

Business Operations Agreement

Schedule 2

Appendix 06 – Key Data Fields for Receipts and Statements

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1 Introduction

For Payment Transactions, a Customer may receive a Receipt or, if they are registered for an Auto Pay service, a statement. Customers registered for the Reimbursement partner will have a statement available for their submitted claims.

This document provides supporting information on the key data fields required for the following:

- Payment Receipts (available for all payments except Auto Pay).
- Congestion Charge Auto Pay statements (only for Customers registered with CC service)
- Fleet Auto Pay statements (only for Customers registered with Fleet Auto Pay service)
- Re-imbusement statements (only for Customers registered for the Reimbursement Service)

All statements and Receipts sent to Customers are to be produced on Transport for London Congestion Charge letter headed templates, and include the TfL CC Logo, VAT registration number and any other TfL required logos and accreditations.

2 Payment Receipts

A payment Receipt is produced at the point that a payment is successfully processed. For telephone and Web payments, the Customer will be immediately provided with the Receipt number without the requirement for a copy to be issued to them, unless requested. Registered Customers will be able to view Receipts online by accessing their Account, and have the option to select to receive a Receipt for each payment.

Hard copy Receipts will only be issued at the request of the Customer, and in accordance with their Customer Account preferences.

Receipts can be issued via the following channels

- SMS – format and content to be agreed with TfL.
- Email
- Post – postal Receipts should only be issued where the Customer is unable to access via an alternate channel.

Receipts can be issued for the following periods:-

- For each payment
- For a period specified by the Customer – consolidating data for all payments made within the period

A Customer may make a payment which covers multiple charges, such as payment for a daily charge, a Pay Next Day charge and an Administration charge. Where a Receipt covers multiple charges then the details for each must be provided.

Where a Customer has requested a Receipt for a specified period, then multiple payments may have been made in this time. Where a Receipt covers multiple payments, then the details for each must be provided.

Once the Receipt document has been generated, it should be read-only and cannot be altered. If a Customer requires a copy of the Receipt at a future date then the Customer will receive a 'reprint' of the original document.

The table below demonstrates the key data fields required.

Table 1 - Payment Receipts

Field	Description
Receipt Date	The date the payment Receipt is generated.
Customer Name	Title Forename and Surname
Customers Address	Customers address – as provided by the Customer, or as available on the Customers Account or Contact Record.
Receipt Number	Unique number to identify the receipt
Customer Account or Contact Record reference number	Unique identifier of Customer Account or Record
Charge paid	The Charge type for which payment was made.
Payment Date	Date payment was received by the Service Provider
Payment Channel	Channel via which payment was made – for example - Web , telephone, post etc
Payment Method	Method of payment – such as payment card, cheque etc
Charge Start Date	To be provided where the Customer has purchased Charges for a specified period
Charge End Date	To be provided where the Customer has purchased Charges for a specified period
Payment Amount	Payment amount for each Charge
Summary of Total Amount Paid	Total payment value
TfL Message	Free text area for inclusion of messages from TfL

3 Congestion Charge Auto Pay Statements

A Congestion Charge Auto Pay statement will display all charges incurred on a Customer's Account for the statement period, along with all other related financial transactions as described in Schedule 2, Business Operations – Statement of Requirements.

The outstanding balance due is deducted from the Customers preferred recurring payment option (direct debit, or payment card) on the payment due date as indicated.

The Customer can elect to change the statement issue date, and thus the date at which a recurring payment is deducted, provided this is done inline with the Requirements specified in Schedule 2, Business Operations - Statement of Requirements. This is to prevent a Customer repeatedly moving out their statement date in order to avoid payment.

The statement is to include a summary statement, accompanied by a detailed breakdown of charges, which will include charges for journeys within the Congestion Charge Zone, and Administration Charges due.

Once a statement has been generated, a read only version should be stored and cannot be altered, however the Customer will be able to download data in order to assist them in the management of their Customer Account.

statement formats and data must operate in accordance with Direct Debit Guidelines and Recurring Payment Card transaction guidelines

The tables below demonstrate the key data fields required.

Table 2 – Congestion Charge Auto Pay Summary Statement

Field	Description
Customer Name	Name of the Customer Account Holder associated to the Customer Account displaying Title, Forename & Surname
Customer Address	As detailed in the Customer Account
Company Name	If detailed on the Customer Account
Account Number	Unique identifier of Customer Account.
Statement Number	Identification number of statement issued. Statement numbers should run incrementally.
Statement Date	Date of statement issue
Statement Period	Period which statement covers
Closing balance from previous statement	As provided on previous statement
Payments received since last statement	Itemised list of payments received within the statement period. In most instances this will demonstrate clearance of the outstanding balance from the previous statement.
Opening balance of the current statement	Closing balance from last statement minus payments made. It is anticipated that this will be zero in most instances.
Balance of Vehicle Usage charges in this period	Total value of Vehicle usage charges accrued in the statement period
Balance of Administration Charges for Vehicle registration this period	Total value of Administration Charges applied for the registration of new Vehicles during the statement period.
Balance of Administration Charges for renewal charges this period	Total value of Administration Charges applied for VRMs subject to renewal during the statement period. Customer will have been notified that these were due in the previous statement.
Balance of any credit and debit adjustments made in the period	Total value of any financial adjustments that may have been applied to the account during the statement period. Examples of adjustments will be where a refund is required, or where a charge dispute has been

	successful and the Customers account should be credited.
Amount due	Total amount due to be debited from Customers account, based on a calculation of charges due, adjustments and payments.
Date of Payment	Date that the amount due will be debited from the Customers bank account or from their stored payment card. .
TfL Message	Free text area for inclusion of messages from TfL

Table 3 – Congestion charge Auto Pay Detailed Breakdown

Field	Description
Breakdown of individual Charges	<ul style="list-style-type: none"> • Date of Journey • VRM • Charge amount.
Breakdown of Administration Charges for Vehicle registration	<ul style="list-style-type: none"> • VRM • Registration date • Charge amount
Breakdown of Administration Charges for Vehicle renewal	<ul style="list-style-type: none"> • VRM • Renewal date • Charge amount
Breakdown of anticipated Administration Charges	<p>This includes a full breakdown of anticipated Administration Charges which will be due for collection the following statement.</p> <p>If the Customer removes the VRM in advance of the next statement, then these Administration Charges will not be applied, but the VRM will be subject to pay the Charge by alternate means for journeys within the zone.</p>

4 Fleet Auto Pay Summary Statements

The Fleet Auto Pay statement reflects all Charges incurred by the Customer for the statement period, as well as an estimate of Charges for the following statement period based on the average actual usage over the previous three (3) statement periods. It reflects all other related financial transactions as described in Schedule 2, Business Operations – Statement of Requirements in order to provide the balance due.

The outstanding balance is collected by direct debit on the payment due date as indicated.

The Customer can elect to change the statement issue date, and thus the date at which a recurring payment is deducted, provided this is done inline with the Requirements specified in Schedule 2, Business Operations - Statement of Requirements. This is to prevent a Customer repeatedly moving out their statement date in order to avoid payment.

The statement is to include a summary statement which is limited to one (1) page, accompanied by a detailed breakdown of Charges, which will include Charges for journeys within the Congestion Charge Zone, and Administration Charges due.

Once a statement has been generated, a read only version should be stored and cannot be altered, however the Customer will be able to download data in order to assist them in the management of their Customer Account.

statement formats and data must operate in accordance with Direct Debit Guidelines.

The tables below demonstrate the key data fields required.

Table 4 – Fleet Auto Pay Summary Statement

Element	Description
Company Name	As detailed in the Customer Account
Company Address	As detailed in the Customer Account
Account Holder Name	Name of the Account Holder associated to the Customer Account to include Title, Forename and Surname
Account Number	Unique identifier of Customer Account.
Statement Number	Identification number of statement issued. Statement numbers should run incrementally.
Statement Date	Date of statement issue
Statement Period	Period which statement covers
Closing balance from previous statement	As provided on previous statement
Payments received since last statement	Itemised list of payments received within the statement period. In most instances this will demonstrate clearance of the outstanding balance from the previous statement
Opening balance of the current statement	Closing balance from last statement minus payments made. It is anticipated that this will be zero in most instances.
Balance of Vehicle usage charges in this period	Total value of Vehicle Usage charges accrued in the statement period
Balance of Administration Charges for Vehicle registration this period	Total value of Administration Charges applied for the registration of new Vehicles during the statement period.
Balance of Administration Charges for renewal charges this period	Total value of Administration Charges applied for VRMs subject to renewal during the statement period. Customer will have been notified that these were due in the previous statement.
Balance of Ad hoc charges applied this period	Total value of Ad Hoc Charges applied to the Customer Account during the statement period.
Balance of any credit and debit adjustments made in the period	Total value of any financial adjustments that may have been applied to the account during the statement period. Examples of adjustments will be where a Refund is required, or where a charge dispute has been successful and the Customers account should be credited.
Estimated Pre Payment value from previous period	The value of the estimated pre payment applied on the previous statement.

Element	Description
Estimated Pre Payment for this period.	Estimated pre payment value for anticipated usage over the next statement period. This is based on the average of the rolling three (3) previous month's actual usage.
Amount due	Total amount due to be debited from Customers Account, based on a calculation of the above.
Date of payment	Date that the amount due will be debited from the Customers bank Account.
TfL Message	Free text area for inclusion of messages from TfL

Table 5 – Fleet Auto Pay Detailed Breakdown

Field	Description
Breakdown of Charges	<ul style="list-style-type: none"> • Date of Journey • VRM • Cost Centre (This is supplied by Customer) • Charge amount.
Breakdown of Fleet Ad-hoc Charges (Fleet Auto Pay Only)	<ul style="list-style-type: none"> • Purchase date • VRM • Cost Centre • Date of journey • Charge amount
Breakdown of Administration Charges for Vehicle registration	<ul style="list-style-type: none"> • VRM • Registration date • Charge amount
Breakdown of Administration Charges for Vehicle renewal	<ul style="list-style-type: none"> • VRM • Renewal date • Charge amount
Breakdown of Anticipated Administration Charges	<p>Breakdown of anticipated Administration Charges which will be due for collection the following statement.</p> <p>If the Customer removes the VRM in advance of the next statement, then these Administration Charges will not be applied, but the VRM will be subject to pay the Charge by alternate means for journeys within the zone.</p>

5 Re-imbursement Statement

The Reimbursement statement reflects the detailed reimbursement claims made by the Customer for each submission. The statement will be available for the Customer to view and download via their online Customer Account.

The statement is to include a summary statement, accompanied by a detailed breakdown of each individual claim submitted.

Once a statement has been generated, a read only version should be stored and cannot be altered; however the Customer will be able to download data in order to assist them in the management of their Customer Account

The tables below demonstrate the key data fields required

Table 6 – Reimbursement Summary Statement

Field	Description
Reimbursement Customer name	Name of the Reimbursement partner authority as detailed on the Customer Account
Reimbursement Customer Address	As detailed in the Customer Account
Account Holder name	As detailed in the Customer Account.
Account Number	Unique number to identify the Customer Account
Statement Number	Number of statement issued. Statement number should run incrementally.
Statement Date	Date of statement issue
Statement Period	Period which statement covers. This will be from the date of the last claim, to the current date.
Claims Accepted	Number and value of accepted claims this period
Claims rejected	Number and value of rejected claims this period.
Amount due.	Total Amount due to be reimbursed to the Customer based on total value of accepted claims.
Payment Date	Date that Customer can anticipate that payment will be received in their bank account by.
TfL Message	Free text area for inclusion of messages from TfL

Table 7 – Reimbursement Statement Detailed Breakdown

Field	Description
Receipt/ charge identifier	Unique reference for proof of payment as submitted by Customer

VRM	VRM , as submitted by Customer
Date of Journey	Date of journey as submitted by Customer
Journey Reason	Reason for journey as submitted by Customer. Codes may be used for these
Internal Reference	As provided by the Customer. They may use this field to input internal reference data in order to assist their management of claims.
Amount claimed	Amount claimed for each journey as submitted by the Customer
Claim result	Confirmation of whether the claim was accepted or rejected
Rejection Reason	Provision of the reason (from a list to be agreed with TfL) in the event that a claim has been rejected. Reference codes may be used for these.
Amount Reimbursed	Confirmation of value accepted for Reimbursement.