

# What do you need to know about Congestion Charging Fleet Auto Pay?



# Fleet Operators and the Congestion Charge

Running a fleet can be stressful enough without having to keep track of who has or hasn't driven within the central London Congestion Charging zone every day. Paying Penalty Charge Notices (PCNs) for those drivers who didn't pay the Congestion Charge is something else you could really do without.

That's where the Congestion Charging Fleet Auto Pay comes in. Register your fleet and you pay the charge monthly, by Direct Debit. Best of all, you won't need to track which of your vehicles have been driven within the zone and which haven't. We'll do that automatically. An added benefit of registering for Fleet Auto Pay is that each vehicle is charged the reduced rate of £9, as opposed to £10 per day.

This booklet tells you all about Fleet Auto Pay, and how to register your fleet.

## Contents

How does Congestion Charging work?	5
Benefits of Fleet Auto Pay	8
How Congestion Charging Fleet Auto Pay works	10
How to register your fleet	12

## Benefits at a glance

- £9 daily charge per vehicle, instead of £10
- Less time spent on administration
- The convenience of paying by Direct Debit
- Online account management and telephone helpline
- No PCNs for vehicles registered on your Fleet Account
- After initially registering six or more vehicles, extra vehicles can be added at any time.

## How does Congestion Charging work?

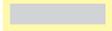
The Congestion Charging zone includes the areas of Victoria, St James's, Waterloo, Borough, City of London, Clerkenwell, Finsbury, Holborn, Bloomsbury, Soho, Mayfair and parts of Marylebone. There is no charge for driving on the boundary roads around the zone. The Congestion Charge is in operation Monday to Friday 7.00am to 6.00pm excluding bank and public holidays, and between 25 December and 1 January inclusive. For vehicles registered with Fleet Auto Pay the daily charge is £9 per day per vehicle instead of £10.

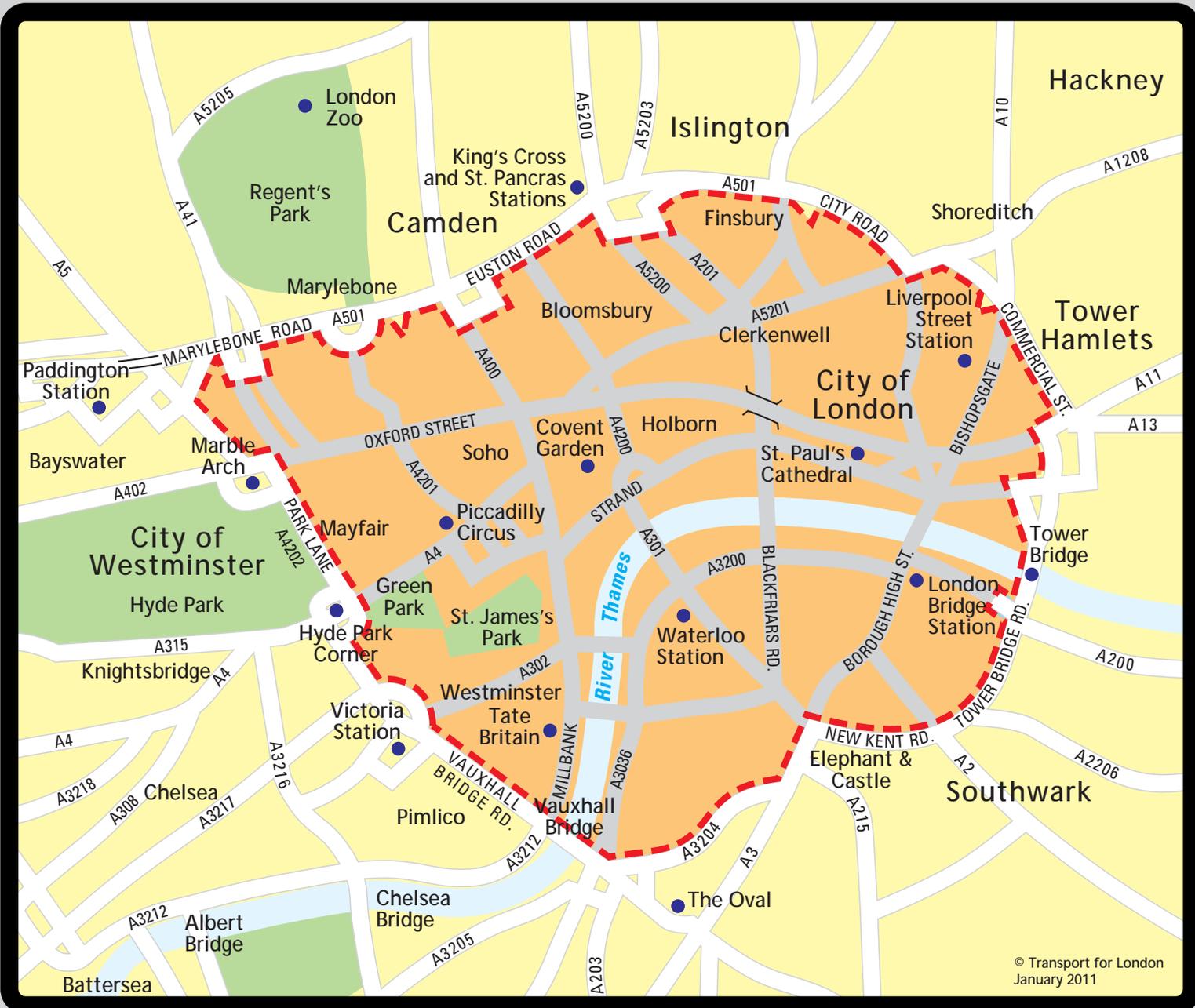
## Fleet Auto Pay

Congestion Charging Fleet Auto Pay is open to all fleets consisting of six or more vehicles, including cars, providing that all the vehicles are owned and managed by the organisation. Once you have registered, and your account has been activated, each vehicle can be driven within the Congestion Charging zone without incurring a Penalty Charge Notice for not paying the charge.

There will be no need to pay charges separately for each vehicle in your fleet because billing and payment will be via Direct Debit. All of this will help you reduce the amount of administration involved in running your fleet within central London. If you are interested in registering please visit [cclondon.com](http://cclondon.com) or call us on **020 7649 9860**\*.

# Congestion Charging zone

-  Congestion Charging zone boundary
-  Central London Congestion Charging zone – Residents 90% discount applies
-  Main roads within charging zone
-  Uncharged roads



## Benefits of Fleet Auto Pay

### Features of Fleet Auto Pay

Preferential charging



No need to pay charges separately for each vehicle in the fleet



No Penalty Charge Notices for registered vehicles



Payment by Direct Debit



The option to add vehicles to your Fleet Auto Pay until midnight on the day of travel



Secure online account management



Fleet Helpline: 020 7649 9860, open between 8.00am and 6.00pm, Monday to Friday



### Benefits to you

Each vehicle is charged at £9 per day instead of £10

Less time spent on administration

Lower costs

Effortless administration

No need to make separate payments for each vehicle

Quick, convenient and secure way to keep up to date with your account

Support and assistance

# How Fleet Auto Pay works

## Register online or by post

You must register at least six vehicles (which can include cars) to open your account. All the vehicles in a fleet must be owned and managed by the organisation. The quickest way to register your fleet is online at **cclondon.com**. If you don't have internet access, please call **020 7649 9860** to find out how.

You will need to start by registering for an organisational account. Once your account has been set up you will then be able to register for Fleet Auto Pay, which is covered in more detail on pages 12 and 13.

There is a £10 annual payment to register each vehicle to your account, and you will be asked to make a pre-payment for up to two months based on your estimated usage and number of vehicles in your fleet.

Vehicles with nine or more seats, not registered as a bus with the Driver and Vehicle Licensing Agency, are eligible for a 100% discount from the Congestion Charge. They will need to register with Transport for London and make a £10 annual payment to receive the discount. For more information, please call **020 7649 9860** or visit **cclondon.com** and find out if your vehicles are eligible for this discount.

You must continue to pay the daily charge for each vehicle until you receive confirmation that your Fleet Auto Pay is active. The easiest ways to pay are online at **cclondon.com** or by phone on **0845 900 1234\***.

## Total monthly charges are deducted automatically

With Fleet Auto Pay, the Congestion Charge is £9 per charging day per vehicle driving within the zone. Cameras are used to capture registered vehicles' number plates when they enter, leave or drive within the zone. You will have online access to a monthly statement detailing your monthly charges and payment will be debited from your nominated bank account.

## Monthly pre-payment automatically adjusted

Payments will vary each month, allowing for the difference between the amount paid for the previous month and your actual charges, and your anticipated charges for the next month.

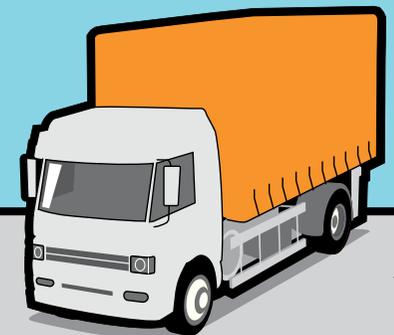
## Register other vehicles whenever you need to

You can add vehicles to, or delete them from, your account at any time by accessing your account online. Please note a £10 annual payment applies for each vehicle registered.

## Ad hoc charge payment facility

You may occasionally need to pay the Congestion Charge for vehicles that are not registered to your account, e.g. courtesy vans. You can do this online by using our ad hoc charge facility on your Fleet Auto Pay. Simply add the vehicle details before midnight on the day of travel and the charge will be added to your monthly payment and show on your monthly statement, at the discounted single vehicle rate of £9.

Please note that if you forget to advise us of a vehicle change, or you don't use the ad hoc charge facility, a Penalty Charge Notice could be issued if the charge is not paid for that vehicle through another payment channel.



# How to register your fleet

The registration process will take approximately one month to complete – during this period, you will need to pay the £10 daily charge for each vehicle that enters, leaves or drives within the zone during charging hours.

Please note that until your account has been activated, Penalty Charge Notices will be issued if you don't pay the daily charge.

Once your Fleet Auto Pay is activated you will be able to access all your details online, so that you can make sure the information about your fleet is up to date. You will be able to enter or amend vehicle details and view your monthly usage statements online, anytime.

A User Guide is available from [cclondon.com](http://cclondon.com)

## Registration involves a four step process:

### Step 1: Set up your organisation account

Provide basic company information and set up user security details on [cclondon.com](http://cclondon.com)

Transport for London (TfL) will confirm that your organisation account has been successfully set up.

### Step 2: Complete the Fleet Auto Pay registration form

Whilst online, download the registration form for the Fleet Auto Pay. You will need to include details of the vehicles you want to register, which must be owned and managed by the organisation.

#### You will need to send us:

- A completed Direct Debit authorisation, plus
- Headed company paper showing your registered company number OR a copy of your company's Certificate of Incorporation OR headed notepaper including registered charity number for charities.

TfL will then process your registration – including carrying out validation checks on all your vehicles – and set up your Direct Debit.

### Step 3: Receive Direct Debit confirmation

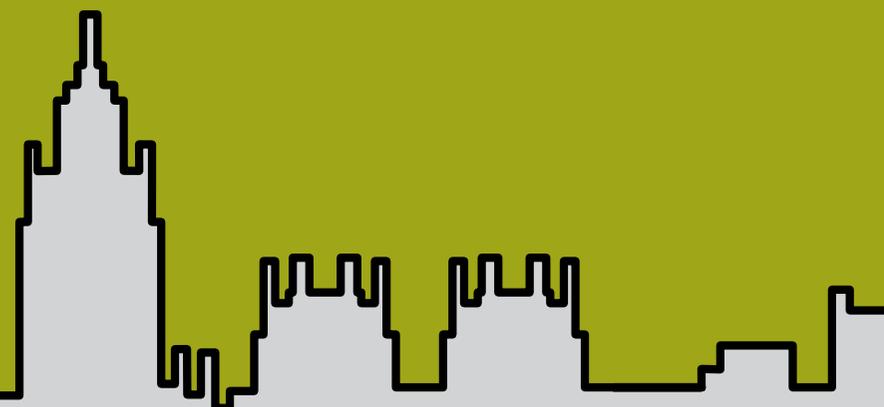
You will receive an advance notice of Direct Debit within 21 days, detailing your first monthly direct debit payment based on estimated usage and number of vehicles in your fleet.

### Step 4: Your Fleet Auto Pay account activated

Once all documents are processed by TfL, your pre-payment will be claimed by Direct Debit and your Fleet Auto Pay activated. TfL will let you know when your Fleet Auto Pay will be active.

Make sure you register your vehicles both to your organisation account and to Fleet Auto Pay.

Please note that until your pre-payment is actually deducted from your bank account and you have received confirmation of the activation date of your account, you must continue to pay the Congestion Charge – the easiest ways are online at [cclondon.com](http://cclondon.com) or by phone on **0845 900 1234**.



## Registration checklist

Your Fleet Auto Pay will only be activated if:

1. You have registered for an organisational account
2. You have registered six or more vehicles for Fleet Auto Pay
3. They have been approved by Transport for London (TfL) and have been registered both to your organisation account and for Fleet Auto Pay
4. All the required documents have been sent to and approved by TfL
5. The initial pre-payment confirmation has been issued and your pre-payment has been taken via Direct Debit
6. You have received your confirmation letter from TfL confirming you have successfully completed the registration process and that your Fleet Auto Pay is now active.

If you still have any questions after reading this leaflet, please call **020 7649 9860** or visit **cclondon.com** for more information.

Use Textphone **020 7649 9123** if you have impaired hearing.

Or you can write to us at:

**Congestion Charging**

**PO Box 4781**

**Worthing**

**BN11 9PR**





Printed on recycled paper

**[cclondon.com](http://cclondon.com)**

Information correct at time of going to print.

CC FLE 01/11