RAC Cover File & Data Processes for Fleet Clients

Support Document

Version 1.0

RAC Business Services

RƏC
Partner

Contents

6

IMPORTANT INFORMATION

Because vehicle registrations are not always unique to a specific asset, e.g. a cherished plate can be moved from one vehicle to another. Therefore, it is very important that you provide a UID for each asset within your data submission. Our recommendation would be that this is the VIN.

4

Table of contents

OVERVIEW

This document has been produced to provide information on the data that is required by RAC from you, the format the data is to be supplied in and how the data is handled by RAC from a transactional processing perspective.

In This Document

In this document you will find information on data required from you by RAC, the format we (RAC) need to receive that data in, and how that data will be handled from a transactional processing perspective. See Section 3 for the process overview.

Overview

1

This document has been produced to provide information on the data that is required by RAC from you, the format the data is to be supplied in and how the data is handled by RAC from a transactional processing perspective.

RAC require its customers to supply data in order to execute three functions relating to RAC Breakdown and other related products sold by you:

- Incident handling (claims)
- Invoice production
- Management Information (MI) production

An Asset is a physical entity entitled to service – this can be a vehicle OR a beneficiary (person) – but **NOT** both. However, in the case of Fleet clients there will only ever be vehicle assets.

1.1 RAC Systems

Customer data submitted to RAC, is processed through a number of validation steps. Quality checks and protocols are applied using a tool called CCID (Customer Cover Input Data). CCID determines and validates if the data supplied includes all the necessary mandatory data and is in the approved format. Where necessary, CCID will produce exception reports.

Once CCID has completed its checks, customer data is loaded into our billing and contract engine called Drive 4 Business (D4B). Assets are then aligned to the agreements within your Client Hierarchy.

- If the agreement is on a Subscription Charge basis D4B will calculate appropriate subscription charges due for each asset received, and will produce the relevant invoice in line with the contractual invoice periods.

- If the agreement is on a Pay On Use (POU) basis D4B will load the assets and then use the price on the agreement when an incident occurs.

Relevant asset and cover information is also transmitted from D4B to our Breakdown Management system "iCAD", for example, Asset "X" has Roadside/Recovery/At Home cover and is active from 10/12/2016 until 09/12/2017, Asset "Y" has Roadside/Recovery/At Home/Onward Travel and is active from 15/12/2016 until 05/05/2017.

iCAD (Intelligent Computer Aided Despatch) is the Operational system used by our Breakdown Assistance (BAC) and Customer Solutions Centres (CSC). Colleagues within these contact centres will use your customer data to validate entitlement to service, register a claim against the breakdown cover purchased and provide the appropriate solution to each breakdown incident (claim).

Once a breakdown incident is completed, incident data is then transmitted back to D4B to:

a. Associate a Claim back to the asset cover record so that usage can be recorded, and;
b. Produce a POU invoice where needed
   a. Some clients will be 100% POU, others will have elements of an incident that are POU, such as parts fitted at the roadside.

Important Information

2.1 Unique ID (UID)

Because vehicle registrations are not always unique to a specific asset, e.g. a cherished plate can be moved from one vehicle to another. Therefore, it is very important that you provide a UID for each asset within your data submission. Our recommendation would be that this is the VIN.

2.2 Bundled Sales

Products can be bundled together where a purchase of more than a single RAC product is selected and sold by the RAC using a single price.

The bundle may require you to have purchased only the minimum mandatory products on offer by RAC e.g. Roadside, Recovery.

The products and services that can be selected for inclusion as part of a 'bundled product' are:

- Roadside
- Recovery
- At Home
- Onward Travel
- European
- Misfuel
- Motor Manufacturer Call Referral
- Tyre Replace
- Battery Replace
- Road Traffic Accident Recovery (RTA)

This list could be extended to include other products/services offered by RAC or its partners such as Telematics, Accident Management etc. which can all be set up as products within the D4B system and therefore be included in a bundled product.

The 'bundled product' can only be invoiced as either 'Subscription' or 'POU' a combination of both is not sold due to the tax and invoicing implications.

For the bundled sales option there is no facility to alter the cover level during the cover period apart from a full cancellation and replacement e.g. if you wanted to downgrade the level of cover and remove the Recovery product you would have to cancel the whole bundle and purchase a new bundle which does not include Recovery, assuming this revised bundle is available to you.
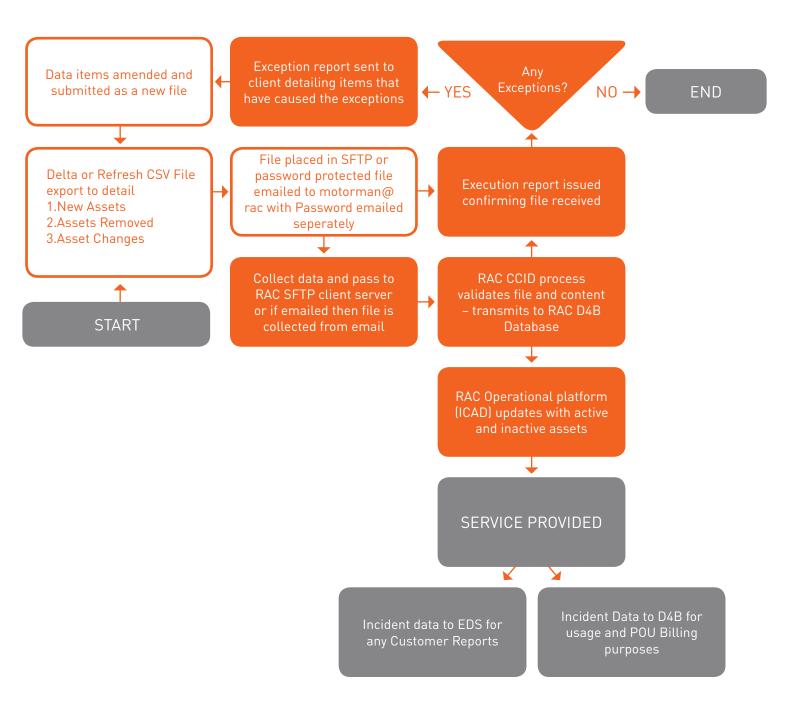
Daily Data
Feed Process

3

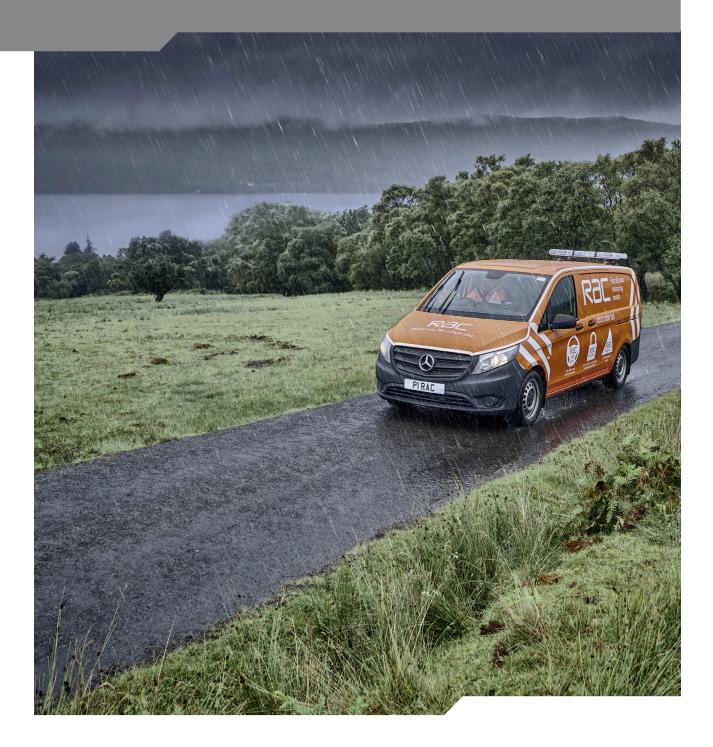The process map below helps explain the process followed when we receive data files from you.

Go Home

Flowchart

Data items amended and submitted as a new file ← **Exception report sent to client detailing items that have caused the exceptions** ← **YES** ← **Any Exceptions?** → **NO** → **END**

↓

Delta or Refresh CSV File export to detail
1. New Assets
2. Assets Removed
3. Asset Changes

↑

START

→ **File placed in SFTP or password protected file emailed to motorman@rac with Password emailed seperately**

↓

Collect data and pass to RAC SFTP client server or if emailed then file is collected from email

→ **Execution report issued confirming file received**

↑

RAC CCID process validates file and content – transmits to RAC D4B Database

↓

RAC Operational platform (ICAD) updates with active and inactive assets

↓

SERVICE PROVIDED

↓ ↓

Incident data to EDS for any Customer Reports | **Incident Data to D4B for usage and POU Billing purposes**

Key

RAC Activity

Client Activity

Additional Info Only

Data Submission

4

The following details how your transactions should be submitted to RAC. You have two options to choose from

Go Home

4.1 Option 1 - Full Refresh Data Files

4.1.1 Adding and Updating Assets

If you are submitting your data to RAC via a Full Refresh file then the submission files must include the RAC Scheme / Agreement number and ideally the Unique IDs (ideally the VIN) for all the assets that are to be placed on cover from the file creation date.

Each asset must only appear once in the submission file quoting the Unique IDs.

As a Full Refresh file is providing a 'snapshot' of the assets that are on cover, therefore, there is no need to include a Transaction Flag. A Full Refresh File should only contain assets that you need to be on cover upon submission.

4.1.2 Cancelling Assets

To cancel an asset, the latest Full Refresh file should have the asset omitted from the file. If an asset previously sent in is not present in the latest file, D4B will inactivate it on the day of load.

If you submit a cancellation for an asset that you have not previously advised us about, we will produce an exception report.

4.2 Examples of Full Refresh Transactions

4.2.1 Adding an Asset

When submitting a Full Refresh data file to us it is important to include details of all the assets that you wish us to provide cover for, preferably quoting a UID for each asset.

Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional Extras	Unique Identifier	Make	Model
WF15VYU		RACB612525						RAC00068431	SUZUKI	CELERIO
EF57NZO		RACB612525						RAC00068432	PEUGEOT	308
KS64HCC		RACB612525						RAC00068433	VOLVO	V70
GU10JHV		RACB612525						RAC00068434	KIA	SOUL
YS15OWV		RACB612525						RAC00068435	MG	3
Y686LFT		RACB612525						RAC00068436	VOLKSWAGEN	GOLF
VX17YFE		RACB612525						RAC00068437	SUZUKI	VITARA
GL10AJO		RACB612525						RAC00068438	VOLKSWAGEN	POLO
JBF229		RACB612525						RAC00068439	PEUGEOT	3008

4.2.2 Cancelling an Asset

When notifying us of an asset cancellation via a Full Refresh data file the asset record being cancelled is to be omitted from the data file. We will then detect which asset is missing and cancel the cover for it.

Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional Extras	Unique Identifier	Make	Model
WF15VYU		RACB612525						RAC00068431	SUZUKI	CELERIO
EF57NZO		RACB612525						RAC00068432	PEUGEOT	308
KS64HCC		RACB612525						RAC00068433	VOLVO	V70
YS15OWV		RACB612525						RAC00068435	MG	3
Y686LFT		RACB612525						RAC00068436	VOLKSWAGEN	GOLF
VX17YFE		RACB612525						RAC00068437	SUZUKI	VITARA
GL10AJO		RACB612525						RAC00068438	VOLKSWAGEN	POLO
JBF229		RACB612525						RAC00068439	PEUGEOT	3008

In this example 'GU10JHV' (RAC00068434) has been omitted so this asset cover record will be cancelled with effect from the date of the Full Refresh data file being processed.

4.3 Option 2 - Delta Data Files

As a Fleet Client it is likely you will be sending the RAC data files as a Full Refresh of Vehicle details, however, Delta files are the preferred option for RAC. If you are interested in discussing this then please contact your Account Manager.

If you are submitting your data to RAC via a Delta file then the submission files should include the UIDs for all the assets that are to be placed on cover, updated or cancelled. In order to identify what transaction you want RAC to process you need to include a Transaction Flag.

Transaction Flag	Description	Should be used when...
A	Add	Notifying RAC of a new beneficiary to go on cover
U	Update	Notifying RAC of an update or amendment to an existing asset – one that you have previously sent us an "A" record for. The "A" record can be contained in the same file, as long as it precedes the "U" in terms of row order as they are processed in the order they are received
D	Delete	Notifying RAC of an asset cancellation that is to take immediate effect and that, where appropriate, will invoke any cancellation rights

4.4 Examples of Delta Transactions

4.4.1 Adding an Asset

Where breakdown cover is purchased the RAC Agreement number is the item of data that informs which level of cover the asset is entitled to. The transaction for adding a new asset will look like this:

Transaction Flag	Effective Date	Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional extras	Unique Identifier	Linked Identifier	Make	Model
A		HG65TGF		RACB612525			20170520	20180519		RAC00067326	FLEET123	VOLVO	V70 SE LUX D5 AUTO

The Transaction Flag field is required and the letter 'A' indicates it is adding a new asset. **The UID is critical.**

4.4.2 Updating an Asset

Updates to asset cover records are processed <u>with immediate effect</u>, and therefore should be submitted to us ONLY when the change needs to take effect. **The UID is critical.**

PLEASE NOTE: Currently we are not able to cater for future dated update transactions. The different types of updates include:

4.4.2.1 Change of Registration (Vehicle based cover)

For a change of registration ONLY – i.e. the physical vehicle is the same, it is simply the registration number that is changing, usually due to a cherished plate being added – we would expect to see an update (U) line indicating the new registration number. The UID tells us that it is the same physical vehicle. This example shows the addition and the update being sent within the same file.

The transaction values would be the same if the Update line (U) were sent in a <u>subsequent separate cover file</u> to the A (Addition) transaction.

Transaction Flag	Effective Date	Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional extras	Unique Identifier	Linked Identifier	Make	Model
A		EF57NZO		RACB612525			20170517	20180516		RAC00006746	FLEET123	PEUGEOT	308 SPORT 120
U		NZO117		RACB612525			20170517	20180516		RAC00006746	FLEET123	PEUGEOT	308 SPORT 120

4.4.2.2 Change of Vehicle

If within the terms of the contract and product, a customer is allowed to change their vehicle (asset) without having to purchase new cover, then the transaction that should be submitted within the cover file should look like the example below.

Transaction Flag	Effective Date	Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional extras	Unique Identifier	Linked Identifier	Make	Model
U		JH65TRE		RACB612525			20170517	20180516		RAC00068827	FLEET123	VOLKSWAGEN	GOLFSE
U		PL65TRE		RACB612525			20170517	20180516		RAC00076568	FLEET123	VOLKSWAGEN	GOLFSE

This example shows that the vehicles for UID's 'RAC00068827' and 'RAC00076568' have been changed from:

RAC00068827	FLEET123	VOLVO	V70 SE LUX D5 AUTO
RAC00076568	FLEET123	MG	3 STYLE VTI-TECH

4.4.3 Change of Cover Level

This process covers moving vehicle cover from one RAC Agreement to another to either upgrade or downgrade levels of cover for an asset.

The RAC Agreement Number is the data item within the data file that indicates the level of cover purchased.

Where your contract allows you to change the level of cover for a vehicle you would need to provide the following transactions:

- Cancel (D) the asset against the original agreement number - any credit due will be automatically calculated, regardless of any negative premium information you may enter in the cover file. Credits will be governed by the terms of your contract, any statutory cooling-off periods and any usage.

- Indicate a new record (A) against the upgrade agreement number – as this is an Add (A) transaction, all financial fields should be completed in this instance.
- Again the UID (VIN) is critical to ensure the correct processing of this transaction.

Transaction Flag	Effective Date	Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional extras	Unique Identifier	Linked Identifier	Make	Model
D		JBF229		RACB612525			20170517	20170605		RAC00040653	FLEET123	PEUGEOT	3008 Allure Blue HDI1
A		JBF229		RACB71616			20170605	20180516		RAC00040653	FLEET123	PEUGEOT	3008 Allure Blue HDI1

You will notice that the Cover Start Date on the 'D' line is the original Cover Start Date. This must not be changed, the Cover End Date on the 'D' line is the date of the cancellation.
The Cover Start Date of the 'A' line is the date the new cover period is to start but the Cover End Date is the same as the original Cover End Date

4.4.4 Cancelling an Asset Record
To cancel an asset, the latest Delta file should include a 'D' Transaction Flag against the asset that is to be cancelled. Cancellations (D) of asset cover records are processed with immediate effect, and therefore should be submitted to us ONLY when the cancellation needs to take effect. The UID is critical.

PLEASE NOTE: Currently we are not able to cater for future dated cancellations.

If a cancellation is within a contractual cooling off period, then a credit will be automatically calculated, regardless of any negative premium information you may enter in the cover file. Credits will be governed by the terms of your contract, any statutory cooling-off periods and any usage.

A cancellation transaction (D) can be sent within the same cover file as the add transaction (A), as long as the 'A' transaction precedes the 'D' within the file, as shown in the above example:

Transaction Flag	Effective Date	Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional extras	Unique Identifier	Linked Identifier	Make	Model
A		HG65TGF		RACB612525			20170520	20180519		RAC00067326	FLEET123	VOLVO	V70 SE LUX D5 AUTO
D		HG65TGF		RACB612525			20170520	20180519		RAC00067326	FLEET123	VOLVO	V70 SE LUX D5 AUTO

Alternatively, a 'D' transaction can be sent in a subsequent cover file to the 'A' as shown below:

Transaction Flag	Effective Date	Vehicle Registration Number	Registration Country	RAC Agreement Number	Partner ID	Partner Name	Cover Start Date	Cover End Date	Optional extras	Unique Identifier	Linked Identifier	Make	Model
D		JBF229		RACB612525			20170517	20170605		RAC00040653	FLEET123	PEUGEOT	3008 Allure Blue HDI1

4.5 Motor Manufacturer Call Referral
This is the RAC fulfilling a request to utilise any Complimentary Breakdown Cover a vehicle may have, if a vehicle meets the criteria to be Call Referred to Motor Manufacturer to attend the RAC will refer the details through to the appropriate Manufacturer Breakdown Line.

D4B requires three critical fields in the data files received in order to successfully fulfil our Motor Manufacturer Referral obligations accurately.

These fields are:
- Registration Date
- Vehicle Make
- Vehicle Model

In order for the Vehicle to pick up the Call Referral attributes including the Free Cover End Date and the Provider details the three fields need to be sent through to RAC as shown below:

Make	Model	Model Variant	VehicleType	RegistrationDate
Nissan	Qashqai	1.6 130PS DCI TEKNA AU		21/05/2017
Dacia	Duster	1.2 TDI		04/06/2017
Renault	Captur	0.9 SIGNITURE NAV TCE 90		04/04/2017
Mercedes-Benz	C-Class			30/05/2017
Ford	Focus	1.0 125PS TITANIUM		21/05/2017
Kia	Picanto	1.0 SE		04/08/2017

The Motorman Call Referral rules that sit in D4B and get sent with the asset record to the Breakdown Management System require that the Vehicle Make, Model and Variant are split out into individual fields this will ensure that the asset gets call referred.

Additionally it is important that the Manufacturer name of the vehicles are provided to RAC in the submitted file correctly and consistently e.g Land Rover not Landrover, Volkswagen not VW and Mercedes-Benz not Mercedes. The Motorman Call Referral rules in D4B require a direct match with Make and Model vehicle data so it is critical that RAC receive the correct names consistently to ensure that we process your Call Referral accurately.

Below is the full list of Manufacturer Names that require you to send as an exact match in the data file that you will be sending the RAC.

Manufacturer Name	Manufacturer Name	Manufacturer Name
ALFA ROMEO	IVECO	NISSAN
ASTON MARTIN	JAGUAR	PEUGEOT
AUDI	JEEP	PORSCHE
BMW	KAWASAKI	PROTON
CHEVROLET	KIA	SKODA
CHRYSLER	KTM	SMART
CITROEN	LAMBORGHINI	SSANGYONG
DACIA	LAND ROVER	SUBARU
FERRARI	LEXUS	SUZUKI
FIAT	LONDON TAXI INTERNATIONAL	TRIUMPH
FORD	LOTUS	VAUXHALL
GREAT WALL	MASERATI	VOLKSWAGEN
HONDA	MAZDA	VOLVO
HYUNDAI	MERCEDES-BENZ	YAMAHA
INFINITI	MG	
ISUZU	MITSUBISHI	

Note: The results of not doing this will be the free cover end date sent to the Breakdown Management System ICAD will be incorrect or not present at all. The job could remain on the Fleet Agreement incorrectly or be incorrectly referred, resulting in a poor customer experience and extended call handling times. Failure to provide these mandatory data items could result in the asset being billed or you are invoiced for the breakdown attendance when you shouldn't be.

Cover File Formatting

5

The following table contains key technical information regarding the formatting of the file and should be read in conjunction with Section 6 for specific field by field information.

Technical Element	Detail	Notes & Examples
File type	Our preference of file type is .csv We can also accept .dat .cum .txt .xls .xlsx	We do not accept .xml or text files with fixed length fields.
Encoding	File encoding should be done in UTF-8.	See Also "Encoding of specific values" table below.
Line endings	Line endings should be CR/LF.	
File Name	The file name should match the following pattern: [client identifier – 3 letters, 2 numbers].[yyyy-mm-dd]T[hh-mm-ss].csv	If you have not been provided with your client identifier, please contact your RAC Account Manager. Please Note: We will not accept a file that has the same name as a file that you sent us previously. It allows us to distinguish different files. Example: ABC01.2016-02-09T14-07-23.csv
Header/Footer	Each file should have a header row, however a footer/trailer row is optional	
Columns	All columns should be included in the file in all cases (even the columns that you do not provide data).	
Fields	Fields should be delimited by commas (,), and double quotes (") should be used as a field qualifier. If double quotes are used in a field, then they must be escaped with a backslash.	Example: "AF64CUH", "Doe", "John", "12\" tyres"
Field values	Field values should be trimmed (extra spaces are not allowed in fields). In order to correctly format your field values, you should use all the information (data type and length, authorized values, unit of measure, minimum length) provided in Section 6.	

Encoding of specific values		
Value	Encoding requirements	Examples
Nulls	Nulls should be encoded as empty strings.	
Numbers	Numbers with decimal value should be encoded with a dot (.) as a decimal separator. Numbers without a decimal value (integers) can either be encoded with a decimal separator followed by zeros, or without a decimal separator. There is no separator for the thousands. Negative values should be encoded with a minus sign (-) in front of the number.	Examples: "142" "142.00" "2128.42" "-142"
Dates	Dates should be encoded as YYYY-MM-DD (ISO 8601).	Example: "2016-12-31"
Dates with times	Dates with times should be encoded as YYYY-MM-DDTHH:MM:SS (ISO 8601) in the UK time zone.	Example: "2016-12-31T14:03:21"
Telephone numbers	Telephone numbers should be encoded following the E.123 international notation.	Example: "+44 1922 434633"
Vehicle Registration Numbers	Vehicle registration numbers should be in upper-case font, without a space.	Example: "AG59DEW"
Units of Measure	Values with units of measure should be encoded without the symbol.	Example: "3.5 Metres" is to be submitted as "3.5"
Postcodes	Postcodes should be encoded in upper characters with space.	Example: "WR9 9LA"
Countries	Countries should be encoded following ISO 3166-1 alpha-2	Examples: "GB" for the United Kingdom "DE" for Germany

Cover File Fields

This section should be read in conjunction with the RAC Data File Template and indicates how to populate the template supplied to you.

Column name	Description	Data type	Mandatory/ Optional	List of authorized values
Line identifier	This field describes the type of line - is it related to Linked ID or Beneficiary	Char(1)	Not currently used	- L (for Linked ID) - B (for Beneficiary) - V (for Vehicle)
Transaction Flag	This field describes the record - is it a new asset, an update, a cancellation, etc.	Char(1)	Mandatory for Delta files, Forbidden for Full Refresh files	- A (for Acquisitions) - U (for Updates/MTA) - D (for Deletions/ cancellations)
Effective Date	[Unused field. Placeholder for future usage only]. For future updates only. This field stores the date at which this record should be taken into account by RAC systems. If this field is empty, then the record will be taken into account as soon as possible	Date	Not currently used	N/A
Vehicle Registration Number	This is the vehicle plate number.	Varchar(10)	Mandatory if cover is not beneficiary-based	Only UK and Ireland plate numbers are accepted Refer to Section 5 for the format that should be used
Registration Country	Country in which the vehicle was registered.	Varchar(50)	Mandatory	Refer to Section 5 for the format that should be used
RAC Agreement Number	This is the identifier of the scheme under which the beneficiary is insured.	Varchar(50)	Mandatory	The list of possible RAC Agreement numbers shall have been provided to you in advance
Partner ID	Unique ID of the partner (broker/ office/agency/etc.)	Varchar(20)	Optional	N/A
Partner Name	Name of the partner (broker/office/ agency/etc.)	Varchar(100)	Optional	N/A
Cover Start Date	This is the first day of the coverage.	Date	Mandatory **for Delta files only**	Refer to Section 5 for the format that should be used
Cover End Date	This is the last day of the coverage - beneficiaries are still covered on that date.	Date	Mandatory **for Delta files if variable agreement**	Refer to Section 5 for the format that should be used
Optional extras	[Unused field. Place-holder for future usage only]. This is a list of optional extras chosen for this beneficiary	Varchar(200)	Not currently used	N/A

Column name	Description	Data type	Mandatory/ Optional	List of authorized values
Unique Identifier	This is what uniquely identifies an asset (vehicle or beneficiary) This could be a VIN number	Varchar(50)	Mandatory	N/A
Linked Identifier	This identifier links assets that belong to the same group	Varchar(50)	Optional	N/A
Retail Sold Price	Gross retail price. The price at which the client sells the cover to the customer. Retail Sold Price = Commission + Price to RAC (which includes the IPT).	Number(6,2) [£]	Not applicable	N/A
Commission	This is the client commission	Number(6,2) [£]	Not applicable	N/A
Net Sold Price	Net Sale Price. This is the amount that RAC gets from its partner. It includes the Insurance Premium Tax	Number(6,2) [£]	Not applicable	N/A
Insurance Premium Tax	The IPT shall be equal to % of premium at current prevailing rate	Number(6,2) [£]	Not applicable	N/A
Make	This is the manufacturer of the vehicle	Varchar(50)	Mandatory if cover is vehicle based	N/A
Model	This is the model of the vehicle	Varchar(50)	Mandatory if cover is vehicle based	N/A
Model Variant	This is the Model Variant	Varchar(50)	Optional	N/A
Vehicle Type	Type of vehicle - Moped, scooter, hatchback, saloon, etc.	Varchar(20)	Optional	N/A
Registration Date	Date the vehicle was first registered. Also referred to as DVLA date	Date	Mandatory if the vehicle has a Motor Manufacturer free cover period that the Client wants to take advantage of and refer to the respective Manufacturer	Refer to Section 5 for the format that should be used
VIN	Vehicle Identification Number. Same as chassis number. It is a unique code including a serial number, used by the automotive industry to identify individual motor vehicles	Char(17)	Optional	N/A

Column name	Description	Data type	Mandatory/ Optional	List of authorized values
Vehicle Mileage	This is the vehicle mileage at the date of acquisition (or renewal for the renewals)	Integer [Miles]	Optional	Refer to Section 5 for the format that should be used
Transmission Type	Manual or Automatic	Varchar(30)	Optional	"Manual"; "Automatic"
Fuel Type	This is the kind of fuel used by the vehicle	Varchar(8)	Optional	"Petrol"; "Diesel"; "Electric"; "Hybrid"
Engine Size	Engine Size	Integer [Cubic Centimetres]	Optional	Refer to Section 5 for the format that should be used
Height	Height of the vehicle	Number(2,3) [Meters]	Optional	Refer to Section 5 for the format that should be used
Length	Length of the vehicle	Number(2,3) [Meters]	Optional	Refer to Section 5 for the format that should be used
Width	Width of the vehicle	Number(2,3) [Meters]	Optional	Refer to Section 5 for the format that should be used
Weight	Weight of the vehicle	Number(5,0) [Kilograms]	Optional	Refer to Section 5 for the format that should be used
Tyre Size	Tyre Size	Varchar(20)	Optional	Refer to Section 5 for the format that should be used
Vehicle Colour	Vehicle colour	Varchar(50)	Optional	N/A
Title	Honorific of the beneficiary	Varchar(4)	Mandatory if cover is beneficiary-based	"Mr"; "Mrs"; "Miss"; "Ms"; "Sir"; "Lady"; "Lord"; "Rev"
Forename	First name of the beneficiary	Varchar(50)	Mandatory if cover is beneficiary-based	N/A

Column name	Description	Data type	Mandatory/Optional	List of authorized values
Surname	Last name of the beneficiary	Varchar(50)	Mandatory if cover is beneficiary-based	N/A
Company Name	Name of the company in which the beneficiary is working	Varchar(50)	Optional	N/A
Date of Birth	Date of birth of the beneficiary	Date	Optional	Refer to Section 5 for the format that should be used
Address Line 1	First line of beneficiary address	Varchar(100)	Mandatory if cover is beneficiary-based	N/A
Address Line 2	Second line of beneficiary address	Varchar(100)	Mandatory if cover is beneficiary-based	N/A
Address Line 3	Third line of beneficiary address	Varchar(100)	Optional	N/A
Address Line 4	Fourth line of beneficiary address	Varchar(100)	Optional	N/A
Address Line 5	Fifth line of beneficiary address	Varchar(100)	Optional	N/A
Postcode	Postcode	Varchar(8)	Mandatory if cover is beneficiary-based	Refer to Section 5 for the format that should be used
Country	Country	Varchar(50)	Mandatory if cover is beneficiary-based	Refer to Section 5 for the format that should be used
Address Type	Personal or Business	Char(8)	Optional	"Personal"; "Business"

Column name	Description	Data type	Mandatory/ Optional	List of authorized values
Home Phone Number	Home Phone Number	Varchar(20)	Optional	Refer to Section 5 for the format that should be used
Mobile Phone Number	Mobile Phone Number	Varchar(20)	Optional	Refer to Section 5 for the format that should be used
Email Address	Email Address	Varchar(100)	Optional	N/A
Client Reference 1	Additional information	Varchar(200)	Optional	N/A
Client Reference 2	Additional information	Varchar(200)	Optional	N/A
Client Reference 3	Additional information	Varchar(200)	Optional	N/A
Client Reference 4	Additional information	Varchar(200)	Optional	N/A
Client Reference 5	Additional information	Varchar(200)	Optional	N/A

Glossary

Acronym	Description
BAC	Breakdown Assistance Centre
CCID	Customer Cover Input Data
CSC	Customer Solutions Centre
D4B	Drive 4 Business
iCAD	Intelligent Computer Aided Dispatch
RAC	RAC Motoring Services
UID	Unique Identifier
VIN	Vehicle Identification Number

Next Steps

Further to your review of of this document, if you feel you need any further support then please contact your RAC Account Manager.

Contacts

For data submission or exceptions contact:
1st level: Your RAC Account Manager
2nd level: RAC Data Team