

SCHEDULE 2 – Appendix 7

Customer Accounts

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1 Types of Customer Account

Table 1: Account type descriptions for CC

Account type	Description	Release when Account becomes available	Tag required for each Vehicle on Account?
Anonymous	Some Customer/Vehicle details captured, but insufficient to operate a Standard Payment Account	R1	N
Interim	Some Customer/Vehicle details captured to provisional Registration for a full Account	R1	N
Standard	Basic Account involving Registration of Customer and/or Vehicle details	R1	N
SMS Payment	Standard Account + enables Customer to pay using the SMS channel	R1	N
Personal Discount	Standard Account + Registration of a Blue Badge or Resident Discount	R1	N
Vehicle Discount	Standard Account + Registration of a Vehicle Discount (eg electric/recovery/9+ seater/)	R1	N
Tag AutoPostPay (TAPP)	Account that enables automatic daily payments to be taken when the Customer's Vehicle is detected in the Charging Zone and initiates automatic clearing of any outstanding balance from the Customers' credit/debit card 48 (Parameterised) hrs after detection. If the payment is Declined then the Service Provider has 5 (five) days to contact the Customer to collect payment (e.g. through the option of a secondary card) before a PCN is issued. TAPP accounts are open to Residents and non-Residents.	R2	Y
Tag Manual Post Pay	Account that enables customers to pay in advance, on the day or up to 7 (seven) days (Parameterised) after the Customer's Vehicle is detected in the Charging Zone.	R2	Y

2 Customer Account Data

Table 2: Customer Data fields required for Registration of Account types

Note that Anonymous and Interim Accounts are not included in this table, since they are only partial populations of these full Accounts

Ref	Data Field	Validation Required	Standard	SMS payment ¹	Personal Discount ²	Vehicle Discount ³	TAPP	Tag Manual Post-Pay
C1	Title, first name and surname ⁴	Confirm spelling phonetically (telephone only)	M	M	M	M	M	M
C2	Company name		O	O	O	O	O	O
C3	Address (inc post code)	PAF check on postcode	O	O	M	O	M	M
C4	Daytime telephone number		O	O	O	O	O	O
C5	Evening telephone number		O	O	O	O	O	O
C6	Mobile telephone number	Activation SMS sent requiring SMS reply from Customer within 3 days to set up number on Account for SMS payment Number must be unique in SMS payment database if being used for SMS payment	O ⁵	M	O	O	O ⁵	O ⁵

² Blue Badge; Resident

³ Alt Fuel 9+ seat vehicles, electric vehicles, breakdown and recovery vehicles

⁴ Must match the name on the credit or debit card if a credit or debit card is Registered

⁵ Mandatory if payment Receipt by SMS option chosen

Ref	Data Field	Validation Required	Standard	SMS payment ¹	Personal Discount ²	Vehicle Discount ³	TAPP	Tag Manual Post-Pay
C7	E-Mail address ⁶	Double entry (with no facility to copy & paste from one box to the other) Confirmation email sent with validation link	O ⁷	O	O	O	O ⁸	O ⁸
V1	Vehicle VRM(s) to be Registered to the Account	<ol style="list-style-type: none"> 1. Double entry (telephone and Web only) 2. Syntax check 3. VRM check against on-line DVLA database (need not be registered to Customer) 4. Confirm make/model with Customer (Only via telephone or for postal Discount applications) 5. Limit of number of VRMs on Account reached? 6. VRM already Registered to the Account? 	O	M (Primary VRM only)	O	M	M	M
V2	Make/model for each Vehicle VRM	Confirm make/model with Customer (telephone and Web only)	O	O	O	O	O	O
V3	Tag IDs to be registered to the Account	Service Provider to register	O	O	O	O	M	M

⁶ Email or SMS details are validated by a message from the Service Provider followed by the required response from the Customer

⁷ Mandatory if email chosen as the preferred communication channel

Ref	Data Field	Validation Required	Standard	SMS payment ¹	Personal Discount ²	Vehicle Discount ³	TAPP	Tag Manual Post-Pay
S1	Marketing preferences	Choose from: Third Parties; Tfl only; None	O	O	O	O	O	O
S2	Channel preference for general communications ⁸	Choose from: E-Mail; Post; Large print; Braille; Audio (cassette and/or CD)	M	M	M	M	M	M
S4	Channel preference for Monthly statements	Choose from: E-Mail; Post; Web; No statements	N/a	N/a	N/a	N/a	M	M
S5	Channel preference for Receipts	Choose from: E-Mail; SMS; Post; Large print; Braille; Audio (cassette and/or CD); Monthly statement	O	O	O	O	M	M
S6	Language preference for all communications	Choose one of the languages accommodated by the Scheme	O	O	O	O	O	O
P1	SMS payment activated	Choose from: Y; N	N/a	M	O	N/a	N/a	M
P2	Preference to "Pay for any Vehicle" by SMS	Choose from: Y; N	N/a	M	O	N/a	N/a	N/a
P3	Debit/Credit card details (Primary) ⁹	Authorisation check with Merchant Acquirer	O	M	O	O	M	O
P4	Debit/Credit card details (Secondary) ⁹ ,	Authorisation check with Merchant Acquirer	O	O	O	O	O	O
P8	Autopay Account status	Choose from: Active; Inactive	N/a	N/a	N/a	N/a	M	N/a

⁸ Including account activation notification

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

Ref	Data Field	Validation Required	Standard	SMS payment ¹	Personal Discount ²	Vehicle Discount ³	TAPP	Tag Manual Post-Pay
A1	Unique Account ID	[Generated by the Service Provider]	M	M	M	M	M	M
A2	PIN number (should be held encrypted)	Double entry Entry of previous PIN if PIN is being changed PIN length 4 digits	M	M	M ¹⁰	M	M	M
A3	Acceptance of Terms and Conditions and DP conditions/information ¹¹	Acknowledged and accepted by the Customer	M	M	M	M ¹²	M	M

Key:

M – Mandatory field (Registration for each Account type 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)

N/a – Not applicable to this Account type

A – Account Data

C – Customer Data

P – Payment Data

S – Selection Data

V – Vehicle Data

¹⁰ Optional for Blue Badge Customers

¹¹ These may vary by Account and therefore explicit acceptance is required for each distinct set of terms and conditions and DP conditions (which are agreed with TfL)

¹² Some electric and recovery Vehicle Discounts are Registered over the phone channel. It is not mandatory to agree the terms and conditions and DP conditions for such registrations.

Table 3: Customer Data fields available for accessing/editing

Note that Anonymous and Interim Accounts are not included in this table, since they are only partial populations of these full Accounts

Ref	Account Data	Non-Customer		Customer channels						
		TfL	Enf Ops	IVR	Telephone ¹³	Post/Fax/ E-Mail	Retail	Self- Service	SMS	Web
C1	Title, first name and surname	R	R	-	RW	DW	-	-	-	RW
C2	Company name	R	R	-	RW	DW	-	-	-	RW
C3	Address (inc post code)	R	R	-	RW	DW	-	-	-	RW
C4	Emergency contact telephone number	R	R	-	RW	DW	-	-	-	RW
C5	Home telephone number	R	R	-	RW	DW	-	-	-	RW
C6	Mobile telephone number	R	R	-	RW	DW	-	-	-	RW
C7	E-Mail address	R	R	-	RW	DW	-	-	-	RW
V1	Vehicle VRM(s) registered to the Account ¹⁴	R	R	R	RW	DW	-	-	-	RW
V2	Make/model for each Vehicle VRM	R	R	-	RW	DW	-	-	-	RW
V3	Tag IDs 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
S4	Channel preference for Monthly	R	R	-	RW	DW	-	-	-	RW

¹³ Service Provider CSR access has the same access rights

¹⁴ Need to ensure that a Vehicle Discount cannot be illegitimately transferred to another VRM

Ref	Account Data	Non-Customer		Customer channels						
		TfL	Enf Ops	IVR	Telephone ¹³	Post/Fax/ E-Mail	Retail	Self- Service	SMS	Web
	statements									
S5	Channel preference for Receipts	R	R	-	RW	DW	-	-	-	RW
S6	Language preference for all communications	R	R	-	RW	DW	-	-	-	RW
P1	SMS payment activated	R	R	-	RW	DW	-	-	-	RW
P2	Preference to "Pay for any Vehicle" by SMS	R	R	-	RW	DW	-	-	-	RW
P3	Debit/Credit card details (Primary) ¹⁵	R	R	-	RW	RW	-	-	-	RW
P4	Debit/Credit card details (Secondary) ¹⁵	R	R	-	RW	RW	-	-	-	W
P8	Autopay Account status	R	R	R	RW	DW	-	-	D	RW
A1	Unique Account ID	R	R	R	R	D	-	-	-	R
A2	PIN	-	-	R	W	W	-	-	-	W
A3	Acceptance of terms and conditions and DP conditions/information	R	R	W	RW	DW	-	-	-	RW
A4	Current Account balance	R	R	R	R	D	-	-	D	R
A5	Previous Monthly statement	R	R	-	R	D	-	-	-	R
A6	Transactions since last statement	R	R	R	R	D	-	-	D ¹⁶	R
A7	Statements for last 12 Months ¹⁷	R	R	-	R/D	-	-	-	-	R/D

¹⁵ Phone and Web users can also access some digits of the card number. Which digits are available needs to be consistent throughout.

¹⁶ Potentially too much information for a SMS

Ref	Account Data	Non-Customer		Customer channels						
		TfL	Enf Ops	IVR	Telephone ¹³	Post/Fax/ E-Mail	Retail	Self- Service	SMS	Web
A8	Transactions for last 12 Months ¹⁷	R	R	-	R/D	D	-	-	-	R/D
A9	Images captured for last 60 days (Parameterised) ^{17,18}	R	R	-	D	D	-	-	-	R/D
A10	Enforcement Operations data ¹⁹	R	-	-	-	-	-	-	-	-

Key:

- A – Account Data
- C – Customer Data
- P – Payment Data
- S – Selection Data
- V – Vehicle Data
- 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

¹⁷ Where possible, this information is available in real-time; otherwise it is sent to the Customer (eg by Post/Email)

¹⁸ Each image is retained for 60 days from the point of successful payment

¹⁹ For example: Customer PCN status; letters sent to a Customer; Persistent Evader status; suspected Cloned/Ringed status for a Vehicle on the Account. Note that this Data is primarily for the benefit of the Service Provider; Customers should preferably request this information via the Enforcement Operations Service Element.

3 Tag Auto-Post Pay Accounts

Table 4: Minimum information provided in Monthly TAPP Account statements

Header:
Customer name and address Customer Account number (where applicable) Period of statement Vehicle VRMs – for all Vehicles linked to the Account
Statement Details :
Transaction type (e.g. Refund, Charge) Date of transaction Payment channel/method VRM, failed transactions if any, time and location (for each charging transaction) Credit or debit amount Balance – running total Statement final balance
A message box at the bottom for :
Information relating to the Account or the Schemes. The date by which any disputes have to be received.

4 Account Misuse and Closure (applies to both Individual Customer and Organisation Accounts)

Table 5a: Process to follow for Account misuse

Trigger for Account closure	Process
TfL's instruction	Close Account
Non-payment of Account monies	Close/suspend Account
Repeated Anomalous Tag transactions	Defined by the business rules to be agreed with TfL
Other contravention of Account terms and conditions	Close Account

Table 5b: Process to follow for Account closure

Step	Process
1	Log the reason for closure;
2	If Customer is not requesting Account closure then notify the Account holder of the Account closure date five (5) days (Parameterised) prior to this date (or one Month beforehand for Organisation Accounts);
3	If no objection is received from the Account holder, close the Account and calculate monies owing or owed on the Account closure date;
4	Notify the Account holder of the intention to debit or credit any monies owed;
5	Initiate a Refund of any remaining funds (or a payment, if the Account is in debt) either by a credit transfer or by a cheque to the Account address or by a direct debit (direct debit only for Organisation Accounts);
6	Set Account status to "closed".