



# **Business Operations Agreement**

## **Schedule 2**

### **Appendix 01 - Payments & Transaction Channels**

**TfL\_scp\_000555**

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## 1 Charge Types

Table 1: Charge Payments types and the Charge value (Parameterised)

Charge Payment	Cost
Single Congestion Charge (Normal)	£10
Single LEZ Charge (Normal)	£100
Single Congestion Charge (Pay Next Day)	£12
Single LEZ Charge (Pay Next Day)	£100
Weekly Congestion Charge (5 Day)	£50
Monthly Congestion Charge (20 Day)	£200
Annual Charge (252 Day)	£2520
Weekly Residents Charge	£5
Daily Residents Charge (Auto Pay Only)	90p
Monthly Residents Charge	£20
Annual Residents Charge	£252
Fleet Auto Pay Daily Payment Account Charge	£9
Fleet Ad Hoc Charge	£9
CC Auto Pay Daily Payment Account Charge	£9

*This list is for illustrative purposes only and is not exhaustive. These charges are current as at the time of this Agreement.*

### Points to note:

Congestion Charge charging Days are Monday to Friday 7am to 6pm.

The LEZ Charge applies everyday between the hours of 00:00:01 and 00:00:00. The only LEZ Charge types are a daily Charge or a Pay Next Day Charge.

If a customer entered the LEZ at 23:00 and left at 02:00, then two daily charge payments would be required.

Weekends, bank holidays and the 3 days between Christmas and New Year are non charging days for the Congestion Charge.

A Pay Next Day (PND) Charge can be purchased up to midnight on the following Charging Day. For example:

- A Customer who travels on Monday has until midnight on Tuesday to pay the PND Charge.
- A Customer who travels on Friday has until midnight on Monday to pay the PND Charge.
- A Customer who travels on Friday but Monday is a Bank Holiday therefore has until midnight on Tuesday to pay the PND Charge.
- A Customer who travels on the last Charging Day prior to Christmas has until the 2<sup>nd</sup> or 3<sup>rd</sup> of January to pay the PND Charge depending upon how the bank holiday for New Years Day falls.

For LEZ the same rules apply for Pay Next day even though everyday is a Charging day.

A Residents Daily Charge of £0.90 is only applicable to Residents who are registered for CC Auto Pay. If a Resident is not registered for CC Auto Pay the minimum charge that can be purchased is a £5.00 Weekly Residents Charge.

The Weekly Congestion Charge is not a Monday to Friday charge but a period of 5 consecutive Charging Days. For example a Customer can purchase a Weekly Congestion Charge on a Wednesday to start that day and the Charge would be valid until midnight the following Tuesday.

Auto Pay only applies to the Congestion Charge; there are no LEZ automated payments.

## 2 Other Transactional Charges – Administration Charges

Table 2: Administration charges (Parameterised)

Transactional Charge	Cost
Annual Discount Administration Charge	£10
2 Yearly Discount Administration Charge	£20
Annual Discount Renewal Charge	£10
2 Yearly Discount Renewal Charge	£20
Fleet Auto Pay Annual Charge per Vehicle	£10
CC Auto Pay Annual Charge per Vehicle	£10
Amend Charge Payment (VRM)	£2.50
Amend Charge Payment (start date)	£2.50
Amend VRM for Resident	£2.50
Administration Charge for Refund when surrendering Monthly or Annual Charge Payment	£10
Subject Access Request	£10

*This list is for illustrative purposes only and is not exhaustive. These charges are current as at the time of this Agreement.*

### Points to note:

A Customer with a Fleet Auto Pay Account does not incur the £10 per vehicle Annual Charge for Ad Hoc vehicles.

Annual vehicle charges for Fleet Auto Pay and CC Auto Pay shall be added to the monthly Statement for payment collection. A warning shall be included on the monthly Statement the month prior to collection advising the Customer of the Administration Charges per vehicle due the next month.

A Customer can amend a vehicle on a Charge payment in advance or on the day of travel.

A Customer can amend the start date of the Charge in advance of the day of travel.

All refund requests must be submitted and considered in accordance with the Scheme Order(s) Refunds of Daily Charges shall not be issued for a Congestion Charge.

Customers can only request a refund for a weekly Charge in advance of the Charge start date, once the weekly charge has been partially used a refund cannot be processed.

Customers can only surrender a part used Monthly or Annual Charge.

A LEZ customer can request a refund of a daily Charge in advance or on the day of travel.

Pay Next Day charges cannot be refunded.

### 3 Payments & Transaction Channels

Table 3: Customer actions by channel for Congestion Charging

	IVR	Phone (Operational User)	Web	Email	Post
Registered Customer purchases a Charge (all charge types excluding Auto Pay)	Yes	Yes	Yes	Yes	Yes
Non registered Customer purchases a Charge (all charge types excluding Auto Pay)	Yes	Yes	Yes	Yes	Yes
Account Registration	No	Yes	Yes	Yes	Yes
Discount Registration	No	Yes	Yes	Yes	Exceptional circumstances only. See business rules
Fleet Auto Pay Registration	No	Yes	Yes	Yes	Exceptional circumstances only. See business rules
CC Auto Pay Registration	No	Yes	Yes	Yes	Exceptional circumstances only. See business rules
Refund Requests	No	Yes	Yes	Yes	Yes
Charge Amendments (Day & VRM)	No	Yes	Yes	Yes	Yes
Enquiries and Complaints	No	Yes	Yes	Yes	Yes
Request for Scheme Information	No	Yes	Yes	Yes	Yes
Request for Duplicate Receipt	No	Yes	Yes	Yes	Yes
Charge Disputes	No	Yes	Yes	Yes	Yes
Account Amendments	No	Yes	Yes	Yes	Yes

*This list is for illustrative purposes only and is not exhaustive. These details are current as of the date of this Agreement.*

#### Points to note:

Fleet Auto Pay and CC Auto Pay Charges are automatically assigned to the Auto pay Service upon detection of a Auto Pay registered vehicle in the Congestion Charging Zone therefore these Charge types are not reflected in the above table.

Current operating hours for the contact centre are:

- Monday to Friday 8am to 10pm
- Saturday 9am to 3pm
- Sunday Closed

Current operating hours for the back office functions are Monday to Friday 9am to 5pm

All other channels (IVR, Web, Email) must be operational 24 hours a Day 365 Days a year.

**Table 4: Customer actions by channel for LEZ.**

	<b>IVR</b>	<b>Phone (Operational User)</b>	<b>Web</b>	<b>Email</b>	<b>Post</b>
Registered Customer purchases a Charge (all charge types excluding Auto Pay)	No	Yes	Yes	No	No
Non registered Customer purchases a Charge	No	Yes	Yes	No	No
Showman's Registration	No	No	Yes	Yes	Yes
Exemption Registration	No	Yes	Yes	Yes	Yes
Refund Requests	No	Yes	Yes	Yes	Yes
Charge Amendments (Day & VRM)	No	Yes	Yes	Yes	Yes
Enquiries and Complaints	No	Yes	Yes	Yes	Yes
Request for Scheme Information	No	Yes	Yes	Yes	Yes
Request for Duplicate Receipt	No	Yes	Yes	Yes	Yes

*This list is for illustrative purposes only and is not exhaustive and are current as at the time of this Agreement*

**Points to Note:**

LEZ is not a Service. LEZ will be correspondence based only and therefore can be managed via an Account or a Customer Record.

### 4 Customer Receipts

Table 5 : Mapping the channel via which a payment was received to the channel through which receipt can be issued. This applies to both individual and Monthly receipts.

Payment Type	Channel via which Payment was received	Channel via which Receipt can be issued	Charge Payment Type			
			Daily	Weekly	Monthly	Annual
Congestion Charging Charge Payments	Telephone (Operational User)	Post	Exceptional Circumstances Only			
		Verbal	Yes	Yes	Yes	Yes
		SMS	Yes	Yes	Yes	Yes
		E-Mail	Yes	Yes	Yes	Yes
	Web	Post	No	No	No	No
		Verbal	No	No	No	No
		SMS	Yes	Yes	Yes	Yes
		E-Mail	Yes	Yes	Yes	Yes
	Post	Post	Exceptional Circumstances Only			
		Verbal	No	No	No	No
		E-Mail	Yes	Yes	Yes	Yes
		SMS	Yes	Yes	Yes	Yes
	IVR	Post	No	No	No	No
		Verbal	Yes	Yes	Yes	Yes
		SMS	Option For Registered Customers Only			
		E-Mail	Option For Registered Customers Only			
Congestion Charging Transaction Payments	Telephone (Operational User)	Post	Exceptional Circumstances Only			
		Verbal	Yes			
		SMS	Yes			
		E-Mail	Yes			
	Web	Post	Exceptional Circumstances Only			
		Verbal	No			
		SMS	Yes			
		Email	Yes			
	Post	Post	Exceptional Circumstances Only			
		Verbal	No			
		SMS	Yes			
		E-Mail	Yes			

*This list is for illustrative purposes only and is not exhaustive*

Table 6 : Mapping the channel via which a payment was received to the channel through which receipt can be issued..

Payment Type	Channel via which Payment was received	Channel via which Receipt can be issued	Charge Payment Type			
			Daily	Weekly	Monthly	Annual
LEZ Charge Payments	Telephone (Operational User)	Post	Exceptional Circumstances Only			
		Verbal	Yes	No	No	No
		SMS	Yes	No	No	No
		E-Mail	Yes	No	No	No
	Web	Post	No	No	No	No
		Verbal	No	No	No	No
		SMS	Yes	No	No	No
		E-Mail	Yes	No	No	No
	Post	Post	Exceptional Circumstances Only			
		Verbal	No	No	No	No
		E-Mail	Yes	No	No	No
		SMS	Yes	No	No	No
Transaction Payments	Telephone (Operational User)	Post	Exceptional Circumstances Only			
		Verbal	Yes			
		SMS	Yes			
		E-Mail	Yes			
	Web	Post	Exceptional Circumstances Only			
		Verbal	No			
		SMS	Yes			
		Email	Yes			
	Post	Post	Exceptional Circumstances Only			
		Verbal	No			
		SMS	Yes			
		E-Mail	Yes			

*This list is for illustrative purposes only and is not exhaustive*

**Points to note:**

A Customer can choose to receive an individual Receipt after each transaction or a consolidated Receipt on a monthly basis.

Where a Customer chooses a monthly Receipt this shall not preclude them from requesting and receiving an individual receipt at any time.

Postal receipts shall be available but only issued in exceptional circumstances TfL’s preferred receipt methods are verbal (for phone payments), email and SMS.

A unique payment reference or receipt number shall be provided to the Customer for all payments.

Payments must be easily identifiable by the channel through which they were purchased either by both receipt number and payment reference number for example:

Web payments = W0000000

IVR payments = I0000000



Schedule 2: Appendix 1 – Payments and Transaction Channels

Call Centre payments = C0000000

Auto Pay payments = A0000000 and F0000000