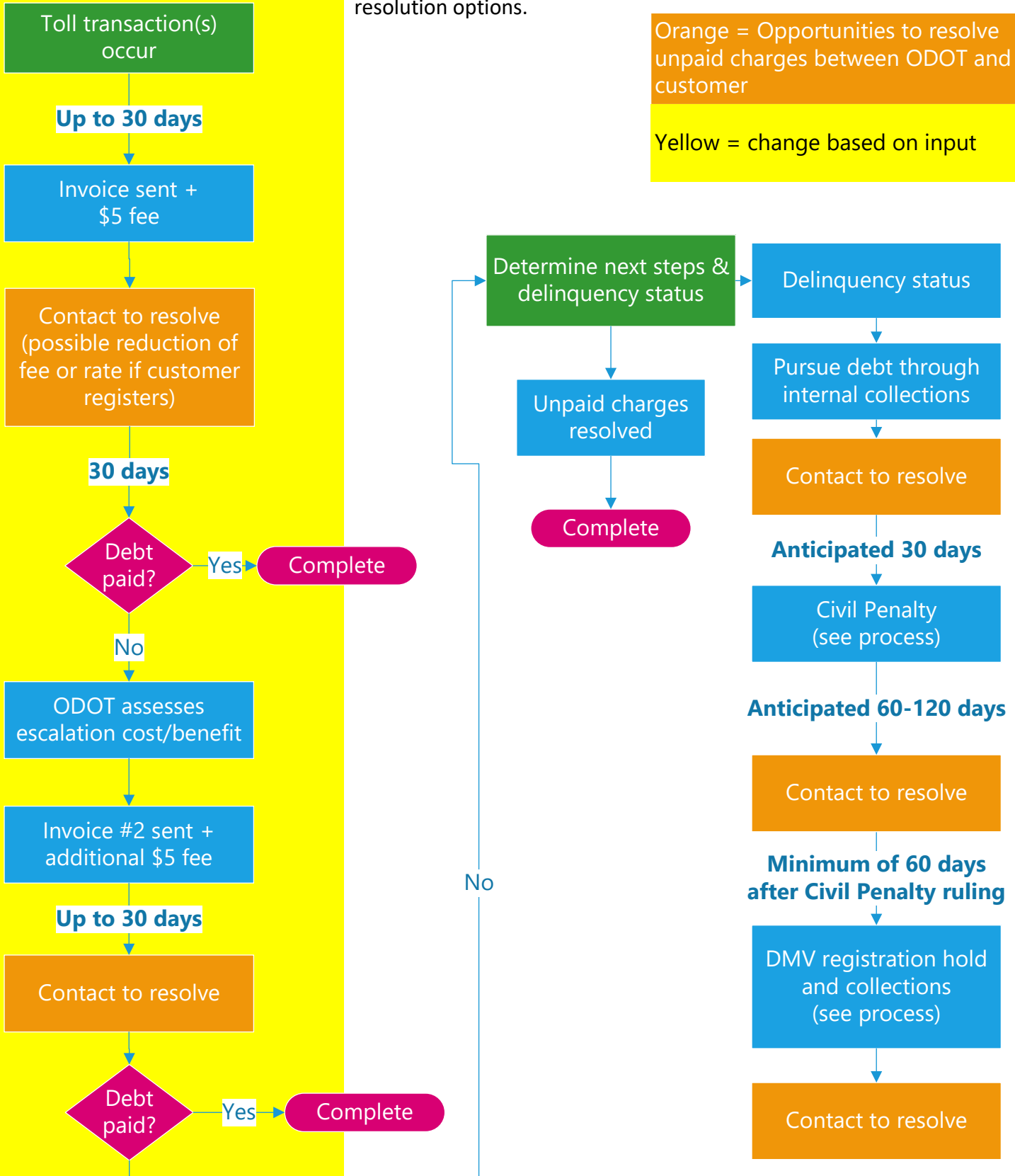


# Payment process: unregistered or new customer

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 = Opportunities to resolve unpaid charges between ODOT and customer

Yellow = change based on input

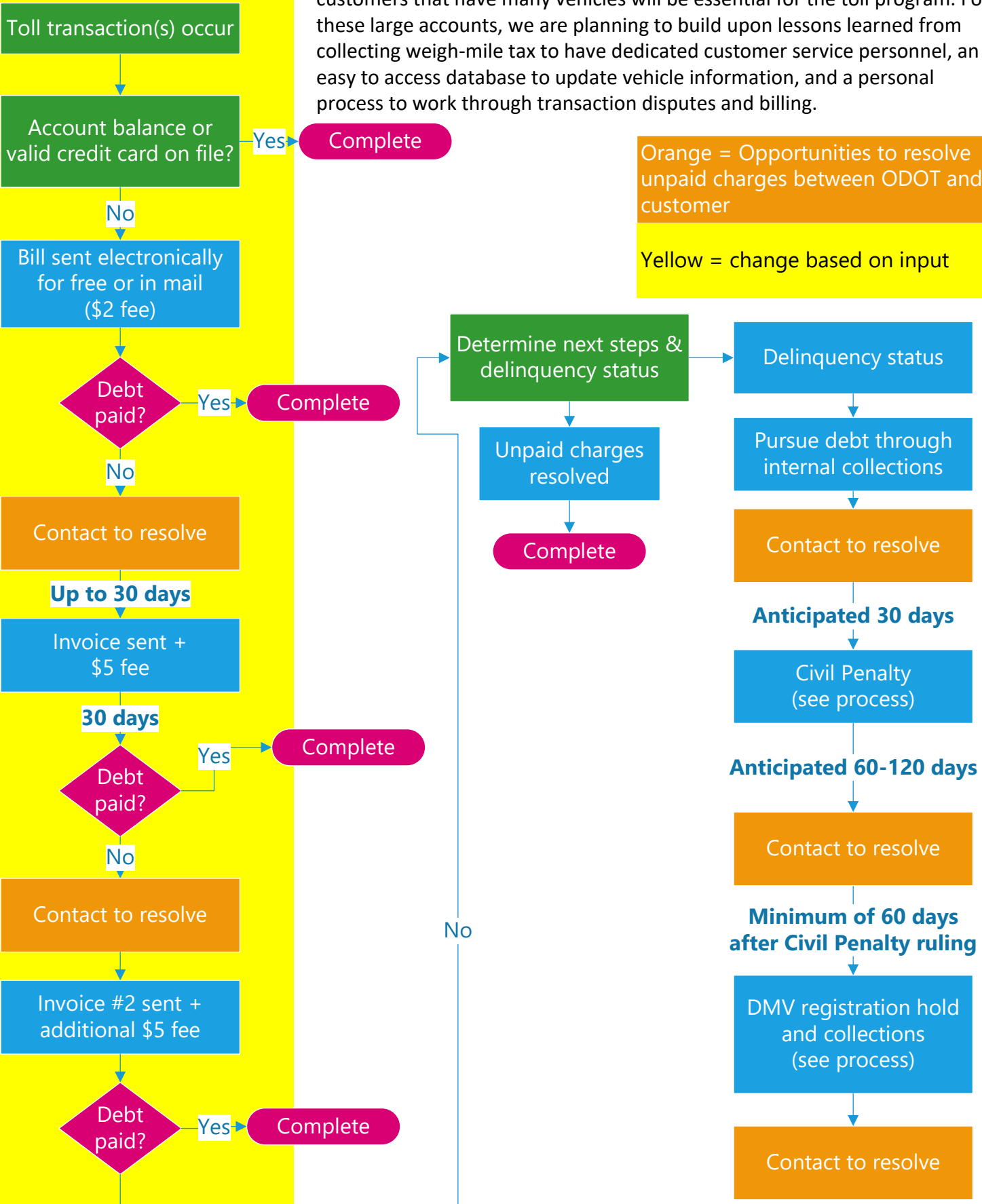


# Payment process: commercial or registered customer

Establishing and maintaining quality relationships with commercial customers that have many vehicles will be essential for the toll program. For these large accounts, we are planning to build upon lessons learned from collecting weigh-mile tax to have dedicated customer service personnel, an easy to access database to update vehicle information, and a personal process to work through transaction disputes and billing.

Orange = Opportunities to resolve unpaid charges between ODOT and customer

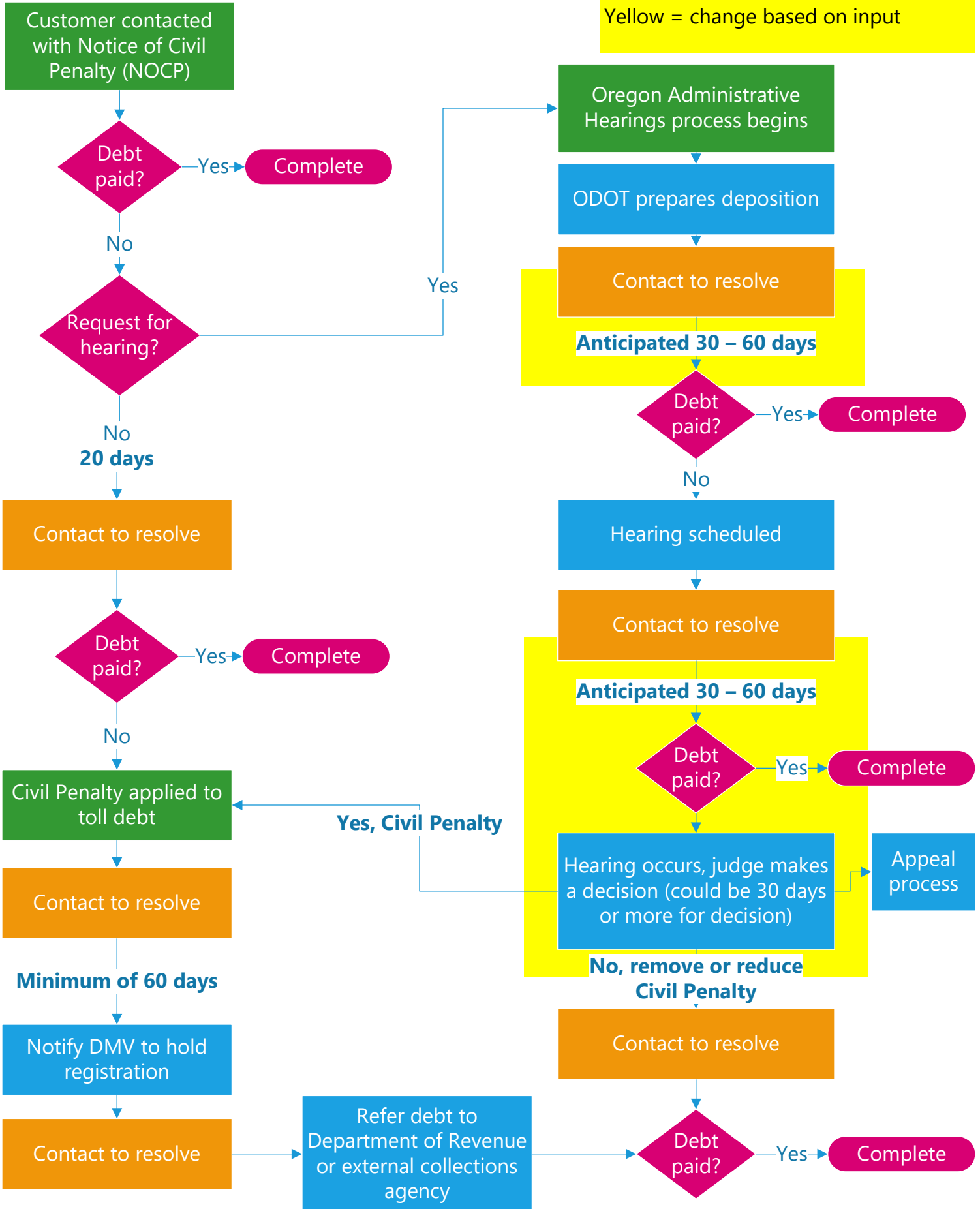
Yellow = change based on input



# Civil Penalty process

Orange = Opportunities to resolve unpaid charges between ODOT and customer

Yellow = change based on input



# 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.

Orange = Opportunities to resolve unpaid charges between ODOT and customer

