Business Operations Charging Agreement

Schedule 2

Appendix 15 – Web Interactions

TfL_scp_000555

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1   Introduction

1.1   The functionality for the TfL web site is being provided in house by TfL Online. Supporting Systems must be provided by the Service Provider.

1.2   The Service Provider shall ensure that the API interface presented to the TfL website is agreed with TfL during the design, development and implementation stages.

1.3   The Service Provider shall accommodate changes to the agreed interfaces in accordance with Appendix 13 Interface Catalogue.

1.4   The Service Provider is asked to note that whilst the web site is being built by TfL there is an intense amount of interaction required with the Service Providers Operational IT System(s) in order to transfer data to be displayed on the website. Also the web functionality will be capturing information to be either automatically transferred into the Operational IT System(s). The information may additionally require submission to a Workflow queue to be processed by an Operational User.

1.5   The Service Provider shall implement the functionality to support the customer interaction and transactions defined in this Appendix, Schedule 2 Statement of Requirements and Schedule 2 Appendix 1 Payment and Charges.

1.6   A number of the Business Operational processes are currently completed via the postal channel, but as the contract transitions to a new Service Provide TfL are looking for the majority of these processes to be fulfilled by web functionality.

1.7   The Service Provider should note that the TfL Online website shall be linked to the Service Providers payments system for the completion of all payment transactions Online.

1.8   As well as all of the transactional pages, TfL Online will also provide a suite of static pages which customers may access in order to obtain information about the Scheme and the various Services we offer.

2   High Level Web Interactions

The Service Provider shall ensure that the Customer is able to complete the following types of transaction online.

- Pay a Charge or multiple charges.
- Register for an Account.
- Register for the Auto Pay Service (Auto Pay and Fleet Auto Pay).
- Apply for a Discount Service.
- Renew a Discount Service.
- General Account Amendments – change name, address, vehicles etc.
- General Service Amendments – change vehicles, card details, payment methods etc.
- Add/Change Authorised Users on an Account.
- Upload large volumes of vehicles to the Auto Pay Services (Auto Pay and Fleet Auto Pay).
- Pay an outstanding balance on an Auto Pay Service (Auto Pay and Fleet Auto Pay).
- Submit a complaint Online.
- Submit an enquiry Online.
- Apply for a refund.
- Amend a charge payment.
- Uploading of NHS reimbursement claims.
- Uploading of Selected Partner vehicle lists.
- Congestion Charging Zone checker.
- LEZ Checker.
- LEZ Compliance Status Checker.

The Service Provider shall provide the following functionality:

- Services that support Mobile web.
- All payment services including credit cards and paperless direct debit registrations.

3 All. Web Touch Points

The list below is to give the Service Provider a more in-depth understanding about where the web site is to touch the Operational IT System(s) and call for the information/data to be transferred to the web or when data from the web is to transfer into the Operational IT System(s).

The Service Provider shall ensure the Operational IT System(s) shall support, but not be limited to, the following functionality.

All web entries must be updated in the Operational IT System(s) immediately.

3.1 Zone Checker

This is a specific look up tool that upon entry of a postcode and building number, a result is returned advising if the address is inside or outside of the Congestion Charging zone and also the Residents Congestion Charging Zone which is slightly larger than the actual zone.

This is a specific look up tool that upon entry of a postcode and building number, a result is returned advising if the address is inside or outside of the Low Emission Zone.

3.2 Account Registration

Customers can register for an account Online in accordance with Schedule 2 Appendix 2 Account Structure.

- All of the details entered in order to register for an Account will be automatically updated in the Operational IT System(s).
- All mandatory fields will be completed in accordance with Schedule 2 Appendix 2 Account Structure.
- A PAF should be used to pre-populate all address entries.
- The Operational IT System(s) will allocate an account number as part of the Account registration process.

- The account number must be provided immediately to a Customer upon successful creation of an Account.

- As part of the Account registration process a check will need to be completed to ensure that a duplicate Account is not being created.

- As part of the Account registration process a Customer must set up secure log in details.

- Terms and Conditions must be accepted as part of the Account registration process.

- A record of the acceptance of the Terms and Conditions will be retained within the Account History.

- A Customer may choose to add a single vehicle or multiple vehicles to an Account.

- A Customer may choose to register a credit/debit card to an Account.

3.3   Managing an Account

- Customer must log in using their secure log in details which the Service Provider must be able to authenticate against.

- A customer can purchase a single Charge and multiple Charges from within an Account.

- A Customer must be able to purchase all Charge types from within an Account in accordance with Schedule 2 Appendix 1.

- A Customer must be able to amend a Charge from within an Account.

- Any amended Terms and Conditions must be presented to the customer for acceptance once they have logged in to their Account.

- A PAF should be used to pre-populate all address amendments.

- A Customer may submit an enquiry once logged into the Account.

- A Customer may submit a complaint once logged into the Account.

- A Customer must be able to send an attachment as part of an enquiry or a complaint.

- Customers must be able to send attachments in varying formats such as Excel, Word, CSV, JPEG and PDF.

- The Operational IT System(s) must be able to receive large attachments such as 30mb files.

- A Customer may submit a refund request once logged into the Account.

- All Customer communications received from within an Account will automatically include the Account number.

- A Customer will be able to view and amend Account details in accordance with Schedule 2 Appendix 2 Account Structure.

- A Customer will be able to view all their Account History via the Account.

- A Customer will be able to view all financial transactions/communications, such as payments, statements, refunds etc via their Account.

- A Customer must be able to download a copy of a statement or a receipt in a printable format.

- A Customer can view all Charges within a selected date range, which presented to the Customer in a printable format.

- All items in the Interaction History must be read-only so they cannot be edited by the customer.

- Where a customer has forgotten their secure log on details they should be able to answer security questions which will allow them to reset their secure log on.

- Where applicable administration charges should be processed as part of an Account amendment in accordance with Schedule 2 Appendix 1 Payments and Charges.

3.4 Service Registration

- A Customer can register for all Services (1 to 6 below) from within an Account.

- All of the details entered in order to register for a Service will be automatically updated in the Operational IT System(s) on the date at which the registration occurs.

- Terms and Conditions will be accepted as part of the Service registration process.

- Each Service has unique Terms and Conditions.

- A record of the acceptance of the Terms and Conditions will be retained within the Account History.

- A Customer may choose to add single vehicle and multiple vehicles to a Service.

- A Customer must be able to view the status of all Services for which they are registered from within an Account.

- A Customer can close and deactivate a Service in accordance with Schedule 2 requirements.

- Where applicable administration charges should be processed as part of a Service amendment in accordance with Schedule 2, Appendix 1 Payments and Charges.

3.5 Account Users

- A Customer may choose to add up to 5 Account Users
- Each Account User will have the same access rights as the Account Holder.
- Each Account User will have their own log on credentials to access the Account.
- An audit trail of each Account User activity will be retained within the Account History.
- An Account User cannot remove and amend the Account Holders details.

3.6 Discount Services

- A Customer can complete an application for all Discount types Online.
- The mandatory fields for each Discount type must be completed in accordance with Schedule 2 Appendix 2 Account Structure.

- As part of the Discount application process a customer must be able to upload supporting evidence to the Service Provider in order for a Discount to be accepted or rejected.

- Customers must be able to upload supporting evidence in varying formats such as Excel, Word, CSV, JPEG and PDF.

- The Operational IT System(s) must be able to receive large attachments such as 30mb files.

- If a Customer is unable to upload the supporting evidence then the customer must be able to print off a pro forma which they post in with the supporting evidence.

- Administration charges must be processed as part of the application process in accordance with Schedule 2, Appendix 1 Payments and Charges.

- If the application is for a Resident's Discount the Customer must be able to register for CC Auto Pay as part of the application process.

- If the application is for a Resident's Discount the Customer must be able to purchase a charge at the Residents Discount rated as part of the application process.

- If the application is for a Residents Discount then the Customers address must be validated to ensure it is inside the zone and eligible for the Discount.

3.7   Discount Service Renewals

- Some Discount types can be renewed Online without the need to submit any supporting evidence; other Discount types have to repeat the same process as a new Discount application.

- Discount renewals should be processed in accordance with Schedule 2 Appendix 2 Account Structure.

- All Discount renewals must have a vehicle make, model and colour check to ensure the VRM has not been transferred to any other vehicle.

- Administration charges must be processed as part of the Discount renewal process in accordance with Schedule 2, Appendix 1 Payments and Charges.

- If the renewal is for a Resident's Discount the Customer must be able to register for CC Auto Pay as part of the renewal process if they are not already registered.

- If the renewal is for a Resident's Discount the Customer must be able to purchase a charge at the Residents Discount rated as part of the renewal process.

3.8 Auto Payment Services

- A Customer can register for an Auto Pay Service Online.

- A Customer can manage their Auto Pay Service Online.

- Fleet Auto Pay Customers can only pay via Direct Debit.

- CC Auto Pay Customers can choose to pay via Direct Debit or recurring payment card (credit or debit).

- Where a Customer selects to pay via direct debit and selects to enter their details on the paperless direct debit, the details entered will be automatically validated.

- A Customer can make interim payments for the balance of their Auto Pay Service via an acceptable payment method.

- A Customer can view the current balance on an Auto Pay Service at anytime.

- A Customer can pay an Outstanding Balance on the Auto Pay Service in the event of a Recurring Payment failure.

- A Customer can view details of pending Charges that are due on the next statement.

- A Customer can amend a statement date in accordance with Schedule 2 Statement of Requirements.

- A Customer can amend recurring payment card details.

- A Customer can amend direct debit details.

- Any changes to payment details will be subject to validation checks.

- A Customer can view and download details of VRMs associated to the Auto Pay Service.

- A Customer can view and download items such as usage and charges using specified criteria. The downloaded details will include any internal references that the Customer has uploaded against the VRM in accordance with Schedule 2 Appendix 2 Account Structure.

- A Customer will be prevented from making some amendments in the event that the Service is suspended or closed with an outstanding balance in accordance with Schedule 2 Appendix 2 Account Structure.

- A Customer can re-activate an Auto Pay Service in accordance with Schedule 2 Statement of Requirements Section 9.

- A Customer can view an Evidential Record for each Usage Charge.

- A Customer must accept a payment mandate as part of the Auto Pay Service registration.

- A Customer can add and remove individual vehicle and multiple vehicles via a bulk upload process in accordance with Schedule 2 Appendix 2 Account Structure.

- A Customer will be provided with a summary of the vehicles to be uploaded, including the number being added and removed, which must be accepted in advance of the upload being completed.

- A Customer can upload additional details for each vehicle added, in accordance with Schedule 2 Appendix 2 Account Structure, which will be stored against the vehicle and shown on the monthly statements.

- Each vehicle added to the Auto Pay Service must be checked to determine if vehicle is active on another Auto Pay Service. If a vehicle is on another Auto Pay Service it cannot be added, and the Customer must be advised.

- Each vehicle added to the Auto Pay Service must be checked to determine if vehicle on the TfL Exceptions List. If a vehicle is on the TfL Exceptions List, it cannot be added, and the Customer must be advised.

- Vehicles added to the Auto Pay Service will be valid from the day on which they were added.

- Vehicles removed from the Auto Pay Service will show as removed on the day on which the amendment was made.

- A Customer can purchase a charge for any VRM that is on an Auto Pay Service via an alternative payment method and the VRM will not be charged against the Auto Pay Service.

3.9   Fleet Auto Pay Registration

- A Customer can add an unlimited number of vehicles on to the Fleet Auto Pay Service, but must maintain a minimum of 6 chargeable vehicles on the Service

- Fleet Auto Pay Customer can only pay via Direct Debit.

- A Customer can set up a direct debit using either a Direct Debit mandate that can be downloaded and submitted to the Service Provider or via the Paperless Direct Debit process Online.

- Direct Debit details will be associated to the Fleet Auto Pay Service for the Customers Account and be used as the recurring payment method each month.

- The Customer will be allocated a statement date that is within 10 working days of the Fleet Auto Pay registration.

- As part of the Fleet Auto Pay registration process a customer must enter details of estimated usage, this will be used to calculate the estimated usage charge to be applied on the customers' first statement.

- A Fleet Auto Pay pre-payment estimation calculator will be presented to the Customer in order to support the calculation of the first month's usage The Fleet Auto Pay Service will not be activated until the first payment has been received.

- A Customer can add ad-hoc vehicle to the Fleet Auto Pay Service in accordance with Schedule 2 Appendix 2 Account Structure.

3.10 CC Auto Pay Registration

- The Customer can add a maximum of 5 vehicles to the CC Auto Pay Service.

- Customer can select to pay via recurring payment card or Direct Debit

- CC Auto Pay Customers only have the option to register for Direct Debit via the Paperless Direct Debit process.

- Details of the recurring payment card entered must be validated as part of the registration process.

- Whichever payment option has been selected will be associated to the CC Auto Pay Service for the Customers Account and used to process the Monthly payment.

- An administration Charge for each vehicle added to the CC Auto Pay Service must be paid before the CC Auto Pay Service is activated in accordance with Schedule 2 Appendix 1 Payments and Charges.

- A Customer will be allocated a statement date between the 1st and 28th of the Month.

- All CC Auto Pay Service statement dates must be evenly balanced between the 1st and 28th of each month.

3.11 Non Registered Customers

- A Customer must be able to submit an enquiry Online.

- A Customer must be able to submit a complaint Online.

- A Customer must be able to send an attachment as part of an enquiry or a complaint.

- Customers must be able to send attachments in varying formats such as Excel, Word, CSV, JPEG and PDF.

- The Operational IT System(s) must be able to receive large attachments such as 30mb files.
  A unique identifier must be provided for enquiry and complaints submitted Online so that the Customer has a reference number.

3.12 Charges

- The Service Providers payment solution will be used for the processing of all web payments.

- All web payments must be subject to security measures such as 3D secure.

- A Customer must be able to purchase single and multiple charges.

- A Customer must be able to purchase all Charge types as set out in Schedule 2 Appendix 1 Payment and Charges.

- If a Customer is purchasing multiple Charges these must be completed as a single payment transaction.

- The make, model and colour of each VRM entered for payment must be displayed to the Customer for verification.

- For each VRM entered for Charge payment a check must be completed to determine if the vehicle is exempt from the Scheme or registered on a 100% Discounted Service and therefore a Charge payment is not required.

- A Customer may opt to continue to purchase the Charge even if the vehicle is exempt or 100% Discounted.

- A receipt number should be provided immediately following a successful payment transaction.

- The Customer should have an option to receive a receipt via SMS or email.

- Where multiple payments have been purchased in a single transaction, a single receipt number must be generated.

- Administration charges will be applied in accordance with Schedule 2, Appendix 1 Payments and Charges.

- The Operational IT System(s) time and date must be displayed to the Customer at all time upon successful completion of the Payment transaction.

- The Customer should be notified if an attempted payment made through the web has not been successfully completed within the payment cut-off period.

3.13 Vehicles

- The Operational IT System(s) will display the make, model and colour of each VRM entered by the Customer or the Operational IT User.

- The Customer must confirm the make, model and colour details or agree to proceed in the event they differ.

- Each VRM entered into the Operational IT System(s) will be checked to determine if the vehicle is subject to a 100% discount. The Customer can opt to proceed if a positive result is returned.

- Each VRM entered into the Operational IT System(s) will be checked to determine if the vehicle is Exempt. The Customer can opt to proceed if a positive result is returned.

- Each vehicle added to a Selected Partner Service will be activated on the same date, regardless of the results of the validation checks.

- Customers can add vehicle(s) to Accounts and Services individually or via a bulk upload process.

- The Customer can bulk upload vehicles to an Account and/or Service in various formats which are to be agreed with TfL.

- Where a bulk upload will result in the removal of all vehicles from an Account and/or a Service, then the Customer must be warned and asked to confirm before proceeding.

- A Customer can remove vehicles from Accounts and Services individually or via a bulk upload process.

- The Customer will be presented with a summary of vehicle changes resulting from a bulk upload and asked to accept before proceeding.

- The Customer will be displayed a message to indicate where a bulk upload has been successful.

- A customer will be able to view and download lists of vehicles and associated information.

3.14 Reimbursements

- A Customer will be able to submit claims for reimbursement Online, having securely accessed their Account.
- A Customer will be able to submit claims for an individual Charge or for multiple Charges via a bulk upload process.
- A Customer may bulk upload claims in various formats which are to be agreed with TFL.
- A Customer can upload additional details for each claim, in accordance with Schedule 2 Appendix 2 Account Structure, which will be associated to the claim and shown on summary reports
- A Customer will be required to enter mandatory information for the claim for each Charge to be reimbursed, including selecting a Journey Reason from a pre determined list.
- The claim for each Charge must be subject to validation checks to determine if the claim can be accepted in accordance with Schedule 2 Appendix 2 Account Structure.
- The Charge Reference provided for each claim must be checked to determine if it is valid. If is not valid then the customer is to be advised.
- Each claim must be validated to ensure that it has been submitted within 6 months of the journey. If not, then this will be rejected and the customer advised of the reason.
- Each claim must be validated to ensure that the payment has not been previously reimbursed, or refunded. If so, then the claim should be rejected and the customer advised of the reason.
- A Customer will be provided with a summary of the full claim, which will include details of accepted and rejected claims and the total value to be reimbursed. The customer will be asked to accept to continue.
- Approved claims will be reimbursed to the Customer's bank account within 5 working days.
- The Customer will be advised when a reimbursement claim has been successfully submitted.

- A Customer will be able to view and download summaries of claims and associated information.
- A Customer will be able to view and download statements.
- The reimbursement amount must be displayed in the Customers Account History.

3.15 LEZ

- A Customer can check the Compliance Status of a vehicle.
- A Customer can perform all of the same functions on the web as set out in Account Registration, Manage an Account, Non Registered Customers and Charges as set out above.

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