RAC Cover File & Data Processes for Beneficiaries

Support Document

Version 1.0

RAC Commercial Team

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rac
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COVER FILE FIELDS

The table contains specific field by field information and should be read in conjunction with section 7.

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 6 for the process overview.

Data Processes

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

RAC Systems

When you submit your data to RAC, it is processed through a number of validation checks and protocols that we call CCID (Customer Cover input Data). CCID determines 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 Drive 4 Business (D4B) system, which is our contract database and billing engine. Beneficiaries 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 beneficiary 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 Beneficiary and then use the price on the agreement when an incident occurs.

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

Single Beneficiary Policies

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The following information details how data transactions should be sent to RAC for Single-asset policies.

The following information details how data transactions should be sent to RAC for Single-asset policies. Please refer to Sections 7 & 8 for specific formatting information.

An Asset is the physical entity entitled to service – this can therefore be a vehicle OR a beneficiary (person) – but NOT both.

2.1 Unique Asset Identifier (UAI)

For beneficiary based policies, a name is rarely a unique identifier.

For these reasons, each beneficiary should always be presented with a unique identifier.

This UAI should be used wherever sending us a transaction relating to that specific individual regardless of the transaction type.

For single beneficiary policies:

- The file should contain one line per beneficiary per policy per change
- Transactions should be sent in the order in which the changes should be processed for example, a policy needs to be ADDED before it can be UPDATED or CANCELLED

Multi Beneficiary policies

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Should there be a situation that Multi-Beneficiary Policies are required there are two options.

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Should there be a situation that Multi-Beneficiary Policies are required there are two options:

- Priced at Linked ID (LID) level
    - If the agreement is priced at LID level then there will be an overarching LID linking all the beneficiaries together, however the price charged to you will be agreed at LID level, which may depend upon the number and type of beneficiaries being covered.
    - You will be invoiced for each LID level Subscription agreement you have with RAC.

- Priced at Individual Beneficiary level
    - If the agreement is priced at Individual Beneficiary level then there will still be an overarching LID linking all the Beneficiaries together, however, the price charged will be agreed for each Beneficiary covered under the LID.
    - You will be invoiced for each Beneficiary covered under the LID within each Subscription agreement at the agreed price.

3.1 Important Information
3.1.1 LID
In order to link all the Beneficiaries together, it is important that you provide a unique LID within your data submission.

3.1.2 Unique ID (UAI)
Because Beneficiary names are not always unique under a LID, e.g. there could be two MR. A. Smith's covered under one LID. Therefore, it is very important that you provide a UAI for each Beneficiary within your data submission.

3.1.3 Linked Sales

Linked Products are defined as - where you purchased a combination of RAC products in a linked transaction.

The Linked Products may need to have a minimum mandatory element e.g. Roadside, Recovery (This may vary per client). E.g. you may only be able to purchase a Tyre product if there is Roadside, Recovery product also purchased. Conversely, you may be allowed to purchase a Tyre product without any breakdown cover.

The products intended for inclusion in 'linked product' are:
- Roadside (Typically forms part of Core Breakdown Product)
- Recovery (Typically forms part of Core Breakdown Product
- At Home (Typically forms part of Core Breakdown Product)
- Onward Travel (Typically forms part of Core Breakdown Product)
- European

This list could be extended to include other products/services such as Misfuel, Key, Tyre or Battery Replace, Garage Parts and Labour, RTA, Legal Services, Telematics, Accident Management which can all be set up as products within D4B and therefore be included in a linked product. Please contact your RAC Account Manager for a comprehensive list of additional products / services available to you.

You have the ability to purchase a combination of the products listed above for a single price per product. Commonly the products that make up the Core Breakdown Product are treated as one product, however, you may require the ability to be able to purchase the products within the Core Breakdown product as individual products which are then linked together.

Multiple UAI Example for illustrative purposes only:
You have purchased a linked product to cover two Beneficiaries for 'Roadside, Recovery, At Home' for £60.00 and 'Tyre Replace' for £110.00.

Where a linked product is purchased for multiple UAIs in the same transaction the business requirement is for the client to provide an 'Identifier' flag within the data file, as shown below. This is to be used to indicate the following:
L = Linked ID data
B = Beneficiary data

Identifier	Product	Sales Price Inc. Tax (£)	Net Price (£)	IPT Amount (£)	Unique ID	Linked ID
L		60.00	45.00	5.45		L0003717
B	Roadside, Recovery, At Home				Ben08010	L0003717
B	Roadside, Recovery, At Home				Ben08020	L0003717
L		110.00	65.00	10.00		L0003717
B	Tyre Replace				Ben08010	L0003717
B	Tyre Replace				Ben08020	L0003717

Note: Net Price = Net sale price between RAC and you and is not the Retail Sale Price.

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3.1.4 Bundled Sales

Bundled Products are defined as – where you purchase a combination of RAC products in a single transaction for a single price.

The bundle may require you to have purchased a minimum mandatory element e.g. Roadside, Recovery.

The products intended for inclusion in a 'bundled product' are:
- Roadside
- Recovery
- At Home
- Onward Travel
- European

This list could be extended to include other products/services offered by RAC or its partners such as Misfuel, Key, Tyre or Battery Replace, Garage Parts and Labour, RTA, Legal Services, Telematics, Accident Management which can all be set up as products within the administration system and therefore be included in a bundled product. Please contact your RAC Account Manager for a comprehensive list of additional products / services available to you.

The assumption is that a 'bundled product' will only allow the invoice basis to be all 'Subscription' or all 'POU' and never a mixture due to the tax and invoicing implications.

Multiple UAI Example for illustrative purposes only:
Where a bundled product is purchased for multiple UAIs in the same transaction the business requirement is for you to provide an 'Identifier' flag within the data file, as shown below.
This is to be used to indicate the following:
L = Linked ID data
B = Beneficiary data

In this example below you have purchased a bundled product of 'Roadside, Recovery, At Home, Onward Travel and European to cover two vehicles for £150.00.

Identifier	Product	Sales Price Inc. Tax (£)	Net Price (£)	IPT Amount (£)	Unique ID	Linked ID
L		150.00	100.00	15.00		L0001717
B	Roadside, Recovery, At Home, Onward Travel, European				Ben03010	L0001717
B	Roadside, Recovery, At Home, Onward Travel, European				Ben03020	L0001717

Note: Net Price = Net sale price between RAC and you and is not the Retail Sale Price.
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 'European' product from the above bundle you would have to cancel the whole bundle and purchase a new bundle which does not include European, assuming this revised bundle is available to you.
The ability to change cover level is available at renewal, where you could change to another bundled product.

Data Submission

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

4.1 Option 1 - Full Refresh Data Files

4.1.1 Adding and Updating Beneficiaries

If you are submitting your data to RAC via a Full Refresh file then the submission files should include the LID and ideally the UAIs for all the Beneficiaries that are to be placed on cover from the file creation date.

Each Beneficiary must only appear once in the submission file quoting the UAIs.

As a Full Refresh file is providing a 'snapshot' of the Beneficiaries that are on cover, therefore, there is no need to include a Transaction Flag.

4.1.2 Cancelling Beneficiaries

To cancel a Beneficiary, the latest Full Refresh file should have the Beneficiary omitted from the file. If a Beneficiary 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 a Beneficiary that you have not previously advised us about, we will produce an exception report.

4.2 Cancelling Beneficiaries

4.2.1 Adding a Beneficiary

When submitting a Full Refresh data file to us it is important to include details of all the Beneficiaries that you wish us to provide cover for, preferably quoting a LID and then a UAI for each Beneficiary.

Line Identifier	RAC Agreement Number	Cover Start Date	Cover End Date	Optional Extras	Linked ID (LID)	Unique Asset Identifier (UAI)
	RACB612525	20170517	20180516		BEN1234	RAC0006271
	RACB612525	20170517	20180516		BEN1234	RAC0006279
	RACB612525	20170517	20180516		BEN1234	RAC0004327
	RACB612525	20170517	20180516		BEN1234	RAC0006188
	RACB612525	20170517	20180516		BEN1234	RAC0009921
	RACB612525	20170517	20180516		BEN1234	RAC0007721

4.2.2 Cancelling a Beneficiary

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

Line Identifier	RAC Agreement Number	Cover Start Date	Cover End Date	Optional Extras	Linked ID (LID)	Unique Asset Identifier (UAI)	Declared Sales Price (Inc Tax)	Commission	Net Sold Price	Insurance Premium Tax	Title	Forename	Surname
	RACB612525	20170517	20180516		BEN1234	RAC0006271					MR	JOHN	DOE
	RACB612525	20170517	20180516		BEN1234	RAC0006279					MR	JAMES	DOE
	RACB612525	20170517	20180516		BEN1234	RAC0004327					MRS	SAMANTHA	DOE
	RACB612525	20170517	20180516		BEN1234	RAC0006188					MR	MICHAEL	DOE
	RACB612525	20170517	20180516		BEN1234	RAC0007721					MISS	RACHEL	DOE

In this example 'MS KIM DOE' (RAC0006188) has been omitted so this beneficiary 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

This is the preferred option for RAC. If you are submitting your data to RAC via a Delta file then the submission files should include the LID and the UAIs for all the Beneficiaries that are to be placed on cover, updated, renewed 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 beneficiary – one that you have previously sent us an "A" or "R" record for. The "A" or "R" 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 a beneficiary cancellation that is to take immediate effect and that, where appropriate, will invoke any cancellation rights
R	Renewal	Notifying RAC that an existing beneficiary or beneficiaries should be renewed

4.4 Examples of Delta Transactions

4.4.1 Adding a Beneficiary

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

Line Identifier	Transaction Flag	Effective Date	RAC Agreement Number	Cover Start Date	Cover End Date	Optional Extras	Linked ID (LID)	Unique Asset Identifier (UAI)
	A		RACB612525	20170517	20180516		BEN1234	RAC0006271

The Transaction Flag field is required and the letter 'A' indicates it is adding a new Beneficiary. The UAI is critical.

4.4.2 Updating a Beneficiary

Updates to Beneficiary cover records are processed with immediate effect, and therefore should be submitted to us ONLY when the change needs to take effect. The UAI is critical.

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

The different types of updates include but not exclusive to:

- A change of Surname
- A change of Address

The transaction values would be the same if the Update line (U) were sent in a subsequent separate cover file to the A (Addition) transaction. Example below:

Line Identifier	Transaction Flag	Effective Date	RAC Agreement Number	Cover Start Date	Cover End Date	Optional Extras	Linked ID (LID)	Unique Asset Identifier (UAI)	Declared Sales Price (Inc Tax)	Commission	Net Sale Price	Insurance Premium Tax	Title	Forename	Surname	Company Name	Date of Birth	Address Line 1	Address Line 2	Address Line 3	Address Line 4	Address Line 5
	A		RACB612525	20170517	20180516		BEN1234	RAC0006271					MR	JOHN	DOE		19800401	30 Bradhurst Crescent	Walsall	West Midlands		
	U		RACB612525	20170517	20180516		BEN1234	RAC0006271					MR	JOHN	DOE		19800401	3 Grasmere Drive	Holmes Chapel	Cheshire		

4.4.3 Change of Cover Level

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 Beneficiary you would need to provide the following transactions:

- Cancel (D) the beneficiary 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 UAI is critical to ensure the correct processing of this transaction.

Line Identifier	Transaction Flag	Effective Date	RAC Agreement Number	Cover Start Date	Cover End Date	Optional Extras	Linked ID (LID)	Unique Asset Identifier (UAI)
	D		RACB612525	20170517	20170901		BEN1234	RAC0006271
	A		RACB613456	20170901	20180516		BEN1234	RAC0006271

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 Change of Cover Level

To cancel a beneficiary, the latest Delta file should include a 'D' Transaction Flag against the beneficiary that is to be cancelled. Cancellations (D) of beneficiary cover records are processed with immediate effect, and therefore should be submitted to us ONLY when the cancellation needs to take effect. The UAI 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:

Line Identifier	Transaction Flag	Effective Date	RAC Agreement Number	Cover Start Date	Cover End Date	Optional Extras	Linked ID (LID)	Unique Asset Identifier (UAI)
	A		RACB612525	20170517	20180516		BEN1234	RAC0006271
	D		RACB612525	20170517	20180516		BEN1234	RAC0006271

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

Line Identifier	Transaction Flag	Effective Date	RAC Agreement Number	Cover Start Date	Cover End Date	Optional Extras	Linked ID (LID)	Unique Asset Identifier (UAI)
	D		RACB612525	20170517	20180516		BEN1234	RAC0006271

Exception
Reporting

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When we receive a cover file from you, we will process it through a data validation process

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5.1 Confirmations and Exception Reporting

When we receive a cover file from you, we will process it through a data validation process:

- To ensure that we have all the mandatory data items that we need to process each line
- To identify any data items that, whilst not preventing us from putting an beneficiary on cover, don't meet the expected standards (for example - letters in a phone number field, 012423870987).
- To identify any exceptions – data items that prevent us from putting a Beneficiary on cover or processing a transaction correctly.

Every time you send us a cover file, you will receive a confirmation email from us.
This email will:

- Confirm that we have received a file
- Confirm the name of that file and the number of records processed
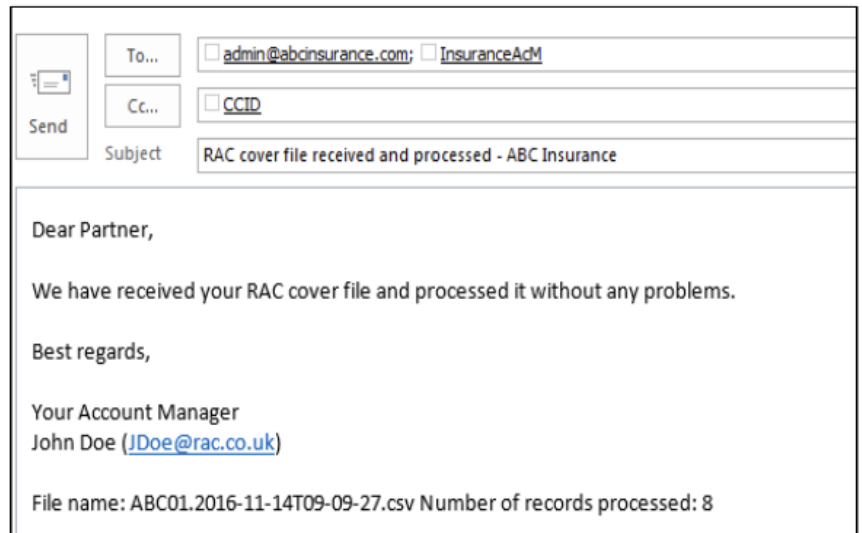
If we have identified any exceptions within the cover file whilst processing it, the email may look like the example below, this may be sent directly to you, the Client detailing the number of records processed, rejected, accepted with quality issues and accepted without problems. However due to content this exception data may be intercepted by our data team for analysis and the output may look different to the below example. The email will also include an attachment:
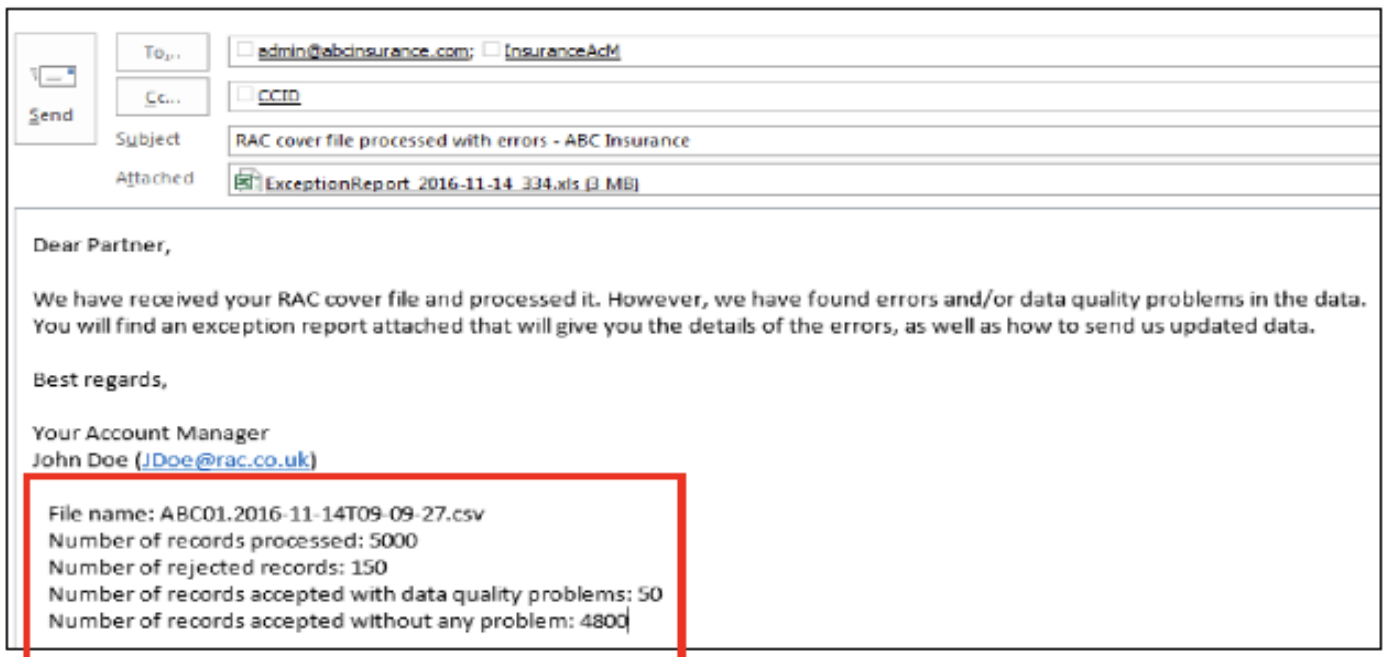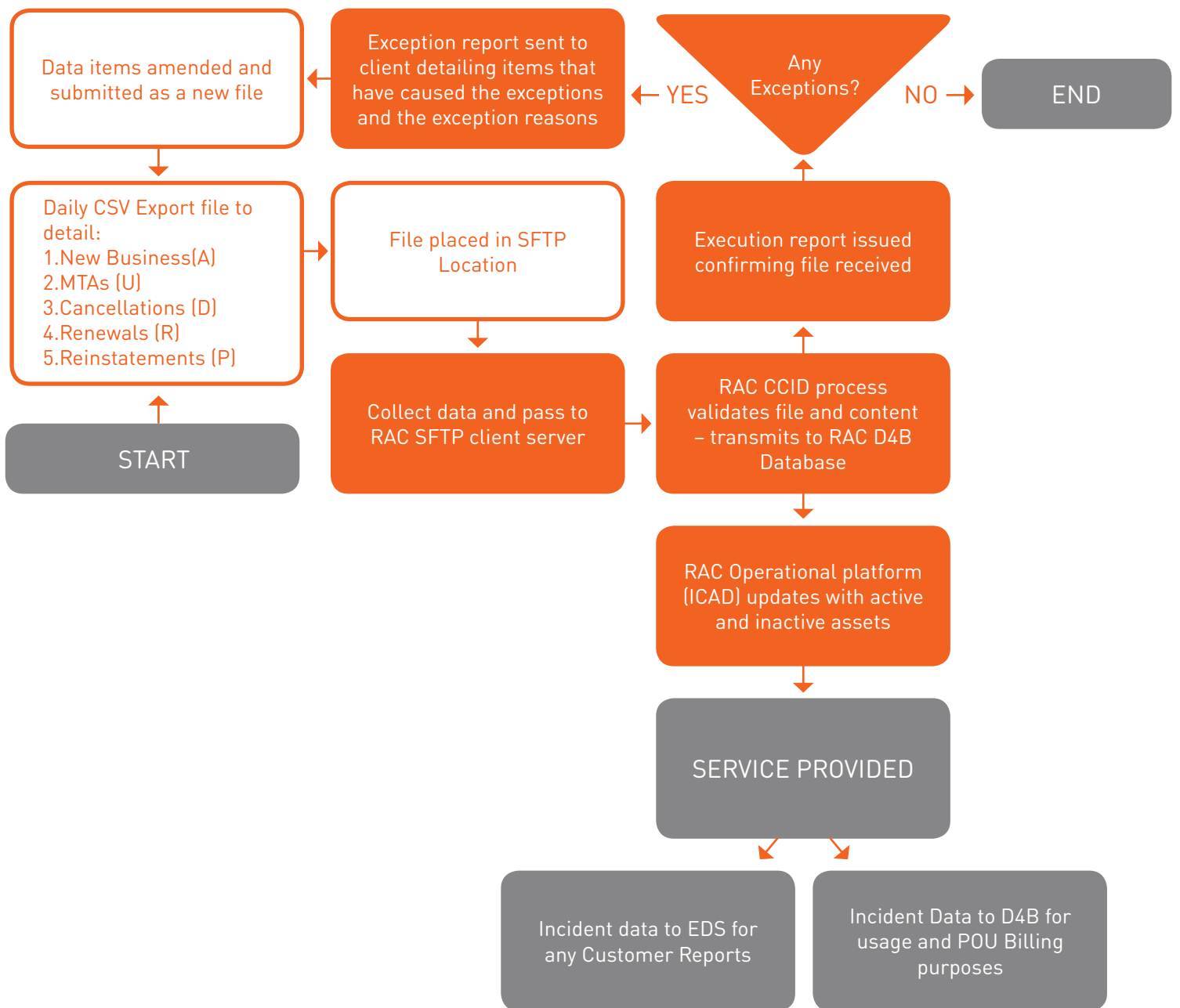

The attachment within the email will give full details of which records have been rejected or have data quality issues, and will also explain to you through what to do next. Again this may look slightly different if created by our RAC data team.

Daily Data
Feed Process

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The diagram shows you the process involved as a decision tree.

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Data items amended and submitted as a new file

Exception report sent to client detailing items that have caused the exceptions and the exception reasons

← YES

Any Exceptions?

NO →

END

Daily CSV Export file to detail:
1. New Business(A)
2. MTAs (U)
3. Cancellations (D)
4. Renewals (R)
5. Reinstatements (P)

File placed in SFTP Location

Execution report issued confirming file received

START

Collect data and pass to RAC SFTP client server

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

RAC
0800 550 550
Join us today
rac.co.uk

Cover File Formatting

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The following table contains key technical information regarding the formatting of the file and should be read in conjunction with Section 8 for specific field by field information.

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Technical Element Detail	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, but no footer/trailer row	
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: "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 8.	

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"
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

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The following table contains specific field by field information and should be read in conjunction with section 7.

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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)	Mandatory for policy based cover	- L (for Linked ID) - B (for Beneficiary)
Effective Date	[Unused field. Place-holder 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
Transaction Flag	This field describes the record - is it a new beneficiary, 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) - R (for Renewals) - P (for Reinstatements)
RAC Agree-ment Num-ber	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
Cover Start Date	This is the first day of the coverage.	Date	Mandatory for Delta files only	Refer to Section 7 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	Refer to Section 7 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 beneficiary (vehicle or beneficiary)	Varchar(50)	Mandatory	N/A
Linked Identifier	This identifier links beneficiaries that belong to the same group (in the case of multiple-beneficiary agreements) For example the insurance policy number or account reference number	Varchar(50)	Mandatory for multi-beneficiary policies	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) [£]	Mandatory	Refer to Section 7 for the format that should be used
Commission	This is the client commission	Number(6,2) [£]	Optional	Refer to Section 7 for the format that should be used
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) [£]	Optional	Refer to Section 7 for the format that should be used
Insurance Premium Tax	The IPT shall be equal to % of premium at current prevailing rate	Number(6,2) [£]	Optional	Refer to Section 7 for the format that should be used
Title	Honorific of the beneficiary	Varchar(4)	Mandatory	"Mr"; "Mrs"; "Miss"; "Ms"; "Sir"; "Lady"; "Lord"; "Rev"
Forename	First name of the beneficiary	Varchar(50)	Mandatory	N/A
Surname	Last name of the beneficiary	Varchar(50)	Mandatory	N/A

Column name	Description	Data type	Mandatory/ Optional	List of authorized values
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	Mandatory	Refer to Section 7 for the format that should be used
Address Line 1	First line of beneficiary address	Varchar(100)	Mandatory	N/A
Address Line 2	Second line of beneficiary address	Varchar(100)	Mandatory	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	Refer to Section 7 for the format that should be used
Country	Country	Varchar(50)	Mandatory	Refer to Section 7 for the format that should be used
Address Type	Personal or Business	Char(8)	Optional	"Personal"; "Business"
Home Phone Number	Home Phone Number	Varchar(20)	Optional	Refer to Section 7 for the format that should be used

Column name	Description	Data type	Mandatory/ Optional	List of authorized values
Mobile Phone Number	Mobile Phone Number	Varchar(20)	Optional	Refer to Section 7 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

rac
Partner

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: CCID Team / email CCID@rac.co.uk