



London Cycle Hire Scheme

Schedule 2

Service Systems and Back-Office

Appendix 3 – Customer & Subscription Data

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1 Types of Customer Record

Table 1: Customer Record type descriptions

| Customer Record type | Description |
|----------------------|---|
| Contact Record | Some Customer details captured, but insufficient to operate a Standard Customer Record |
| Customer Record | Customer Record involving Registration of Customer and Subscription Details including Payment Method Details. |

2 Customer Registration

Customer Registration occurs in conjunction with purchase of a Subscription.

The data requirements for registration and Customer access to this data are given in the following table.

Table 2: Customer Data fields

| Data Field(s) | Validation Required | Mandatory? | Customer access/editing by Channel | | | | |
|---|---|----------------|------------------------------------|--------------------|---------------------|-----|-----|
| | | | IVR | Phone ¹ | Post/Fax/ E-Mail | SMS | Web |
| Title, first name, middle name(optional) and surname ² | Confirm spelling phonetically (telephone only) | M | - | RW | DW | - | RW |
| Address (inc post code) ² | No validation on entry but see footnote | M | - | RW | DW | - | RW |
| Daytime telephone number | | O | - | RW | DW | - | RW |
| Evening telephone number | | O | - | RW | DW | - | RW |
| Mobile telephone number | | O ³ | - | RW | DW | - | RW |
| E-Mail address ⁴ | Double entry (with no facility to copy & paste from one box to the other) Confirmation email sent with validation link | O ⁵ | - | RW | DW | - | RW |
| SmartCard Number | Number format, check against valid SmartCards | M | - | RW | DW | - | RW |
| Rolling Subscription Indicator | Y/N | M | - | RW | DW | - | RW |

¹ Service Provider CSR access has the same access rights

² Must match the details of the credit or debit card if a credit or debit card is Registered

³ Mandatory if payment Receipt by SMS option chosen

⁴ Email details are validated by a message from the Service Provider followed by the required response from the Customer

⁵ Mandatory if email chosen as the preferred communication channel

| Data Field(s) | Validation Required | Mandatory? | Customer access/editing by Channel | | | | |
|---|---|------------|------------------------------------|--------------------|---------------------|-----|-----|
| | | | IVR | Phone ¹ | Post/Fax/ E-Mail | SMS | Web |
| Marketing preferences | Choose from: Third Parties; TfL only; None | O | - | RW | DW | - | RW |
| Channel preference for general communications ⁶ | Choose from: E-Mail; Post; Large print; Braille; Audio (cassette and/or CD) | M | - | RW | DW | - | RW |
| Channel preference for Billing Notification ⁷ | Choose from: E-Mail; SMS; Post; Large print; Braille; Audio (cassette and/or CD); | O | - | RW | DW | - | RW |
| Channel preference for Billing Statements ⁸ | Choose from: Web; E-Mail; SMS; Post; Large print; Braille; Audio (cassette and/or CD); | O | - | RW | DW | - | RW |
| Language preference for all communications | Choose one of the languages accommodated by the Scheme | O | - | RW | DW | - | RW |
| Unique ID/Customer Record Number | [Generated by the Service Provider] | M | R | R | D | - | R |
| PIN number (should be held encrypted) | Double entry Entry of previous PIN if PIN is being changed PIN length 4 digits | O | R | W | W | - | W |
| Username (for website)) | Default to email address | M | - | RW | RW | - | RW |
| Password (should be held encrypted) | Double entry Entry of previous Password if Password is being changed Password length 8 digits | M | R | W | W | - | W |
| Acceptance of Terms and Conditions and Data Protection (DP) | Acknowledged and accepted by the Customer (these are the basic T&Cs, and a DP statement | M | W | RW | DW | - | RW |

⁶ Default option should be email

⁷ Default option should be email

⁸ Default option should be Web

| Data Field(s) | Validation Required | Mandatory? | Customer access/editing by Channel | | | | |
|------------------------|--|------------|------------------------------------|--------------------|---------------------|-----|-----|
| | | | IVR | Phone ¹ | Post/Fax/ E-Mail | SMS | Web |
| conditions/information | covering all Customer Record Data) | | | | | | |
| Customer Record Status | Select: Active; Suspended; Closed | M | - | R | D | - | R |
| Date of Registration | [Generated by the Service Provider] | M | - | R | D | - | R |
| Bicycle Limit | Must be less than or equal to the system parameter for Maximum Number of Bicycles. Default to 1. | M | - | RW | DW | - | RW |
| Billing Date | A valid day | O | - | RW | DW | - | RW |

Key:

M – Mandatory field (Registration can only be completed when the Customer provides all the mandatory Data required)

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

D – Demand (Data can be requested to be sent to the Customer)

R – Read (Data can be accessed in real-time)

W – Write (Data can be modified using the validation mechanism)

‘-‘ – No access

3 Subscription Purchase

The data requirements for Subscription purchase for a Registered Customer and Customer access to this data are given in the following tables.

Table 3: Payment Method Details

| Data Field | Validation Required | Mandatory? | Customer access/editing by Channel | | | | |
|---|--|-----------------|------------------------------------|--------------------|---------------------|-----|-----|
| | | | IVR | Phone ⁹ | Post/Fax/ E-Mail | SMS | Web |
| Debit/Credit card details (Primary) ¹⁰ | Authorisation check with Merchant Acquirer. For Registered Customers the name & address of the Customer must match the billing details held by the card issuer. | M ¹¹ | - | RW | RW | - | RW |
| Direct debit mandate ¹² | Confirm with BACS | O | - | RW | RW | | RW |
| Bank details ¹² | Check with bank/BACS | O | | | | | |

Table 4: Subscription Data

| Data Field | Validation Required | Mandatory? | Customer access/editing by Channel | | | | |
|---------------------|---------------------------------|------------|------------------------------------|---------------------|---------------------|-----|-----|
| | | | IVR | Phone ¹³ | Post/Fax/ E-Mail | SMS | Web |
| Subscription Type | | M | - | RW | DW | - | RW |
| Subscription Number | [Generated by Service Provider] | M | - | R | D | - | R |

⁹ Service Provider CSR access has the same access rights

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

¹¹ Not Mandatory if direct debit details are provided

¹² Only applicable to certain Subscription types

¹³ Service Provider CSR access has the same access rights

| Data Field | Validation Required | Mandatory? | Customer access/editing by Channel | | | | |
|--|--|------------|------------------------------------|---------------------|---------------------|-----|-----|
| | | | IVR | Phone ¹³ | Post/Fax/ E-Mail | SMS | Web |
| Subscription Duration | | M | - | RW | DW | - | RW |
| Subscription Bicycle Limit | Must be less than or equal to the system parameter for Maximum Number of Bicycles. For Registered Customers must also be less than or equal to the Customer Record Bicycle Limit. | M | - | RW | DW | - | RW |
| Acceptance of variant Terms and Conditions ¹⁴ | Acknowledged and accepted by the Customer | M | - | R | D | - | R |
| Subscription Status | [Set by Service Provider: Awaiting DD; Pending; Active; Suspended; Terminated; Closed] | M | - | R | D | - | R |
| Subscription Start Date & Time | [Generated by the Service Provider on Subscription activation] | M | - | R | D | - | R |
| Subscription End/Expiry Date & Time | [Generated by the Service Provider on Subscription activation]. | M | - | R | D | - | R |
| PIN number (should be held encrypted) | Double entry Entry of previous PIN if PIN is being changed PIN length 4 digits | O | R | W | W | - | W |

Key:

M – Mandatory field (Registration can only be completed when the Customer provides all the mandatory Data required)

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

D – Demand (Data can be requested to be sent to the Customer)

R – Read (Data can be accessed in real-time)

¹⁴ These may vary by Subscription type and therefore explicit acceptance is required for each distinct set of terms and conditions and DP conditions (which are agreed with TFL)

| | | | Customer access/editing by Channel | | | | |
|------------|---------------------|------------|------------------------------------|---------------------|---------------------|-----|-----|
| Data Field | Validation Required | Mandatory? | IVR | Phone ¹³ | Post/Fax/ E-Mail | SMS | Web |

W – Write (Data can be modified using the validation mechanism detailed in table 2)

‘-‘ – No access

Table 5: Billing/Statement Details

| | | | Customer access/editing by Channel | | | | |
|---|---------------------|------------|------------------------------------|---------------------|---------------------|-----|-----|
| Data Field | Validation Required | Mandatory? | IVR | Phone ¹⁵ | Post/Fax/ E-Mail | SMS | Web |
| Balance | | | R | R | D | D | R |
| Mini Statement | | | R | R | D | D | R |
| Statements for last 12 Months ¹⁶ | | | - | R | D | - | R |

Key:

M – Mandatory field (Registration can only be completed when the Customer provides all the mandatory Data required)

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

D – Demand (Data can be requested to be sent to the Customer)

R – Read (Data can be accessed in real-time)

W – Write (Data can be modified using the validation mechanism detailed in table 2)

‘-‘ – No access

¹⁵ Service Provider CSR access has the same access rights

¹⁶ Where possible, this information is available in real-time; otherwise it is sent to the Customer (eg by Post/Email)

