



Business Operations Agreement

Schedule 2 Statement of Requirements

Service Operations Directorate

Transport for London

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APPENDICES

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INTRODUCTION

This Schedule 2 sets out TfL's requirements for the Business Operation and should be delivered in conjunction with the General Requirements which are also set out in Schedule 2.

In meeting the Requirements set out in this Schedule 2: Statement of Requirements (Business Operations) the Service Provider shall at all times ensure that the Requirements are delivered in accordance with Clause 4 (TfL Objectives) of this Agreement.

The structure and layout of this document is ordered into sections. Each section has a heading with an introductory statement. This is followed by sub-headings containing requirements. Each requirement has two rows containing the following information (see example of layout of Statement of Requirements):

- Requirement number; and
- Mandatory; and
- Requirement detail.

Example of Layout of Statement of Requirements:

B1.1.1	R1	Mandatory
Individual requirements are located from here onwards.		

The requirement number indicates the number of the individual requirement. The requirement number is made up of one (1) letter and three (3) numbers. The letter indicates the Statement of Requirements to which this requirement relates to (e.g. B = Business Operations). The first number relates to the section number, the second number relates to the sub-section and the third number relates to the requirement number within that sub-section.

The Service Provider shall ensure that a mandatory Requirement is met by the Service Provider's solution.

Where a new requirement has been created it may have a letter added at the end of the requirement number, for example B4.1.1b. The letter has been added to the requirement to ensure correct sequencing, it does not indicate a sub-requirement.

New requirements in this document that relate to the introduction of the Ultra Low Emission Zone include the reference “ULEZC” within their requirement number. These requirements are only applicable from the ULEZ Operational Commencement Date.

BUSINESS OPERATIONS OVERVIEW

Schedule 2 Business Operations Statement of Requirements details the functions and processes required to deliver the Operational element of the Congestion Charging Scheme and Low Emission Zone Scheme (including ULEZ from the ULEZ Operational Commencement Date).

Unless otherwise stated in the Scheme Order or any document forming part of this Agreement, then all Requirements should be considered as relating to both the Congestion Charging Scheme and Low Emission Zone Scheme (including ULEZ from the ULEZ Operational Commencement Date). Details of additional requirements which are specific to the LEZ Scheme are detailed in Section 16 – Low Emission Zone.

The individual requirements have been provided in accordance with Section B, however in order to gain an overview of each Scheme and the key associated activities, please see summaries below:

Congestion Charge

- The Congestion Charge operating hours are Monday to Friday from 7am to 6pm.
- Customers are required to pay a charge for driving within the Congestion Charge Zone during the operating hours.
- There are various ways for a Customer to purchase a charge but the most popular channels are currently CC Auto Pay, Fleet Auto Pay, Web and via the Contact Centre.
- Customers can pay for a charge up to sixty five days in advance of the day of travel or within one (1) Charging Day after the date of travel. The exception being CC Auto Pay and Fleet Auto Pay customers who are automatically billed on a monthly basis for travel within the Congestion Charge Zone.

- There are a suite of Discounts available which Customers have to apply for in order for their eligibility to be determined. All Discounts are subject to an application and renewal process.
- Some vehicles are automatically Exempt from payment of the Congestion Charge. Customers with exempt Vehicles do not need to take any action as the exemption is determined by the Tax class information. This will be used by the Service Provider as a Look Up Table in order to identify them.
- ANPR cameras operating throughout the Congestion Charging Zone capture images of Vehicles during the charging hours and these are supplied to the to the Business Operations Service Provider by an agreed interface.
- The Operational IT System(s) must complete a series of validation checks to determine the next action for all of the Vehicles that have been captured within the Congestion Charge Zone on a Charging Day. These include checks to determine if a payment of the charge has been made, if the VRM is exempted, discounted or on a filter list, and if the VRM is registered for an Autopay service.
- Once all of the checks and associated activities have been completed there will remain a list of Vehicles that have not paid to travel within the Congestion Charging Zone as required. Once the list of vehicles is identified the images and associated information will be subject to further validation checks in order to create Contravention Candidate that will be transferred to the Enforcement Operation Service Provider for enforcement action to commence.

Low Emission Zone (LEZ)

- The Low Emission Zone operates twenty four (24) hours a day, every day of the year, including weekends and bank holidays.
- The charging days run from midnight to midnight, so customers driving within the Low Emission Zone between 11:30pm and 01:00am the next day, would need to pay for two (2) days travel.

- Customers can pay for a charge up to sixty five days in advance of the day of travel or within one (1) Charging Day after the date of travel.
- LEZ only affects certain vehicles by targeting those most polluting heavy diesel vehicles. Most Customers with Vehicles which are exempt or not subject to LEZ do not need to take any action.
- ANPR cameras operating throughout the Low Emission Zone capture images of Vehicles during the charging hours and these are supplied to the Business Operations Service Provider by an agreed interface. If a customer with a Non – Compliant Vehicle drives within the Congestion Charge Zone, and the Low Emission Zone, they will be required to make a payment of both charges.
- TfL will provide a list of UK vehicles known to be Non-Compliant, and a list of foreign vehicles known to be Compliant.
- The Operational IT System(s) must complete a series of validation checks to determine the next action for all of the Vehicles that have been captured within the Low Emission Zone on a Charging Day. These include checks to determine if a payment of the charge has been made and if the VRM is exempted, discounted or on a filter list.
- Once all of the checks and associated activities have been completed there will remain a list of Vehicles that have not paid to travel within the Low Emission Zone as required. Once the list of vehicles is identified, the images and associated information will be subject to further validation checks in order to create Contravention Candidate that will be transferred to the Enforcement Operation Service Provider for enforcement action to commence.

Ultra Low Emission Zone (ULEZ)

- The ULEZ operates twenty four (24) hours a day, every day of the year, including weekends and bank holidays.
- It forms part of the LEZ Scheme Order however it operates within the Ultra Low Emission Zone boundary.

- The Charging Days run from midnight to midnight, so customers driving within the ULEZ between 11:30pm and 01:00am the next day, would need to pay for two (2) days travel.
- Customers can pay for a charge up to sixty five days in advance of the day of travel or within one (1) Charging Day after the date of travel. The exception being ULEZ Auto Pay and Fleet Auto Pay customers who are automatically billed on a monthly basis for travel within the ULEZ.
- ANPR cameras operating throughout the ULEZ capture images of Vehicles during the charging hours and these are supplied to the to the Business Operations Service Provider by an agreed interface.
- The Operational IT System(s) must complete a series of validation checks to determine the next action for all of the Vehicles that have been captured within the Ultra Low Emissions Zone on a Charging Day. These include checks to determine if a payment of the charge has been made, if the VRM is Exempt, Discounted or on a filter list, and if the VRM is registered for an Auto Pay service.
- Once all of the checks and associated activities have been completed there will remain a list of Vehicles that have not paid to travel within the ULEZ as required. Once the list of Vehicles is identified the images and associated information will create Contravention Candidates that will be transferred to the Enforcement Operations Service Provider for enforcement action to commence.

SECTION 1 : BUSINESS OPERATIONS

This section sets out the general Requirements for the Business Operations solution.

This section includes the Requirements for the general management of the Contact Centre, the quality and performance management of the Operational Users, as well as compliance requirements.

1.1 GENERAL

B1.1.1

Mandatory

The Service Provider shall migrate the Migrated Data in accordance with the requirements set out in Schedule 2: Statement of Requirements (General).

B1.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) includes all Migrated Data to ensure that it can be accessed and viewed from within the Interaction History, in accordance with Schedule 3: Milestones and Deliverables (Level 1 Data Migration Plan and Migration Strategy).

B1.1.3

Mandatory

The Service Provider shall ensure that Migrated Data is transferred to the Operational IT System(s) in accordance with Schedule 3: Milestones and Deliverables (Level 1 Data Migration Plan and Migration Strategy).

B1.1.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) operates in accordance with all applicable Laws, Scheme Orders and Traffic Management Acts.

B1.1.5

Mandatory

The Service Provider shall ensure that the Contact Centre has the functionality to operate in accordance with the Scheme Orders and Traffic Management Acts.

B1.1.6

Mandatory

The Service Provider shall ensure that the Contact Centre implements TfL Operational Business Rules as provided by TfL from time to time (at no additional cost to TfL).

B1.1.7

Mandatory

The Service Provider shall receive TfL Business Rules from TfL from Time to time, and must comply with such rules. This shall include Operational User updates and training, updates to process documents, management of availability for Operational Users, and storage and version control.

Requirement expires on expiry of the Residents Sunset Period

B1.1.8

Mandatory

The Service Provider shall ensure that any changes to the TfL Operational Business Rules (including those around Emissions Surcharge) are implemented within the timescales stipulated by TfL when providing such changes to the Service Provider.

Requirement applicable from expiry of the Residents Sunset Period		
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B1.1.8	ULEZ Amend	Mandatory
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<p>The Service Provider shall ensure that any changes to the TfL Operational Business Rules are implemented within the timescales stipulated by TfL when providing such changes to the Service Provider.</p>		
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B1.1.9		Mandatory
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<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process TfL Exceptions List(s), as such lists are notified to the Service Provider by TfL from time to time. The Service Provider shall submit to TfL for Approval its proposal for and, when Approved, comply with the process for operating the TfL Exceptions List(s).</p>		
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B1.1.10		Mandatory
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<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to Maintain the TfL Exceptions List(s). The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the process for Maintaining the TfL Exceptions List(s).</p>		
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B1.1.11		Mandatory
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<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Filter List(s). The Service Provider shall submit to TfL for Approval its proposal for and, when Approved, comply with the process for operating the Filter List(s).</p>		
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B1.1.12		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to Maintain the Filter List(s). The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the process for Maintaining the Filter List(s).

B1.1.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not create a Contravention Candidate for any Vehicle that is specified in a Filter List(s).

B1.1.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the ability to automatically load multiple VRMs onto the TfL Exceptions List(s) at no cost to TfL.

B1.1.15

Mandatory

The Service Provider shall ensure that the Contact Centre is a Paper Free Environment
The Service Provider shall submit any processes which cannot be completed in a Paper Free Environment to TfL for Approval (and shall not carry out any such processes without such Approval).

B1.1.16

Mandatory

The Service Provider shall ensure that all Operational Support Documentation used within the Contact Centre is reviewed at least at six (6) monthly intervals, or at any other time upon request by TfL.

B1.1.17		Mandatory
The Service Provider shall submit any proposals for changes to the Operational Support Documentation arising from the review set out in Requirement B 1.1.16 to TfL for Approval and, when Approved, comply with such changes.		

B1.1.18		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate (at no cost to TfL) Non Charging Days and additional CC Charging Days as requested by TfL from time to time.		

Requirement expires on ULEZ Operational Commencement Date		
B1.1.19		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate LEZ Charging Days independently of Congestion Charge Charging Days.		

Requirement applicable from ULEZ Operational Commencement Date		
B1.1.19	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate Congestion Charge Charging Days, LEZ Charging Days, and ULEZ Charging Days independently of each other.		

B1.1.20		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate LEZ Emergency Non Charging Days as requested by TfL from time to time.

B1.1.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate Charging Days up to a minimum of two (2) years in advance or such other time period as TfL may determine from time to time.

B1.1.22

Mandatory

The Service Provider shall process Emergency Non Charging Days as requested by TfL from time to time.

B1.1.23

Mandatory

The Service Provider shall design and maintain all customer facing communications and submit all customer facing communications to TfL for Approval prior to being implemented.

B1.1.24

Mandatory

The Service Provider shall submit all changes to Customer facing communications to TfL for Approval and, once Approved, ensure that all changes are completed and operational within twenty four (24) hours of Approval and at no cost to TfL.

B1.1.25

Mandatory

The Service Provider shall ensure that in the event of any problem with the Operational IT System(s) which prevents payments from being processed, the relevant third parties including TfL will be made aware as soon as reasonably possible and in accordance with the Service Management requirements set out in Schedule 2: Statement of Requirements (General).

B1.1.26

Mandatory

The Service Provider shall ensure that in the event of a problem with the Operational IT System(s) which prevents payments from being processed, a message is relayed to the Customers and relevant advice is given to the Customers immediately.

B1.1.27

Mandatory

The Service Provider shall ensure that in the event of a problem with the Operational IT System(s) which prevents payments from being processed, the Service Provider shall provide TfL with regular updates until full resolution in accordance with the Service Management requirements set out in Schedule 2: Statement of Requirements (General).

B1.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to include Parameterised elements to enable straightforward amendments. The Service Provider shall submit such Parameterised elements to TfL for Approval and, once Approved, comply with such Parameterised elements.

B1.1.29

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has a Quality Monitoring Tool embedded within it to be utilised in accordance with Schedule 5: Service Level Agreement.

B1.1.30

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Quality Monitoring Score Cards to be loaded in and stored within the Operational IT System(s).

B1.1.31

Mandatory

The Service Provider shall ensure that TfL can view the Quality Monitoring Score Cards within the Operational IT System(s) at any time.

B1.1.32

Mandatory

The Service Provider shall submit to TfL for Approval the format and content of the Quality Monitoring Score Card and, when Approved, comply with such Quality Monitoring Score Card.

B1.1.33

Mandatory

The Service Provider shall submit to TfL for Approval and, when Approved, implement functionality to enable Authorised Users to monitor quality scores within the system.

B1.1.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sets aside a Parameterised number of Communications for Quality Checks until the required daily Quality Checks have been performed in accordance with Schedule 5: Service Level Agreement.

B1.1.35

Mandatory

The Service Provider shall ensure that the Operational IT System(s) Quality Monitoring Tool has the functionality to report on items quality checked in accordance with Schedule 5: Service Level Agreement.

B1.1.36

Mandatory

The Service Provider shall ensure that the Operational IT System(s) Quality Monitoring Tool has the functionality to report on the date feedback is provided to an Operational User as a result of Quality Checks being performed.

B1.1.37

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Pop Up Message Boxes to be used by Authorised Users to send emergency messages to all desk tops within the Contact Centre.

B1.1.38

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables scrolling message(s) to be visible on all desk tops within the Contact Centre.

B1.1.39		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables the Maintenance of Pop Up Message Boxes to be carried out on the Service Provider's Premises by Authorised Users.		

B1.1.40		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables the Maintenance of scrolling message(s) to be carried out on the Service Provider's Premises by Authorised Users.		

B1.1.41		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has a Help Function embedded against all key processes to help guide Operational Users. The Service Provider shall submit a list of the key processes that it proposes to provide a Help Function for to TfL for Approval and, when Approved, implement the Help Function in respect of such processes.		

B1.1.42		Mandatory
The Service Provider shall ensure that for all processes performed on the Operational IT System(s), the Operational IT System(s) enables an Operational User to flow through a process end to end without having to navigate away from the main functional process.		

B1.1.43		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows Operational Users access to TfL's on-line Congestion Charging FAQ tool.

B1.1.44

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Operational Users access to a Knowledge Tool.

B1.1.45

Mandatory

The Service Provider shall ensure that the Knowledge Tool within the Operational IT System(s) has the functionality to enable the Operational Users to undertake the following actions:

- Navigate quickly; and
- Easily search using key words

B1.1.46

Mandatory

The Service Provider shall ensure that it reviews and Maintains the Knowledge Tool within the Operational IT System(s) at least every six (6) months to ensure that the information is relevant and takes account of any relevant changes.

B1.1.47

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has a Zone Checker Tool to aid the Operational Users in determining if an address is within the Congestion Charging Zone.

Requirement expires on ULEZ Operational Commencement Date		
B1.1.48		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has a Zone Checker Tool to aid the Operational Users in determining if an address is within the LEZ.		

Requirement applicable from ULEZ Operational Commencement Date		
B1.1.48	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has a Zone Checker Tool to aid the Operational Users in determining if an address is within the LEZ or ULEZ.		

Requirement expires on ULEZ Operational Commencement Date		
B1.1.49		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Maintenance of the Zone Checker Tool for both Congestion Charging and LEZ as requested by the Service Provider or TfL, provided that any Service Provider requests must be Approved by TfL prior to being implemented.		

Requirement applicable from ULEZ Operational Commencement Date		
B1.1.49	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Maintenance of the Zone Checker Tool for Congestion Charging, ULEZ and LEZ as requested by the Service Provider or TfL, provided that any Service Provider requests must be Approved by TfL prior to being implemented.		

B1.1.50		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables the Operational Users to move through the Operational IT System(s) smoothly with no hang screens or delays when switching between processes.		

B1.1.51		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to check against a current PAF for validation when a postcode is entered.		

B1.1.52		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to update postcodes with the PAF as requested by TfL or the Service Provider from time to time.		

B1.1.53		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s):</p> <ul style="list-style-type: none"> • work to UTC; • are set to GMT; and • allow for Daylight Saving Time clock changes across all systems. 		

B1.1.54		Mandatory
The Service Provider shall ensure that the various time records and displays throughout the Operational IT System(s) are consistent with one another.		

B1.1.55		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically changes all times held within it in line with Daylight Saving Time clock changes.		

B1.1.56		Mandatory
The Service Provider shall ensure that each date within the Operational IT System(s) is consistently in a UK format.		

B1.1.57		Mandatory
The Service Provider shall ensure that live real time operational data is available to all Operational Users and TfL at all times. The Service Provider shall submit its proposals for the live real time operational data to be provided to TfL for Assurance prior to implementing such arrangements and, when Assured, provide such data.		

B1.1.58		Mandatory
The Service Provider shall escalate all legal claims to TfL immediately upon becoming aware of such a claim.		

B1.1.59		Mandatory
The Service Provider shall ensure that immediately after identification of the legal claim, an event shall be recorded within the Operational IT Service System(s) detailing that a legal claim has been received.		

B1.1.60		Mandatory
<p>The Service Provider shall pay to the Customer or TfL (as specified by TfL), any financial award or judgment for which it is liable in respect of a legal claim within two (2) Working Days of notification by TfL of the amount, and shall notify TfL in writing once such payment has been made.</p>		

B1.1.61		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the visibility to the Customer of elements of the Customer Interaction history where it would not be appropriate to provide such elements to the Customer. For example internal notes between Operational Users.</p>		

B1.1.62		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) is able to reconcile the volume of items of incoming Communication to the volume of work items created on the Operational IT System(s), in order to ensure that 100% of received Communications are actioned.</p>		

B1.1.63		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) is able to reconcile the volume of items of outbound Communication to the volume of outbound communications created in the Operational IT System(s) in order to ensure that 100% of Communications are issued.</p>		

B1.1.64		Mandatory
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The Service Provider shall ensure that the Contact Centre has access to notifications of traffic diversions in order to manage customer enquiries and Charge Disputes.

B1.1.65		Mandatory
Not used.		

ULEZC.B1.1.66		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate (at no cost to TfL) ULEZ Non Charging Days as requested by TfL from time to time.		

ULEZC.B1.1.67		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to store data to assist in identifying:</p> <ul style="list-style-type: none">• Vehicles Exempt/not Exempt from the ULEZ (Exempt Vehicle Taxation Classes)• ULEZ Compliance Status• Vehicles on the ULEZ Non-Chargeable List		

ULEZC.B1.1.70		Mandatory
The Service Provider shall add appropriate ULEZ material to the Knowledge Tool to support Operational Users.		

ULEZC.B1.1.71		Mandatory
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The Service Provider shall ensure that ULEZ Compliant Vehicles identified by TfL and at TfL's request, are loaded into the Operational IT System(s) before the first execution of ULEZ Event Processing.

SECTION 2 : COMMUNICATIONS

This section sets out the Requirements for Communications with Customers.

This has been detailed under the following headings, in order to demonstrate how communications will be dealt with and recorded.

- General Communications
- Workflow
- Telephony
- Outbound Correspondence

2.1. General Communications

B2.1.1		Mandatory
Not used.		

B2.1.2		Mandatory
<p>The Service Provider shall operate the Contact Centre during the following hours ("Operational Hours"):</p> <ul style="list-style-type: none">• Monday to Friday 8am to 8pm;• Saturday closed ;• Sunday closed; and		

- Public holidays will operate on reduced hours such hours to be specified by TfL in advance.

B2.1.3		Mandatory
The Service Provider shall ensure that the Operational IT System(s) accepts Communications from a Customer in any format.		

B2.1.4		Mandatory
The Service Provider shall ensure that all Communications that it sends to Customers are Customer facing communications Approved by TfL in accordance with Requirement B1.1.23.		

B2.1.5		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable 100% of Communications to:</p> <ul style="list-style-type: none"> • be logged; • be traceable; and • have a full audit history. 		

B2.1.6		Mandatory
The Service Provider shall ensure that all Operational Users directly communicating with Customers, via all Communication channels, have a standard of English equivalent to at least a GCSE grade C or equivalent educational standard.		

Requirement expires on DVS Registrations Operational Commencement Date		
B2.1.7		Mandatory
<p>The Service provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with a range of processes that the Contact Centre shall operate.</p> <p>As a guide the scope of the impacted processes is expected to include, but is not limited to:</p> <ul style="list-style-type: none"> • processing payments – Charge Payments, Administration Charges, Refunds; • Auto Pay processes; • Customer Account applications/Enquiries; • Account Service applications/Enquiries; • Charge Disputes; • Enquiries/Complaints in relation to any of the Schemes (including ULEZ); • Customer Account Maintenance; • LEZ Registrations; and • ULEZ Compliance Registrations 		

Requirement applicable from DVS Registrations Operational Commencement Date		
B2.1.7	ULEZ Amend	Mandatory
<p>The Service provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with a range of processes that the Contact Centre shall operate.</p> <p>As a guide the scope of the impacted processes is expected to include, but is not limited to:</p> <ul style="list-style-type: none"> • processing payments – Charge Payments, Administration Charges, Refunds; 		

- Auto Pay processes;
- Customer Account applications/Enquiries;
- Account Service applications/Enquiries;
- Charge Disputes;
- Enquiries/Complaints in relation to any of the Schemes (including ULEZ) and DVS;
- Customer Account Maintenance;
- LEZ Registrations; and
- ULEZ Compliance Registrations.

B2.1.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Customers to make Enquires via the following Communication channels:</p> <ul style="list-style-type: none"> • Telephone; • Email; • Post; and • Web. 		

B2.1.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Customers to make Complaints via the following Communication channels:</p> <ul style="list-style-type: none"> • Telephone; • Email; • Post; and • Web. 		

B2.1.10		Mandatory
<p>The Service Provider shall translate into English Correspondence from various languages, including but not limited to:</p> <ul style="list-style-type: none"> • The languages specified in the Greater London Authority regulations – Arabic, Bengali, Chinese (Cantonese and Mandarin), Gujarati, Hindi, Punjabi, Turkish, Urdu, Japanese and Vietnamese; and • Common visitor languages – German, Dutch, Belgium, French, Flemish, Polish, Danish, Italian, Spanish, Czech, Finnish, Swedish, Portuguese, Greek. 		

B2.1.11		Mandatory
<p>The Service Provider shall ensure that, the Operational IT System(s) has the functionality to store an item of Correspondence which has been translated.</p>		

B2.1.12		Mandatory
<p>The Service Provider shall ensure that both the original Correspondence and the translated Correspondence produced under Requirement B 2.1.10 shall be retained within the Interaction History.</p>		

B2.1.13		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) enables the Operational Users to access all information held within the Operational IT System(s) in order to process Customer Enquiries.</p>		

B2.1.14		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables the Operational Users to access all information held within the Operational IT System(s) in order to process Customer Complaints.		

B2.1.15		Mandatory
The Service Provider shall ensure that, where insufficient information is available to create either a Customer Account or a Customer Record, the Operational IT System(s) has the functionality to create an Anonymous Record, with such Customer information as is available, in accordance with Appendix 2: Customer Account Structure.		

B2.1.16		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables Communications to be associated with an Anonymous Record.		

B2.1.17		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables Communications to be associated with a Customer Record.		

B2.1.18		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables Communications to be associated with a Customer Account.		

B2.1.19		Mandatory
The Service Provider shall ensure that, upon request by a Customer, Correspondence can be provided in large print in accordance with the specifications of the Royal National Institute for the Blind.		

B2.1.20		Mandatory
The Service Provider shall ensure that upon request by a Customer, Correspondence can be provided in Braille.		

B2.1.21		Mandatory
The Service Provider shall ensure that upon request by a Customer, Communications can be provided in audio format.		

B2.1.22		Mandatory
The Service Provider shall ensure that an Operational User can transcribe a document on behalf of a Customer if a Customer is not reasonably able to communicate via other means.		

B2.1.23		Mandatory
The Service Provide shall ensure that all Customer Communications are in plain English.		

B2.1.24		Mandatory
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The Service Provider shall ensure that where a Customer corresponds in a foreign language, the response is in the same language.

B2.1.25

Mandatory

The Service Provider shall ensure that all Communication is stored electronically within the Operational IT System(s).

B2.1.26

Mandatory

The Service Provider shall ensure that all Communications stored within the Operational IT System(s) are accessible and viewable from within an Interaction History.

B2.1.27

Mandatory

The Service Provider shall ensure that where items of Communication have been received directly into the Contact Centre these can be uploaded into the Operational IT System(s) by an Operational User in the Contact Centre.

B2.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays all postal Communication within twenty-four (24) hours of the postal Communication being printed.

B2.1.29

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays all SMS Messages within one (1) minute of the SMS being issued to the Customer.

B2.1.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays all emailed Communications within two (2) minutes of the email being issued to the Customer.		

B2.1.31		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays any Communication issued by TfL within twenty four (24) hours of the Communication being issued.		

B2.1.32		Mandatory
The Service Provider shall ensure that items of Communication can be printed from the Operational IT System(s) by an Operational User with the option to collect the printed item from an on-site printer at the Contact Centre.		

B2.1.33		Mandatory
The Service Provider shall provide a secure facility for the receipt and storage of hardcopy Correspondence and payments.		

B2.1.34		Mandatory
The Service Provider shall accept all mail via post office boxes specified by TfL (which will be owned and provided by TfL).		

B2.1.35		Mandatory
The Service Provider shall process payments received in accordance with Appendix 1: Payments and Transaction Channels and Appendix 5: Operational Guidance.		

B2.1.36		Mandatory
<p>The Service Provider shall ensure that all hardcopy Communications are scanned and stored in the Operational IT System(s) and linked to either:</p> <ul style="list-style-type: none"> • a Customer Account; • a Customer Record; or • an Anonymous Record. 		

B2.1.37		Mandatory
The Service Provider shall ensure that hardcopy original documentation is stored at the secure postal facility in accordance with Appendix 11: Data Retention.		

B2.1.38		Mandatory
The Service Provider shall ensure that hardcopy original documents stored in accordance with Requirement B 2.1.36 can be retrieved from the secure postal facility upon request by TfL (or the Service Provider).		

B2.1.39		Mandatory
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The Service Provider shall ensure that hardcopy original documents are sent to the requesting Operational User within twenty four (24) hours of being requested from the secure Postal Facility.

B2.1.40

Mandatory

The Service Provider shall ensure that, if a scanned image is unclear, the Operational User can request a rescan of an item which shall be provided within twenty four (24) hours.

B2.1.41

Mandatory

The Service Provider shall ensure that where a Customer has supplied original documentation, the documentation is scanned immediately and the original documentation is immediately returned to the Customer via recorded delivery.

B2.1.42

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with a process for handling returned mail.

B2.1.43

Mandatory

Not used.

B2.1.44

Mandatory

The Service Provider shall ensure that the incoming postal facility is able to process incoming Communications in varying formats (including, without limitation paper, CD and Excel Spreadsheets).

B2.1.45

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to record an item of Communication which has been returned.

ULEZC.B2.1.46

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to identify Communications from Customers who request ULEZ Compliance Registration.

ULEZC.B2.1.47

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Customer Enquiries in relation to the ULEZ to be classified by topic.

ULEZC.B2.1.48

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Customer Complaints in relation to the ULEZ to be classified by topic.

ULEZC.B2.1.49

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows for evidence to support an ULEZ Compliance Registration to be received from the TfL Website and submitted to Workflow as described in Appendix 2: Customer Account Structure.

2.2. Workflow

B2.2.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to create Workflow items.

B2.2.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to manage Workflow items.

B2.2.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the date and time of any Workflow item status change.

B2.2.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Operational Users to view the entire Interaction History, including Workflow item notes.

B2.2.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable all Operational Users and TfL to create Workflow items.		

B2.2.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable the progression of Workflow items to be viewable and traceable within the Operational IT System(s).		

B2.2.7		Mandatory
The Service Provider shall ensure that Workflow items are fully auditable.		

B2.2.8		Mandatory
The Service Provider shall provide the functionality to ensure that attachments from various sources can be added to Workflow items.		

B2.2.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for unlimited free text to be entered on Workflow item notes.		

B2.2.10		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality for a spell checking function on Workflow item notes.

B2.2.11

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality for a copy and paste function on Workflow item notes.

B2.2.12

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Workflow items to be searchable by defined fields. The Service Provider shall submit a list of fields it proposes to be searchable to TfL for Assurance (prior to implementing) and, when Assured, implement such fields.

B2.2.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to report on Workflow items.

B2.2.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that Workflow item notes are viewable by Operational Users but not by Customers (save to the extent required in relation to Subject Access Requests).

B2.2.15

Mandatory

The Service Provider shall ensure that the Operational IT System(s) maintains an audit history of Workflow items' progression, to include (without limitation):

- dates of activity;
- contributors;
- recipients of the Workflow item;
- escalation route; and
- notes added.

B2.2.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) retains all Workflow item notes in accordance with Appendix 11: Data Retention.

B2.2.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) provides a unique identifier for the Communication channels by which all Communication is received or issued.

B2.2.18

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with a methodology for assigning unique identifiers to each Communication channel.

B2.2.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) assigns a unique reference to all Communications.

B2.2.20

Mandatory

The Service Provider shall ensure that all Communications are date and time stamped on the Operational IT System(s) to enable them to be sorted appropriately within Workflow.

B2.2.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) includes the same unique reference on all related Communications.

B2.2.22

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the categorisation of all Workflow items to pre-defined categories. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement such pre-defined categories.

B2.2.23

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow for the Maintenance of the pre-defined categories Assured in accordance with B2.2.22 (at no cost to TfL).

B2.2.24

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement a hierarchy of Authorised Users.

B2.2.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Authorised Users to amend the categorisation of a Workflow item.

B2.2.26

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has a full audit trail for any changes to Categorisation of Workflow items.

B2.2.27

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be linked to a Customer Account.

B2.2.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be linked to a Customer Record.

B2.2.29

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be linked to an Anonymous Record.

B2.2.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Communications linked to an Anonymous Record to be linked to a Customer Account once a Customer Account is identified or created.		

B2.2.31		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Communications linked to a Customer Record to be linked to a Customer Account once a Customer Account is identified or created.		

B2.2.32		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Communications to be viewed in a logical order.		

B2.2.33		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to convert an Anonymous Record into a Customer Account when the required details are obtained from the Customer.		

B2.2.34		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to convert a Customer Record into a Customer Account when the required details are obtained from the Customer.		

B2.2.35		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be assigned to the following, but not limited to:</p> <ul style="list-style-type: none"> • Workflow queues; • Operational User(s); and • TfL Personnel. 		

B2.2.36		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Communications to be assigned in bulk to the following, but not limited to:</p> <ul style="list-style-type: none"> • Workflow queues; • Operational User(s); and • TfL Personnel. 		

B2.2.37		Mandatory
<p>The Service Provider shall ensure that any Communications that have been assigned to a Workflow queue can be moved to another Workflow queue by an Authorised User whilst retaining a full audit history.</p>		

B2.2.38		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows controlled access to stored Communications dependent on Authorised User access rights, as described in Schedule 2: Statement of Requirements (General).</p>		

B2.2.39		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows all attachments to be opened for viewing regardless of the Communication channel through which it was received.		

2.3. Telephony

B2.3.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow customer satisfaction surveys to be conducted as part of Customer interactions, via the following Communication channels:</p> <ul style="list-style-type: none"> • Web; • Telephone (including IVR); • Email; and • Post (where requested by TfL) 		

B2.3.1b		Mandatory
The Service Provider shall conduct Customer satisfaction surveys in accordance with instructions provided by TfL from time to time. The Service Provider shall submit to TfL for Assurance (prior to implementing) the content of the Customer satisfaction surveys and when Assured, implement such Customer satisfaction surveys.		

B2.3.2		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays the telephone number of all incoming calls into the Contact Centre where possible.		

B2.3.3		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays the Customer Account details associated to an incoming call immediately if the telephone number is stored against a Customer Account.		

B2.3.4		Mandatory
The Service Provider shall ensure that the Service Provider Personnel within the Contact Centre are trained for such role.		

B2.3.5		Mandatory
The Service Provider shall ensure that Service Provider Personnel within the Contact Centre undergo an oral test as part of their interview process.		

B2.3.6		Mandatory
Not used.		

B2.3.7		Mandatory
The Service Provider shall provide a text phone service for hearing impaired Customers.		

B2.3.8		Mandatory
Not used.		

B2.3.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) is integrated with a Computer Telephony Interface (CTI).		

Requirement expires on DVS Registrations Operational Commencement Date		
B2.3.10		Mandatory
The Service Provider shall ensure that the TfL-owned telephone numbers are used as the Customer contact numbers for Congestion Charging, ULEZ and LEZ.		

Requirement applicable from DVS Registrations Operational Commencement Date		
B2.3.10	ULEZ Amend	Mandatory
The Service Provider shall ensure that the TfL-owned telephone numbers are used as the Customer contact numbers for Congestion Charging, ULEZ, LEZ and DVS.		

B2.3.11		Mandatory
The Service Provider shall provide access to a translation and interpreting service for Customers who do not speak English as a first language.		

B2.3.12		Mandatory
The Service Provider shall ensure that all calls facilitated by a translator are fully recorded in line with PCI compliance in accordance with Clauses 45.8 to 45.12 (PCI-DSS).		

B2.3.13		Mandatory
The Service Provider shall provide an Interactive Voice Response (IVR) solution for Inbound calls.		

B2.3.14		Mandatory
The Service Provider shall ensure that the IVR includes Automatic Speech Recognition (ASR).		

B2.3.15		Mandatory
The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement IVR menus and call flows.		

B2.3.16		Mandatory
The Service Provider shall submit to TfL for Approval any proposed changes to the IVR and, when Approved, implement such changes to the IVR.		

B2.3.17		Mandatory
The Service Provider shall ensure that the IVR system is able to be administered both remotely and on Service Provider Premises.		

B2.3.18		Mandatory
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The Service Provider shall ensure that emergency and urgent broadcast messages are uploaded and deployed to the IVR system within thirty (30) minutes of a request from TfL to do so and at no cost to TfL.

B2.3.19

Mandatory

The Service Provider shall ensure that all IVR changes to vocabulary are implemented within twenty four (24) hours of a request from TfL to do so and at no cost to TfL.

B2.3.20

Mandatory

The Service Provider shall ensure that where the IVR has not been able to recognise a Customer's request then the call is routed directly to an Operational User during Contact Centre opening hours.

B2.3.21

Mandatory

The Service Provider shall ensure that the voice used for the recording of IVR messages is consistent.

B2.3.22

Mandatory

The Service Provider shall ensure that a recorded message is played when a Customer opts to speak to an Operational User outside of the Contact Centre opening hours.

B2.3.23

Mandatory

The Service Provider shall ensure that the IVR contains a welcome message to be played in advance of the list of IVR menu options.

B2.3.24

Mandatory

The Service Provider shall submit to TfL for Approval prior to being activated on the IVR all IVR messages and, when Approved, activate such messages.

B2.3.25

Mandatory

The Service Provider shall ensure that the IVR can switch messages on and off within twenty-four (24) hours of receiving a request from TfL to do so.

B2.3.26

Mandatory

The Service Provider shall ensure that the IVR automatically turns off access to an Operational User when outside of the Contact Centre opening hours.

B2.3.27

Mandatory

The Service Provider shall ensure that the IVR automatically turns on access to an Operational User when inside Contact Centre opening hours.

B2.3.28

Mandatory

The Service Provider shall ensure that the IVR automatically plays a pre recorded message to Customers in the event that the call waiting time exceeds a Parameterised number of minutes.

B2.3.29		Mandatory
The Service Provider shall ensure that the IVR System automatically advises a Customer of the expected call wait time whilst they are queued in the IVR system.		

B2.3.30		Mandatory
The Service Provider shall ensure that the IVR has the functionality to provide an automated payment system.		

B2.3.31		Mandatory
The Service Provider shall ensure that the automated payment system is active twenty-four (24) hours a day, seven (7) days per week, three hundred and sixty-five (365) days a year.		

B2.3.32		Mandatory
The Service Provider shall ensure that a payment made via the IVR System can be made by a Customer with a Customer Account and the payment linked to that Customer's Customer Account.		

B2.3.33		Mandatory
The Service Provider shall ensure that a payment made via the IVR can be made by a Customer who does not have a Customer Account.		

B2.3.34		Mandatory
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The Service Provider shall ensure that payments made via the IVR by a Customer without a Customer Account are stored against the relevant VRM and Receipt Number.

B2.3.35

Mandatory

The Service Provider shall ensure that the IVR offers the caller the option to have each question repeated to them.

B2.3.36

Mandatory

The Service Provider shall ensure that the IVR includes the functionality such that, if a question remains unanswered then the call is dropped out to the following as appropriate:

- an Operational User during the Contact Centre Operational Hours;
- the Approved message outside of the Contact Centre Operational Hours.

B2.3.37

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, implement the music that the IVR shall play where a Customer is queued.

B2.3.38

Mandatory

The Service Provider shall ensure that all necessary music licences are purchased for the IVR system at no cost to TfL.

B2.3.39

Mandatory

The Service Provider shall ensure that one hundred per cent (100%) of calls are recorded.

B2.3.40

Mandatory

The Service Provider shall ensure that all call recordings adhere to the latest PCI industry standards in accordance with Clauses 45.8 to 45.12 (PCI-DSS).

B2.3.41

Mandatory

The Service Provider shall ensure that all recorded calls are available with real-time playback.

B2.3.42

Mandatory

The Service Provider shall ensure all recorded calls are date and time stamped.

B2.3.43

Mandatory

The Service Provider shall ensure that call recordings can be searched for using prescribed fields.

B2.3.44

Mandatory

The Service Provider shall ensure that call recordings can be searched for using wildcard searches.

B2.3.45

Mandatory

The Service Provider shall ensure that stored call recordings are accessible by Authorised Users, including TfL.

B2.3.46

Mandatory

The Service Provider shall ensure that stored call recordings can be transferred to removable media as specified by TfL from time to time.

B2.3.47

Mandatory

The Service Provider shall ensure that stored call recordings are recorded as a single recording even where the call is transferred.

B2.3.48

Mandatory

The Service Provider shall ensure that stored call recordings are recorded as a single recording even where the call is put on hold.

B2.3.49

Mandatory

The Service Provider shall ensure that where a Customer has a Customer Account all call recordings relating to that Customer Account are accessible within the Interaction History of that Customer Account.

B2.3.50

Mandatory

The Service Provider shall ensure that the call recordings for Customers without a Customer Account can be accessed.

B2.3.51		Mandatory
The Service Provider shall ensure that the IVR has the functionality to route calls, based on Customer IVR selection, to an Operational User with the relevant skill set.		

Requirement expires on expiry of the Residents Sunset Period.

B2.3.52		Mandatory
The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for call Wrap Up Codes, including amendments to facilitate identification and reporting of Emissions Surcharge related calls.		

Requirement applicable from expiry of the Residents Sunset Period.

B2.3.52	ULEZ Amend	Mandatory
The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for call Wrap Up Codes...		

B2.3.53		Mandatory
The Service Provider shall ensure that new wrap up codes can be added within twenty-four (24) hours of being requested by TfL (at no cost to TfL).		

B2.3.54		Mandatory
The Service Provider shall ensure that all wrap up codes are reportable and auditable.		

B2.3.55		Mandatory
The Service Provider shall ensure that all call transfers are made as a warm transfer.		

B2.3.56		Mandatory
The Service Provider shall ensure that where a call is routed from the IVR to an Operational User, the information entered into the IVR by a Customer is available to the Operational User.		

B2.3.57		Mandatory
The Service Provider shall only give a Customer access to their Customer Account details once they have identified themselves securely to an Operational User. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with the mechanism for securely identifying Customers.		

B2.3.58		Mandatory
The Service Provider shall only give a Customer access to their Customer Account details once they have identified themselves securely via the IVR. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with the mechanism for securely identifying the Customer.		

B2.3.59		Mandatory
The Service Provider shall ensure that any transferred calls take precedence over inbound calls.		

B2.3.60		Mandatory
The Service Provider shall ensure that the phonetic alphabet is used by the Service Provider Personnel within the Contact Centre when dealing with Customers.		

B2.3.61		Mandatory
The Service Provider shall ensure that the Service Provider Personnel within the Contact Centre staff can make outbound calls. The Service Provider shall submit to TfL for Assurance (prior to implementing) the circumstances under which Service Provider Personnel may make outbound calls and, once Assured, ensure that the Service Provider Personnel only make outbound calls in these circumstances.		

ULEZC.B2.3.62		Mandatory
The Service Provider shall ensure that the Charge Payment options within the Congestion Charging IVR System menu structure include the ULEZ.		

2.4. Outbound Communication

B2.4.1	CCR006 Amend	Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to perform Customer Mail Outs via the following Communication channels to defined groups of Customers, as requested by TfL from time to time:</p> <ul style="list-style-type: none"> • Email; • SMS; • Post; and 		

- Mobile Application. (limited to notifications as per (B17.1.21)

B2.4.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the Mail Out Communication to be viewed from the Interaction History.

B2.4.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow responses to Enquiries and Complaints to be made via all Communications channels.

B2.4.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to perform an English (UK) spell and grammar check on all outbound Communications.

B2.4.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to automatically generate Communications with pre-populated data fields and automatically send to the Customer without the ability for an Operational User to edit the Communication. The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the list of these fields.

B2.4.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to automatically generate Communication with pre-populated data fields and allow limited

editing by an Operational User prior to being sent to the Customer. The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with the list of the Communications which shall have be capable of limited editing by the Operational User.

B2.4.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) shall provide the functionality to automatically generate Communication and allow the Operational User to insert pre-defined text prior to being sent to the Customer. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.		

B2.4.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow all Communication (including system generated letters) to be previewed in advance of being issued.		

B2.4.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the issuing of Communications to be suppressed.		

B2.4.10		Mandatory
The Service Provider shall ensure that the Operational IT System(s) provides the functionality to generate Communication allowing the Operational User to insert free text prior to being issued.		

B2.4.11		Mandatory
The Service Provider shall ensure that any new Elective Paragraphs are added into the Operational IT System(s) within twenty four (24) hours of being Approved by TfL (at no cost to TfL).		

B2.4.12		Mandatory
The Service Provider shall ensure that new letter templates are added into the Operational IT System(s) within twenty four (24) hours of notification from TfL to do so (at no cost to TfL).		

B2.4.13		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to include attachments to outbound emails.		

B2.4.14		Mandatory
The Service Provider shall ensure that the outbound postal operation has the ability to include additional marketing materials of various sizes within Customer Communication e.g. information leaflets of various sizes as supplied by TfL.		

B2.4.15		Mandatory
The Service Provider shall ensure that copies of call recordings can be issued as part of the Outbound Communications to a Customer.		

B2.4.16		Mandatory
The Service Provider shall ensure that postal items are sent via the most commercially viable postal service provider.		

B2.4.17		Mandatory
The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with the list of items of Communication which shall be sent by 1st class and which by 2nd class post.		

B2.4.18		Mandatory
The Service Provider shall ensure that where marketing materials are stored for postal fulfilment, TfL is provided with stock level run rates on a monthly basis to ensure that stocks do not run out.		

B2.4.19		Mandatory
The Service Provider shall ensure that the print fulfilment function has the ability to print cheques.		

B2.4.20		Mandatory
The Service Provider shall ensure that items submitted for printing can be suspended.		

B2.4.21		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) responds to all received email Communication with an immediate automated email acknowledgement.

Requirement expires on DVS Registrations Operational Commencement Date

B2.4.22

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to manage more than one (1) email address for inbound Communications. These will include emails relating to:

- General Enquiries;
- Complaints;
- Discounts;
- Auto Pay;
- LEZ; and
- ULEZ.

Requirement applicable from DVS Registrations Operational Commencement Date

B2.4.22

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to manage more than one (1) email address for inbound Communications. These will include emails relating to:

- General Enquiries;
- Complaints;
- Discounts;
- Auto Pay;

- LEZ;
- ULEZ; and
- DVS

B2.4.23		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to identify and remove any spam Emails received.		

B2.4.24		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to manage emails with file attachments.		

B2.4.25		Mandatory
The Service provider shall ensure that the Operational IT System(s) supports email file sizes up to thirty (30) MB for each of inbound and outbound Communications.		

B2.4.26		Mandatory
The Service provider shall ensure that the Operational IT System(s) has the functionality to support the receipt of large volumes of emails.		

B2.4.27		Mandatory
The Service provider shall submit to TfL for Assurance (prior to implementing) and, when Assured, comply with email body text and email subject text for all email templates.		

B2.4.28		Mandatory
The Service Provider shall ensure that email body text and email subject text cannot be edited once it has been issued to a Customer.		

B2.4.29		Mandatory
The Service Provider shall ensure that email attachments cannot be edited once they have been issued to a Customer.		

B2.4.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s) sends all outbound emails from a generic e-mail address with a generic signature.		

B2.4.31		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that outbound emails are fully auditable.		

B2.4.32		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the outbound email address to be responded to by the Customer and the response to be automatically placed into Workflow.		

B2.4.33		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows for all email Communication associated with a Customer, to be opened and viewed from within the Interaction History.

B2.4.34

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for and, when Assured, comply with processes for handling undelivered emails

B2.4.35

Mandatory

The Service Provider shall ensure that the Operational IT System(s) clearly states where a Customer needs to take action in the email subject text of any outbound emails.

B2.4.36

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to opt for SMS reminders against specific Account Services.

B2.4.37

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Discount is due to expire.

B2.4.38

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Auto Pay payment fails.

B2.4.39		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Auto Pay service is suspended.		

B2.4.40		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Auto Pay service is closed.		

B2.4.41		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder for when a credit or debit card associated to their CC Auto Pay Account Service is due to expire.		

B2.4.42		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their annual charge is due to expire		

B2.4.43		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS reminder when their Residents Discount annual charge is due to expire.		

B2.4.44		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to opt for an SMS receipt as part of the payment process, this will be sent in addition to a receipt via their Preferred Communication Channel.		

B2.4.45		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow an anonymous Customer to opt for an SMS receipt as part of a payment transaction.		

B2.4.46		Mandatory
The Service Provider shall maintain SMS message(s) (at no additional cost to TfL).		

B2.4.47		Mandatory
The Service Provide shall ensure SMS message(s) amendments, removals or additions are implemented within twenty four (24) hours of being requested by TfL.		

B2.4.48		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to receive a SMS Payment receipt whenever a payment is made regardless of the Payment Channel and in accordance with Appendix 1: Payments and Transaction Channels.		

B2.4.49	CCR006 Remove	Mandatory
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Not Used.

B2.4.50

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can send ad hoc SMS messages to a Customer or groups of Customers where a mobile number is recorded within the Operational IT System(s), at the request of TfL.

B2.4.51

Mandatory

The Service Provider shall ensure that a process is in place for handling SMS messages that have failed to be delivered. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposal for and, when Assured, shall comply with such process.

B2.4.52

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History all SMS messages.

B2.4.53

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records all SMS messages.

B2.4.54

Mandatory

The Service Provider shall ensure that all SMS messages are sent within 2 (two) minutes of being requested by the Customer.

B2.4.55		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents an SMS from being edited once it has been issued.		

B2.4.56		Mandatory
The Service Provider shall ensure that the Operational IT System(s) provides a unique Receipt Number for each Receipt.		

B2.4.57		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows the unique Receipt Number to be searchable by Operational Users.		

B2.4.58		Mandatory
The Service Provider shall ensure that Operational IT System(s) records the Receipt Number against the payment(s) made.		

B2.4.59		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can issue Receipts via the following Communication channels:</p> <ul style="list-style-type: none"> • verbal receipt number as provided by the Operational User or IVR; • SMS Receipt; • email Receipt; 		

- Mobile Application receipt (in accordance with B17.1.5 and B17.1.6)
- post; and
- web.

B2.4.60

Mandatory

The Service Provider shall ensure that where a Customer makes a payment via the IVR System that Customer shall receive a Receipt Number confirmation with the option to have a physical Receipt by SMS or email.

B2.4.61

Mandatory

The Service Provider shall ensure that the Operational IT System(s) provides a Receipt Number at the point a payment is successful.

B2.4.62

Mandatory

The Service Provider shall ensure that the Operational IT System(s) produces a Receipt immediately after each payment.

B2.4.63

Mandatory

The Service Provider shall ensure that the Operational IT System(s) produces a summary of payments made for a date range as specified by the Customer from time to time.

B2.4.64

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sends Receipts via the Customer's Preferred Communication Channel.

B2.4.65

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can send duplicate Receipts via the Customer's Preferred Communication Channel or an alternative Communication channel as may be requested by the Customer from time to time.

B2.4.66

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates a Receipt for all payment types (upon request by a Customer) and retains this Receipt within the Operational IT System(s).

B2.4.67

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates a Receipt and only a Receipt Number is provided to the Customer unless the Customer requests a physical Receipt.

B2.4.68

Mandatory

The Service Provider shall ensure that where more than one (1) Charge Payment has been purchased in one Payment Transaction then the Operational IT System(s) only issues one Receipt detailing all purchases made in the single Payment Transaction.

B2.4.69

Mandatory

The Service Provider shall ensure that the Operational IT System(s) assigns a unique identifier against each payment processed.

B2.4.70

Mandatory

The Service Provider shall ensure that the Operational IT System(s) issue an SMS Receipt within two (2) minutes of a relevant Payment Transaction completing.

B2.4.71

Mandatory

The Service Provider shall ensure that the Operational IT System(s) issues an email Receipt within one (1) minute of the relevant Payment Transaction completing.

B2.4.72

Mandatory

The Service Provider shall ensure that postal Receipts are available but these should only be used in extraordinary circumstances.

B2.4.73

Mandatory

The Service Provider shall ensure that the Operational IT System(s) populates the Receipt data fields with the data elements set out in Appendix 6: Key Data Fields for Receipts and Statements.

B2.4.74

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to add messages to the bottom of Receipts up to four hundred (400) characters in length, (with the exception of SMS Receipts) as provided by TfL from time to time.

B2.4.75

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows messages to be added to the bottom of Receipts within twenty four (24) hours of being requested by TfL (at no cost to TfL).

B2.4.76

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a Customer from being able to edit an issued Receipt.

ULEZC.B2.4.77

Mandatory

The Service Provider shall add any new Elective Paragraphs required to support ULEZ ad-hoc letters to the Operational IT System(s)

Requirement applicable from the LEZ 20 Operational Commencement Date

LEZ20.B2.78

Mandatory

Subject to B2.4.11, the Service Provider shall add any new Elective Paragraphs required to support LEZ ad-hoc letters to the Operational IT System(s).

Requirement applicable from the LEZ 20 Operational Commencement Date

LEZ20.B2.79		Mandatory
The Service Provider shall ensure that following approval of a cherished plate change to a Vehicle associated with an Account Service, the Vehicle's LEZ Compliance Status will remain the same notwithstanding the VRM associated with the Vehicle.		

Requirement applicable from the LEZ 20 Operational Commencement Date		
LEZ20.B2.80		Mandatory
The Service Provider shall ensure that the Operational IT System(s) provides an option to Exempt certain Selected Partners (as requested by TfL) from making LEZ Charge Payments under the LEZ Scheme Order for any Vehicle(s) registered to their active Selected Partner Discount.		

Requirement applicable from the LEZ 20 Operational Commencement Date		
LEZ20.B2.81		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for LEZ Charge Payment(s) and Administration Charges to be processed via Auto Pay in accordance with Appendix 2: Customer Account Structure.		

Requirement applicable from the LEZ 20 Operational Commencement Date		
LEZ20.B2.82		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to determine the correct ULEZ Charge Payment for all Vehicles which are Subject to LEZ.		

SECTION 3 : CUSTOMER ACCOUNT

This section sets out the Requirements for Customer Accounts and Accounts Services and should be read in conjunction with Schedule 2 Appendix 2 Customer Account Structure.

The section provides detail on how a Customer Account is set up and managed, and how Account Services can then be attached.

There are a number of Accounts Services available to Customers, such as Discounts and Auto Pay options. Individual Requirements for Accounts Services can be found in various sections throughout this document.

It is important that Customers should be able to self manage their Customer Accounts and Accounts Services as much as possible.

3.1. Accounts and Account Services

B3.1.1

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for preventing and managing multiple updates to a Customer Account or Account Service occurring at the same time (for example, a Customer purchasing a Charge Payment via the Contact Centre whilst an Operational User is processing a request for an Account Service in relation to such Customer Account) and, when Assured, implement and comply with such mechanism(s).

B3.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables a Customer Record to be created, with the Customer information that is available, where insufficient information is available to create a Customer Account.

B3.1.3		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables a Customer Account to be created in accordance with Appendix 2: Customer Account Structure.		

B3.1.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents duplicate Customer Records from being created.		

B3.1.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents duplicate Customer Accounts from being created.		

B3.1.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow more than one (1) Account Service to be attached to a Customer Account. For further detail on the Customer Account Structures please refer to Appendix 2: Customer Account Structure.		

B3.1.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) uniquely identifies each Customer Account.		

B3.1.8		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) prevents Customers from opening more than one (1) Customer Account.

B3.1.9

Mandatory

The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for how they would identify and prevent Customers from opening and holding more than one (1) Customer Account and, when Assured, implement and comply with such mechanism(s).

B3.1.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to search for and identify any duplicated Customer Accounts.

B3.1.11

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to consolidate any duplicated Customer Accounts into one (1). The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for, and when Assured implement the features and functionality of such mechanism.

B3.1.12

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates a Communication relating to a Customer Account to a Customer via their Preferred Communication Channel once a Customer Account has been activated.

B3.1.13		Mandatory
The Service Provider shall ensure that the Operational IT System(s) generates a Communication relating to an Account Service to a Customer via their Preferred Communication Channel once an Account Service has been activated.		

B3.1.14		Mandatory
The Service Provider shall ensure that the Operational IT System(s) restricts Customers to the selection of only one (1) Preferred Communication Channel for each Customer Account.		

B3.1.15	CCR006 Amend	Mandatory
The Service Provider shall ensure that where a Customer selects email as its Preferred Communication Channel the Operational IT System(s) sends an validation email to the customer in order for the email address to be verified. This process must not prevent the activation of a service or an account from taking place. The Service Provider shall submit to TfL for Approval its proposal for and, when Approved, implement the features and functionality of such mechanism.		

B3.1.16		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables an additional function for Customers to opt for specific SMS reminder messages for key services.		

B3.1.17		Mandatory
The Service Provider shall ensure that where a Customer Account and Account Service are activated at the same time the Operational IT System(s) shall only send one item of		

Communication regarding the activation(s) to the Customer via their Preferred Communication Channel.

B3.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) ensures that a Customer sets up a password as part of the Customer Account activation, which will be used thereafter for a Customer to access their Account securely.

B3.1.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allow a Customer to reset a Customer password once a suite of security questions have been answered by the Customer. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.

B3.1.20

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allow Operational Users to reset a Customer password once a suite of security questions have been answered by the Customer. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.

B3.1.21

Mandatory

The Service Provider shall ensure that every Customer accepts the relevant Terms and Conditions before activating each Customer Account.

B3.1.22		Mandatory
The Service Provider shall ensure that where required every Customer accepts Terms and Conditions before activating an Account Service.		

B3.1.23		Mandatory
The Service Provider shall ensure that the Operational IT System(s) captures and stores each acceptance of Terms and Conditions by every Customer related to activation of the Customer Account and any activation of an Account Service against that Customer Account.		

B3.1.24		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents a Customer Account being activated where the Terms and Conditions have not been accepted by that Customer.		

B3.1.25		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents an Account Service being activated where the Terms and Conditions have not been accepted by that Customer.		

B3.1.26		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to provide each Customer with a copy of all relevant Terms and Conditions, via that Customer's Preferred Communication Channel.		

B3.1.27		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to provide each Customer with a copy of the relevant Terms and Conditions, via their Preferred Communication Channel, as part of the Account Service setup process, on request by the Customer.		

B3.1.28		Mandatory
The Service Provider shall ensure that in fulfilling Requirements B 3.1.26 and B 3.1.27 the Operational IT System(s) utilises the latest version of the relevant Terms and Conditions as provided by TfL from time to time.		

B3.1.29		Mandatory
The Service Provider shall only utilise amended Terms and Conditions provided by TfL from the effective date specified by TfL in relation to those amended Terms and Conditions.		

B3.1.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s) notifies Customers of any amendments in any relevant Terms and Conditions.		

B3.1.31		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records on a Customer Account the issue of any revised Terms and Conditions to that Customer.		

B3.1.32		Mandatory
The Service Provider shall ensure that the Operational IT System(s) closes a Customer Account where a Customer rejects any revised Terms and Conditions.		

B3.1.33		Mandatory
The Service Provider shall ensure that the Operational IT System(s) closes an Account Service where a Customer rejects the revised Terms and Conditions.		

B3.1.34		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer Account registration to be created via the following Communication channels:</p> <ul style="list-style-type: none"> • Contact Centre; • Email; • Post; and • Web. 		

B3.1.35		Mandatory
The Service Provider shall ensure that the Operational IT System(s) uses mandatory fields for a Customer Account registration in accordance with Appendix 2: Customer Account Structure.		

B3.1.36		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) uses mandatory fields for an Account Service application in accordance with Appendix 2: Customer Account Structure.

B3.1.37

Mandatory

The Service Provider shall ensure that certain input data fields in the Operational IT System(s) are set as mandatory in accordance with Appendix 2: Customer Account Structure. The Service Provider shall submit to TfL for Assurance (prior to implementing) the data fields which it proposes to set as mandatory and, when Assured, implement these fields.

B3.1.38

Mandatory

The Service Provider shall ensure that certain input data fields in the Operational IT System(s) are set as optional in accordance with Appendix 2: Customer Account Structure. The Service Provider shall submit to TfL for Assurance (prior to implementing) the data fields which it proposes to set as optional and, when Assured, implement these fields.

B3.1.39

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows Operational Users to maintain Customer Accounts upon request by the Customer or TfL.

B3.1.40

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to Maintain their Customer Account via their Secure Online Account.

B3.1.41		Mandatory
The Service Provider shall ensure that every Customer Account has an Account Holder in accordance with Appendix 2: Customer Account Structure.		

B3.1.42		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows a maximum of five (5) Account Users, in addition to the Account Holder, on a Customer Account at any one time in accordance with Appendix 2: Customer Account Structure.		

B3.1.43		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that the Account Holder and each Account User must access the Customer Account securely using a unique Password.		

B3.1.44		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows the Customer Account to be Maintained in accordance with Appendix 2: Customer Account Structure.		

B3.1.45	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) sends a validation email to the customer in order for the email address to be verified when any changes are made to the email address related to a Customer Account. This process must not prevent the changes of a service or an account from taking place. The Service Provider shall submit to		

TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.

B3.1.46

Mandatory

The Service Provider shall ensure that the Operational IT System(s) securely validates the Account User and Account Holder of a Customer Account before granting access to that Customer Account. The Service Provider shall submit to TfL for Approval its proposals for (prior to being implemented), and when Approved implement the features and functionality of such mechanism.

B3.1.47

Mandatory

The Service Provider shall ensure that where a Customer Account has been accessed via the Operational IT System(s) then all Account Services associated with that Customer Account become accessible.

B3.1.48

Mandatory

The Service Provider shall ensure that where an Operational User has made any change to a Customer Account on behalf of the Account Holder or Account User, the identity of such Operational User is recorded against the relevant Customer Account for audit purposes.

B3.1.49

Mandatory

The Service Provider shall ensure that where an Account Holder or an Account User has made a change to a Customer Account via their Secure Online Account, such change and the identity of the Account Holder or Account User (as the case may be) is recorded in the Interaction History of that Customer Account.

B3.1.50		Mandatory
The Service Provider shall ensure that where an Operational User has made any change to an Account Service on behalf of the Account Holder or Account User, the identity of the requestor is recorded against the relevant Customer Account for audit purposes.		

B3.1.51		Mandatory
The Service Provider shall ensure that where an Account Holder or an Account User has made a change to an Account Service via their Secure Online Account, such change and the identity of the Account Holder or Account User (as the case may be) is recorded in the Interaction History of that Customer Account.		

B3.1.52		Mandatory
The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all amendments made to a Customer Account.		

B3.1.53		Mandatory
The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all amendments made to an Account Service.		

B3.1.54		Mandatory
The Service Provider shall ensure that the Operational IT System(s) immediately activates any Customer account amendments made by the Customer, Account User, an Operational User and/or TfL.		

B3.1.55		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records and stores all Customer account amendments within the Interaction History.		

B3.1.56		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records and stores all Account Service Amendments within the Interaction History.		

B3.1.57		Mandatory
The Service Provider shall ensure that the Operational IT System(s) immediately sends confirmation of any Customer account amendments to the Customer via the Customer's Preferred Communication Channel.		

B3.1.58		Mandatory
The Service Provider shall ensure that the Operational IT System(s) immediately sends confirmation of any Account Service amendments to the Customer via the Customer's Preferred Communication Channel.		

B3.1.59		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can suppress confirmation of Customer account amendments being issued to a Customer.		

B3.1.60		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can suppress confirmation of Account Service amendments being issued to a Customer.		

B3.1.61		Mandatory
The Service Provider shall ensure that any Communication sent out from the Operational IT System(s) cannot be edited by the recipient.		

B3.1.62		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records and stores all Communication within the Interaction History.		

B3.1.63		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records and stores the history of all financial transactions and Customer Account balances within the Interaction History of that Customer Account.		

B3.1.64		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Operational Users and/or Customers to access the full Interaction History of a Customer Account.		

B3.1.65		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) sorts the Interaction History by appropriate fields so that it can be easily searched.

B3.1.66

Mandatory

The Service Provider shall ensure that as a default setting the Operational IT System(s) sorts the Interaction History by date and time (most recent first).

B3.1.67

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer Account to be identified using search fields.

B3.1.68

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer Record to be identified using search fields.

B3.1.69

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow an Anonymous Record to be identified using search fields.

B3.1.70

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows wildcard searches on search fields.

B3.1.71		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can send Ad-Hoc Communication via the Communication channel requested by the Customer even if this is not their Preferred Communication Channel.		

B3.1.72		Mandatory
The Service Provider shall ensure that the Operational IT System(s) defaults the Preferred Communication Channel to email.		

B3.1.73		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the addition of VRMs to a Customer Account.		

B3.1.74		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the addition of VRMs to an Account Service in accordance with Appendix 2: Customer Account Structure.		

B3.1.75		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Account Users to upload multiple VRM to a Customer Account via a bulk process, including but not limited to the use of an Excel spreadsheet.		

B3.1.76		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Account Users to upload multiple VRMs to an Account Service via a bulk process, including but not limited to the use of an Excel spreadsheet.		

B3.1.77		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of Vehicles associated with a Customer Account to be issued to the relevant Customer.		

B3.1.78		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of Vehicles associated to a Customer Account to be displayed to the Customer via their Secure Online Account. The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for such mechanism.		

B3.1.79		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of vehicles associated with an Account Service to be issued to the Customer.		

B3.1.80		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of vehicles associated to a Service to be displayed to the Customer via the TfL		

Website. The proposed features and functionality to be submitted to TfL for Approval prior to being implemented.

B3.1.81

Mandatory

The Service Provider shall ensure that the Operational IT System(s) captures and stores the details of a Customer's preferred payment card on a Customer Account.

B3.1.82

Mandatory

The Service Provider shall ensure that the Operational IT System(s) offers the Customer the option to pay via the preferred payment card stored against a Customer Account when processing Charge Payments.

B3.1.83

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer with preferred payment card identified on a Customer Account to pay via an alternative payment card.

B3.1.84

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows cherish plate changes to VRMs associated with an Account Service in accordance with Appendix 2: Customer Account Structure.

B3.1.85

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates different Customer Account statuses in accordance with Appendix 2: Customer Account Structure.

B3.1.86

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates different statuses for each Account Service in accordance with Appendix 2: Customer Account Structure.

B3.1.87

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates automated changes and changes made by an Operational User to Customer Account statuses.

B3.1.88

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accommodates automated changes and changes made by an Operational User to the status for each Account Service on a Customer Account.

B3.1.89

Mandatory

The Service Provider shall ensure that where an Operational User is making an amendment to an Account Service status, the Operational IT System(s) issues a confirmation prompt to the Operational User, which must be accepted before the change is implemented.

B3.1.90		Mandatory
The Service Provider shall ensure that the Operational IT System(s) sets the close date of an Account to an infinity date.		

B3.1.91		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer or TfL to set the status of a Customer Account to close on a specified date.		

B3.1.92		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer or TfL to set the status of an Account Service to close on a specified date in accordance with Appendix 2: Customer Account Structure.		

B3.1.93		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents a Customer Account from being closed if there is an outstanding balance on an Account Service.		

B3.1.94		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents closure of an Account Service if there is an outstanding balance on the Account Service, outside of the automated Auto Pay process.		

B3.1.95		Mandatory
Unless otherwise agreed in writing by TfL, the Service Provider shall ensure that the Operational IT System(s) restricts the activation of an additional Customer Account by an Account Holder where an outstanding balance is present on another Customer Account held by the same Account Holder.		

B3.1.96		Mandatory
Unless otherwise agreed in writing by TfL, the Service Provider shall ensure that the Operational IT System(s) restricts the activation of an Account Service within a Customer Account where an Outstanding Balance is present on another Account Service for the same Customer Account.		

B3.1.97		Mandatory
Unless otherwise agreed in writing by TfL, the Service Provider shall ensure that the Operational IT System(s) restricts the Maintenance of an Account Service where an Outstanding Balance is present on another Account Service.		

B3.1.98		Mandatory
The Service Provider shall ensure that the Operational IT System(s) only permits the activation of an Account Service in accordance with Appendix 2: Customer Account Structure.		

B3.1.99		Mandatory
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The Service Provider shall ensure that the Operational IT System enables Operational Users and TfL to still access Customer Accounts, including the Interaction History, after the status has been set to closed.

B3.1.100

Mandatory

The Service Provider shall ensure that the Operational IT System(s) issues a dormancy notice if there has been no activity on the Customer Account for a Parameterised period of time (twenty four (24) months as at the date of this Agreement) in accordance with Appendix 11: Data Retention.

B3.1.101

Mandatory

The Service Provider shall ensure that the Operational IT System(s) closes a Customer Account if no Communication is received within a Parameterised number of days (thirty (30) days as at the date of this Agreement) following the issue of the twenty four (24) month dormancy Communication to the Customer in accordance with Appendix 11: Data Retention.

B3.1.102

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a Customer Account from being closed at the request of TfL.

B3.1.103

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a Customer Account from being closed on request of the Customer.

B3.1.104	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) can add a flag to a Customer Account that has been created at the discretion of Tfl.		

B3.1.105	CCR006 Remove	Mandatory
Not Used.		

B3.1.106		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to identify Customer Account(s) as personal or business.		

B3.1.107		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the Customer(s) the option of a personal or business account when creating a Customer Account.		

B3.1.108		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Account Service(s) that can be added to a Customer Account(s) created as a business account		

B3.1.109		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Account Service(s) that can be added to a Customer Account(s) created as a personal account

B3.1.110

CCR006 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to flag a Blue Badge Discount where the Account Holder is under 18 years old.

B3.1.111

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable Customer(s) to indicate via a check box where the Blue Badge Holder is under 18 years old.

ULEZC.B3.1.112

Mandatory

The Service Provider shall ensure that following approval of a cherished plate change to a Vehicle associated with an Account Service, the Vehicle's ULEZ Compliance Status will remain the same notwithstanding the VRM associated with the Vehicle.

B3.1.113

CCR006 New

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that when a business account is created an individual account holder name must be captured as a mandatory field.

B3.1.114

CCR006 New

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that the Account Holder and each Account User can access the Customer Account securely using a PIN number.

SECTION 4: VEHICLES

This section sets out the Requirements for the management of Vehicles, and should be read in conjunction with Schedule 2 Appendix 2 Customer Account Structure.

This section includes Vehicle validation checks for adding Vehicles to a Customer Account or an Account Service.

Also detailed are the Requirements for adding multiple Vehicles to a Customer Account and to Account Services. Some key TfL Customers manage in excess of 100,000 Vehicles per day and will be uploading and changing the Vehicles on a daily basis.

Account Services that are commonly associated with large volumes of Vehicles are Fleet Auto Pay, Selected Partner Discount and the Accredited Breakdown Discount

It is important that Customers should be able to self manage their Vehicles as much as possible.

4.1. General

B4.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically returns if a Vehicle is Exempt from Congestion Charging.

Requirement applicable from ULEZ Operational Commencement Date

B4.1.2

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically identifies when a Vehicle is Exempt from making a ULEZ Charge Payment and/or LEZ Charge Payment.

Requirement expires on ULEZ Operational Commencement Date

B4.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically identifies when a Vehicle is exempt from a LEZ Charge Payment.

Requirement expires on expiry of the Residents Sunset Period

B4.1.3

Mandatory

The Service Provider shall ensure that prior to processing any Charge Payment, via any payment channel, the Operational IT System(s) automatically checks if a Vehicle is Exempt from making a Congestion Charge Payment and/or Emissions Surcharge Payment.

Requirement applicable from expiry of the Residents Sunset Period

B4.1.3

ULEZ Amend

Mandatory

The Service Provider shall ensure that prior to processing any Charge Payment, via any payment channel, the Operational IT System(s) automatically checks if a Vehicle is Exempt.

B4.1.4

Mandatory

Not Used.

B4.1.5

Mandatory

The Service Provider shall ensure that, when a Customer is registering for an Account Service, the Operational IT System(s) automatically checks if a Vehicle is Exempt from the Congestion Charge Payment.

B4.1.6

Mandatory

The Service Provider shall ensure that, when registering for an Account Service, the Operational IT System(s) automatically checks if a Vehicle is Exempt from the LEZ Charge Payment. The Service Provider shall submit its proposal for the functionality to TfL for Approval (prior to being implemented).

B4.1.7

Mandatory

The Service Provider shall ensure that, when the Customer is registering for an Account Service, the Operational IT System(s) automatically checks if a Vehicle is currently registered for a Discount.

Requirement expires on ULEZ Operational Commencement Date

B4.1.8	ULEZ Amend	Mandatory
The Service Provider shall ensure that, when processing a Charge Payment via all Payment Channels, the Operational IT System(s) will automatically check to determine if a Vehicle is registered for a Discount applicable to the Scheme and/or Emissions Surcharge on the date of travel.		

Requirement applicable from ULEZ Operational Commencement Date		
B4.1.8	ULEZ Amend	Mandatory
The Service Provider shall ensure that, when processing a Charge Payment via all Payment Channels, the Operational IT System(s) will automatically check to determine if a Vehicle is registered for a Discount applicable to the Congestion Charging Scheme or LEZ Scheme (including ULEZ) on the date of travel		

B4.1.9		Mandatory
The Service Provider shall ensure that where the Operational IT System(s) identifies a Vehicle which is Exempt, the payment may still be processed.		

B4.1.10		Mandatory
The Service Provider shall ensure that where the Operational IT System(s) identifies a Vehicle which is exempt from the LEZ Charge Payment, the payment is prevented from being processed.		

B4.1.11		Mandatory
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The Service Provider shall ensure that where the Operational IT System(s) identifies a Vehicle with a Discount, the payment may still be processed.

B4.1.12

Mandatory

The Service Provider shall ensure that the Operational IT System(s) will allow a Vehicle to be on more than one (1) Account Service in accordance with Appendix 2: Customer Account Structure.

B4.1.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) must allow a Vehicle to be on more than one (1) Account Service, in accordance with Appendix 2: Customer Account Structure.

B4.1.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a Vehicle from being active on more than one (1) Auto Pay service.

B4.1.15

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables an unlimited number of VRMs to be added to a Customer Account.

B4.1.16

CCR006 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables an unlimited number of VRMs to be added to an Account Service in accordance with Appendix 2: Customer Account Structure.

B4.1.17	CCR006 Remove	Mandatory
Not Used.		

B4.1.18	CCR006 Remove	Mandatory
Not Used.		

B4.1.19	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not limit the number of Vehicles that can be added to a Customer Account.		

B4.1.20		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows the Bulk upload of Vehicles to an Account Service.		

B4.1.21		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a single Vehicle to be uploaded to a Customer Account.		

B4.1.22		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a single Vehicle to be uploaded to an Account Service.		

B4.1.23	CCR006 Remove	Mandatory
Not Used.		

B4.1.24		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not limit the number of Vehicles that can be uploaded, in a single transaction, to an Account Service.		

B4.1.25		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Vehicle to be removed from a Customer Account.		

B4.1.26		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Vehicle to be removed from an Account Service.		

B4.1.27	CCR006 Remove	Mandatory
Not Used.		

B4.1.28		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow the removal more than one (1) Vehicle, in a single transaction from an Account Service.		

B4.1.29	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a list of Vehicles registered to a Customer Account and/or Account Service to be viewable to an Operational User with the ability to print and send to a Customer.		

B4.1.30	CCR006 Remove	Mandatory
Not Used.		

B4.1.31		Mandatory
The Service Provider shall ensure that the Operational IT System(s) identifies, and immediately informs the Customer, if a blank list of Vehicles has been provided for upload to an Account Service by that Customer.		

B4.1.32	CCR006 Remove	Mandatory
Not Used.		

B4.1.33		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) immediately alerts the Customer if they attempt an upload which will remove all of the VRMs on the Account Service. The alert must be accepted and confirmed by the Customer in order for the Operational IT System(s) to update the Account Service.

B4.1.34	CCR006 Remove	Mandatory
Not Used.		

B4.1.35		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays to the Customer a summary list of Vehicle(s) being amended within an Account Service.		

B4.1.36	CCR006 Remove	Mandatory
Not Used.		

B4.1.37		Mandatory
The Service Provider shall ensure that the Operational IT System(s) requires the summary list of Vehicles to be accepted by the Customer prior to the changes being made within an Account Service.		

B4.1.38		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to receive upload files of Vehicles in various formats.		

B4.1.39	CCR006 Remove	Mandatory
Not Used.		

B4.1.40		Mandatory
The Service Provider shall ensure that the mandatory fields are completed before the Operational IT System(s) makes any Vehicle amendments within an Account Service.		

B4.1.41		Mandatory
The Service Provider shall ensure that the Operational IT System(s) immediately displays a notification message to the Customer if an upload has been successful.		

B4.1.42		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables the Customer to include additional information as part of an upload in accordance with Appendix 2: Customer Account Structure.		

B4.1.43		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically identifies when an Administration Charge is payable by a Customer.		

B4.1.44		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) automatically charges the Customer an Administration Charge where applicable.

B4.1.45	CCR006 Remove	Mandatory
Not Used.		

B4.1.46		Mandatory
The Service Provider shall ensure that the Operational IT System(s) performs an automatic validation check on all Vehicles being added to an Account Service as part of the upload process		

B4.1.47		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables all Vehicles to be added to a Customer Account, regardless of the Registered Keeper details.		

B4.1.48		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows all Vehicles to be added to an Account Service, in accordance with Appendix 2: Customer Account Structure.		

B4.1.49		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Vehicles to be added to a Customer Account in accordance with Appendix 2: Customer Account Structure.		

B4.1.50		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Vehicles to be added to an Account Service in accordance with Appendix 2: Customer Account Structure.		

B4.1.51		Mandatory
The Service Provider shall submit to TfL for Assurance and, when Assured, comply with processes to enable Customers to manage multiple Vehicles on a Customer Account and Account Service via the web (which shall include the ability to upload and download large volumes of multiple Vehicles).		

ULEZC.B4.1.52		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically returns if a Vehicle is a ULEZ Compliant Vehicle.		

ULEZC.B4.1.53		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to look up the ULEZ Status of a Vehicle (country of registration and VRM) via the TfL Website.		

ULEZC.B4.1.54		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow an Operational User to look up the ULEZ Status of a Vehicle (country of registration and VRM) on behalf of a Customer.		

ULEZC.B4.1.55		Mandatory
The Service Provider shall ensure that the Operational IT System(s) identifies that a Vehicle is Exempt from the ULEZ based on the Vehicle Taxation Class provided by the DVLA in accordance with the LEZ Scheme Order.		

ULEZC.B4.1.56		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) confirms that a UK registered Vehicle is a ULEZ Compliant Vehicle where any of the following conditions are met:</p> <ul style="list-style-type: none"> - the Vehicle(s) ULEZ Compliance Status is identified as ULEZ Compliant - it cannot be identified whether the Vehicle is subject or not Subject to ULEZ (unknown Vehicle) 		

ULEZC.B4.1.57		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) confirms that a UK registered Vehicle is not a ULEZ Compliant Vehicle where all of the following conditions are met:</p> <ul style="list-style-type: none"> - the Vehicle is identified as Subject to the ULEZ - the Vehicle is not registered on the DVSA List 		

ULEZC.B4.1.58		Mandatory
The Service Provider shall ensure that the Operational IT System(s) confirms that a non-UK registered Vehicle is a ULEZ Compliant Vehicle where the Vehicle(s) ULEZ Compliance Status is identified as ULEZ Compliant		

ULEZC.B4.1.59		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) confirms that a non-UK registered Vehicle is not a ULEZ Compliant Vehicle where all of the following conditions are met:</p> <ul style="list-style-type: none"> - the Vehicle is identified as Subject to the ULEZ or it cannot be identified whether the Vehicle is Subject to ULEZ (unknown Vehicle) - the Vehicle is not registered on the DVSA List 		

SECTION 5: DISCOUNTS		
<p>This section sets out the Requirements for the operation and management of the Discount Services.</p> <p>The Requirements include the types of Discounts available, the application of the discounted rates and the validation checks required in order to determine eligibility. This should be read in conjunction with Schedule 2 Appendix 2: Customer Account Structure.</p> <p>It is important that Customers should be able to self manage their Discount Services as much as possible.</p>		
5.1. General		

B5.1.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow more than one (1) Discount to be registered against a Customer Account.</p>		

B5.1.2		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows more than one (1) Discount type to be registered against a Customer Account.

B5.1.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows more than one (1) Vehicle to be added to a Discount type in accordance with Appendix 2: Customer Account Structure.

B5.1.4

Mandatory

The Service Provider shall ensure that Discount applications are processed in accordance with Appendix 2: Customer Account Structure.

B5.1.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the status of a Discount application within the Interaction History.

B5.1.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records, within the Interaction History details of a when a Discount is activated.

B5.1.7

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records, within the Interaction History details of when a Discount has been rejected (including the reason for such rejection).

B5.1.8

Mandatory

The Service Provider shall ensure that the Discount Periods within the Operational IT System(s) are Parameterised.

B5.1.9

CCR006 Remove

Mandatory

Not Used.

B5.1.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows the maintenance of the details associated to a Discount in accordance with Appendix 2: Customer Account Structure.

B5.1.11

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to perform Discount eligibility checks.

B5.1.12

Mandatory

The Service Provider shall ensure that Discount eligibility checks are performed in accordance with Appendix 2: Customer Account Structure.

B5.1.13		Mandatory
<p>The Service Provider shall ensure that a Customer is able to submit Discount applications via:</p> <ul style="list-style-type: none"> • post; • web; and • email. 		

B5.1.14		Mandatory
<p>The Service Provider shall ensure that application forms for all Discount types can be issued to Customers via:</p> <ul style="list-style-type: none"> • post; • web; and • email. 		

B5.1.15		Mandatory
<p>The Service Provider shall ensure that application forms are only issued via the postal channel in extraordinary circumstances as agreed with TfL. The Service Provider shall submit its proposal for such extraordinary circumstances to TfL for Approval (prior to being implemented).</p>		

B5.1.16		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that each Discount type adheres to the rules as set out in Appendix 2: Customer Account Structure.

Requirement expires on ULEZ Operational Commencement Date

B5.1.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate the following Discount types (as detailed in Appendix 2: Customer Account Structure):

- Residents Discount;
- Blue Badge Discount;
- 9+ Seat Vehicle Discount;
- Accredited Breakdown Discount;
- Recovery Vehicle Discount;
- Motor Tricycle Discount;
- Ultra Low Emissions Discount;
- Selected Partner Discount;
- Showman's Registration; and
- LEZ Exemption.

Requirement applicable from ULEZ Operational Commencement Date

B5.1.17

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate the following Discount types (as detailed in Appendix 2: Customer Account Structure):

- Residents Discount;
- Blue Badge Discount;
- 9+ Seat Vehicle Discount;
- Accredited Breakdown Discount;
- Recovery Vehicle Discount;
- Motor Tricycle Discount;
- Ultra Low Emissions Discount;
- Selected Partner Discount;
- Showman's Registration; and
- LEZ Registration
- ULEZ Compliance Registration

B5.1.18		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to apply a Parameterised percentage to each Discount type as set out in in Appendix 2: Customer Account Structure.		

B5.1.19		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows for evidence to support a Discount application to be received via email and submitted to Workflow.		

B5.1.20		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows for evidence to support a Discount application to be received from the TfL Website and submitted to Workflow as described in Appendix 2: Customer Account Structure.		

B5.1.21		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows for evidence to support a Discount application to be received via post, scanned and submitted to Workflow.		

B5.1.22		Mandatory
The Service Provider shall ensure that the Operational IT System(s) only activates a Discount application following receipt of payment of the Administration Charge from the Customer in accordance with Appendix 1: Payments and Transaction Channels and Appendix 2: Customer Account Structure.		

B5.1.23		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables Administration Charges to be waived as specified by TfL from time to time.		

B5.1.24		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History where an Administration Charge payment has failed and the reason for such failure.		

B5.1.25	CCR006 Remove	Mandatory
Not Used.		

B5.1.26	CCR006 Amend	
The Service Provider shall ensure that the Operational IT system(s) has the functionality to activate Discounts for a Parameterised period, in accordance with Appendix 2: Customer Account Structure		

B5.1.27		Mandatory
The Service Provider shall ensure that the Operational IT System(s) activates a Discount type for Parameterised Discount Periods in accordance with Appendix 2: Customer Account Structure.		

B5.1.28		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allocates the Discount Start Date as the date on which Discount has been activated.		

B5.1.29		Mandatory
The Service Provider shall ensure that the Operational IT System(s) generates and issues a Discount activation Communication upon activation of a Discount, via the Customers Preferred Communication Channel.		

B5.1.30		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) generates and issues a Discount rejection Communication upon the rejection of a Discount application, via the Customers Preferred Communication Channel.

B5.1.31

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically Refunds charges paid in connection with a Discount application, where a Discount application is rejected.

B5.1.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically invites a Customer, via their Preferred Communication Channel, to renew their Discount at a Parameterised number of days (which as at the date of this Agreement is twenty five (25) days) prior to the Discount Expiry Date.

B5.1.33

Mandatory

The Service Provider shall ensure that, where a Customer has opted for the SMS reminder, that the Operational IT System(s) generates and issues an SMS reminder at a Parameterised number of days (which as at the date of this Agreement is twenty five (25) days) prior to the Discount Expiry Date. The SMS reminder is in addition and does not negate the Service Provider's obligation to issue an automated reminder.

B5.1.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) renews a Discount type for specific Discount Periods in accordance with Appendix 2: Customer Account Structure.

B5.1.35		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically validates the Vehicle make, model and tax class for all Vehicles being renewed to identify any change in Vehicle details.		

B5.1.36		Mandatory
The Service Provider shall ensure that any Vehicle detail changes identified during the renewal should be processed in accordance with Appendix 2: Customer Account Structure.		

B5.1.37		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the number of Vehicles to a maximum of two (2) per Blue Badge Discount.		

B5.1.38		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow effective dates to be allocated to a Vehicle Registration Mark associated to a Blue Badge Discount.		

B5.1.39		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to replace a Vehicle Registration Mark on a Blue Badge Discount.		

B5.1.40		Mandatory
The Service Provider shall ensure that the Operational Users will process Vehicle Registration Mark changes on a Blue Badge Discount via the Operational IT System(s) as requested by the Customer or TfL.		

B5.1.40b		Mandatory
The Service Provider shall ensure that a Customer can process Vehicle Registration Mark changes on a Blue Badge Discount via the secure online account.		

B5.1.40c		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to decline a £10 registration payment for a Blue Badge Discount when the renewal is within ninety (90) days of the previous Discount expiring.		

B5.1.40d		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accept a £10 registration payment for a Blue Badge Discount when the renewal is more than ninety (90) days of the previous Discount expiring.		

B5.1.41		Mandatory
The Service Provider shall ensure that the Operational IT System(s) restricts a Residents Discount to a maximum of one (1) Vehicle per Customer.		

B5.1.42		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to provisionally register a Customer for the Residents Discount as described in Appendix 2: Customer Account Structure.		

B5.1.43		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History the date on which a Customer provisionally registers for a Residents Discount.		

B5.1.44		Mandatory
The Service Provider shall ensure that the Operational IT System(s) activates the provisional registration for a Residents Discount for a Parameterised period of time (which as at the date of this Agreement is twelve (12) weeks from the date of registration).		

B5.1.45	ULEZ Amend	Mandatory
The Service Provider shall ensure that upon receipt of a successful Residents Discount Application, where a provisional registration for a Residents Discount is active, the Operational IT System(s) refunds Residents Discount value for Charge Payments (excluding CC Pay Next Day Charge Payments, but including any applicable ULEZ Charge Payments during the Resident Sunset Period) effective from the date of provisional registration and paid through the Customer Account for the registered Vehicle in accordance with Appendix 2: Customer Account Structure.		

B5.1.46		Mandatory
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The Service Provider shall ensure that where a Customer has failed to register for the Residents Discount within the Parameterised period (which as at the date of this Agreement is twelve (12) weeks), that the Operational IT System(s) automatically deactivates the Customer's provisional registration for a Residents Discount in accordance with Appendix 2: Customer Account Structure.

B5.1.47

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically generates and issues a Communication to a Customer at a Parameterised period (which as at the date of this Agreement is twenty five (25) days, prior to the expiry date of that Customer's provisional registration for a Residents Discount.

B5.1.48

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically prevents the provisional registration for a Residents Discount by an Account Holder more than once (1) at the same postal address.

Requirement expires on ULEZ Operational Commencement Date

B5.1.49

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically offers the CC Auto Pay service to all Customers registering for the Residents Discount.

Requirement applicable from ULEZ Operational Commencement Date

B5.1.49

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically offers the CC Auto Pay and ULEZ Auto Pay services to all Customers registering for the Residents Discount.

B5.1.50

Mandatory

The Service Provider shall ensure that the Operational IT System(s) must automatically offer the CC Auto Pay service to all Customers applying for a provisional registration for a Residents Discount.

B5.1.51

Mandatory

The Service Provider shall ensure that the Operational IT System(s) must automatically offer the option to purchase a Charge Payment to all Customers registering for the Residents Discount.

B5.1.52

Mandatory

The Service Provider shall ensure that the Operational IT System(s) must automatically offer the option to purchase a Charge Payment to all Customers applying for a provisional registration for a Residents Discount.

B5.1.53

ULEZ Amend

Mandatory

The Service Provider shall ensure that where a Residents Discount has been deactivated, the Operational IT System(s) will automatically refund any Charge Payments that are effective from any date after the Residents Discount expiry date in accordance with Appendix 5: Operational Guidance.

B5.1.54		Mandatory
The Service Provider shall ensure that the Operational IT System(s) will deactivate a Discount upon request by a Customer and/or TfL.		

B5.1.55		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically deactivates a Discount at 00:01 on the day after the Discount Expiry Date unless a Discount Renewal has been processed in respect of such Discount.		

B5.1.56		Mandatory
The Service Provider shall ensure that where a Customer wishes to amend a Vehicle Registration Mark on a Residents Discount, the Operational IT System(s) shall request that the Customer provides proof of ownership of the new Vehicle.		

B5.1.57		Mandatory
The Service Provider shall ensure that the Operational IT System(s) issues a Communication to the Customer in response to a request for a Vehicle Registration Mark change on a Residents Discount. The Communication shall advise the Customer that they have to provide proof of ownership within a Parameterised period (which as at the date of this Agreement is forty (40) days).		

B5.1.58		Mandatory
The Service Provider shall ensure that the Operational IT System(s) issues a Communication to a Customer ten (10) days prior to the expiry of the Parameterised period (which as at the date of this Agreement is forty (40) days) to provide proof of ownership).		

The Communication shall notify the Customer that proof of Vehicle ownership has not yet been provided.

B5.1.59

Mandatory

The Service Provider shall ensure that the Operational IT System(s) deactivates the Vehicle Registration Mark on a Residents Discount where proof of ownership has failed to be provided within the Parameterised period (which as at the date of this Agreement is forty (40) days).

B5.1.60

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer registered for a Residents Discount to record notification of a temporary Vehicle substitution, in the event that they have use of a hired Vehicle whilst their registered Vehicle undergoes service or repair.

B5.1.61

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to refund the Residents Discount Charge value for all Charge Payments including ULEZ Charge Payments during the Residents Sunset Period (excluding Pay Next Day for Congestion Charge Payments but including Pay Next Day for ULEZ Charge Payments) paid through the Customer Account for the temporary Vehicle and effective for a period of up to and including thirty (30) calendar days, from the date of notification by the Resident of the temporary Vehicle substitution.

ULEZC.B5.1.62

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows for evidence to support online ULEZ Compliance Registration requests to be received at time of request only and submitted to Workflow.

5.2. . Greener vehicle discount (GVD)

Following a public consultation in 2013 it was agreed that the GVD would be removed and replaced by the Ultra Low Emissions Discount (ULED). After much public opposition it was agreed that those customers registered for the GVD as of the 30th June 2013 would continue to receive the 100% discount until the 30th June 2016.

As a result of the consultation the following requirements are need to manage the closure of the GVD discount in 2016.

At the point of data migration into the new service system(s) the GVD will all have a discount end date of 1st July 2016 therefore there are no requirements around renewals for this discount type. the majority of the requirements as set out in section 5 discounts will apply to GVD – the exceptions to this are set out below

B5.2.1		Mandatory
Not Used.		

B5.2.2		Mandatory
Not Used.		

B5.2.3		Mandatory
Not Used.		

Requirement expires on ULEZ Operational Commencement Date		
B5.2.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent a twenty five (25) day renewal reminder from being issued.		

Requirement expires on ULEZ Operational Commencement Date		
B5.2.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to issue a Parameterised number of letters, at Parameterised intervals in order to give a Customer notification of the pending permanent closure of a Discount type. This is commonly referred to as a sunset period. The Service Provider shall submit to TfL for Approval (prior to implementation) its proposals for and, when Approved, implement the associated letters and intervals.		

Requirement expires on ULEZ Operational Commencement Date		
B5.2.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to issue a final Discount closure letter to Customers on the date the Discount type is removed.		

Requirement expires on ULEZ Operational Commencement Date		
B5.2.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that when a Discount type is removed, all Vehicles registered to that Discount type		

cease to be associated with such Discount on the next Charging Day following the date of removal.

SECTION 6 : SELECTED PARTNERS

The Selected Partner Discount is a 100% Discount with additional Requirements as set out below. This should be read in conjunction with Schedule 2 Appendix 2: Customer Account Structure.

The volume of Selected Partner Discounts is low but the number of Vehicles associated to this discount type is very high and as they are TfL key stakeholders it is essential that the process works effectively.

It is important that Customers should be able to self manage their Discount Services as much as possible.

6.1. General

B6.1.1

Mandatory

The Service Provider shall operate a Selected Partner Discount in accordance with Appendix 2: Customer Account Structure.

B6.1.2

Mandatory

The Service Provider shall ensure that a Selected Partner Discount is only activated upon authorisation from TfL.

B6.1.3

CCR006 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to warn a Customer when a Charge Payment(s) is being applied for a VRM in respect of which a Selected Partner Discount has been activated.

B6.1.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent Administration Charges from being applied to a VRM in respect of which a Selected Partner Discount has been activated. .

B6.1.5

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to apply a Parameterised Discount (which as at the date of this Agreement is 100%) to the Congestion Charge for all VRMs registered on an active Selected Partner Discount.

ULEZC.B6.1.5a

Mandatory

The Service Provider shall ensure that the Operational IT System(s) provides an option to Exempt certain Selected Partners (as requested by TfL) from making ULEZ Charge Payments under the LEZ Scheme Order for any Vehicle(s) registered to their active Selected Partner Discount.

Requirement expires on ULEZ Operational Commencement Date

B6.1.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not send account statements to a Selected Partner.

B6.1.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) restricts Communications to Selected Partners to email only.		

B6.1.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) activates all VRMs added to a Selected Partner service.		

B6.1.9	CCR006 Remove	Mandatory
Not Used.		

B6.1.10		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to deactivate a Selected Partner Discount at the request of TfL.		

B6.1.11		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent Selected Partner Discounts from being automatically deactivated.		

SECTION 7: RE-IMBURSEMENTS

This section sets out the Requirements for handling claims for reimbursement received from TfL approved NHS hospitals and the London Fire and Emergency Planning Authority (LFEPA). This should be read in conjunction with Schedule 2 Appendix 2: Customer Account Structure and Schedule 2 Appendix 6 Key Data fields for Receipts and Statements.

The key feature of this service is that the participating authorities may reimburse patients and workers (in accordance with TfL guidelines) for a Congestion Charge Payment.

Claims will be submitted by the Customer via their Secure Online Account for validation and processing.

7.1. General

B7.1.1		Mandatory
The Service Provider shall ensure that applications for the Reimbursement Service will only be activated upon authorisation from TfL.		

B7.1.2		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows for Reimbursement Claims to be made by a Customer via the Customer's Secure Online Account.		

B7.1.3		Mandatory
The Service Provider shall ensure that any Customer submitting a Reimbursement Claim does so via its Secure Online Account.		

B7.1.4		Mandatory
The Service Provider shall ensure that all mandatory fields for Reimbursement Claims are completed.		

B7.1.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) stores a pre-defined list of reasons for a journey.		

B7.1.6		Mandatory
The Service Provider shall submit a proposed list of reasons for a journey to TfL for Approval prior to such list being implemented.		

B7.1.7		Mandatory
The Service Provider shall ensure that a Customer making a Reimbursement Claim must select a reason for the journey from the pre-defined list Approved by TfL when making such Reimbursement Claim.		

B7.1.8	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows a Customer to claim for single and multiple Charge Payments (Congestion Charge Payments including Emissions Surcharge Payments until expiry of the Residents Sunset Period) as part of a single Reimbursement Claim.		

B7.1.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) conducts all validation checks at the point that a Reimbursement Claim is submitted by a Customer through that Customer's Secure Online Account in accordance with Appendix 2: Customer Account Structure.		

B7.1.10		Mandatory
The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure that a valid proof of payment has been submitted (e.g. Receipt references and/or CC Auto Pay Charge Payment reference numbers).		

B7.1.11		Mandatory
The Service Provider shall ensure that the Operational IT System(s) flags an individual claim for a Charge Payment to which a Reimbursement Claim relates as invalid if the Charge Payment has been previously reimbursed.		

B7.1.12		Mandatory
The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure that the Charge Payment has not been previously been Refunded, credited or subject to a Chargeback.		

B7.1.13		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure a Charge Payment has been received.

B7.1.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) validates each Charge Payment to which a Reimbursement Claim relates to ensure that the Reimbursement Claim is made within a period of 6 (six) months from the date of travel.

B7.1.15

Mandatory

The Service Provider shall ensure that the Operational IT System(s) accepts each validated claim for a Charge Payment to which a Reimbursement Claim relates.

B7.1.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) rejects an invalid claim for a Charge Payment to which a Reimbursement Claim relates.

B7.1.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays the reason for each rejected Charge Payment to which a Reimbursement Claim relates at the time of submission.

B7.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays the cumulative value of an accepted Reimbursement Claim to the Customer at the point of submission.

B7.1.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only reimburses the Customer for valid Charge Payments to which a Reimbursement Claim relates in a single payment.

B7.1.20

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records all reimbursement activities within the Interaction History of the Customer Account.

B7.1.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) makes available a summary of all of a Customer's Reimbursement Claim activities to that Customer via the Customer's Secure Online Account.

B7.1.22

Mandatory

The Service Provider shall ensure each relevant Customer is able to download the details of each of its Reimbursement Claims via the Customer's Secure Online Account after such claim has been submitted.

B7.1.23

Mandatory

The Service Provider shall ensure that the Operational IT System(s) maintains an audit log of each Reimbursement Claim.

B7.1.24

Mandatory

The Service Provider shall ensure that each reimbursement payment to a Customer is processed within five (5) Working Days of the Customer's submission of the relevant Reimbursement Claim.

B7.1.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) makes all reimbursement payments to the relevant Customer via a BACS transfer directly into such Customer's nominated bank account.

B7.1.26

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) processes Reimbursement Claims for the following types of Charge Payments:

- Standard Daily Charge (including Emissions Surcharge where applicable prior to the ULEZ Operational Commencement Date);
- CC Auto Pay (including Emissions Surcharge until expiry of the Residents Sunset Period); and
- Discounted (including Emissions Surcharge until expiry of the Residents Sunset Period)

B7.1.27

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents Reimbursement Claims from being made in respect of Pay Next Day Charge Payments.

B7.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays all Reimbursement Claims and a breakdown of individual Charge Payments to which a Reimbursement Claim relates (both accepted and rejected) on a reimbursement statement.

SECTION 8: CHARGE PAYMENTS AND ADMINISTRATION CHARGES

This section sets out the Requirements for processing and handling of Charge Payments.

The Requirements detail the differing types of Charge Payments available and the methods and periods for which Charge Payments can be purchased. This section also includes the management of Refunds.

This section should be read in conjunction with Schedule 2 Appendix 1: Payments and Transaction Channels and Schedule 2: Statement of Requirements (Finance).

8.1. General

B8.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) processes all accounting transactions to the relevant Collection Accounts in accordance with Schedule 2: Statement of Requirements (Finance).

Requirement expires on ULEZ Operational Commencement Date

B8.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process the following Parameterised charge types in accordance with Appendix 1: Payments and Transaction Channels:

- Previous Charging Day (1 day);
- Standard Daily Charge (1 day);
- Standard Weekly Charge (5 day);
- Standard Monthly Charge (20 day);
- Standard Annual Charge (252 day);
- Custom Congestion Charge
- Residents Weekly Charge (5 day);
- Residents Monthly Charge (20 day);
- Residents Annual Charge (252 day);
- Residents Custom Congestion Charge
- CC Auto Pay Daily Charge (1 day);
- CC Auto Pay Residents Daily Charge (1 day);
- Fleet Auto Pay Daily Charge (1 day);
- Fleet Ad-hoc Charge (1 day);
- Administration Charges
- LEZ High Daily Charge (1 day);
- LEZ Low Daily Charge (1 day);
- LEZ High Payment Charge (Pay Next Day) (1 day); and
- LEZ Low Payment Charge (Pay Next Day) (1 day).

Requirement expires on the LEZ 20 Operational Commencement Date

B8.1.2

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process the following Parameterised charge types in accordance with Appendix 1: Payments and Transaction Channels:

- Previous Charging Day (1 day);
- Standard Daily Charge (1 day);
- Standard Weekly Charge (5 day);
- Standard Monthly Charge (20 day);
- Standard Annual Charge (252 day);
- Custom Congestion Charge
- Residents Weekly Charge (5 day);
- Residents Monthly Charge (20 day);
- Residents Annual Charge (252 day);
- Residents Custom Congestion Charge
- CC Auto Pay Daily Charge (1 day);
- CC Auto Pay Residents Daily Charge (1 day);
- Fleet Auto Pay Daily Charge (1 day);
- Fleet Ad-hoc Charge (1 day);
- Administration Charges
- LEZ High Daily Charge (1 day);
- LEZ Low Daily Charge (1 day);
- LEZ High Payment Charge (Pay Next Day) (1 day);
- LEZ Low Payment Charge (Pay Next Day) (1 day);
- ULEZ Low Auto Pay Daily Charge;
- ULEZ Low Daily Charge (Pay Next Day);
- ULEZ Low Weekly Charge (7 day);

- ULEZ High Auto Pay Daily Charge;
- ULEZ High Daily Charge (Pay Next Day);
- ULEZ High Weekly Charge (7 day);
- Custom ULEZ High Charge; and
- Custom ULEZ Low Charge.

Requirement applicable from the LEZ 20 Operational Commencement Date

B8.1.2

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process the following Parameterised charge types in accordance with Appendix 1: Payments and Transaction Channels:

- Previous Charging Day (1 day);
- Standard Daily Charge (1 day);
- Standard Weekly Charge (5 day);
- Standard Monthly Charge (20 day);
- Standard Annual Charge (252 day);
- Custom Congestion Charge
- Residents Weekly Charge (5 day);
- Residents Monthly Charge (20 day);
- Residents Annual Charge (252 day);
- Residents Custom Congestion Charge
- CC Auto Pay Daily Charge (1 day);
- CC Auto Pay Residents Daily Charge (1 day);
- Fleet Auto Pay Daily Charge (1 day);
- Fleet Ad-hoc Charge (1 day);

- Administration Charges
- LEZ Low Auto Pay Daily Charge;
- LEZ Medium Auto Pay Daily Charge;
- LEZ High Auto Pay Daily Charge;
- LEZ High Daily Charge (1 day);
- LEZ Medium Daily Charge (1 day);
- LEZ Low Daily Charge (1 day);
- LEZ High Payment Charge (Pay Next Day) (1 day);
- LEZ Medium Payment Charge (Pay Next Day) (1 day);
- LEZ Low Payment Charge (Pay Next Day) (1 day);
- ULEZ Low Auto Pay Daily Charge;
- ULEZ Low Daily Charge (Pay Next Day);
- ULEZ Low Weekly Charge (7 day);
- ULEZ High Auto Pay Daily Charge;
- ULEZ High Daily Charge (Pay Next Day);
- ULEZ High Weekly Charge (7 day);
- Custom ULEZ High Charge; and
- Custom ULEZ Low Charge.

B8.1.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can process the following financial transaction types:</p> <ul style="list-style-type: none"> • Refunds; • Goodwill Payments; • transaction reversals; and 		

• credits.

B8.1.4		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to Refund Payments to a Customer, at the request of such Customer and/or TfL.		
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B8.1.5		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to refund part of a Payment to a Customer, at the request of a Customer and/or TfL (e.g. a partially used monthly or annual charge).		
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B8.1.6		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to record Credits against an Auto Pay service.		
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B8.1.7	CCR006 Remove	Mandatory
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Not Used.		
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B8.1.8		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to process and record transaction reversals within the Interaction History.		
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B8.1.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate adjustments to Charge Payments purchased in relation to a period which contains Emergency Non Charging Day.		

B8.1.10	CCR006 Remove	Mandatory
Not Used.		

B8.1.11		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to refund Charge Payments in the event of an Emergency Non Charging Day as specified by TfL.		

Requirement expires on expiry of the Residents Sunset Period		
B8.1.12		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not accept a Congestion Charge Payment and/or an Emissions Surcharge Payment for a Vehicle travelling in the Congestion Charge Zone on a Non Charging Day.		

Requirement applicable from expiry of the Residents Sunset Period		
B8.1.12	ULEZ Amend	Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not accept a Congestion Charge Payment for a Vehicle travelling in the Congestion Charge Zone on a Non Charging Day.

B8.1.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates a Communication to a Customer a Parameterised number of days (which as at the date of this Agreement is twenty five (25) days) in advance of that Customer's Standard Annual Charge expiring.

B8.1.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is updated with Payment information as a real time entry with no delay.

B8.1.15

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates a Communication to a Customer a Parameterised period in advance of that Customer's Residents Annual Charge expiring (which at the date of this Agreement is twenty five (25) days).

Requirement expires on ULEZ Operational Commencement Date

B8.1.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents more than one (1) Congestion Charge Payment and/or Emissions Surcharge Payment for the same VRM on the same day.

Requirement applicable during Residents Sunset Period

B8.1.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents more than one (1) Congestion Charge Payment (including Emissions Surcharge) for the same VRM on the same day.

Requirement applicable from expiry of the Residents Sunset Period

B8.1.16

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents more than one (1) Congestion Charge Payment for the same VRM on the same day.

B8.1.17

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents more than one (1) LEZ Charge Payment or ULEZ Charge Payment for the same VRM on the same day.

B8.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Charge Payment(s) via all payment channels for a Vehicle that is registered to an Auto Pay service.

B8.1.19		Mandatory
The Service Provider shall ensure that the Operational IT System (s) has the functionality to waive the requirement to purchase a Charge Payment on an individual Customer basis as requested by TfL from time to time.		

B8.1.20		Mandatory
The Service Provider shall ensure the Operational IT System(s) is able to waive the requirement to purchase a Charge Payment for multiple Customers as requested by TfL from time to time.		

B8.1.21		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to waive the requirement to purchase an Administration Charge on an individual Customer basis as requested by TfL from time to time.		

B8.1.22		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to waive the requirement to purchase an Administration Charge for multiple Customers as requested by TfL from time to time.		

B8.1.23		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) will charge Parameterised Administration Charges in accordance with Appendix 1: Payments and Transaction Channels.

Requirement expires on ULEZ Operational Commencement Date

B8.1.24

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Charge Payments for Account Holders and/or Account Users through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:

- IVR;
- Contact Centre;
- Auto Pay services;
- Post (manual payments such as cheque, cash, postal orders and Customer payment card details);
- Web and ;
- Mobile Application (LEZ Scheme excluded)

Requirement applicable from ULEZ Operational Commencement Date

B8.1.24

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Charge Payments for Account Holders and/or Account Users through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:

- IVR;
- Contact Centre;
- Auto Pay services;

- Post (manual payments such as cheque, cash, postal orders and Customer payment card details);
- Web and ;
- Mobile Application

Requirement expires on ULEZ Operational Commencement Date

B8.1.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Charge Payments (save as otherwise set out in Requirement B 8.1.27) for Customers without a Customer Account through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:

- IVR;
- Contact Centre;
- Post (manual payments such as cheque, cash, postal orders and Customer payment card details);
- Web; and
- Mobile Application (LEZ Scheme excluded)

Requirement applicable from ULEZ Operational Commencement Date

B8.1.25

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Charge Payments (save as otherwise set out in Requirement B 8.1.27) for Customers without a Customer Account through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:

- IVR;

- Contact Centre;
- Post (manual payments such as cheque, cash, postal orders and Customer payment card details);
- Web; and
- Mobile Application

B8.1.26		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Administration Charges through the following payment channels, in accordance with Appendix 1: Payments and Transaction Channels:</p> <ul style="list-style-type: none"> • Contact Centre; • Auto Pay services; • Post (to include cheque, cash, postal order and payment card details); and • Web. 		

Requirement expires on ULEZ Operational Commencement Date		
B8.1.27		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the payment of Pay Next Day Charge for both Congestion Charging and LEZ to the following payment channels:</p> <ul style="list-style-type: none"> • IVR; • Contact Centre; and • Web; • Mobile Application (LEZ Scheme excluded) 		

Requirement applicable from ULEZ Operational Commencement Date		
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B8.1.27	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the payment of Pay Next Day Charge Payment for both Congestion Charging ULEZ and LEZ to the following payment channels:

- IVR;
- Contact Centre; and
- Web;
- Mobile Application

B8.1.28		Mandatory
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The Service Provider shall accept Payment from Customers via the methods set out in Schedule 32: Revenue Collection and Payment. For the avoidance of doubt, Schedule 32 includes further detail in respect of the Change Request Number (CBSL 092) for BACS and CHAPS payments.

B8.1.29		Mandatory
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The Service Provider shall ensure all Payment Transactions are made in accordance with Schedule 32: Revenue Collection and Payment. For the avoidance of doubt, Schedule 32 includes further detail in respect of the Change Request Number (CBSL 092) for BACS and CHAPS payments.

B8.1.30		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Payments via a Customer Account.

B8.1.31

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Congestion Charge Payments for a Customer without a Customer Account via an Anonymous Record.

Requirement expires on ULEZ Commencement Date

B8.1.31a

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process LEZ Charge Payments for a Customer without a Customer Account via an Anonymous Record.

Requirement applicable from ULEZ Commencement Date

B8.1.31a

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process LEZ Charge Payment(s) and/or ULEZ Charge Payment(s) for a Customer without a Customer Account via an Anonymous Record.

B8.1.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict a Charge Payment from being purchased more than a Parameterised number of

days (which as at the date of this Agreement is sixty five (65) Charging Days), in advance of the date of travel.

B8.1.33		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict the purchase of Charge Payments for a date in the past (with the exception of Pay Next Day).		

B8.1.34	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Standard Daily Charge (including Emissions Surcharge until expiry of the Residents Sunset Period) to be purchased up until midnight of the date of travel.		

B8.1.35	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Pay Next Day charges (including Emissions Surcharge until expiry of the Residents Sunset Period) to be purchased for a Parameterised period (which as at the date of this Agreement is after midnight of the date of travel).		

B8.1.36	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Pay Next Day charges (including Emissions Surcharge until expiry of the Residents Sunset Period) to be purchased for a Parameterised period (which as at the date of this Agreement is up to midnight of the following Charging Day).		

Requirement expires on ULEZ Operational Commencement Date

B8.1.37

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Residents Discount Customers to the following Parameterised Charge Payment options, at the Discounted rate, if they opt to pay outside of the Auto Pay service:

- Residents Weekly Charge (5 day);
- Residents Monthly Charge (20 day);
- Residents Annual Charge (252 day);
- Residents Custom Congestion Charge - for the date range specified by the Customer up to the end of the Discount period.

For each of the above Charge Payment options, the Charge Payment Value may comprise of the Congestion Charge, Emissions Surcharge or both.

Requirement applicable during Residents Sunset Period

B8.1.37

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Residents Discount Customers to the following Parameterised Charge Payment options, at the Discounted rate, if they opt to pay outside of the Auto Pay service:

- Residents Weekly Charge (5 day);
- Residents Monthly Charge (20 day);
- Residents Annual Charge (252 day);
- Residents Custom Congestion Charge - for the date range specified by the Customer up to the end of the Discount period.

For each of the above Charge Payment options, the Charge Payment Value may comprise of the Congestion Charge or a combined Congestion Charge and Emissions Surcharge.

Requirement applicable from expiry of the Residents Sunset Period

B8.1.37	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to restrict Residents Discount Customers to the following Parameterised Charge Payment options, at the Discounted rate, if they opt to pay outside of the Auto Pay service:

- Residents Weekly Charge (5 day);
- Residents Monthly Charge (20 day);
- Residents Annual Charge (252 day);
- Residents Custom Congestion Charge - for the date range specified by the Customer up to the end of the Discount period.

B8.1.38	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent the purchase of a Residents Discount daily Congestion Charge (including Emissions Surcharge until expiry of the Residents Sunset Period) other than for those Customers who are registered for the Residents Discount service and who have opted to pay via the CC Auto Pay service.

B8.1.39	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to only allow a Residents Discount Charge Payment (including the Emissions Surcharge until expiry of the Residents Sunset Period) to be purchased up until the end of the Residents

Discounted period and not beyond (subject to Schedule 2 (SoR), "Residents Sunset Period", Requirement ES.B5.3.10).

Requirement expires on expiry of the Residents Sunset Period

B8.1.40

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent a Resident purchasing a Congestion Charge Payment and/or Emissions Surcharge Payment for Pay Next Day at a Discounted rate. Pay Next Day Charge Payments are the same rate for all Customers.

Requirement applicable from expiry of the Residents Sunset Period

B8.1.40

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent a Resident purchasing a Congestion Charge Payment for Pay Next Day at a Discounted rate. Pay Next Day Charge Payments are the same rate for all Customers.

B8.1.41

Mandatory

The Service Provider shall ensure the Operational IT System(s) has the functionality to allow a transaction to be processed on the date it commences (i.e. if a continuous transaction commences prior to midnight but is completed after midnight, the transaction is to be considered as being processed prior to midnight).

Requirement expires on ULEZ Operational Commencement Date

B8.1.42

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to notify the Customer where no Charge Payment is required (where the Vehicle is not a Relevant Vehicle due to being Exempt, 100% Discounted or an Emissions Surcharge Compliant Vehicle) for all payment channels. If the Customer continues the payment value will be based on the Congestion Charge Payment value plus the Emissions Surcharge Payment Value (if the Vehicle is not Emissions Surcharge Compliant).

Requirement applicable from the LEZ 20 Operational Commencement Date

B8.1.42	LEZ 20 Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to notify the Customer where no Charge Payment is required (where the Vehicle is not a Relevant Vehicle due to being Exempt or 100% Discounted) for all payment channels. If the Customer continues (which is not possible via the Web, Mobile Application or IVR payment channels) the payment value will be based on the Congestion Charge Payment, LEZ Charge Payment and/or ULEZ Charge Payment value.

Requirement expires on the LEZ 20 Operational Commencement Date

B8.1.42	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to notify the Customer where no Charge Payment is required (where the Vehicle is not a Relevant Vehicle due to being Exempt or 100% Discounted) for all payment channels. If the Customer continues (which is not possible via the Web, Mobile Application or IVR payment channels) the payment value will be based on the Congestion Charge Payment and/or ULEZ Charge Payment value.

Requirement expires on ULEZ Operational Commencement Date

B8.1.43		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) will permit multiple purchases to be made as part of a single transaction, including (but not limited to):</p> <ul style="list-style-type: none"> • Congestion Charge Payment(s) and/or Emissions Surcharge Payment(s); • LEZ Charge Payment(s); and • Administration Charges. 		

Requirement applicable from ULEZ Operational Commencement Date		
B8.1.43	ULEZ Amend	Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) will permit multiple purchases to be made as part of a single transaction, including (but not limited to):</p> <ul style="list-style-type: none"> • Congestion Charge Payment(s) (including Emissions Surcharge during the Residents Sunset Period); • LEZ Charge Payment(s); • ULEZ Charge Payment(s); and • Administration Charges. 		

B8.1.44		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records Charge Payments individually with a unique identifier even where multiple Charge Payments have been purchased in one transaction.</p>		

B8.1.45		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to itemise Charge Payments individually with a unique identifier where multiple Charge Payments have been purchased in one transaction.

B8.1.46

Mandatory

The Service Provider shall ensure that prior to processing any Congestion Charge Payment, via any payment channel, the Operational IT System(s) automatically checks if a Vehicle is Exempt from making Charge Payments in respect of the Congestion Charging Scheme.

B8.1.47

Mandatory

The Service Provider shall ensure that the Operational IT System(s) validates the VRM as part of the payment process to determine if it is registered for a 100% Discount on the date of travel.

B8.1.48

Mandatory

The Service Provider shall ensure that the Operational IT System(s) notifies the Customer immediately if the VRM is Exempt from the Charge Payment for the date of travel.

B8.1.49

Mandatory

The Service Provider shall ensure that the Operational IT System(s) notifies the Customer immediately if the VRM is subject to a valid 100% Discount for the date of travel.

B8.1.50

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to purchase a Charge Payment even when the VRM is subject to a valid 100% Discount.

B8.1.51

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to purchase a Charge Payment even when the VRM is Exempt from the Charge Payment.

Requirement expires on ULEZ Operational Commencement Date

B8.1.52

Mandatory

The Service Provider shall ensure that the Operational IT System(s) captures and displays the following information for each Charge Payment:

- Vehicle VRM;
- Vehicle make;
- Vehicle model;
- Vehicle colour;
- date(s) of travel; and
- Charge amount.

Requirement applicable from ULEZ Operational Commencement Date

B8.1.52

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) captures and displays the following information for each Charge Payment:

- Charge Type;

- Vehicle VRM;
- Vehicle make;
- Vehicle model;
- Vehicle colour;
- date(s) of travel; and
- Charge amount.

B8.1.53		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically displays to Operational Users and Customers for selection each Charge Payment type and value in accordance with Appendix 1: Payments and Transaction Channels.		

B8.1.54		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically calculates and displays the Charge Payment value for a selected date range.		

B8.1.55		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows the following information to be input manually by the Operational User(s) and the Customer where the data is not automatically returned:</p> <ul style="list-style-type: none"> • Vehicle VRM; • Vehicle make; • Vehicle model; and • Vehicle colour. 		

B8.1.56		Mandatory
The Service Provider shall ensure that the Operational IT System(s) presents the Operational Users and the Customer with the functionality to confirm (after entry) that the Vehicle details entered are correct.		

B8.1.57		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows an Operational User and the Customer to proceed with the Charge Payment in the event the Vehicle details do not match with the VRM.		

B8.1.58		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows the following information to be input manually by the Operational User(s) and the Customer where the data returned is incorrect:</p> <ul style="list-style-type: none"> • Vehicle VRM; • Vehicle make; • Vehicle model; and • Vehicle colour. 		

B8.1.59		Mandatory
The Service Provider shall ensure that the Operational IT System(s) attributes a unique identifier to each payment.		

B8.1.60		Mandatory
The Service Provider shall ensure that the Operational IT System(s) attributes a unique identifier to each Chargeable Item on an Auto Pay service.		

B8.1.61		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allocates a unique prefix to a Receipt Number based on the payment channel used to complete the transaction. The Service Provider shall submit the proposed features and functionality of such mechanism to TfL for Assurance (prior to being implemented) and, when Assured, implement such features and functionality.		

B8.1.62		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can change the Parameterised value of a payment to be effective from a particular date in the future as specified by TfL from time to time.		

B8.1.63		Mandatory
The Service Provider shall ensure that the Operational IT System(s) applies the current Parameterised payment value indefinitely where an end date has not been specified by TfL.		

B8.1.64		Mandatory
The Service Provider shall ensure that the Operational IT System(s) maintains the price history for each payment.		

B8.1.65		Mandatory
The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all changes made to payment values.		

B8.1.66		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents retrospective changes to payment values.		

B8.1.67		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to calculate and present to the Customer the correct Charge Payment amount where a Charge Payment being purchased spans into a period where the Charge Payment value changes in accordance with Schedule 9: Change Control Request Procedure).		

B8.1.68		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can control the Authorised User access for changes made to payment values.		

B8.1.69		Mandatory
The Service Provider shall ensure that payment values cannot be changed without prior consent from TfL.		

B8.1.70		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows for Charge Amendments to be made.

B8.1.71

Mandatory

The Service Provider shall ensure that where a VRM is changed on an Customer Account the Operational IT System(s) automatically transfers any Charge Payments for future Charging Days to the new VRM.

B8.1.72

Mandatory

The Service Provider shall ensure that where a VRM is changed on an Account Service the Operational IT System(s) automatically transfers any Charge Payments for future Charging Days to the new VRM.

B8.1.73

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a VRM on an Account Service being amended retrospectively.

B8.1.74

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can apply an Administration Charge for Charge Amendments.

B8.1.75

Mandatory

The Service Provider shall ensure that the Operational IT System(s) successfully processes an Administration Charge in advance of a Charge Amendment being confirmed.

B8.1.76

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records an audit trail within the Interaction History of a Customer Account of Charge Amendments which relate to that Customer Account.

B8.1.77

CCR006 Remove

Mandatory

Not Used.

Requirement expires on ULEZ Operational Commencement Date

B8.1.78

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records an audit trail within the Interaction History of an Anonymous Record of Charge Amendments which relate to that Anonymous Record.

Requirement applicable from ULEZ Operational Commencement Date

B8.1.78

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records an audit trail of Charge Amendments and refunds which relate to an Anonymous Payment.

B8.1.79		Mandatory
The Service Provider shall ensure that the Operational IT System(s) captures and records the authorisation of the waiver of an Administration Charge for audit purposes.		

B8.1.80		Mandatory
The Service Provider shall ensure that the Operational IT System(s) is updated with amendments to Charge Payments as a real time entry with no delay.		

B8.1.81		Mandatory
The Service Provider shall ensure that Customers can make payments via an alternative payment process if the Operational IT System(s) is unavailable.		

B8.1.82		Mandatory
The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for process or accepting card payments if there is a temporary absence of a link to the Merchant Acquirer and, when Assured, implement and comply with.		

B8.1.83		Mandatory
The Service Provider shall continue to process payments from Customers using alternative methods in the event of a temporary absence of a link to the Merchant Acquirer.		

B8.1.84		Mandatory
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The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for managing payments in the event of Operational IT System(s) unavailability and, when Assured, implement and comply with.

B8.1.85

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can issue Refunds to Customers via the following Payment Methods:

- Payment card;
- Cheque; and
- BACS.

B8.1.86

Mandatory

The Service Provider shall ensure that all Refunds are processed in accordance with Appendix 5: Operational Guidance.

B8.1.87

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can apply an Administration Charge to all Refund requests.

B8.1.88

CCR006 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can waive and remove an Administration Charge applied to Refund requests.

B8.1.89		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can waive the Administration Charge applied to Refund requests.		

B8.1.90		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can issue a Refund to the person who made the original payment, irrespective of whether they are the registered owner of the Vehicle or the Account Holder.		

B8.1.91		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can issue a Refund to a nominated person irrespective of who made the original payment.		

B8.1.92	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) can process multiple Refunds requests from the same Customer in one refund transaction where the refund originates from within the same transaction.		

B8.1.93	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) issues one Refund amount to the Customer when processing multiple Refunds where the Refund originates from within the same transaction.		

B8.1.94		Mandatory
The Service Provider shall ensure that the Operational IT System(s) generates a unique Refund identifier for each Refund provided to a Customer.		

B8.1.95		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can link each Refund identifier to the Charge Payment being refunded.		

B8.1.96		Mandatory
The Service Provider shall ensure that the Operational IT System(s) issues a Communication to the Customer that clearly shows how a Refund amount being issued has been calculated.		

B8.1.97		Mandatory
The Service Provider shall ensure that the Operational IT System(s) issues a Refund to the credit or debit card that was used to perform the original transaction.		

B8.1.98		Mandatory
The Service Provider shall ensure that the Operational IT System(s) identifies where a Refund cannot be issued to the original credit or debit card used for the transaction, and that these exceptions are handled in accordance with Appendix 5: Operational Guidance.		

B8.1.99		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) can automatically calculate a Refund amount due whilst taking into account non-refundable elements and applying an Administration Charge.

B8.1.100

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to request a refund via the following channels:

- Contact Centre;
- email;
- post; and
- Web.

B8.1.101

Mandatory

The Service Provider shall ensure that all Refunds are accepted or rejected in accordance with Appendix 5: Operational Guidance.

B8.1.102

Mandatory

The Service Provider shall record all Chargebacks on the Operational IT system(s) and where the Chargeback is related to a Customer Account it should be recorded against the Customer Account in such a way that these Customer Accounts can be identified and reported on.

B8.1.103

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can link each Chargeback received to the unique identifier assigned to the original Payment Transaction.

B8.1.104

Mandatory

The Service Provider shall ensure that the Operational IT System(s) advises a Customer to contact their Card Issuer if a credit or debit card Payment Authorisation is declined.

B8.1.105

Mandatory

The Service Provider shall ensure if a Payment is declined, the Operational IT System(s) log such event within the Interaction History.

B8.1.106

Mandatory

The Service Provider shall seek authorisation from TfL before making any Write offs.

B8.1.107

Mandatory

The Service Provider shall provide written details to TfL of all proposed Write-offs and seek authorisation from TfL to make such Write-off within three (3) days of the Write-off being highlighted as necessary (and shall provide such other information in relation thereto as TfL may request).

B8.1.108

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality that when a Chargeback is received, any active Payments associated with that Chargeback are cancelled and the Customer is advised accordingly.

B8.1.109

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process Refunds with the appropriate level of authorisation in accordance with Appendix 5: Operational Guidance.

B8.1.110

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality that when a Refund is processed, any active Payments associated with that Refund are cancelled immediately and the Customer is advised accordingly.

ULEZC.B8.1.111

Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not accept a ULEZ Charge Payment for a Vehicle travelling in the Ultra Low Emission Zone on a Non Charging Day.

ULEZC.B8.1.112

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents more than one (1) ULEZ Charge Payment for the same VRM on the same day.

ULEZC.B8.1.113

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process ULEZ Charge Payment(s) via all payment channels for a Vehicle that is registered to an Auto Pay Account Service.

ULEZC.B8.1.114

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a ULEZ Daily Charge to be purchased up until midnight of the date of travel.

ULEZC.B8.1.115

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to notify the Customer where no ULEZ Charge Payment is required (where the Vehicle is not a Relevant Vehicle due to being Exempt or on the ULEZ Non-Chargeable List) for all payment channels. If the Customer continues (which is not possible via the Web, Mobile Application or IVR payment channels) the payment value will be based on the ULEZ Charge Payment value.

ULEZC.B8.1.116

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate ULEZ Charge Payment values (high and/or low), including Pay Next Day, independently of both Congestion Charge Payments and LEZ Charge Payments

ULEZC.B8.1.117

Mandatory

The Service Provider shall ensure that the Operational IT System(s) automatically returns if a Vehicle is 100% Discounted from Congestion Charging and/or LEZ and/or ULEZ

SECTION 9: AUTO PAY

This section sets out the Requirements for Auto Pay. The Auto Pay service allows Customers to register vehicles and they will then be billed for all charges due for travel within the Congestion Charging Zone each month

The billing methods differ between CC Auto Pay and Fleet Auto Pay and the Requirements reflect the differences in the two services.

The Requirements include how charges are allocated to the Auto Pay service, the issuing of statements, payment settlement, and processes for the management of failed payments.

For ease of reading, this section is broken down as follows:

- Generic Auto Pay Service - Requirements which are relevant to both CC Auto Pay and Fleet Auto Pay;
- CC Auto Pay specific requirements; and
- Fleet Auto Pay specific requirements.

This section should be read in conjunction with Schedule 2: Statement of Requirements (Finance), Schedule 2 Appendix 2 Customer Account Structure and Appendix 6 Key Data Fields for Receipts and Statements.

9.1. Generic Auto Pay services

This section sets out the Requirements that apply to both the CC Auto Pay and the Fleet Auto Pay Services.

B9.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) enables Customers to register for Auto Pay.

B9.1.2	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for Congestion Charge Payment(s) (including Emissions Surcharge Payment(s) where applicable and only until expiry of the Residents Sunset Period) and Administration Charges to be processed via Auto Pay in accordance with Appendix 2: Customer Account Structure.		

B9.1.3		Mandatory
The Service Provider shall ensure that the Operational IT System(s) applies all payments due for a Chargeable Item to the Auto Pay service where the VRM is associated to the Auto Pay service.		

B9.1.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) considers a VRM as active if it is successfully added to the Auto Pay service before midnight on the date of travel.		

B9.1.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not consider a VRM as active if it is removed from the Auto Pay service before midnight on the date of travel.		

B9.1.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allocates a unique reference number for each Chargeable Item added to the Auto Pay service.		

B9.1.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) applies a Parameterised Administration Charge for each VRM added to the Auto Pay service.		

B9.1.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents a VRM from being active on more than one (1) Auto Pay service.		

B9.1.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) attributes Chargeable Items to the Auto Pay service.		

B9.1.10	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) applies the appropriate Congestion Charge Payment (and Emissions Surcharge Payment until expiry of the Residents Sunset Period) value (where applicable) for each Chargeable Item to the Auto Pay service.		

B9.1.11		Mandatory
The Service Provider shall ensure that the Operational IT System(s) charges all active Vehicles a Parameterised Administration Charge on each anniversary of the Vehicle first being added to the Auto Pay service in accordance with Appendix 2: Customer Account Structure.		

B9.1.12		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays on each Auto Pay statement any Parameterised Administration Charges that are due in the following month.		

B9.1.13		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not apply a Parameterised Administration Charge for a VRM that has been removed from the Auto Pay service before the Auto Pay statement production date.		

B9.1.14		Mandatory
The Service Provider shall ensure that the Operational Users can access Auto Pay service, Detection Events and Evidential Records via the Operational IT System(s).		

B9.1.15		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows an Operational User to send an Auto Pay service, Detection Event and Evidential Records to a Customer via their Preferred Communication Channel.		

B9.1.16		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows a Customer to view Detection Events and Evidential Records relating to that Customer's Auto Pay service via the Secure Online Account.		

B9.1.17		Mandatory
The Service Provider shall ensure that the Operational IT System(s) stores Detection Events and Evidential Records for the Auto Pay service in accordance with Appendix 11: Data Retention.		

B9.1.18		Mandatory
The Service Provider shall ensure that the Operational IT System(s) stores Auto Pay statements in accordance with Appendix 11: Data Retention.		

B9.1.19		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows free text messages of up to 400 characters to be added to the bottom of Auto Pay statements as requested by TfL.		

B9.1.20		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can activate free text messages in Auto Pay statements within 24 (twenty four) hours of being requested by TfL (at no cost to TfL).		

B9.1.21		Mandatory
The Service Provider shall ensure that the Operational IT System(s) generates Auto Pay statements even if the balance is zero (0).		

B9.1.22		Mandatory
The Service Provider shall ensure that the Operational IT System(s) stores Auto Pay statements within the Interaction History of the relevant Customer Account even if the balance is zero (0).		

B9.1.23		Mandatory
The Service Provider shall ensure that the Operational IT System(s) issues Auto Pay statements to Customers via their Preferred Communication Channel.		

B9.1.24		Mandatory
The Service Provider shall ensure that the Operational IT System(s) accepts a direct debit for the Auto Pay Services from UK financial institutions only.		

B9.1.25		Mandatory
The Service Provider shall ensure that in the event of an automated payment failure on an Auto Pay service, the Customer can pay the outstanding balance via an alternative method of payment.		

B9.1.26		Mandatory
The Service Provider shall ensure that Operational IT System(s) enables Customers registering for the Auto Pay service to set up a direct debit using paperless direct debit functionality.		

B9.1.27		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables Customers registering for the Auto Pay service to submit supporting documentation via TfL Website, email and post.		

B9.1.28		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accept a direct debit mandate as submitted by a Customer for the Auto Pay service.		

B9.1.29	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s), selects an Auto Pay Statement date that is 10 days from the date of the Auto Pay activation		

B9.1.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s), at the point of Auto Pay registration, has the functionality to randomly select an Auto Pay Statement Date in a manner which evenly distributes such dates across Auto Pay Services, to avoid significant peaks in the Auto Pay statement production occurring.		

B9.1.31		Mandatory
The Service Provider shall ensure that the Operational IT System(s) enables Auto Pay Statement dates to be modified at the request of the Customer.		

B9.1.32		Mandatory
The Service Provider shall ensure that the Operational IT System(s) restricts Customers from changing the date of the first Auto Pay Statement.		

B9.1.33		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents an Auto Pay statement date from being moved where a payment has not been collected within a Parameterised period of time (which as at the date of this Agreement is for twenty eight (28) calendar days), in order to prevent the Auto Pay statement date being continually moved in order to avoid payment of the Auto Pay balance.		

B9.1.34		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to calculate the balance on the Auto Pay service at any point in time.		

B9.1.35		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to display the amount outstanding on an Auto Pay service.		

B9.1.36		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically generates Auto Pay statements on the Auto Pay statement due date.		

B9.1.37		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically issues Auto Pay Statements on the Auto Pay statement due date to the relevant Customer via their Preferred Communication Channel.		

B9.1.38		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically requests payment of the balance via direct debit on the payment collection date displayed on the Auto Pay Statement.		

B9.1.39		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically requests payment via a Recurring Payment Card on the payment collection date displayed on the Auto Pay statement.		

B9.1.40		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically sends a notification via the relevant Customer's Preferred Communication Channel when a payment fails.		

B9.1.41		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically records the reason for payment collection failure within the Interaction History of the relevant Customer Account when a payment collection is unsuccessful.		

B9.1.42		Mandatory
The Service Provider shall ensure that the Operational IT System(s) sends an SMS to the relevant Customer if an Auto Pay payment collection fails where a Customer has opted for SMS notifications.		

B9.1.43		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents the Auto Pay service from being suspended where a payment of the outstanding balance is made in the Pre suspension period in accordance with Appendix 2: Customer Account Structure.		

B9.1.44		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows the Auto Pay service to be reactivated where an outstanding balance on the Auto Pay service is paid during the suspension period, in accordance with Appendix 2: Customer Account Structure.		

B9.1.45		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents the Auto Pay service from being closed where an outstanding balance on the Auto Pay service is paid during the suspension period in accordance with Appendix 2: Customer Account Structure.		

B9.1.46		Mandatory
The Service Provider shall ensure that following a failed Auto Pay payment the Operational IT System(s) suspends the Auto Pay service if the outstanding balance is not cleared within		

a Parameterised number of days (which as at the date of this Agreement is 5 (five) Working Days) in accordance with Appendix 2: Customer Account Structure.

B9.1.47

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents VRMs from being added to the Auto Pay service if the Auto Pay service is suspended.

B9.1.48

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents VRMs from being added to the Auto Pay service if the Auto Pay service is closed.

B9.1.49

Mandatory

The Service Provider shall ensure that the Operational IT System(s) restricts amendments to an Auto Pay service if the Auto Pay service is suspended in accordance Appendix 2: Customer Account Structure.

B9.1.50

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents Chargeable Items being attributed to an Auto Pay service once the Auto Pay service has been suspended in accordance with Appendix 2: Customer Account Structure.

B9.1.51

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sends a notification to the Customer via their Preferred Communication Channel on the day the Auto Pay service(s) is suspended in accordance with Appendix 2: Customer Account Structure.

B9.1.52

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can close the Auto Pay service upon the request of a Customer.

B9.1.53

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can close the Auto Pay service upon the request of TfL.

B9.1.54

Mandatory

The Service Provider shall ensure that following a failed Auto Pay payment the Operational IT System(s) closed the Auto Pay service if the service has been suspended for a Parameterised number of days (which as at the date of this Agreement is five (5) Working Days) and the outstanding balance has not been cleared in accordance with Appendix 2: Customer Account Structure.

B9.1.55

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sends a notification to the Customer via their Preferred Communication Channel on the day the Auto Pay service is closed in accordance with Appendix 2: Customer Account Structure.

B9.1.56		Mandatory
The Service Provider shall ensure that the Operational IT System(s) identifies Auto Pay services (that have been closed and with an outstanding balance for reporting to TfL).		

B9.1.57		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can reactivate the Auto Pay service from a suspended status.		

B9.1.58		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can reactivate the Auto Pay service from a closed status.		

B9.1.59		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History for the relevant Customer Account all of the information relating to the Auto Pay service being suspended in accordance with Appendix 2: Customer Account Structure.		

B9.1.60		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History for the relevant Customer Account all of the information relating to the Auto Pay service being closed in accordance with Appendix 2: Customer Account Structure.		

B9.1.61		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allocates all Chargeable Items to the Auto Pay service from the day on which the Auto Pay service is reactivated in accordance with Appendix 2: Customer Account Structure.		

B9.1.62		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prevents the activation of a new Auto Pay service for a Customer if there is a debt outstanding on an existing Auto Pay service for that Customer.		

B9.1.63		Mandatory
The Service Provider shall ensure that the Operational Users can reactivate an Auto Pay service via the Operational IT System(s) once the outstanding balance in relation to such Auto Pay service has been cleared.		

B9.1.64		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can reactivate an Auto Pay service with an outstanding balance at the request of TfL.		

B9.1.65		Mandatory
The Service Provider shall ensure that the Operational IT System(s) includes the data fields set out in Appendix 6: Key Data Fields for Receipts and Statements on all Auto Pay statements.		

B9.1.66		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to display Auto Pay statements to the Operational Users and Customers.		

B9.1.67		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to send duplicate Auto Pay statements to a Customer via their Preferred Communication Channel.		

B9.1.68	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) identifies where a Customer has made a Congestion Charge Payment (and Emissions Surcharge Payment until expiry of the Residents Sunset Period) (where applicable) for a VRM on an Auto Pay Account Service via another payment channel, and ensures that a Chargeable Item is not attributed in respect of such VRM to that Customer's Auto Pay Account Service.		

B9.1.69		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows a payment to be made against an Auto Pay service at any point in time in accordance with Appendix 2: Customer Account Structure.		

B9.1.70		Mandatory
The Service Provider shall ensure that the Operational IT System(s) accurately reflects on the next Auto Pay Statement where a payment has been made at any point in time other		

than on the payment collection date displayed on the Auto Pay statement in accordance with Appendix 2: Customer Account Structure.

B9.1.71

Mandatory

The Service Provider shall ensure that the Operational IT System(s) will prevent any Pay Next Day payments from being processed if a VRM is active on an Auto Pay service.

B9.1.72

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can Refund charges associated to an Auto Pay service at the request of TfL.

B9.1.73

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents VRMs on the TfL Exceptions List(s) from being added to an Auto Pay service.

B9.1.74

Mandatory

The Service Provider shall ensure that the Operational IT System(s) displays a message to the Operational User and the Customer if they attempt to add a Vehicle to the Auto Pay service if it is on the TfL Exceptions List(s).

B9.1.75

Mandatory

The Service Provider shall ensure that the Operational IT System(s) checks all Vehicles being added to the Auto Pay service to determine if the Vehicle is Exempt from the Congestion Charge and the Customer should be advised accordingly.

B9.1.76

Mandatory

The Service Provider shall ensure that the Operational IT System(s) sends data to the Debt Recovery Agency in accordance with Appendix 13: Interface Catalogue.

B9.1.77

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can close an Auto Pay service at the request of TfL.

B9.1.78

CCR006 Remove

Mandatory

Not Used.

B9.1.79

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents an Auto Pay statement from being issued to a Customer if the balance is zero for a Parameterised consecutive number of months (which as at the date of this Agreement is 2 (two) consecutive months). For the avoidance of doubt, the Auto Pay Statement should still be generated by the Operational IT System(s) but should be stored and not issued to the Customer in the circumstances outlined above.

B9.1.80

Mandatory

The Service Provider shall ensure that the Operational IT System(s) retains Evidential Records for Auto Pay charges that are under dispute.

B9.1.81

CCR006 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can refund charges on an Auto Pay service in accordance with Appendix 5: Operational Guidance.

B9.1.82

CCR006 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can credit Charge Payments on an Auto Pay service in accordance with Appendix 5: Operational Guidance.

B9.1.83

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can credit charges associated to an Auto Pay service.

B9.1.84

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can Refund charges associated to an Auto Pay service.

B9.1.85

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall automatically update information received from AUDDIS, ADDACS and AURDD reports in accordance with Appendix 8: Finance Best Practice.

B9.1.86		Mandatory
The Service Provider shall ensure that the Operational IT System(s) identifies when a direct debit has been cancelled takes such actions specified in Appendix 5: Operational Guidance.		

B9.1.87		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records, within the Interaction History, all of the information relating to an Auto Pay service Charge Dispute in accordance with Appendix 2: Customer Account Structure.		

B9.1.88		Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History of the relevant Customer Account if a Charge Dispute against the Auto Pay service has been rejected or accepted.		

B9.1.89		Mandatory
The Service Provider shall ensure that Charge Disputes on an Auto Pay service are accepted or rejected in accordance with Appendix 5: Operational Guidance.		

ULEZC.B9.1.90		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for ULEZ Charge Payment(s) and Administration Charges to be processed via Auto Pay in accordance with Appendix 2: Customer Account Structure.		

9.2. CC AUTO PAY

The Requirements set out below are specific to CC Auto Pay.

Requirement expires on ULEZ Commencement Date

B9.2.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only allows a Customer to opt to pay for the CC Auto Pay service via a Recurring Payment Card or paperless direct debit.

Requirement expires on the LEZ 20 Commencement Date

B9.2.1

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only allows a Customer to opt to pay for the CC Auto Pay and ULEZ Auto Pay services via a Recurring Payment Card or paperless direct debit.

Requirement applicable from the LEZ 20 Operational Commencement Date

B9.2.1

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only allows a Customer to opt to pay for the CC Auto Pay, ULEZ Auto Pay and LEZ Auto Pay services via a Recurring Payment Card or paperless direct debit.

Requirement expires on ULEZ Commencement Date

B9.2.2		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow for Customers to move from Recurring Payment Card to direct debit payment method for CCAP.		

Requirement expires on the LEZ 20 Commencement Date		
B9.2.2	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow for Customers to move from Recurring Payment Card to direct debit payment method for CC Auto Pay and ULEZ Auto Pay.		

Requirement applicable from the LEZ 20 Operational Commencement Date		
B9.2.2	LEZ 20 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow for Customers to move from Recurring Payment Card to direct debit payment method for CC Auto Pay, ULEZ Auto Pay and LEZ Auto Pay.		

Requirement expires on ULEZ Commencement Date		
B9.2.2b		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to move from direct debit payment to Recurring Payment Card method for CC Auto Pay.		

Requirement expires on the LEZ 20 Operational Commencement Date

B9.2.2b

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to move from direct debit payment to Recurring Payment Card method for CC Auto Pay and ULEZ Auto Pay.

Requirement applicable from the LEZ 20 Operational Commencement Date

B9.2.2b

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers to move from direct debit payment to Recurring Payment Card method for CC Auto Pay, ULEZ Auto Pay and LEZ Auto Pay.

Requirement expires on ULEZ Commencement Date

B9.2.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to opt to pay for the CC Auto Pay service via paperless direct debit which should be the default payment method.

Requirement applicable from ULEZ Commencement Date

B9.2.3

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to opt to pay for the Auto Pay services via paperless direct debit which should be the default payment method.

B9.2.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) validates the card allocated to the CC Auto Pay service to ensure that it can be used for Recurring Payment Card transactions.		

B9.2.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) only accepts cards for the CC Auto Pay service that can be used for Recurring Payment Card Transactions.		

B9.2.6		Mandatory
The Service Provider shall ensure that Administration Charges for the CC Auto Pay service are processed via the Operational IT System(s) to the card validated for Recurring Payment Card transactions where a Recurring Payment Card method has been selected in accordance with Appendix 1: Payments and Transaction Channels.		

B9.2.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows the payment card details associated to a CC Auto Pay service for a Recurring Payment Card to be changed.		

B9.2.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) validates any new payment card details added to CC Auto Pay service for a Recurring Payment Card to ensure it can be used for Recurring Payment Card transactions.		

B9.2.9		Mandatory
The Service Provider shall ensure that where a Customer opts to pay for the CC Auto Pay service via a Recurring Payment Card that the Operational IT System(s) ensures that a valid card is registered against the CC Auto Pay service at all times.		

B9.2.10	CCR006 Remove	Mandatory
Not Used.		

B9.2.11		Mandatory
The Service Provider shall ensure that the Operational IT System(s) validates the paperless direct debit payment details for the CC Auto Pay service in accordance with the paperless direct debit guidelines set out in Appendix 8: Finance Best Practice.		

B9.2.12		Mandatory
The Service Provider shall ensure that the Operational IT System(s) restricts the number of VRMs on a Customer's CC Auto Pay service to a Parameterised number (which as at the date of this Agreement is 5 VRMs CC Auto Pay service).		

B9.2.13		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that where a Customer Account is registered in a company name, and a CC Auto Pay service is selected, then the Account Holder confirms that it fully accepts liability for any failed CC Auto Pay payments.		

B9.2.14		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically updates payment card details registered for the CC Auto Pay service via the Merchant Acquirer Account Updater Service provided by the Merchant Acquirer in accordance with Schedule 2: Statement of Requirements (Finance).</p>		

B9.2.15		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) automatically issues warning notifications to a Customer when the payment card registered to the CC Auto Pay service is due to expire and the Merchant Acquirer Account Updater Service has failed.</p>		

B9.2.16		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) issues warning notifications to Customers registered for the CC Auto Pay service, within a Parameterised number of days prior to a card expiry date, where the Merchant Acquirer Account Updater Service has not been possible.</p>		

ULEZC.B9.2.17		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers and Operational Users to update their Cost Centre details against an active Auto Pay VRM, via the Vehicle Upload Service, without applying a Parameterised Administration Charge as set out in Schedule 2 (Statement of Requirements), Appendix 1: Payments & Transaction</p>		

9.3. Fleet auto Pay

The requirements set out below are specific to Fleet Auto Pay.

B9.3.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only allows a Customer the option to pay for the Fleet Auto Pay service via direct debit including paperless direct debit.

B9.3.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) charges the Administration Charge to the first Auto Pay statement for Customers registering for the Fleet Auto Pay service as set out in Appendix 1: Payments and Transaction Channels.

B9.3.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) only activates the Fleet Auto Pay Service once a minimum Parameterised number of VRMs have been added on to the Fleet Auto Pay service (which as at the date of this Agreement is six (6) VRMs).

B9.3.4

Mandatory

The Service Provider shall ensure that a dedicated team of Service Provider Personnel is available to handle Fleet Auto Pay service calls via a dedicated telephone number as specified by TfL from time to time.

B9.3.5		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows a Customer to Maintain their Fleet Auto Pay service via their Secure Online Account.		

B9.3.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows the Operational Users to maintain the Fleet Auto Pay service on behalf of the Customer.		

B9.3.7		Mandatory
The Service Provider shall provide a solution that allows Customers using the Fleet Auto Pay service to transfer large volumes of data which maybe in a variety of formats for setting up the Fleet Auto Pay service.		

B9.3.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) restricts Customers opting for Fleet Auto Pay to receiving Auto Pay statements via email only.		

B9.3.9	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Fleet Ad Hoc VRMs to be added to the Fleet Auto Pay service in accordance with Appendix 2: Customer Account Structure.		

B9.3.10	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) only keeps a Fleet Ad Hoc VRM active on the Fleet Auto Pay service for a single date of travel.

B9.3.11

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Fleet Ad Hoc VRM to be added on to the Fleet Auto Pay service up to a Parameterised number of days (which as at the date of this Agreement is sixty five (65) days) in advance of the date of travel.

B9.3.12

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents a Fleet Ad Hoc VRM from being added to the Fleet Auto Pay service for a date in the past.

B9.3.13

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) does not apply any Administration Charges for Fleet Ad Hoc VRMs added to the Fleet Auto Pay service.

B9.3.14

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allocates a Statement date which is no more than ten (10) working days from the date that the Fleet Auto Pay was activated.

B9.3.15

Mandatory

The Service Provider shall ensure that the Operational IT System(s) restricts a Parameterised number of Fleet Ad Hoc VRMs from being added to the Fleet Auto Pay Service during the period between Auto Pay statements being issued in accordance with Appendix 2: Customer Account Structure.

B9.3.16

Mandatory

The Service Provider shall ensure that the Operational IT System(s) considers a VRM as active for the purposes of the Fleet Auto Pay service if it is added to the Fleet Auto Pay service before midnight on the date of travel.

B9.3.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) considers a Fleet Ad Hoc VRM as active for the purposes of the Fleet Auto Pay service if it is added to the Fleet Auto Pay service before midnight on the date of travel.

B9.3.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) details all Fleet Ad Hoc Charges on each Auto Pay statement for the Fleet Auto Pay service.

B9.3.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prevents the Fleet Auto Pay services from having less than a Parameterised number of VRMs associated to the such service (which as at the date of this Agreement is six (6) VRMs).

B9.3.20	CCR006 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) only activates a Fleet Auto Pay Account Service when 6 Vehicle(s) have been added to an Account Service and supporting evidence has been verified in accordance with the TfL business rules by an Operational User.		

B9.3.21		Mandatory
The Service Provider shall ensure that the Operational IT System(s) provides the Operational Users and the Customer with a calculation tool to use for setting up a Fleet Auto Pay service, in order to estimate a Customer's usage for the first 8 (eight) week period in accordance with Appendix 2: Customer Account Structure.		

B9.3.22	CCR006 Remove	Mandatory
Not Used.		

B9.3.23	CCR006 Remove	Mandatory
Not Used.		

B9.3.24	CCR006 Remove	Mandatory
Not Used.		

B9.3.25	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) calculates and includes the following on a Fleet Auto Pay statement for a Fleet Auto Pay service:

- the Usage for the previous Fleet Auto Pay statement period;
- Fleet Ad Hoc Charges (if applicable);
- Administration Charges (if applicable)

in accordance with Appendix 2: Customer Account Structure.

B9.3.26	CCR006 Remove	Mandatory
Not Used.		

B9.3.27		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to operate a post payment solution for Fleet Auto Pay Customers based on usage charges accrued in the Auto Pay statement period. The post payment solution will be based on the CC Auto Pay solution.		

B9.3.27b	ULEZ Remove	Mandatory
Not Used.		

Requirement expires on ULEZ Operational Commencement Date		
B9.3.28		Mandatory
The Service Provider shall submit to TfL for Assurance (prior to implementing) its proposals for moving Fleet Auto Pay Customers from the current direct debit schedule to a direct debit		

run on any date between 1st and the 28th of each month ensuring an even distribution across the month and, when Assured, implement and comply with such mechanism(s).

ULEZC.B9.3.29		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Customers and Operational Users to update their Cost Centre details against an active Fleet Auto Pay VRM, via the Vehicle Upload Service, without applying a Parameterised Administration Charge as set out in Schedule 2 (Statement of Requirements), Appendix 1: Payments & Transaction</p>		

ULEZC.B9.3.30		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allow TfL to waive all Vehicle Registration and Renewal charges for specified Auto Pay Services prior to Account Service activation, until such time as the Account Service is closed.</p>		

SECTION 10 : DEBT RECOVERY		
<p>This section outlines the Requirements for the Service Provider to be able to interact with the Debt Recovery Agency in order to manage Debt Recovery activity that may be undertaken in the event of an Auto Pay Service being closed with an outstanding balance.</p> <p>This section should be read in conjunction with Schedule 2 Appendix 13 Interface Catalogue.</p>		
10.1. General		

B10.1.1	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable charges on an Auto Pay service to be Written-Off.

B10.1.2

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to enable the outstanding balance on an Auto Pay service to be Written-Off in a single process.

B10.1.3

ULEZ Amend

Mandatory

The Service Provider shall ensure that all Auto Pay service Write-Offs are authorised by TfL before being processed.

B10.1.4

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to automatically reverse all Auto Pay service Write-Offs if required, subject to appropriate authorisation from TfL.

B10.1.5

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can Write Off individual transactions on Auto Pay services for multiple Customers in a single process.

B10.1.6

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) can Write Off the full balance of an Auto Pay services for multiple Customers in a single process.

B10.1.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) automatically identifies Auto Pay services closed with an outstanding balance as being candidates for debt recovery.		

B10.1.8	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) records all Auto Pay Service Write-Offs within the Interaction History of the relevant Customer Account.		

B10.1.9	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) records all Auto Pay amendments within the Interaction History of the relevant Customer Account.		

B10.1.10	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) records all Auto Pay payments collected by a Debt Recovery Agency within the Interaction History of the relevant Customer Account.		

B10.1.11	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) records all Auto Pay service debt recovery activities within the Interaction History of the relevant Customer Account.		

B10.1.12	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows the payment of an Auto Pay outstanding balance to be accepted at any point in time.		

B10.1.13	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) can send Auto Pay outstanding debt candidates to a Debt Recovery Agency in accordance with Appendix 13: Interface Catalogue.		

B10.1.14	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) retains a record of all Auto Pay outstanding debt candidates that have been assigned to a Debt Recovery Agency.		

B10.1.15		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays within the Interaction History of the relevant Customer Account that the outstanding balance has been assigned to a Debt Recovery Agency for collection.		

B10.1.16		Mandatory
The Service Provider shall ensure that the Operational IT System(s) displays within the Interaction History of the relevant Customer Account, the outstanding balance due that has been passed to a Debt Recovery Agency for collection.		

B10.1.17	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History of the relevant Customer Account any status updates provided by a Debt Recovery Agency in relation to an Auto Pay outstanding debt.		

B10.1.18	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) provides any status updates to the Debt Recovery Agency with regards to an Auto Pay outstanding debt.		

B10.1.19	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History of the relevant Customer Account any outstanding balances that have been cleared by the Debt Recovery Agency with regards to an Auto Pay outstanding debt.		

B10.1.20	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) records within the Interaction History any enquiries from the Debt Recovery Agency with regards to the recovery of an Auto Pay outstanding debt.		

B10.1.21	ULEZ Amend	Mandatory
The Service Provider shall ensure that enquiries from the appointed Debt Recovery Agency are visible to appropriate Operational Users within the Interaction History of each Customer Account.		

B10.1.22		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can process payments for the outstanding balances recovered by the Debt Recovery Agency against the correct Collection Account(s) in accordance with Schedule 2: Statement of Requirements (Finance).		

B10.1.23		Mandatory
The Service Provider shall ensure that the Operational IT System(s) can process payments for the outstanding balances recovered by the Debt Recovery Agency against an Auto Pay service.		

SECTION 11 : EVENT PROCESSING		
This section sets out the Requirements relating to Event Processing. This section should be read in conjunction with Appendix 4 Data Inputs and Outputs, Appendix 13 Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability).		
11.1. General		

B11.1.1		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the capability to process Detection Events, Vehicle Usage Records and Chargeable Items ("Event Records") in accordance with the requirements contained within this Agreement.		

B11.1.2		Mandatory
The Service Provider shall comply with Appendix 4: Data Input and Output Requirements for Event Processing.		

Requirement expires on ULEZ Operational Commencement Date		
B11.1.3		Mandatory
The Service Provider shall ensure all Vehicles contained in the Black List and White List are sent to the Detection and Enforcement Infrastructure Service Provider in accordance with Appendix 13: Interface Catalogue.		

B11.1.4		Mandatory
The Service Provider shall minimise technical diversity across the Event Processing solution.		

ULEZC.B11.1.5		Mandatory
The Service Provider shall, in relation to ULEZ, ensure that the Operational IT System(s) has the functionality to process periodic updates provided by TfL in accordance with Appendix 4: Data Input and Output for Event Processing.		

ULEZC.B11.1.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) Data is updated with Vehicle details registered as ULEZ Compliant.		

ULEZC.B11.1.7		Mandatory
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The Service Provider shall ensure that updates to the ULEZ Non-Chargeable List are completed within 24 hours of those Vehicle details being approved for addition to the ULEZ Non-Chargeable List.

ULEZC.B11.1.8

Mandatory

The Service Provider shall ensure that the Operational IT System(s) immediately utilises updates to the ULEZ Vehicle Data.

ULEZC.B11.1.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) takes no account of the ULEZ in processing LEZ Chargeable Items.

11.2. Load Detection Event

B11.2.1

Mandatory

The Service Provider shall ensure that Operational IT System(s) has the functionality to receive Detection Events from the Detection and Enforcement Infrastructure Service Provider in accordance with Appendix 13: Interface Catalogue.

B11.2.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is able to receive 150% of the volumes of Detection Events indicated in Appendix 3: Volumetrics.

B11.2.3		Mandatory
In the event of an Interface failure with the Detection and Enforcement Infrastructure Service Provider, the Service Provider shall ensure that the Operational IT System(s) is able to receive and process the backlog of Detection Events within twenty four (24) hours of the resolution of the failure.		

11.3. Decrypt Detection Event

B11.3.1		Mandatory
The Service Provider shall ensure that the Operational IT System(s) uses the software provided by the Detection and Enforcement Infrastructure Service Provider to decrypt a Detection Event.		

B11.3.2		Mandatory
The Service Provider shall accept security certificates and encryption keys for the decryption software (referred to in Requirement B 11.3.1) via a secure channel to be agreed with the Detection and Enforcement Infrastructure Service Provider and TfL.		

B11.3.3		Mandatory
The Service Provider shall ensure that the Operational IT System(s) implements any changes to security certificates and encryption keys and certificates as provided TfL and/or the Detection and Enforcement Infrastructure Service Provider from time to time.		

B11.3.4		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to extract all data fields from the message received from the Detection and Enforcement Infrastructure Service Provider in accordance with Appendix: 13 Interface Catalogue.

B11.3.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to link all Event Records to each other by Scheme.

11.4. Check VOSI

B11.4.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) checks, using the VOSI List, whether the VRM of a Detection Event is a VOSI.

B11.4.2

Mandatory

If the VRM of a Detection Event is a VOSI, the Service Provider shall ensure that the Operational IT System(s) within one (1) minute sends a copy of the Detection Event to the VOSI System. The Service Provider shall continue processing the original Detection Event in accordance with this Statement of Requirements.

B11.4.3

CCR006 New

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to produce a full audit report of Vehicle(s) added and removed from the DVSA List.

11.5. Determine Scheme

B11.5.1		Mandatory
The Service Provider shall ensure that the Operational IT System(s) shall be configurable to process Detection Events for each of the Schemes.		

B11.5.2		Mandatory
The Service Provider shall ensure that the Operational IT System(s) identifies for each Detection Event, based on the ID of the relevant camera, which Schemes are applicable for that Detection Event.		

B11.5.3		Mandatory
The Service Provider shall ensure that, for each Detection Event, the Operational IT System(s) applies the appropriate processes in respect of each applicable Scheme(s) set out in this section 11 (Events Processing) of the Statement of Requirements (BOps).		

B11.5.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) processes the Detection Event in accordance with the requirements of the relevant Scheme(s).		

11.6. Apply Overrides

B11.6.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to receive and apply information received from TfL from time to time regarding cameras whose Detection Events are to be discarded e.g. for the purposes of managing diversions into the Charging Zones and that such Detection Events are marked as discarded within the Operational IT System(s). This information will include:</p> <ul style="list-style-type: none"> • camera ID; • date(s); • start and end times; • relevant Scheme(s); and • zone of cameras. 		

B11.6.2		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) can report on Detection Events discarded (for example due to diversions).</p>		

B11.6.3		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) discards Detection Events in accordance with TfL's instructions and shall not use Detection Events marked as discarded to generate Chargeable Items.</p>		

11.7. Generate Vehicle Usage Records

B11.7.1		Mandatory
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The Service Provider shall ensure the Operational IT System(s) generates VURs so that, for each Detection Event, the VUR(s) for that Detection Event can be processed in accordance with the rules set out in this section 11 for each applicable Scheme.

B11.7.2

Mandatory

The Service Provider shall ensure that each VUR contains the following:

- all information contained within the Detection Event; and
- Scheme(s) applicable.

11.8. Generate Chargeable Item

B11.8.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) generates Chargeable Items for each applicable Scheme from VURs.

B11.8.2

Mandatory

Prior to generating a new Chargeable Item from a VUR, the Service Provider shall ensure that the Operational IT System(s) checks whether the VRM already exists on a Chargeable Item for the date of travel and applicable Scheme.

B11.8.3

Mandatory

If the VRM already exists on a Chargeable Item for an applicable Scheme for that date of travel, the Service Provider shall ensure that the Operational IT System(s) shall add the VUR to that existing Chargeable Item.

B11.8.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) orders the VURs within a Chargeable Item in order of ANPR Confidence Level from highest to lowest.

B11.8.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality for each Chargeable Item to contain a Chargeable Item Confidence Level field and shall populate this field with the value of the highest ANPR Confidence Level of all the VURs contained within the Chargeable Item.

B11.8.6

Mandatory

For each VUR and each applicable Scheme, if there is not an existing Chargeable Item for (i) the VRM to which the VUR relates, (ii) the applicable Scheme; and (iii) the date of travel, then the Service Provider shall ensure that the Operational IT System(s) generates a new Chargeable Item in respect of that VRM for that Scheme and that date of travel.

11.9. Adjust Chargeable Item Confidence Level

B11.9.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) adjusts the Chargeable Item Confidence Level based on factors such as:

- The number of Detection Events received on that day with the same VRM
- The VRM matches a known format
- The VRM matches a specific format e.g. UK
- The number of times Chargeable Items for that VRM have been generated within a Parameterised period.

B11.9.2

Mandatory

The Service Provider shall submit for Assurance, and once Assured implement a mechanism for determining the Chargeable Item Confidence Level.

B11.9.2b

Mandatory

The Service Provider shall submit for Assurance, and once Assured, implement processes for managing Chargeable Items through Event processing in accordance with the assigned confidence level.

B11.9.3

Mandatory

The Service Provider shall ensure that the process for determining the confidence level can be amended at no cost to TfL.

B11.9.3b

Mandatory

The Service Provider shall ensure that the actions associated to the Confidence Level of a Chargeable Item can be amended at no cost to TfL.

B11.9.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items that have been matched to a Charge Payment for the Vehicle and date of capture and for the relevant Scheme.		

B11.9.5	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items in respect of which no Charge Payment (including Emissions Surcharge until expiry of the Residents Sunset Period) is due.		

B11.9.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items for date(s) specified by TfL from time to time (for example Emergency Non Charging Days).		

B11.9.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items in respect of VRMs that are active on an Auto Pay service.		

B11.9.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) does not raise Contravention Candidates for Chargeable Items specified by TfL from time to time.		

11.10. Settlement

B11.10.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) determines the Charge Payment value that is payable for each Chargeable Item. In the event that there are multiple Charge Payment values applicable to a Chargeable Item the lowest value shall be applied.

B11.10.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is able to amend the order that Chargeable Items are processed through Events Processing by Scheme, at any time and as required by TfL.

B11.10.3

Mandatory

The Service Provider shall ensure that the Operational IT System(s) is able to change (at any time and as requested by TfL) the order in which it applies any matching processes which are applied to Chargeable Items in Event Processing.

B11.10.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) determines whether a Chargeable Item is Exempt or not subject to Charge Payment (including the Emissions Surcharge until expiry of the Residents Sunset Period) based on the rules of the Scheme Order(s) and using Data provided as referenced in Appendix 4: Data Input and Output for Event Processing.

B11.10.5		Mandatory
If a Chargeable Item is determined to be Exempt, or not subject to a Scheme, the Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item as Exempt or not subject to a Scheme and shall process that Chargeable Item in accordance with this Statement of Requirements.		

B11.10.6		Mandatory
If a Chargeable Item is determined to be subject to a Scheme, the Service Provider shall ensure the Operational IT Systems(s) determines whether a Chargeable Item is compliant with that Scheme.		

B11.10.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) determines whether a Chargeable Item is associated with an active Discount for the relevant Scheme.		

B11.10.8		Mandatory
For each Chargeable Item, if the VRM for that Chargeable Item is linked to multiple active Discounts for that Scheme, the Service Provider shall apply the Discount with the largest Discount value to the Chargeable Item for that Scheme.		

Requirement expires on ULEZ Operational Commencement Date		
B11.10.9		Mandatory
The Service Provider shall ensure that the Operational IT System(s) determines whether a Chargeable Item requires an associated Charge Payment (including Emissions Surcharge).		

Requirement applicable from ULEZ Operational Commencement Date		
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B11.10.9	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) determines whether a Chargeable Item requires an associated Charge Payment (full value or Discounted).

B11.10.10		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) is capable of receiving and once received shall comply lists of VRMs from TfL which are to be treated in accordance with specific Event Processing instructions specified by TfL in relation to that list (for example discard, pass to Manual Assurance, pass to Detailed Manual Assurance).

B11.10.11	ULEZ Amend	Mandatory
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Where the Service Provider has determined that a Chargeable Item requires an associated Charge Payment (including Emissions Surcharge (until expiry of the Residents Sunset Period) and whether the full value or a Discounted value), the Service Provider shall then determine whether or not a Contravention has occurred by determining the following (where relevant to the applicable Scheme):

- whether the VRM is associated with an active CC Auto Pay service;
- whether the VRM is associated with an active Fleet Auto Pay service.

ULEZC.B11.10.11a		Mandatory
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Where the Service Provider has determined that a Chargeable Item requires an associated ULEZ Charge Payment, the Service Provider shall then determine whether or not a Contravention has occurred by determining following:

- whether a ULEZ Charge Payment has been paid for the date of capture;
- whether the VRM is associated with an active ULEZ Auto Pay Service;
- whether the VRM is associated with an active ULEZ Fleet Auto Pay Service

B11.10.12

Mandatory

If the Service provider finds that a Chargeable Item is associated with an Auto Pay service, the Service Provider shall ensure that the Operational IT System(s) applies that Chargeable Item to the Customer's Account for billing within forty eight (48) hours of receipt of the Detection Event from the Detection and Enforcement Infrastructure Service Provider.

B11.10.13

Mandatory

If it has been determined that a Contravention has occurred as referenced in Requirement B 11.10.11, the Service Provider shall raise a Contravention Candidate and perform CVVC on those Contravention Candidates to verify them prior to sending the Contravention Candidate to the Enforcement Operations Service Provider.

DVS items applicable from DVS Enforcement Operational Commencement Date. LEZ items applicable from the LEZ 20 Operational Commencement Date

B11.10.14

Mandatory

The Service Provider shall receive updates on Vehicle statuses from TfL and shall apply those updates to their Operational IT System(s). Updates to Vehicle statuses shall include but not be limited to:

- Exemptions
- Clones
- ULEZ Vehicle List

- ULEZ Non-Chargeable List
- DVS Vehicle List
- DVS Compliant List
- DVS Exemptions
- LEZ Vehicle List

11.11. Apply Filters

B11.11.1

Mandatory

In determining whether or not to settle a Chargeable Item, the Service Provider shall apply configurable filters to the Chargeable Items to either:

- discard them;
- perform Manual Assurance on them;
- perform Detailed Manual Assurance on them;
- automatically process them.

B11.11.2

Mandatory

The Service Provider shall ensure that all filters can be configured based on:

- Chargeable Item Confidence Level;
- number of Chargeable Items;
- combination of both Chargeable Item Confidence Level and number of Chargeable Items;
- matching the Chargeable Item to Filter List(s), Discounts, Exemptions and other relevant data categories; and

- the Scheme to which the Chargeable Item relates.

B11.11.3		Mandatory
The Service Provider shall ensure that filters can be applied to any Chargeable Item in order to maximise the Chargeable Item Confidence Level.		

B11.11.4		Mandatory
The Service Provider shall submit to TfL for Approval its proposals to provide a detailed solution for determining whether a Contravention has occurred and, when Approved, implement and comply with.		

B11.11.5		Mandatory
The Bidder shall submit to TfL for Approval its proposals to provide a detailed solution for determining the action to take on Event Records at each stage of Event Processing and, when Approved, implement and comply with.		

11.12. Manual Assurance

B11.12.1		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the ability to perform Manual Assurance in order to accurately verify Chargeable Items.		

B11.12.2		Mandatory
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The Service Provider shall perform Manual Assurance checks on Chargeable Items. The Service Provider shall submit for Approval and, when Approved, comply with the mechanism for performing Manual Assurance.

B11.12.3

Mandatory

The Service Provider shall perform Manual Assurance on any Chargeable Items which TfL requests.

B11.12.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User during Manual Assurance:

- image of the monochrome patch plate;
- the ANPR interpreted VRM;
- notes on the VRM;
- the Scheme to which the Chargeable Item relates.

B11.12.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.

B11.12.6

Mandatory

If the VRM is unreadable then the Operational User shall mark the Chargeable Item for discard.

B11.12.7		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records the reason for discard of any Chargeable Items. The reason for discard as a result of Manual Assurance shall include (without limitation):</p> <ul style="list-style-type: none"> • obscured Plate; • damaged Plate; • partial Plate; and • no Plate. 		

B11.12.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records the Operational User responsible for discard of any Chargeable Items.</p>		

B11.12.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) confirms an ANPR as correct If the VRM entered by the Operational User matches the ANPR interpretation of the VRM.</p>		

B11.12.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item to reflect that it has been through Manual Assurance and shall then continue processing the Chargeable Item in accordance with this Statement of Requirements.</p>		

B11.12.11		Mandatory
If the VRM entered by the Operational User does not match the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information provided.		

B11.12.12		Mandatory
If the second VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.		

B11.12.13		Mandatory
If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) confirms the VRM entered by the Operational User as the correct VRM.		

B11.12.14		Mandatory
The Service Provider shall ensure that once the VRM has been confirmed as correct the Operational IT System(s) shall mark the Chargeable Item to reflect that it has been through Manual Assurance and shall then continue processing the Chargeable Item in accordance with this Statement of Requirements.		

B11.12.15		Mandatory
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If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) shall escalate the Chargeable Item.

B11.12.16

Mandatory

If a Chargeable Item has been escalated, the Service Provider shall ensure that the Operational IT System(s) presents the following information to a different Operational User:

- image of the monochrome patch plate;
- the ANPR Interpreted VRM; and
- Scheme to which the Chargeable Item relates.

B11.12.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall prompt the Operational User to enter the VRM as they interpret it from looking at the information presented.

B11.12.18

Mandatory

If the VRM entered by the Operational User matches the ANPR interpretation of the VRM, then the Service Provider shall ensure that the Operational IT System(s) shall confirm the ANPR Interpreted VRM as correct.

B11.12.19

Mandatory

The Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item to reflect that it has been through Manual Assurance and shall then continue processing the Chargeable Item in accordance with the Statement of Requirements.

B11.12.20

Mandatory

If the VRM entered by the Operational User does not match the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information presented.

B11.12.21

Mandatory

If the second VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.

B11.12.22

Mandatory

If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) confirms the VRM entered by the Operational User as the correct VRM.

B11.12.23

Mandatory

The Service Provider shall ensure that once the Operational IT System(s) has confirmed the VRM, it marks the Chargeable Item to reflect that it has been through Manual Assurance and shall then continue processing the Chargeable Item in accordance with the Statement of Requirements.

B11.12.24		Mandatory
If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item for discard.		

B11.12.25		Mandatory
If the VRM of a Chargeable Item is changed as a result of Manual Assurance, Detailed Manual Assurance and/or CVVC, the Service Provider shall ensure that the Event Processing is restarted for that Record and each applicable Scheme.		

11.13. Detailed Manual Assurance

B11.13.1		Mandatory
The Operational User shall have the ability to perform Detailed Manual Assurance on Chargeable Items. The Service Provider shall submit to TfL for Approval its proposals for and, when Approved, comply with such mechanism prior to it being implemented.		

B11.13.2		Mandatory
The Service Provider shall define criteria for determining when the Operational IT System(s) sends Chargeable Items for Detailed Manual Assurance (depending on the level of validation required) and shall submit such criteria to TfL for Assurance and, when Assured, comply with such mechanism prior to it being implemented		

B11.13.3		Mandatory
The Service Provider shall ensure that Chargeable Items may be sent directly to Detailed Manual Assurance depending on the nature of the Chargeable Item.		

B11.13.4		Mandatory
The Service Provider shall receive notes on VRMs from TfL with specific guidance for reference whilst performing Detailed Manual Assurance.		

B11.13.5		Mandatory
<p>If a Chargeable Item has been sent for Detailed Manual Assurance, the Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User:</p> <ul style="list-style-type: none"> • Monochrome plate patch image • Monochrome and Colour Contextual Images (displayed on request) • ANPR Interpreted VRM • Vehicle make, model and colour • notes on the VRM • the Scheme to which the Chargeable Item relates 		

B11.13.6		Mandatory
If the Operational User accepts the Chargeable Item, the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.		

B11.13.7		Mandatory
<p>If the Operational User rejects the Chargeable Item, the Service Provider shall ensure that the Operational IT System(s) offers the Operational User the choice of:</p> <ul style="list-style-type: none"> • Discarding the Chargeable Item or • Re-interpreting the Chargeable Item. 		

B11.13.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding any Chargeable Items. The reasons for discarding a Chargeable Item as a result of Detailed Manual Assurance shall include (without limitation):</p> <ul style="list-style-type: none"> • obscured plate • damaged plate • partial plate • no plate • Ringer Vehicle • stationery Vehicle • not subject to Scheme • other 		

B11.13.9		Mandatory
<p>Where the Operational User selects 'other' as a reason for discarding the Chargeable Item, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to manually type in the reason.</p>		

B11.13.10		Mandatory
If the Operational User elects to re-interpret the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.		

B11.13.11		Mandatory
If the VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.		

B11.13.12		Mandatory
If the VRM entered by the Operational User does not match the ANPR interpretation of the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information presented.		

B11.13.13		Mandatory
If the second VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.		

B11.13.14		Mandatory
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If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) confirms the VRM entered by the Operational User as correct.

B11.13.15

Mandatory

The Service Provider shall ensure that once the Operational IT System(s) has confirmed the VRM, it marks the Chargeable Item to reflect that it has been through Detailed Manual Assurance and shall then continue processing the Chargeable Item in accordance with the Statement of Requirements.

B11.13.16

Mandatory

If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) escalates the Chargeable Item.

B11.13.17

Mandatory

If the Chargeable Item has been escalated, the Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User:

- image of the monochrome patch plate;
- Monochrome and Colour Contextual Images;
- ANPR Interpreted VRM;
- Vehicle make, model and colour;
- notes on the VRM; and
- Scheme to which a Chargeable Item relates.

B11.13.18		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.		

B11.13.19		Mandatory
If the VRM entered by the Operational User matches the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.		

B11.13.20		Mandatory
The Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item to reflect that it has been through Detailed Manual Assurance and then continue to process the Chargeable Item in accordance with this Statement of Requirements.		

B11.13.21		Mandatory
If the VRM entered by the Operational User does not match the ANPR Interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it from looking at the information presented.		

B11.13.22		Mandatory
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If the second VRM entered by the Operational User matches the ANPR interpreted VRM, then the Service Provider shall ensure that the Operational IT System(s) confirms the ANPR Interpreted VRM as correct.

B11.13.23

Mandatory

If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) shall confirm the VRM entered by the Operational User as correct.

B11.13.24

Mandatory

The Service Provider shall ensure that once the Operational IT System(s) has confirmed the VRM, it marks the Chargeable Item to reflect that it has been through Detailed Manual Assurance and shall then continue processing the Chargeable Item in accordance with this Statement of Requirements.

B11.13.25

Mandatory

If the second VRM entered by the Operational User does not match the ANPR Interpreted VRM or the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s) marks the Chargeable Item for discard.

11.14. CVVC

B11.14.1

Mandatory

The Service Provider shall send all Chargeable Items marked as Contravention Candidates for Contravention Validation and Verification Checking (CVVC) prior to sending a Contravention Candidate to the Enforcements Service Provider.

B11.14.2		Mandatory
<p>If a Contravention Candidate has been sent for CVVC, the Service Provider shall ensure that the Operational IT System(s) presents the following information to the Operational User:</p> <ul style="list-style-type: none">• Monochrome plate patch image;• Monochrome and Colour Contextual Images;• ANPR Interpreted VRM;• Vehicle make, model and colour• notes on the VRM;• Scheme to which a Chargeable Item relates;• Foreign or UK VRM.		

B11.14.3		Mandatory
<p>The Operational User shall accurately verify each Contravention Candidate. The proposed features and functionality of such a mechanism shall be submitted to TfL for Approval (prior to being implemented) and, when Approved, implemented by the Service Provider and must include the option to mark the Contravention Candidate as a foreign vehicle, or remove the foreign marker as appropriate.</p>		

B11.14.4		Mandatory
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If the Operational User accepts the Contravention Candidate the Service Provider shall ensure that the Operational IT System(s) must record the confirmation of the Contravention Candidate and whether it is a foreign vehicle or a UK vehicle .

B11.14.5

Mandatory

If the Operational User rejects the Chargeable Item, the Service Provider shall ensure that the Operational IT System(s) offers the Operational User the choice of:

- Discarding the Chargeable Item
- Re-interpreting the Chargeable Item

B11.14.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding any Chargeable Items. The reasons for discard as a result of CVVC shall include (without limitation):

- obscured plate;
- damaged plate;
- partial plate;
- no plate;
- Ringer Vehicle;
- stationary Vehicle;
- not subject to Scheme;
- other.

B11.14.7

Mandatory

Where the Operational User selects 'Other' as a reason for discard, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to manually type in the reason.

B11.14.8

Mandatory

If the Operational User elects to re-interpret the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.

B11.14.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) record the VRM entered by the Operational User.

B11.14.10

Mandatory

Once the Contravention Candidate has been through a CVVC check by one Operational User, the Service Provider shall ensure that the Operational IT System(s) shall pass the Contravention Candidate to another Operational User for a second CVVC check.

B11.14.11

Mandatory

If the second Operational User accepts the Contravention Candidate the Service Provider shall ensure that the Operational IT System(s) shall record the confirmation of the Contravention Candidate.

B11.14.12

Mandatory

If the second Operational User rejects the Contravention Candidate the Service Provider shall ensure that the Operational IT System(s) shall offer the Operational User the choice of:

- Discarding the Contravention Candidate;
- Re-interpreting the Contravention Candidate.

B11.14.13

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding any Contravention Candidates. The reasons for discarding as a result of CVVC shall include (without limitation):

- obscured plate;
- damaged plate;
- partial plate;
- no plate;
- Ringer Vehicle;
- stationary Vehicle;
- not subject to Scheme;
- other.

B11.14.14

Mandatory

Where the second Operational User selects 'Other' as a reason for discard, the Service Provider shall ensure that the Operational IT System(s) prompts the second Operational User to manually type in the reason.

B11.14.15		Mandatory
If the second Operational User elects to re-interpret the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the second Operational User to enter the VRM as they interpret it from looking at the information presented.		

B11.14.16		Mandatory
The Service Provider shall ensure that the Operational IT System(s) record the VRM entered by the second Operational User.		

B11.14.17		Mandatory
If both the first CVVC check and the second CVVC check result in the Contravention Candidate being accepted then the Service Provider shall ensure that the Operational IT System(s) confirm the Contravention Candidate and send it to the EOPs Service Provider (in accordance with Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability)).		

B11.14.18		Mandatory
If both the first CVVC check and the second CVVC check result in the Contravention Candidate being marked for discard then the Service Provider shall ensure that the Operational IT System(s) shall discard the Contravention Candidate.		

B11.14.19		Mandatory
If both the first CVVC check and the second CVVC check result in a reinterpret and both VRM entries match the Service Provider shall ensure that the Operational IT System(s) updates the VRM of the Contravention Candidate with the re-interpreted VRM and		

continues to process the Contravention Candidate in accordance with this Statement of Requirements.

B11.14.20

Mandatory

If the results of the first CVVC check and the results of the second CVVC check do not match, the Service Provider shall ensure that the Operational IT System(s) escalates the Contravention Candidate for a third and final check.

B11.14.21

Mandatory

The Service Provider shall ensure that the Operational IT System(s) presents the Operational User who performs the third and final check with the information presented to the previous two (2) Operational Users plus the results of the previous two checks.

B11.14.22

Mandatory

The Operational User who performs the third and final check shall either accept or reject the Contravention Candidate.

B11.14.23

Mandatory

If the final Operational User accepts the Contravention Candidate, the Service Provider shall ensure that the Operational IT System(s) confirms the Contravention Candidate and send it to the EOPs Service Provider (in accordance with Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability)).

B11.14.24

Mandatory

If the Operational User rejects the Contravention Candidate, the Service Provider shall ensure that the Operational IT System(s) offers the Operational User the choice of:

- discarding the Contravention Candidate;
- re-interpreting the Contravention Candidate.

B11.14.25

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the reason for discarding each Contravention Candidate which is discarded. The reasons for discard as a result of CVVC shall include (without limitation):

- obscured plate;
- damaged plate;
- partial plate;
- no plate;
- Ringer Vehicle;
- stationary Vehicle;
- not subject to Scheme; and
- other.

B11.14.26

Mandatory

Where the Operational User selects 'Other' as a reason for discard, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to manually type in the reason.

B11.14.27

Mandatory

If the Operational User elects to re-interpret the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to enter the VRM as they interpret it from looking at the information presented.

B11.14.28

Mandatory

If the VRM entered by the Operational User matches any of the previous VRM interpretations entered, then the Service Provider shall ensure that the Operational IT System(s) updates the Contravention Candidate with the entered VRM and re-process the Contravention Candidate with the amended VRM so as to complete all relevant Event Processing steps.

B11.14.29

Mandatory

If the first VRM entered by the Operational User does not match any of the previous VRM interpretations entered, the Service Provider shall ensure that the Operational IT System(s) prompts the Operational User to re-enter the VRM as they interpret it.

B11.14.30

Mandatory

If the second VRM entered by the Operational User does not match the first VRM entered by the Operational User or any of the previous VRM interpretations entered, then the Service Provider shall ensure that the Operational IT System(s) discards the Contravention Candidate.

B11.14.31

Mandatory

If the second VRM entered by the Operational User matches the first VRM entered by the Operational User, then the Service Provider shall ensure that the Operational IT System(s)

updates the Contravention Candidate with the entered VRM and re-processes the Contravention Candidate with the amended VRM so as to complete all relevant Event Processing steps.

B11.14.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has confirmed the VRM, once the Operational IT System(s) marks the Contravention Candidate to reflect that it has been through CVVC and shall then continue processing the Contravention Candidate in accordance with this Statement of Requirements.

B11.14.33

Mandatory

If the final Operational User rejects the Contravention Candidate and chooses to discard the Contravention Candidate, the Service Provider shall ensure that the Operational IT System(s) marks the Contravention Candidate for discard.

B11.14.34

Mandatory

If the Contravention Candidate has been sent to a third and final Operational User and if either of the first two Operational Users have interpreted the VRM, the Service Provider shall ensure that the Operational IT System(s) prompts the final Operational User to reinterpret the VRM.

B11.14.35

Mandatory

If the Contravention Candidate is accepted following the CVVC then the Service Provider shall send the Contravention Candidate to the EOps Service Provider (in accordance with

Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability).

B11.14.36		Mandatory
The Service Provider shall ensure that each Contravention Candidate is subject to a minimum of two (2) manual checks (each by different Operational Users).		

B11.14.37		Mandatory
If the VRM of a Contravention Candidate changes as a result of CVVC the Service Provider shall reprocess the Contravention Candidate as a Chargeable Item with the new VRM so as to complete all relevant Event Processing steps.		

B11.14.38		Mandatory
The Service Provider shall ensure that the Operational IT System(s) prioritises the checking of Contravention Candidates based on Contravention date.		

B11.14.39		Mandatory
The Service Provider shall ensure that the Operational IT System(s) shall be able to prevent the sending of specific Contravention Candidates or all Contravention Candidates to the EOps Service Provider on request by TfL from time to time.		

B11.14.40		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) shall be able to configure the prevention of Contravention Candidates being sent to the Enforcement Operations Service Provider based on the relevant Scheme and a given date range.

B11.14.41

Mandatory

The Service Provider shall ensure that the Operational IT System(s) shall be able to change the priority of Contravention Candidates flagged for CVVC on request from TfL and within twenty four (24) hours of request by TfL in writing (including by email). For the avoidance of doubt the Service Provider is not permitted to make any change to the prioritisation of Contravention Candidates without authorisation from TfL. All such changes shall not constitute a Change through Schedule 9: Change Control Request Procedure and the Service Provider shall implement such change at no additional cost to TfL.

B11.14.42

CCR006 New

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to escalate an item within CVVC to TfL for guidance.

B11.14.43

CCR006 New

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to escalate an item within CVVC to a senior Operational User for guidance.

B11.14.44

CCR006 New

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality for the Operational User to be presented with trade plate and Northern Ireland flag/check boxes in CVVC.

B11.14.45	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for an Operational User to be presented with a Foreign flag/check box in CVVC.		

B11.14.46	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for an Operational User to remove a Foreign flag in CVVC.		

B11.14.47	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for the Operational User to remove a Diplomatic Vehicle flag in CVVC.		

B11.14.48	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for the Operational User to choose a DE&I reason code in CVVC. Manual Assurance and Detailed Manual Assurance		

B11.14.49	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for TfL to respond to an escalation from CVVC, Manual Assurance and Detailed Manual Assurance processing, to make notes and view the Operational User and Team Leader Interaction History.		

B11.14.50	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality for the CVVC, Manual Assurance and Detailed Manual Assurance Operational User to add notes and escalate to a Team Leader on the first check, if required.		

B11.14.51	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality in CVVC, Manual Assurance and Detailed Manual Assurance for the Operational User to choose an escalation reason code to escalate to Team Leader and TfL. TfL must be then able to escalate back to the Team Leader with relevant escalation notes.		

B11.14.52	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality in CVVC, Manual Assurance and Detailed Manual Assurance to produce an audit report of all items escalated to Team Leader and TfL.		

B11.14.53	CCR006 New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality in CVVC, Manual Assurance and Detailed Manual Assurance to produce an audit report of all items discarded and the reason they were discarded, and shall make such report available to TfL on request.		

11.15. Evidential Integrity

B11.15.1		Mandatory
Once an Evidential Record has been generated, the Service Provider shall ensure that it is securely encrypted and must be authenticated at all times. Evidential Integrity means the state whereby there is assurance, sufficient to satisfy any judicial assessment, that Evidential Records have been correctly and lawfully generated and have not undergone unauthorised amendment or been otherwise tampered with since its creation		

B11.15.2		Mandatory
The Service Provider shall ensure Evidential Integrity for all Event Records.		

11.16. Data Retention

B11.16.1		Mandatory
The Service Provider shall ensure that the Operational IT System(s) shall retain Event Records in accordance with Appendix 11: Data Retention, Appendix 13: Interface Catalogue and Schedule 2: Statement of Requirements (Interoperability).		

B11.16.2		Mandatory
The Service Provider shall ensure that the Operational IT System(s) retains Detection Events linked to an Auto Pay for a Parameterised minimum period (which as at the date of this Agreement is three (3) months).		

B11.16.3		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) retains Detection Events for the purposes of dispute with the Customer until the dispute is resolved.

B11.16.4

Mandatory

The Service Provider shall be able to retrieve and send to a Customer who has an Auto Pay service evidence of Detection linked to an Auto Pay in the event that the Customer disputes a Charge Payment(s).

B11.16.5

Mandatory

The Service Provider shall retain discarded Event Records in accordance with Appendix 13: Interface Catalogue.

11.17. Secondary ANPR

B11.17.1

Mandatory

The Service Provider shall submit to TfL for Assurance, and once Assured, implement a Secondary ANPR Solution which can be configured to be used to process Detection Events on receipt from the D&EI Service Provider or once Chargeable Items have been created and which can be amended as specified by TfL at no cost to TfL. .

B11.17.1b

Mandatory

The Service Provider shall ensure that the secondary ANPR interpretation is compared to the primary ANPR interpretation, to provide a confirmed ANPR interpretation to be used for the onward processing of the Detection Event in accordance with TfL Business Rules.

B11.17.2		Mandatory
The Service Provider shall provide a Secondary ANPR Solution.		

B11.17.3		Mandatory
The Service Provider's Secondary ANPR Solution shall process and interpret Detection Events by using a second ANPR Interpreted VRM in addition to the Primary ANPR Interpreted VRM.		

B11.17.4		Mandatory
The Service Provider's Secondary ANPR Solution shall be configurable to comply with TfL Business Rules as specified by TfL from time to time.		

B11.17.5		Mandatory
Not used.		

B11.17.6		Mandatory
Not used.		

B11.17.7		Mandatory
Not Used		

B11.17.8		Mandatory
<p>If the secondary ANPR interpreted VRM matches the primary ANPR interpreted VRM, the Service Provider shall ensure that the Operational IT System(s) shall confirm the VRM and mark the Detection Event to reflect that a secondary ANPR check has verified the primary ANPR interpreted VRM.</p>		

B11.17.9		Mandatory
<p>If the secondary ANPR interpreted VRM is different to the primary ANPR interpreted VRM, the Service Provider shall ensure that the Service Provider's Secondary ANPR Solution shall take appropriate action. The Service Provider shall submit to TfL for Approval its proposal for and, when Approved, comply with such mechanism prior to being implemented. Examples of action that could be taken are:</p> <ul style="list-style-type: none"> • confirm the primary ANPR Interpreted VRM • confirm the secondary ANPR Interpreted VRM • retain both the primary and secondary ANPR Interpreted VRMs within the Detection Event. 		

B11.17.10		Mandatory
<p>If the VRM is changed due to the secondary ANPR interpreted VRM being confirmed, the Service Provider shall ensure that the Operational IT System(s) updates the Detection Event with the confirmed VRM and re-process that Detection Event with the changed VRM for the applicable Scheme(s) so as to complete all relevant Event Processing steps.</p>		

B11.17.11		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to successfully process all Detections Events through a standardised events processing solution (without requiring exceptions or workaround processes).

B11.17.12

Mandatory

Not used.

B11.17.13

Mandatory

The Service Provider's Secondary ANPR Solution shall maintain Evidential Integrity of all Detection Events.

11.18. MIS

B11.18.1

Mandatory

The Service Provider shall report, by camera ID and Scheme, on Event Records that are rejected during Manual Assurance, Detailed Manual Assurance and CVVC due to poor image quality.

11.19. Audit

B11.19.1

Mandatory

TfL reserve the right to perform audit checks on the Events Processing System to verify that Event Records are being processed in accordance with this Agreement.

B11.19.2		Mandatory
The Service Provider shall manually assure specific Detection Events on request by TfL for the purposes of audit checks.		

B11.19.3		Mandatory
The Service Provider shall maintain all Event Records under version control such that any changes are auditable.		

B11.19.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of all Operational User actions during Events Processing and that such actions are traceable to the individual Operational User.		

B11.19.5		Mandatory
<p>The Service Provider shall ensure that Operational IT System(s) allows all Detection Events, including those that have been discarded, to be viewed by TfL for the purposes of verifying that they have been correctly processed. This shall include but not be limited to:</p> <ul style="list-style-type: none"> • all images; • VRM; • date of Contravention; • accept reason; • discard reason; and • the Scheme(s) applicable to the Detection Event. 		

B11.19.6		Mandatory
The Service Provider shall ensure that the Operational IT System(s) shall allow the extraction to TfL or a Third Party (in any format reasonably requested by TfL) of all Detection Event information presented for electronic transfer.		

11.20. Black list and white list vehicle identification

Requirement expires on LEZ 20 Operational Commencement Date		
B11.20.1		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of Non-UK registered Vehicles which comply with the LEZ Scheme Order (such list being the White List).		

Requirement applicable from the LEZ 20 Operational Commencement Date		
B11.20.1	LEZ 20 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of Non-UK registered Vehicles which comply with the LEZ Scheme Order (such list being the LEZ Vehicle List).		

ULEZC.B11.20.1		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of Non-UK registered Vehicles which are ULEZ Compliant (such list being the ULEZ Vehicle List).		

Requirement expires on ULEZ Operational Commencement Date

B11.20.2

Mandatory

The Service Provider shall Maintain the White List to reflect any changes:

- required by TfL from time to time;
- proposed by the Service Provider and agreed in writing by TfL;
- made by Authorised Users.

Requirement expires on the LEZ 20 Operational Commencement Date

B11.20.2

ULEZ Amend

Mandatory

The Service Provider shall Maintain the White List, ULEZ Non-Chargeable List and ULEZ Vehicle List to reflect any changes:

- required by TfL from time to time;
- proposed by the Service Provider and agreed in writing by TfL;
- made by Authorised Users.

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.2

LEZ 20 Amend

Mandatory

The Service Provider shall Maintain the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List to reflect any changes:

- required by TfL from time to time;
- proposed by the Service Provider and agreed in writing by TfL;
- made by Authorised Users.

Requirement expires on ULEZ Operational Commencement Date

B11.20.3		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the White List by an Operational User and TfL for single VRM's in one action.		

Requirement expires on the LEZ 20 Operational Commencement Date		
B11.20.3	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the White List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for single VRM's in one action.		

Requirement applicable from the LEZ 20 Operational Commencement Date		
B11.20.3	LEZ 20 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for single VRM's in one action.		

Requirement expires on ULEZ Operational Commencement Date		
B11.20.4		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the White List by an Operational User and TfL for multiple VRM's in one action.		

Requirement expires on the LEZ 20 Operational Commencement Date

B11.20.4

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow maintenance of the White List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for multiple VRM's in one action.

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.4

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow maintenance of the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for multiple VRM's in one action.

Requirement expires on ULEZ Operational Commencement Date

B11.20.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the White List.

Requirement expires on the LEZ 20 Operational Commencement Date

B11.20.5

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the White List, ULEZ Non-Chargeable List and ULEZ Vehicle List.

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.5

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List.

Requirement expires on the LEZ 20 Operational Commencement Date

B11.20.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of UK registered Vehicles which do not comply with the LEZ Scheme Order (such list being the Black List).

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.6

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of UK registered Vehicles which do not comply with the LEZ Scheme Order (such list being the LEZ Vehicle List).

Requirement expires on the LEZ 20 Operational Commencement Date

ULEZC.B11.20.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of UK registered Vehicles which do not comply with the LEZ Scheme Order (including ULEZ), such lists being the LEZ Black List and the ULEZ Vehicle List.

Requirement expires on the LEZ 20 Operational Commencement Date

ULEZC.B11.20.6

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of UK registered Vehicles which do not comply with the LEZ Scheme Order (including ULEZ), such lists being the LEZ Vehicle List and the ULEZ Vehicle List.

Requirement expires on ULEZ Operational Commencement Date

B11.20.7

Mandatory

The Service Provider shall Maintain the Black List to reflect any changes:

- required by TfL from time to time;
- proposed by the Service Provider and agreed in writing by TfL;
- made by Authorised Users.

Requirement expires on the LEZ 20 Operational Commencement Date

B11.20.7

ULEZ Amend

Mandatory

The Service Provider shall Maintain the Black List, ULEZ Non-Chargeable List and ULEZ Vehicle List to reflect any changes:

- required by TfL from time to time;
- proposed by the Service Provider and agreed in writing by TfL;
- made by Authorised Users.

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.7	LEZ 20 Amend	Mandatory
<p>The Service Provider shall Maintain the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List to reflect any changes:</p> <ul style="list-style-type: none"> • required by TfL from time to time; • proposed by the Service Provider and agreed in writing by TfL; • made by Authorised Users. 		

Requirement expires on ULEZ Operational Commencement Date		
B11.20.8		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the Black List by an Operational User and TfL for single VRM's in one action.</p>		

Requirement expires on the LEZ 20 Operational Commencement Date		
B11.20.8	ULEZ Amend	Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow maintenance of the Black List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for single VRM's in one action.</p>		

Requirement applicable from the LEZ 20 Operational Commencement Date		
B11.20.8	LEZ 20 Amend	Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow maintenance of the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for single VRM's in one action.

Requirement expires on ULEZ Operational Commencement Date

B11.20.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the Black List by an Operational User and TfL for multiple VRM's in one action.

Requirement expires on the LEZ 20 Operational Commencement Date

B11.20.9

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow maintenance of the Black List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for multiple VRM's in one action.

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.9

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow maintenance of the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List by an Operational User and TfL for multiple VRM's in one action.

Requirement expires on ULEZ Operational Commencement Date

B11.20.10		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the Black List.		

Requirement expires on the LEZ 20 Operational Commencement Date		
B11.20.10	ULEZ Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the Black List, ULEZ Non-Chargeable List and ULEZ Vehicle List.		

Requirement applicable from the LEZ 20 Operational Commencement Date		
B11.20.10	LEZ 20 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the LEZ Vehicle List, ULEZ Non-Chargeable List and ULEZ Vehicle List.		

ULEZC.B11.20.11		Mandatory
The Service Provider shall ensure that the Operational IT System(s) stores the date on which a Vehicle was added to the ULEZ Vehicle List.		

Requirement expires on the LEZ 20 Operational Commencement Date		
B11.20.12	CCR006 New	Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to produce an audit report of all items added to and removed from the White List, Emissions Surcharge Compliant List (until expiry of the Residents Sunset Period) and ULEZ Vehicle List and made available at TfL request.

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.12	LEZ 20 Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to produce an audit report of all items added to and removed from the LEZ Vehicle List, Emissions Surcharge Compliant List (until expiry of the Residents Sunset Period) and ULEZ Vehicle List and made available at TfL request.

Requirement expires on the LEZ 20 Operational Commencement Date

B11.20.13	CCR006 New	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality for an Operational User to 'bulk load' Vehicle(s) to the White List, Emissions Surcharge Compliant List (until expiry of the Residents Sunset Period) and ULEZ Vehicle List

Requirement applicable from the LEZ 20 Operational Commencement Date

B11.20.13	LEZ 20 Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality for an Operational User to 'bulk load' Vehicle(s) to the LEZ Vehicle List, Emissions Surcharge Compliant List (until expiry of the Residents Sunset Period) and ULEZ Vehicle List

SECTION 12: PERMANENT EVIDENCE STORE

This section sets out the Requirements for the operation of a Permanent Evidence Store.

This section should be read in conjunction with Appendix 13 Interface Catalogue, Appendix 4 Data Input and Output and Schedule 2: Statement of Requirements (Interoperability).

12.1. Permanent Evidence Store

B12.1.1

Mandatory

The Service Provider shall receive and store encryption keys for Detection Events held on compact disc sized WORM media from the D&EI Service Provider.

B12.1.2

Mandatory

The Service Provider shall provide access to the PES to the Enforcement Operations Service Provider for the purposes of managing penalty charge notice (or "PCN") enquiries.

B12.1.3

Mandatory

The Service Provider shall allow the Enforcement Operations Service Provider to download/import Evidential Records from the PES.

B12.1.4

Mandatory

The Service Provider shall ensure that the VoSI System stores tracking results and associated images in the PES.

B12.1.5		Mandatory
The Service Provider shall ensure that the Detection Events stored in the PES cannot be amended.		

B12.1.6		Mandatory
<p>The Service Provider shall submit to TfL for Approval, and when Approved, comply with testable measures that prove Evidential Records:</p> <ul style="list-style-type: none"> • cannot be tampered with; and • are traceable to the original records from an authorised Detection and Enforcement Infrastructure Service Provider, and/or Communications from Customers or their authorised representatives. 		

B12.1.7		Mandatory
The Service Provider shall ensure that the Permanent Evidence Store complies with Schedule 2: Statement of Requirements (General).		

B12.1.8		Mandatory
The Service Provider shall ensure that the Permanent Evidence Store complies with Appendix 16: Handling Evidence, specifically:- • Section 2, “EVIDENCE”; and • Section 6, “TESTING AND PROVING”, Sub-sections 6.12 to 6.13, and 6.15 to 6.18.		

SECTION 13: WEB

This section sets out the basic Requirements the Service Provider shall adhere to in order to support the interactions with the TfL Website.

The screens and web functionality are being produced in house by TfL.

There are a large number of operational process that are completed online so when the website is being developed the Service Provider shall work closely with TfL to ensure that the Operational IT System(s) work together to produce a seamless flow from a Customer perspective.

The Service Provider's payment solution will used for all payments made via the web.

This section should be read in conjunction with Schedule 2: Statement of Requirements (Web Interactions).

13.1. General

B13.1.1

Mandatory

The Service Provider shall implement and operate the web services in accordance with Schedule 2: Statement of Requirements: Appendix 15: Web Interactions.

B13.1.2

Mandatory

The Service Provider shall implement and operate the web services in accordance with Schedule 2: Statement of Requirements (General).

B13.1.3

Mandatory

The Service Provider shall provide and support the API during the Term.

B13.1.4		Mandatory
The Service Provider shall ensure that all Communications with Customers via the Web is via the TfL Website.		

B13.1.5		Mandatory
The Service Provider shall ensure that the payment transaction system is made available to Customers via the TfL web site in order for charges to be purchased.		

ULEZC.B13.1.6		Mandatory
The Service Provider shall ensure that when the Operational IT System(s) returns Vehicle information, this additionally includes appropriate ULEZ information (ULEZ Compliance Status, ULEZ Exemption status & whether the Vehicle is on the ULEZ Non-Chargeable List).		

ULEZC.B13.1.7		Mandatory
The Service Provider shall ensure that the Operational IT System(s) shall return Vehicle information to the TfL Website ULEZ Compliance Checker Tool, including whether the Vehicle is ULEZ Compliant.		

ULEZC.B13.1.8		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accept a ULEZ Compliance Registration request via the TfL Website.		

SECTION 14 : VEHICLES OF SPECIAL INTEREST (VOSI)

The Vehicle of Special Interest (VoSI) System should enable Vehicle Registration Marks (VRMs) of Vehicles of Special Interest to be recorded for monitoring and reporting purposes.

As this Statement of Requirements is available to the public the specific requirements for VoSI can be found in Schedule 2: Statement of Requirements (VoSI) which is locked from public view as restricted information.

14.1. VoSI

B14.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to support the VOSI Requirements as set out in Schedule 2: Statement of Requirements (VOSI).

SECTION 15 : D&EI INTERFACE

This Sections sets out the requirements associated with to the transition to a new D&EI Service provider which will take place within the terms of this Agreement.

The D&EI Services contract expires in February 2016. The Service Provider will need to simultaneously connect to, and process data from, both the existing D&EI Service Provider and the new D&EI Service Provider systems for a period of 6 months to allow the transition of all cameras from the current to the new D&EI Service Provider. It is currently anticipated the transition will commence in January 2016.

It is also anticipated that the Lot 1 Service Provider's test system will be connected to the new D&EI Service Provider's test system to allow end to end testing and volumetric testing of the respective systems. The Lot 1 Service Provider will also need to connect to the existing D&EI Service Providers system for the purpose of connectivity testing, end to end testing, and live cutover. This connectivity to both the existing and new D&EI Service Provider systems is expected to be required from July 2015 until the successful migration of the respective services.

This vision and indicative timescales are dependent upon the appointment of the successful D&EI Service Provider, and discussions between TfL, the successful Lot 1 Service Provider, the existing D&EI Service Provider. and the successful D&EI Service Provider.

For the requirements for the Interface with the incumbent D&EI Service Provider, please refer to Appendix 13: Interface Catalogue.

15.1. General

B15.1.1		Mandatory
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The Service Provider shall submit to TfL for Approval (prior to being implemented) a detailed transition plan to manage the transition from the existing D&EI Service to the new D&EI Service.

B15.1.2

Mandatory

The Service Provider shall ensure that dedicated resources are allocated to manage and implement the transition from the existing D&EI Service to the new D&EI Service.

B15.1.3

Mandatory

The Service Provider shall ensure that the Service Systems connect to, and process from the existing D&EI Service until such date notified to the Service Provider by TfL in writing.

B15.1.4

Mandatory

The Service Provider shall ensure all connections to the existing D&EI Service are ceased and decommissioned where notified to do so by TfL in writing.

B15.1.5

Mandatory

The Service Provider shall ensure it undertakes full end to end testing of the new D&EI Service in accordance with the detailed transition plan Approved by TfL.

B15.1.6

Mandatory

The Service Provider shall ensure that the Service Systems connect to, and process from, the new D&EI Service in accordance with the detailed transition plan.

B15.1.7		Mandatory
The Service Provider shall ensure that the Service Systems connect to the existing D&EI service termination point which is located within the M25 and the failover site which is located in Surrey.		

B15.1.8		Mandatory
The new D&EI Service, and the location of the Detection and Enforcement Infrastructure, is not yet known therefore the Service Provider shall connect to a new D&EI Service using its own networks if notified to do so by TfL in writing.		

SECTION 16: LEZ		
This section sets out the Requirements that are specific to the management of the LEZ scheme.		
16.1.	General	

Requirement expires on ULEZ Operational Commencement Date		
B16.1.1		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) allows payment of the LEZ Charge Payment through the following payment channels only:</p> <ul style="list-style-type: none"> • Contact Centre; • Post; 		

- Web; and
- IVR.

Requirement applicable from ULEZ Operational Commencement Date		
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B16.1.1	ULEZ Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows payment of the LEZ Charge Payment and ULEZ Charge Payment through the following payment channels only:

- Contact Centre;
- Post;
- Web;
- Mobile Application; and
- IVR.

B16.1.2		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows a Pay Next Day LEZ Charge Payment at the correct rate to be processed in accordance with Appendix 1: Payments and Transaction Channels.

Requirement expires on ULEZ Operational Commencement Date		
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B16.1.3		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) allows a Pay Next Day LEZ Charge Payment through the following channels only;

- Contact Centre; and
- Web.

Requirement applicable from ULEZ Operational Commencement Date

B16.1.3

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Pay Next Day LEZ Charge Payment and ULEZ Charge Payment through the following channels only;

- Contact Centre;
- Mobile Application; and
- Web.

B16.1.4

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process a Showman's Registration in accordance with Appendix 2: Customer Account Structure.

B16.1.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process a LEZ Registration in accordance with Appendix 2: Customer Account Structure.

B16.1.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to register for a Showman's Registration via the following Channels only:

- Web; and
- Post.

B16.1.7

Mandatory

The Service Provider shall ensure that all Showman's Registration applications are approved by TfL in writing prior to being activated.

B16.1.8

Mandatory

The Service Provider shall ensure that all LEZ Exemption requests are approved by TfL in writing prior to being activated.

B16.1.9

Mandatory

The Service Provider shall ensure that the Operational IT System(s) allows a Customer to register for a LEZ Exemption via the following channels only:

- Web; and
- Post.

B16.1.10

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to register all non-UK registered vehicles for a LEZ Exemption in accordance with Appendix 2: Customer Account Structure.

B16.1.11		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to look up the LEZ Compliance Status of a Vehicle on the Web.		

B16.1.12		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow an Operational User to look up the LEZ Compliance Status of a Vehicle on behalf of a Customer.		

B16.1.13		Mandatory
The Service Provider shall process all requests for a refund in respect of a LEZ Charge Payment in accordance to Appendix 5: Operational Guidance.		

B16.1.14		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to process all requests for a refund in respect of a LEZ Charge Payment in accordance to Appendix 5: Operational Guidance.		

B16.1.15		Mandatory
The Service Provider shall ensure that the Operational IT System(s) allows Operational Users access to TfL's on-line LEZ FAQ tool.		

B16.1.16		Mandatory
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The Service Provider shall ensure that all Communications in relation to the LEZ Scheme are processed in accordance with section 2 of this Statement of Requirements.

Requirement expires on the LEZ 20 Operational Commencement Date

B16.1.17

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to determine the correct LEZ Charge Payment of all vehicles which do not comply with the LEZ Scheme Order (such list being the Black List)

Requirement applicable from the LEZ 20 Operational Commencement Date

B16.1.17

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to determine the correct LEZ Charge Payment of all vehicles which do not comply with the LEZ Scheme Order (such list being the LEZ Vehicle List)

Requirement expires on the LEZ 20 Operational Commencement Date

B16.1.18

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to process the correct LEZ Charge Payment through the following payment channels

- IVR
- Contact Centre (via IVR)
- Post; and
- Web

Requirement applicable from the LEZ 20 Operational Commencement Date		
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B16.1.18	LEZ 20 Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to process the correct LEZ Charge Payment through the following payment channels

- IVR
- Contact Centre (via IVR)
- Post;
- Web; and
- Mobile App

B16.1.19		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to return the LEZ Charge Payment applicable to that vehicle. This applies to look ups by both an Operational User and a Customer via the Web.

B16.1.20		Mandatory
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The Service Provider shall ensure that all requests for a refund in respect of a LEZ Charge Payment are refunded at the correct LEZ charge rate in accordance with Schedule 2, Appendix 1: Payments and Transactional Payments.

B16.1.21		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Customer to register for a LEZ service

B16.1.22		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow existing LEZ Customers to be migrated to one of the two LEZ service types.</p> <ul style="list-style-type: none"> • Showman's Registration: and • LEZ Registration 		

B16.1.23		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that a Customer is not charged an Administration Charge for registering for any LEZ service.</p>		

B16.1.24		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that there are no end dates associated to a LEZ service type</p>		

B16.1.25		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a look up to a LEZ VOSA list that has start and end dates.</p>		

Requirement expires on the LEZ 20 Operational Commencement Date		
B16.1.26		Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of vehicles which do not comply with the LEZ Scheme Order (such list being the Black List)

Requirement applicable from the LEZ 20 Operational Commencement Date

B16.1.26

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of vehicles which do not comply with the LEZ Scheme Order (such list being the LEZ Vehicle List)

B16.1.27

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that a vehicle on the LEZ VOSA is sent through to settlement and no longer considered as Exempt when the end date is passed.

B16.1.28

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a third party to add and remove vehicles on the LEZ VOSA list via a third party interface.

Requirement expires on the LEZ 20 Operational Commencement Date

B16.1.29

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to discard any LEZ Chargeable Items that have not been matched to the Black List.

Requirement applicable from the LEZ 20 Operational Commencement Date		
B16.1.29	LEZ 20 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to discard any LEZ Chargeable Items where a UK Vehicle has not been matched to the LEZ Vehicle List.		

Requirement expires on the LEZ 20 Operational Commencement Date		
B16.1.30		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to update the White List with the VRM of a Non UK LEZ Chargeable Item that has been discarded with the reason 'not subject to the Scheme' in CVVC.		

Requirement applicable from the LEZ 20 Operational Commencement Date		
B16.1.30	LEZ 20 Amend	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to update the LEZ Vehicle List with the VRM of a Non UK LEZ Chargeable Item that has been discarded with the reason 'not subject to the Scheme' in CVVC.		

Requirement expires on the LEZ 20 Operational Commencement Date		
B16.1.31		Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to update either the Black List, the While List or both lists where a LEZ Chargeable Item is discarded with the reason 'not subject to the Scheme' in CVVC.

Requirement applicable from the LEZ 20 Operational Commencement Date

B16.1.31

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to update the LEZ Vehicle List where a LEZ Chargeable Item is discarded with the reason 'not subject to the Scheme' in CVVC.

Requirement expires on the LEZ 20 Operational Commencement Date

B16.1.32

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a third party to add and remove vehicles on the White List via a third party interface.

Requirement applicable from the LEZ 20 Operational Commencement Date

B16.1.32

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a third party to add and remove vehicles on the LEZ Vehicle List via a third party interface.

Requirement expires on the LEZ 20 Operational Commencement Date

B16.1.33

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to mark a Chargeable Item as a LEZ High Charge Payment or a LEZ Low Charge Payment.

Requirement applicable from the LEZ 20 Operational Commencement Date

B16.1.33

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to mark a Chargeable Item as a LEZ High Charge Payment, LEZ Medium Charge Payment or a LEZ Low Charge Payment.

Requirement expires on the LEZ 20 Operational Commencement Date

B16.1.34

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that where a non UK vehicle is unknown to the White List then the default charge is the LEZ High Charge Payment.

Requirement applicable from the LEZ 20 Operational Commencement Date

B16.1.34

LEZ 20 Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that where a non UK vehicle is unknown to the LEZ Vehicle List then the default charge is the LEZ High Charge Payment.

Requirement expires on the LEZ 20 Operational Commencement Date

B16.1.35

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that when the CVVC file is passed to EOp's for processing it contains the following flags.

- LEZ High Charge Payment or LEZ Low Charge Payment
- UK

Or

- Foreign

Requirement applicable from the LEZ 20 Operational Commencement Date		
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B16.1.35	LEZ 20 Amend	Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that when the CVVC file is passed to EOp's for processing it contains the following flags.

- LEZ High Charge Payment, LEZ Medium Charge Payment or LEZ Low Charge Payment
- UK

Or

- Foreign

ULEZC.B16.1.36		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to determine the correct ULEZ Charge Payment for all Vehicles which are Subject to ULEZ.

ULEZC.B16.1.37		Mandatory
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The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that ULEZ Compliance Registration Account Service does not expire unless closed.

ULEZC.B16.1.38

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a look up to a ULEZ DVSA List that has start and end dates.

ULEZC.B16.1.39

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of Vehicles which are Subject to ULEZ (such list being the ULEZ Vehicle List)

ULEZC.B16.1.40

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that a Vehicle on the ULEZ DVSA List is sent through to settlement and no longer considered as Exempt when the end date is passed.

ULEZC.B16.1.41

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a third party to add and remove Vehicles on the ULEZ DVSA List via a third party interface.

ULEZC.B16.1.42

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to discard any ULEZ Chargeable Items (for UK Vehicle(s)) that have not been matched to the ULEZ Vehicle List.

ULEZC.B16.1.43

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a third party to add and remove Vehicles on the ULEZ Vehicle List via a third party interface.

ULEZC.B16.1.44

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to mark a Chargeable Item as a ULEZ High Charge Payment or a ULEZ Low Charge Payment.

ULEZC.B16.1.45

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that where a non UK Vehicle is not on the ULEZ Vehicle List then the default charge is the ULEZ Low Charge Payment.

ULEZC.B16.1.46

Mandatory

The Service Provider shall ensure that the Operational IT System(s) captures and stores information about Vehicles that have been adapted, by means of an exhaust after-treatment system and are therefore ULEZ Compliant.

ULEZC.B16.1.47		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that when the CVVC file is passed to EOp's for processing it contains the following flags.</p> <ul style="list-style-type: none"> • ULEZ High Charge Payment or ULEZ Low Charge Payment • UK <p>Or</p> <ul style="list-style-type: none"> • Foreign 		

ULEZC.B16.1.48		Mandatory
<p>The Service Provider shall ensure that when completing a LEZ Registration, the Service Provider also completes a ULEZ Compliance Registration where required.</p>		

ULEZC.B16.1.49		Mandatory
<p>The Service Provider shall ensure that where a Showman's Registration or Non-Diesel Showman's Registration is rejected, the Service Provider shall pro-actively perform a LEZ Registration and/or a ULEZ Compliance Registration as required.</p>		

ULEZC.B16.1.50		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) is able to accommodate additions to the ULEZ Vehicle List and ULEZ Non-Chargeable List (as detailed in Appendix 2: Customer Account Structure) as a consequence of:</p> <ul style="list-style-type: none"> - ULEZ Compliance Registrations - Showman's Registrations; and 		

- Non-Diesel Showman's Registrations
- Diplomatic Vehicles

ULEZC.B16.1.51

Mandatory

The Service Provider shall ensure that the Operational IT System(s) are capable of accepting a ULEZ Compliance Registration request for more than one Vehicle.

ULEZC.B16.1.52

Mandatory

The Service Provider shall ensure that a separate ULEZ Compliance Registration is completed for each Vehicle.

ULEZC.B16.1.53

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow more than one (1) ULEZ Compliance Registration request (Workflow item) to be linked to a Customer Account.

ULEZC.B16.1.54

Mandatory

The Service Provider shall ensure that updates to the ULEZ Vehicle List are processed in accordance with Appendix 2: Customer Account Structure.

ULEZC.B16.1.55

Mandatory

The Service Provider shall ensure that ULEZ Compliance Registration, Showman's Registration and Non-Diesel Showman's Registration checks are performed in accordance with Appendix 2: Customer Account Structure.

ULEZC.B16.1.56

Mandatory

The Service Provider shall ensure that the Operational IT System(s) records the status (rejected, approved, closed) of any ULEZ Compliance Registration.

ULEZC.B16.1.57

Mandatory

The Service Provider shall ensure that the Operational IT System(s) maintains an audit trail of status changes (pending, rejected, approved) for any request to update the ULEZ Non-Chargeable List (via a Showman's Registration or Non-Diesel Showman's Registration).

ULEZC.B16.1.58

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to identify ULEZ Compliance Registration and Non-Diesel Showman's Registration requests that have been approved.

ULEZC.B16.1.59

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to identify ULEZ Compliance Registration and Non-Diesel Showman's Registration requests that have been rejected.

ULEZC.B16.1.60

Mandatory

The Service Provider shall ensure that it is able to generate and issue a ULEZ Compliance Registration or Non-Diesel Showman's Registration acceptance or rejection communication, via the Customer's Preferred Communication Channel, following activation or rejection (as applicable).

SECTION 17: MOBILE APPLICATION

TfL require a Mobile Application for Customers to perform basic functions in order to aid with the reduction of calls into the Contact Centre and drive Customers to self service.

17.1. Mobile Application

Requirement expires on ULEZ Operational Commencement Date

B17.1.1

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that Charge Payments can be processed anonymously via the Mobile Application. Mobile Application will support (and be limited to) the following Congestion Charge Payment(s) and/or Emissions Surcharge Payment(s):

- Standard Daily Charge (paid in advance, pay on the day, pay next day)
- Standard Weekly Charge
- Standard Monthly Charge
- Residents Weekly Charge
- Residents Monthly Charge

Requirement applicable from ULEZ Operational Commencement Date

B17.1.1

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that Charge Payments can be processed anonymously via the Mobile Application in accordance with Schedule 2: Statement of Requirements, Appendix 1 (Payment and Transaction Channels), Table 3a “Mobile Application Payment Types”.

Requirement expires on ULEZ Operational Commencement Date

B17.1.2

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that Charge Payments can be processed from within a Customer Account via the Mobile Application. Mobile Application will support (and be limited to) the following Congestion Charge Payment(s) and/or Emissions Surcharge Payment(s):

- Standard Daily Charge (paid in advance, pay on the day, pay next day)
- Standard Weekly Charge
- Standard Monthly Charge
- Residents Weekly Charge
- Residents Monthly Charge

Requirement applicable from ULEZ Operational Commencement Date

B17.1.2

ULEZ Amend

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that Charge Payments can be processed from within a Customer Account via the Mobile Application in accordance with Schedule 2: Statement of Requirements, Appendix 1 (Payment and Transaction Channels), Table 3a “Mobile Application Payment Types”.

B17.1.3

Mandatory

The Service Provider shall ensure that the Mobile Application has the functionality to store a VRM, ensuring both registered and anonymous Customers are able to perform a one click payment;

B17.1.4

Mandatory

The Service Provider shall ensure that the Mobile Application has the functionality to store credit or debit card details to ensure both registered and anonymous Customers are able to perform a one click payment;

B17.1.5

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that the Mobile Application can, following a successful Charge Payment, present a receipt number to the Customer;

B17.1.6

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that the Mobile Application can, following a successful Charge Payment, offer the Customer the option of an SMS receipt;

B17.1.7

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that a Customer can log in to a Customer Account via the Mobile Application;

B17.1.8

Mandatory

The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure a Customer can view account details via the Mobile Application. These account details may include data fields such as

- name,

- address,
- auto pay status,
- auto pay balance,
- active discounts,
- discount expiry dates,
- preferred vehicle list (not available to fleet Customers);

final data fields to be agreed between the parties;

B17.1.9		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure a Customer can amend Customer Account details via the Mobile Application. This functionality shall be limited to:</p> <ul style="list-style-type: none"> • amend/delete a credit/debit card associated to a Customer Account or CC Auto Pay (fleet Auto Pay excluded), • add/amend/delete a vehicle associated to a Customer Account (not available to fleet Customers); 		

B17.1.10		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that a Customer can perform a postcode check via the Mobile Application. The results returned after entry of a postcode shall confirm if an address is inside or outside of the Congestion Charging Zone;</p>		

B17.1.11		Mandatory
<p>The Service Provider shall ensure that the use of Mobile Application functions will be reported on by the Service Provider at regular intervals, to be agreed between the parties, to enable TfL to track which functions Customers are regularly using.</p>		

B17.1.12		Mandatory
The Service Provider shall ensure that the Mobile Application functionality must be locked so no other application developers can access the functionality and build their own Mobile Application (locked source);		

B17.1.13		Mandatory
The Service Provider shall ensure that the Mobile Application functionality is developed in line with ICO App Guidance provided by TfL;		

B17.1.14		Mandatory
<p>The Service Provider shall ensure that for the purposes of MIS and PI reporting, the Mobile Application activity will be as agreed with TfL and in accordance with Schedule 5, specifically against the following PI's:</p> <ul style="list-style-type: none"> • PI 2 Critical Service Systems and Interface Availability; • PI 3 Web Interface Response Times; • PI 17 Timely Application of Payments. 		

B17.1.15		Mandatory
The Service Provider shall ensure that the Mobile Application functionality is reportable for the purpose of recording transactions in accordance with Schedule 2, Appendix 1 Payments and Transactions.		

B17.1.16		Mandatory
The Service Provider shall ensure that the Mobile Application functionality is reportable for the purpose of recording account amendments made via the Mobile Application in accordance with Schedule 2, Appendix 1 Payments and Transactions.		

B17.1.17		Mandatory
The Service Provider shall ensure that network traffic between the Mobile Application and the Service Systems shall be encrypted in accordance with Schedule 14 (Security)		

B17.1.18		Mandatory
The Service Provider shall ensure that the design of the Mobile Application shall be Assured by TfL.		

B17.1.19		
The Service Provider shall ensure that the branding of the Mobile Application shall be Assured by TfL.		

B17.1.20		
The Service Provider shall ensure that the service management of the Mobile Application shall be Assured by TfL.		

B17.1.21		Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that community wide Customer notifications can be published within the Mobile Application. Such notifications shall include but not be limited to:</p> <ul style="list-style-type: none"> • Free Charging days between Christmas and New Year • Snow Days • Other promotional messages deemed necessary by TfL. 		

B17.1.22		Mandatory
The Service Provider shall ensure the Mobile Application has the functionality to automatically adapt to the device it is being accessed from (e.g. screen size and resolution);		

B17.1.23		Mandatory
The Service Provider shall ensure that up to a maximum of three (3) software upgrades per annum are provided in order to ensure that the Mobile Application remains fully functional relative to the Android or iOS operating systems with which it has been designed to be compatible.		

B17.1.24		Mandatory
The Service Provider shall ensure that the Mobile Application is available for download via the following Application stores: <ul style="list-style-type: none"> • iTunes • Google Play 		

ULEZC.B17.1.25		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that a Customer can perform a postcode check via the Mobile Application. The results returned after entry of a postcode shall confirm if an address is inside or outside of the ULEZ.		

ULEZC.B17.1.26		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that a Customer can perform a postcode check via the Mobile Application. The results returned after entry of a postcode shall confirm if an address is inside or outside of the LEZ.		

ULEZC.B17.1.27		Mandatory
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The Service Provider shall ensure that the Mobile Application provides a link to the ULEZ area of the TfL Website (including the ULEZ Compliance Checker Tool).

SECTION 18: DISABLED TAX CLASS SUNSET PERIOD

Under approved arrangements, Customers with Vehicle(s) that are Subject to ULEZ but whose registered Vehicle(s) Vehicle Taxation Class is "disabled" will benefit from a parameterised 'sunset period' from the ULEZ Operational Commencement Date. This would mean that for a parameterised period following the ULEZ Operational Commencement Date these Customers would not be required to make ULEZ Charge Payments. At the end of this sunset period, these Customers will be required to make ULEZ Charge Payments where they drive a Vehicle within the Ultra Low Emission Zone that does not meet the ULEZ emissions standards.

The requirements for this are set out below.

18.1. Disabled Tax Class Sunset Period

ULEZC.B18.1.1		Mandatory
The Service Provider shall ensure that the Operational IT Systems(s) implements the Disabled Tax Class Sunset Period from the ULEZ Operational Commencement Date.		

ULEZC.B18.1.2		Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that upon expiry of the Disabled Tax Class Sunset Period, all Customers with Vehicles that have a Vehicle Taxation Class of "Disabled" shall, from the next Charging Day following the expiry date, be required to make ULEZ Charge Payments when travelling within the Ultra Low Emission Zone in a Vehicle that is Subject to ULEZ.		

SECTION 19: RESIDENTS SUNSET PERIOD

Under approved arrangements, Customers registered for a Residents Discount that have Vehicles that are Subject to ULEZ will benefit from a parameterised 'sunset period' from the ULEZ Operational Commencement Date. This would mean that for a parameterised period following the ULEZ Operational Commencement Date, Residents Discount Customers will not be required to make ULEZ Charge Payments, and, provided they have a Vehicle(s) that is Subject to the Emissions Surcharge, will be required to make Emissions Surcharge Payments at a 90% Discount when driving within the Ultra Low Emission Zone and/or Congestion Charging Zone. At the end of this sunset period, Residents will be required to make ULEZ Charge Payments where they drive a Vehicle within the Ultra Low Emission Zone that does not meet the ULEZ emissions standards.

The requirements for this are set out below.

19.1 Residents Sunset Period

ULEZC.B19.1.1	ULEZ New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality from the ULEZ Commencement Date to accommodate the Residents Sunset Period. For all Customers not impacted by the Residents Sunset Period, the Emissions Surcharge shall be replaced by ULEZ from the ULEZ Commencement Date.		

ULEZC.B19.1.2	ULEZ New	Mandatory
The Service Provider shall ensure that upon expiry of the Residents Sunset Period all Customers, including Residents, shall be required to make ULEZ Charge Payments in		

accordance with the LEZ Scheme Order. In addition the Service Provider shall ensure that upon expiry of the Residents Sunset Period no Customer is required to make Emissions Surcharge Payments except where such Emissions Surcharge Payment relates to a date of travel prior to the expiry of the of the Residents Sunset Period.

ULEZC.B19.1.3	ULEZ New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to Exempt Diplomatic Vehicles from making Emissions Surcharge Payments and ULEZ Charge Payments during the Residents Sunset Period.		

ULEZC.B19.1.4	ULEZ New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) allow for the expiry of the Residents' Sunset Period to be Parameterised.		

ULEZC.B19.1.5	ULEZ New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to ensure that upon expiry of the Residents Sunset Period, all Residents Discount Customers shall, from the next Charging Day following the expiry date, be required to make ULEZ Charge Payments when travelling within the Ultra Low Emission Zone in a Vehicle(s) that is Subject to ULEZ.		

ULEZC.B19.1.6	ULEZ New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to prevent the purchase of a ULEZ Charge Payment during the Residents Sunset Period, where the Vehicle is registered on an active Residents Discount.		

ULEZC.B19.1.7	ULEZ New	Mandatory
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The Service Provider shall review all Automated Correspondence and Ad-Hoc Correspondence related to the Residents Discount prior to the ULEZ Commencement Date, during the Residents' Sunset Period and upon expiry of the Residents' Sunset Period.

ULEZC.B19.1.8	ULEZ New	Mandatory
The Service Provider shall review all relevant Automated Correspondence and Ad-Hoc Correspondence prior to the ULEZ Commencement Date and make any changes necessary to reflect the introduction of ULEZ.		

ULEZC.B19.1.9	ULEZ New	Mandatory
The Service Provider shall ensure that, during the Residents Sunset Period, the Operational IT System(s) shall on request for a temporary Vehicle substitution on an active Resident Discount, inform the Customer of the ULEZ Status of the temporary Vehicle and that the Congestion Charge Payment and/or ULEZ Charge Payment (if applicable) must be paid at the appropriate rate but will be Refunded on approval of a Refund request.		

SECTION 20: DIRECT VISION STANDARD

This section sets out the Service Provider's Obligations in respect of the Direct Vision Standards, a set of minimum safety/visibility standards for heavy goods vehicles aimed at reducing road traffic accidents involving pedestrians/cyclists in central London.

The requirements for this are set out below and are applicable as follows:

1. 20.1 Registrations & Enquiries – from the DVS Registrations Operational Commencement Date
2. 20.2 Enforcement – from the DVS Enforcement Operational Commencement Date

20.1 Registrations & Enquiries

DVS.B20.1.1	DVS New	Mandatory
<p>The Service Provider shall, via the DVS Permit Application System, complete the processing of a DVS Permit Application in accordance with the Business Rules to one of the following outcomes:</p> <ul style="list-style-type: none"> · a DVS Permit Application for a Vehicle Not Found is provided with a 1 - 5 Star Rating and is accepted; · a DVS Permit Application for a Vehicle Not Found is identified as having a No Star Rating and is rejected. · a DVS Permit Application for a Vehicle with a No Star Rating is accepted or rejected; · any DVS Permit Application that cannot be reasonably processed by the Service Provider in accordance with the Business Rules is escalated to TfL via the DVS Permit Application System for onward processing. 		

DVS.B20.1.2	DVS New	Mandatory
<p>The Service Provider shall, via the DVS Permit Application System, record information (in a variety of manners, such as (but not limited to), drop down menus; check boxes and free text data fields) for the purpose of processing DVS Permit Applications. All information recorded (such as, but not limited to; spell checking; data entry validation) will be managed and recorded in its entirety within the DVS Permit Application System.</p>		

DVS.B20.1.3	DVS New	Mandatory
<p>The Service Provider shall ensure it is able to receive (by exception only) DVS Permit Applications via the following communications channels:</p> <ul style="list-style-type: none"> - Post - Email - Enquiry/complaint process <p>Where such correspondences are received, they will (via similar existing functionality for CC, LEZ etc) be escalated to TfL for processing.</p>		

DVS.B20.1.4	DVS New	Mandatory
Other than by exception, where requested by TfL on a case by case basis, where a DVS Permit Application has been received in line with requirement DVS.B20.1.3, the Service Provider will not provide any confirmation of application receipt to the Customer via the Operational IT Systems.		

DVS.B20.1.5	DVS New	Mandatory
The Service Provider shall be able to, at the request of TfL (by exception), respond to a Customer with regards to a new DVS Permit Application to inform them of the applications approval or rejection (following processing in accordance with requirement DVS.B20.1.1).		

DVS.B20.1.6	DVS New	Mandatory
The Service Provider shall ensure that any new Elective Paragraphs for DVS are added into the Operational IT System(s) within twenty four (24) hours of being Approved by TfL (at no cost to TfL). The Service Provider shall use reasonable endeavours to implement such changes in less that 24 hours where requested by TfL on very short notice prior to the DVS Operational Commencement Date.		

DVS.B20.1.7	DVS New	Mandatory
The Service Provider shall submit all changes to DVS Customer facing communications to TfL for Approval and, once Approved, ensure that all changes are completed and operational within twenty four (24) hours of Approval by TfL (at no cost to TfL). The Service Provider shall use reasonable endeavours to implement such changes in less than 24 hours where requested by TfL on very short notice prior to the DVS Operational Commencement Date.		

DVS.B20.1.8	DVS New	Mandatory
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The Service Provider shall ensure that a new DVS specific letter head is available at the DVS Operational Commencement Date for use with outbound Customer Correspondence.
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DVS.B20.1.9	DVS New	Mandatory
The Service Provider shall ensure that where the DVS Permit Application System becomes unavailable, this is raised as an Incident.		

20.2 Enforcement		
DVS.B20.2.1	DVS New	Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of Vehicles and their status with respect to the DVS traffic order including but not limited to:</p> <ul style="list-style-type: none"> - DVS Vehicle status - DVS Star Rating - DVS Exemption status 		

DVS.B20.2.2	DVS New	Mandatory
<p>The Service Provider shall Maintain the DVS Vehicle List, DVS Compliant List and DVS Exception List to reflect any changes:</p> <ul style="list-style-type: none"> - required by TfL from time to time; - proposed by the Service Provider and agreed in writing by TfL; - made by Authorised Users. 		

DVS.B20.2.3	DVS New	Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the DVS Vehicle List, DVS Compliant List and DVS Exception List by an Operational User and TfL for single VRM's in one action.</p>		

DVS.B20.2.4	DVS New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow Maintenance of the DVS Vehicle List, DVS Compliant List and DVS Exception List by an Operational User and TfL for multiple VRM's in one action.		

DVS.B20.2.5	DVS New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to allow a Third Party Data Feed into the DVS Vehicle List, DVS Compliant List and DVS Exception List.		

DVS.B20.2.6	DVS New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) has the functionality to accommodate a list of registered Vehicles which do not comply with the DVS Traffic Management Order.		

DVS.B20.2.8	DVS New	Mandatory
The Service Provider shall, in relation to DVS, ensure that the Operational IT System(s) has the functionality to process periodic updates provided by TfL in accordance with Appendix 4: Data Input and Output for Event Processing.		

DVS.B20.2.9	DVS New	Mandatory
The Service Provider shall ensure that the DVS Compliant List is periodically updated with data provided by TfL.		

DVS.B20.2.10	DVS New	Mandatory
The Service Provider shall ensure that the updates referred to in requirement DVS.B20.2.9 are completed within 24 hours of approval.		

DVS.B20.2.11	DVS New	Mandatory
The Service Provider shall ensure that the Operational IT System(s) immediately utilises updates to the DVS Vehicle Data.		

DVS.B20.2.12	DVS New	Mandatory
The Service Provider shall ensure that where a Congestion or LEZ Chargeable Item appears on the DVS Vehicle List, the Operational IT Systems(s) determines whether the Vehicle is on the DVS Compliant List.		

DVS.B20.2.13	DVS New	Mandatory
<p>The Service Provider shall ensure that the Operational IT System(s) discards a DVS VUR if the Vehicle appears on the DVS Vehicle List, and in addition either:</p> <ol style="list-style-type: none"> 1. appears on the DVS Complaint List with a 0 Start Rating or 1-5 Star Rating; or 2. appears on the DVS Exceptions List. 		