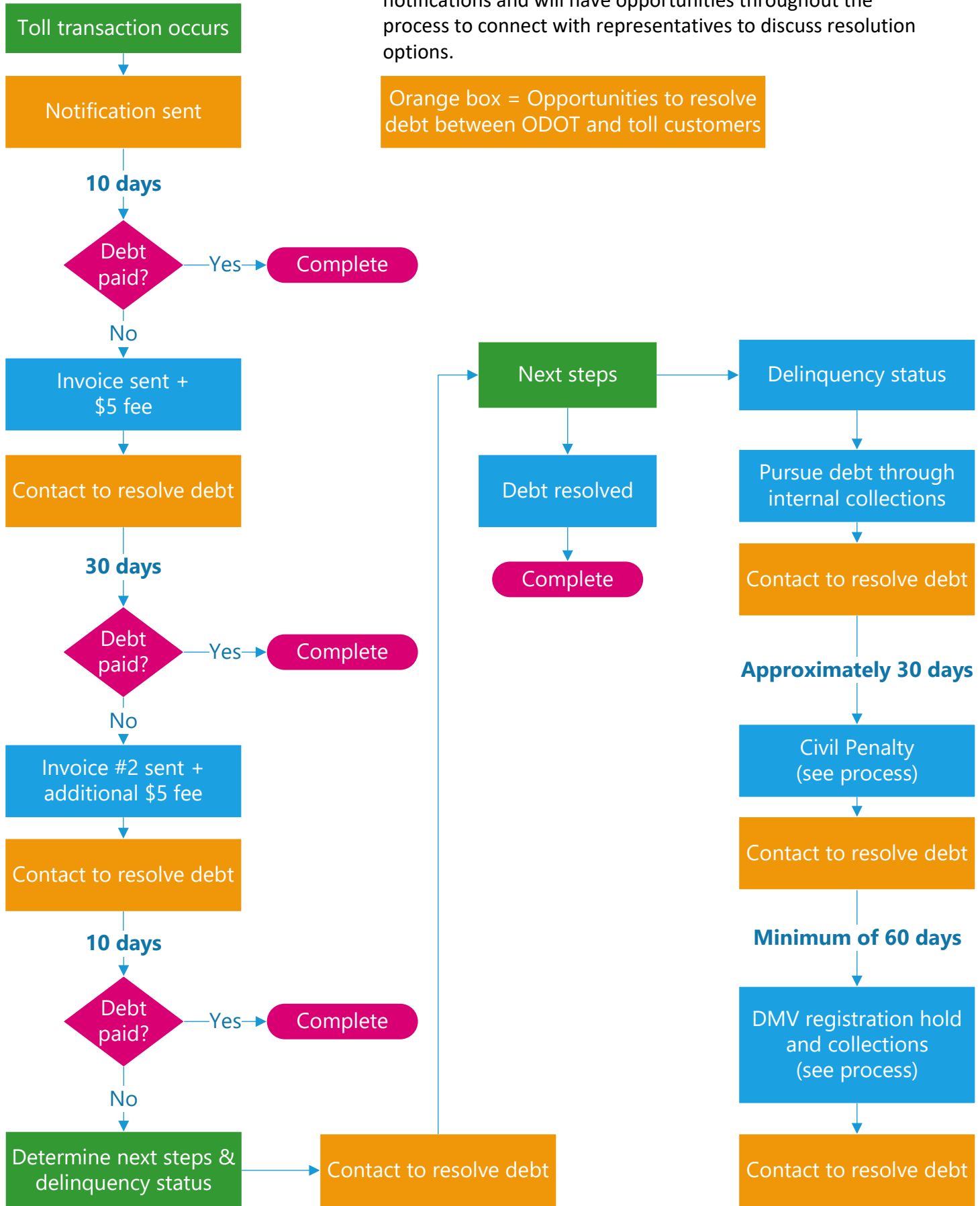


# Payment process

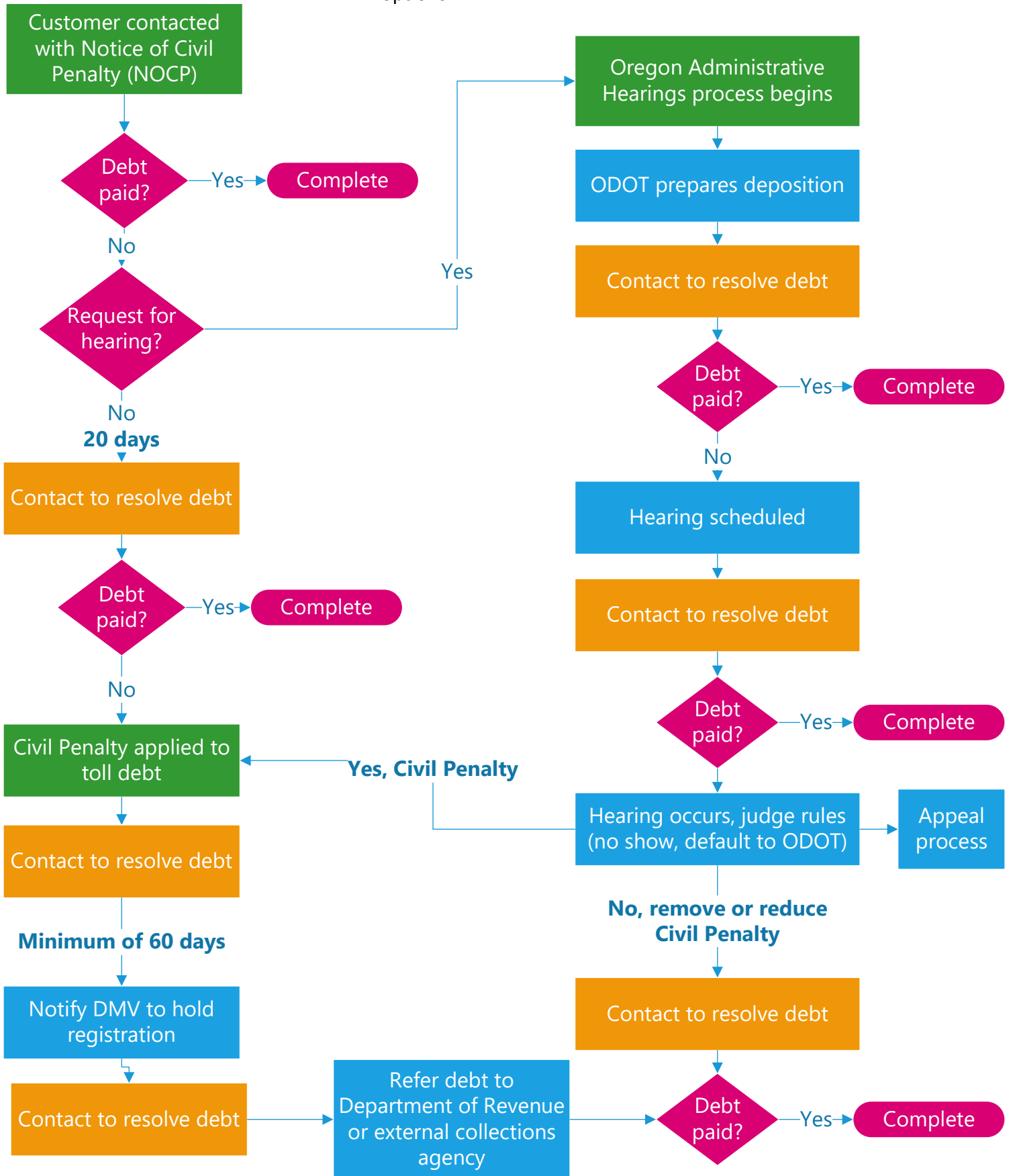
ODOT's desire is to come to a resolution with the tollway user for toll account debts as soon as possible. As a part of the payment process, customers will receive consistent notifications and will have opportunities throughout the process to connect with representatives to discuss resolution options.

Orange box = Opportunities to resolve debt between ODOT and toll customers



# Civil Penalty process

ODOT's desire is to come to a resolution with the tollway user for toll account debts as soon as possible. As a part of the payment process, customers will receive consistent notifications and will have opportunities throughout the process to connect with representatives to discuss resolution options.



# Dispute process

ODOT's desire is to come to a resolution with the tollway user for toll account debts as soon as possible. As a part of the payment process, customers will receive consistent notifications and will have opportunities throughout the process to connect with representatives to discuss resolution options.

