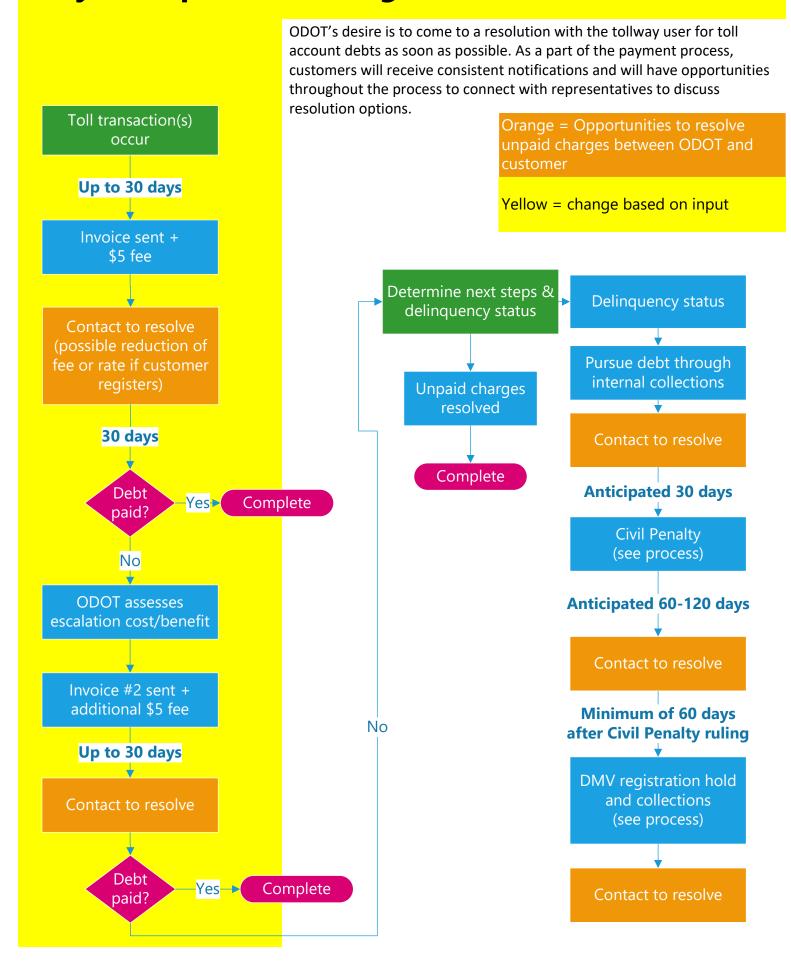
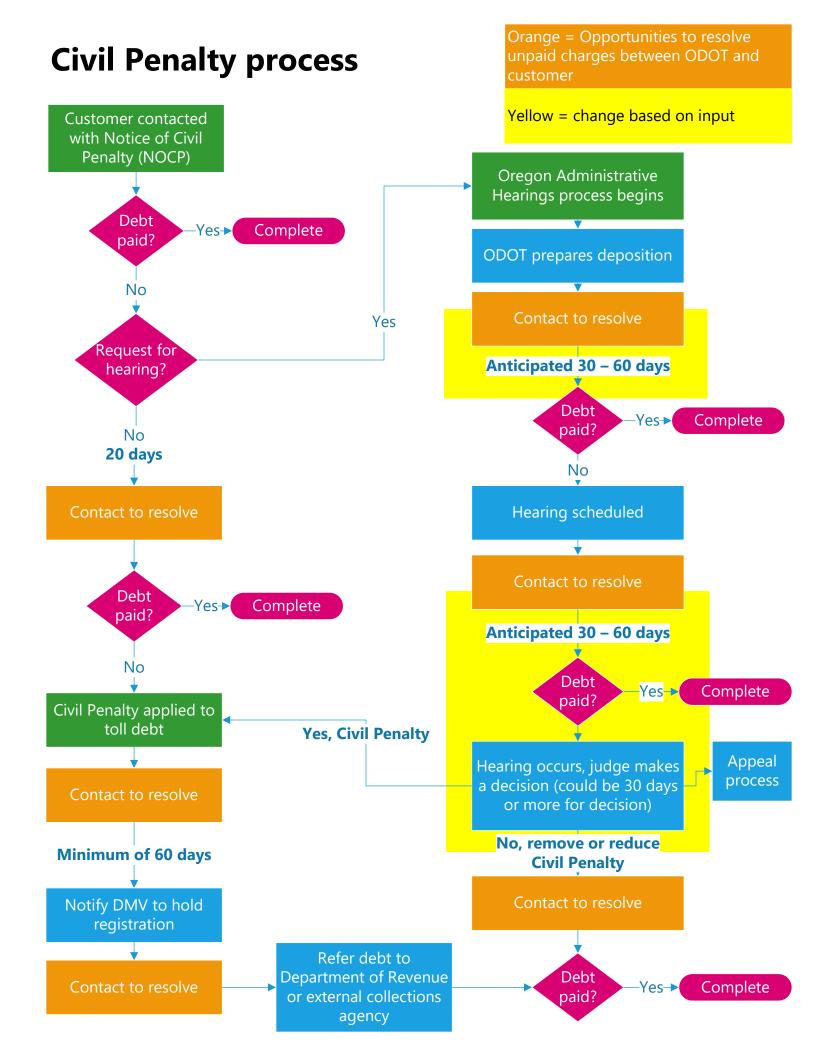
Payment process: unregistered or new customer



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 Toll transaction(s) occur 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. Account balance or Yes > Complete valid credit card on file? Orange = Opportunities to resolve unpaid charges between ODOT and customer No Bill sent electronically Yellow = change based on input for free or in mail (\$2 fee) Determine next steps & Delinquency status delinquency status Debt Complete Yes→ paid? Pursue debt through Unpaid charges internal collections No resolved Contact to resolve Contact to resolve Complete Up to 30 days **Anticipated 30 days** Invoice sent + \$5 fee Civil Penalty (see process) 30 days Complete Yes **Anticipated 60-120 days** Debt paid? Contact to resolve No Contact to resolve Minimum of 60 days No after Civil Penalty ruling Invoice #2 sent + DMV registration hold additional \$5 fee and collections (see process) Debt Complete Yes▶ paid? Contact to resolve



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.

