



Business Operations Agreement

Schedule 2

Appendix 07 – Key Process Flows

TfL_scp_000555

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Introduction

Key process flow documents have been provided for the following:

- Autopay Services
 - Online CC Autopay Application
 - Fleet Autopay Application
 - Recurring payments

- Discount Services
 - General Discount Application
 - Provisional Residents Discount Application
 - Residents Discount Application

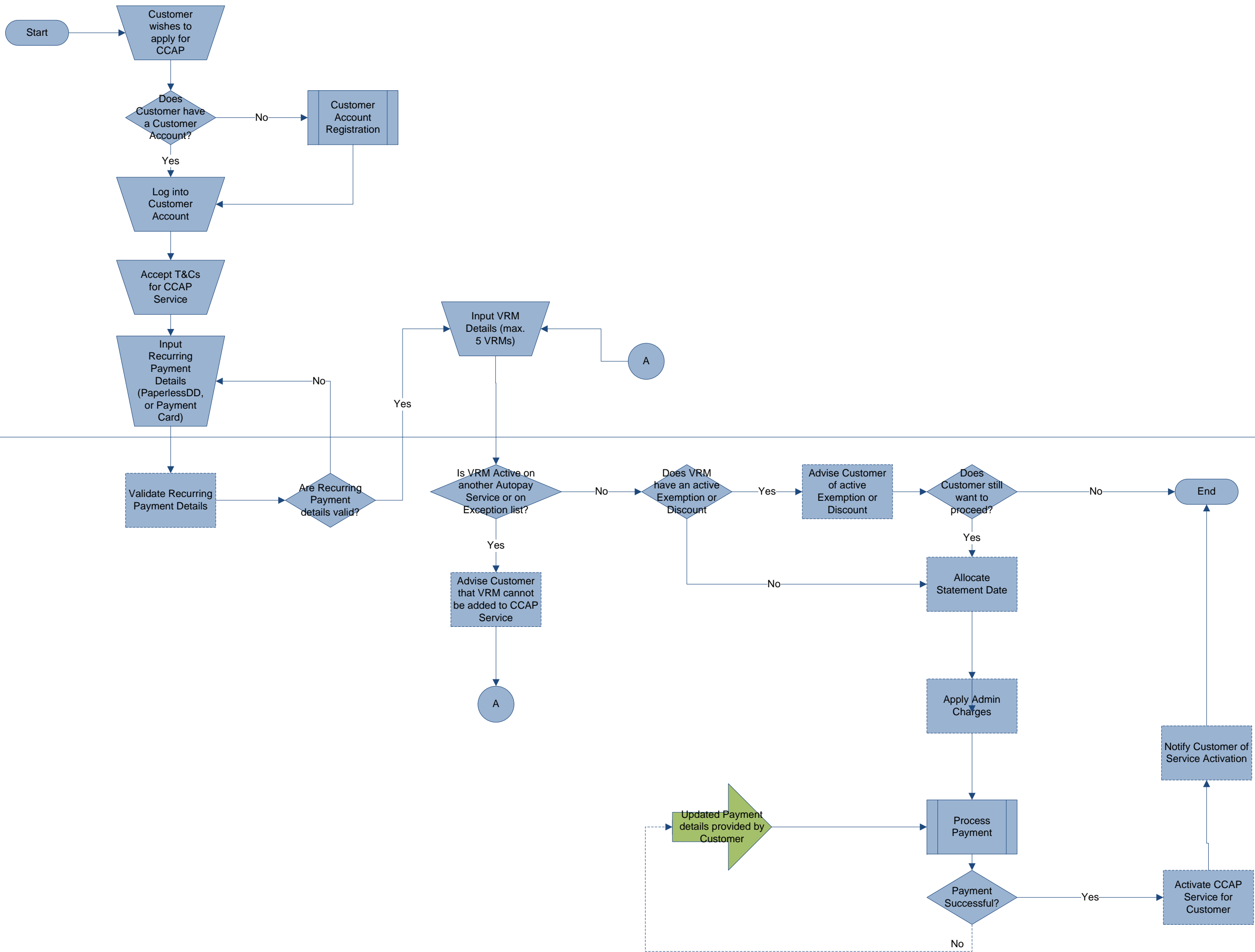
- CC Event Processing
 - Event Processing
 - Manual Assurance
 - Detailed Manual Assurance
 - Contravention validation and verification checking.

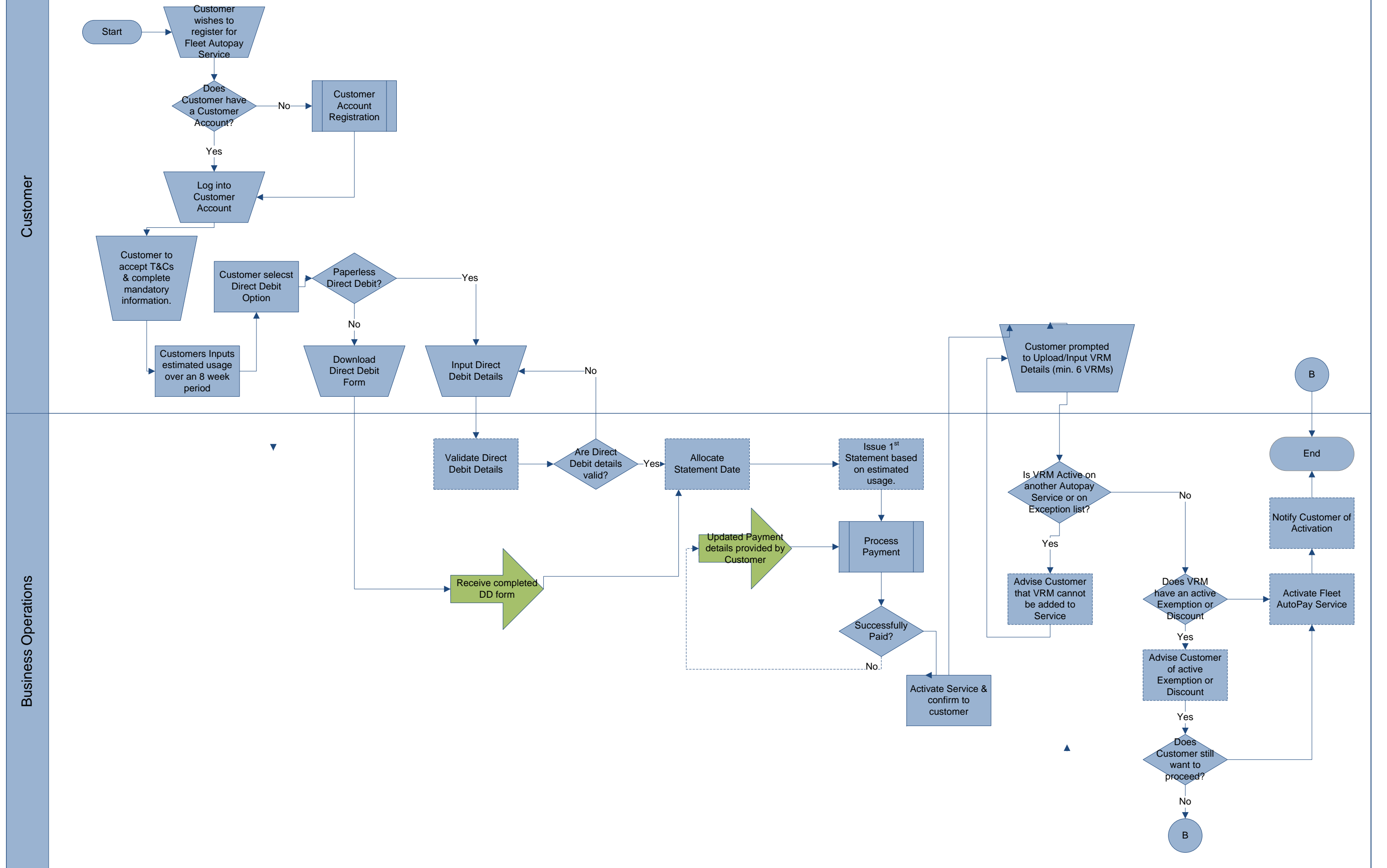
These process flows are designed to give an indication of the stages and actions which are required, and should be viewed in conjunction with schedule 2: Statement of Requirements, and the supporting appendices.

The process flows set out in this appendix are intended to offer guidance, and must not be seen as definitive processes. The bidder is invited to propose the sequence of events in order to meet the mandatory requirements and ensure delivery of the required end results.

Customer

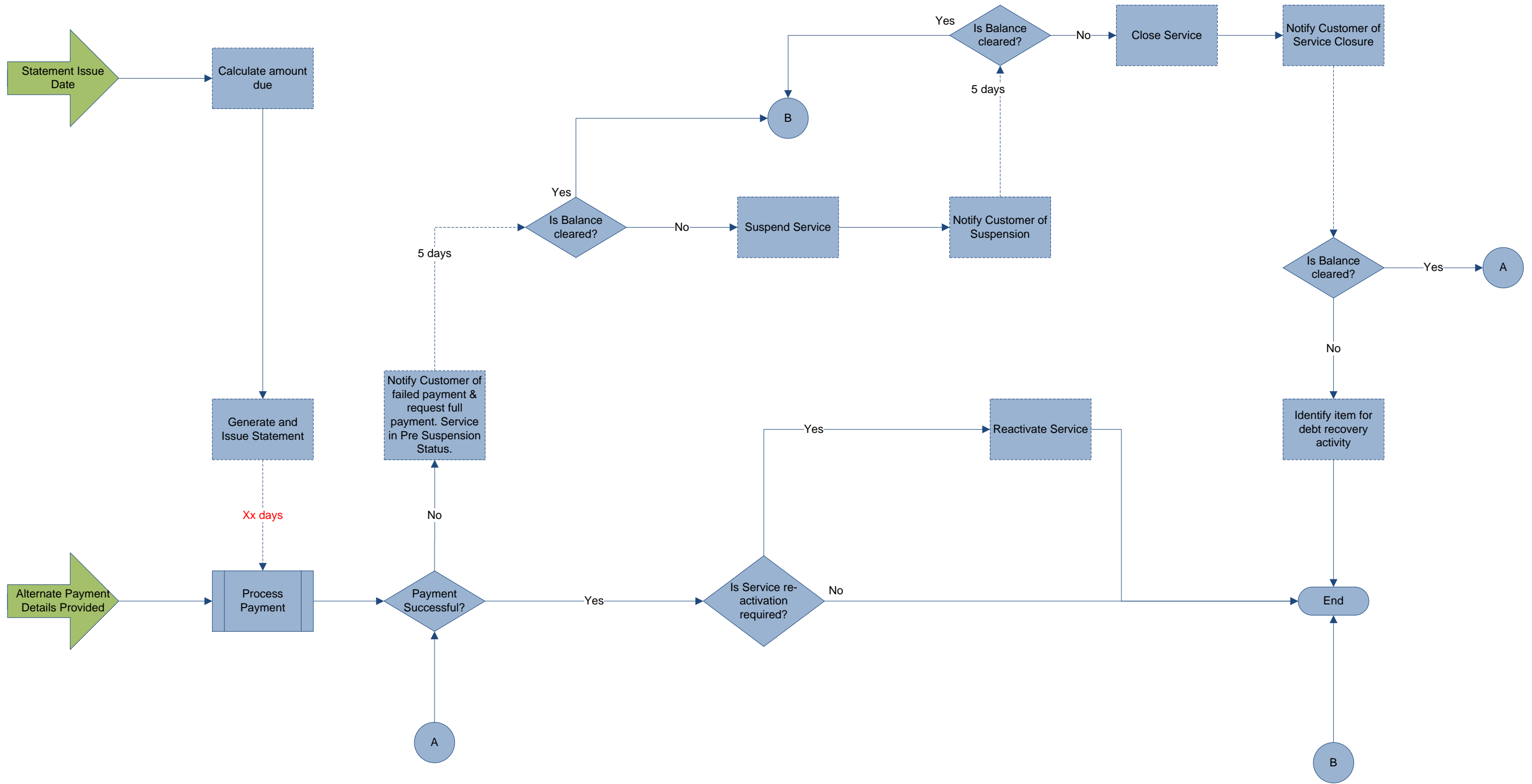
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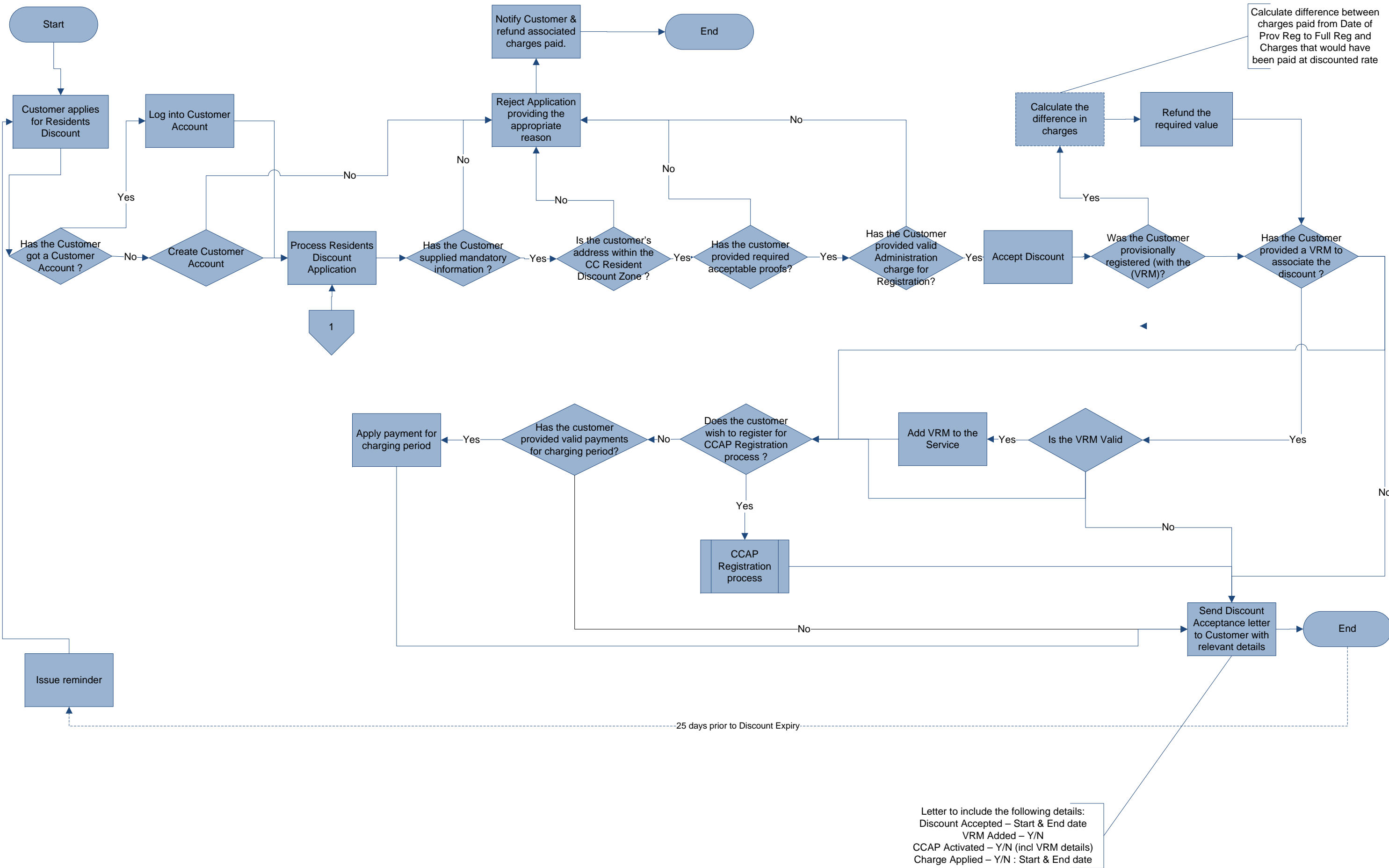
Customer

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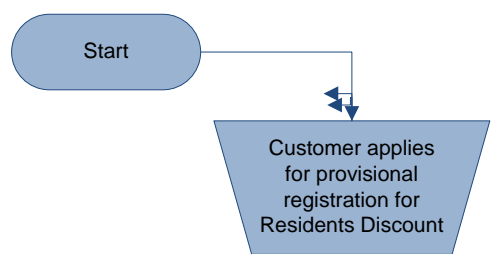
Residents Discount Registration

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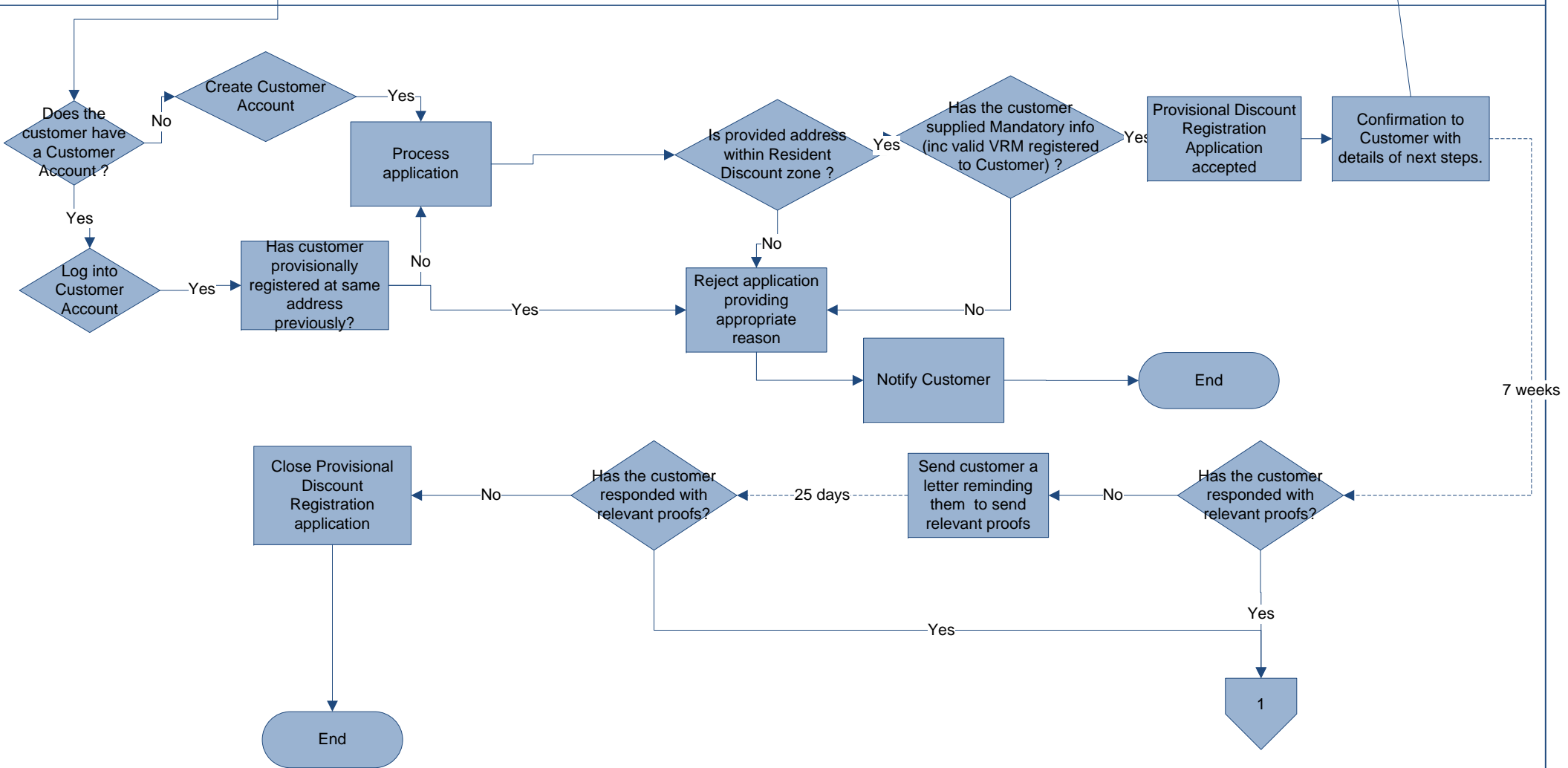
Provisional registration for Residents Discount

Customer



Confirmation to include details of timeframes and proofs required to complete application for Residents Discount

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7 weeks

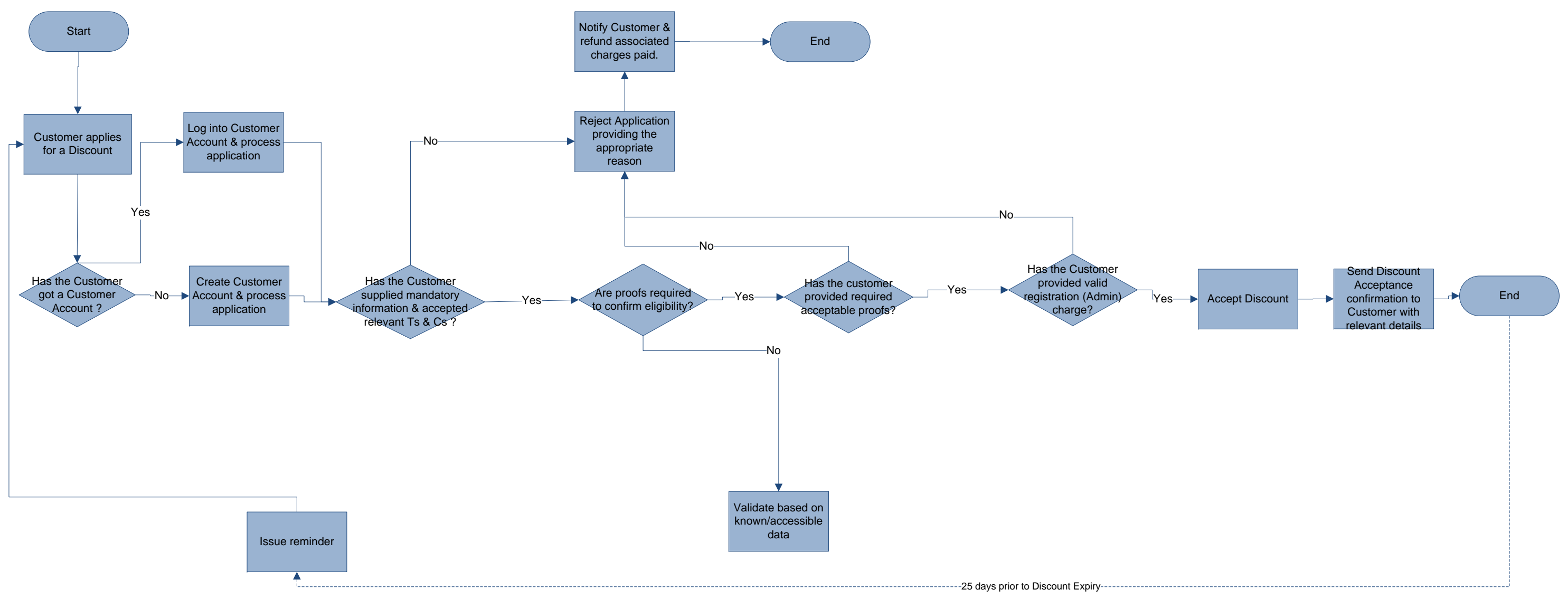
Close Provisional Discount Registration application

End

1

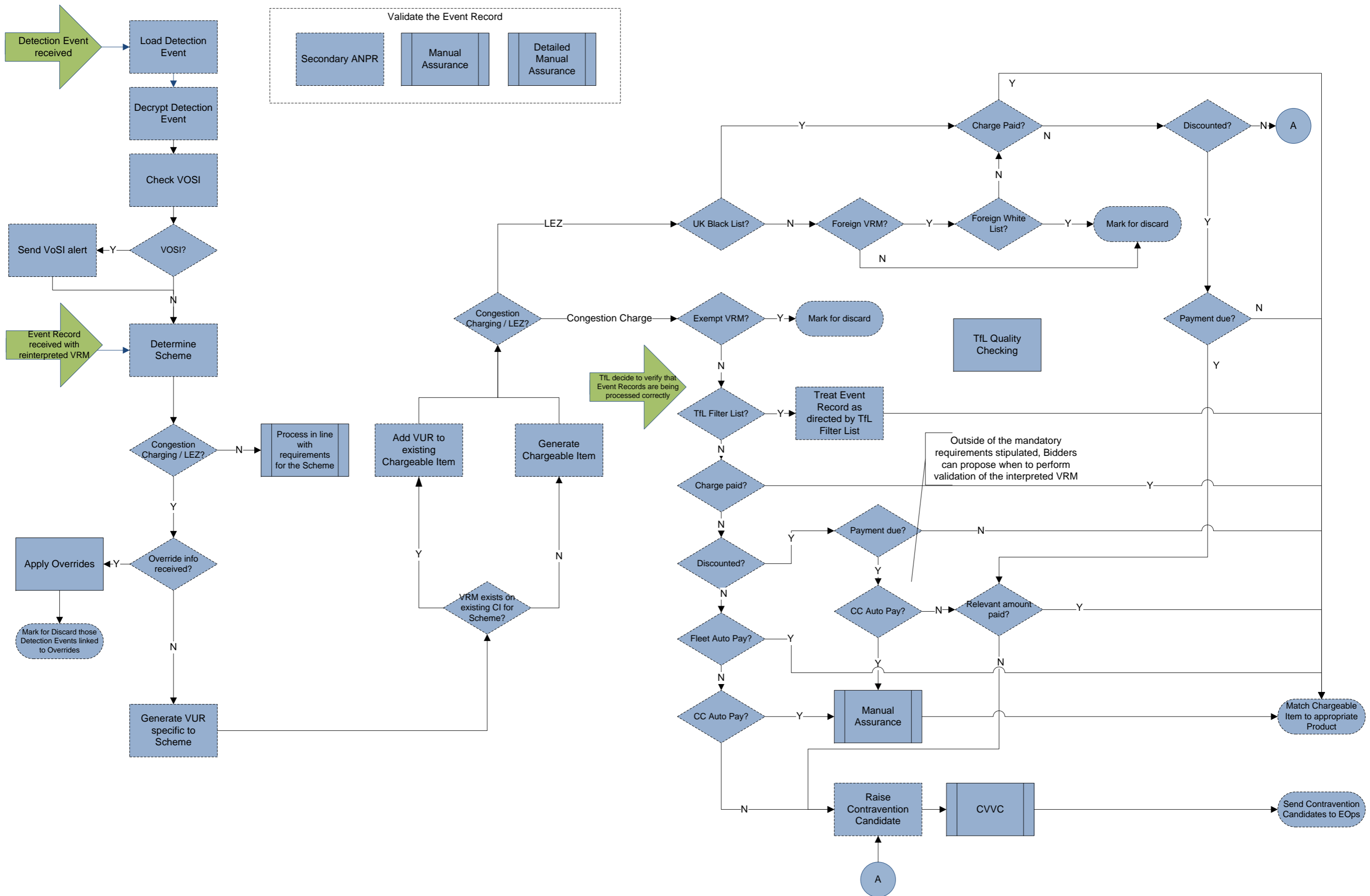
General Discount Registration

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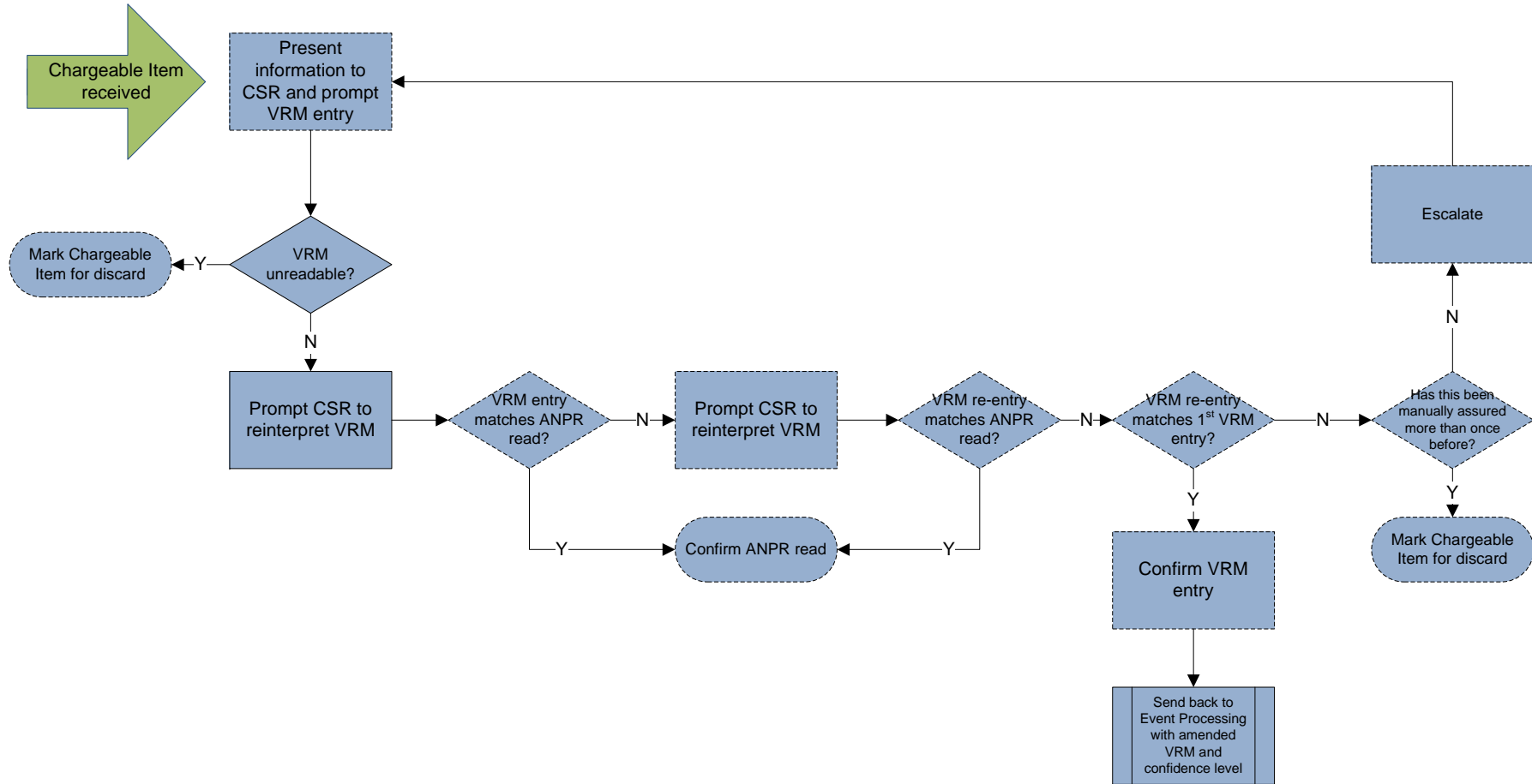
Events Processing

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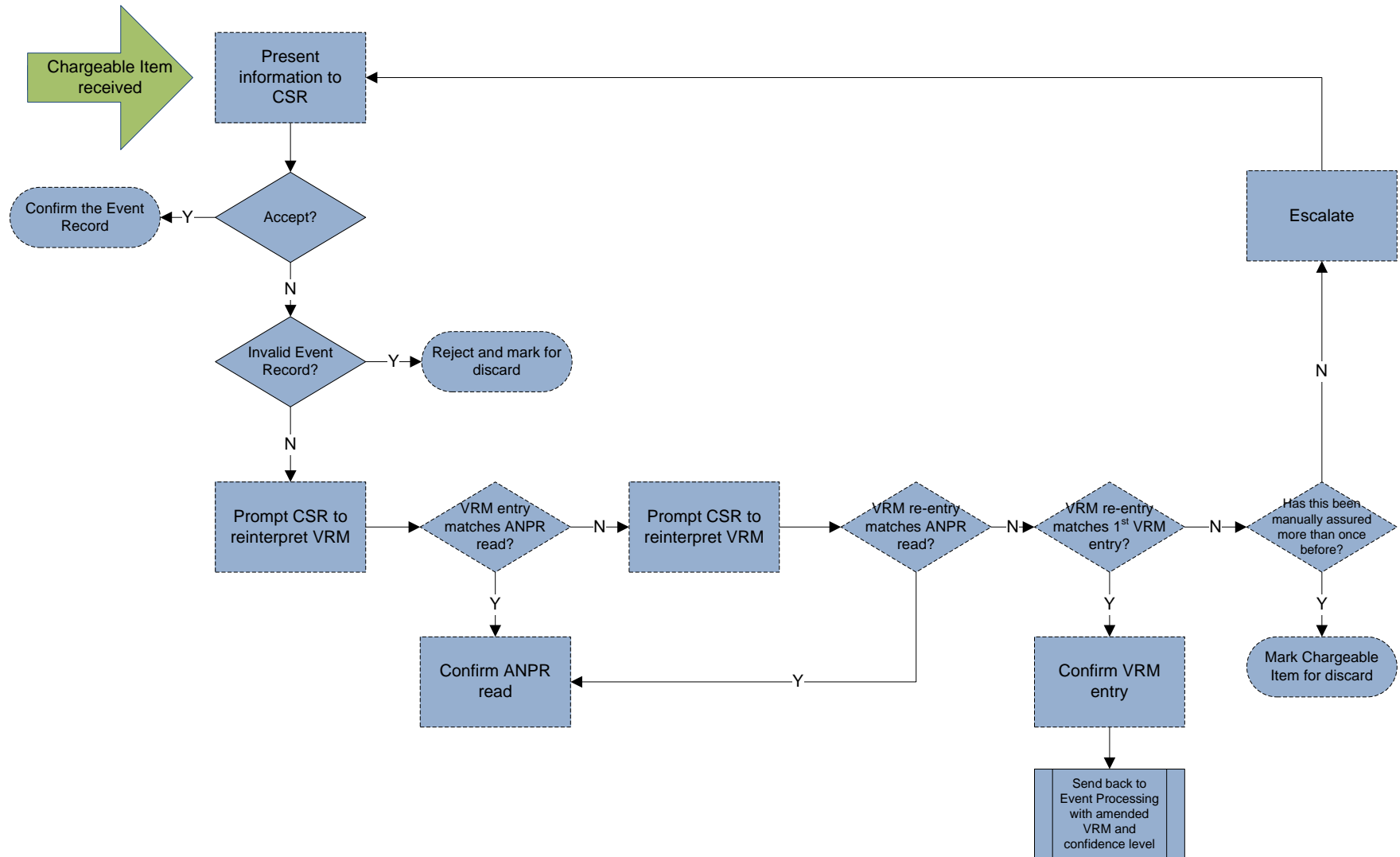
Manual Assurance – Current Process

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Detailed Manual Assurance – Current Process

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CVVC – Current process

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