

# Congestion Charging

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## Auto Pay

## User Guide

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## Welcome to Congestion Charging Auto Pay (CC Auto Pay) User Guide

This guide provides all the key information you will need to manage CC Auto Pay online at [tfl.gov.uk/congestioncharge](http://tfl.gov.uk/congestioncharge). Online you will be able to;

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

### Glossary

Term	Description
Account Holder	<p>The designated Account Holder is the person responsible for the account.</p> <p>They will act as the contact point . Any correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues</p>
Account Number	<p>An account number is a unique number to enable a user to identify themselves when contacting us by telephone and when using the automated telephone system (IVR). The Account Number is used together with the customer's PIN.</p>
Account Users	<p>Account Users are people authorised, by the account holder, to manage the CC Auto Pay Service through a secure sign in process. Account users have the same permissions as the account holder, except that they can't remove the account holder, themselves or close the account.</p>
Billing Period	<p>The standard period is one month, although it may be different if the statement date is changed. The Billing Period will begin usually 10 calendar days from the date your CC Auto Pay service is activated.</p> <p>The first Billing Period may be shorter than one month depending on, which day of the month has been chosen to be, your statement date.</p>
Chargeable vehicle	<p>A vehicle is described as chargeable, if it is not eligible for a 100% discount or exemption from the Congestion Charge</p>
Customer ID	<p>The Customer ID is a unique number given to each Account Holder/ User. Along with the user's password, the customer can access the account online. For the Account holder this number is the same as their Account number.</p>

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

## Key Things to Remember

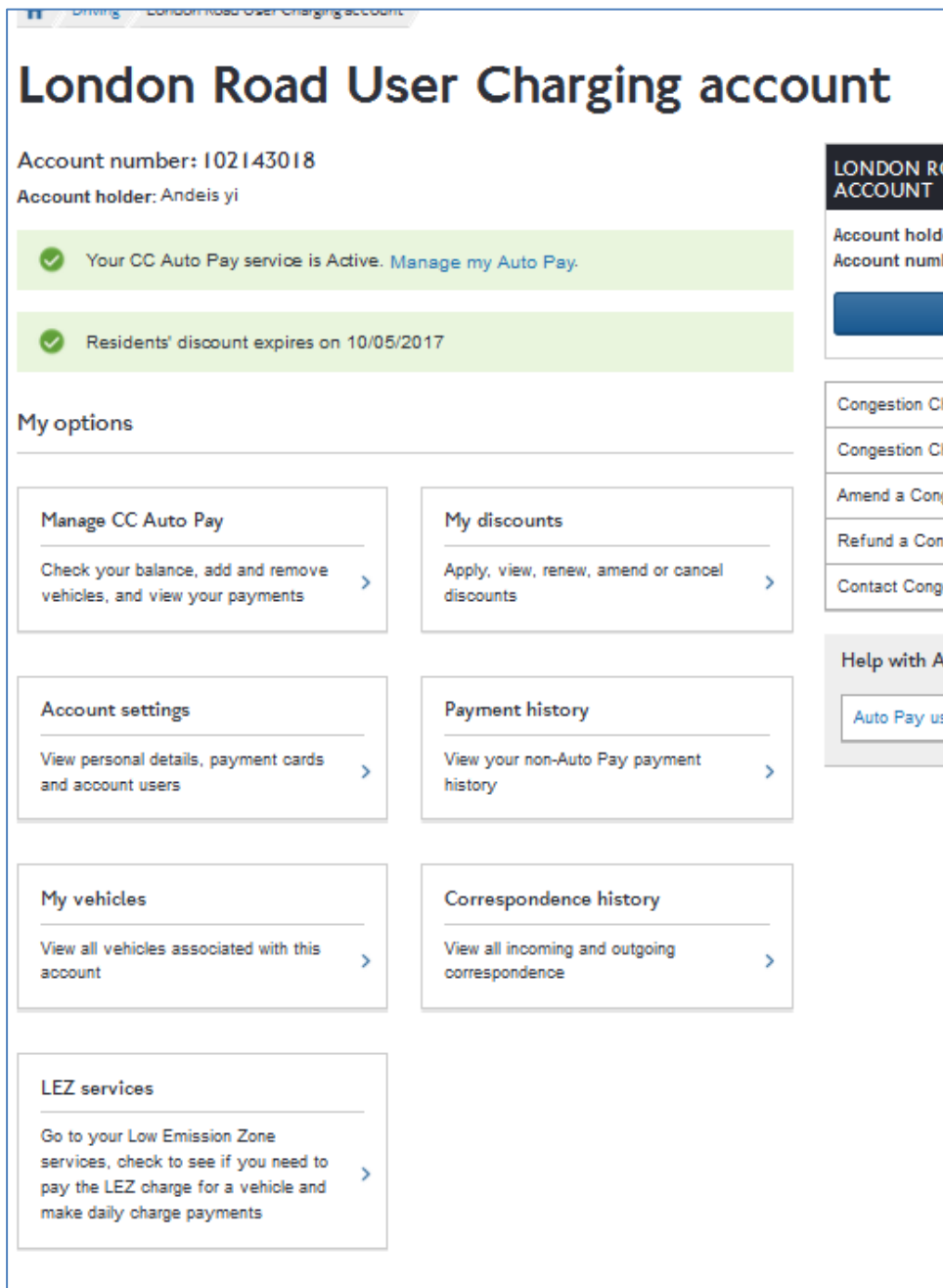
- You can add a maximum of **5** vehicles to your CC Auto Pay service.
- All payments, adjustments, and charges will be shown on your statement.
- Vehicles must be registered to an 'Active' CC Auto Pay service on the day of travel, or you may receive a PCN. If you wish to pay for a vehicle, which is not registered, or the CC Auto Pay service is in another status, you should do so by another method.
- You have until midnight on the date of travel to add additional vehicles to your service so they are covered for travel on that date.
- If a vehicle is removed from your CC Auto Pay prior to midnight then if the vehicle is driven within the charging zone during charging hours, a charge payment must be made via an alternative method for this date.
- If a vehicle is 'deleted' from CC Auto Pay, you will be charged a further £10 vehicle registration charge to add the vehicle back on to CC Auto Pay
- For each of your vehicles on CC Auto Pay, the annual £10 registration charge will automatically be taken, and the vehicle renewed for a further twelve months. This charge will be added to your next statement.
- If you do not wish to renew the vehicle it should be deleted from CC Auto Pay prior to the renewal date.
- The CC Auto Pay service only covers vehicles for the Congestion Charge. If any vehicle that is subject to the Low Emission Zone (LEZ) is used in the LEZ, then a daily LEZ charge must be paid. This can be paid via your London Road User Charging (LRUC) Account. To find out more about the LEZ go to [tfl.gov.uk/LEZ](https://tfl.gov.uk/LEZ).
- Vehicles registered to your LRUC account are **NOT** automatically added to the CC Auto Pay service.
- If for any reason we are unable to take your statement balance, your CC Auto Pay service may be suspended and then closed, which means you will need to pay for travel in the zone by an alternative method or a PCN may be issued.

## Step by step task guide

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

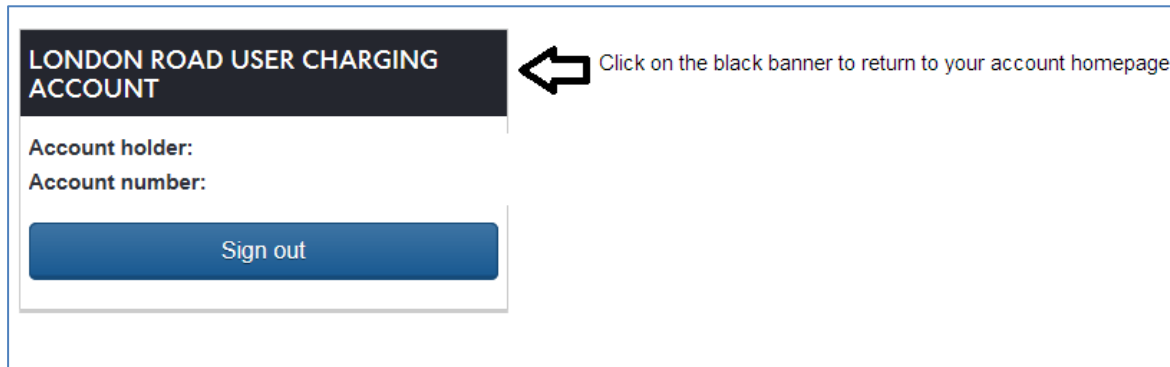
This page (Figure 1) is for all account users, and it displays all the key features of your LRUC Account. The information you see will depend upon the services that you or your organization have registered for.

By following the additional links on the right hand side of the landing page, you will be able to make Congestion Charge payments, amend payments, and request a refund .



(Figure 1)

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



## 2. Manage CC Auto Pay

Clicking on the 'Manage CC Autopay' link will take you to the '**My CC Autopay**' homepage. (Figure 2)



# Manage CC Auto Pay

## Service summary

Balance: £0.00

This is your current balance. It includes Congestion Charge zone payments, vehicle registration charges and your last statement balance, minus any payments received since your last statement was issued.

A debit balance shows how much you need to pay.

✓ Status: Active



Next statement date: 26/03/2017

Last statement balance: £0.00

If your Auto Pay status is 'Active' and you have travelled within the zone in the last few days, these charges may not be included in your balance.

[View Auto Pay payment details](#)

## Vehicles active on CC Auto Pay

Vehicle allowance used: 1/5



VK04XOJ

Black VOLK SWAGEN GOLF TDI SE

Active on: CC Auto Pay from: 12 October 2016



[Add a new vehicle](#)

## Charges since last statement

Find details of all CC Auto Pay charges and payments since your last statement.

[View charges since last statement](#)

## CC Auto Pay vehicle history

Find details of all vehicles added to CC Auto Pay in the past 2 years (or since you registered for CC Auto Pay if this was less than 2 years), along with the dates the vehicles were added.

Contact us if you need to check your vehicle was covered by CC Auto Pay on a specific date.

[View CC Auto Pay vehicle history](#)

## Statements and older charges

View all Auto Pay charges and copies of statements.

[View Auto Pay transaction history](#)

[Back](#)

LONDON ROAD USER C  
ACCOUNT

Account holder: Mrs Donna  
Account number: 20000214

[Sign out](#)

Help with Auto Pay

[Auto Pay user guides](#)

(Figure 2)

In this section, you will be able to;

- See your current balance
- Check the status of your CC Auto Pay

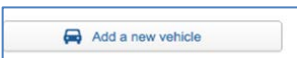
- See when your next statement is due
- Make an interim payment; If you make a payment now it will be deducted from your outstanding balance immediately. Your payment cannot exceed your current balance
- View and amend your payment details such as Direct Debit or payment card
- Add and remove vehicles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

### 3. View and Manage CC Autopay

#### 3.1 Adding/ Removing Vehicles

- You have until midnight on the date of travel to add additional vehicles . Only vehicles registered to an 'Active' CC Auto Pay service by midnight are covered for travel on that date
- Vehicles removed prior to midnight will **NOT** be covered for travel within the zone for the day they are removed.

#### 3.2 Add a vehicle

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

You will be asked to enter your vehicle details as below.

**TRANSPORT FOR LONDON** Plan a Journey Status updates Maps Fares & payments More... MAYOR OF LONDON Search

Driving > Add vehicles to CC Auto Pay

## Add vehicles to CC Auto Pay

**Add vehicle**

You can add up to 5 vehicles to CC Auto Pay.

There is a £10 annual registration charge per vehicle. This will be added to your next monthly statement.

Total number of vehicles (including vehicles below) added to CC Auto Pay: 1 / 5

You can add 4 more vehicle(s).

*Be careful not to mix up the letters 'l' and 'O' with the numbers '1' and '0'.*

**Vehicle Registration Mark\***

**Country of registration\***

\* required fields

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mr Gov Rao  
Account number: 8123124

If the vehicle is already registered to someone else's Auto Pay you will see the following message. To add the vehicle to your CC Auto Pay you will need to prove that you are entitled to do so.

Please follow the instructions online and submit a copy of your V5C (logbook) this is the registration document issued to you by the DVLA or equivalent.

Once added you will see the following confirmation page

The screenshot shows the 'Add vehicle to CC Auto Pay' confirmation page. At the top, there is a navigation bar with the 'TRANSPORT FOR LONDON' logo and links for 'Plan a journey', 'Status updates', 'Maps', 'Fares & payments', and 'More...'. A search bar is also present. Below the navigation, the page title is 'Add vehicle to CC Auto Pay'. A green confirmation box contains a checkmark and the text 'Thank you. Your vehicle(s) have been added to your CC Auto Pay service.' Below this, a note states: 'From today, any congestion charges for the vehicle(s) that you have added will be taken monthly using your chosen payment method. The annual £10 charge for each vehicle added will appear on your next monthly statement.' A 'Manage CC Auto Pay' link is provided. On the right, a 'LONDON ROAD USER CHARGING ACCOUNT' box displays 'Account holder: Mr Gov Rao' and 'Account number: 8123124', with 'Sign out' and 'Print this Page' buttons.

### 3.3 Remove a vehicle

To remove a single vehicle you will need to click on the 'X' shown alongside the vehicle details in your list of CC Auto Pay vehicles (Figure 2).

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

The screenshot shows the 'Vehicles active on CC Auto Pay' page. At the top, it says 'Vehicle allowance used: 1/5'. Below this, a vehicle card is displayed for 'CN06 Red MERCEDES VITO 111 CDI LONG', which is 'Active on: CC Auto Pay from: 20 September 2016'. A yellow warning box with a triangle icon asks 'Are you sure you want to remove this vehicle?'. It contains two buttons: 'Cancel' with a blue 'X' icon and 'Confirm' with a blue checkmark icon. At the bottom of the page, there is a button labeled 'Add a new vehicle' with a car icon.

The vehicle will be removed from your CC Auto Pay service immediately, so if you travelled in the zone on the day you removed it you will need to make alternative arrangements.

## 4. Amend CC Auto Pay payment details

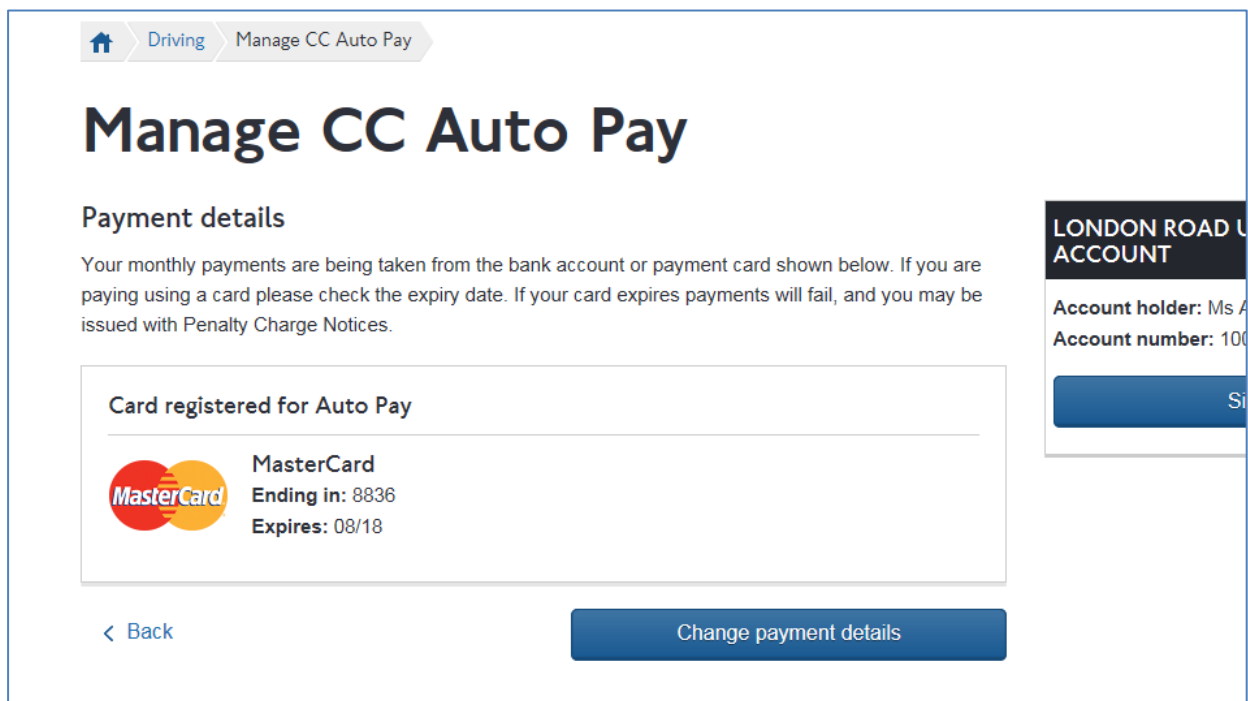
You can change your CC Auto Pay payment details from the 'Manage your CC Auto Pay' page (Figure 2) by selecting



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

### 4.1 Changing your payment card details

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



Select 'change payment details'

Driving Manage CC Auto Pay

# Manage CC Auto Pay

Select payment method

You can change your payment method below. All future monthly payments will be taken using your new payment method.

Pay by debit or credit card	<input type="radio"/>
Pay by Direct Debit (online)	<input type="radio"/>
Pay by Direct Debit (post)	<input type="radio"/>

< Back Continue

LONDON ROAD U  
ACCOUNT

Account holder: Ms A  
Account number: 100

St

Select the 'Pay by debit or credit card' option, and continue.

Driving Manage CC Auto Pay

# Manage CC Auto Pay

Select payment method

You can change your payment method below. All future monthly payments will be taken using your new payment method.

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

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

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

Confirm

< Back Continue

LONDON ROAD U  
ACCOUNT

Account holder: Ms  
Account number: 10

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

## 4.2 Adding and changing Direct Debit details

Since September 2016 you can now pay for CC Auto Pay by Direct Debit. To change from payment card to Direct Debit or to change to Direct Debit the process is the same. You will need to be aware that if it is too close to the date that your scheduled monthly payment is due you may not be able to make this change, we will tell you if this is the case.

Select 'Pay by Direct Debit online'

Driving Manage CC Auto Pay

# Manage CC Auto Pay

Select payment method

You can change your payment method below. All future monthly payments will be taken using your new payment method.

Pay by debit or credit card

Pay by Direct Debit (online)

Pay by Direct Debit (post)

If you are not the bank/building society account holder, or more than one person is required to authorise debits from this account, you will not be able to authorise an online Direct Debit mandate. Please complete a paper Direct Debit mandate. To do this select the Pay by Direct Debit (post) option.

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

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

Confirm

< Back Continue

LONDON ROAD ACCOUNT  
Account holder: Ms...  
Account number: 10...  
S

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

[Driving](#) > [Manage CC Auto Pay](#)

## Manage CC Auto Pay

### Set up Direct Debit

**Name of Bank/building society account holder \***

**Bank/building society account number \***

**Sort Code**

---

### Billing address

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

**Postcode \***

[Find address](#)

[Enter address manually](#)

required fields

**LONDON ROAD U ACCOUNT**

Account holder: Ms A  
Account number: 100

[Sig](#)

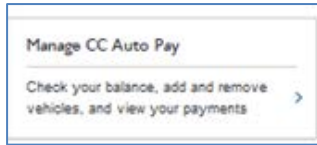
Complete your bank account details pages, including the billing address – this is the address that the bank have on record for your account, this may or may not be different from your home address.

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

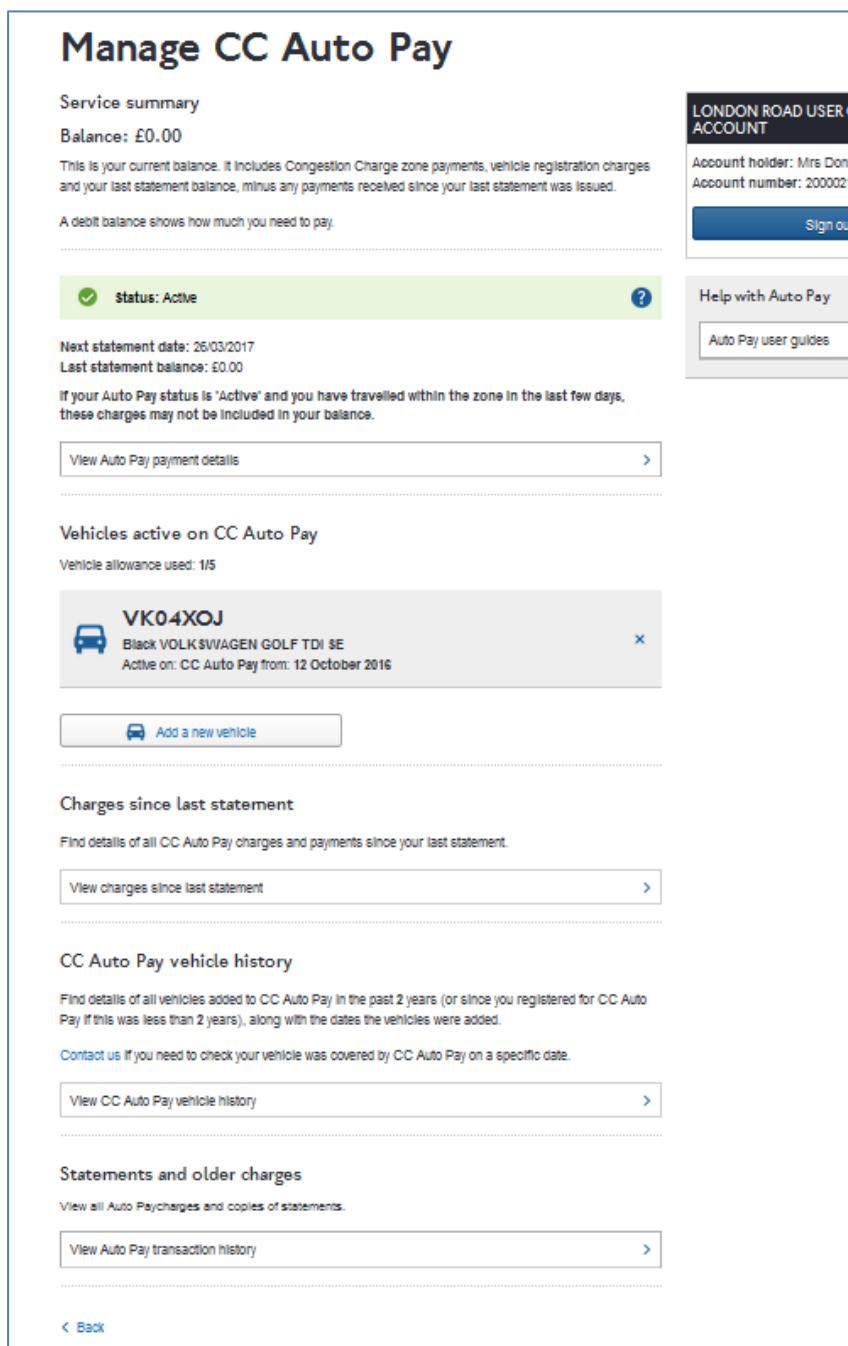


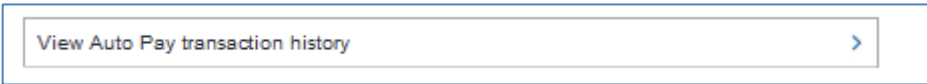
## 5. Viewing transaction history and previous statements

From your account landing page (Figure 1) click on

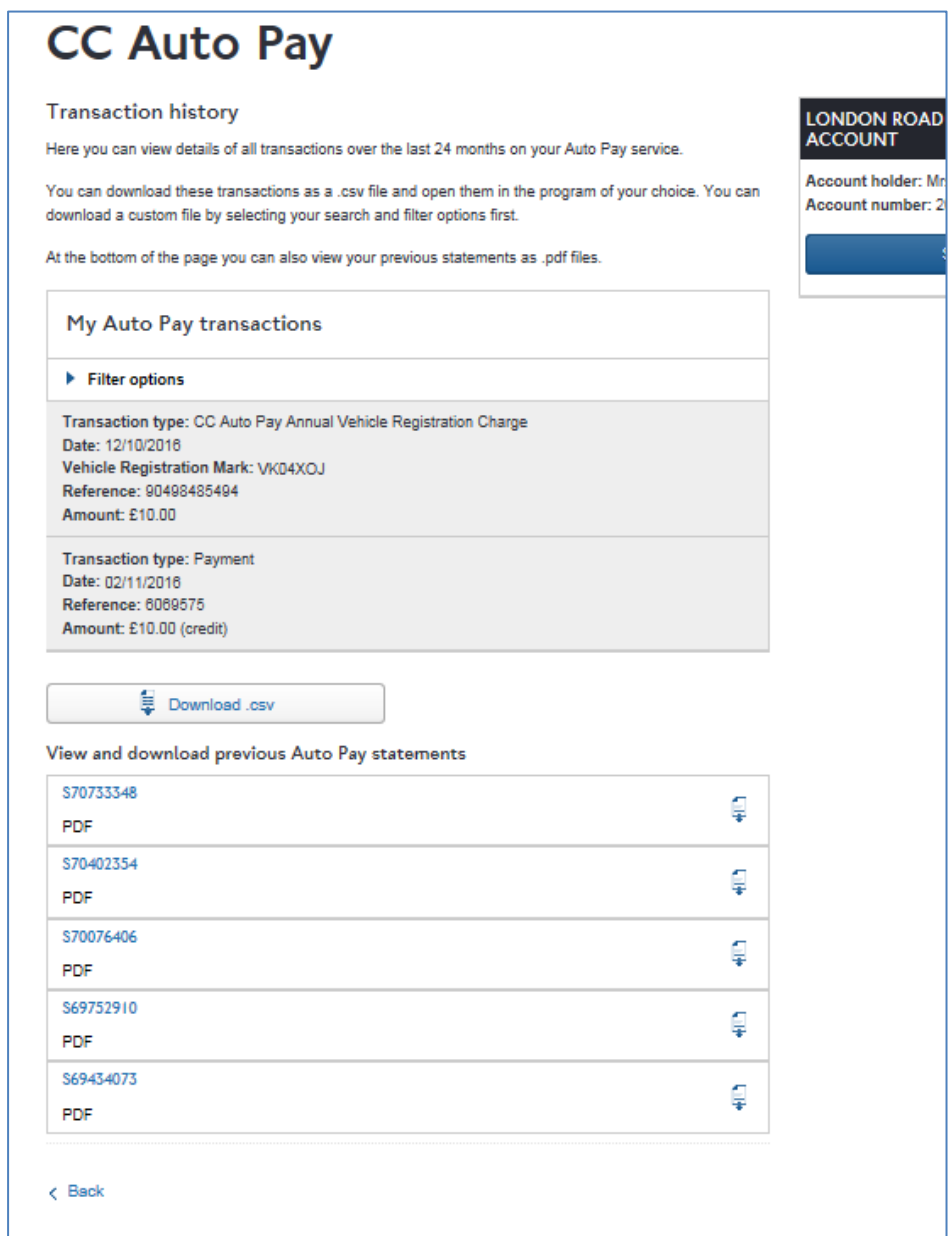


You will be taken to the following page (Figure 2)

A screenshot of the "Manage CC Auto Pay" web page. The page has a white background with blue and green accents. At the top left, the title "Manage CC Auto Pay" is displayed in a large, bold, dark blue font. Below the title is a "Service summary" section with a "Balance: £0.00" and explanatory text. A green status bar indicates "Status: Active". The page includes sections for "Vehicles active on CC Auto Pay" (showing one vehicle: VK04XOJ), "Charges since last statement", "CC Auto Pay vehicle history", and "Statements and older charges". Each section has a corresponding "View" button. On the right side, there is a dark blue header for "LONDON ROAD USER C ACCOUNT" with account holder and number information, a "Sign out" button, and a "Help with Auto Pay" section with a link to "Auto Pay user guides". At the bottom left, there is a "< Back" link.

Click on 

You will be taken to the following page



**CC Auto Pay**

**Transaction history**

Here you can view details of all transactions over the last 24 months on your Auto Pay service.

You can download these transactions as a .csv file and open them in the program of your choice. You can download a custom file by selecting your search and filter options first.


At the bottom of the page you can also view your previous statements as .pdf files.

**My Auto Pay transactions**






► **Filter options**

Transaction type: CC Auto Pay Annual Vehicle Registration Charge  
Date: 12/10/2016  
Vehicle Registration Mark: VK04XOJ  
Reference: 90498485494  
Amount: £10.00

Transaction type: Payment  
Date: 02/11/2016  
Reference: 6089575  
Amount: £10.00 (credit)

 Download .csv


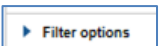
**View and download previous Auto Pay statements**

S70733348	
PDF	
S70402354	
PDF	
S70076406	
PDF	
S69752910	
PDF	
S69434073	
PDF	

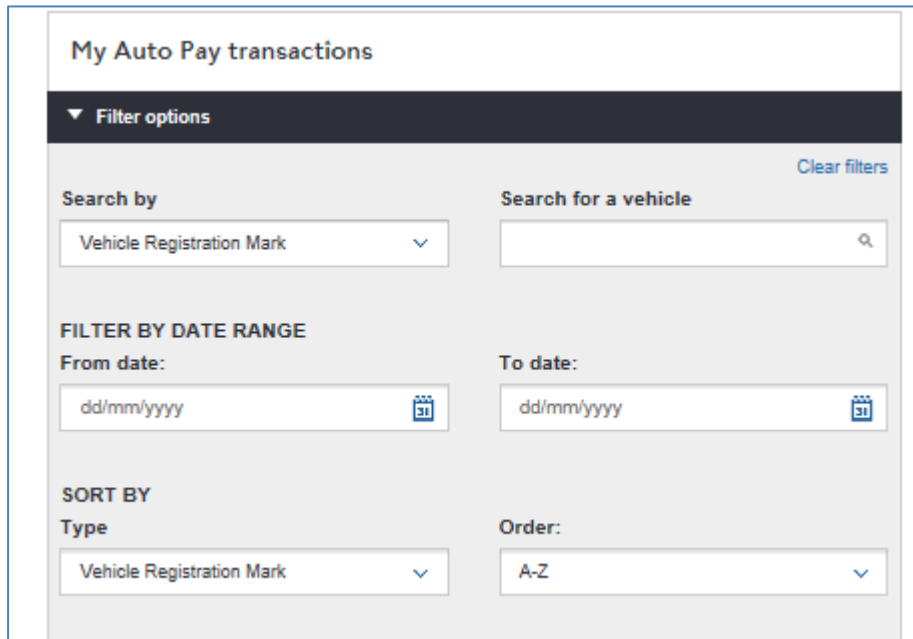
[< Back](#)

**LONDON ROAD ACCOUNT**

Account holder: Mr  
Account number: 2

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

following page:



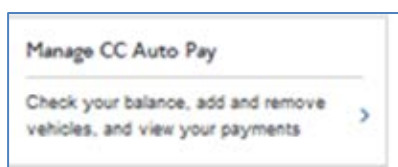
The screenshot shows a filter options panel for 'My Auto Pay transactions'. It includes a 'Filter options' dropdown, a 'Clear filters' link, and several search and sorting controls. The 'Search by' dropdown is set to 'Vehicle Registration Mark'. The 'Search for a vehicle' field is empty. The 'FILTER BY DATE RANGE' section has 'From date' and 'To date' fields, both set to 'dd/mm/yyyy'. The 'SORT BY' section has 'Type' set to 'Vehicle Registration Mark' and 'Order' set to 'A-Z'.

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

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

## 6. Viewing transactions since your previous statement

From your account landing page click on



You will be taken to the following page

# Manage CC Auto Pay

## Service summary

Balance: £0.00

This is your current balance. It includes Congestion Charge zone payments, vehicle registration charges and your last statement balance, minus any payments received since your last statement was issued.

A debit balance shows how much you need to pay.

✔ Status: Active



Next statement date: 26/03/2017

Last statement balance: £0.00

If your Auto Pay status is 'Active' and you have travelled within the zone in the last few days, these charges may not be included in your balance.

[View Auto Pay payment details](#)

## Vehicles active on CC Auto Pay

Vehicle allowance used: 1/5



VK04XOJ

Black VOLKSWAGEN GOLF TDI SE

Active on: CC Auto Pay from: 12 October 2016



[Add a new vehicle](#)

## Charges since last statement

Find details of all CC Auto Pay charges and payments since your last statement.

[View charges since last statement](#)

## CC Auto Pay vehicle history

Find details of all vehicles added to CC Auto Pay in the past 2 years (or since you registered for CC Auto Pay if this was less than 2 years), along with the dates the vehicles were added.

[Contact us](#) if you need to check your vehicle was covered by CC Auto Pay on a specific date.

[View CC Auto Pay vehicle history](#)

## Statements and older charges

View all Auto Pay charges and copies of statements.

[View Auto Pay transaction history](#)

[Back](#)

LONDON ROAD USER CHARGE ACCOUNT

Account holder: Mrs Donna M  
Account number: 2000021406

[Sign out](#)

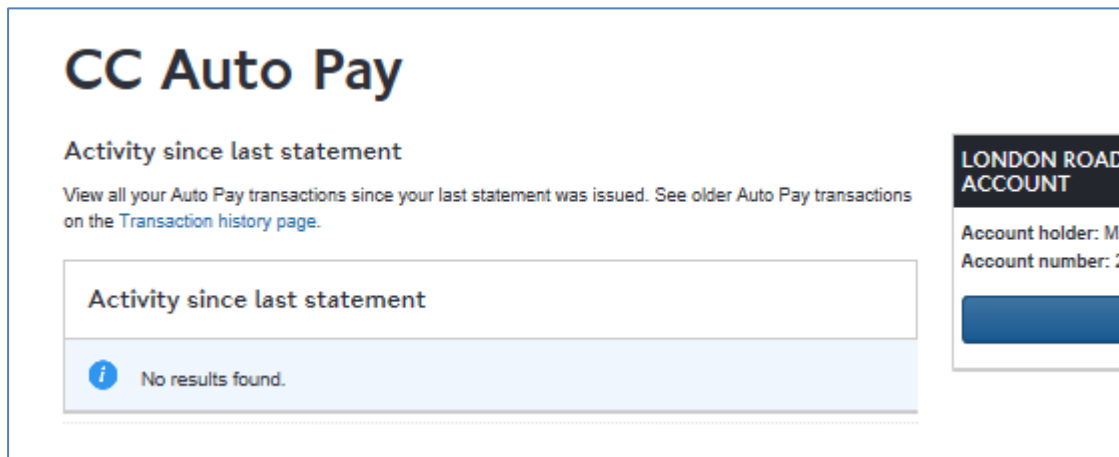
Help with Auto Pay

[Auto Pay user guides](#)

From here click on

[View charges since last statement](#)

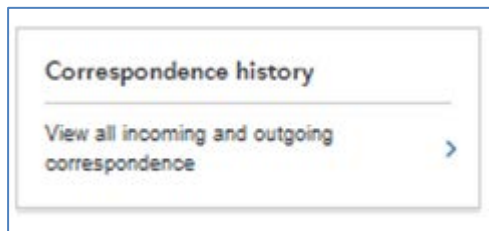
You will be taken to the following page



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

## 7. Viewing your correspondence history

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



This will take you to the following page

Driving Correspondence history

# Correspondence history

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

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

You can also download and print individual correspondence files.

**Auto Pay**

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

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

[Manage Auto Pay](#)

**Correspondence**

▶ Filter options

<p>Date: 12/10/2016 13:45:39            Direction: Outbound            Channel: email            Reference: 81248566</p>	>
<p>Date: 12/10/2016 13:33:05            Direction: Outbound            Channel: email            Reference: 81248330</p>	>
<p>Date: 12/10/2016 13:33:05            Direction: Outbound            Channel: email            Reference: 81248329</p>	>

[< Back](#)

**LONDON ROAD ACCOUNT**

Account holder: M

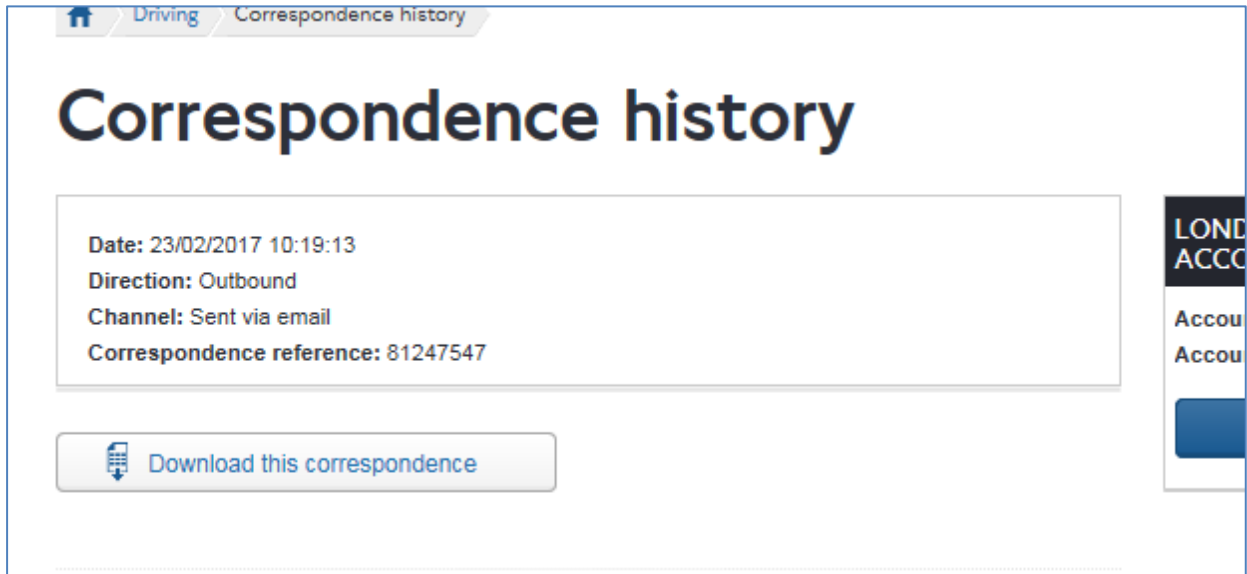
Account number:

Any correspondence that you have sent us or that we have sent you will be shown and you will have the option to search your records by clicking on [▶ Filter options](#)

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

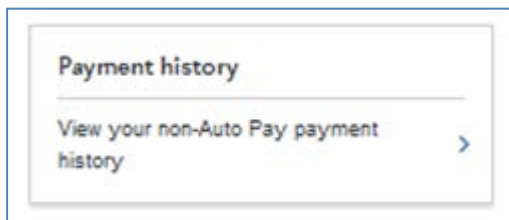
To view and download an item click on the [>](#) to the right of the item.

This will show you the details of the correspondence and give you an option to download it. As shown below.



To view the item of correspondence click on 'Download this correspondence'.

## 8. Viewing your payment history



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

This will take you to the following page

# Payment history

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

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

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

## Auto Pay

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

### Past payments

#### Filter options


Transaction type: Discount Registration Charge

Date: 25/09/2016

Receipt number: W0000010

Amount: £10.00



 Download list


[Back](#)


## LONDON ROAD USER CHARGING ACCOUNT

Account holder:

Account number:

Sign out

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

To view and download an item click on the  to the right of the item. This will take you to the following page.

# Payment history

## Payment details

DISCOUNT REGISTRATION CHARGE

Payment date: 25/09/2016

Receipt number: W0000010

Amount: £10.00

 Download this receipt


[Back](#)


## LONDON ROAD USER CHARGING ACCOUNT

Account holder:

Account number:

Sign out

 Print this Page

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



## 9. Making an interim payment

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

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

## 10. Making a payment if your CC Auto Pay is 'pending suspension'

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

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

The screenshot displays the user interface for a 'LONDON ROAD USER CHARGING ACCOUNT'. At the top left, the account number is 9234932 and the holder is Mathy A. A yellow warning banner indicates that the 'CC Auto Pay service is Pending Suspension' and provides a link to 'Manage my Auto Pay'. The main area is titled 'My options' and contains several interactive cards: 'Manage CC Auto Pay' (for checking balance and adding/removing vehicles), 'My discounts' (for applying, renewing, or canceling), 'Account settings' (for personal details and payment cards), 'My vehicles' (for viewing associated vehicles), and 'LEZ services' (for Low Emission Zone services). On the right side, there is a 'Sign out' button and a vertical menu with options like 'Congestion Charge payments', 'Congestion Charge zone', 'Amend a Congestion Charge', 'Refund a Congestion Charge', and 'Contact Congestion Charge'.

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

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

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

The screenshot shows the 'Manage CC Auto Pay' page on the Transport for London website. The page has a dark blue header with the TfL logo and navigation links: 'Plan a journey', 'Status updates', 'Maps', 'Fares & payments', and 'More...'. A search bar is on the right. Below the header, there are breadcrumb links for 'Driving' and 'Manage CC Auto Pay'. The main heading is 'Manage CC Auto Pay'. Under 'Service summary', a yellow warning box states: 'Your scheduled payment of £30.00 failed. If you don't reactivate your service it will be suspended. Once suspended you will need to pay the charge another way or you will receive a Penalty Charge Notice. To reactivate your CC Auto Pay you need to pay the current balance. This may include charges incurred since your last statement. The current balance payable is £40.00.' Below this is a button labeled 'Pay outstanding balance'. To the right, a 'LONDON ROAD USER CHARGING ACCOUNT' box shows 'Account holder: Mathy A' and 'Account number: 9234932' with a 'Sign out' button. Further down, the 'Balance: £40.00 debit' section explains that this is the current balance including congestion charge zone payments, vehicle registration charges, and the last statement balance, minus any payments received. It notes that a debit balance shows how much you need to pay. Below this, another yellow warning box indicates 'Status: Pending Suspension' with a question mark icon. It also shows 'Next statement date: 17/10/2016' and 'Last statement balance: £30.00'. A note states: 'If your Auto Pay status is 'Active' and you have travelled within the zone in the last few days, these charges may not be included in your balance.' At the bottom, there is a button labeled 'View Auto Pay payment details' with a right-pointing arrow.

The customer will be taken to the following page where they can confirm that they want to proceed to pay the outstanding balance using their payment card. To continue to payment click on 'Continue'.

TRANSPORT FOR LONDON

Plan a journey Status updates Maps Fares & payments More... ▾

Search

Driving Manage CC Auto Pay

## Manage CC Auto Pay

**Make a payment**

The amount shown below is the total balance outstanding on your CC Auto Pay service.

If your CC Auto Pay service is 'pending suspension' or 'suspended', we will automatically reactivate it after a successful payment. If it is 'closed', you will need to apply for CC Auto Pay again.

Payment summary	
Balance	£40.00
<b>TOTAL</b>	<b>£40.00</b>

[LONDON ROAD USER CHARGING ACCOUNT](#)

Account holder: Mathy A  
Account number: 9234932

[Sign out](#)

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

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

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

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

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

**TRANSPORT FOR LONDON** Plan a journey Status updates Maps Fares & payments More... Search

Driving Manage CC Auto Pay

## Manage CC Auto Pay

**Confirmation**

**Your payment has been successful**

You have made a payment of **£40.00** to your CC Auto Pay service.

**LONDON ROAD USER CHARGING ACCOUNT**

Account holder: Mathy A  
Account number: 9234932

[Sign out](#)

**New outstanding balance: £0.00**

**Your CC Auto Pay service has been updated.**

To check your CC Auto Pay status go to [My account](#) or call us on 0343 222 2222 (TFL call charges).

If you drive within the zone before your CC Auto Pay status is active you will need to pay the charge another way.

**What happens next**

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

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

[Manage my CC Auto Pay](#)

[Update my CC Auto Pay payment details](#)

**Saved card updated**

Visa  
Ending in: 1111  
Expires: 12/18

[Congestion Charge payments](#)

[Congestion Charge zone](#)

[Amend a Congestion Charge](#)

[Refund a Congestion Charge](#)

[Contact Congestion Charge](#)

The confirmation page will confirm that your CC Auto Pay service has been updated. To confirm the CC Auto Pay service has been reactivated use the 'My account' link in the yellow box.

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

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



# Manage CC Auto Pay

## Service summary



**Your scheduled payment of £75.00 failed.** Your CC Auto Pay service is now suspended. If you do not reactivate your service you will need to pay the charge another way or you will receive a Penalty Charge Notice.

To reactivate your CC Auto Pay you will need to pay the current balance. This may include charges incurred since your last statement. The current balance payable is £100.00.

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

[Pay outstanding balance](#)

## Balance: £100.00 debit

This is your current balance. It includes Congestion Charge zone payments, vehicle registration charges and your last statement balance, minus any payments received since your last statement was issued.

A debit balance shows how much you need to pay.



**Status: Suspended**



Next statement date: 21/07/2016

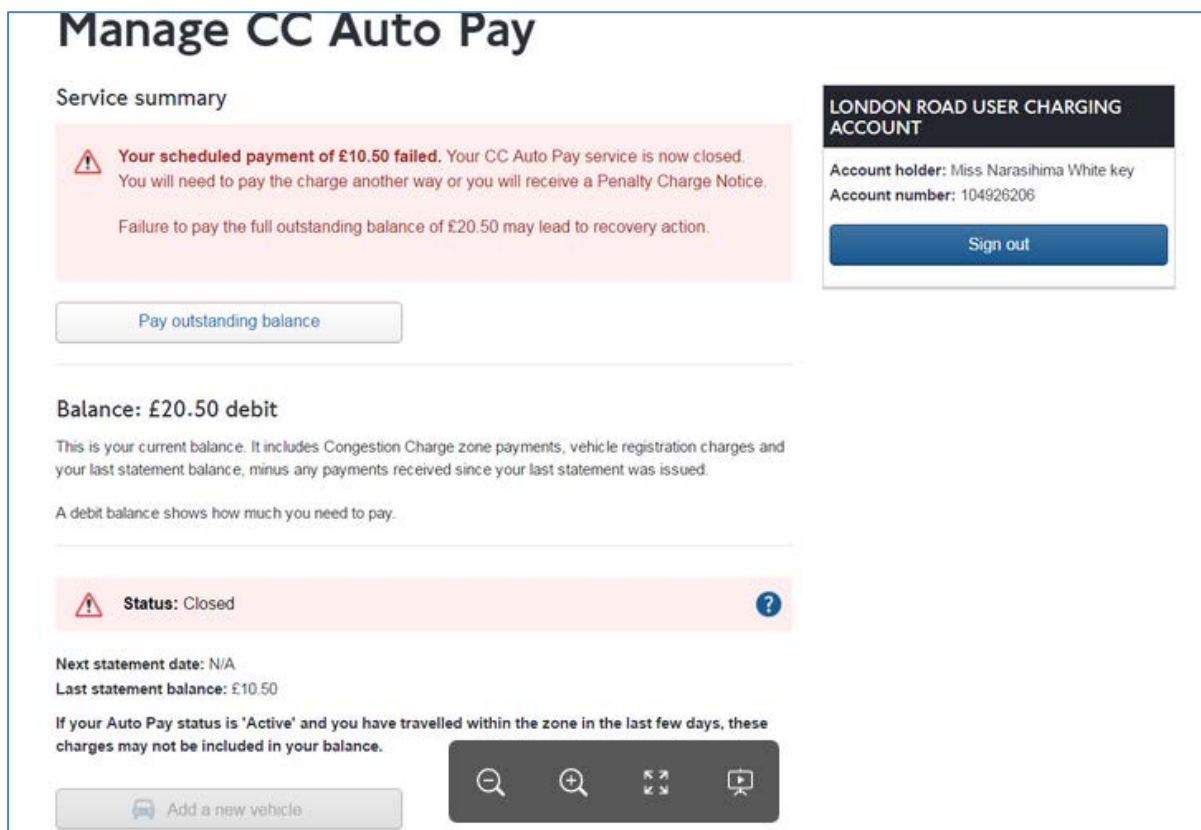
Last statement balance: £75.00

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

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

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

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



Customer will be asked to enter their credit card details to make the payment. Once details are entered customer clicks on 'Continue' If they have a saved payment card on their account they will be given the option to use that first. They can use their saved payment card providing it hasn't expired. If they chose not to use their saved payment card they can enter a different credit card and the second screen below will be presented to them.

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

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

# Manage CC Auto Pay

## Confirmation

✔ Your payment has been successful

You have made a payment of **£20.50** to your CC Auto Pay service.

## LONDON ROAD USER CHARGING ACCOUNT

Account holder: Miss Narasihima White key

Account number: 104926206

Sign out

New outstanding balance: £0.00

⚠ To reactivate your CC Auto Pay service you will need to reapply.

Reapply for CC Auto Pay >

## Saved card updated



Visa  
Ending in: 0437  
Expires: 12/18

## 13. My Vehicles

### My vehicles

View all vehicles associated with this account. >

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

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

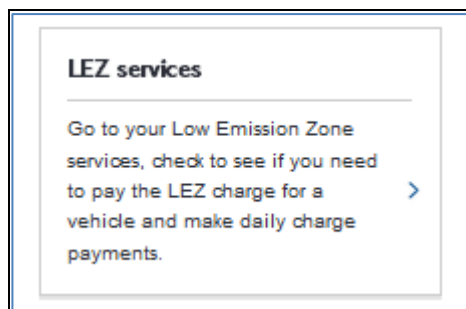
## 14. Discounts

### Discounts

Apply, view, renew, amend or cancel discounts. >

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

## 15. LEZ Services

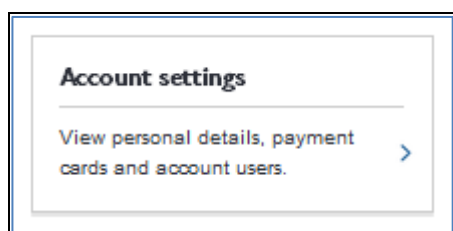


The Low Emission Zone (LEZ) covers most of Greater London and operates 24 hours a day, every day of the year. It was introduced, in 2008, to encourage the most polluting heavy diesel vehicles driving in the Capital to become cleaner.

Follow this link for more information on the Low Emission Zone (LEZ) Here you will be able to pay LEZ charges for vehicles that are on your account and/or on your CC Auto pay service


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

## 16. Account Settings



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

## 17. Add a new user

By clicking on  you can add a new user (up to a maximum of 5 users allowed). If the maximum number of users has already been added then this



option will not be available.

# Account settings

## Add new account user

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

Account users have the same permissions as the account holder to make changes, however they can't remove the account holder, themselves or close the account.

Each account user will have their own sign in credentials.

**New account user name\***


**Their email address\***

**Confirm their email address\***

**Their telephone number\***

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### Security PIN

Why do I need to provide a PIN? 

The account holder and each account user should have a unique PIN.

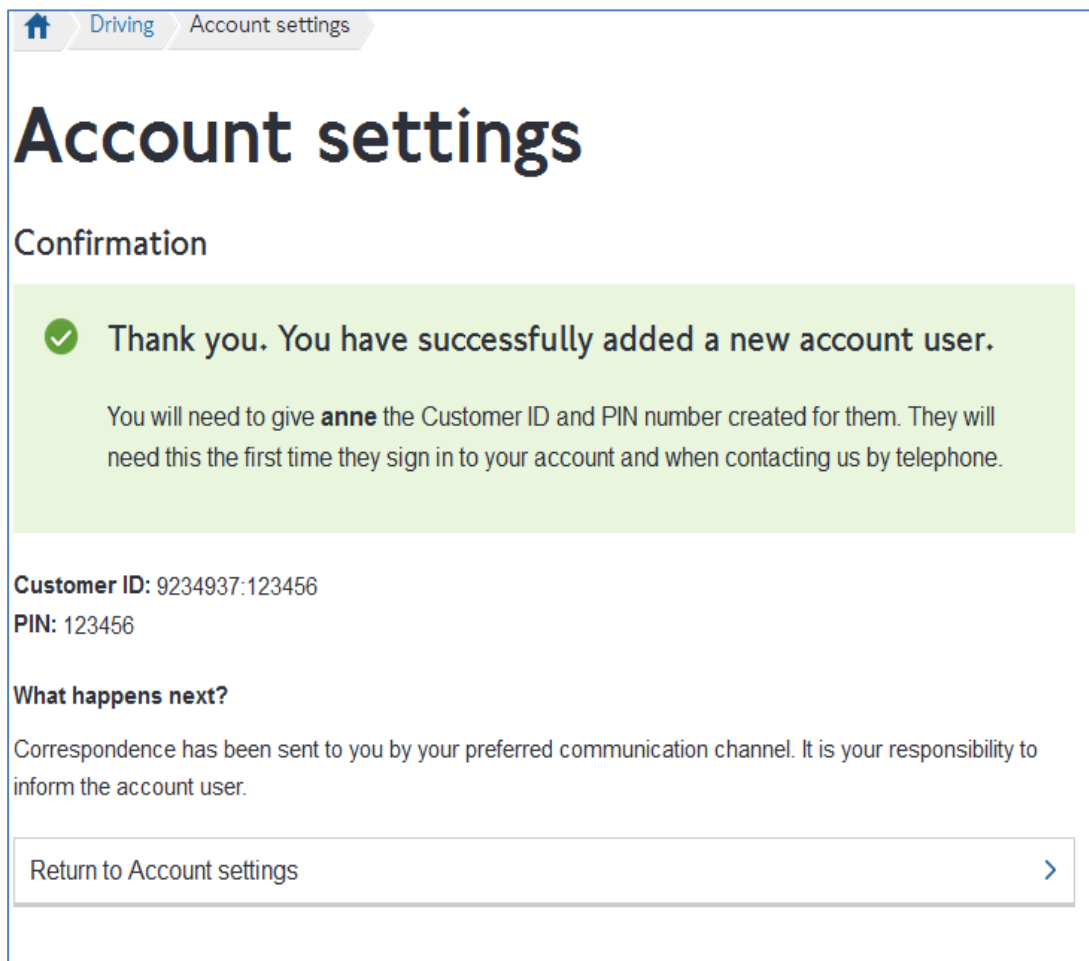
As you are completing these details on behalf of a new account user, make a note of the PIN you created for them.

You will need to give them their PIN and their unique Customer ID which will be provided when you complete this process. They will need these to sign in to your account.

**Create a security PIN (6 digits)\***

The first time the new user signs in they will need to use their Customer ID and the PIN you created for them as part of setting up their user account. They will be

allocated a unique Customer ID at the end of the process and you will need to note this down from the confirmation page as shown below.



Account settings

# Account settings

## Confirmation

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

You will need to give **anne** the Customer ID and PIN number created for them. They will need this the first time they sign in to your account and when contacting us by telephone.

**Customer ID:** 9234937:123456  
**PIN:** 123456

### What happens next?

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

[Return to Account settings](#) >

## 18. PIN resets

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

## 19. Remove an account user

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



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


**Account users**

---

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

What can additional account users do? ?

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

 [Add a new account user](#)

## 20. Amend marketing preferences

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

These options can be changed at anytime.

**Marketing preferences**  
You will not receive TfL marketing information.  
You have said that you do not want to take part in customer satisfaction surveys.

I would like to receive marketing information from TfL

I would like to take part in customer satisfaction surveys

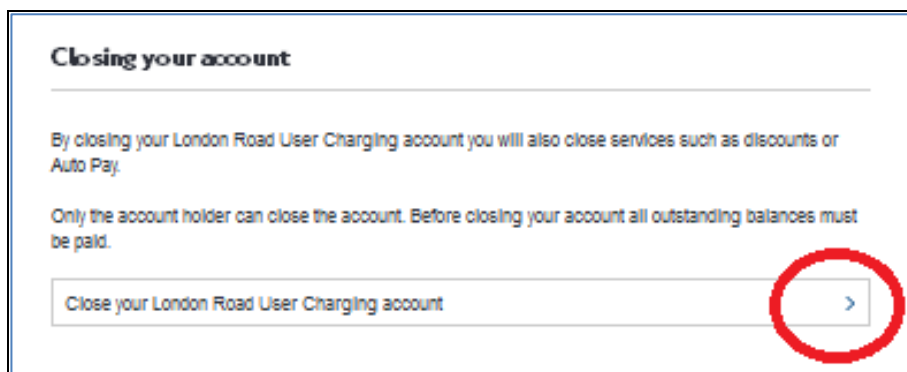
## 21. View Terms and Conditions

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

## 22. Close your account

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

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




**Closing your account**

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By closing your London Road User Charging account you will also close services such as discounts or Auto Pay.

Only the account holder can close the account. Before closing your account all outstanding balances must be paid.

Close your London Road User Charging account 

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

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


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

## 23. Statements

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

**Transport for London**

Mr D Leplinski  
101 sydenham road  
sydenham  
Londonderry  
SE26SEZ



Transport for London  
Congestion Charging  
PO Box 341  
Darlington  
DL1 9QA  
Phone 020 7649 9860  
tfl.gov.uk/congestioncharge

**AUTO PAY STATEMENT**

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**Account Details**

**Account Number:** 1000558970  
**Statement Date:** 30-05-2016  
**Statement Period:** 28-04-2016 - 27-05-2016  
**Statement Number:** 14051606

---

**Statement Summary**

Previous Statement Closing Balance:	£598.50
Payment Received since the last statement:	£50.00
Current Statement Opening Balance:	£548.50
Vehicle Usage Charges for this period:	£115.50
Vehicle Registration Charges for this period:	£00.00
Vehicle Renewal Charges for this period:	£00.00
Adjustments applied for this period:	-£10.00
Pending Credits/Debits applied for this period:	£00.00
<b>Amount Due:</b>	<b>£ 654.00</b>

The amount due will be collected by Direct Debit on or immediately after 02-06-2016

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When this statement was generated, there may have been some instances whereby not all of the usage up to 30-05-2016 had been processed by Transport for London. Please note that any unprocessed usage charges will be added to your next statement and you may also see some charges from the previous statement period for this same reason.

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**TfL Customer Updates**

Test message

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

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

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

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

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