

NHS Reimbursement Partner User Guide

Version 1.5
June 2020
Information correct at time of publication.



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Welcome to NHS Reimbursement Partner

This guide provides all the key information you will need to manage your NHS Reimbursement account online at <https://reg.tflcc.co.uk/TFL.LRUC.AccountAuth/S1>

Online you will be able to;

- Maintain the details of your Account Users
- Maintain the details of your organisation
- Upload multiple claims for reimbursement

If you require any further information, please call 0343 222 2222.

Key Things to Remember:

- Reimbursement for charges that are **more than 6 months** old will be rejected.
- At least five calendar days must have passed between the date of travel and submission of a reimbursement claim for it.
- Each claim file must contain all mandatory information.
- Application for charges that have been refunded or cancelled prior to being processed will be rejected.
- In any calendar month you are allowed to upload two reimbursement claim files for processing, but no more than one in any seven-day period.
- You will not be able to claim for a 'Pay Next Day' charge. You can only claim for payments that were made prior to midnight on the day of travel.
- The reimbursement of Ultra Low Emission Zone (ULEZ) charges is only available to NHS patients. Any ULEZ claims submitted under a staff reason code will be rejected.
- Congestion Charging operates between 07:00 and 22:00, seven days a week, excluding Christmas Day.
- The Ultra Low Emission Zone operates 24 hours a day, seven days a week, excluding Christmas Day.

Glossary

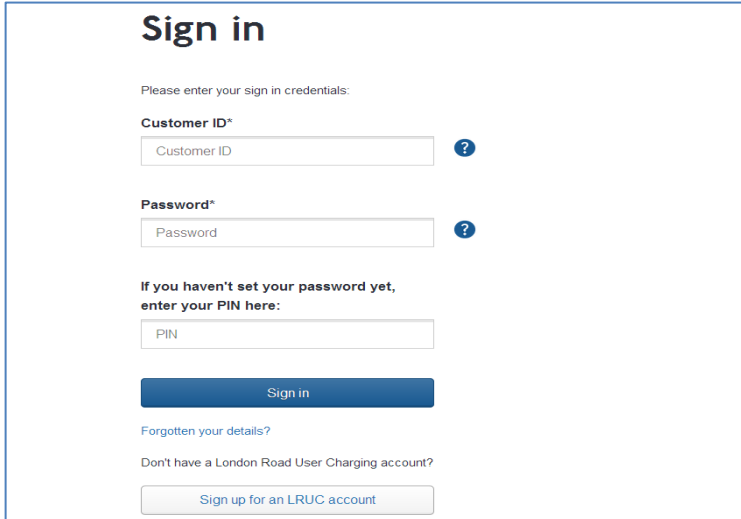
| Term | Description |
|---------------------|--|
| Account Holder | The designated Account Holder, normally a senior employee of the company, is the person responsible for the account. They will act as the senior contact point between TfL and the company. Any correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues. The Account Holder can designate up to 5 Account Users. |
| Account Number | An Account Number is a unique number that enables a user to identify themselves when contacting us by telephone and when using the automated telephone system (IVR). The Account Number is used together with the customer's PIN. |
| Account Users | Account Users are people authorised, by the account holder, to manage the Fleet Auto Pay Service through a secure sign in process. Account users have the same permissions as the account holder, except that they can't remove the account holder, themselves or close the account. Each account user will have their own sign in credentials. |
| Customer ID | The Customer ID is a unique number given to each Account Holder/User. Using it along with the user's password, the customer can access the account online. For the Account Holder this number is the same as their Account Number. |
| .CSV | Comma Separated Value (.CSV) is an industry standard file format which is used to make claims for reimbursement of Congestion Charge payments. Sample template .CSV files are provided to help making a claim easier. |
| Journey Reason Code | Used in a reimbursement claim file, this is a two-digit, predefined alphanumeric code that describes the reason for the journey that a reimbursement claim is being made for. |
| My Account | My Account is the landing page which users see when they have Signed In. It is designed to allow one click access to the most commonly used features of an account. |
| Password | A password is an eight-digit alphanumeric code (containing at least one letter and one number) that is used in conjunction with an Account Users' Customer Number to access their account online securely. |
| PIN | The PIN is a six-digit numeric code that is used to identify an Account Holder or User when they try to access services through the call centre. It is used in conjunction with the Account Holders/Users' Customer ID. |

| Term | Description |
|---------------------|---|
| Sign In | To access the account online and manage your Organisations account you need to Sign In. Signing In is achieved by using your Account Number and Password. |
| Upload | Uploading reimbursement claim files is the way to request reimbursement of charges from TfL through your NHS Reimbursement account. |
| Receipt Number | Receipt Number as provided by the Customer, or the customer's Account number if payment has been made via their Auto Pay Service |
| Prepaid Journey | Manual charge payment or payment via Auto pay. Enter 1 if manual charge payment or 0 if via Auto pay |
| Journey date | Date of journey being claimed for – This date needs to be added to the reimbursement claim form and needs to be in the format of DD/MM/YYYY |
| VRM | The Vehicle Registration Mark (VRM) that the charge you are seeking reimbursement was paid for. |
| Amount claimed | Amount claimed for each journey as submitted by the patient or staff member. |
| Journey reason code | <p>A two-digit code is used to describe the journeys claimed for:-</p> <p>NHS employee for the purpose of transporting in the course of employment:</p> <p>E1 - Bulky, heavy or fragile equipment or supplies. E2 - Patients' notes and other clinically confidential material E3 - Controlled drugs E4 - Clinical waste, radioactive material or waste medicinal material. E5 - Clinical specimens, body fluids, tissues or organs. E6 - On call for emergency or other extraordinary circumstances</p> <p>Patients:</p> <p>P1 - All claims PT- Patients Transport</p> |
| Internal reference | A free text internal reference for your use this column has a limit of 50 characters. |
| Scheme | <p>The scheme to which a charge is relevant (enter CC or ULEZ only):-</p> <p>CC – Congestion Charge ULEZ – Ultra Low Emission Zone</p> |

Step by step task guide

1. How to access your account online

1. To access your account, go to <https://reg.tflcc.co.uk/TFL.LRUC.AccountAuth/S1>. This will open the screen you see in (Figure 1).



(Figure 1)

2. Enter your numeric Customer ID and Password. If you have not yet set up a password, please enter your PIN provided on registration and follow the on-screen instructions.
3. Your Customer ID is unique to you. If you are the account holder this number is the same as your London Road User Charging account number. If you have been given access to someone else's account, you will have an individual Customer ID.
4. If you do not know your Customer ID, the account holder will be able to tell you.
5. Once your details have been verified you will be taken to the Landing Page (Figure 2) where you can access and manage the features of your account.

1.1 Forgotten my password link

This link will take you to a screen which asks a number of security questions that were set up the first time you signed into your account. Answering these will allow you to reset your password. (Please bear in mind that the answers to your security questions are case sensitive.)

If you answer your security questions incorrectly or if you have tried to sign in three times to your account and you have been unsuccessful your account will become temporarily locked. You can try to sign in again after thirty minutes. If you have forgotten your account number and your password, then please call us on 0343 222 2222.

2. How to navigate your account online

2.1 Road User Charging Account landing page

This page is for all customer Account Users, and it displays all the key features at a glance.

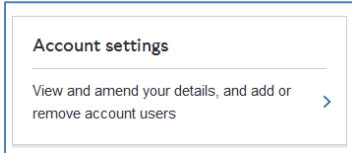
The screenshot shows the 'London Road User Charging account' landing page. At the top, there is a dark navigation bar with the 'TRANSPORT FOR LONDON' logo on the left and a search bar on the right. Below the navigation bar, there is a breadcrumb trail: 'Driving > London Road User Charging account'. The main heading is 'London Road User Charging account'. Below this, the account details are listed: 'Account number: 2000000952', 'Account holder: Amy Curtis', and 'Company name: Tasol Ltd'. A green banner with a checkmark icon indicates 'Active reimbursement partner account'. To the right, there is a dark box titled 'LONDON ROAD USER CHARGING ACCOUNT' containing the account holder's name 'Mrs Amy Curtis', the account number '2000000952', and a 'Sign out' button. Below this, there is a 'Contact Congestion Charge' link with a right-pointing arrow. Under the heading 'My options', there are three boxes: 'Make a claim' (with subtext 'Download a reimbursement template, complete it and upload it to make a claim'), 'Correspondence history' (with subtext 'View all past correspondence history including details of previous claims'), and 'Account settings' (with subtext 'View and amend your details, and add or remove account users'). To the right of these options is a 'Help with Auto Pay' section with a link to 'Auto Pay user guides' and an external link icon.

(Figure 2)

3. Manage your Account Details

3.1 Account Settings

Click the 'Account settings' link from the landing page.



You will see the details of your Road User Charging account and also be able to change a number of details/settings.

[Driving](#) > [Account settings](#)

Account settings

Account details

Mrs Amy Curtis
Account number: 2000000952
Account holder
[Change password](#)

How can I change the name on this account? [?](#)

Your PIN (Mrs Amy Curtis)
571201 [Edit](#)

Account type
Reimbursement partner
Company name
Tasol Ltd

How can I change the company name on this account? [?](#)

Company address
BROADWAY
LONDON
SW1H0BD
[Edit company address](#) >

Email address
david.hough2@capita.co.uk [Edit](#)

Correspondence and receipt preference
We will send receipts and correspondence by: Email
Receipt timing: None [Edit](#)

Mobile telephone number
0785647458342
Daytime telephone number
N/A [Edit](#)
Other telephone number
N/A

Account users

You can give access to your account to up to 5 additional account users.

What can additional account users do? [?](#)

[Add a new account user](#)

LONDON ROAD USER CHARGING ACCOUNT
Account holder: Mrs Amy Curtis
Account number: 2000000952
[Sign out](#)

Other settings

Terms and conditions >

Closing your account

By closing your London Road User Charging account you will also close services such as discounts or Auto Pay.

Only the account holder can close the account. Before closing your account all outstanding balances must be paid.

Close your London Road User Charging account >

< Back


You will be able to;

3.1.1 Change the name of the Account Holder

Find out how to make a change to the account holder's name.

Mrs Amy Curtis
Account number: 2000000952

Account holder
[Change password](#)

How can I change the name on this account? 

The account holder is responsible for the account so the name cannot usually be changed.

If you are the account holder and have changed your name by an official process, we will update our records when we receive documentation to confirm this. Documents can be sent to us using our enquiry form on the [Contact Congestion Charge page](#).

If you have a business account and the account holder is no longer with the company, you need to open a new account. Contact us if you have any other questions.

3.1.2 Change your Personal Identification Number (PIN)

If you would like to change your PIN, click [Edit](#). You will be prompted to enter and confirm a new one.

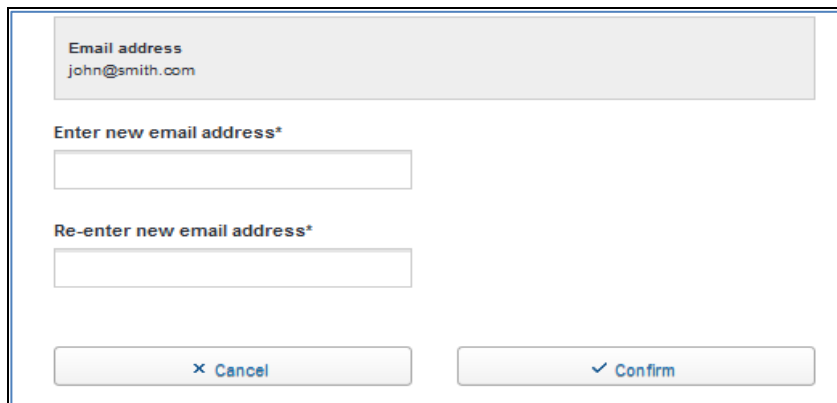
Your PIN (Mrs Amy Curtis)
571201

New security PIN (6 digits) *

[× Cancel](#) [✓ Confirm](#)

3.1.3 Change your Email address

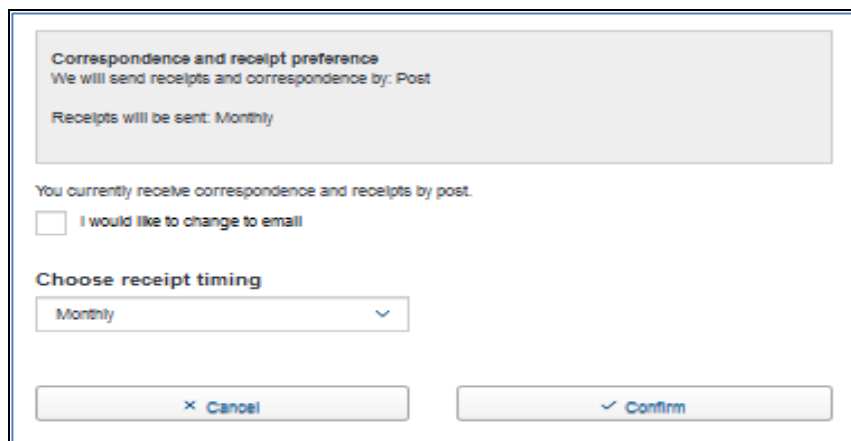
If you would like to change your email address, click [Edit](#) and you will be prompted to enter and confirm your new email address.



The screenshot shows a form titled "Email address" with the current address "john@smith.com". Below this, there are two input fields: "Enter new email address*" and "Re-enter new email address*". At the bottom, there are two buttons: "× Cancel" and "✓ Confirm".

3.1.4 Change your correspondence and receipt preferences

If you would like to change the way you receive correspondence and/or receipts from us, click [Edit](#) and you will be able to change your existing settings.



The screenshot shows a form titled "Correspondence and receipt preference" with the text "We will send receipts and correspondence by: Post" and "Receipts will be sent: Monthly". Below this, there is a statement "You currently receive correspondence and receipts by post." followed by a checkbox "I would like to change to email". Underneath, there is a section "Choose receipt timing" with a dropdown menu currently set to "Monthly". At the bottom, there are two buttons: "× Cancel" and "✓ Confirm".

3.1.5 Change your contact telephone number(s)

You can change, remove and provide alternative contact numbers for yourself.

The screenshot shows a form for updating contact information. At the top, a grey box displays the current details: Mobile telephone number (07890945522), Daytime telephone number (N/A), and Other telephone number (N/A). Below this, there are three input fields: 'Mobile telephone number' containing '07890945522', 'Daytime telephone number' (empty), and 'Other telephone number' (empty). Each field has a small 'x' icon for removal. At the bottom, there are two buttons: 'Cancel' and 'Confirm'.


3.1.6 Account Users

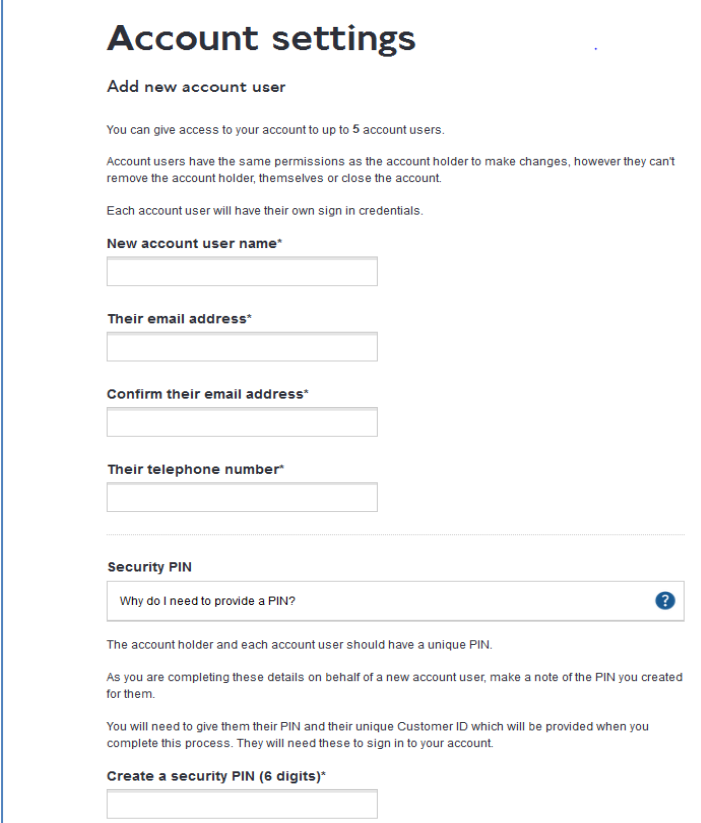
On the Accounts Settings page you will be able to see a list of all the users that have been authorised to use the reimbursement service. Each user has their own unique customer ID, PIN and password to access the account. Account Users are people authorised, by the account holder, to manage the reimbursement service through a secure sign in process.

Account users have the same permissions as the account holder to make changes to the account, except that they cannot remove the account holder, themselves or close the account.

The screenshot shows the 'Account users' management page. It features a title 'Account users' and a subtitle 'You can give access to your account to up to 5 additional account users.' Below this is a search bar with the placeholder text 'What can additional account users do?' and a help icon. There are two user entries, each with a person icon, a name, a customer ID, and a removal 'x' icon: 'Subbu Muggulla' (Customer ID: 9234921:0002) and 'Narsi Yadavalli' (Customer ID: 9234921:0003). At the bottom, there is a button with a person icon and the text 'Add a new account user'.

3.1.7 Add a new user

By clicking on  you can add a new user (up to a maximum of 5 users allowed). If the maximum number of users has already been added, then this option will not be available.



Account settings

Add new account user

You can give access to your account to up to 5 account users.

Account users have the same permissions as the account holder to make changes, however they can't remove the account holder, themselves or close the account.

Each account user will have their own sign in credentials.


New account user name*

Their email address*

Confirm their email address*

Their telephone number*

Security PIN

Why do I need to provide a PIN? 

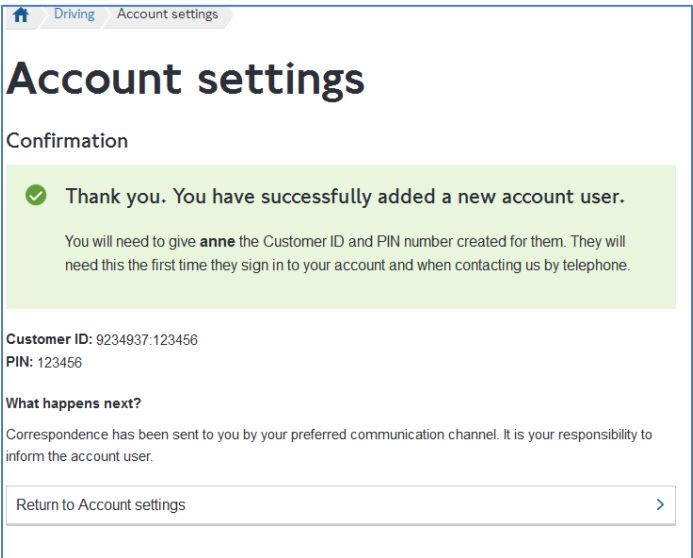
The account holder and each account user should have a unique PIN.

As you are completing these details on behalf of a new account user, make a note of the PIN you created for them.

You will need to give them their PIN and their unique Customer ID which will be provided when you complete this process. They will need these to sign in to your account.

Create a security PIN (6 digits)*


The first time the new user signs in they will need to use their Customer ID and the PIN you created for them as part of setting up their user account. They will be allocated a unique Customer ID at the end of the process and you will need to note this down from the confirmation page as shown below.



[Driving](#) [Account settings](#)

Account settings

Confirmation

 Thank you. You have successfully added a new account user.

You will need to give **anne** the Customer ID and PIN number created for them. They will need this the first time they sign in to your account and when contacting us by telephone.

Customer ID: 9234937:123456
PIN: 123456

What happens next?


Correspondence has been sent to you by your preferred communication channel. It is your responsibility to inform the account user.

[Return to Account settings](#) >

3.1.8 PIN Resets

If you have forgotten or wish to change your PIN, you can call the Contact Centre. Once you have answered some security questions your PIN will be reset.

3.1.9 Remove an account user

If you wish to remove an account user, you can click on the  to the right of that user's details.

You will be asked to confirm if you wish to remove the user. The same user can be added again at a later date



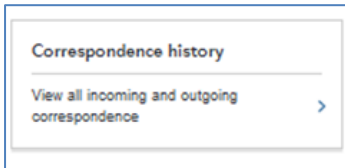
3.1.10 View Terms and Conditions

Click on the below link to view the latest Terms and Conditions



4. Viewing your correspondence history

You can view your correspondence history by clicking on the following link on your account homepage.



This will take you to the following page

Correspondence history

You can view details of all correspondence such as emails and receipts, sent to us or issued to you, through your account. If you have opted to view your payment receipts 'Online only' you will be able to see them here.

Use the filter options to filter the list for a particular day or dates.

You can also download and print individual correspondence files.

Auto Pay

If you have Auto Pay set up on your account you can also see details of any Auto Pay correspondence such as statements. Or you can see more Auto Pay details by following the 'Manage Auto Pay' link below.

If you have not set up Auto Pay and what like to find out more go back to your account sign in page for details.


Correspondence

► Filter options

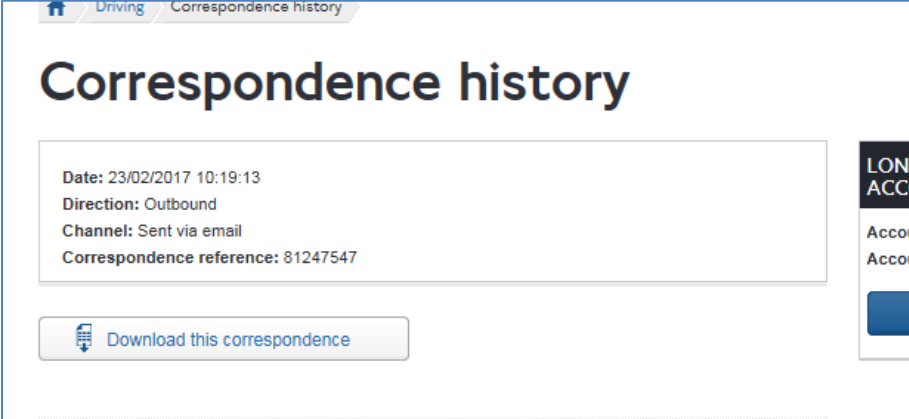
| | |
|---|---|
| Date: 23/02/2017 10:19:13 Direction: Outbound Channel: email Reference: 81247547 | > |
| Date: 21/02/2017 15:43:33 Direction: Outbound Channel: email Reference: 81230117 | > |
| Date: 21/02/2017 15:43:10 Direction: Outbound Channel: email Reference: 81230108 | > |
| Date: 21/02/2017 15:43:10 Direction: Outbound Channel: email Reference: 81230107 | > |

LONDON RO ACCOUNT

Account holder
Account number

You can view any item of correspondence that you have sent in regarding your account and any correspondence we have sent to you such as discount renewal reminders or renewal confirmations. To view and download an item click on the  to the right of the item.

This will show you the details of the correspondence and give you an option to download it. As shown below.

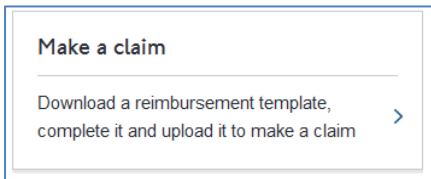


The screenshot shows a web interface for 'Correspondence history'. At the top, there is a breadcrumb trail: 'Driving > Correspondence history'. The main heading is 'Correspondence history'. Below this, a box contains the following details: 'Date: 23/02/2017 10:19:13', 'Direction: Outbound', 'Channel: Sent via email', and 'Correspondence reference: 81247547'. To the right of this box, there is a vertical sidebar with the text 'LOND ACCO', 'Accou', and 'Accou'. Below the details box, there is a button with a download icon and the text 'Download this correspondence'.

To view the item of correspondence, click on 'Download correspondence'.

5. Make a Reimbursement Claim

To start the process to make a reimbursement claim, click on the 'Make a claim' link.



5.1 Upload Claim Files

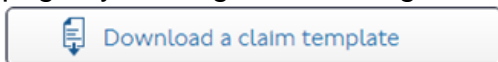
To claim reimbursement of Congestion Charging and Ultra Low Emission Zone payments through your NHS Reimbursement account it is necessary to upload details of the journeys for which you are seeking reimbursement.

This is done by adding the details of the charge payment(s) to a .CSV file and uploading it through your NHS Reimbursement account for Transport for London to process.

5.2 Creating and saving claim files

You must use the template as provided by TfL.

The template is available to download from the **Make a Reimbursement Claim** page by clicking the following link:



The template should be in the following format:

| Receipt Number | Prepaid Journey | Journey Date | VRM | Amount Claimed | Journey Reason Code | Internal Reference | Scheme |
|----------------|-----------------|--------------|-----|----------------|---------------------|--------------------|--------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

[Template – claim file](#)

The .CSV file you submit must contain data in all of the mandatory fields, and in the correct format, as shown in the below table:

| Field Name | Description | Mandatory (Yes / No) |
|--------------------|---|----------------------|
| Receipt Number | <ul style="list-style-type: none"> Manually Paid Charge – Enter the Receipt Number Auto Pay Journey – Enter the Account Number (of the account on which the journey was recorded) | Yes |
| Prepaid Journey | A single digit payment method identifier: <ul style="list-style-type: none"> Manual paid charge payment – Enter ‘1’ Auto Pay journey – Enter ‘0’ | Yes |
| Journey Date | Date of journey being claimed for - DD/MM/YYYY | Yes |
| VRM | The Vehicle Registration Mark (VRM) that the charge you are seeking reimbursement was paid for. | Yes |
| Amount claimed | Amount claimed for each journey as submitted by the Customer (do not amend the formatting of this or any other field). | Yes |
| Journey Reason | A two-digit code is used to describe the journeys claimed for:- NHS employee for the purpose of transporting in the course of employment: E1 - Bulky, heavy or fragile equipment or supplies. E2 - Patients’ notes and other clinically confidential material E3 - Controlled drugs E4 - Clinical waste, radioactive material or waste medicinal material. E5 - Clinical specimens, body fluids, tissues or organs. E6 - On call for emergency or other extraordinary circumstances Patients: P1 - All claims PT - Patients Transport | Yes |
| Internal reference | A free text internal reference for your use this column has a limit of 50 characters. | No |
| Scheme | The scheme to which the charge is relevant (enter CC or ULEZ only):- Congestion Charge – CC Ultra Low Emission Zone – ULEZ | Yes |

Once you have entered all the information needed for your claim to be processed, you should save the file in the .CSV format to your computer (you may determine the filename).

When you are ready to upload your reimbursement claim proceed to the next section.

5.3 Submit your claim file

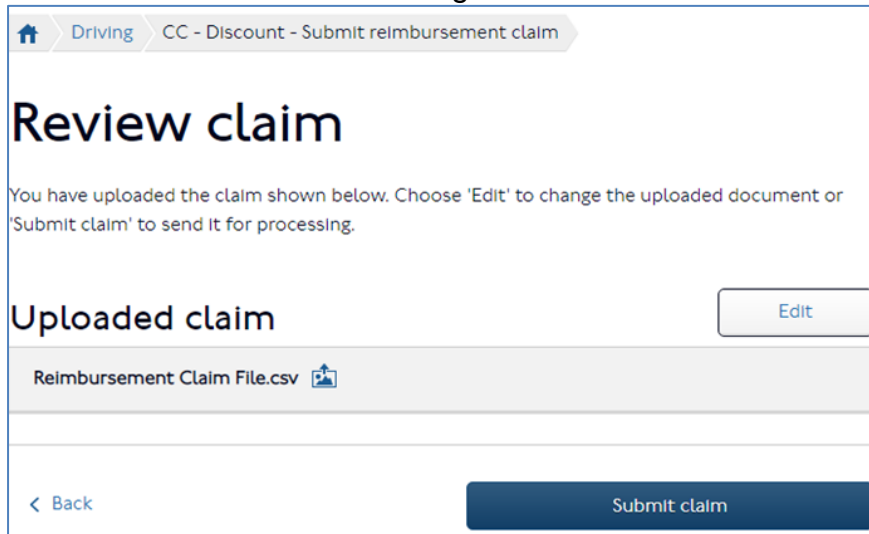
Return to the Make a reimbursement claim webpage and add the file you've just saved to your claim. You can drag your file and drop it into the box as indicated or you can "browse to your files" on your computer and select the file from there. Once the file has been uploaded it will appear as follows.

The screenshot shows a web page titled "Make a reimbursement claim" with a breadcrumb "Driving > Make a reimbursement claim". The main heading is "Make a reimbursement claim". Under "Complete template", there is a box for "Reimbursement User Guide" (PDF 645KB) with a download icon. Below this, text explains that a monthly reimbursement claim requires downloading and completing a claim template, then uploading it. A note states that only the first file uploaded is processed. A "Download a claim template" button is provided. Further text explains that after filling the template, it can be uploaded, with a link to the "NHS Reimbursement Partner User Guide (PDF 645KB)". A search box contains "How do I upload a file?" with a help icon. Under "Choose file", a green bar shows "Reimbursement claim.csv" with a checkmark and a close icon. At the bottom, there are "Back" and "Continue" buttons. On the right side, a sidebar shows "LONDON ROAD USER ACCOUNT" with account holder "Mrs Amy C" and account number "2000000", and a "Sign on" button.

To continue and submit the reimbursement claim select

Continue

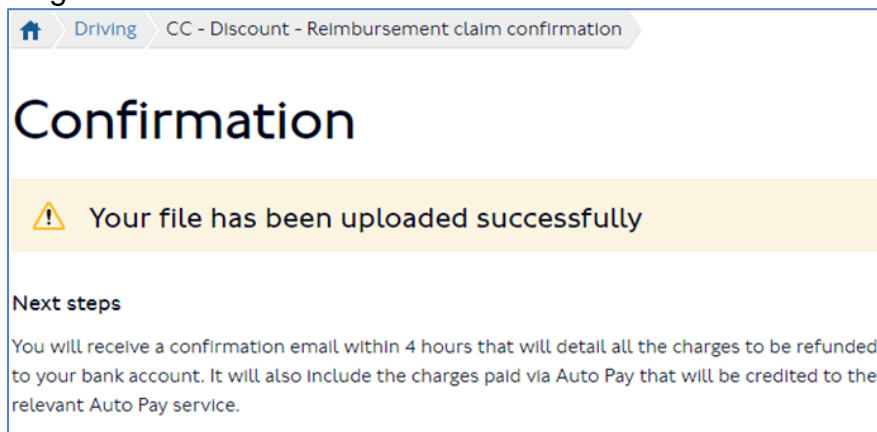
You will be taken to the following screen:



You will be asked to confirm whether or not you wish to submit this file. If you do not need to amend any of the details contained within your file, then select



When your file has been successfully submitted you will see the below screen, and be given a reference number.



5.4 Next steps

Once TfL have processed your reimbursement claim an email will be sent to your recorded email address confirming;

- Details of Charges to be reimbursed.
And/or;
- Details of any charges that cannot be reimbursed (mandatory fields not completed, invalid charges etc.)

The results file will mirror the file you submitted when making your claim, but will contain the following additional fields:

| Field | Description |
|---|--|
| Claim Result | Display the outcome of that line entry: <ul style="list-style-type: none"> • Accepted • Rejected |
| Rejection Reason | Gives a description of why a claim has been rejected |
| Amount Reimbursed | Monetary value that has been reimbursed to your recorded bank account. |
| Amount Credited to Auto Pay Account Service | Monetary value that has been credited to the customer's Auto Pay Service. |

Payment for successfully reimbursed charges will be paid via BACS into your designated bank account.

Claims for journeys that were paid via Auto Pay will be credited directly to the account holder's Auto Pay service by TfL and no further action needs to be taken by the Reimbursement partner in respect of these.

You may re-apply for the rejected entries in your next claim file provided you can identify the correction(s) that needs to be made.

Please keep these summary files for your records.

6. Contact us

If you require any further information, please call 0343 222 2222, or alternatively you can log on online enquiry through your account by clicking on the 'Contact Us' link.