

## FlexiVan's New Traffic Toll Program

### *For Un-Paid Tolls ONLY*

March 2017

#### **ESSENTIAL POINTS**

1. If you are a motor carrier that passes through toll gates at the regulated speed and ensures your transponder is in working order, this program does not apply to you and you will not be billed by FlexiVan. **This only applies to un-paid tolls.**

This program only applies when a motor carrier runs a toll gate without payment, regardless of intention or transponder failure. Either way, a toll and administrative cost is generated.

2. This program **prevents** an unpaid toll penalty from being generated by the Toll Authority, as well as other related costs that could escalate. It is not optional.
3. A motor carrier failing to ensure his vehicle passes through the toll at the regulated speed or ensuring his transponder is in working order is not the fault of the chassis provider. It is the responsibility of the motor carrier.

Toll authorities advise that the primary reason a transponder does not record is generally due to excessive speed entering the toll gate.

4. If the transponder is not recognized and the Toll Authority only captures the rear, tail gate image (i.e. the license plate of the chassis only), FlexiVan gets the notice and will bill the motor carrier.

If the transponder is not recognized and the toll authority captures the front license plate image, the motor carrier registered under that license will get the notice directly from the toll authority.

5. FlexiVan immediately incurs the administrative cost of capturing the tolls, investigating, sorting, rebilling, managing responses and disputes, and collections. As the volume of events has increased dramatically, we are compelled to pass this cost on the responsible motor carrier or lessee.

#### **FREQUENTLY ASKED QUESTIONS**

1. **When does FlexiVan get charged a toll?**

When a motor carrier passes through a toll plaza and payment is not recorded, FlexiVan is charged. Whether the transponder does not record the toll or the motor carrier simply runs through the gate too fast, the Toll Authorities will (1.) capture the rear chassis plate and FlexiVan will be automatically billed for the toll or (2.) Toll Authorities capture the front plate, in which case the motor carrier is billed directly instead – see item #4 above).

## 2. Who will be billed for the toll?

After FlexiVan receives the toll charge, the re-billing will go to:

- CCM Pool sourced chassis - bills go to CCM, who will in turn bill the MC directly;
- Non-CCM pool sourced chassis - the bill goes directly to the MC who interchanged the chassis;
- Chassis under direct lease with FlexiVan - bills go directly to the Lessee under contract.

## 3. How frequently will the bills be sent out?

Bills will be sent out weekly, reflecting the tolls of the previous week.

## 4. We already have an I-Pass/EZPass account, so why do I have to pay this administrative charge?

A transaction and fee was generated because the toll was not paid by the motor carrier. As a result, FlexiVan was billed and incurs the administrative cost of capturing the tolls, investigating, sorting, rebilling, managing responses, disputes and collections. It is the motor carrier's responsibility to ensure compliance. If the transponder had not failed, we would not have been billed and forced to re-bill the motor carrier.

## 5. Is the administration fee per violation?

Yes. Each violation incurs a \$20 administration fee.

## 6. How will this process save money?

When the toll authority has to send out a bill, they add on penalties and fees. Toll authorities generally will not waive the fees. These fees can range from \$10 to well over \$60 per instance and double or more after extended periods of non-payment. Under this new system, tolls will be automatically covered if the transponder fails, eliminating any additional fees or penalties.

## 7. Can I request that you not pay the toll and send the notice to me instead?

Since the bills are automatically generated by the Toll Authority and applied to FlexiVan, we have no option but to re-bill directly. However, this is why there are no additional fees and penalties incurred. It is not optional.

## 8. What is the dispute process?

If you feel you have a reasonable and legitimate dispute, you may email your dispute with all related details to: [TollManagement@FlexiVan.com](mailto:TollManagement@FlexiVan.com)