified themselves securely via the IVR. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with the mechanism for securely identifying the Customer.

B2.3.59

Mandatory

The Service Provider shall ensure that any transferred calls take precedence over inbound calls.

B2.3.60

Mandatory

The Service Provider shall ensure that the phonetic alphabet is used by the Service Provider Personnel within the Contact Centre when dealing with Customers.

B2.3.61

Mandatory

The Service Provider shall ensure that the Service Provider Personnel within the Contact Centre staff can make outbound calls. The Service Provider shall submit to TfL for Assurance (prior to implementing) the circumstances under which Service Provider Personnel may make outbound calls and, once Assured, ensure that the Service Provider Personnel only make outbound calls in these circumstances.

2.4. Outbound Communication

B2.4.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to perform Customer Mail Outs via the following Communication channels to defined groups of Customers, as requested by TfL from time to time:

- Email;
- SMS;
- Post; and
- Web.

B2.4.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the Mail Out Communication to be viewed from the Interaction History.

B2.4.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow responses to Enquiries and Complaints to be made via all Communications channels.</p>		

B2.4.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to perform an English (UK) spell and grammar check on all outbound Communications.</p>		

B2.4.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to automatically generate Communications with pre-populated data fields and automatically send to the Customer without the ability for an Operational User to edit the Communication. The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the list of these fields.</p>		

B2.4.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to automatically generate Communication with pre-populated data fields and allow limited editing by an Operational User prior to being sent to the Customer. The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the list of the Communications which shall have be capable of limited editing by the Operational User.</p>		

B2.4.7		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) shall provide the functionality to automatically generate Communication and allow the Operational User to insert pre-defined text prior to being sent to the Customer. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.

B2.4.8

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow all Communication (including system generated letters) to be previewed in advance of being issued.

B2.4.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the issuing of Communications to be suppressed.

B2.4.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) provides the functionality to generate Communication allowing the Operational User to insert free text prior to being issued.

B2.4.11

Mandatory

The Service Provider shall ensure that any new Elective Paragraphs are added into the Operational IT System(s) within twenty four (24) hours of being Approved by TfL (at no cost to TfL).

B2.4.12		Mandatory
<p>The Service Provider shall ensure that new letter templates are added into the Operational IT System(s) within twenty four (24) hours of notification from TfL to do so (at no cost to TfL).</p>		

B2.4.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to include attachments to outbound emails.</p>		

B2.4.14		Mandatory
<p>The Service Provider shall ensure that the outbound postal operation has the ability to include additional marketing materials of various sizes within Customer Communication e.g. information leaflets of various sizes as supplied by TfL.</p>		

B2.4.15		Mandatory
<p>The Service Provider shall ensure that copies of call recordings can be issued as part of the Outbound Communications to a Customer.</p>		

B2.4.16		Mandatory
<p>The Service Provider shall ensure that postal items are sent via the most commercially viable postal service provider.</p>		

B2.4.17		Mandatory
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The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with the list of items of Communication which shall be sent by 1st class and which by 2nd class post.

B2.4.18

Mandatory

The Service Provider shall ensure that where marketing materials are stored for postal fulfilment, TfL is provided with stock level run rates on a monthly basis to ensure that stocks do not run out.

B2.4.19

Mandatory

The Service Provider shall ensure that the print fulfilment function has the ability to print cheques.

B2.4.20

Mandatory

The Service Provider shall ensure that items submitted for printing can be suspended.

B2.4.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) responds to all received email Communication with an immediate automated email acknowledgement.

B2.4.22

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to manage more than one (1) email address for inbound Communications. These will include emails relating to:

- General Enquiries;
- Complaints;
- Discounts;
- CC Auto Pay;
- Fleet Auto Pay; and
- LEZ.

B2.4.23		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to identify and remove any spam Emails received.		

B2.4.24		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to manage emails with file attachments.		

B2.4.25		Mandatory
The Service provider shall ensure that the Operational IT System(s) supports email file sizes up to thirty (30) MB for each of inbound and outbound Communications.		

B2.4.26		Mandatory
The Service provider shall ensure that the Operational IT System(s) has the functionality to support the receipt of large volumes of emails.		

B2.4.27		Mandatory
<p>The Service provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with email body text and email subject text for all email templates.</p>		

B2.4.28		Mandatory
<p>The Service Provider shall ensure that email body text and email subject text cannot be edited once it has been issued to a Customer.</p>		

B2.4.29		Mandatory
<p>The Service Provider shall ensure that email attachments cannot be edited once they have been issued to a Customer.</p>		

B2.4.30		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) sends all outbound emails from a generic e-mail address with a generic signature.</p>		

B2.4.31		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that outbound emails are fully auditable.</p>		

B2.4.32		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the outbound email address to be responded to by the Customer and the</p>		

response to be automatically placed into Workflow.

B2.4.33

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows for all email Communication associated with a Customer, to be opened and viewed from within the Interaction History.

B2.4.34

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with processes for handling undelivered emails

B2.4.35

Mandatory

The Service Provider shall ensure that the Operational IT System(s) clearly states where a Customer needs to take action in the email subject text of any outbound emails.

B2.4.36

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to opt for SMS reminders against specific Account Services.

B2.4.37

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Discount is due to expire.

B2.4.38		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Auto Pay payment fails.

B2.4.39		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Auto Pay service is suspended.

B2.4.40		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Auto Pay service is closed.

B2.4.41		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder for when a credit or debit card associated to their CC Auto Pay Account Service is due to expire.

B2.4.42		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their annual charge is due to expire

B2.4.43		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Residents Discount annual charge is due to expire.

B2.4.44

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS receipt as part of the payment process, this will be sent in addition to a receipt via their Preferred Communication Channel.

B2.4.45

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow an anonymous Customer to opt for an SMS receipt as part of a payment transaction.

B2.4.46

Mandatory

The Service Provider shall maintain SMS message(s) (at no additional cost to TfL).

B2.4.47

Mandatory

The Service Provide shall ensure SMS message(s) amendments, removals or additions are implemented within twenty four (24) hours of being requested by TfL.

B2.4.48

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to receive a SMS Payment receipt whenever a payment is made

regardless of the Payment Channel and in accordance with Appendix 1: Payments and Transaction Channels.

B2.4.49

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can send a SMS message containing an Auto Pay Balance upon request of an Authorised User.

B2.4.50

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can send ad hoc SMS messages to a Customer or groups of Customers where a mobile number is recorded within the Operational IT System(s), at the request of TfL.

B2.4.51

Mandatory

The Service Provider shall ensure that a process is in place for handling SMS messages that have failed to be delivered. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposal for and, when Assured, shall comply with such process.

B2.4.52

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History all SMS messages.

B2.4.53

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records all SMS

messages.

B2.4.54

Mandatory

The Service Provider shall ensure that all SMS messages are sent within 2 (two) minutes of being requested by the Customer.

B2.4.55

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents an SMS from being edited once it has been issued.

B2.4.56

Mandatory

The Service Provider shall ensure that the Operational IT System(s) provides a unique Receipt Number for each Receipt.

B2.4.57

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the unique Receipt Number to be searchable by Operational Users.

B2.4.58

Mandatory

The Service Provider shall ensure that Operational IT System(s) records the Receipt Number against the payment(s) made.

B2.4.59

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can issue Receipts via the following Communication channels:

- verbal receipt number as provided by the Operational User or IVR;
- SMS Receipt;
- email Receipt;
- post; and
- web.

B2.4.60		Mandatory
<p>The Service Provider shall ensure that where a Customer makes a payment via the IVR System that Customer shall receive a Receipt Number confirmation with the option to have a physical Receipt by SMS or email.</p>		

B2.4.61		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) provides a Receipt Number at the point a payment is successful.</p>		

B2.4.62		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) produces a Receipt immediately after each payment.</p>		

B2.4.63		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) produces a summary of payments made for a date range as specified by the Customer from time to time.</p>		

B2.4.64		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) sends Receipts via the Customer's Preferred Communication Channel.</p>		

B2.4.65		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can send duplicate Receipts via the Customer's Preferred Communication Channel or an alternative Communication channel as may be requested by the Customer from time to time.</p>		

B2.4.66		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) generates a Receipt for all payment types (upon request by a Customer) and retains this Receipt within the Operational IT System(s).</p>		

B2.4.67		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) generates a Receipt and only a Receipt Number is provided to the Customer unless the Customer requests a physical Receipt.</p>		

B2.4.68		Mandatory
<p>The Service Provider shall ensure that where more than one (1) Charge Payment has been purchased in one Payment Transaction then the Operational IT System(s) only issues one Receipt detailing all purchases made in the single Payment Transaction.</p>		

B2.4.69		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) assigns a unique identifier against each payment processed.</p>		

B2.4.70		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) issue an SMS Receipt within two (2) minutes of a relevant Payment Transaction completing.</p>		

B2.4.71		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) issues an email Receipt within one (1) minute of the relevant Payment Transaction completing.</p>		

B2.4.72		Mandatory
<p>The Service Provider shall ensure that postal Receipts are available but these should only be used in extraordinary circumstances.</p>		

B2.4.73		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) populates the Receipt data fields with the data elements set out in Appendix 6: Key Data Fields for Receipts and Statements.</p>		

B2.4.74		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to add messages to the bottom of Receipts up to four hundred (400) characters in length, (with the exception of SMS Receipts) as provided by TfL from time to time.

B2.4.75

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows messages to be added to the bottom of Receipts within twenty four (24) hours of being requested by TfL (at no cost to TfL).

B2.4.76

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a Customer from being able to edit an issued Receipt.

SECTION 3 : CUSTOMER ACCOUNT

This section sets out the Requirements for Customer Accounts and Accounts Services and should be read in conjunction with Schedule 2 Appendix 2 Customer Account Structure.

The section provides detail on how a Customer Account is set up and managed, and how Account Services can then be attached.

There are a number of Accounts Services available to Customers, such as Discounts and Auto Pay options. Individual Requirements for Accounts Services can be found in various sections throughout this document.

It is important that Customers should be able to self manage their Customer Accounts and Accounts Services as much as possible.

3.1. Accounts and Account Services

B3.1.1		Mandatory
<p>The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for preventing and managing multiple updates to a Customer Account or Account Service occurring at the same time (for example, a Customer purchasing a Charge Payment via the Contact Centre whilst an Operational User is processing a request for an Account Service in relation to such Customer Account) and, when Assured, implement and comply with such mechanism(s).</p>		

B3.1.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables a Customer Record to be created, with the Customer information that is available, where insufficient information is available to create a Customer Account.</p>		

B3.1.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables a Customer Account to be created in accordance with Appendix 2: Customer Account Structure.</p>		

B3.1.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents duplicate Customer Records from being created.</p>		

B3.1.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents duplicate Customer Accounts from being created.</p>		

B3.1.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow more than one (1) Account Service to be attached to a Customer Account. For further detail on the Customer Account Structures please refer to Appendix 2: Customer Account Structure.</p>		

B3.1.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) uniquely identifies each Customer Account.</p>		

B3.1.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents Customers from opening more than one (1) Customer Account.</p>		

B3.1.9		Mandatory
<p>The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for how they would identify and prevent Customers from opening and holding more than one (1) Customer Account and, when Assured, implement and comply with such mechanism(s).</p>		

B3.1.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to search for and identify any duplicated Customer Accounts.</p>		

B3.1.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to consolidate any duplicated Customer Accounts into one (1). The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for, and when Assured implement the features and functionality of such mechanism.</p>		

B3.1.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) generates a Communication relating to a Customer Account to a Customer via their Preferred Communication Channel once a Customer Account has been activated.</p>		

B3.1.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) generates a Communication relating to an Account Service to a Customer via their Preferred Communication Channel once an Account Service has been activated.</p>		

B3.1.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) restricts Customers to the selection of only one (1) Preferred Communication Channel for each Customer Account.</p>		

B3.1.15		Mandatory
<p>The Service Provider shall ensure that where a Customer selects email as its Preferred Communication Channel the Operational IT System(s) restricts a Customer Account from being activated until the given email address is verified by the Customer. The Service</p>		

Provider shall submit to TfL for Approval its proposal for and, when Approved, implement the features and functionality of such mechanism.

B3.1.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables an additional function for Customers to opt for specific SMS reminder messages for key services.

B3.1.17

Mandatory

The Service Provider shall ensure that where a Customer Account and Account Service are activated at the same time the Operational IT System(s) shall only send one item of Communication regarding the activation(s) to the Customer via their Preferred Communication Channel.

B3.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) ensures that a Customer sets up a password as part of the Customer Account activation, which will be used thereafter for a Customer to access their Account securely.

B3.1.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allow a Customer to reset a Customer password once a suite of security questions have been answered by the Customer. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.

B3.1.20		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allow Operational Users to reset a Customer password once a suite of security questions have been answered by the Customer. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.</p>		

B3.1.21		Mandatory
<p>The Service Provider shall ensure that every Customer accepts the relevant Terms and Conditions before activating each Customer Account.</p>		

B3.1.22		Mandatory
<p>The Service Provider shall ensure that where required every Customer accepts Terms and Conditions before activating an Account Service.</p>		

B3.1.23		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) captures and stores each acceptance of Terms and Conditions by every Customer related to activation of the Customer Account and any activation of an Account Service against that Customer Account.</p>		

B3.1.24		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents a Customer Account being activated where the Terms and Conditions have not been accepted by that Customer.</p>		

B3.1.25		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents an Account Service being activated where the Terms and Conditions have not been accepted by that Customer.</p>		

B3.1.26		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to provide each Customer with a copy of all relevant Terms and Conditions, via that Customer's Preferred Communication Channel.</p>		

B3.1.27		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to provide each Customer with a copy of the relevant Terms and Conditions, via their Preferred Communication Channel, as part of the Account Service setup process, on request by the Customer.</p>		

B3.1.28		Mandatory
<p>The Service Provider shall ensure that in fulfilling Requirements B 3.1.26 and B 3.1.27 the Operational IT System(s) utilises the latest version of the relevant Terms and Conditions as provided by TfL from time to time.</p>		

B3.1.29		Mandatory
<p>The Service Provider shall only utilise amended Terms and Conditions provided by TfL from the effective date specified by TfL in relation to those amended Terms and</p>		

Conditions.

B3.1.30

Mandatory

The Service Provider shall ensure that the Operational IT System(s) notifies Customers of any amendments in any relevant Terms and Conditions.

B3.1.31

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records on a Customer Account the issue of any revised Terms and Conditions to that Customer.

B3.1.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) closes a Customer Account where a Customer rejects any revised Terms and Conditions.

B3.1.33

Mandatory

The Service Provider shall ensure that the Operational IT System(s) closes an Account Service where a Customer rejects the revised Terms and Conditions.

B3.1.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer Account registration to be created via the following Communication channels:

- Contact Centre;

- Email;
- Post; and
- Web.

B3.1.35		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) uses mandatory fields for a Customer Account registration in accordance with Appendix 2: Customer Account Structure.</p>		

B3.1.36		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) uses mandatory fields for an Account Service application in accordance with Appendix 2: Customer Account Structure.</p>		

B3.1.37		Mandatory
<p>The Service Provider shall ensure that certain input data fields in the Operational IT System(s) are set as mandatory in accordance with Appendix 2: Customer Account Structure. The Service Provider shall submit to TfL for Assurance (prior to implementing) the data fields which it proposes to set as mandatory and, when Assured, implement these fields.</p>		

B3.1.38		Mandatory
<p>The Service Provider shall ensure that certain input data fields in the Operational IT System(s) are set as optional in accordance with Appendix 2: Customer Account Structure. The Service Provider shall submit to TfL for Assurance (prior to implementing)</p>		

the data fields which it proposes to set as optional and, when Assured, implement these fields.

B3.1.39

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Operational Users to maintain Customer Accounts upon request by the Customer or TfL.

B3.1.40

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to Maintain their Customer Account via their Secure Online Account.

B3.1.41

Mandatory

The Service Provider shall ensure that every Customer Account has an Account Holder in accordance with Appendix 2: Customer Account Structure.

B3.1.42

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a maximum of five (5) Account Users, in addition to the Account Holder, on a Customer Account at any one time in accordance with Appendix 2: Customer Account Structure.

B3.1.43

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that the Account Holder and each Account User must access the Customer Account securely using a unique Password.

B3.1.44		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows the Customer Account to be Maintained in accordance with Appendix 2: Customer Account Structure.</p>		

B3.1.45		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) validates any changes to the email address related to a Customer Account. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.</p>		

B3.1.46		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) securely validates the Account User and Account Holder of a Customer Account before granting access to that Customer Account. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.</p>		

B3.1.47		Mandatory
<p>The Service Provider shall ensure that where a Customer Account has been accessed via the Operational IT System(s) then all Account Services associated with that Customer Account become accessible.</p>		

B3.1.48		Mandatory
<p>The Service Provider shall ensure that where an Operational User has made any change</p>		

to a Customer Account on behalf of the Account Holder or Account User, the identity of such Operational User is recorded against the relevant Customer Account for audit purposes.

B3.1.49		Mandatory
<p>The Service Provider shall ensure that where an Account Holder or an Account User has made a change to a Customer Account via their Secure Online Account, such change and the identity of the Account Holder or Account User (as the case may be) is recorded in the Interaction History of that Customer Account.</p>		

B3.1.50		Mandatory
<p>The Service Provider shall ensure that where an Operational User has made any change to an Account Service on behalf of the Account Holder or Account User, the identity of the requestor is recorded against the relevant Customer Account for audit purposes.</p>		

B3.1.51		Mandatory
<p>The Service Provider shall ensure that where an Account Holder or an Account User has made a change to an Account Service via their Secure Online Account, such change and the identity of the Account Holder or Account User (as the case may be) is recorded in the Interaction History of that Customer Account.</p>		

B3.1.52		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all amendments made to a Customer Account.</p>		

B3.1.53		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all amendments made to an Account Service.

B3.1.54		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) immediately activates any Customer account amendments made by the Customer, Account User, an Operational User and/or TfL.

B3.1.55		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) records and stores all Customer account amendments within the Interaction History.

B3.1.56		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) records and stores all Account Service Amendments within the Interaction History.

B3.1.57		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) immediately sends confirmation of any Customer account amendments to the Customer via the Customer's Preferred Communication Channel.

B3.1.58		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) immediately sends confirmation of any Account Service amendments to the Customer via the Customer's Preferred Communication Channel.

B3.1.59

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can suppress confirmation of Customer account amendments being issued to a Customer.

B3.1.60

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can suppress confirmation of Account Service amendments being issued to a Customer.

B3.1.61

Mandatory

The Service Provider shall ensure that any Communication sent out from the Operational IT System(s) cannot be edited by the recipient.

B3.1.62

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records and stores all Communication within the Interaction History.

B3.1.63

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records and stores the history of all financial transactions and Customer Account balances within the Interaction History of that Customer Account.

B3.1.64		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Operational Users and/or Customers to access the full Interaction History of a Customer Account.</p>		

B3.1.65		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) sorts the Interaction History by appropriate fields so that it can be easily searched.</p>		

B3.1.66		Mandatory
<p>The Service Provider shall ensure that as a default setting the Operational IT System(s) sorts the Interaction History by date and time (most recent first).</p>		

B3.1.67		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer Account to be identified using search fields.</p>		

B3.1.68		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer Record to be identified using search fields.</p>		

B3.1.69		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow an Anonymous Record to be identified using search fields.

B3.1.70

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows wildcard searches on search fields.

B3.1.71

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can send Ad-Hoc Communication via the Communication channel requested by the Customer even if this is not their Preferred Communication Channel.

B3.1.72

Mandatory

The Service Provider shall ensure that the Operational IT System(s) defaults the Preferred Communication Channel to email.

B3.1.73

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the addition of VRMs to a Customer Account.

B3.1.74

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the addition of VRMs to an Account Service in accordance with Appendix 2: Customer Account Structure.

B3.1.75		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows Account Users to upload multiple VRM to a Customer Account via a bulk process, including but not limited to the use of an Excel spreadsheet.</p>		

B3.1.76		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows Account Users to upload multiple VRMs to an Account Service via a bulk process, including but not limited to the use of an Excel spreadsheet.</p>		

B3.1.77		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of Vehicles associated with a Customer Account to be issued to the relevant Customer.</p>		

B3.1.78		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of Vehicles associated to a Customer Account to be displayed to the Customer via their Secure Online Account. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for such mechanism.</p>		

B3.1.79		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality</p>		

to allow a list of vehicles associated with an Account Service to be issued to the Customer.

B3.1.80

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of vehicles associated to a Service to be displayed to the Customer via the TfL Website. The proposed features and functionality to be submitted to TfL for Approval prior to being implemented.

B3.1.81

Mandatory

The Service Provider shall ensure that the Operational IT System(s) captures and stores the details of a Customer's preferred payment card on a Customer Account.

B3.1.82

Mandatory

The Service Provider shall ensure that the Operational IT System(s) offers the Customer the option to pay via the preferred payment card stored against a Customer Account when processing Charge Payments.

B3.1.83

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer with preferred payment card identified on a Customer Account to pay via an alternative payment card.

B3.1.84

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows cherish plate

changes to VRMs associated with an Account Service in accordance with Appendix 2: Customer Account Structure.

B3.1.85

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates different Customer Account statuses in accordance with Appendix 2: Customer Account Structure.

B3.1.86

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates different statuses for each Account Service in accordance with Appendix 2: Customer Account Structure.

B3.1.87

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates automated changes and changes made by an Operational User to Customer Account statuses.

B3.1.88

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates automated changes and changes made by an Operational User to the status for each Account Service on a Customer Account.

B3.1.89

Mandatory

The Service Provider shall ensure that where an Operational User is making an amendment to an Account Service status, the Operational IT System(s) issues a confirmation prompt to the Operational User, which must be accepted before the change is implemented.

B3.1.90

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sets the close date of an Account to an infinity date.

B3.1.91

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer or TfL to set the status of a Customer Account to close on a specified date.

B3.1.92

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer or TfL to set the status of an Account Service to close on a specified date in accordance with Appendix 2: Customer Account Structure.

B3.1.93

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a Customer Account from being closed if there is an outstanding balance on an Account Service.

B3.1.94

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents closure of an Account Service if there is an outstanding balance on the Account Service, outside of the automated Auto Pay process.

B3.1.95

Mandatory

Unless otherwise agreed in writing by TfL, the Service Provider shall ensure that the Operational IT System(s) restricts the activation of an additional Customer Account by an Account Holder where an outstanding balance is present on another Customer Account held by the same Account Holder.

B3.1.96

Mandatory

Unless otherwise agreed in writing by TfL, the Service Provider shall ensure that the Operational IT System(s) restricts the activation of an Account Service within a Customer Account where an Outstanding Balance is present on another Account Service for the same Customer Account.

B3.1.97

Mandatory

Unless otherwise agreed in writing by TfL, the Service Provider shall ensure that the Operational IT System(s) restricts the Maintenance of an Account Service where an Outstanding Balance is present on another Account Service.

B3.1.98

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only permits the activation of an Account Service in accordance with Appendix 2: Customer Account Structure.

B3.1.99		Mandatory
<p>The Service Provider shall ensure that the Operational IT System enables Operational Users and TfL to still access Customer Accounts, including the Interaction History, after the status has been set to closed.</p>		

B3.1.100		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) issues a dormancy notice if there has been no activity on the Customer Account for a Parameterised period of time (twenty four (24) months as at the date of this Agreement) in accordance with Appendix 11: Data Retention.</p>		

B3.1.101		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) closes a Customer Account if no Communication is received within a Parameterised number of days (thirty (30) days as at the date of this Agreement) following the issue of the twenty four (24) month dormancy Communication to the Customer in accordance with Appendix 11: Data Retention.</p>		

B3.1.102		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents a Customer Account from being closed at the request of TfL.</p>		

B3.1.103		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents a Customer</p>		

Account from being closed on request of the Customer.

B3.1.104

Mandatory

The Service Provider shall ensure that the Operational IT System(s) assigns a unique identifier to flag a Customer Account that has been created at the discretion of TfL.

B3.1.105

Mandatory

The Service Provider shall ensure that the Operational IT System(s) assigns a unique identifier to flag an Account Service that has been created at the discretion of TfL.

B3.1.106

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to identify Customer Account(s) as personal or business.

B3.1.107

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the Customer(s) the option of a personal or business account when creating a Customer Account.

B3.1.108

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Account Service(s) that can be added to a Customer Account(s) created as a business account

B3.1.109		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Account Service(s) that can be added to a Customer Account(s) created as a personal account</p>		

B3.1.110		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to flag a Customer Account(s) where the Account Holder is under 18 years old.</p>		

B3.1.111		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Customer(s) to indicate via a check box where the Blue Badge Holder is under 18 years old.</p>		

SECTION 4: VEHICLES

This section sets out the Requirements for the management of Vehicles, and should be read in conjunction with Schedule 2 Appendix 2 Customer Account Structure.

This section includes Vehicle validation checks for adding Vehicles to a Customer Account or an Account Service.

Also detailed are the Requirements for adding multiple Vehicles to a Customer Account and to Account Services. Some key TfL Customers manage in excess of 100,000 Vehicles per day and will be uploading and changing the Vehicles on a daily basis.

Account Services that are commonly associated with large volumes of Vehicles are Fleet Auto Pay, Selected Partner Discount and the Accredited Breakdown Discount

It is important that Customers should be able to self manage their Vehicles as much as possible.

4.1. General

B4.1.1		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) automatically identifies when a Vehicle is Exempt from the Schemes.

B4.1.2		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) automatically identifies when a Vehicle is exempt from a LEZ Charge Payment.

B4.1.3		Mandatory
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The Service Provider shall ensure that, via all Payment Channels, the Operational IT System(s) automatically checks if a Vehicle is Exempt.

B4.1.4		Mandatory
<p>The Service Provider shall ensure that prior to processing any LEZ Charge Payment the Operational IT System(s) automatically checks if a Vehicle is Exempt. The Service Provider shall submit its proposal for the functionality to TfL for Approval (prior to being implemented).</p>		

B4.1.5		Mandatory
<p>The Service Provider shall ensure that, when a Customer is registering for an Account Service, the Operational IT System(s) automatically checks if a Vehicle is Exempt from the Congestion Charge Payment.</p>		

B4.1.6		Mandatory
<p>The Service Provider shall ensure that, when registering for an Account Service, the Operational IT System(s) automatically checks if a Vehicle is Exempt from the LEZ Charge Payment. The Service Provider shall submit its proposal for the functionality to TfL for Approval (prior to being implemented).</p>		

B4.1.7		Mandatory
<p>The Service Provider shall ensure that, when the Customer is registering for an Account Service, the Operational IT System(s) automatically checks if a Vehicle is currently registered for a Discount.</p>		

B4.1.8		Mandatory
<p>The Service Provider shall ensure that, when processing a Charge Payment via all</p>		

Payment Channels, the Operational IT System(s) will automatically check to determine if a Vehicle is registered for a Discount.

B4.1.9

Mandatory

The Service Provider shall ensure that where the Operational IT System(s) identifies a Vehicle which is Exempt, the payment may still be processed.

B4.1.10

Mandatory

The Service Provider shall ensure that where the Operational IT System(s) identifies a Vehicle which is exempt from the LEZ Charge Payment, the payment is prevented from being processed.

B4.1.11

Mandatory

The Service Provider shall ensure that where the Operational IT System(s) identifies a Vehicle with a Discount, the payment may still be processed.

B4.1.12

Mandatory

The Service Provider shall ensure that the Operational IT System(s) will allow a Vehicle to be on more than one (1) Account Service in accordance with Appendix 2: Customer Account Structure.

B4.1.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) must allow a Vehicle to be on more than one (1) Account Service, in accordance with Appendix 2: Customer

Account Structure.

B4.1.14		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents a Vehicle from being active on more than one (1) Auto Pay service.		

B4.1.15		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables an unlimited number of VRMs to be added to a Customer Account.		

B4.1.16		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables an unlimited number of VRMs to be added to an Account Service.		

B4.1.17		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Vehicles to be Bulk uploaded to a Customer Account.		

B4.1.18		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow multiple Vehicles to be Bulk uploaded to a Customer Account.		

B4.1.19		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) does not limit the number of Vehicles that can be Bulk uploaded to a Customer Account.

B4.1.20

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the Bulk upload of Vehicles to an Account Service.

B4.1.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a single Vehicle to be uploaded to a Customer Account.

B4.1.22

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a single Vehicle to be uploaded to an Account Service.

B4.1.23

Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not limit the number of Vehicles that can be uploaded, in a single transaction, to a Customer Account.

B4.1.24

Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not limit the number of Vehicles that can be uploaded, in a single transaction, to an Account Service.

B4.1.25		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Vehicle to be removed from a Customer Account.

B4.1.26		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Vehicle to be removed from an Account Service.

B4.1.27		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the removal of more than one (1) Vehicle, in a single transaction from a Customer Account.

B4.1.28		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the removal more than one (1) Vehicle, in a single transaction from an Account Service.

B4.1.29		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of Vehicles registered to a Customer Account and/or Account Service to be made available to the relevant Customer.

B4.1.30		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) identifies, and immediately informs the Customer, if a blank list of Vehicles has been provided for upload to a Customer Account by that Customer.

B4.1.31

Mandatory

The Service Provider shall ensure that the Operational IT System(s) identifies, and immediately informs the Customer, if a blank list of Vehicles has been provided for upload to an Account Service by that Customer.

B4.1.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) immediately alerts the Customer if they attempt an upload which will remove all of the VRMs on the Customer Account, and that alert message must be accepted and confirmed by the Customer in order for the Operational IT System(s) to update the Customer Account.

B4.1.33

Mandatory

The Service Provider shall ensure that the Operational IT System(s) immediately alerts the Customer if they attempt an upload which will remove all of the VRMs on the Account Service. The alert must be accepted and confirmed by the Customer in order for the Operational IT System(s) to update the Account Service.

B4.1.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays to the Customer a Summary List of Vehicle(s) being amended within a Customer Account.

B4.1.35		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) displays to the Customer a summary list of Vehicle(s) being amended within an Account Service.

B4.1.36		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) requires the summary list of Vehicles to be accepted by the Customer prior to the changes being made within the Customer Account.

B4.1.37		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) requires the summary list of Vehicles to be accepted by the Customer prior to the changes being made within an Account Service.

B4.1.38		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to receive upload files of Vehicles in various formats.

B4.1.39		Mandatory
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The Service Provider shall ensure that the mandatory fields are completed before the Operational IT System(s) makes any Vehicle amendments within a Customer Account.

B4.1.40		Mandatory
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The Service Provider shall ensure that the mandatory fields are completed before the Operational IT System(s) makes any Vehicle amendments within an Account Service.

B4.1.41

Mandatory

The Service Provider shall ensure that the Operational IT System(s) immediately displays a notification message to the Customer if an upload has been successful.

B4.1.42

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables the Customer to include additional information as part of an upload in accordance with Appendix 2: Customer Account Structure.

B4.1.43

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically identifies when an Administration Charge is payable by a Customer.

B4.1.44

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically charges the Customer an Administration Charge where applicable.

B4.1.45

Mandatory

The Service Provider shall ensure that the Operational IT System(s) performs an automatic validation check on all Vehicles being added to a Customer Account as part of the upload process.

B4.1.46		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) performs an automatic validation check on all Vehicles being added to an Account Service as part of the upload process</p>		

B4.1.47		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables all Vehicles to be added to a Customer Account, regardless of the Registered Keeper details.</p>		

B4.1.48		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows all Vehicles to be added to an Account Service, in accordance with Appendix 2: Customer Account Structure.</p>		

B4.1.49		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows Vehicles to be added to a Customer Account in accordance with Appendix 2: Customer Account Structure.</p>		

B4.1.50		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows Vehicles to be added to an Account Service in accordance with Appendix 2: Customer Account Structure.</p>		

B4.1.51		Mandatory
<p>The Service Provider shall submit to TfL for Assurance and, when Assured, comply with processes to enable Customers to manage multiple Vehicles on a Customer Account and Account Service via the web (which shall include the ability to upload and download large volumes of multiple Vehicles).</p>		

SECTION 5: DISCOUNTS		
<p>This section sets out the Requirements for the operation and management of the Discount Services.</p> <p>The Requirements include the types of Discounts available, the application of the discounted rates and the validation checks required in order to determine eligibility. This should be read in conjunction with Schedule 2 Appendix 2: Customer Account Structure.</p> <p>It is important that Customers should be able to self manage their Discount Services as much as possible.</p>		
5.1. General		

B5.1.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow more than one (1) Discount to be registered against a Customer Account.</p>		

B5.1.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows more than one (1) Discount type to be registered against a Customer Account.</p>		

B5.1.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows more than one (1) Vehicle to be added to a Discount type in accordance with Appendix 2: Customer Account Structure.</p>		

B5.1.4		Mandatory
<p>The Service Provider shall ensure that Discount applications are processed in accordance with Appendix 2: Customer Account Structure.</p>		

B5.1.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records the status of a Discount application within the Interaction History.</p>		

B5.1.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records, within the Interaction History details of a when a Discount is activated.</p>		

B5.1.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records, within the Interaction History details of when a Discount has been rejected (including the reason for such rejection).</p>		

B5.1.8		Mandatory
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The Service Provider shall ensure that the Discount Periods within the Operational IT System(s) are Parameterised.

B5.1.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) issues a consolidated response where a Customer has submitted multiple Discount applications.

B5.1.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the maintenance of the details associated to a Discount in accordance with Appendix 2: Customer Account Structure.

B5.1.11

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to perform Discount eligibility checks.

B5.1.12

Mandatory

The Service Provider shall ensure that Discount eligibility checks are performed in accordance with Appendix 2: Customer Account Structure.

B5.1.13

Mandatory

The Service Provider shall ensure that a Customer is able to submit Discount applications via:

- post;
- web; and
- email.

B5.1.14		Mandatory
<p>The Service Provider shall ensure that application forms for all Discount types can be issued to Customers via:</p> <ul style="list-style-type: none"> • post; • web; and • email. 		

B5.1.15		Mandatory
<p>The Service Provider shall ensure that application forms are only issued via the postal channel in extraordinary circumstances as agreed with TfL. The Service Provider shall submit its proposal for such extraordinary circumstances to TfL for Approval (prior to being implemented).</p>		

B5.1.16		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that each Discount type adheres to the rules as set out in Appendix 2: Customer Account Structure.</p>		

B5.1.17		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality</p>		

to accommodate the following Discount types (as detailed in Appendix 2: Customer Account Structure):

- Residents Discount;
- Blue Badge Discount;
- 9+ Seat Vehicle Discount;
- Accredited Breakdown Discount;
- Recovery Vehicle Discount;
- Motor Tricycle Discount;
- Ultra Low Emissions Discount;
- Selected Partner Discount;
- Showman's Discount; and
- LEZ Exemption.

B5.1.18		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to apply a Parameterised percentage to each Discount type as set out in in Appendix 2: Customer Account Structure.</p>		

B5.1.19		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows for evidence to support a Discount application to be received via email and submitted to Workflow.</p>		

B5.1.20		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows for evidence to</p>		

support a Discount application to be received from the TfL Website and submitted to Workflow as described in Appendix 2: Customer Account Structure.

B5.1.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows for evidence to support a Discount application to be received via post, scanned and submitted to Workflow.

B5.1.22

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only activates a Discount application following receipt of payment of the Administration Charge from the Customer in accordance with Appendix 1: Payments and Transaction Channels and Appendix 2: Customer Account Structure.

B5.1.23

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Administration Charges to be waived as specified by TfL from time to time.

B5.1.24

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History where an Administration Charge payment has failed and the reason for such failure.

B5.1.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to generate and issue pre-populated Eforms with Customer Account information for all Discount applications.

B5.1.27

Mandatory

The Service Provider shall ensure that the Operational IT System(s) activates a Discount type for Parameterised Discount Periods in accordance with Appendix 2: Customer Account Structure.

B5.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allocates the Discount Start Date as the date on which Discount has been activated.

B5.1.29

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates and issues a Discount activation Communication upon activation of a Discount, via the Customers Preferred Communication Channel.

B5.1.30

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates and issues a Discount rejection Communication upon the rejection of a Discount application, via the

Customers Preferred Communication Channel.

B5.1.31

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically Refunds charges paid in connection with a Discount application, where a Discount application is rejected.

B5.1.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically invites a Customer, via their Preferred Communication Channel, to renew their Discount at a Parameterised number of days (which as at the date of this Agreement is twenty five (25) days) prior to the Discount Expiry Date.

B5.1.33

Mandatory

The Service Provider shall ensure that, where a Customer has opted for the SMS reminder, that the Operational IT System(s) generates and issues an SMS reminder at a Parameterised number of days (which as at the date of this Agreement is twenty five (25) days) prior to the Discount Expiry Date. The SMS reminder is in addition and does not negate the Service Provider's obligation to issue an automated reminder.

B5.1.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) renews a Discount type for specific Discount Periods in accordance with Appendix 2: Customer Account Structure.

B5.1.35		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically validates the Vehicle make, model and tax class for all Vehicles being renewed to identify any change in Vehicle details.</p>		

B5.1.36		Mandatory
<p>The Service Provider shall ensure that any Vehicle detail changes identified during the renewal should be processed in accordance with Appendix 2: Customer Account Structure.</p>		

B5.1.37		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the number of Vehicles to a maximum of two (2) per Blue Badge Discount.</p>		

B5.1.38		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow effective dates to be allocated to a Vehicle Registration Mark associated to a Blue Badge Discount.</p>		

B5.1.39		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to replace a Vehicle Registration Mark on a Blue Badge Discount.</p>		

B5.1.40		Mandatory
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The Service Provider shall ensure that the Operational Users will process Vehicle Registration Mark changes on a Blue Badge Discount via the Operational IT System(s) as requested by the Customer or TfL.

B5.1.40b

Mandatory

The Service Provider shall ensure that a Customer can process Vehicle Registration Mark changes on a Blue Badge Discount via the secure online account.

B5.1.40c

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to decline a £10 registration payment for a Blue Badge Discount when the renewal is within ninety (90) days of the previous Discount expiring.

B5.1.40d

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accept a £10 registration payment for a Blue Badge Discount when the renewal is more than ninety (90) days of the previous Discount expiring.

B5.1.41

Mandatory

The Service Provider shall ensure that the Operational IT System(s) restricts a Residents Discount to a maximum of one (1) Vehicle per Customer.

B5.1.42

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality

to provisionally register a Customer for the Residents Discount as described in Appendix 2: Customer Account Structure.

B5.1.43

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History the date on which a Customer provisionally registers for a Residents Discount.

B5.1.44

Mandatory

The Service Provider shall ensure that the Operational IT System(s) activates the provisional registration for a Residents Discount for a Parameterised period of time (which as at the date of this Agreement is twelve (12) weeks from the date of registration).

B5.1.45

Mandatory

The Service Provider shall ensure that upon receipt of a successful Residents Discount application, where a provisional registration for a Residents Discount is active, the Operational IT System(s) automatically calculates and Refunds the difference in charges in accordance with Appendix 2: Customer Account Structure.

B5.1.46

Mandatory

The Service Provider shall ensure that where a Customer has failed to register for the Residents Discount within the Parameterised period (which as at the date of this Agreement is twelve (12) weeks), that the Operational IT System(s) automatically deactivates the Customer's provisional registration for a Residents Discount in accordance with Appendix 2: Customer Account Structure.

B5.1.47		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically generates and issues a Communication to a Customer at a Parameterised period (which as at the date of this Agreement is twenty five (25) days, prior to the expiry date of that Customer's provisional registration for a Residents Discount.</p>		

B5.1.48		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically prevents the provisional registration for a Residents Discount by an Account Holder more than once (1) at the same postal address.</p>		

B5.1.49		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically offers the CC Auto Pay service to all Customers registering for the Residents Discount.</p>		

B5.1.50		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) must automatically offer the CC Auto Pay service to all Customers applying for a provisional registration for a Residents Discount.</p>		

B5.1.51		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) must automatically offer the option to purchase a Charge Payment to all Customers registering for the Residents Discount.</p>		

B5.1.52		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) must automatically offer the option to purchase a Charge Payment to all Customers applying for a provisional registration for a Residents Discount.</p>		

B5.1.53		Mandatory
<p>The Service Provider shall ensure that where a Residents Discount has been deactivated, the Operational IT System(s) will automatically Refund, minus any Administration Charges, any Charge Payments that are effective from any date after the Residents Discount Expiry Date in accordance with Appendix 5: Operational Guidance.</p>		

B5.1.54		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) will deactivate a Discount upon request by a Customer and/or TfL.</p>		

B5.1.55		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically deactivates a Discount at 00:01 on the day after the Discount Expiry Date unless a Discount Renewal has been processed in respect of such Discount.</p>		

B5.1.56		Mandatory
<p>The Service Provider shall ensure that where a Customer wishes to amend a Vehicle Registration Mark on a Residents Discount, the Operational IT System(s) shall request that the Customer provides proof of ownership of the new Vehicle.</p>		

B5.1.57		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) issues a Communication to the Customer in response to a request for a Vehicle Registration Mark change on a Residents Discount. The Communication shall advise the Customer that they have to provide proof of ownership within a Parameterised period (which as at the date of this Agreement is forty (40) days).</p>		

B5.1.58		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) issues a Communication to a Customer ten (10) days prior to the expiry of the Parameterised period (which as at the date of this Agreement is forty (40) days) to provide proof of ownership). The Communication shall notify the Customer that proof of Vehicle ownership has not yet been provided.</p>		

B5.1.59		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) deactivates the Vehicle Registration Mark on a Residents Discount where proof of ownership has failed to be provided within the Parameterised period (which as at the date of this Agreement is forty (40) days).</p>		

B5.1.60		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer registered for a Residents Discount to record notification of a temporary Vehicle substitution, in the event that they have use of a hired Vehicle whilst their registered Vehicle undergoes service or repair.</p>		

B5.1.61		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to refund the difference between the Residents Discount Charge rate, and the full daily Charge rate for all Charge Payments purchased (excluding Pay Next Day) for a period of up to and including thirty (30) calendar days, from the date of notification by the Customer of a temporary Vehicle substitution on a Residents Discount.</p>		

5.2. . Greener vehicle discount (GVD)		
<p>Following a public consultation in 2013 it was agreed that the GVD would be removed and replaced by the Ultra Low Emissions Discount (ULED). After much public opposition it was agreed that those customers registered for the GVD as of the 30th June 2013 would continue to receive the 100% discount until the 30th June 2016.</p> <p>As a result of the consultation the following requirements are need to manage the closure of the GVD discount in 2016.</p> <p>At the point of data migration into the new service system(s) the GVD will all have a discount end date of 1st July 2016 therefore there are no requirements around renewals for this discount type. the majority of the requirements as set out in section 5 discounts will apply to GVD – the exceptions to this are set out below</p>		

B5.2.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a Discount type of Green Vehicle Discount ("GVD").</p>		

B5.2.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality</p>		

to restrict the activation and management of a GVD service.

B5.2.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow amendments to an existing GVD as set out in Appendix 2: Customer Account Structure.

B5.2.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent a twenty five (25) day renewal reminder from being issued.

B5.2.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to issue a Parameterised number of letters, at Parameterised intervals in order to give a Customer notification of the pending permanent closure of a Discount type. This is commonly referred to as a sunset period. The Service Provider shall submit to TfL for Approval (prior to implementation) its proposals for and, when Approved, implement the associated letters and intervals.

B5.2.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to issue a final Discount closure letter to Customers on the date the Discount type is removed.

B5.2.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that when a Discount type is removed, all Vehicles registered to that Discount type cease to be associated with such Discount on the next Charging Day following the date of removal.</p>		

SECTION 6 : SELECTED PARTNERS		
<p>The Selected Partner Discount is a 100% Discount with additional Requirements as set out below. This should be read in conjunction with Schedule 2 Appendix 2: Customer Account Structure.</p> <p>The volume of Selected Partner Discounts is low but the number of Vehicles associated to this discount type is very high and as they are TfL key stakeholders it is essential that the process works effectively.</p> <p>It is important that Customers should be able to self manage their Discount Services as much as possible.</p>		
6.1. General		

B6.1.1		Mandatory
<p>The Service Provider shall operate a Selected Partner Discount in accordance with Appendix 2: Customer Account Structure.</p>		

B6.1.2		Mandatory
<p>The Service Provider shall ensure that a Selected Partner Discount is only activated upon authorisation from TfL.</p>		

B6.1.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent Charge Payments from being applied for a VRM in respect of which a Selected Partner Discount has been activated.</p>		

B6.1.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent Administration Charges from being applied to a VRM in respect of which a Selected Partner Discount has been activated. .</p>		

B6.1.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to apply a Parameterised Discount (which as at the date of this Agreement is 100%) to all VRMs in respect of which a Selected Partner Discount has been activated Selected Partner registered.</p>		

B6.1.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not send account statements to a Selected Partner.</p>		

B6.1.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) restricts Communications to Selected Partners to email only.</p>		

B6.1.8		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) activates all VRMs added to a Selected Partner service.

B6.1.9		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Operational User's access to a Customer Account for which a Selected Partner Discount has been activated at the request of TfL.

B6.1.10		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to deactivate a Selected Partner Discount at the request of TfL.

B6.1.11		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent Selected Partner Discounts from being automatically deactivated.

SECTION 7: RE-IMBURSEMENTS

This section sets out the Requirements for handling claims for reimbursement received from TfL approved NHS hospitals and the London Fire and Emergency Planning Authority (LFEPA). This should be read in conjunction with Schedule 2 Appendix 2: Customer Account Structure and Schedule 2 Appendix 6 Key Data fields for Receipts and Statements.

The key feature of this service is that the participating authorities may reimburse patients and workers (in accordance with TfL guidelines) for a Congestion Charge Payment.

Claims will be submitted by the Customer via their Secure Online Account for validation and processing.

7.1. General

B7.1.1

Mandatory

The Service Provider shall ensure that applications for the Reimbursement Service will only be activated upon authorisation from TfL.

B7.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows for Reimbursement Claims to be made by a Customer via the Customer's Secure Online Account.

B7.1.3

Mandatory

The Service Provider shall ensure that any Customer submitting a Reimbursement Claim does so via its Secure Online Account.

B7.1.4		Mandatory
The Service Provider shall ensure that all mandatory fields for Reimbursement Claims are completed.		

B7.1.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) stores a pre-defined list of reasons for a journey.		

B7.1.6		Mandatory
The Service Provider shall submit a proposed list of reasons for a journey to TfL for Approval prior to such list being implemented.		

B7.1.7		Mandatory
The Service Provider shall ensure that a Customer making a Reimbursement Claim must select a reason for the journey from the pre-defined list Approved by TfL when making such Reimbursement Claim.		

B7.1.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows a Customer to claim for single and multiple Charge Payments as part of a single Reimbursement Claim.		

B7.1.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) conducts all validation		

checks at the point that a Reimbursement Claim is submitted by a Customer through that Customer's Secure Online Account in accordance with Appendix 2: Customer Account Structure.

B7.1.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure that a valid proof of payment has been submitted (e.g. Receipt references and/or CC Auto Pay Charge Payment reference numbers).

B7.1.11

Mandatory

The Service Provider shall ensure that the Operational IT System(s) flags an individual claim for a Charge Payment to which a Reimbursement Claim relates as invalid if the Charge Payment has been previously reimbursed.

B7.1.12

Mandatory

The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure that the Charge Payment has not been previously been Refunded, credited or subject to a Chargeback.

B7.1.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure a Charge Payment has been received.

B7.1.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure that the Reimbursement Claim is made within a period of 6 (six) months from the date of travel.</p>		

B7.1.15		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) accepts each validated claim for a Charge Payment to which a Reimbursement Claim relates.</p>		

B7.1.16		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) rejects an invalid claim for a Charge Payment to which a Reimbursement Claim relates.</p>		

B7.1.17		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) displays the reason for each rejected Charge Payment to which a Reimbursement Claim relates at the time of submission.</p>		

B7.1.18		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) displays the cumulative value of an accepted Reimbursement Claim to the Customer at the point of submission.</p>		

B7.1.19		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) only reimburses the Customer for valid Charge Payments to which a Reimbursement Claim relates in a single payment.

B7.1.20

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records all reimbursement activities within the Interaction History of the Customer Account.

B7.1.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) makes available a summary of all of a Customer's Reimbursement Claim activities to that Customer via the Customer's Secure Online Account.

B7.1.22

Mandatory

The Service Provider shall ensure each relevant Customer is able to download the details of each of its Reimbursement Claims via the Customer's Secure Online Account after such claim has been submitted.

B7.1.23

Mandatory

The Service Provider shall ensure that the Operational IT System(s) maintains an audit log of each Reimbursement Claim.

B7.1.24

Mandatory

The Service Provider shall ensure that each reimbursement payment to a Customer is

processed within five (5) Working Days of the Customer's submission of the relevant Reimbursement Claim.

B7.1.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) makes all reimbursement payments to the relevant Customer via a BACS transfer directly into such Customer's nominated bank account.

B7.1.26

Mandatory

The Service Provider shall ensure that the Operational IT System(s) processes Reimbursement Claims for the following types of Charge Payments:

- Standard Daily;
- CC Auto Pay; and
- Discounted.

B7.1.27

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents Reimbursement Claims from being made in respect of Pay Next Day Charge Payments.

B7.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays all Reimbursement Claims and a breakdown of individual Charge Payments to which a Reimbursement Claim relates (both accepted and rejected) on a reimbursement statement.

SECTION 8: CHARGE PAYMENTS AND ADMINISTRATION CHARGES

This section sets out the Requirements for processing and handling of Charge Payments. The Requirements detail the differing types of Charge Payments available and the methods and periods for which Charge Payments can be purchased. This section also includes the management of Refunds.

This section should be read in conjunction with Schedule 2 Appendix 1 Payments and Transaction Channels and Schedule 2: Statement of Requirements (Finance).

8.1. General

B8.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) processes all accounting transactions to the relevant Collection Accounts in accordance with Schedule 2: Statement of Requirements (Finance).

B8.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process the following Parameterised charge types in accordance with Appendix 1: Payments and Transaction Channels:

- Standard Daily Charge;
- CC Daily Charge (Pay Next Day);
- Standard Weekly Charge;

- Standard Monthly Charge;
- Standard Annual Charge;
- Residents Weekly Charge;
- Residents Monthly Charge;
- Residents Annual Charge;
- CC Auto Pay Daily Charge;
- CC Auto Pay Residents Daily Charge;
- Fleet Auto Pay Daily Charge;
- Fleet Ad Hoc Charges;
- charges for periods of time as defined by a Customer;
- Administration Charges;
- LEZ Daily Charge; and
- LEZ Payment Charge (Pay Next Day).

B8.1.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can process the following financial transaction types:</p> <ul style="list-style-type: none"> • Refunds; • Goodwill Payments; • transaction reversals; and • credits. 		

B8.1.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to Refund Payments to a Customer, at the request of such Customer and/or TfL.</p>		

B8.1.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to refund part of a Payment to a Customer, at the request of a Customer and/or TfL (e.g. a partially used monthly or annual charge).</p>		

B8.1.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to record Credits against an Auto Pay service.</p>		

B8.1.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process and record Goodwill Payments within the Interaction History.</p>		

B8.1.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process and record transaction reversals within the Interaction History.</p>		

B8.1.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate adjustments to Charge Payments purchased in relation to a period which contains Emergency Non Charging Day.</p>		

B8.1.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate adjustments to Discount periods in the event of an Emergency Non Charging Day as specified by TfL.</p>		

B8.1.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to Refund Charge Payments in the event of an Emergency Non Charging Day as specified by TfL.</p>		

B8.1.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not accept a Congestion Charge Payment for a Vehicle travelling in the Congestion Charge Zone on a Non Charging Day.</p>		

B8.1.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) generates a Communication to a Customer a Parameterised number of days (which as at the date of this Agreement is twenty five (25) days) in advance of that Customer's Standard Annual Charge expiring.</p>		

B8.1.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) is updated with Payment information as a real time entry with no delay.</p>		

B8.1.15		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) generates a Communication to a Customer a Parameterised period in advance of that Customer's Residents Annual Charge expiring (which at the date of this Agreement is twenty five (25) days).</p>		

B8.1.16		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents more than one (1) Congestion Charge Payment for the same VRM on the same day.</p>		

B8.1.17		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents more than one (1) LEZ Charge Payment for the same VRM on the same day.</p>		

B8.1.18		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process a Congestion Charge Payments via all Payment Channels for a Vehicle that is registered to an Auto Pay service.</p>		

B8.1.19		Mandatory
<p>The Service Provider shall ensure that the Operational IT System (s) has the functionality to waive the requirement to purchase a Charge Payment on an individual Customer basis as requested by TfL from time to time.</p>		

B8.1.20		Mandatory
<p>The Service Provider shall ensure the Operational IT System(s) is able to waive the requirement to purchase a Charge Payment for multiple Customers as requested by TfL from time to time.</p>		

B8.1.21		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to waive the requirement to purchase an Administration Charge on an individual Customer basis as requested by TfL from time to time.</p>		

B8.1.22		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to waive the requirement to purchase an Administration Charge for multiple Customers as requested by TfL from time to time.</p>		

B8.1.23		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) will charge Parameterised Administration Charges in accordance with Appendix 1: Payments and Transaction Channels.</p>		

B8.1.24		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Congestion Charge Payments for Account Holders and/or Account Users through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:</p>		

- IVR;
- Contact Centre;
- Auto Pay services;
- Post (manual payments such as cheque, cash, postal orders and Customer payment card details); and
- Web.

B8.1.25		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Congestion Charge Payments (save as otherwise set out in Requirement B 8.1.27) for Customers without a Customer Account through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:</p> <ul style="list-style-type: none"> • IVR; • Contact Centre; • Post (manual payments such as cheque, cash, postal orders and Customer payment card details); and • Web. 		

B8.1.26		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Administration Charges through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:</p> <ul style="list-style-type: none"> • Contact Centre; • Auto Pay services; • Post (to include cheque, cash, postal order and payment card details); and • Web. 		

B8.1.27		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the payment of Pay Next Day Charge to the following payment channels:</p> <ul style="list-style-type: none"> • IVR; • Contact Centre; and • Web. 		

B8.1.28		Mandatory
<p>The Service Provider shall accept Payment from Customers via the methods set out in Schedule 32: Revenue Collection and Payment.</p>		

B8.1.29		Mandatory
<p>The Service Provider shall ensure all Payment Transactions are made in accordance with Schedule 32: Revenue Collection and Payment.</p>		

B8.1.30		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Payments via a Customer Account.</p>		

B8.1.31		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Congestion Charge Payments for a Customer without a Customer Account via an Anonymous Record.</p>		

B8.1.31a		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process LEZ Charge Payments for a Customer without a Customer Account via an Anonymous Record.</p>		

B8.1.32		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict a Charge Payment from being purchased more than a Parameterised number of days (which as at the date of this Agreement is sixty five (65) Charging Days), in advance of the date of travel.</p>		

B8.1.33		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the purchase of Charge Payments for a date in the past (with the exception of Pay Next Day).</p>		

B8.1.34		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Standard Daily Charge to be purchased up until midnight of the date of travel.</p>		

B8.1.35		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Pay Next Day Charges to be purchased for a Parameterised period (which as at</p>		

the date of this Agreement is after midnight of the date of travel).

B8.1.36

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Pay Next Day Charges to be purchased for a Parameterised period (which as at the date of this Agreement is up to midnight of the following Charging Day).

B8.1.37

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Residents Discount Customers to the following Parameterised Charge Payment options, at the Discounted rate, if they opt to pay outside of the Auto Pay service:

- Residents Weekly Charge;
- Residents Monthly Charge;
- Residents Annual Charge; and
- for the date range specified by the Customer up to the end of the Discount period.

B8.1.38

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent the purchase of a Residents Daily Charge other than for those Customers who are registered for the Residents Discount service and who have opted to pay via the CC Auto Pay service.

B8.1.39

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to only allow a Residents Discount Charge Payment to be purchased up until the end of

the Residents Discounted period and not beyond.

B8.1.40

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent a Resident purchasing a Congestion Charge Payment for Pay Next Day at a discounted rate. Pay Next Day Charge Payments are the same rate for all Customers.

B8.1.41

Mandatory

The Service Provider shall ensure the Operational IT System(s) has the functionality to allow a transaction to be processed on the date it commences (i.e. if a continuous transaction commences prior to midnight but is completed after midnight, the transaction is to be considered as being processed prior to midnight).

B8.1.42

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to notify the Customer where no Charge Payment is required (for example, where the Vehicle is entitled to an Exemption or 100% Discount) for all payment channels.

B8.1.43

Mandatory

The Service Provider shall ensure that the Operational IT System(s) will permit multiple purchases to be made as part of a single transaction, including (but not limited to):

- Congestion Charge Payments;
- LEZ Charge Payments; and
- Administration Charges.

B8.1.44		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records Charge Payments individually with a unique identifier even where multiple Charge Payments have been purchased in one transaction.</p>		

B8.1.45		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to itemise Charge Payments individually with a unique identifier where multiple Charge Payments have been purchased in one transaction.</p>		

B8.1.46		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) validates the VRM as part of the payment process to determine if it is Exempt from the Charge Payment on the date of travel.</p>		

B8.1.47		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) validates the VRM as part of the payment process to determine if it is registered for a 100% Discount on the date of travel.</p>		

B8.1.48		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) notifies the Customer immediately if the VRM is Exempt from the Charge Payment for the date of travel.</p>		

B8.1.49		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) notifies the Customer immediately if the VRM is subject to a valid 100% Discount for the date of travel.

B8.1.50		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows a Customer to purchase a Charge Payment even when the VRM is subject to a valid 100% Discount.

B8.1.51		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows a Customer to purchase a Charge Payment even when the VRM is Exempt from the Charge Payment.

B8.1.52		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) captures and displays the following information for each Charge Payment:

- Vehicle VRM;
- Vehicle make;
- Vehicle model;
- Vehicle colour;
- date(s) of travel; and
- Charge amount.

B8.1.53		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) automatically displays to Operational Users and Customers for selection each Charge Payment type and value in accordance with Appendix 1: Payments and Transaction Channels.

B8.1.54

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically calculates and displays the Charge Payment value for a selected date range.

B8.1.55

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the following information to be input manually by the Operational User(s) and the Customer where the data is not automatically returned:

- Vehicle VRM;
- Vehicle make;
- Vehicle model; and
- Vehicle colour.

B8.1.56

Mandatory

The Service Provider shall ensure that the Operational IT System(s) presents the Operational Users and the Customer with the functionality to confirm (after entry) that the Vehicle details entered are correct.

B8.1.57

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows an Operational

User and the Customer to proceed with the Charge Payment in the event the Vehicle details do not match with the VRM.

B8.1.58		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows the following information to be input manually by the Operational User(s) and the Customer where the data returned is incorrect:</p> <ul style="list-style-type: none">• Vehicle VRM;• Vehicle make;• Vehicle model; and• Vehicle colour.		

B8.1.59		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) attributes a unique identifier to each payment.</p>		

B8.1.60		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) attributes a unique identifier to each Chargeable Item on an Auto Pay service.</p>		

B8.1.61		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allocates a unique prefix to a Receipt Number based on the payment channel used to complete the transaction. The Service Provider shall submit the proposed features and functionality of such mechanism to TfL for Assurance (prior to being implemented) and, when Assured,</p>		

implement such features and functionality.

B8.1.62

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can change the Parameterised value of a payment to be effective from a particular date in the future as specified by TfL from time to time.

B8.1.63

Mandatory

The Service Provider shall ensure that the Operational IT System(s) applies the current Parameterised payment value indefinitely where an end date has not been specified by TfL.

B8.1.64

Mandatory

The Service Provider shall ensure that the Operational IT System(s) maintains the price history for each payment.

B8.1.65

Mandatory

The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all changes made to payment values.

B8.1.66

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents retrospective changes to payment values.

B8.1.67		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to calculate and present to the Customer the correct Charge Payment amount where a Charge Payment being purchased spans into a period where the Charge Payment value changes in accordance with Schedule 9: Change Control Request Procedure).</p>		

B8.1.68		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can control the Authorised User access for changes made to payment values.</p>		

B8.1.69		Mandatory
<p>The Service Provider shall ensure that payment values cannot be changed without prior consent from TfL.</p>		

B8.1.70		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows for Charge Amendments to be made.</p>		

B8.1.71		Mandatory
<p>The Service Provider shall ensure that where a VRM is changed on an Customer Account the Operational IT System(s) automatically transfers any Charge Payments for future Charging Days to the new VRM.</p>		

B8.1.72		Mandatory
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The Service Provider shall ensure that where a VRM is changed on an Account Service the Operational IT System(s) automatically transfers any Charge Payments for future Charging Days to the new VRM.

B8.1.73

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a VRM on an Account Service being amended retrospectively.

B8.1.74

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can apply an Administration Charge for Charge Amendments.

B8.1.75

Mandatory

The Service Provider shall ensure that the Operational IT System(s) successfully processes an Administration Charge in advance of a Charge Amendment being confirmed.

B8.1.76

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records an audit trail within the Interaction History of a Customer Account of Charge Amendments which relate to that Customer Account.

B8.1.77

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records an audit trail within the Interaction History of a Customer Record of Charge Amendments which relate

to that Customer Record.

B8.1.78

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records an audit trail within the Interaction History of an Anonymous Record of Charge Amendments which relate to that Anonymous Record.

B8.1.79

Mandatory

The Service Provider shall ensure that the Operational IT System(s) captures and records the authorisation of the waiver of an Administration Charge for audit purposes.

B8.1.80

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is updated with amendments to Charge Payments as a real time entry with no delay.

B8.1.81

Mandatory

The Service Provider shall ensure that Customers can make payments via an alternative payment process if the Operational IT System(s) is unavailable.

B8.1.82

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for process or accepting card payments if there is a temporary absence of a link to the Merchant Acquirer and, when Assured, implement and comply with.

B8.1.83		Mandatory
<p>The Service Provider shall continue to process payments from Customers using alternative methods in the event of a temporary absence of a link to the Merchant Acquirer.</p>		

B8.1.84		Mandatory
<p>The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for managing payments in the event of Operational IT System(s) unavailability and, when Assured, implement and comply with.</p>		

B8.1.85		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can issue Refunds to Customers via the following Payment Methods:</p> <ul style="list-style-type: none"> • Payment card; • Cheque; and • BACS. 		

B8.1.86		Mandatory
<p>The Service Provider shall ensure that all Refunds are processed in accordance with Appendix 5: Operational Guidance.</p>		

B8.1.87		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can apply an Administration Charge to all Refund requests.</p>		

B8.1.88		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can amend an Administration Charge applied to Refund requests.		

B8.1.89		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can waive the Administration Charge applied to Refund requests.		

B8.1.90		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can issue a Refund to the person who made the original payment, irrespective of whether they are the registered owner of the Vehicle or the Account Holder.		

B8.1.91		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can issue a Refund to a nominated person irrespective of who made the original payment.		

B8.1.92		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can process multiple Refunds requests from the same Customer in one refund transaction.		

B8.1.93		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) issues one refund amount to the Customer when processing multiple Refunds.

B8.1.94

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates a unique Refund identifier for each Refund provided to a Customer.

B8.1.95

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can link each Refund identifier to the Charge Payment being refunded.

B8.1.96

Mandatory

The Service Provider shall ensure that the Operational IT System(s) issues a Communication to the Customer that clearly shows how a Refund amount being issued has been calculated.

B8.1.97

Mandatory

The Service Provider shall ensure that the Operational IT System(s) issues a Refund to the credit or debit card that was used to perform the original transaction.

B8.1.98

Mandatory

The Service Provider shall ensure that the Operational IT System(s) identifies where a Refund cannot be issued to the original credit or debit card used for the transaction, and that these exceptions are handled in accordance with Appendix 5: Operational Guidance.

B8.1.99		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can automatically calculate a Refund amount due whilst taking into account non-refundable elements and applying an Administration Charge.</p>		

B8.1.100		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows a Customer to request a refund via the following channels:</p> <ul style="list-style-type: none"> • Contact Centre; • email; • post; and • Web. 		

B8.1.101		Mandatory
<p>The Service Provider shall ensure that all Refunds are accepted or rejected in accordance with Appendix 5: Operational Guidance.</p>		

B8.1.102		Mandatory
<p>The Service Provider shall record all Chargebacks on the Operational IT system(s) and where the Chargeback is related to a Customer Account it should be recorded against the Customer Account in such a way that these Customer Accounts can be identified and reported on.</p>		

B8.1.103		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can link each Chargeback received to the unique identifier assigned to the original Payment Transaction.		

B8.1.104		Mandatory
The Service Provider shall ensure that the Operational IT System(s) advises a Customer to contact their Card Issuer if a credit or debit card Payment Authorisation is declined.		

B8.1.105		Mandatory
The Service Provider shall ensure if a Payment is declined, the Operational IT System(s) log such event within the Interaction History.		

B8.1.106		Mandatory
The Service Provider shall seek authorisation from TfL before making any Write offs.		

B8.1.107		Mandatory
The Service Provider shall provide written details to TfL of all proposed Write-offs and seek authorisation from TfL to make such Write-off within three (3) days of the Write-off being highlighted as necessary (and shall provide such other information in relation thereto as TfL may request).		

B8.1.108		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality		

that when a Chargeback is received, any active Payments associated with that Chargeback are cancelled and the Customer is advised accordingly.

B8.1.109		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Refunds with the appropriate level of authorisation in accordance with Appendix 5: Operational Guidance.		

B8.1.110		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality that when a Refund is processed, any active Payments associated with that Refund are cancelled immediately and the Customer is advised accordingly.		

SECTION 9: AUTO PAY

This section sets out the Requirements for Auto Pay. The Auto Pay service allows Customers to register vehicles and they will then be billed for all charges due for travel within the Congestion Charging Zone each month

The billing methods differ between CC Auto Pay and Fleet Auto Pay and the Requirements reflect the differences in the two services.

The Requirements include how charges are allocated to the Auto Pay service, the issuing of statements, payment settlement, and processes for the management of failed payments.

For ease of reading, this section is broken down as follows:

- Generic Auto Pay Service - Requirements which are relevant to both CC Auto Pay and Fleet Auto Pay;
- CC Auto Pay specific requirements; and
- Fleet Auto Pay specific requirements.

This section should be read in conjunction with Schedule 2: Statement of Requirements (Finance), Schedule 2 Appendix 2 Customer Account Structure and Appendix 6 Key Data Fields for Receipts and Statements.

9.1. Generic Auto Pay services

This section sets out the Requirements that apply to both the CC Auto Pay and the Fleet Auto Pay Services.

B9.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Customers to register for Auto Pay.

B9.1.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality for Congestion Charge Payments and Administration Charges to be processed via Auto Pay in accordance with Appendix 2: Customer Account Structure.</p>		

B9.1.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) applies all Chargeable Items to the Auto Pay service where the VRM is associated to the Auto Pay service.</p>		

B9.1.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) considers a VRM as active if it is successfully added to the Auto Pay service before midnight on the date of travel.</p>		

B9.1.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not consider a VRM as active if it is removed from the Auto Pay service before midnight on the date of travel.</p>		

B9.1.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allocates a unique reference number for each Chargeable Item added to the Auto Pay service.</p>		

B9.1.7		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) applies a Parameterised Administration Charge for each VRM added to the Auto Pay service.

B9.1.8		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) prevents a VRM from being active on more than one (1) Auto Pay service.

B9.1.9		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) attributes Chargeable Items to the Auto Pay service.

B9.1.10		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) applies the appropriate Congestion Charge Payment value for each Chargeable Item to the Auto Pay service.

B9.1.11		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) charges all active Vehicles a Parameterised Administration Charge on each anniversary of the Vehicle first being added to the Auto Pay service in accordance with Appendix 2: Customer Account Structure.

B9.1.12		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) displays on each Auto Pay statement any Parameterised Administration Charges that are due in the following month.

B9.1.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not apply a Parameterised Administration Charge for a VRM that has been removed from the Auto Pay service before the Auto Pay statement production date.

B9.1.14

Mandatory

The Service Provider shall ensure that the Operational Users can access Auto Pay service, Detection Events and Evidential Records via the Operational IT System(s).

B9.1.15

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows an Operational User to send an Auto Pay service, Detection Event and Evidential Records to a Customer via their Preferred Communication Channel.

B9.1.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to view Detection Events and Evidential Records relating to that Customer's Auto Pay service via the Secure Online Account.

B9.1.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) stores Detection Events and Evidential Records for the Auto Pay service in accordance with Appendix 11: Data Retention.

B9.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) stores Auto Pay statements in accordance with Appendix 11: Data Retention.

B9.1.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows free text messages of up to 400 characters to be added to the bottom of Auto Pay statements as requested by TfL.

B9.1.20

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can activate free text messages in Auto Pay statements within 24 (twenty four) hours of being requested by TfL (at no cost to TfL).

B9.1.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates Auto Pay statements even if the balance is zero (0).

B9.1.22

Mandatory

The Service Provider shall ensure that the Operational IT System(s) stores Auto Pay

statements within the Interaction History of the relevant Customer Account even if the balance is zero (0).

B9.1.23

Mandatory

The Service Provider shall ensure that the Operational IT System(s) issues Auto Pay statements to Customers via their Preferred Communication Channel.

B9.1.24

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accepts a direct debit for the Auto Pay Services from UK financial institutions only.

B9.1.25

Mandatory

The Service Provider shall ensure that in the event of an automated payment failure on an Auto Pay service, the Customer can pay the outstanding balance via an alternative method of payment.

B9.1.26

Mandatory

The Service Provider shall ensure that Operational IT System(s) enables Customers registering for the Auto Pay service to set up a direct debit using paperless direct debit functionality.

B9.1.27

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Customers registering for the Auto Pay service to submit supporting documentation via TfL Website,

email and post.

B9.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accept a direct debit mandate as submitted by a Customer for the Auto Pay service.

B9.1.29

Mandatory

The Service Provider shall ensure that the Operational IT System(s), at the point of Auto Pay registration, randomly selects an Auto Pay Statement date between the 1st of the month and the 28th of the month.

B9.1.30

Mandatory

The Service Provider shall ensure that the Operational IT System(s), at the point of Auto Pay registration, has the functionality to randomly select an Auto Pay Statement Date in a manner which evenly distributes such dates across Auto Pay Services, to avoid significant peaks in the Auto Pay statement production occurring.

B9.1.31

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Auto Pay Statement dates to be modified at the request of the Customer.

B9.1.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) restricts Customers from changing the date of the first Auto Pay Statement.

B9.1.33		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents an Auto Pay statement date from being moved where a payment has not been collected within a Parameterised period of time (which as at the date of this Agreement is for twenty eight (28) calendar days), in order to prevent the Auto Pay statement date being continually moved in order to avoid payment of the Auto Pay balance.</p>		

B9.1.34		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to calculate the balance on the Auto Pay service at any point in time.</p>		

B9.1.35		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to display the amount outstanding on an Auto Pay service.</p>		

B9.1.36		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically generates Auto Pay statements on the Auto Pay statement due date.</p>		

B9.1.37		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically issues Auto Pay Statements on the Auto Pay statement due date to the relevant Customer via their Preferred Communication Channel.</p>		

B9.1.38		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically requests payment of the balance via direct debit on the payment collection date displayed on the Auto Pay Statement.</p>		

B9.1.39		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically requests payment via a Recurring Payment Card on the payment collection date displayed on the Auto Pay statement.</p>		

B9.1.40		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically sends a notification via the relevant Customer's Preferred Communication Channel when a payment fails.</p>		

B9.1.41		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically records the reason for payment collection failure within the Interaction History of the relevant Customer Account when a payment collection is unsuccessful.</p>		

B9.1.42		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) sends an SMS to the relevant Customer if an Auto Pay payment collection fails where a Customer has opted for</p>		

SMS notifications.

B9.1.43

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents the Auto Pay service from being suspended where a payment of the outstanding balance is made in the Pre suspension period in accordance with Appendix 2: Customer Account Structure.

B9.1.44

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the Auto Pay service to be reactivated where an outstanding balance on the Auto Pay service is paid during the suspension period, in accordance with Appendix 2: Customer Account Structure.

B9.1.45

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents the Auto Pay service from being closed where an outstanding balance on the Auto Pay service is paid during the suspension period in accordance with Appendix 2: Customer Account Structure.

B9.1.46

Mandatory

The Service Provider shall ensure that following a failed Auto Pay payment the Operational IT System(s) suspends the Auto Pay service if the outstanding balance is not cleared within a Parameterised number of days (which as at the date of this Agreement is 5 (five) Working Days) in accordance with Appendix 2: Customer Account Structure.

B9.1.47		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) prevents VRMs from being added to the Auto Pay service if the Auto Pay service is suspended.

B9.1.48		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) prevents VRMs from being added to the Auto Pay service if the Auto Pay service is closed.

B9.1.49		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) restricts amendments to an Auto Pay service if the Auto Pay service is suspended in accordance Appendix 2: Customer Account Structure.

B9.1.50		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) prevents Chargeable Items being attributed to an Auto Pay service once the Auto Pay service has been suspended in accordance with Appendix 2: Customer Account Structure.

B9.1.51		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) sends a notification to the Customer via their Preferred Communication Channel on the day the Auto Pay service(s) is suspended in accordance with Appendix 2: Customer Account Structure.

B9.1.52		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) can close the Auto Pay service upon the request of a Customer.

B9.1.53

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can close the Auto Pay service upon the request of TfL.

B9.1.54

Mandatory

The Service Provider shall ensure that following a failed Auto Pay payment the Operational IT System(s) closed the Auto Pay service if the service has been suspended for a Parameterised number of days (which as at the date of this Agreement is five (5) Working Days) and the outstanding balance has not been cleared in accordance with Appendix 2: Customer Account Structure.

B9.1.55

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sends a notification to the Customer via their Preferred Communication Channel on the day the Auto Pay service is closed in accordance with Appendix 2: Customer Account Structure.

B9.1.56

Mandatory

The Service Provider shall ensure that the Operational IT System(s) identifies Auto Pay services (that have been closed and with an outstanding balance for reporting to TfL).

B9.1.57

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can reactivate the Auto Pay service from a suspended status.

B9.1.58

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can reactivate the Auto Pay service from a closed status.

B9.1.59

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History for the relevant Customer Account all of the information relating to the Auto Pay service being suspended in accordance with Appendix 2: Customer Account Structure.

B9.1.60

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History for the relevant Customer Account all of the information relating to the Auto Pay service being closed in accordance with Appendix 2: Customer Account Structure.

B9.1.61

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allocates all Chargeable Items to the Auto Pay service from the day on which the Auto Pay service is reactivated in accordance with Appendix 2: Customer Account Structure.

B9.1.62		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents the activation of a new Auto Pay service for a Customer if there is a debt outstanding on an existing Auto Pay service for that Customer.</p>		

B9.1.63		Mandatory
<p>The Service Provider shall ensure that the Operational Users can reactivate an Auto Pay service via the Operational IT System(s) once the outstanding balance in relation to such Auto Pay service has been cleared.</p>		

B9.1.64		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can reactivate an Auto Pay service with an outstanding balance at the request of TfL.</p>		

B9.1.65		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) includes the data fields set out in Appendix 6: Key Data Fields for Receipts and Statements on all Auto Pay statements.</p>		

B9.1.66		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to display Auto Pay statements to the Operational Users and Customers.</p>		

B9.1.67		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to send duplicate Auto Pay statements to a Customer via their Preferred Communication Channel.

B9.1.68

Mandatory

The Service Provider shall ensure that the Operational IT System(s) identifies where a Customer has made a Congestion Charge Payment for a VRM on an Auto Pay service via another payment channel, and ensures that a Chargeable Item is not attributed in respect of such VRM to that Customer's Auto Pay service.

B9.1.69

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a payment to be made against an Auto Pay service at any point in time in accordance with Appendix 2: Customer Account Structure.

B9.1.70

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accurately reflects on the next Auto Pay Statement where a payment has been made at any point in time other than on the payment collection date displayed on the Auto Pay statement in accordance with Appendix 2: Customer Account Structure.

B9.1.71

Mandatory

The Service Provider shall ensure that the Operational IT System(s) will prevent any Pay Next Day payments from being processed if a VRM is active on an Auto Pay service.

B9.1.72		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can Refund charges associated to an Auto Pay service at the request of TfL.</p>		

B9.1.73		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents VRMs on the TfL Exceptions List(s) from being added to an Auto Pay service.</p>		

B9.1.74		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) displays a message to the Operational User and the Customer if they attempt to add a Vehicle to the Auto Pay service if it is on the TfL Exceptions List(s).</p>		

B9.1.75		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) checks all Vehicles being added to the Auto Pay service to determine if the vehicle is Exempt and the Customer should be advised accordingly.</p>		

B9.1.76		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) sends data to the Debt Recovery Agency in accordance with Appendix 13: Interface Catalogue.</p>		

B9.1.77		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) can close an Auto Pay service at the request of TfL.

B9.1.78

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can suspend an Auto Pay service at the request of TfL.

B9.1.79

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents an Auto Pay statement from being issued to a Customer if the balance is zero for a Parameterised consecutive number of months (which as at the date of this Agreement is 2 (two) consecutive months). For the avoidance of doubt, the Auto Pay Statement should still be generated by the Operational IT System(s) but should be stored and not issued to the Customer in the circumstances outlined above.

B9.1.80

Mandatory

The Service Provider shall ensure that the Operational IT System(s) retains Evidential Records for Auto Pay charges that are under dispute.

B9.1.81

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can remove charges from an Auto Pay service in accordance with Appendix 5: Operational Guidance.

B9.1.82

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can reverse charges associated to an Auto Pay service.

B9.1.83

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can credit charges associated to an Auto Pay service.

B9.1.84

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can Refund charges associated to an Auto Pay service.

B9.1.85

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall automatically update information received from AUDDIS, ADDACS and AURDD reports in accordance with Appendix 8: Finance Best Practice.

B9.1.86

Mandatory

The Service Provider shall ensure that the Operational IT System(s) identifies when a direct debit has been cancelled takes such actions specified in Appendix 5: Operational Guidance.

B9.1.87

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records, within the Interaction History, all of the information relating to an Auto Pay service Charge Dispute in

accordance with Appendix 2: Customer Account Structure.

B9.1.88

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History of the relevant Customer Account if a Charge Dispute against the Auto Pay service has been rejected or accepted.

B9.1.89

Mandatory

The Service Provider shall ensure that Charge Disputes on an Auto Pay service are accepted or rejected in accordance with Appendix 5: Operational Guidance.

9.2. CC AUTO PAY

The Requirements set out below are specific to CC Auto Pay.

B9.2.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only allows a Customer to opt to pay for the CC Auto Pay service via a Recurring Payment Card or paperless direct debit.

B9.2.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow for Customers to move from Recurring Payment Card to direct debit payment method for CCAP.

B9.2.2b		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to move from direct debit payment to Recurring Payment Card method for CCAP.</p>		

B9.2.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows a Customer to opt to pay for the CC Auto Pay service via paperless direct debit which should be the default payment method.</p>		

B9.2.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) validates the card allocated to the CC Auto Pay service to ensure that it can be used for Recurring Payment Card transactions.</p>		

B9.2.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) only accepts cards for the CC Auto Pay service that can be used for Recurring Payment Card Transactions.</p>		

B9.2.6		Mandatory
<p>The Service Provider shall ensure that Administration Charges for the CC Auto Pay service are processed via the Operational IT System(s) to the card validated for Recurring Payment Card transactions where a Recurring Payment Card method has been selected in accordance with Appendix 1: Payments and Transaction Channels.</p>		

B9.2.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows the payment card details associated to a CC Auto Pay service for a Recurring Payment Card to be changed.</p>		

B9.2.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) validates any new payment card details added to CC Auto Pay service for a Recurring Payment Card to ensure it can be used for Recurring Payment Card transactions.</p>		

B9.2.9		Mandatory
<p>The Service Provider shall ensure that where a Customer opts to pay for the CC Auto Pay service via a Recurring Payment Card that the Operational IT System(s) ensures that a valid card is registered against the CC Auto Pay service at all times.</p>		

B9.2.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) requests payment of Administration Charges via a card payment where a Customer registering for the CC Auto Pay service opts for paperless direct debit as a payment method.</p>		

B9.2.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) validates the paperless direct debit payment details for the CC Auto Pay service in accordance with the paperless direct debit guidelines set out in Appendix 8: Finance Best Practice.</p>		

B9.2.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) restricts the number of VRMs on a Customer's CC Auto Pay service to a Parameterised number (which as at the date of this Agreement is 5 VRMs CC Auto Pay service).</p>		

B9.2.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that where a Customer Account is registered in a company name, and a CC Auto Pay service is selected, then the Account Holder confirms that it fully accepts liability for any failed CC Auto Pay payments.</p>		

B9.2.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically updates payment card details registered for the CC Auto Pay service via the Merchant Acquirer Account Updater Service provided by the Merchant Acquirer in accordance with Schedule 2: Statement of Requirements (Finance).</p>		

B9.2.15		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically issues warning notifications to a Customer when the payment card registered to the CC Auto Pay service is due to expire and the Merchant Acquirer Account Updater Service has failed.</p>		

B9.2.16		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) issues warning notifications to Customers registered for the CC Auto Pay service, within a Parameterised</p>		

number of days prior to a card expiry date, where the Merchant Acquirer Account Updater Service has not been possible.

9.3. Fleet auto Pay

The requirements set out below are specific to Fleet Auto Pay.

B9.3.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only allows a Customer the option to pay for the Fleet Auto Pay service via direct debit including paperless direct debit.

B9.3.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) charges the Administration Charge to the first Auto Pay statement for Customers registering for the Fleet Auto Pay service as set out in Appendix 1: Payments and Transaction Channels.

B9.3.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only activates the Fleet Auto Pay Service once a minimum Parameterised number of VRMs have been added on to the Fleet Auto Pay service (which as at the date of this Agreement is six (6) VRMs).

B9.3.4

Mandatory

The Service Provider shall ensure that a dedicated team of Service Provider Personnel is

available to handle Fleet Auto Pay service calls via a dedicated telephone number as specified by TfL from time to time.

B9.3.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to Maintain their Fleet Auto Pay service via their Secure Online Account.

B9.3.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the Operational Users to maintain the Fleet Auto Pay service on behalf of the Customer.

B9.3.7

Mandatory

The Service Provider shall provide a solution that allows Customers using the Fleet Auto Pay service to transfer large volumes of data which maybe in a variety of formats for setting up the Fleet Auto Pay service.

B9.3.8

Mandatory

The Service Provider shall ensure that the Operational IT System(s) restricts Customers opting for Fleet Auto Pay to receiving Auto Pay statements via email only.

B9.3.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Ad Hoc VRMs to be added to the Fleet Auto Pay service in accordance with Appendix 2: Customer Account Structure.

B9.3.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) only keeps an Ad Hoc VRM active on the Fleet Auto Pay service for a single date of travel.</p>		

B9.3.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows an Ad Hoc VRM to be added on to the Fleet Auto Pay service up to a Parameterised number of days (which as at the date of this Agreement is sixty five (65) days) in advance of the date of travel.</p>		

B9.3.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents an Ad Hoc VRM from being added to the Fleet Auto Pay service for a date in the past.</p>		

B9.3.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not apply any Administration Charges for Ad Hoc VRMs added to the Fleet Auto Pay service.</p>		

B9.3.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allocates a Statement date which is no more than ten (10) working days from the date that the Fleet Auto Pay was activated.</p>		

B9.3.15		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) restricts a Parameterised number of Fleet Ad Hoc VRMs from being added to the Fleet Auto Pay Service during the period between Auto Pay statements being issued in accordance with Appendix 2: Customer Account Structure.</p>		

B9.3.16		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) considers a VRM as active for the purposes of the Fleet Auto Pay service if it is added to the Fleet Auto Pay service before midnight on the date of travel.</p>		

B9.3.17		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) considers a Fleet Ad Hoc VRM as active for the purposes of the Fleet Auto Pay service if it is added to the Fleet Auto Pay service before midnight on the date of travel.</p>		

B9.3.18		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) details all Fleet Ad Hoc Charges on each Auto Pay statement for the Fleet Auto Pay service.</p>		

B9.3.19		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prevents the Fleet Auto Pay services from having less than a Parameterised number of VRMs associated to the such service (which as at the date of this Agreement is six (6) VRMs).</p>		

B9.3.20		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) only activates a Fleet Auto Pay service following the initial direct debit payment being successfully processed.</p>		

B9.3.21		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) provides the Operational Users and the Customer with a calculation tool to use for setting up a Fleet Auto Pay service, in order to estimate a Customer's usage for the first 8 (eight) week period in accordance with Appendix 2: Customer Account Structure.</p>		

B9.3.22		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) captures the estimate of the Customer's usage for the first eight (8) week period as part of the Fleet Auto Pay service registration.</p>		

B9.3.23		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) uses the estimate of the Customer's usage for the first eight (8) week period as the first Fleet Auto Pay payment in accordance with Appendix 2: Customer Account Structure.</p>		

B9.3.24		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) calculates future Fleet Auto Pay payments in accordance with Appendix 2: Customer Account Structure.</p>		

B9.3.25		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) calculates and includes the following on an Auto Pay statement for a Fleet Auto Pay service:</p> <ul style="list-style-type: none"> • the Estimated Usage for the following Auto Pay statement period; • the difference between the pre-payment made, and the actual usage charge for that period; • Fleet Ad Hoc Charges (if applicable); and • Administration Charges (if applicable), <p>in accordance with Appendix 2: Customer Account Structure.</p>		

B9.3.26		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) will allow for the pre payment amount on a Fleet Auto Pay service to be set to zero (0) upon request by TfL.</p>		

B9.3.27		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to operate a post payment solution for Fleet Auto Pay Customers based on usage charges accrued in the Auto Pay statement period. The post payment solution will be based on the CC Auto Pay solution.</p>		

B9.3.27b		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow for Fleet Auto Pay Customers to move from a pre pay to post pay method.</p>		

B9.3.28		Mandatory
<p>The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for moving Fleet Auto Pay Customers from the current direct debit schedule to a direct debit run on any date between 1st and the 28th of each month ensuring an even distribution across the month and, when Assured, implement and comply with such mechanism(s).</p>		

SECTION 10 : DEBT RECOVERY		
<p>This section outlines the Requirements for the Service Provider to be able to interact with the Debt Recovery Agency in order to manage Debt Recovery activity that may be undertaken in the event of an Auto Pay Service being closed with an outstanding balance. This section should be read in conjunction with Schedule 2 Appendix 13 Interface Catalogue.</p>		
10.1. General		

B10.1.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable charges on an Auto Pay service (CC Auto Pay and Fleet Auto Pay) to be Written-Off.</p>		

B10.1.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable the outstanding balance on an Auto Pay service (CC Auto Pay and Fleet Auto Pay) to be Written-Off in a single process.</p>		

B10.1.3		Mandatory
<p>The Service Provider shall ensure that all Auto Pay service (CC Auto Pay and Fleet Auto Pay) Write-Offs are authorised by TfL before being processed.</p>		

B10.1.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to automatically reverse all Auto Pay service(CC Auto Pay and Fleet Auto Pay)Write-Offs if required, subject to appropriate authorisation from TfL.</p>		

B10.1.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can Write Off individual transactions on Auto Pay services for multiple Customers (CC Auto Pay and Fleet Auto Pay) in a single process.</p>		

B10.1.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can Write Off the full balance of an Auto Pay services for multiple Customers (CC Auto Pay and Fleet Auto Pay) in a single process.</p>		

B10.1.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically identifies Auto Pay services closed with an outstanding balance as being candidates for debt recovery.</p>		

B10.1.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records all Auto Pay Service Write-Offs (CC Auto Pay and Fleet Auto Pay) within the Interaction History of the relevant Customer Account.</p>		

B10.1.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records all Auto Payment amendments (CC Auto Pay and Fleet Auto Pay) within the Interaction History of the relevant Customer Account.</p>		

B10.1.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records all Auto Pay payments (CC Auto Pay and Fleet Auto Pay) collected by a Debt Recovery Agency within the Interaction History of the relevant Customer Account.</p>		

B10.1.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records all Auto Pay service (CC Auto Pay and Fleet Auto Pay) debt recovery activities within the Interaction History of the relevant Customer Account.</p>		

B10.1.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows the payment of an Auto Pay (CC Auto Pay and Fleet Auto Pay) outstanding balance to be accepted at any</p>		

point in time.

B10.1.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can send Auto Pay (CC Auto Pay and Fleet Auto Pay) outstanding debt candidates to a Debt Recovery Agency in accordance with Appendix 13: Interface Catalogue.

B10.1.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) retains a record of all Auto Pay (CC Auto Pay and Fleet Auto Pay) outstanding debt candidates that have been assigned to a Debt Recovery Agency.

B10.1.15

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays within the Interaction History of the relevant Customer Account that the outstanding balance has been assigned to a Debt Recovery Agency for collection.

B10.1.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays within the Interaction History of the relevant Customer Account, the outstanding balance due that has been passed to a Debt Recovery Agency for collection.

B10.1.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the

Interaction History of the relevant Customer Account any status updates provided by a Debt Recovery Agency in relation to an Auto Pay (CC Auto Pay and Fleet Auto Pay) outstanding debt.

B10.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) provides any status updates to the Debt Recovery Agency with regards to an Auto Pay (CC Auto Pay and Fleet Auto Pay) outstanding debt.

B10.1.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History of the relevant Customer Account any outstanding balances that have been cleared by the Debt Recovery Agency with regards to an Auto Pay (CC Auto Pay and Fleet Auto Pay) outstanding debt.

B10.1.20

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History any enquiries from the Debt Recovery Agency with regards to the recovery of an Auto Pay (CC Auto Pay and Fleet Auto Pay) outstanding debt.

B10.1.21

Mandatory

The Service Provider shall ensure that enquiries from the appointed Debt Recovery Agency are visible to appropriate Operational Users within the Interaction History of each Customer Account.

B10.1.22		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can process payments for the outstanding balances recovered by the Debt Recovery Agency against the correct Collection Account(s) in accordance with Schedule 2: Statement of Requirements (Finance).</p>		

B10.1.23		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can process payments for the outstanding balances recovered by the Debt Recovery Agency against an Auto Pay service.</p>		

SECTION 11 : EVENT PROCESSING		
<p>This section sets out the Requirements relating to Event Processing. This section should be read in conjunction with Appendix 4 Data Inputs and Outputs, Appendix 13 Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability).</p>		
11.1. General		

B11.1.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the capability to process Detection Events, Vehicle Usage Records and Chargeable Items ("Event Records") in accordance with the requirements contained within this Agreement.</p>		

B11.1.2		Mandatory
The Service Provider shall comply with Appendix 4: Data Input and Output Requirements for Event Processing.		

B11.1.3		Mandatory
The Service Provider shall ensure all Vehicles contained in the Black List and White List are sent to the Detection and Enforcement Infrastructure Service Provider in accordance with Appendix 13: Interface Catalogue.		

B11.1.4		Mandatory
The Service Provider shall minimise technical diversity across the Event Processing solution.		

11.2. Load Detection Event

B11.2.1		Mandatory
The Service Provider shall ensure that Operational IT System(s) has the functionality to receive Detection Events from the Detection and Enforcement Infrastructure Service Provider in accordance with Appendix 13: Interface Catalogue.		

B11.2.2		Mandatory
The Service Provider shall ensure that the Operational IT System(s) is able to receive 150% of the volumes of Detection Events indicated in Appendix 3: Volumetrics.		

B11.2.3		Mandatory
<p>In the event of an Interface failure with the Detection and Enforcement Infrastructure Service Provider, the Service Provider shall ensure that the Operational IT System(s) is able to receive and process the backlog of Detection Events within twenty four (24) hours of the resolution of the failure.</p>		

11.3. Decrypt Detection Event

B11.3.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) uses the software provided by the Detection and Enforcement Infrastructure Service Provider to decrypt a Detection Event.</p>		

B11.3.2		Mandatory
<p>The Service Provider shall accept security certificates and encryption keys for the decryption software (referred to in Requirement B 11.3.1) via a secure channel to be agreed with the Detection and Enforcement Infrastructure Service Provider and TfL.</p>		

B11.3.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) implements any changes to security certificates and encryption keys and certificates as provided TfL and/or the Detection and Enforcement Infrastructure Service Provider from time to time.</p>		

B11.3.4		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to extract all data fields from the message received from the Detection and Enforcement Infrastructure Service Provider in accordance with Appendix: 13 Interface Catalogue.

B11.3.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to link all Event Records to each other by Scheme.

11.4. Check VOSI

B11.4.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) checks, using the VOSI List, whether the VRM of a Detection Event is a VOSI.

B11.4.2

Mandatory

If the VRM of a Detection Event is a VOSI, the Service Provider shall ensure that the Operational IT System(s) within one (1) minute sends a copy of the Detection Event to the VOSI System. The Service Provider shall continue processing the original Detection Event in accordance with this Statement of Requirements.

11.5. Determine Scheme

B11.5.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall be configurable to process Detection Events for each of the Schemes.

B11.5.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) identifies for each Detection Event, based on the ID of the relevant camera, which Schemes are applicable for that Detection Event.

B11.5.3

Mandatory

The Service Provider shall ensure that, for each Detection Event, the Operational IT System(s) applies the appropriate processes in respect of each applicable Scheme(s) set out in this section 11 (Events Processing) of the Statement of Requirements (BOps).

B11.5.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) processes the Detection Event in accordance with the requirements of the relevant Scheme(s).

11.6. Apply Overrides

B11.6.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to receive and apply information received from TfL from time to time regarding cameras whose Detection Events are to be discarded e.g. for the purposes of managing diversions into the Charging Zones and that such Detection Events are marked as discarded within

the Operational IT System(s). This information will include:

- camera ID;
- date(s);
- start and end times;
- relevant Scheme(s); and
- zone of cameras.

B11.6.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can report on Detection Events discarded (for example due to diversions).</p>		

B11.6.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) discards Detection Events in accordance with TfL's instructions and shall not use Detection Events marked as discarded to generate Chargeable Items.</p>		

<p>11.7. Generate Vehicle Usage Records</p>

B11.7.1		Mandatory
<p>The Service Provider shall ensure the Operational IT System(s) generates VURs so that, for each Detection Event, the VUR(s) for that Detection Event can be processed in accordance with the rules set out in this section 11 for each applicable Scheme.</p>		

B11.7.2		Mandatory
<p>The Service Provider shall ensure that each VUR contains the following:</p> <ul style="list-style-type: none"> • all information contained within the Detection Event; and • Scheme(s) applicable. 		

11.8. Generate Chargeable Item

B11.8.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) generates Chargeable Items for each applicable Scheme from VURs.</p>		

B11.8.2		Mandatory
<p>Prior to generating a new Chargeable Item from a VUR, the Service Provider shall ensure that the Operational IT System(s) checks whether the VRM already exists on a Chargeable Item for the date of travel and applicable Scheme.</p>		

B11.8.3		Mandatory
<p>If the VRM already exists on a Chargeable Item for an applicable Scheme for that date of travel, the Service Provider shall ensure that the Operational IT System(s) shall add the VUR to that existing Chargeable Item.</p>		

B11.8.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) orders the VURs</p>		

within a Chargeable Item in order of ANPR Confidence Level from highest to lowest.

B11.8.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality for each Chargeable Item to contain a Chargeable Item Confidence Level field and shall populate this field with the value of the highest ANPR Confidence Level of all the VURs contained within the Chargeable Item.

B11.8.6

Mandatory

For each VUR and each applicable Scheme, if there is not an existing Chargeable Item for (i) the VRM to which the VUR relates, (ii) the applicable Scheme; and (iii) the date of travel, then the Service Provider shall ensure that the Operational IT System(s) generates a new Chargeable Item in respect of that VRM for that Scheme and that date of travel.

11.9. Adjust Chargeable Item Confidence Level

B11.9.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) adjusts the Chargeable Item Confidence Level based on factors such as:

- The number of Detection Events received on that day with the same VRM
- The VRM matches a known format
- The VRM matches a specific format e.g. UK
- The number of times Chargeable Items for that VRM have been generated within a Parameterised period.

B11.9.2		Mandatory
<p>The Service Provider shall submit for Assurance, and once Assured implement a mechanism for determining the Chargeable Item Confidence Level.</p>		

B11.9.2b		Mandatory
<p>The Service Provider shall submit for Assurance, and once Assured, implement processes for managing Chargeable Items through Event processing in accordance with the assigned confidence level.</p>		

B11.9.3		Mandatory
<p>The Service Provider shall ensure that the process for determining the confidence level can be amended at no cost to TfL.</p>		

B11.9.3b		Mandatory
<p>The Service Provider shall ensure that the actions associated to the Confidence Level of a Chargeable Item can be amended at no cost to TfL.</p>		

B11.9.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items that have been matched to a Charge Payment of the correct value and date of capture for the relevant Scheme.</p>		

B11.9.5		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items in respect of which no Charge Payment is due.

B11.9.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items for date(s) specified by TfL from time to time (for example Emergency Non Charging Days).</p>		

B11.9.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items in respect of VRMs that are active on an Auto Pay service.</p>		

B11.9.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items specified by TfL from time to time.</p>		

11.10. Settlement

B11.10.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) determines the Charge Payment value that is payable for each Chargeable Item. In the event that there are multiple Charge Payment values applicable to a Chargeable Item the lowest value</p>		

shall be applied.

B11.10.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is able to amend the order that Chargeable Items are processed through Events Processing by Scheme, at any time and as required by TfL.

B11.10.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is able to change (at any time and as requested by TfL) the order in which it applies any matching processes which are applied to Chargeable Items in Event Processing.

B11.10.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) determines whether a Chargeable Item is Exempt or not subject to a Scheme based on the rules of the Scheme Order(s) and using data provided as referenced in Appendix 4: Data Input and Output for Event Processing.

B11.10.5

Mandatory

If a Chargeable Item is determined to be Exempt, or not subject to a Scheme, the Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item as Exempt or not subject to a Scheme and shall process that Chargeable Item in accordance with this Statement of Requirements.

B11.10.6		Mandatory
<p>If a Chargeable Item is determined to be subject to a Scheme, the Service Provider shall ensure the Operational IT Systems(s) determines whether a Chargeable Item is compliant with that Scheme.</p>		

B11.10.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) determines whether a Chargeable Item is associated with an active Discount for the relevant Scheme.</p>		

B11.10.8		Mandatory
<p>For each Chargeable Item, if the VRM for that Chargeable Item is linked to multiple active Discounts for that Scheme, the Service Provider shall apply the Discount with the largest Discount value to the Chargeable Item for that Scheme.</p>		

B11.10.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) determines whether a Chargeable Item requires an associated Charge Payment (full value or discounted).</p>		

B11.10.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) is capable of receiving and once received shall comply lists of VRMs from TfL which are to be treated in accordance with specific Event Processing instructions specified by TfL in relation to that list (for example discard, pass to Manual Assurance, pass to Detailed Manual Assurance).</p>		

B11.10.11		Mandatory
<p>Where the Service Provider has determined that a Chargeable Item requires an associated Charge Payment (whether the full Charge or a discounted value), the Service Provider shall then determine whether or not a Contravention has occurred by determining following (where relevant to the applicable Scheme):</p> <ul style="list-style-type: none"> • whether the correct value for the Charge Payment has been paid for the date of capture; • whether the VRM is associated with an active CC Auto Pay Service; • whether the VRM is associated with an active Fleet Auto Pay Service; • whether the VRM is associated with any other active Account Service that may affect the value of the associated Charge Payment; and • whether the VRM is on a Filter List(s) or any other list provided by TfL pursuant to Requirement B 11.10.10. 		

B11.10.12		Mandatory
<p>If the Service provider finds that a Chargeable Item is associated with an Auto Pay service, the Service Provider shall ensure that the Operational IT System(s) applies that Chargeable Item to the Customer's Account for billing within forty eight (48) hours of receipt of the Detection Event from the Detection and Enforcement Infrastructure Service Provider.</p>		

B11.10.13		Mandatory
<p>If it has been determined that a Contravention has occurred as referenced in Requirement B 11.10.11, the Service Provider shall raise a Contravention Candidate and perform CVVC on those Contravention Candidates to verify them prior to sending the Contravention Candidate to the Enforcement Operations Service Provider.</p>		

B11.10.14		Mandatory
<p>The Service Provider shall receive updates on Vehicle statuses from TfL and shall apply those updates to their Operational IT System(s). Updates to Vehicle statuses shall include but not be limited to:</p> <ul style="list-style-type: none"> • Exemptions • Clones • Black List • White List 		

11.11. Apply Filters

B11.11.1		Mandatory
<p>In determining whether or not to settle a Chargeable Item, the Service Provider shall apply configurable filters to the Chargeable Items to either:</p> <ul style="list-style-type: none"> • discard them; • perform Manual Assurance on them; • perform Detailed Manual Assurance on them; • automatically process them. 		

B11.11.2		Mandatory
<p>The Service Provider shall ensure that all filters can be configured based on:</p> <ul style="list-style-type: none"> • Chargeable Item Confidence Level; • number of Chargeable Items; • combination of both Chargeable Item Confidence Level and number of Chargeable 		

Items;

- matching the Chargeable Item to Filter List(s), Discounts, Exemptions and other relevant data categories; and
- the Scheme to which the Chargeable Item relates.

B11.11.3

Mandatory

The Service Provider shall ensure that filters can be applied to any Chargeable Item in order to maximise the Chargeable Item Confidence Level.

B11.11.4

Mandatory

The Service Provider shall submit to TfL for Approval its proposals to provide a detailed solution for determining whether a Contravention has occurred and, when Approved, implement and comply with.

B11.11.5

Mandatory

The Bidder shall submit to TfL for Approval its proposals to provide a detailed solution for determining the action to take on Event Records at each stage of Event Processing and, when Approved, implement and comply with.

11.12. Manual Assurance

B11.12.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the ability to perform Manual Assurance in order to accurately verify Chargeable Items.

B11.12.2		Mandatory
<p>The Service Provider shall perform Manual Assurance checks on Chargeable Items. The Service Provider shall submit for Approval and, when Approved, comply with the mechanism for performing Manual Assurance.</p>		

B11.12.3		Mandatory
<p>The Service Provider shall perform Manual Assurance on any Chargeable Items which TfL requests.</p>		

B11.12.4		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User during Manual Assurance:</p> <ul style="list-style-type: none"> • image of the monochrome patch plate; • the ANPR interpreted VRM; • notes on the VRM; • the Scheme to which the Chargeable Item relates. 		

B11.12.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.</p>		

B11.12.6		Mandatory
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If the VRM is unreadable then the Operational User shall mark the Chargeable Item for discard.

B11.12.7

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the reason for discard of any Chargeable Items. The reason for discard as a result of Manual Assurance shall include (without limitation):

- obscured Plate;
- damaged Plate;
- partial Plate; and
- no Plate.

B11.12.8

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the Operational User responsible for discard of any Chargeable Items.

B11.12.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) confirms an ANPR as correct If the VRM entered by the Operational User matches the ANPR interpretation of the VRM.

B11.12.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item to reflect that it has been through Manual Assurance and shall then

continue processing the Chargeable Item in accordance with this Statement of Requirements.

B11.12.11

Mandatory

If the VRM entered by the Operational User does not match the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information provided.

B11.12.12

Mandatory

If the second VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.

B11.12.13

Mandatory

If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) confirms the VRM entered by the Operational User as the correct VRM.

B11.12.14

Mandatory

The Service Provider shall ensure that once the VRM has been confirmed as correct the Operational IT System(s) shall mark the Chargeable Item to reflect that it has been through Manual Assurance and shall then continue processing the Chargeable Item in accordance with this Statement of Requirements.

B11.12.15		Mandatory
<p>If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) shall escalate the Chargeable Item.</p>		

B11.12.16		Mandatory
<p>If a Chargeable Item has been escalated, the Service Provider shall ensure that the Operational IT System(s) presents the following information to a different Operational User:</p> <ul style="list-style-type: none"> • image of the monochrome patch plate; • the ANPR Interpreted VRM; and • Scheme to which the Chargeable Item relates. 		

B11.12.17		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) shall prompt the Operational User to enter the VRM as they interpret it from looking at the information presented.</p>		

B11.12.18		Mandatory
<p>If the VRM entered by the Operational User matches the ANPR interpretation of the VRM, then the Service Provider shall ensure that the Operational IT System(s) shall confirm the ANPR Interpreted VRM as correct.</p>		

B11.12.19		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item to reflect that it has been through Manual Assurance and shall then continue processing the Chargeable Item in accordance with the Statement of Requirements.

B11.12.20		Mandatory
<p>If the VRM entered by the Operational User does not match the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information presented.</p>		

B11.12.21		Mandatory
<p>If the second VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.</p>		

B11.12.22		Mandatory
<p>If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) confirms the VRM entered by the Operational User as the correct VRM.</p>		

B11.12.23		Mandatory
<p>The Service Provider shall ensure that once the Operational IT System(s) has confirmed the VRM, it marks the Chargeable Item to reflect that it has been through Manual Assurance and shall then continue processing the Chargeable Item in accordance with the</p>		

Statement of Requirements.

B11.12.24

Mandatory

If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item for discard.

B11.12.25

Mandatory

If the VRM of a Chargeable Item is changed as a result of Manual Assurance, Detailed Manual Assurance and/or CVVC, the Service Provider shall ensure that the Event Processing is restarted for that Record and each applicable Scheme.

11.13. Detailed Manual Assurance

B11.13.1

Mandatory

The Operational User shall have the ability to perform Detailed Manual Assurance on Chargeable Items. The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with such mechanism prior to it being implemented.

B11.13.2

Mandatory

The Service Provider shall define criteria for determining when the Operational IT System(s) sends Chargeable Items for Detailed Manual Assurance (depending on the level of validation required) and shall submit such criteria to TfL for Assurance and, when Assured, comply with such mechanism prior to it being

implemented

B11.13.3

Mandatory

The Service Provider shall ensure that Chargeable Items may be sent directly to Detailed Manual Assurance depending on the nature of the Chargeable Item.

B11.13.4

Mandatory

The Service Provider shall receive notes on VRMs from TfL with specific guidance for reference whilst performing Detailed Manual Assurance.

B11.13.5

Mandatory

If a Chargeable Item has been sent for Detailed Manual Assurance, the Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User:

- Monochrome plate patch image
- Monochrome and Colour Contextual Images (displayed on request)
- ANPR Interpreted VRM
- Vehicle make, model and colour
- notes on the VRM
- the Scheme to which the Chargeable Item relates

B11.13.6

Mandatory

If the Operational User accepts the Chargeable Item, the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.

B11.13.7		Mandatory
<p>If the Operational User rejects the Chargeable Item, the Service Provider shall ensure that the Operational IT System(s) offers the Operational User the choice of:</p> <ul style="list-style-type: none"> • Discarding the Chargeable Item or • Re-interpreting the Chargeable Item. 		

B11.13.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding any Chargeable Items. The reasons for discarding a Chargeable Item as a result of Detailed Manual Assurance shall include (without limitation):</p> <ul style="list-style-type: none"> • obscured plate • damaged plate • partial plate • no plate • Ringer Vehicle • stationery Vehicle • not subject to Scheme • other 		

B11.13.9		Mandatory
<p>Where the Operational User selects 'other' as a reason for discarding the Chargeable Item, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to manually type in the reason.</p>		

B11.13.10		Mandatory
<p>If the Operational User elects to re-interpret the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.</p>		

B11.13.11		Mandatory
<p>If the VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.</p>		

B11.13.12		Mandatory
<p>If the VRM entered by the Operational User does not match the ANPR interpretation of the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information presented.</p>		

B11.13.13		Mandatory
<p>If the second VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.</p>		

B11.13.14		Mandatory
<p>If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) confirms the VRM entered by the Operational User as correct.</p>		

B11.13.15		Mandatory
<p>The Service Provider shall ensure that once the Operational IT System(s) has confirmed the VRM, it marks the Chargeable Item to reflect that it has been through Detailed Manual Assurance and shall then continue processing the Chargeable Item in accordance with the Statement of Requirements.</p>		

B11.13.16		Mandatory
<p>If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) escalates the Chargeable Item.</p>		

B11.13.17		Mandatory
<p>If the Chargeable Item has been escalated, the Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User:</p> <ul style="list-style-type: none"> • image of the monochrome patch plate; • Monochrome and Colour Contextual Images; • ANPR Interpreted VRM; • Vehicle make, model and colour; • notes on the VRM; and • Scheme to which a Chargeable Item relates. 		

B11.13.18		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information</p>		

presented.

B11.13.19

Mandatory

If the VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.

B11.13.20

Mandatory

The Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item to reflect that it has been through Detailed Manual Assurance and then continue to process the Chargeable Item in accordance with this Statement of Requirements.

B11.13.21

Mandatory

If the VRM entered by the Operational User does not match the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information presented.

B11.13.22

Mandatory

If the second VRM entered by the Operational User matches the ANPR interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.

B11.13.23		Mandatory
<p>If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) shall confirm the VRM entered by the Operational User as correct.</p>		

B11.13.24		Mandatory
<p>The Service Provider shall ensure that once the Operational IT System(s) has confirmed the VRM, it marks the Chargeable Item to reflect that it has been through Detailed Manual Assurance and shall then continue processing the Chargeable Item in accordance with this Statement of Requirements.</p>		

B11.13.25		Mandatory
<p>If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item for discard.</p>		

11.14. CVVC

B11.14.1		Mandatory
<p>The Service Provider shall send all Chargeable Items marked as Contravention Candidates for Contravention Validation and Verification Checking (CVVC) prior to sending a Contravention Candidate to the Enforcements Service Provider.</p>		

B11.14.2		Mandatory
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If a Contravention Candidate has been sent for CVVC, the Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User:

- Monochrome plate patch image;
- Monochrome and Colour Contextual Images;
- ANPR Interpreted VRM;
- Vehicle make, model and colour
- notes on the VRM;
- Scheme to which a Chargeable Item relates;
- Foreign or UK VRM.

B11.14.3		Mandatory
<p>The Operational User shall accurately verify each Contravention Candidate. The proposed features and functionality of such a mechanism shall be submitted to TfL for Approval (prior to being implemented) and, when Approved, implemented by the Service Provider and must include the option to mark the Contravention Candidate as a foreign vehicle, or remove the foreign marker as appropriate.</p>		

B11.14.4		Mandatory
<p>If the Operational User accepts the Contravention Candidate the Service Provider shall ensure that the Operational IT System(s) must record the confirmation of the Contravention Candidate and whether it is a foreign vehicle or a UK vehicle .</p>		

B11.14.5		Mandatory
<p>If the Operational User rejects the Chargeable Item, the Service Provider shall ensure that</p>		

the Operational IT System(s) offers the Operational User the choice of:

- Discarding the Chargeable Item
- Re-interpreting the Chargeable Item

B11.14.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding any Chargeable Items. The reasons for discard as a result of CVVC shall include (without limitation):

- obscured plate;
- damaged plate;
- partial plate;
- no plate;
- Ringer Vehicle;
- stationary Vehicle;
- not subject to Scheme;
- other.

B11.14.7

Mandatory

Where the Operational User selects 'Other' as a reason for discard, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to manually type in the reason.

B11.14.8

Mandatory

If the Operational User elects to re-interpret the VRM, the Service Provider shall ensure

that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.

B11.14.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) record the VRM entered by the Operational User.

B11.14.10

Mandatory

Once the Contravention Candidate has been through a CVVC check by one Operational User, the Service Provider shall ensure that the Operational IT System(s) shall pass the Contravention Candidate to another Operational User for a second CVVC check.

B11.14.11

Mandatory

If the second Operational User accepts the Contravention Candidate the Service Provider shall ensure that the Operational IT System(s) shall record the confirmation of the Contravention Candidate.

B11.14.12

Mandatory

If the second Operational User rejects the Contravention Candidate the Service Provider shall ensure that the Operational IT System(s) shall offer the Operational User the choice of:

- Discarding the Contravention Candidate;
- Re-interpreting the Contravention Candidate.

B11.14.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding any Contravention Candidates. The reasons for discarding as a result of CVVC shall include (without limitation):</p> <ul style="list-style-type: none"> • obscured plate; • damaged plate; • partial plate; • no plate; • Ringer Vehicle; • stationary Vehicle; • not subject to Scheme; • other. 		

B11.14.14		Mandatory
<p>Where the second Operational User selects 'Other' as a reason for discard, the Service Provider shall ensure that the Operational IT System(s) prompts the second Operational User to manually type in the reason.</p>		

B11.14.15		Mandatory
<p>If the second Operational User elects to re-interpret the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the second Operational User to enter the VRM as they interpret it from looking at the information presented.</p>		

B11.14.16		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) record the VRM entered by the second Operational User.

B11.14.17		Mandatory
<p>If both the first CVVC check and the second CVVC check result in the Contravention Candidate being accepted then the Service Provider shall ensure that the Operational IT System(s) confirm the Contravention Candidate and send it to the EOPs Service Provider (in accordance with Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability)).</p>		

B11.14.18		Mandatory
<p>If both the first CVVC check and the second CVVC check result in the Contravention Candidate being marked for discard then the Service Provider shall ensure that the Operational IT System(s) shall discard the Contravention Candidate.</p>		

B11.14.19		Mandatory
<p>If both the first CVVC check and the second CVVC check result in a reinterpret and both VRM entries match the Service Provider shall ensure that the Operational IT System(s) updates the VRM of the Contravention Candidate with the re-interpreted VRM and continues to process the Contravention Candidate in accordance with this Statement of Requirements.</p>		

B11.14.20		Mandatory
<p>If the results of the first CVVC check and the results of the second CVVC check do not match, the Service Provider shall ensure that the Operational IT System(s) escalates the</p>		

Contravention Candidate for a third and final check.

B11.14.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) presents the Operational User who performs the third and final check with the information presented to the previous two (2) Operational Users plus the results of the previous two checks.

B11.14.22

Mandatory

The Operational User who performs the third and final check shall either accept or reject the Contravention Candidate.

B11.14.23

Mandatory

If the final Operational User accepts the Contravention Candidate, the Service Provider shall ensure that the Operational IT System(s) confirms the Contravention Candidate and send it to the EOPs Service Provider (in accordance with Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability)).

B11.14.24

Mandatory

If the Operational User rejects the Contravention Candidate, the Service Provider shall ensure that the Operational IT System(s) offers the Operational User the choice of:

- discarding the Contravention Candidate;
- re-interpreting the Contravention Candidate.

B11.14.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding each Contravention Candidate which is discarded. The reasons for discard as a result of CVVC shall include (without limitation):

- obscured plate;
- damaged plate;
- partial plate;
- no plate;
- Ringer Vehicle;
- stationary Vehicle;
- not subject to Scheme; and
- other.

B11.14.26		Mandatory
<p>Where the Operational User selects 'Other' as a reason for discard, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to manually type in the reason.</p>		

B11.14.27		Mandatory
<p>If the Operational User elects to re-interpret the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.</p>		

B11.14.28		Mandatory
<p>If the VRM entered by the Operational User matches any of the previous VRM interpretations entered, then the Service Provider shall ensure that the Operational IT</p>		

System(s) updates the Contravention Candidate with the entered VRM and re-process the Contravention Candidate with the amended VRM so as to complete all relevant Event Processing steps.

B11.14.29

Mandatory

If the first VRM entered by the Operational User does not match any of the previous VRM interpretations entered, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it.

B11.14.30

Mandatory

If the second VRM entered by the Operational User does not match the first VRM entered by the Operational User or any of the previous VRM interpretations entered, then the Service Provider shall ensure that the Operational IT System(s) discards the Contravention Candidate.

B11.14.31

Mandatory

If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) updates the Contravention Candidate with the entered VRM and re-processes the Contravention Candidate with the amended VRM so as to complete all relevant Event Processing steps.

B11.14.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has confirmed the VRM, once the Operational IT System(s) marks the Contravention Candidate to reflect that it has been through CVVC and shall then continue processing the Contravention

Candidate in accordance with this Statement of Requirements.

B11.14.33

Mandatory

If the final Operational User rejects the Contravention Candidate and chooses to discard the Contravention Candidate, the Service Provider shall ensure that the Operational IT System(s) marks the Contravention Candidate for discard.

B11.14.34

Mandatory

If the Contravention Candidate has been sent to a third and final Operational User and if either of the first two Operational Users have interpreted the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the final Operational User to reinterpret the VRM.

B11.14.35

Mandatory

If the Contravention Candidate is accepted following the CVVC then the Service Provider shall send the Contravention Candidate to the EOps Service Provider (in accordance with Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability)).

B11.14.36

Mandatory

The Service Provider shall ensure that each Contravention Candidate is subject to a minimum of two (2) manual checks (each by different Operational Users).

B11.14.37

Mandatory

If the VRM of a Contravention Candidate changes as a result of CVVC the Service Provider shall reprocess the Contravention Candidate as a Chargeable Item with the new VRM so as to complete all relevant Event Processing steps.

B11.14.38

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prioritises the checking of Contravention Candidates based on Contravention date.

B11.14.39

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall be able to prevent the sending of specific Contravention Candidates or all Contravention Candidates to the EOps Service Provider on request by TfL from time to time.

B11.14.40

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall be able to configure the prevention of Contravention Candidates being sent to the Enforcement Operations Service Provider based on the relevant Scheme and a given date range.

B11.14.41

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall be able to change the priority of Contravention Candidates flagged for CVVC on request from TfL and within twenty four (24) hours of request by TfL in writing (including by email). For the avoidance of doubt the Service Provider is not permitted to make any change to the prioritisation of Contravention Candidates without authorisation from TfL. All such changes shall not constitute a Change through Schedule 9: Change Control Request Procedure

and the Service Provider shall implement such change at no additional cost to TfL.

11.15. Evidential Integrity

B11.15.1

Mandatory

Once an Evidential Record has been generated, the Service Provider shall ensure that it is securely encrypted and must be authenticated at all times. Evidential Integrity means the state whereby there is assurance, sufficient to satisfy any judicial assessment, that Evidential Records have been correctly and lawfully generated and have not undergone unauthorised amendment or been otherwise tampered with since its creation

B11.15.2

Mandatory

The Service Provider shall ensure Evidential Integrity for all Event Records.

11.16. Data Retention

B11.16.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall retain Event Records in accordance with Appendix 11: Data Retention, Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability).

B11.16.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) retains Detection Events linked to an Auto Pay for a Parameterised minimum period (which as at the date of

this Agreement is three (3) months).

B11.16.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) retains Detection Events for the purposes of dispute with the Customer until the dispute is resolved.

B11.16.4

Mandatory

The Service Provider shall be able to retrieve and send to a Customer who has an Auto Pay service evidence of Detection linked to an Auto Pay in the event that the Customer disputes a Charge Payment(s).

B11.16.5

Mandatory

The Service Provider shall retain discarded Event Records in accordance with Appendix 13: Interface Catalogue.

11.17. Secondary ANPR

B11.17.1

Mandatory

The Service Provider shall submit to TfL for Assurance, and once Assured, implement a Secondary ANPR Solution which can be configured to be used to process Detection Events on receipt from the D&EI Service Provider or once Chargeable Items have been created and which can be amended as specified by TfL at no cost to TfL. .

B11.17.1b		Mandatory
<p>The Service Provider shall ensure that the secondary ANPR interpretation is compared to the primary ANPR interpretation, to provide a confirmed ANPR interpretation to be used for the onward processing of the Detection Event in accordance with TfL Business Rules.</p>		

B11.17.2		Mandatory
<p>The Service Provider shall provide a Secondary ANPR Solution.</p>		

B11.17.3		Mandatory
<p>The Service Provider's Secondary ANPR Solution shall process and interpret Detection Events by using a second ANPR Interpreted VRM in addition to the Primary ANPR Interpreted VRM.</p>		

B11.17.4		Mandatory
<p>The Service Provider's Secondary ANPR Solution shall be configurable to comply with TfL Business Rules as specified by TfL from time to time.</p>		

B11.17.5		Mandatory
<p>Not used.</p>		

B11.17.6		Mandatory
<p>Not used.</p>		

B11.17.7		Mandatory
Not Used		

B11.17.8		Mandatory
<p>If the secondary ANPR interpreted VRM matches the primary ANPR interpreted VRM, the Service Provider shall ensure that the Operational IT System(s) shall confirm the VRM and mark the Detection Event to reflect that a secondary ANPR check has verified the primary ANPR interpreted VRM.</p>		

B11.17.9		Mandatory
<p>If the secondary ANPR interpreted VRM is different to the primary ANPR interpreted VRM, the Service Provider shall ensure that the Service Provider's Secondary ANPR Solution shall take appropriate action. The Service Provider shall submit to TfL for Approval its proposal for and, when Approved, comply with such mechanism prior to being implemented. Examples of action that could be taken are:</p> <ul style="list-style-type: none"> • confirm the primary ANPR Interpreted VRM • confirm the secondary ANPR Interpreted VRM • retain both the primary and secondary ANPR Interpreted VRMs within the Detection Event. 		

B11.17.10		Mandatory
<p>If the VRM is changed due to the secondary ANPR interpreted VRM being confirmed, the Service Provider shall ensure that the Operational IT System(s) updates the Detection Event with the confirmed VRM and re-process that Detection Event with the changed</p>		

VRM for the applicable Scheme(s) so as to complete all relevant Event Processing steps.

B11.17.11

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to successfully process all Detections Events through a standardised events processing solution (without requiring exceptions or workaround processes).

B11.17.12

Mandatory

Not used.

B11.17.13

Mandatory

The Service Provider's Secondary ANPR Solution shall maintain Evidential Integrity of all Detection Events.

11.18. MIS

B11.18.1

Mandatory

The Service Provider shall report, by camera ID and Scheme, on Event Records that are rejected during Manual Assurance, Detailed Manual Assurance and CVVC due to poor image quality.

11.19. Audit

B11.19.1

Mandatory

TfL reserve the right to perform audit checks on the Events Processing System to verify that Event Records are being processed in accordance with this Agreement.

B11.19.2

Mandatory

The Service Provider shall manually assure specific Detection Events on request by TfL for the purposes of audit checks.

B11.19.3

Mandatory

The Service Provider shall maintain all Event Records under version control such that any changes are auditable.

B11.19.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all Operational User actions during Events Processing and that such actions are traceable to the individual Operational User.

B11.19.5

Mandatory

The Service Provider shall ensure that Operational IT System(s) allows all Detection Events, including those that have been discarded, to be viewed by TfL for the purposes of verifying that they have been correctly processed. This shall include but not be limited to:

- all images;
- VRM;
- date of Contravention;
- accept reason;

- discard reason; and
- the Scheme(s) applicable to the Detection Event.

B11.19.6		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) shall allow the extraction to TfL or a Third Party (in any format reasonably requested by TfL) of all Detection Event information presented for electronic transfer.</p>		

11.20. Black list and white list vehicle identification

B11.20.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of Non-UK registered Vehicles which comply with the LEZ Scheme Order (such list being the White List).</p>		

B11.20.2		Mandatory
<p>The Service Provider shall Maintain the White List to reflect any changes:</p> <ul style="list-style-type: none"> • required by TfL from time to time; • proposed by the Service Provider and agreed in writing by TfL; • made by Authorised Users. 		

B11.20.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality</p>		

to allow Maintenance of the White List by an Operational User and TfL for single VRM's in one action.

B11.20.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the White List by an Operational User and TfL for multiple VRM's in one action.

B11.20.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the White List.

B11.20.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of UK registered Vehicles which do not comply with the LEZ Scheme Order (such list being the Black List).

B11.20.7

Mandatory

The Service Provider shall Maintain the Black List to reflect any changes:

- required by TfL from time to time;
- proposed by the Service Provider and agreed in writing by TfL;
- made by Authorised Users.

B11.20.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the Black List by an Operational User and TfL for single VRM's in one action.</p>		

B11.20.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the Black List by an Operational User and TfL for multiple VRM's in one action.</p>		

B11.20.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the Black List.</p>		

SECTION 12: PERMANENT EVIDENCE STORE		
<p>This section sets out the Requirements for the operation of a Permanent Evidence Store. This section should be read in conjunction with Appendix 13 Interface Catalogue, Appendix 4 Data Input and Output and Schedule 2: Statement of Requirements (Interoperability).</p>		
12.1. Permanent Evidence Store		

B12.1.1		Mandatory
<p>The Service Provider shall receive and store encryption keys for Detection Events held on compact disc sized WORM media from the D&EI Service Provider.</p>		

B12.1.2		Mandatory
<p>The Service Provider shall provide access to the PES to the Enforcement Operations Service Provider for the purposes of managing penalty charge notice (or "PCN") enquiries.</p>		

B12.1.3		Mandatory
<p>The Service Provider shall allow the Enforcement Operations Service Provider to download/import Evidential Records from the PES.</p>		

B12.1.4		Mandatory
<p>The Service Provider shall ensure that the VoSI System stores tracking results and associated images in the PES.</p>		

B12.1.5		Mandatory
<p>The Service Provider shall ensure that the Detection Events stored in the PES cannot be amended.</p>		

B12.1.6		Mandatory
<p>The Service Provider shall submit to TfL for Approval, and when Approved, comply with testable measures that prove Evidential Records:</p> <ul style="list-style-type: none"> • cannot be tampered with; and • are traceable to the original records from an authorised Detection and Enforcement Infrastructure Service Provider, and/or Communications from Customers or their authorised representatives. 		

B12.1.7		Mandatory
The Service Provider shall ensure that the Permanent Evidence Store complies with Schedule 2: Statement of Requirements (General).		

B12.1.8		Mandatory
The Service Provider shall ensure that the Permanent Evidence Store complies with Appendix 16: Handling Evidence, specifically:- • Section 2, “EVIDENCE”; and • Section 6, “TESTING AND PROVING”, Sub-sections 6.12 to 6.13, and 6.15 to 6.18.		

SECTION 13: WEB		
<p>This section sets out the basic Requirements the Service Provider shall adhere to in order to support the interactions with the TfL Website.</p> <p>The screens and web functionality are being produced in house by TfL.</p> <p>There are a large number of operational process that are completed online so when the website is being developed the Service Provider shall work closely with TfL to ensure that the Operational IT System(s) work together to produce a seamless flow from a Customer perspective.</p> <p>The Service Provider's payment solution will used for all payments made via the web.</p> <p>This section should be read in conjunction with Schedule 2: Statement of Requirements (Web Interactions).</p>		
13.1. General		

B13.1.1		Mandatory
The Service Provider shall implement and operate the web services in accordance with		

Schedule 2: Statement of Requirements: Appendix 15: Web Interactions.

B13.1.2

Mandatory

The Service Provider shall implement and operate the web services in accordance with Schedule 2: Statement of Requirements (General).

B13.1.3

Mandatory

The Service Provider shall provide and support the API during the Term.

B13.1.4

Mandatory

The Service Provider shall ensure that all Communications with Customers via the Web is via the TfL Website.

B13.1.5

Mandatory

The Service Provider shall ensure that the payment transaction system is made available to Customers via the TfL web site in order for charges to be purchased.

SECTION 14 : VEHICLES OF SPECIAL INTEREST (VOSI)

The Vehicle of Special Interest (VoSI) System should enable Vehicle Registration Marks (VRMs) of Vehicles of Special Interest to be recorded for monitoring and reporting purposes.

As this Statement of Requirements is available to the public the specific requirements for VoSI can be found in Schedule 2: Statement of Requirements (VoSI) which is locked from public view as restricted information.

14.1. VoSI

B14.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to support the VOSI Requirements as set out in Schedule 2: Statement of Requirements (VOSI).

SECTION 15 : D&EI INTERFACE

This Sections sets out the requirements associated with to the transition to a new D&EI Service provider which will take place within the terms of this Agreement.

The D&EI Services contract expires in February 2016. The Service Provider will need to simultaneously connect to, and process data from, both the existing D&EI Service Provider and the new D&EI Service Provider systems for a period of 6 months to allow the transition of all cameras from the current to the new D&EI Service Provider. It is currently anticipated the transition will commence in January 2016.

It is also anticipated that the Lot 1 Service Provider's test system will be connected to the new D&EI Service Provider's test system to allow end to end testing and volumetric testing of the respective systems. The Lot 1 Service Provider will also need to connect to the existing D&EI Service Providers system for the purpose of connectivity testing, end to end testing, and live cutover. This connectivity to both the existing and new D&EI Service Provider systems is expected to be required from July 2015 until the successful migration of the respective services.

This vision and indicative timescales are dependent upon the appointment of the successful D&EI Service Provider, and discussions between TfL, the successful Lot 1 Service Provider, the existing D&EI Service Provider. and the successful D&EI Service Provider.

For the requirements for the Interface with the incumbent D&EI Service Provider, please refer to Appendix 13: Interface Catalogue.

15.1. General

B15.1.1

Mandatory

The Service Provider shall submit to TfL for Approval (prior to being implemented) a detailed transition plan to manage the transition from the existing D&EI Service to the new

D&EI Service.

B15.1.2

Mandatory

The Service Provider shall ensure that dedicated resources are allocated to manage and implement the transition from the existing D&EI Service to the new D&EI Service.

B15.1.3

Mandatory

The Service Provider shall ensure that the Service Systems connect to, and process from the existing D&EI Service until such date notified to the Service Provider by TfL in writing.

B15.1.4

Mandatory

The Service Provider shall ensure all connections to the existing D&EI Service are ceased and decommissioned where notified to do so by TfL in writing.

B15.1.5

Mandatory

The Service Provider shall ensure it undertakes full end to end testing of the new D&EI Service in accordance with the detailed transition plan Approved by TfL.

B15.1.6

Mandatory

The Service Provider shall ensure that the Service Systems connect to, and process from, the new D&EI Service in accordance with the detailed transition plan.

B15.1.7

Mandatory

The Service Provider shall ensure that the Service Systems connect to the existing D&EI service termination point which is located within the M25 and the failover site which is located in Surrey.

B15.1.8

Mandatory

The new D&EI Service, and the location of the Detection and Enforcement Infrastructure, is not yet known therefore the Service Provider shall connect to a new D&EI Service using its own networks if notified to do so by TfL in writing.

SECTION 16: LEZ

This section sets out the Requirements that are specific to the management of the LEZ scheme.

16.1. General

B16.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows payment of the LEZ Charge Payment through the following payment channels only:

- Contact Centre;
- Post;
- Web; and
- IVR.

B16.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Pay Next Day LEZ Charge Payment to be processed in accordance with Appendix 1: Payments and Transaction Channels.

B16.1.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Pay Next Day LEZ Charge Payment through the following channels only;

- Contact Centre; and
- Web.

B16.1.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process a Showman's Discount in accordance with Appendix 2: Customer Account Structure.

B16.1.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process a LEZ Exemption in accordance with Appendix 2: Customer Account Structure.

B16.1.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to register for a Showman's Discount for the following Channels only:

- Web; and
- Post.

B16.1.7		Mandatory
<p>The Service Provider shall ensure that all Showman's Discount applications are approved by TfL in writing prior to being activated.</p>		

B16.1.8		Mandatory
<p>The Service Provider shall ensure that all LEZ Exemption requests are approved by TfL in writing prior to being activated.</p>		

B16.1.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows a Customer to register for a LEZ Exemption via the following channels only:</p> <ul style="list-style-type: none"> • Web; and • Post. 		

B16.1.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to register all non-UK registered vehicles for a LEZ Exemption in accordance with Appendix 2: Customer Account Structure.</p>		

B16.1.11		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to look up the LEZ Compliance Status of a Vehicle on the Web.</p>		

B16.1.12		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow an Operational User to look up the LEZ Compliance Status of a Vehicle on behalf of a Customer.</p>		

B16.1.13		Mandatory
<p>The Service Provider shall process all requests for a refund in respect of a LEZ Charge Payment in accordance to Appendix 5: Operational Guidance.</p>		

B16.1.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process all requests for a refund in respect of a LEZ Charge Payment in accordance to Appendix 5: Operational Guidance.</p>		

B16.1.15		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows Operational Users access to TfL's on-line LEZ FAQ tool.</p>		

B16.1.16		Mandatory
<p>The Service Provider shall ensure that all Communications in relation to the LEZ Scheme are processed in accordance with section 2 of this Statement of Requirements.</p>		