

SCHEDULE 2 – Appendix 9

Organisation Accounts

Table of Contents

Types of Organisation Account	2
Registration.....	4
100% Discounted Fleet Partners	6
Selected Partners	7
Eligibility Criteria	9
Organisation Account Management.....	11
Organisation Account Data	12
Statements.....	21
Account Operation	22

1 Types of Organisation Account

Table 1: Account type descriptions

Account type	Description	Release when Account becomes available	Tag required for each Vehicle on Account?
Fleet	<p>This is an Autopay Account for qualifying Organisations. The Fleet Account allows an Organisation to manage its Fleet of Vehicles primarily over an Extranet. A Cordon Style Charge payment may be levied for Vehicles with Tags. The Service Provider automatically debits Payments from the Organisation's Account when Charging events are reported for the Vehicles within the Fleet. Charges and options vary e.g.</p> <ol style="list-style-type: none"> 1. Discounted daily usage Charge, but a fixed annual registration fee for each Vehicle held on the Account for the whole/part of the year. 2. Non-discounted daily usage Charge with no registration fee for Vehicles. 3. Vehicles can be Registered ad-hoc and can be charged at a lower rate. 	R1	N [although tag usage may be enforced]
100% Discounted Fleet Partner	This is a 100% Discount Account for accredited Breakdown Organisations. The Vehicle fleets are managed in the same way as a Fleet Account.	R1	N
Selected Partner	This is a 100% Discount Account for qualifying Organisations that operate Vehicles performing essential public services within a Charging Zone. The Vehicle fleets are managed in the same way as a Fleet Account.	R1	N
Reimbursement Partner	This is a 100% Reimbursement Account for qualifying Organisations (e.g. NHS/LFEPA), that administrate repayments to staff/patients making essential journeys meeting the criteria for Reimbursement within a Charging Zone.	R1	N
LEZ Fleet Account	The LEZ Fleet Account allows operators of Vehicle Fleets to manage their Account over internet. This Account does not facilitate automated payments, operators of non-compliant Vehicles driving into the Charging Zone will need to make payments manually over the internet. This Account enables operators to manage their Accounts in the following	R1	N

	<p>way:</p> <ol style="list-style-type: none">1. View the compliance status of any Registered Vehicle.2. Add and remove Vehicles.3. Make manual online payments of the LEZ Charge and cancel future payments.4. Transfer the LEZ daily charge across different Vehicles.5. View payment history for specific Vehicles.6. View the Account history of the relevant LEZ Fleet Account.7. Track the progress of Enquiries/Complaints.		
--	--	--	--

2 Registration

Table 2a: Registration Process for Organisation Accounts

Note: The Service Provider shall apply normal rules for the Registration and operation of foreign (EEA) Organisation Accounts. Application forms shall be completed in English.

Account type	Qualifying Organisations	Process to follow
Fleet	<ul style="list-style-type: none"> ▪ Registered companies ▪ Charities, as agreed with TfL ▪ Local Authorities, as agreed with TfL 	<p>New Organisation:</p> <ul style="list-style-type: none"> ▪ Obtain headed company paper showing the registered company number (or showing charity number for a charity) or a copy of the certificate of incorporation (issued by Companies House or the equivalent within an EEA state). ▪ Check evidence to prove the Organisation's eligibility (as directed by TfL). ▪ Obtain the signed terms and conditions (including a written / on-line declaration, by a designated senior manager in the Organisation, that all Vehicles submitted are operational Vehicles as defined in TfL's eligibility criteria). ▪ Obtain completed registration form. ▪ Obtain complete direct debit mandate. ▪ Send details to the Organisation on how to access its Account. <p>Organisation that has previously been excluded from the Fleet Scheme:</p> <ul style="list-style-type: none"> ▪ Application passed to TfL for a decision on the re-admittance of the Organisation. The Service Provider then communicates this decision to the Organisation.
100% Discounted Fleet Partner	Breakdown Vehicles operated by Accredited Recovery Organisations	<p>New Organisation (not in Table 2b):</p> <ul style="list-style-type: none"> ▪ Proof that the Fleet Partner is accredited as a Breakdown Organisation against BS EN ISO 9001:2000. This proof must include an A4 photocopy of the Breakdown Organisation's BS EN ISO 9001:2000 certificate, and evidence of compliance with PAS 43. ▪ For Great Britain based recovery organisations: Check accreditation certificate against online register of Accredited Recovery Organisations

Account type	Qualifying Organisations	Process to follow
		<p>(www.quality-register.co.uk). Access will be provided by TfL.</p> <ul style="list-style-type: none"> ▪ Obtain completed registration form. ▪ Send details to the Organisation on how to access its Account.
Selected Partner	Organisations that operate Vehicles that perform an important public service i.e. NHS trusts within the Charging Zone or other products, as selected as being eligible by TfL	<p>New Organisation (not in Table 2c):</p> <ul style="list-style-type: none"> ▪ Check eligibility of Organisation with TfL. ▪ Obtain the signed Memorandum of Understanding (including a written / on-line declaration, by a designated senior officer in the Selected Partner, that all Vehicles submitted are operational Vehicles as defined in TfL's eligibility criteria). ▪ Obtain completed registration form. ▪ Send details to the Organisation on how to access its Account.
Reimbursement Partner	<ul style="list-style-type: none"> ▪ The NHS who can make Claims for Charge Payments reimbursed to NHS employees who have undertaken certain journeys and for certain NHS patients to travel to appointments ▪ LFEPA for operational travel between London fire stations 	<p>New Organisation:</p> <ul style="list-style-type: none"> ▪ Organisations will not need to register their Vehicles but will need to complete a registration form and sign the Memorandum of Understanding in order to set up an Account. ▪ Obtain the signed Memorandum of Understanding (including a written / on-line declaration, by a designated senior officer in the Organisation, that all Vehicles submitted are qualifying Vehicles as defined in TfL's eligibility criteria). ▪ Obtain completed registration form, which will require Reimbursement Partners to provide the following information as a minimum: <ul style="list-style-type: none"> a. Main postal address and contact details; b. Name and business address of all Users, the Administrator and Authorised Officer; c. Details of the bank account into which the Reimbursement will be paid; and d. Users including the Relationship Manager, Administrator and Authorised Officers will need to provide specimen signatures to TfL which will be scanned and used to validate any changes made by post. ▪ Send details to the Organisation on how to access its Account.

3 100% Discounted Fleet Partners

Table 2b defines TfL's current view of the organisations that will act as 100% Discounted Fleet Partners. Any changes to TfL's requirements in this area will be the subject of a future change request under the Change Control Request Procedure.

Table 2b: Current 100% Discounted Fleet Partners

Ref	Category	100% Discounted Fleet Partner
13	Breakdown Vehicles operated by Accredited Recovery Organisations	a. Automobile Association; b. RAC; c. Green Flag; and d. Other accredited breakdown organisations.

4 Selected Partners

Table 2c defines TfL's current view of the Organisations that will act as Selected Partners.

Table 2c: Current Selected Partners

Ref	Category	Selected Partner
8	Certain operational Vehicles used by the emergency services, HM Coastguard and Port of London Authority registered in Great Britain and not identifiable through DVLA Taxation classes.	<ul style="list-style-type: none"> a. LFEPA; b. London Ambulance service; c. Metropolitan Police Service; d. British Transport Police; e. MoD Police; f. Royal Parks Constabulary; g. Port of London Authority; h. HM Coastguard; i. City of London Police; j. Crown Estate Paving Commission; k. Ambulance Services; l. Certain NHS Hospitals/Trusts; and m. Other Emergency Services.
9	Certain military Vehicles	<ul style="list-style-type: none"> a. MoD; b. Army; c. Navy; and d. Air Force.
10	London licensed taxis	Public Carriage Office (PCO), which registers London licensed taxis.
10a	London licensed minicabs	Public Carriage Office (PCO), which registers only those London minicabs licensed with the Public Carriage Office that are fully licensed under the three (3) stage licensing process.
11	Certain Vehicles operated by or providing services for the London Boroughs within or partly within the CCZ¹	<ul style="list-style-type: none"> a. Westminster; b. Camden; c. Islington;

¹ Vehicles that are being used for a service, for which a direct Charge Payment is being made by the Local Authority or the Royal Parks Agency, are not eligible for a one hundred percent (100%) Discount on the actual days the direct Charge Payment is being applied. The Borough will submit a list of the Vehicles that have been chargeable

Ref	Category	Selected Partner
		d. City of London; e. Hackney; f. Tower Hamlets; g. Southwark; h. Lambeth; i. Kensington & Chelsea; and j. Hammersmith & Fulham.
12	Vehicles operated by or providing services to the Royal Parks Agency¹	Royal Parks Agency

in the previous Month and TfL will then raise an invoice for each Selected Partner in order to Refund the Charges. It should also be noted that mobile library and meals on wheels will still be eligible for a one hundred percent (100%) Discount, even if a direct Charge Payment is made.

5 Eligibility Criteria

Table 3: Eligibility criteria for Vehicles

Account type	Vehicle eligibility	Vehicle evidence/checks required
Fleet	<ul style="list-style-type: none"> ▪ Vehicles have to be controlled and managed by the Organisation for the purposes of their business. This means that the Organisation is able to direct when, by whom and for what purpose the Vehicle is to be driven; ▪ All Vehicle types; ▪ Minimum number of eligible Vehicles must be registered, as stipulated in the Scheme Order; ▪ Vehicles belonging to logistics companies and fleets made up of owner drivers or subcontractors; 	<p>For all Vehicles:</p> <ul style="list-style-type: none"> ▪ Check all Vehicles submitted against the DVLA database to ensure that the Registered Keeper / Person Liable for each Vehicle is the Organisation <p>For any Vehicle that fails the DVLA database check:</p> <ul style="list-style-type: none"> ▪ Accept Vehicle onto the Fleet Scheme even if the Registered Keeper / Person Liable is a private owner, provided that the first two lines of the address in the DVLA data table contain the name of the Organisation or the name of a lease or hire company ▪ Otherwise, investigate the mismatch with the DVLA or Organisation; then either <ul style="list-style-type: none"> a. Manually approve a Vehicle on submission of a copy of the Vehicle's V5C registration document (or equivalent, for Vehicles registered outside Great Britain) or Vehicle purchase agreements and invoices; or b. Perform automatic DVLA database checks for six weeks until the Vehicle is correctly registered (Vehicle is provisionally registered on Account during this grace period). Note that the Vehicle is removed from the Account (and the Organisation notified) if the DVLA checks remain unsuccessful at the end of this period. <p>Where required by TfL:</p> <ul style="list-style-type: none"> ▪ Manually approve a Vehicle on submission of a copy of the Vehicle's V5C registration document ▪ Further evidence (as directed by TfL) <p>For leased/hired Vehicles</p> <ul style="list-style-type: none"> ▪ Copies of Vehicle hire or lease documentation or a declaration from the Vehicle leasing or hire company that all the Vehicles specified by the Organisation have been leased or hired for the sole use of the Organisation or other such similar documentation.
100% Discounted Fleet Partner	Any Vehicle	<p>For breakdown organisations based in Great Britain: DVLA check to ensure that the Vehicle details submitted match those on the DVLA database. Then:</p> <ul style="list-style-type: none"> a. If the Registered Keeper / Person Liable details are not those of the registered company the company will be required to send in the Vehicle lease agreement with a postal

Account type	Vehicle eligibility	Vehicle evidence/checks required
		<p>application to add the Vehicle.</p> <p>b. Where the Registered Keeper / Person Liable details recorded by the DVLA do not match those provided by the 100% Discounted Fleet Partner, the record will be returned to the 100% Discounted Fleet Partner for confirmation that the recorded keeper is correct. Actions will be:</p> <p>i. The Service Provider will not disclose to the Selected Partner the Registered Keeper / Person Liable details as registered at the DVLA; and</p> <p>ii. The 100% Discounted Fleet Partner will retract the request for this Vehicle until the DVLA records have been corrected.</p>
Selected Partner	Any Vehicle	<p>For all Vehicles:</p> <ul style="list-style-type: none"> ▪ Check all Vehicles submitted against the DVLA database to ensure that the Registered Keeper / Person Liable for each Vehicle is the Selected Partner. <p>[note that the current business rule is to allow <u>all</u> Vehicles to be registered by Selected Partners, even if the DVLA shows a different Registered Keeper].</p>
Reimbursement Partner		<p>On receipt of all Claim Files each individual Claim will be validated against the Service Provider's records to ensure that:</p> <ul style="list-style-type: none"> ▪ The Receipt number is genuine; ▪ The date of travel, VRM number and amount paid match the details given for that Receipt number; and ▪ The expense was incurred no more than six (6) Months prior to the date of submission of the Claim to the Service Provider. <p>Once appropriate validation has been carried out in accordance to TfL guidelines:</p> <ul style="list-style-type: none"> ▪ A daily Charge Payment at a current rate of eight pounds (£8) or at the current surcharge rate of ten pounds (£10) for Charge Payments made after 12pm on the day of travel (these rates should be Parameterised). ▪ One or more days of a five (5), twenty (20) or two hundred and fifty two (252) day Congestion Charge, whether at the standard daily rate or at the Residents' Discount rate. Where a Resident has made a weekly, Monthly or annual Charge Payment, they will be reimbursed at the rate of the ninety per cent (90%) Discount.

Account type	Vehicle eligibility	Vehicle evidence/checks required
		Audit of a percentage (as agreed with TfL) of each Reimbursement Partner's usage of their Account at least once during the Term of the Agreement.

6 Organisation Account Management

Organisation Accounts are managed through a restricted Website by nominated representatives holding the Account roles described in the following table.

Table 4: Organisation Account Users

User	Description	Account access rights
Relationship Manager	Each Account must nominate a Relationship Manager to be the key contact between the Organisation and TfL should a problem arise with the Account. This will be a senior representative (Director, Company Secretary or equivalent) who will be responsible for signing and agreeing the terms and conditions of the Scheme.	Complete read-write access (according to Table 6). Changes to bank/address details are made in writing.
Administrator	The Administrator is responsible for the management of the Account and has the ability to add, remove or change users, set-up and manage Account access and PIN management.	Complete read-write access (according to Table 6), except for changing bank/address details.
Authorised Officer	The Authorised Officer is responsible for the basic addition or removal of Vehicles.	Complete read-only access (according to Table 6) Read-write access to Vehicle details.
Read-only	Read-only users have access to the Account without being able to amend details.	Complete read-only access (according to Table 6).

7 Organisation Account Data

Table 5a: Data fields required for Registration of Organisation Account types

Ref	Data Field	Validation Required	Fleet	Selected Partner	Reimbursement Partner
B1	Name of Organisation	Application on headed paper Check that Organisation is not on the bad debt or blacklist lists.	M	M	M
B2	Trading name (if different)	Either: <ul style="list-style-type: none"> ▪ Free text (no validation); or ▪ Link to another account (e.g. parent or subsidiary) [max one hundred (100) trading names/references]	O	O	O
B3	Address of Organisation	PAF check on postcode	M	M	M
B4	Billing address (if different)	PAF check on postcode [can copy to be the same as B3]	M	M	M
B5	Organisation telephone number		M	M	M
B6	Type of business	Select from list provided by TfL or select 'Other' (this option permits a free text entry)	M	M	M

Ref	Data Field	Validation Required	Fleet	Selected Partner	Reimbursement Partner
B7	List of reference numbers (eg cost centres) available on Account	Free text	O	O	O
V1	Vehicle VRM(s) to be registered to the Account ²	1. Syntax check 2. Is VRM already registered to the Account? See Table 3 for further validation checks	O	O	O
V2	Make/model for each Vehicle VRM	Confirm make/model with User [Phone only]	O	O	O
V3	Expiry date for each Vehicle VRM	1. Syntax check 2. Date is in the future	O	O	O
V4	Status for each Vehicle VRM	Select: Pending; Approved; Rejected [Set by Service Provider]	M	M	M
V5	References (e.g. cost centres) for each registered VRM	Matches one of the reference numbers on the account	O	O	O
V6	Tag IDs to be registered to the accounts/VRMs	Service Provider	O	O	O
S1	Marketing preferences	Choose from: Third Parties; TfL only; None	O	O	O
S2	Channel preference for general communications	Choose from: Email; SMS; Post; Large print; Braille; Audio	M	M	M

² Vehicle details can be submitted on paper via a template provided by the Service Provider or on a diskette in CSV/Excel format or via Extranet

Ref	Data Field	Validation Required	Fleet	Selected Partner	Reimbursement Partner
S3	Channel preference for receiving newsletter	Choose from: Post; Email; Unsubscribe	M	M	M
S4	Channel preference for Monthly statements	Choose from: Email; Post; Web	M	M	M
P1	Debit/Credit card details (Primary) ³	Authorisation check with Merchant Acquirer	O ⁴	N/a	N/a
P2	Debit/Credit card details (Secondary) ³ ,	Authorisation check with Merchant Acquirer	O ⁴	N/a	N/a
P3	Direct debit mandate	Confirm with BACS	O ⁵	N/a	N/a
P4	Bank details	Check with bank/BACS Take initial pre-payment to credit Account for first month	O ⁵	N/a	M ⁶
P5	Permission given to take payment for the first Month of the Account	Choose from: Y; N. Check calculation is correct according to formula provided in registration pack.	M	N/a	N/a
P6	First Month pre-payment charge ⁷	[Set by Service Provider according to formula]	M	N/a	N/a
P7	Monthly billing/ payment day	Between 1 st and 28 th day of the Month	O	N/a	O
P8	Account balance	[Set at £0 by Service Provider]	M	M	M

³ 3 digit security numbers must be provided if credit of debit card is chosen as the payment channel

⁴ Mandatory if credit/debit card is selected as a payment mechanism on the Account

⁵ Mandatory if direct debit chosen as a payment mechanism on the Account

⁶ For Reimbursement purposes

⁷ The Service Provider calculates an initial pre-payment amount for each Organisation Account, dependent on number of Vehicles specified and the expected periodic usage of the CCZ or other products by such Vehicles, according to a formula provided by TfL

Ref	Data Field	Validation Required	Fleet	Selected Partner	Reimbursement Partner
A1	Account category	Select from: Fleet; 100% Discounted Fleet Partner; Selected Partner; Reimbursement Partner If Selected Partner application, check Organisation is on QRP list.	M	M	M
A2	Unique Account ID	[Generated by the Service Provider]	M	M	M
A3	Account status	Select: Pending; Active; Suspended; Terminated; Closed	M	M	M
A4	Proof of eligibility provided?	Choose from: Y; N. For Y, must meet eligibility criteria in Table 2	M	M	M
A5	Account start date	<ul style="list-style-type: none"> ▪ No earlier than 8 (Parameterised) Working Days after the receipt of all necessary documentation. ▪ No earlier than the clearance date of the first account payment. 	M ⁸	M	M
A6	Acceptance of terms and conditions ⁹	Acknowledged and accepted by the Relationship Manager	M	M	M

Key:

M – Mandatory field (registration for each Account type can only be completed when the Organisation provides all the mandatory data required)

O – Optional field (the Service Provider makes clear to the Organisation whether each field is Optional or Mandatory)

A – Account Data

B – Organisation Data

P – Payment Data

S – Settings Data

V – Vehicle Data

⁸ Only a provisional start date may be possible to agree at Registration. This may need to be revised once documentation and initial payment are received.

⁹ These may vary by Account and therefore explicit acceptance is required for each distinct set of terms and conditions (which are agreed with TfL)

Table 5b: Data fields required for Registration of Users

Ref	Data Field	Validation Required	Relationship Manager	Administrator	Authorised Officer	Read-only
U1	User title, first name and surname	Confirm spelling phonetically [Phone only]	M	M	O	O
U2	User address (inc post code)	PAF check on postcode	M	O	O	O
U3	User telephone number		M	M	O	O
U4	User mobile telephone number		O	O	O	O
U5	User email address	Confirmation email sent with validation link	M ¹⁰	M	O	O
U6	User signature sample		M	M	O	O
U7	Alpha numeric password (one per Account User)	Double entry Entry of previous password is being changed digit length 10 digits	M	M	O	O
U8	Acceptance of DP conditions/information ¹¹	Acknowledged and accepted by the User	M	M	O	O
U9	Signed consent ¹²		M	O	O	O
U10	Access rights to another account	Matches a linked Account ID	O	O	O	O

¹⁰ Mandatory if email chosen as the preferred communication channel

¹¹ These may vary by Account and therefore explicit acceptance is required for each distinct set of DP conditions (which are agreed with TfL) Rather than seeking consent, a notice should be provided at the time of obtaining the information that outlines why the information is required and stating what the information will be used for

¹² When required by TfL, with regards to Personal Data being recorded under the Data Protection Notice and / or Act

Key:

M – Mandatory field (Registration for each Account type can only be completed when the Organisation provides all the Mandatory Data required)

O – Optional field (the Service Provider makes clear to the Organisation whether each field is Optional or Mandatory)

U – User Data

Table 6: Organisation Data fields available for accessing/editing

Ref	Account Data	Non-Organisation		Organisation channels		
		TfL	Enforcements Operations	Telephone ¹³	Post/Fax/ E-Mail	Web
B1	Name of Organisation	R	R	R	DW ¹⁴	R
B2	Trading name (if different)	R	R	R	DW	R
B3	Address of Organisation	R	R	R	DW	R
B4	Billing address (if different)	R	R	RW	DW	RW
B5	Organisation telephone number	R	R	RW	DW	RW
B6	Type of business	R	R	RW	DW	RW
B7	List of reference numbers (e.g. cost centres) available on Account	R	R	RW	DW	RW
V1	Vehicle VRM(s) to be registered to the Account	R	R	RW	DW	RW
V2	Make/model for each Vehicle VRM	R	R	RW	DW	RW
V3	Expiry date for each Vehicle VRM	R	R	RW	DW	RW
V4	Status for each Vehicle VRM	R	R	R	D	R
V5	References (eg cost centres) for each registered VRM	R	R	RW	DW	RW

¹³ Service Provider CSR access has the same access rights

¹⁴ Request should be on headed paper and have the authorised signature of the Relationship Manager

Ref	Account Data	Non-Organisation		Organisation channels		
		TfL	Enforcements Operations	Telephone ¹³	Post/Fax/ E-Mail	Web
V6	Tag IDs to be registered to the Account	RW	R	R	D	R
S1	Marketing preferences	R	R	RW	DW	RW
S2	Channel preference for general communications	R	R	RW	DW	RW
S3	Channel preference for receiving newsletter	R	R	RW	DW	RW
S4	Channel preference for Monthly statements	R	R	RW	DW	RW
P1	Debit/Credit card details (Primary) ¹⁵	R	R	RW	DW	RW
P2	Debit/Credit card details (Secondary) ^{3, 16}	R	R	RW	DW	RW
P3	Direct debit mandate	R	R	-	DW	-
P4	Bank details	-	-	RW	DW	RW
P5	Permission given to take payment for the first Month of the Account	R	R	W	W	W
P6	First Month pre-payment charge ¹⁷	R	R	R	D	RW
P7	Monthly billing/ payment day	R	R	RW	DW	RW
P8	Account balance	R	R	R	D	R
A1	Account category	R	R	R	DW	R
A2	Unique Account ID	R	R	R	D	R
A3	Account status	R	R	R	D	R
A4	Proof of eligibility provided?	R	R	R	D	R
A5	Account start date	R	R	R	D	R

¹⁵ 3 digit security numbers must be provided if credit of debit card is chosen as the payment channel. Phone and Web users can also access some digits of the card number. Which digits are available needs to be consistent throughout

¹⁶ Phone and Web users can also access some digits of the card number. Which digits are available needs to be consistent throughout

¹⁷ The Service Provider calculates an initial pre-payment amount for each Organisation Account, dependent on number of Vehicles specified and the expected periodic usage of the products by such Vehicles, according to a formula provided by TfL

Ref	Account Data	Non-Organisation		Organisation channels		
		TfL	Enforcements Operations	Telephone ¹³	Post/Fax/ E-Mail	Web
A6	Acceptance of terms and conditions	R	R	RW	W	RW
A7	Previous Monthly statement	R	R	R	D	R
A8	Transactions (including image, location, time, date) since last statement	R	R	R	D	R
A9	Statements for last 12 Months (Parameterised)	R	R	R/D	R ¹⁸	R
A10	Transactions for last 12 Months (Parameterised)	R	R	R/D	R	R
A11	Images captured for last 60 days (Parameterised) ¹⁹	R	R	D	R	R
U1	User title, first name and surname	R	R	RW	DW	RW
U2	User address (inc post code)	R	R	RW	W	RW
U3	User telephone number	R	R	RW	W	RW
U4	User mobile telephone number	R	R	RW	W	RW
U5	User email address	R	R	RW	W	RW
U6	User signature sample	R	R	-	W	-
U7	PIN number (one per Account User)	-	-	W	W	RW
U8	Acceptance of DP conditions/information ²⁰	R	R	RW	W	RW
U9	Signed consent ²¹	R	R	R	W	R
U10	Linked Account ID(s) where user has equivalent access rights	R	R	RW ²²	R	R

Key:

¹⁸ Could charge for this and following two services (transactions and image print outs)

¹⁹ Each image is retained for 60 days from the point of successful payment

²⁰ These may vary by Account and therefore explicit acceptance is required for each distinct set of DP conditions (which are agreed with TfL)

²¹ When required by TfL, with regards to Personal Data being recorded under the Data Protection Notice and / or Act

²² Note that this field can only be amended by the Administrator or Relationship Manager of the 'parent' Account

A – Account Data	D – Demand (Data can be requested to be sent to the Customer)
B – Organisation Data	R – Read (Data can be accessed in real-time)
P – Payment Data	W – Write (Data can be modified using the validation mechanism detailed in table 2)
S – Settings Data	‘-‘ – No access
V – Vehicle Data	

8 Statements

Table 7: Minimum information provided in Monthly Organisation statements

Header:
<p>Organisation name and address</p> <p>Organisation Account number (where applicable)</p> <p>Period of statement</p> <p>Statement number</p> <p>Vehicle VRMs – for all Vehicles linked to the account Chargeable or discounted</p>
Statement Details :
<p>Transaction Type (e.g. top-up, Refund, Charge)</p> <p>Date of transaction</p> <p>Payment channel/method</p> <p>VRM, cost centre, direction of travel, time and location (for each charging transaction)</p> <p>Credit or debit amount</p> <p>Balance – running total</p> <p>Statement final balance</p> <p>Reversal (i.e. like a double in accounting) of the previous Month's prepayment</p>
A message box at the bottom for :
<p>Date and amount notification for next Month's prepayment direct debit payment²³</p> <p>Information relating to the Account or Scheme</p> <p>Informing the Customer of the date by which any disputes have to be received</p>

²³ Notification should be in advance of direct debit payment, according to statutory guidelines. Note also that the prepayment formula may be different for Fleet & Lease Account types

9 Account Operation

Table 8: Account filters

Filter:
All Vehicles
Active Vehicles
Added / approved Vehicles
Rejected Vehicles
Deleted Vehicles
Cost centres
Vehicles pending approval