

# Frequently Asked Questions: Customer Accounts and Payment Processing

*Note: This information identifies our March 2023 thinking for toll operations. It is provided to spur discussion and input to enhance our work. Changes will be made between now and when tolling begins as toll rules are established and more is learned through the implementation process. We are planning to make a toll operations system that is scalable and evolves to lessons learned along the way.*

## 1. Where can you register for an account?

- Website – The customer opens an account in real time using the ODOT tolling website.
- Mail – The customer completes a paper application and sends the application via mail to the Customer Service Center (CSC).
- Telephone – The customer provides account information to a Customer Service Representative (CSR) over the telephone and the CSR opens the account in real time.
- In-Person – The customer completes an application or provides account information to the CSR along with account payment at an In-Person Center.

*Note: To support the I-205 Toll Project, ODOT will locate a service center facility in the immediate service area.*

## 2. What information will be needed to register and create an account?

- Name of primary account holder/authorized user
- Business contact for account management (required for businesses only)
- Address of primary account holder
- Multiple telephone numbers (one telephone with text message receipt capability)
- Email addresses
- Vehicle information
  - License plates for vehicle(s) and trailers assigned to an account,
  - Vehicle year, make, and model for all vehicle(s) assigned to an account,
- Payment instrument on file (credit, debit, or Automated Clearinghouse (ACH))
- Authorization to charge the payment
- Communication preferences

## Procedures and Frequently Asked Questions: Customer Accounts and Payment Processing

- Customers will be required to provide either email or text messaging addresses for immediate communications (low balances, rejected credit cards, etc.)
- Communication preferences
- Note that printed statements will probably be provided with a fee
- Language preference for written communications

### 3. Can you register multiple vehicles under one account?

Yes. Customers may add and delete transponders and vehicle license plates from their accounts online.

### 4. Where can you pay? What types of payment will be accepted?

Customers have the choice to:

- Use the website to make payment via credit/debit card or ACH,
- Use the In-person Center and make payment via check, credit/debit card, or cash,
- Send a check by mail.

ODOT will also develop additional payment channels as the system design advances. As we scale this system, it may include use of retail stores or kiosks to pay by cash.

### 5. How will the toll system know who to charge?

Most frequent users with a registered account may choose to use a small toll tag (transponder) that they place on the inside of their windshield. When the vehicle travels a toll route, the toll tag will be read by the toll gantries and their account debited for the amount of the toll.



## **6. Will a toll tag be required?**

No. Customers can travel with their current license plate and be a registered account.

*Note: Customers will need to be a registered account to receive any toll discounts or exemptions.*

## **7. What if you are already enrolled in a toll program?**

ODOT intends to reach interoperable agreements with WSDOT (the Good To Go! program) and BreezeBy (used on bridges in the Columbia Gorge) as operations begin. We also hope to have agreements in place with third party account managers for commercial vehicles.

Vehicles registered with accounts from these toll account managers should be able to use these accounts on ODOT facilities.

As law and business agreements allow, ODOT will expand interoperability to the other Western Region toll operators and perhaps beyond in the United States when it makes business sense, for example possibly with E-ZPass.

## **8. What payment options will be available?**

**Prepaid:** Customer has a standing balance on a registered account, typically with auto-replenish against a valid credit card. This is the most prevalent electronic toll account type in the United States. Tolls are the lowest when drivers use this payment method as these accounts are the least expensive for ODOT to administer and manage, and with auto-replenish the most convenient for customers.

Customers may choose to replenish prepaid accounts manually, each time when the balance drops to the minimum level. This requires customer diligence to watch the account balance and make payments before the account drops below \$0. For this reason, we expect to require these customers to provide immediate contact means such as email and/or text messaging.

**Postpaid:** Customers may choose to open an account without a maintained balance, where tolls are incurred and paid after a minimum time or minimum charge to be determined. These accounts will be registered with a card on file with authorization to charge it automatically. Tolls charged to these postpaid accounts may be higher than tolls for prepaid accounts. Details for these account types are still pending.

## **9. What if you do not have a registered toll account?**

Customers may use the toll facility without a pre-established account. ODOT will read the license plate and assess tolls due from that vehicle.

## **Procedures and Frequently Asked Questions: Customer Accounts and Payment Processing**

Customers without pre-registered accounts will have several days (time to be determined) to pay the tolls that are accruing before an invoice would be issued. The toll will be more than it would have been with a registered account. The driver will be able to go online, enter the license plate number and date information, and pay the toll amount due. This would save invoicing fees.

If unpaid after several days, ODOT will send a toll invoice to the vehicle owner of record, whether in Oregon or out of state. There may also be additional fees related to invoicing. Some customers prefer the convenience of just paying the higher toll when invoiced, but many other customers will want to open an account and save money, which ODOT will encourage. If the customer signs up for an account, ODOT may consider waiving fees, but not the tolls themselves.

If invoices go unpaid after a period to be determined, a Notice of Civil Penalty may be issued, Oregon DMV may withhold vehicle registration renewals, or these could be assigned to collections.

### **10. What information is captured by the toll gantry?**

When a vehicle passes under toll gantry, the following information is captured:

- Toll zone date, time, location,
- Transponder number, if detected,
- License plate image (when available) and number,
- Vehicle classification (small, medium, large based on size).

No information or images on occupancy, account ownership information, etc. will be available or collected at the toll gantry.

### **11. How will this accommodate language and varied physical abilities?**

Letters, statements, and the phone system will be available to customers in English and Spanish. The In-Person Center will include people who can speak both English and Spanish.

Third-party translation services will be available to customers to communicate with a Customer Service Representative. The website will maintain accessibility according to the Americans with Disabilities Act, the World Wide Web Consortium's (W3C's) web content accessibility guidelines, and Oregon accessibility laws and standards within 12 months of the most recent update.