

# HARRIS COUNTY TOLL ROAD AUTHORITY

## HCTRA CUSTOMER SERVICE MANUAL



Last updated:

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Prepared By:

**HCTRA Customer Service**

**Quality Assurance & Training Section**



**HARRIS COUNTY TOLL ROAD AUTHORITY**



Please be advised that the HCTRA CSC (Customer Service Center) Manual receive modifications as needed by HCTRA CSC Management. Changes may occur in CSC policies, procedures, and processes that may not yet appear in the manual until the next modification schedule.

Temporary processes, policies, and procedures may be activated to accommodate a system or staffing issue and may not be present in the manual.

# System Applications and Tolling

## Module 1

### New Hire Training Overview

Welcome to New Hire Training! Harris County Toll Road Authority (HCTRA) would like to take this opportunity to congratulate you on becoming a part of our professional staff, who are dedicated to serving the public.

We are excited to have you with us and we look forward to providing you with the information and tools needed to be successful on your career path with HCTRA! In the upcoming weeks, you will receive face-

to-face interaction and computer-based training that is designed to equip employees with the tools to perform daily job duties.

The New Hire Training process is divided into three specific phases:

- Day in the Life Orientation Training-(1) One Day
  - Job Training- (2) Two Days
- Classroom Training – Seven (7) days
- Nesting Training – Eight (8) days

You will be tested over the information covered throughout New Hire Training. The test will consist of multiple choice and true/false questions.

Again, congratulations on becoming a part of the HCTRA Family! We wish you the best of luck and look forward to working with you throughout the course of your career.

### **HCTRA Mission Statement**

***“HCTRA’s mission is to responsibly operate and maintain a SAFE, RELIABLE, SUSTAINABLE AND EVOLVING mobility system that meets the diverse connectivity needs of all Harris County residents.”***

### **Customer Service Sections**

#### **Quality Assurance & Training (QA&T)**

- Organizational development and training implementation
- Quality monitoring
- Career Development Training

#### **Call Center**

- Assist customers via telephone

#### **Storefront**

- Assist customers in person at any storefront location



*Quality Assurance and Training Staff*

#### **Back Office Services (BOS)**

- Assist customers via email, large account call center and the fulfillment and distribution of EZ TAGs
- IOP/Analytics
- Correspondence EZ TAG and Violations

#### **Violation Enforcement Center (VECC)**

- HCTRA Collections

- Adjudication

**HCTRA Call Center****Customer Service Telephone Number is:**

- 281-875-3279 (EASY)

**Call Center Hours:**

- 7:00am – 7:00pm Monday-Friday
- 8:00am – 4:30pm on Saturdays
- Closed on Sunday

**HCTRA Violation Enforcement Collections Center****Violation Enforcement Collections Center:**

- 713-701-6000
- English queue #3225
- Spanish queue #3226

**Call Center Hours:**

- 8:00am – 5:30pm Monday-Friday
- Closed on Saturdays and Sunday

**Customer Service Locations**

<u>Locations</u>	<u>Store Hours (M-F)</u>	<u>Saturday</u>
Dairy Ashford	7:00am – 7:00pm	8:00am – 4:30pm
North	7:00am – 7:00pm	8:00am – 4:30pm
Northeast	7:00am – 7:00pm	8:00am – 4:30pm
Southwest	7:00am – 7:00pm	8:00am – 4:30pm

<b>Westside</b>	<b>7:00am – 7:00pm</b>	<b>8:00am – 4:30pm</b>
<b>East</b>	<b>7:00am – 7:00pm</b>	<b>8:00am – 4:30pm</b>
<b>Call Center</b>	<b>7:00am – 7:00pm</b>	<b>8:00am – 4:30pm</b>
<b>VECC</b>	<b>8:00am – 5:30pm</b>	<b>Closed</b>
<b>Back Office Services</b>	<b>8:00am – 4:30pm</b>	<b>Closed</b>

#### Austin Storefront Locations

<b>Locations</b>	<b>Store Hours (M-F)</b>	<b>Saturday</b>
12719 Burnet Tag Store	7:00am – 7:00pm	8:00am - 4:30pm
<b>Store Hours</b>		
1070 Westinghouse Rd (Georgetown DPS)	8:00am – 5:00pm (M,W,TH,F) 8:00am – 6:00pm (Tues.)	CLOSED
216 E Wells Branch Pkwy (Pflugerville DPS)	8:00am – 5:00pm (M,T,W,TH) 8:00am – 6:00pm (Frid.)	CLOSED
119 Conrads Lane (New Braunfels DPS)	8:00am – 5:00pm (M,W,TH,F) 8:00am – 6:00pm (Tues.)	CLOSED

#### Incident Response Team

HCTRA Roads are kept clean and clear by IRT (Incident Response Team)

- IRT patrols most HCTRA operated roads to assist motorists and clear road hazards
- You do not have to be an EZ TAG customer
- All IRT services are free of charge
- IRT will help change tires, tow vehicles to the next exit, or provide enough gas to exit safely

#### TxDOT Highway Roadside Assistance (HERO)

The safety of Texas motorists is one of TxDOT's top priorities which is why the department offers free roadside assistance through its Highway Emergency Response Operator (HERO) program.

By reducing the risk of secondary crashes through its efforts, the program helps to make Texas roadways a safer place to travel.

TxDOT provides free roadside assistance and patrol services in the following areas:

- Austin

- El Paso
- San Antonio

## **Training Expectations**

### **While in training**

- **Parking**
- **Only park in the assigned areas. Do not park in visitor or storefront areas.**



## **Training Objective**

The objective of this training course is to provide you with the knowledge and skills necessary to ensure the highest level of customer service for the Harris County Toll Road Authority (HCTRA). After successfully completing this course, you will be able to:

- Understand HCTRA history and policies & procedures
- Provide professional customer service assistance for the Call Center, Storefront, Back Office, and VECC
- Resolve customer concerns and complaints
- Open new accounts, provide updates and close accounts
- Process payments and resolve violations
- Assist with other tolling agencies

## **New Hire Training Outline**

### **Classroom Training**

Learn about HCTRA Customer Service and all supporting tools in a discussion setting.

- **8:00 am – 4:30 pm.** Includes two (2) fifteen (15) minute breaks and a thirty (30) minute lunch.
- Materials Needed:

- New Hire Training Manual & Handouts (provided by HCTRA)
- Earbuds or headphones that can be used in a computer
- Quizzes are given daily.

### **New Hire Nesting**

Under the supervision of Quality Assurance and Training staff, New Hires will receive live calls or assist walk-in customers in the storefront.

- Materials Needed (provided by Training Team):
  - Nesting Checklist
  - Nesting manual and handouts
  - Observation Report
- All employees will report to the Training Center and work the same classroom hours

### **Classroom Etiquette**

During this class, it is important for all trainees to follow general training room etiquette. These rules will ensure that **your** learning is not hindered during the training process:

- Respect instructors *and* trainees
- Eating is not permitted in the training rooms
- Restroom breaks may be taken as needed and sensibly
- ***Cell phones should be off***
- Only access the programs you are told to access
- No internet browsing using HCTRA computers
- If you have a question, please raise your hand
- Personal issues should be addressed discreetly with a trainer
- Follow instructions and do not get ahead of the class

### **Training Attendance Adherence**

Due to the vast amount of information provided during training, absences/leaving early is **not** permitted

In the event you may be arriving late to training, you must call the attendance number (**713-587-7732**) and leave a message with the following:

- Your name
- Reason for the attendance issue
- Estimated time of arrival

**Clearly state your name, the reason for calling and estimated time of arrival.**

**Example:** Hello, my name is Abigail Thornton I am a new hire in training. I am calling to let the someone know I will be 10 minutes late due to traffic on I-10.

Please provide this phone number to any caregivers or as an emergency contact only for the duration of training.

**Note:**

- *Failure to leave a message is considered a no call / no show and will be reported to your agency!*
- *Contract employees must call their agency when recording an attendance issue*

### **HCTRA Customer Service Policies and Procedures**

#### **Performance Level Expectations**

- All employees are expected to perform at the acceptable performance level established for the assigned duty.
- Contact your Manager at any time should you have any questions and/or concerns.
- Employees with continuous reports of errors or customer complaints will be required to attend a refresher training session.
- An employee who continues to fail to perform at an acceptable level may receive disciplinary action up to and including termination from employment.

#### **Data Entry Accuracy**

- Reports of account errors, data entry errors, or financial errors may result in disciplinary actions that include but are not limited to termination.
- All employees are required to perform shift-closing functions to ensure accuracy.
- If an employee does not balance during closing, he/she must notify lead personnel or their Supervisor before attempting to fix their mistake. A supervisor or manager will assist when correcting an error.

#### **General Conduct Rules**

- All employees are expected to conduct themselves as responsible adults in a businesslike manner, refraining from profanity, horseplay, verbal abuse, and harassment. Abuse of subordinates, insubordinate speech or conduct towards employees, supervisors, or customers is not acceptable and will not be tolerated.
- All Customer Service employees are personally accountable to Harris County for all funds (to include cash, credit card receipts, checks, mail, EZ TAGs, etc.) which are entrusted to them in connection with their duties.
- All work area items entrusted into your care are the sole property of the Harris County Toll Road Authority. Any intentional defacement or damage made to items assigned to you in connection with your duties may result in disciplinary actions. Employees must show concern for care and protection of HCTRA property and fellow employees' property.
- No HCTRA or Contract employee, unless authorized, may communicate with the media on behalf of HCTRA or Harris County on any issue. This includes social media outlets.

#### **Clock-In & Clock-Out Procedures**

All employees are required to clock in and out utilizing the time clock, or NOVAtime. Exceptions are made only if the time clock or NOVAtime is not functioning. Should one of these circumstances arise, the employee is required to write their shift start/end time on a piece of paper, initial it, and turn it into their supervisor or send an email to the designated personnel. Under no circumstances should an employee clock in/out for another employee.

All employees are required to be at their assigned workstation, prepared and ready to begin the day at their regularly scheduled time. Getting coffee, placing lunches in the refrigerator, going to the restroom, parking your car, etc., **must** be done before clocking in.

**Note: DO NOT clock out for breaks**

#### **Scheduled Break & Lunch Policy**

All employees working six hours or more will receive two, fifteen-minute breaks and one, thirty-minute lunch break. Break/lunch schedules have been assigned to all employees. Please make note of your scheduled time. Be prompt when leaving and returning from your break/lunch. Should you not be able to leave at your designated time, you must let your supervisor know.

Employees are **not** permitted to clock in early from lunch. You **must** take your full thirty-minute break.

Eating is not permitted at your workstations at any time. All drinks must be in a spill-proof container. Drink/coffee cups purchased at local fast-food restaurants are not allowed. Spill proof cups with straws may be used for water only.

#### **Personal Cell Phone Policy**

- Personal telephone calls should **only** be made on your break/lunch time.
- Emergency phone calls should be directed to your supervisor.
- Personal cell phones **must** be silenced and placed in a concealed area.
- Personal cell phone calls **cannot** be taken at your workstation.
- Cell phone usage is **not** allowed in the restrooms.
- Devices such as smart watches and ear buds (including air pods) **are not** allowed at your workstations



#### **Tobacco Use Policy (PL0021)**

There is a ban on smoking in all Harris County facilities. The same provisions apply for HCTRA employees who use smokeless tobacco and e-cigarettes (a.k.a. "vaping")

At no time will e-cigarette use, regardless of whether smoke is emitted be allowed inside any HCTRA facility or vehicle.

Smoking is only permitted in outside designated areas.

#### **Employee's EZ TAG Account and Toll Processing Policy (PL0050)**

- At no time shall any employee with access to the RITE 2.0 system make changes or updates to EZ TAG Accounts belonging to the CSR or family and friends.
- At no time shall any employee with access to the RITE 2.0 system handle violations belonging to the CSR or family and friends.
- All account transactions and toll violations should be handled by the employee on personal time via the website ([www.hctra.org](http://www.hctra.org)).

- When online account updates are not possible, contact a person of management level or higher.

**Note:** You must identify yourself as a HCTRA employee.

### **Delinquent Unpaid Toll and EZ TAG Accounts Policy (PL0057)**

Violations of HCTRA's tolling policies by having unpaid violations, outstanding EZ TAG violations with associated fees, or EZ TAG Accounts with a negative balance (monies owed), are incompatible with Toll Road employment. Such violations are contrary to HCTRA's standards of conduct and are considered to be mismanagement of an employee's position.

Repeatedly and intentionally violating HCTRA's tolling policies by having unpaid violations, outstanding EZ TAG violations with associated fees and suspended EZ TAG Accounts with a negative balance (monies owed) is not only a civil violation and breach of the EZ TAG Agreement but can also be prosecuted as a criminal offense (Texas Transportation Code § 284.070). An employee's continued disregard for HCTRA policy and state law will result in disciplinary action up to and including termination from employment.

### **HCTRA Badge Policy**

- Upon employment, a new HCTRA employee will be issued a photo identification badge.
- The badge must be worn on the front of the outermost garment and the front of the badge must be clearly visible.
- All badges should be worn at all times while on HCTRA property.
- ID Badges will not be shared between individuals under any circumstances.

***If you lose your badge or see someone without a badge, notify a supervisor immediately!***

***Please review the Dress Code Policy. Go to the "Policy Section" and sign the Acknowledgement Form.***

- Piggybacking allows someone to follow you into a secure area from your badge scan.
- Badges are to be worn in a visible area at all times
- Never let someone in, even if you know him or her. They must call their supervisor for building entry and/or elevators
- Never follow someone else in without scanning your badge

### **Dress Code Policy (PL0003)**

All employees are required to follow HCTRA's Dress Code Policy.

Employees must be aware of the impossibility of covering, by policy, every conceivable question on dress and grooming. Good judgment, consistent with acceptable professional business norms and safety, should serve as a basis for the measurement of personal dress, appearance, hygiene, and cleanliness. Employees should keep in mind the impression made on visitors, other employees, and business associates and dress accordingly. ***Leggings are not acceptable.***

Request to deviate from this policy for medical reasons, religious reasons, or any other reason, must first be forwarded up the supervisory chain to the HCTRA Human Resources Section for a decision prior to the employee and/or supervisor or manager taking any action.

Take a Few Minutes to define Casual Dress Code Attire.

What is a casual dress code?

A Casual dress code is generally considered less formal than business casual. Employees may wear a more relaxed, informal clothing. This is not necessarily what you may wear on the street or lounging at home.

Approved Casual Attire

Jeans can be worn every day!!

**Note:** Jeans should be clean, in good condition, and free from tears. Sweatpants/gym clothes, revealing or stained clothing, and graphic shirts with offensive or controversial statements on them are not allowed.

### **Approved Business Casual Attire**

Three types of attire will be allowed during work hours. Below are some examples.

Business and Business casual is required.



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Be aware that certain sections may have different requirements. If in doubt, please check with your supervisor before wearing an item that may be questionable.

### **Approved Business Casual Attire Women**





#### Approved Business Casual Attire for Men



#### Approved Casual Attire

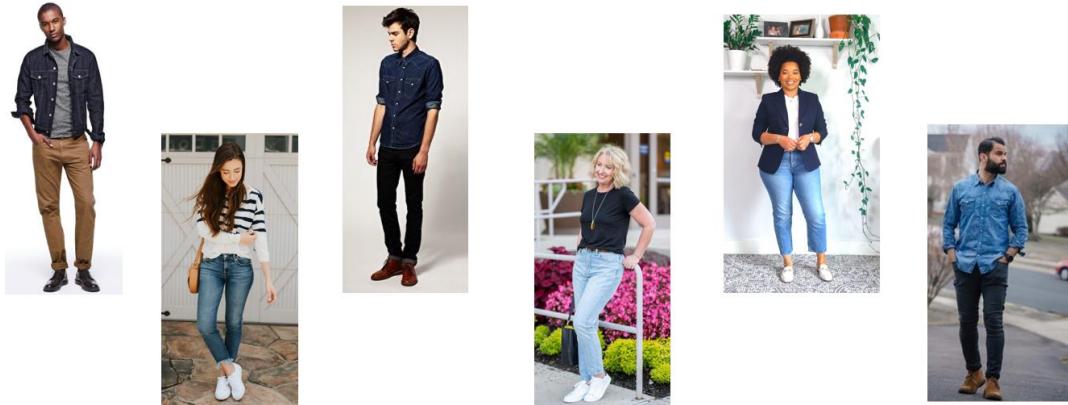
Jeans are acceptable for the following sections on the following days:

- Call Center: Everyday
- Storefront: Friday and Saturday
- Adjudication: Friday
- VECC: Everyday
- BOS: Everyday
- QA&T: Everyday

Any colored jeans are **acceptable**.

### **Approved Casual Attire**

In addition to the current dress code policy, Call Center/VECC/BOS CSRs have been approved to wear tennis shoes, collared shirts, and jeans throughout the week. Wedge styled sandals and any solid-colored jean jackets are also acceptable. This attire will also be acceptable during New Hire training.



### **Unacceptable Jeans Women**



### Unacceptable Jeans Men



### Unapproved T-Shirts and Blouses

- Tank tops are considered out of dress code. Plain t-shirts, shirts with large **logos**, sheer blouses and t-shirts with words or pictures are not acceptable.
- Form fitting and low necklines are prohibited.



### Unapproved Skirts and T-Shirt Style Dresses

- Skirts/dresses should be no shorter than two inches above the knee both front and back.
- Skirts that have slits longer than two (2) inches are not acceptable to wear to work. In addition, any dress or skirt that reveals too much while sitting is not acceptable to wear in our work environment. Clothing that does not cover you while sitting, standing or walking is prohibited as well.
- The “t-shirt” style dress rises on each side and **is not** the same length as the front and back of the dress. This style of dress is **not** acceptable to wear in our work environment.

#### Unapproved



### Joggers/Hoodies/Leggings

- Any style of pants that has elastic around the ankle is not appropriate clothing for our work environment. Camouflage is not acceptable.
- Hoodies are not permitted and must be removed before entering the building. Jean jackets that are faded, distressed, or ripped are not acceptable.

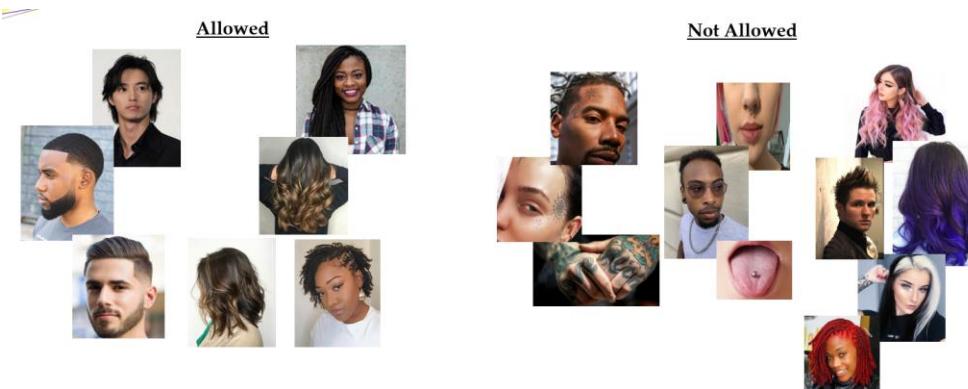


### Headgear

Any styles of hats, bandanas, and headscarves are not acceptable to wear to work unless it is a part of your culture and has been approved.



### Hair, Tattoos & Body Piercings



Unprofessional, derogatory, inflammatory, and distracting tattoos, piercings, hairstyles, earrings, etc. are not authorized. Section Managers will work with HCTRA Human Resources Section on a case-by-case basis. Employees should contact their supervisor first if they have any questions.

### Approved Shoes

- Shoes must be clean and free of tears. Fashionable sandals with/without backs are acceptable
- On approved casual days tennis/gym shoes are allowed



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### **Unapproved Shoes**

What qualifies as a sandal?

- Before we start talking style choices let's first define what a sandal is. There are many misconceptions about what qualifies as a sandal.
- Flip-flops are for hanging out.
- Flip-flops are not street wear, they are to be worn to the beach or pool, so under no circumstances are they appropriate at the office.
- Whenever in doubt, ask your supervisor or management team.



# System Applications and Tolling

## Module 2

### Systems Applications and Tolling

#### HCTRANET Internal Website

HCTRANET (<http://hctranet>) is the employee resource website. Features available on HCTRANET include:

- Employee Phone Numbers
- I.T Self-Service

- TranStar
- Calendars
- Employee Information
- STARS
- EZTime (Timesheet)
- Lane Number Map
- Toll Road Information
- Harris County Website
- HCTRA Policies and Procedures

### **HCTRA.ORG-External Customer Website**

www.HCTRA.org is our customers' resource for account maintenance and HCTRA changes

- Customers are able to perform the following:
- Open new account
- Make payment
- Add/remove/update vehicles
- Update billing information
- Update contact information
- Pay Violations
- Access HCTRA news and information
- And more!

### **What is LearningZen?**

- LearningZen is an online training platform that provides HCTRA employees with effective training.
- LearningZen can be accessed from your desk.
- Courses are scheduled as needed by QA&T, Supervisors, or Leads.
- Do not advance through slides without reading the material for understanding. Once you land on the quiz/test, you are locked in and will not be able to go back to view the material.

### **The Student Experience**

- If a course was not completed the day it was given, clicking **Courses I need to Finish** will allow the CSR to go back and continue the course.
- The **Courses I need to Start** section will allow CSRs to view available courses that were assigned.
- The **Courses I've Taken** section will allow CSRs to view completed courses and their Passed/Failed status. From this window, the CSR will be able to retake the course if necessary.
- CSR will be able to reset their password from **My Account**.
- Certificates will be saved on the student's profile and can be printed at any time.

### **Password Reset**

- The I.T department will not be able to reset the password.
- The password can be reset by selecting **Forgot Password** from the login screen.
- An email will be sent to the user's HCTRA email with a temporary password.

- If you continue to experience issues with login, please **do not** contact IT; contact your Lead or Supervisor.

If an email from Postmaster is received select, Release and Permit to allow the email with the temporary password to be delivered along with any future information from LearningZen.

### **Logging-In**

- Username: HCTRA email address
  - firstname.lastname@hctra.org
- First-time login password
  - ezttag
- Scores must be 80% or higher to receive credit
- Supervisors/Leads will provide time for the CSR to complete assigned courses

### **Security & Safety Awareness**

#### **Sensitive Information**

Sensitive information HCTRA uses includes, but is not limited to the following:

- Credit card numbers
- EFT information (Bank Account)

These items are only allowed to be typed directly into designated RITE 2.0 text boxes and or triPOS credit card system. These items are not to be copied/pasted under any circumstances including account comments.

#### **What is Sensitive Information?**

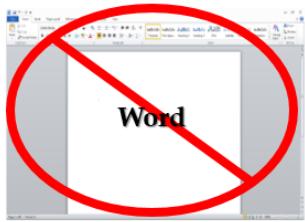
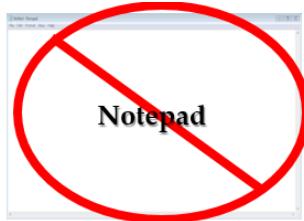
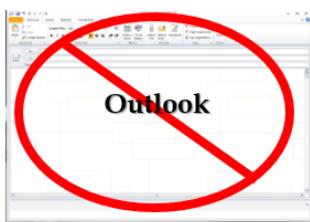
##### ***HCTRA does not use:***

- Credit Card CVC numbers
- Customer Social Security Number
- Customer Date of Birth
- Driver's License number (as of 5/7/22)



HCTRA's IT section will **NEVER** ask for your password. Alert a Lead immediately should anyone ask you for your password.

HCTRA **PROHIBITS** CSRs from writing down any credit card or driver's license information outside of RITE 2.0/triPOS on the following.



**Important: CSRs should inform the customer that their credit card number will be needed more than once due to security reasons. CSRs should never repeat the customer's credit card number!**

### **Correct Masking**

When masking payment information, follow the example below to ensure correct masking:

#### **Incorrect:**

~~5421-1234-5678-1548~~

#### **Correct:**

[REDACTED] - 1548

### **PCI Compliance**

- We are not authorized to insert ANYTHING into our computer that is not HCTRA approved
- Examples include: phone chargers, USB drives, CDs or external drives



- Always lock your computer before leaving your workstation.
  - Press Windows key on the keyboard while pressing the letter L



## HCTRA Tolling Overview

### Texas Transportation Code 284

#### **NONPAYMENT OF TOLL; OFFENSE**

A person commits an offense if the person:

- Operates a vehicle on a county project and fails or refuses to pay a toll.

An offense under this section is a misdemeanor punishable by a fine not to exceed \$100.

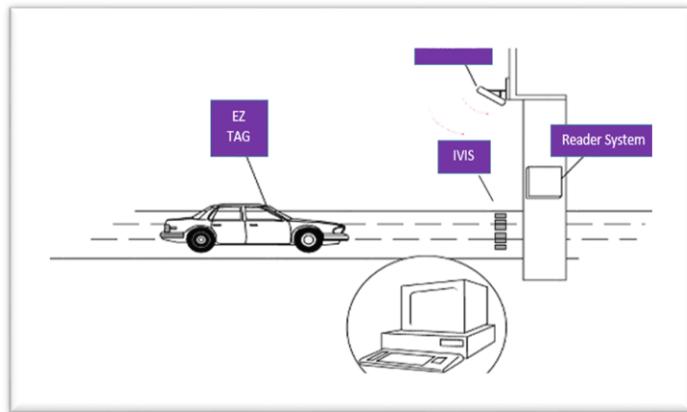
The county may take and retain possession of a vehicle operated in violation until the amount of the toll and all charges in connection with the toll are paid.

### HCTRA ROADS

- Every toll is accounted for.
- Toll violators will be prosecuted.
- Customers who use the toll road without an active EZ TAG account may drive through but must pay later.

### How EZ TAG Functions

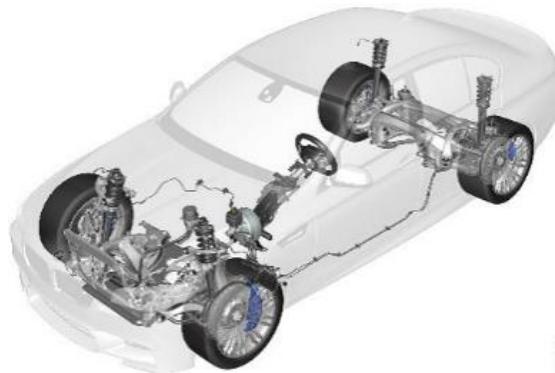
As drivers approach an EZ TAG lane, an electronic reader verifies the tag identification number. IVIS then determines the axle count, and then the appropriate toll amount is automatically deducted from the customer's prepaid account.



### What is vehicle class?

### What is an Axle?

A rod or spindle (either fixed or rotating) passing through the center of a wheel or group of wheels.



**Class 2 Vehicles (2 Axles)**



**Class 3 Vehicles (3 Axles)**



**Class 4 Vehicles (4 Axles)**



**Class 5 Vehicles (5 Axles)**



**Class 6 Vehicles (6 Axles)**



**Toll Rates by vehicle classification**

<u>Axes</u>	<u>AVI (tag read)</u>	<u>VTOLL AVI (vehicle does have tag but there was no tag read)</u>	<u>Image Read (EZ Plate, Tagless, Express &amp; violators (before invoicing))</u>	<u>Fleet</u>	<u>Invoiced</u>
	<u>(Base)</u>	<u>(Base)</u>	<u>(Base x 1.2)</u>	<u>(Base x 1.25)</u>	<u>(Base x 2.0)</u>
2	*\$1.50	*\$1.50	\$1.50 x 1.2 = \$1.80	\$1.50 x 1.25 = \$1.88	\$1.50 x 2.0 = \$3.00
3	\$3.50	\$3.50	\$3.50 x 1.2 = \$4.20	\$3.50 x 1.25 = \$4.38	\$3.50 x 2.0 = \$7.00
4	\$5.25	\$5.25	\$6.30	\$6.57	\$10.50
5	\$7.00	\$7.00	\$8.40	\$8.75	\$14.00
6	\$8.75	\$8.75	\$10.50	\$10.95	\$17.50

*Toll rates for all locations can be viewed online at [www.hctra.org](http://www.hctra.org)\* Rate subject to EZ TAG Benefit  
10% discount on two (2) axle vehicles with a transponder on HCTRA roads*

### HCTRA Lane Types

#### Lane Types & Payment Options

HCTRA facilities have the following lane types separated by payment method:

**EZ TAG only:** located to the far left are all electronic. Also known as AVI\* lanes

**Manned Booth:** In an effort to reduce the potential spread of the Coronavirus, HCTRA removed all cash handling from the toll lanes on March 11, 2020. Customers were directed to drive through the lanes and pay later. All tolls must be paid. Violators will be prosecuted

**\*AVI- Automatic Vehicle Identification**

#### EZ TAG Only Lanes

- Our EZ TAG ONLY lanes are for motorists who have their vehicle registered with an approved toll agency.
- Non-stop passage is allowed through these lanes, as tolls are electronically deducted from prepaid accounts via the toll tag or from the license plate.
- All dedicated EZ TAG ONLY lanes are interoperable, and some are designated with the TxTAG logo.

#### Toll Roads & Mainlanes

### Sam Houston Facts

- Composed of plazas and interchanges onto other major freeways
- On and off ramps are marked by the closest major street
- Methods of payment are:
  - **EZ TAG (Electronic Toll Tag) \***

### Sam Houston Mainlanes & Plazas

- Sam South
- Sam Central
- Sam North
- **Sam Northeast – EZ TAG Only**
- **Ship Channel – EZ TAG Only**
- Sam East
- Sam Southeast
- Sam Southwest

### Hardy Toll Road

#### Hardy Toll Road Facts

- Became EZ TAG only on July 18, 2016.
- HCTRA's first toll road.
- On and off ramps are marked by the closest major street.
- Has the Airport Connector

#### Mainlanes and Routes

- The Hardy Toll Road has 2 Mainlanes
  - Hardy North - EZ TAG Only
  - Hardy South - EZ TAG Only
- Runs north and south bound and is located east of I-45 North.
- Encompasses commuters who live in or near Spring, The Woodlands and Conroe.



## Westpark Tollway

### Westpark Tollway Facts

- This is HCTRA's EZ TAG only toll road.
- On and off ramps are marked by the closest major street.
- It is owned by both Harris and Fort Bend Counties.



### Mainlanes and Routes

- Encompasses commuters who live in or near Mission Bend and Cinco Ranch.
- Runs east and west bound from the 610 Loop to Grand Parkway 99.
- Has two (2) Mainlanes
  - Wilcrest Mainlane
  - Fondren Mainlane

## Tomball Tollway

### Tomball Tollway Facts

- This toll road is EZ TAG only.
- On and off ramps are marked by the closest major street.
- Shares ownership with TX TAG.

### Mainlanes and Routes

- Encompasses commuters who live in or near Magnolia and Tomball.
- Located on Highway 249 between Spring Cypress Road and FM 2920.
- Has only one Mainlane, known as North Pointe.

## Connecters, Extensions & Flyovers

- Airport Connector- Connects the Hardy Toll Road directly to George Bush Intercontinental Airport
- Fort Bend Parkway Extension- Runs from US 90A in Harris County, stopping at the Fort Bend County line. EZ TAG only with one plaza
- *All connectors, extensions and flyovers are EZ TAG only*

## Non-Tag Traffic Lanes

- All HCTRA lanes are equipped with devices which can capture license plates and record axle counts
- Non-Tag customers are directed to use the Non-Tag Traffic lanes to the far right on the Toll Road
- Drivers of vehicles without tolling tags may pay their tolls online or in person at an EZ TAG store, by using their license plate number. If tolls are not paid before invoice generation, the customer will receive an invoice with additional fees

- Non-Tag customers are encouraged to open an EZ TAG Account to enjoy the safest, most convenient toll road experience for the lowest rate

### **All Electronic Tolling (AET)**

- The Harris County Commissioners Court has approved an accelerated construction schedule to prepare for the all-electronic tolling conversion. By removing the narrow lanes on the Sam Houston Tollway, the commute on the toll will become faster and safer
- The multi-year project will be scheduled and completed in phases to minimize the impact on traffic flow (scheduled for late nights and weekends)
- These phases will allow HCTRA to limit the impact on neighbors who live or work near the plazas and keep the inconvenience to a minimum.

### **Barrier-Free**

- Until the toll plazas are removed, drivers with EZ TAGs will be directed to keep left, utilizing the 3 EZ TAG only lanes.
- Drivers without EZ TAG accounts are directed to keep to the far right as they pass through the plazas at most locations. Although not required, drivers are encouraged to open an EZ TAG Account to receive additional discounts on tolls (EZ TAG rate, HCTRA EZ TAG Benefit)
- On Sam Houston toll plaza between Almeda Rd. and SH 288, all drivers including non-tag customers are asked to use the EZ TAG lanes currently, due to traffic volumes and constraints.
- Over the next few years, toll plazas across the Sam Houston Tollway will be removed and replaced with the same kind of overhead all-electronic tolling equipment drivers currently see on other toll roads, including the Hardy Toll Road and Westpark Tollway. Tolls will not increase for drivers as a result of transitioning to the all-electronic tolling system

### **Katy Managed Lanes**

### **BACKGROUND**

- This managed lane project is a result of a partnership between Harris County, the Texas Department of Transportation, the Federal Highway Administration and METRO
- The toll road portion of the roadway was built with toll revenues, not tax dollars
- HCTRA is charged with operating and maintaining the managed lanes

*Please refer to Katy Managed Lanes Map and Rate Chart.*

### **Katy Managed Lanes**

By making underused High Occupancy Vehicle (HOV) lanes available to Single Occupancy Vehicle (SOV) drivers who pay a toll, the new managed lanes could mean a more predictable trip for IH 10 commuters

These managed lanes:

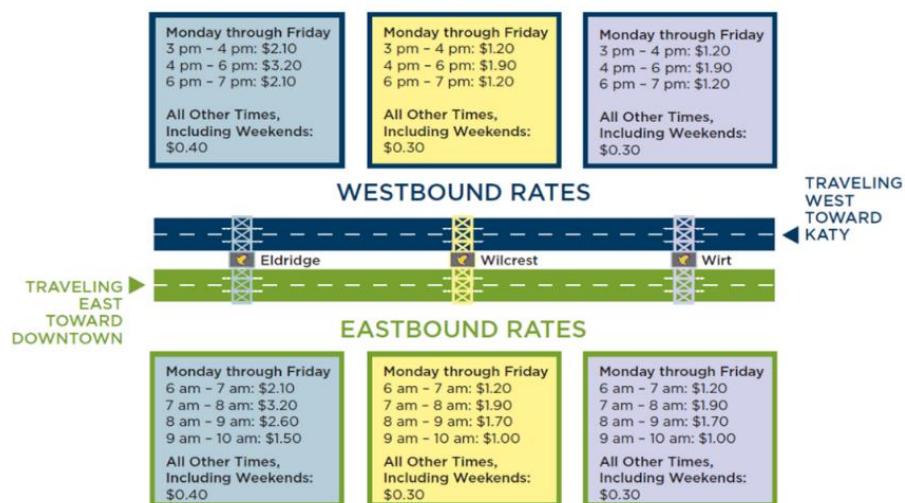
- Are free to carpoolers during HOV hours
- Offer toll-paying Single Occupancy Vehicle (SOV) drivers a different commuting option
- Free up space in the main lanes

### **Katy Managed Lanes Key Points**

- Katy Managed Lanes ranges from Highway 6 to 610 Park-n-Ride.
- KML HOV lanes are not available on weekends.
- The HOV hours of Katy Managed Lanes are Mon - Fri:
  - 5:00 am – 11:00 am & 2:00 pm – 8:00 pm
- Katy Managed Lanes have two lanes
  - Lane one - EZ TAG and IOP users only
  - Lane two - HOV users (*during peak hours*)

### **Katy Managed Lanes Rates**

Katy Managed Lanes Peak Period Toll Rates



### **Katy Managed Lanes Signage**

- Signage is displayed when entering at Highway 6.
- Signage is displayed at the entrance to the Katy Managed Lanes.
- Signage is displayed on the Katy Managed Lanes.
  - Left Lane is HOV Only
  - Right Lane is EZ TAG Only
- Signage is displayed at the tolling plaza.

### **METRO HOT Lanes - February 2012**

Houston's public transit system, METRO, launched a new HOV tolling lane system in February 2012.

- METRO Hot Lanes Corridors are IH-45S and IH-45N, US 59S and US 59N, and US 290.
- Lanes allow high-occupancy vehicles (HOV) and single-occupancy vehicles (SOV) to use lanes going in one direction at a time during certain times of the day. (*Times may vary*)
- HOV drivers will receive free tolls. SOV drivers must pay a toll with their electronic toll tag.
- The lanes do not accept cash payment.
- These lanes are interoperable with **most** Texas electronic toll tags.

### **SH-288 Express Toll Lanes**

#### SH-288 Express Toll Lanes Facts

- The SH-288 Express Toll Lanes project opened for free travel on Monday, November 16, 2020.
- Tolling will begin on Monday, November 30, 2020.
- The SH-288 toll project is an all-electronic (no cash) tollway, and is made up of two different entities:
  - Blueridge Transportation Group (BTG), under partnership with TX DOT,
  - Brazoria County Toll Road Authority (BCTRA).

### **Mainlanes and Routes**

- Blueridge Transportation Group (BTG) toll lanes north of the Brazoria County line
  - It has four tolled lanes, two in each direction with the existing SH-288 median, from US-59 to Harris/Brazoria County Line
  - Time-of-day pricing
- Brazoria County (BCTRA) toll lanes south of the Brazoria County line
  - Four toll lanes in the median between the main lanes of SH-288 from the Harris/Brazoria County Line to approximately County Road (CR) 58.

### **TxDOT Operated Roads**

### **TxDOT Operated Roads**

Operated by TxDOT:

- [SH 130](#), bypassing [Austin](#) to the east,
- [SH 45](#), an east–west road roughly straddling the Austin–[Round Rock](#) boundary, and the northern portion of
- [Loop 1 \(Mopac\)](#) on Austin's north side
- [SH 99](#) a.k.a. Grand Parkway the third loop around [Houston](#)
- SH 249 Montgomery and Grimes counties northwest of Houston.

### **Central Texas Turnpike**

The Central Texas Turnpike System includes SH 130, MoPac (Loop1), SH 45 North and SH 45 Southeast.

- Toll roads in red are managed by TxDOT
- Toll roads in blue are managed by CTRMA

### **Austin Area Toll Roads**

#### **Loop 1**

The tolled segments of Loop 1, also known as MoPac, extends four miles from Parmer Lane to SH 45N. South of Parmer Lane, drivers have the option to take the MoPac Express Lanes through Central Austin.

#### **State Highway 45 North**

SH 45N serves as a vital link connecting communities in North Austin between highways 183 and SH 130. This 13-mile toll road is crucial for commuters, providing a direct connection to Loop 1 and I-35.

#### **State Highway 45 Southeast**

SH 45SE is seven miles long and completes the Central Austin bypass by connecting SH 130 in southeast Austin to I-35 near Buda.

#### **State Highway 130**

SH 130 (Segments 1–4), situated on the eastern side of Austin, offers a detour around the traffic congestion on I-35, facilitates connections to commuter routes leading into Austin, and serves as a speedy route to the airport for many travelers. These segments span 49 miles from north I-35 in Georgetown to 183 southeast of Austin. The southern stretch of SH 130 (Segments 5–6), connecting Austin and Seguin, is managed by the SH 130 Concession Company.



## **State Highway 130**

Segments 5 and 6 (indicated in red) allows drivers to bypass traffic from north of Austin to San Antonio. The tolls on SH 130 segments 5 & 6 between Mustang Ridge and Sequin are based on vehicle shape.

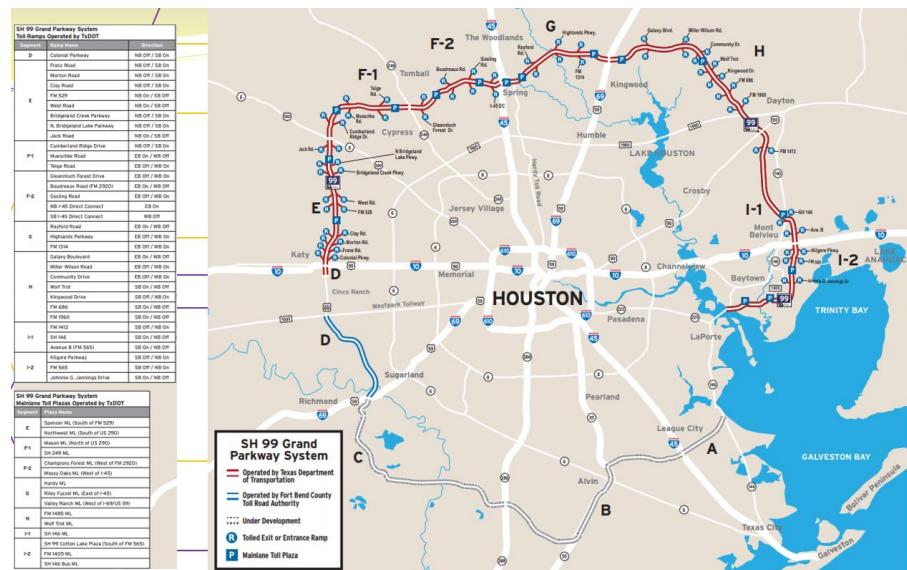
They do not consider axle or weight in determining t class, only the shape as defined by TxDOT.

\*Toll Rates are subject to change

## SH 130 5 & 6 Toll Rates

**Grand Parkway 99**

**(Grand Parkway)**, is a [Texas highway](#) which opened its first section in 1994. Upon completion of State Highway 99, it will be the longest beltway in the U.S., and the third (outer) [loop](#) within the [Houston–The Woodlands–Sugar Land](#) area. The proposed 170-mile loop has been divided into 11 segments for construction and funding purposes.



**SH 249 (Tomball Tollway)**

The **Texas State Highway 249** Project is here to serve the growing transportation needs of Montgomery and Grimes counties northwest of Houston.

- The SH 249 Project is divided into two segments:

- **Segment 1**, which consists of Sections 1A and 1B, includes approximately 15 miles of controlled-access, four-lane, divided tolled highway (two main lanes in each direction) with intermittent frontage roads.
- **Segment 2** is an approximately 11-mile, two-lane, non-tolled rural highway (one main lane in each direction) from FM 1774 north of Todd Mission in Plantersville to SH 105 between Plantersville and Navasota.

### TxDOT Toll Rates

\* TxDOT's Pay By Mail rate is in comparison to HCTRA's non-tag rate.

(Tag rate x 1.5)

	2-axle vehicles		3-axle vehicles		4-axle vehicles		5-axle vehicles		6-axle vehicles	
										
Loop 1	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail
Plazas	\$1.29	\$1.94	\$2.58	\$3.88	\$3.87	\$5.82	\$5.16	\$7.76	\$6.45	\$9.70
Ramps	\$0.85	\$1.28	\$1.70	\$2.56	\$2.55	\$3.84	\$3.40	\$5.12	\$4.25	\$6.40
SH 45 North	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail
Plazas	\$1.29	\$1.94	\$2.58	\$3.88	\$3.87	\$5.82	\$5.16	\$7.76	\$6.45	\$9.70
Parmer Ln & RM 620 Ramps	\$1.12	\$1.68	\$2.24	\$3.36	\$3.36	\$5.04	\$4.48	\$6.72	\$5.60	\$8.40
O'Connor Dr and Ramps to Loop 1 Direct Connectors	\$1.14	\$1.71	\$2.28	\$3.42	\$3.42	\$5.13	\$4.56	\$6.84	\$5.70	\$8.55
Greenlawn & AW Grimes Ramps	\$0.85	\$1.28	\$1.70	\$2.56	\$2.55	\$3.84	\$3.40	\$5.12	\$4.25	\$6.40
Shultz Ln & Wilke Ln Ramps	\$1.29	\$1.94	\$2.58	\$3.88	\$3.87	\$5.82	\$5.16	\$7.76	\$6.45	\$9.70
SH 45 Southeast	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail
Plaza	\$1.27	\$1.91	\$2.54	\$3.82	\$3.81	\$5.73	\$5.81	\$5.73	\$3.81	\$5.73
Ramps	\$0.83	\$1.25	\$1.66	\$2.50	\$2.49	\$3.75	\$2.49	\$3.75	\$2.49	\$3.75
SH 130 Segments 1-4	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail	Tag	Pay By Mail
Plazas	\$2.13	\$3.20	\$4.26	\$6.40	\$6.39	\$9.60	\$6.39	\$9.60	\$6.39	\$9.60
SH 29, Blue Bluff, Tesla Rd & Moore Rd Ramps	\$0.58	\$0.87	\$1.16	\$1.74	\$1.74	\$2.61	\$1.74	\$2.61	\$1.74	\$2.61
CR 104, Pecan St/Pflugerville, Gregg Manor, FM 973, FM 969, Pearce Ln & FM 812 Ramps	\$0.72	\$1.08	\$1.44	\$2.16	\$2.16	\$3.24	\$2.16	\$3.24	\$2.16	\$3.24
US 79, CR 138, Chandler Rd & Elroy Rd Ramps	\$0.90	\$1.35	\$1.80	\$2.70	\$2.70	\$4.05	\$2.70	\$4.05	\$2.70	\$4.05
Cameron Rd Ramps	\$2.13	\$3.20	\$4.26	\$6.40	\$6.39	\$9.60	\$6.39	\$9.60	\$6.39	\$9.60

### Grand Parkway 99 Toll Rates (segments D-G)



# HARRIS COUNTY TOLL ROAD AUTHORITY

	2-axis vehicles	3-axis vehicles	4-axis vehicles	5-axis vehicles	6-axis vehicles
SH 99 - Segment D	Tag	Tag	Tag	Tag	Tag
Entrance and Exit Ramps at Colonial Parkway(*)	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
SH 99 - Segment E	Tag	Tag	Tag	Tag	Tag
Mainlane Plaza: South of FM 529(*)	\$2.46	\$4.92	\$7.38	\$9.84	\$12.10
Mainlane Plaza: South of US 290	\$1.27	\$2.54	\$3.81	\$5.08	\$6.35
Entrance and Exit Ramps at: Frank Rd I-1, West Rd., Jack Rd. (**), Bridgeland Creek Pkwy., and N. Bridgeland Lake Pkwy.	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
Entrance and Exit Ramps at Morton Rd.(**)	\$0.67	\$1.34	\$2.01	\$2.68	\$3.35
Entrance and Exit Ramps at Clay Rd.(**)	\$0.95	\$1.90	\$2.85	\$3.80	\$4.75
Entrance and Exit Ramps at FM 529	\$0.78	\$1.56	\$2.34	\$3.12	\$3.90
SH 99 - Segment F-1	Tag	Tag	Tag	Tag	Tag
Mainlane Plaza: North of US 290	\$1.68	\$3.36	\$5.04	\$6.72	\$8.40
Mainlane Plaza: West of SH 249	\$1.18	\$2.36	\$3.54	\$4.72	\$5.90
Entrance and Exit Ramps at: Cumberland Ridge, Mueschke Rd.	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
Entrance and Exit Ramps at Telge Rd.	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
SH 99 - Segment F-2	Tag	Tag	Tag	Tag	Tag
Mainlane Plaza: West of FM 2920	\$1.49	\$2.98	\$4.47	\$5.96	\$7.45
Mainlane Plaza: West of I-45	\$1.37	\$2.74	\$4.11	\$5.48	\$6.85
Entrance and Exit Ramps at: FM 2920, Gosling Rd., and Ramps to/from I-45 North Direct Connectors	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
Entrance and Exit Ramps at Cleannloch Forest Dr.	\$0.55	\$1.10	\$1.65	\$2.20	\$2.75
SH 99 - Segment G	Tag	Tag	Tag	Tag	Tag
Mainlane Plaza: East of I-45	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
Mainlane Plaza: East of Hardy Toll Rd.	\$0.81	\$1.62	\$2.43	\$3.24	\$4.05
Mainlane Plaza: West of I-69/US 59	\$2.16	\$4.32	\$6.48	\$8.64	\$10.80
Entrance and Exit Ramps at FM 1314	\$1.24	\$2.48	\$3.72	\$4.96	\$6.20
Entrance and Exit Ramps at Highlands Pkwy.	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00
Entrance and Exit Ramps West of Rayford Rd.	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70

## Grand Parkway 99 Toll Rates (segments H, I-1, and I-2)

SH 99 - Segment H	Tag	Tag	Tag	Tag	Tag
Mainlane Plaza West of FM 1485	\$1.99	\$3.98	\$5.97	\$7.96	\$9.95
Entrance and Exit Ramps at Galaxy Blvd.	\$0.78	\$1.56	\$2.34	\$3.12	\$3.90
Entrance and Exit Ramps at Miller Wilson	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
Entrance and Exit Ramps at Community Dr.	\$0.79	\$1.58	\$2.37	\$3.16	\$3.95
Mainlane Plaza West of Wolf Trot	\$3.45	\$6.90	\$10.35	\$13.80	\$17.25
Entrance and Exit Ramps at Wolf Trot	\$2.33	\$4.66	\$6.99	\$9.32	\$11.65
Entrance and Exit Ramps at Kingwood Dr.	\$1.95	\$3.90	\$5.85	\$7.80	\$9.75
Entrance and Exit Ramps at FM 686	\$1.44	\$2.88	\$4.32	\$5.76	\$7.20
Entrance and Exit Ramps at FM 1960	\$0.83	\$1.66	\$2.49	\$3.32	\$4.15
SH 99 - Segment I-1	Tag	Tag	Tag	Tag	Tag
Entrance and Exit Ramps at FM 1413	\$0.88	\$1.76	\$2.64	\$3.52	\$4.40
Mainlane Plaza North of SH 146	\$3.49	\$6.98	\$10.47	\$13.96	\$17.45
Entrance and Exit Ramps at SH 146	\$0.88	\$1.76	\$2.64	\$3.52	\$4.40
Entrance and Exit Ramps at FM 565	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
SH 99 - Segment I-2	Tag	Tag	Tag	Tag	Tag
Entrance and Exit Ramps Kilgore Pkwy.	\$0.54	\$1.08	\$1.62	\$2.16	\$2.70
Entrance and Exit Ramps North of FM 565	\$0.69	\$1.38	\$2.07	\$2.76	\$3.45
Entrance and Exit Ramps at Johnnie G. Jennings Dr.(**)	\$1.07	\$2.14	\$3.21	\$4.28	\$5.35
Mainlane Plaza South of FM 565(***)	\$2.16	\$4.32	\$6.48	\$8.64	\$10.80
Mainlane Plaza at FM 1405	\$0.63	\$1.26	\$1.89	\$2.52	\$3.15
Mainlane Plaza West of SH 146 (Bus.)	\$0.65	\$1.30	\$1.95	\$2.60	\$3.25

(\*) Toll Rates for these locations include the influence distance for the 0.55-mile tolled portion of the northern terminus of the Harris County Segment D.

(\*\*) Scheduled to open in early 2024.

(\*\*\*) Influence distance for mainline Plaza South of FM 565 is from I-10 East to FM 1405.

## SH 249 Toll Rates

**Rates Effective January 1, 2024**

SH 249	2-Axle				3-Axle				4-Axle				5-Axle				6-Axle			
	2023		2024		2023		2024		2023		2024		2023		2024		2023		2024	
	TxTag	PBM*	TxTag	PBM*	TxTag	PBM*	TxTag	PBM*	TxTag	PBM*	TxTag	PBM*								
<b>Segment 1 - Section A</b>																				
Entrance and Exit Ramps: South of FM 149	\$0.59	\$0.89	\$0.60	\$0.90	\$1.18	\$1.78	\$1.20	\$1.80	\$1.77	\$2.67	\$1.80	\$2.70	\$2.36	\$3.56	\$2.40	\$3.60	\$2.95	\$4.45	\$3.00	\$4.50
Mainlane Gantry: North of FM 149	\$1.89	\$2.84	\$1.95	\$2.93	\$3.78	\$5.68	\$3.90	\$5.86	\$5.67	\$8.52	\$5.85	\$8.79	\$7.56	\$11.36	\$7.80	\$11.72	\$9.45	\$14.20	\$9.75	\$14.65
<b>Segment 1 - Section B</b>																				
Entrance and Exit Ramps: South of CR 107 <sup>(1)</sup>	\$0.45	\$0.68	\$0.46	\$0.69	\$0.90	\$1.36	\$0.92	\$1.38	\$1.35	\$2.04	\$1.38	\$2.07	\$1.80	\$2.72	\$1.84	\$2.76	\$2.25	\$3.40	\$2.30	\$3.45
Entrance and Exit Ramps: South of FM 1486	\$0.91	\$1.37	\$0.94	\$1.41	\$1.82	\$2.74	\$1.88	\$2.82	\$2.73	\$4.11	\$2.82	\$4.23	\$3.64	\$5.48	\$3.76	\$5.64	\$4.55	\$6.85	\$4.70	\$7.05
Entrance and Exit Ramps: South of CR 115 <sup>(1)</sup>	\$1.23	\$1.85	\$1.27	\$1.91	\$2.46	\$3.70	\$2.54	\$3.82	\$3.69	\$5.55	\$3.81	\$5.73	\$4.92	\$7.40	\$5.08	\$7.64	\$6.15	\$9.25	\$6.35	\$9.55
Mainlane Gantry: North of CR 115 <sup>(1)</sup>	\$2.47	\$3.71	\$2.54	\$3.81	\$4.94	\$7.42	\$5.08	\$7.62	\$7.41	\$11.13	\$7.62	\$11.43	\$9.88	\$14.84	\$10.16	\$15.24	\$12.35	\$18.55	\$12.70	\$19.05

### Interoperability

#### Interoperability

in·ter·op·er·a·bil·i·ty, *in(t)ər, äp(ə)rə'biliədē/ noun*

noun: interoperability

the ability of computer systems or software to exchange and make use of information

- EZ TAGs will work on most Texas Toll Roads
- Most Texas Toll Tags will work on HCTRA roads
- We are now interoperable with Kansas, Oklahoma and Florida

*HCTRA is working towards becoming interoperable nationwide*

#### EZ TAG Interoperability

- EZ TAGs are interoperable on **most** Texas electronic tolling lanes; but not all – FAQs online. Our tags are **not** interoperable on **cash-only** toll roads.
- **EDUCATE!** Inform EZ TAG customers to contact the other agency prior to riding the toll road to confirm interoperability.
- EZ TAG is interoperable with the METRO HOT Lanes.

#### Interoperable Toll Road Agencies

##### Cameron County Regional Mobility Authority (CCRMA)

- Brownsville – SH 550 -10-mile toll road - provides an overpass of the Paredes Line Road FM1847 and a Union Pacific rail line

##### North Texas Tollway Authority (NTTA)

- Dallas/Fort Worth - 32-mile, six-lane, limited access expressway passing through or along the cities of Dallas, Highland Park, University Park, Addison, Farmers Branch, Plano and Frisco

##### Northeast Texas Regional Mobility Authority (NTRMA)

- Tyler – includes Toll 49, US 59 Spur, George Richey Road Expansion, State Highway 149, Texarkana West Loop, I-20 Express Lanes, Loop 571

##### Fort Bend County Toll Road Authority (FBCTRA)

- Fort Bend County – Includes the 99 Grand Parkway Segment D from US 59 (S) to IH 10 (W) and Sienna Parkway to US 90A

**Toll Operations Division (TOD) Division of TX DOT**

- Austin - Loop 1, State Highway 45, State Highway 130
- Laredo Camino Columbia) - begins near the Colombia-Solidarity International Bridge and stretches 22 miles east to I-35 north of Laredo
- (Tyler - Tyler Outer Loop (nearing completion) offers drivers a fast-moving, convenient method of traveling around the south and west sides of Tyler, & quick access to Interstate 20

**Central Texas Regional Mobility Authority (CTRMA)**

- Austin – Road 183A is an 11.6-mile toll road located in northeast Austin

**Kansas Turnpike Authority (KTA)**

- Kansas- 236-mile route between the Kansas / Oklahoma border and Kansas City. KTA has electronic toll accounts and toll tags called K-TAG's.

**Oklahoma Turnpike Authority (Pike Pass)**

- The Turnpike Authority - Has provided the mechanism to fund the construction and maintenance of 606 miles of expressways for Oklahoma road users since 1953. PIKEPASS is the Electronic Toll Collection System (ETC) developed and implemented for the Oklahoma Turnpike System.

On February 23<sup>rd</sup>, 2025, HCTRA became interoperable with Southern Interoperability HUB (SEIOP). This new partnership will allow EZ TAG and SunPass customers to travel Florida and Texas tollways seamlessly. SEIOP consists of four major Florida toll agencies.

**The Florida Turnpike Enterprise**

- The Florida Turnpike Enterprise covers roads including the Florida Turnpike Mainline, the Sawgrass Expressway (SR869), the Seminole Expressway, the Beachline Expressway (ST 528), the Southern Connector of the Central Florida GreenWay (SR417), the Veterans Expressway, the Suncoast Parkway (SR589), and the Polk Parkway (SR 570)

**Miami – Dade Expressway Authority (MDX)**

- The Miami – Dade Express Authority is responsible for operation and maintenance of five major expressway facilities in Miami – Dade County: SR 112 – Airport Expressway, SR 836 – East – West (Dolphin) Expressway, SR 874 – South Dade (Don Shula) Expressway, SR 878 – Snapper Creek Expressway, SR 924 – Grantigny Parkway.

**Tampa Hillsborough Expressway Authority (THEA)**

- The Tampa Hillsborough Expressway Authority (THEA) manages the Selmon Expressway, Brandon Parkway, Meridian Avenue, and the Selmon Greenway in Hillsborough County, Florida.

**Lee County (LCF)**

- Lee County, Florida's toll roads include Midpoint Bridge, Cape Coral Bridge, and Sanibel Causeway. All three bridges have electronic tolling systems.

### **Interoperability: Things to Remember**

- In order to remain interoperable with approved agencies, customer accounts must remain in good standing.
  - Must have a positive account balance
  - Updated vehicle information
  - Active EZ TAG
- If a customer's account is not in good standing, they may receive violations from other agencies. Tolls will not post to their account.
- Customers do not need multiple tags.

### **HCTRA Non-Revenue**

#### **Non-Revenue Usage Policy (PL0051)**

Based on determinations made by the Commissioners Court, effective April 22, 2008, this policy allows free passage on the Harris County Toll Roads by determined vehicles and individuals using the toll roads.

Non-Revenue motorist must follow the appropriate procedures for attaining free passage on the roads.

The vehicles allowed free passage are known as "non-revenue" vehicles or individuals.

#### **Types of Non-Revenue Vehicles**



- Authorized emergency vehicles identified in Texas Transportation Code §541.201. (amended time to time by the Texas Legislature)
- Vehicles designated by the Department of Public Safety as emergency vehicles during disasters declared by the governor of Texas.
- Processions and motorcades for heads-of-state and dignitaries if escorted by the United States Secret Service, Texas department of Public Safety, or other law enforcement.
- HCTRA owned/leased vehicles performing County business.
- Individual military vehicles and convoys. Clearly marked identifiable as military vehicles may use the electronic tolling lanes.
- Vehicles part of a funeral procession are permitted free passage on the toll road system under these conditions:
  - HCTRA is notified at least 24 hours in advance.
  - HCTRA's Director determines it is in the interest of public safety that the procession be routed onto the toll road system.
  - Certified peace officers escort the procession.
  - The procession enters and exits the toll road Monday-Friday between 6:00am-9:00am or 4:00pm-7:00pm.

### **Non-Revenue Individuals**

- Current federal and state military members. (CSC-Procedure-Active Military)
- HCTRA employees who *must* incur tolls to access their workstation.
- HCTRA employees who must use the toll roads during their workday for HCTRA-related business in their private vehicles. Sign-in may be required.
- Individuals with approved State of Texas Disabled Veteran license plate.
- Includes Uniformed Services, but not limited to the following safety and security organizations:
  - Armed forces
  - Commissioned Corps of the National Oceanic and Atmospheric Administration
  - Commissioned Corps of the Public Health Service

### **Important Facts**

- When a customer has inquiries regarding their non-revenue accounts, please contact your **Lead**.
- Tolls will **not** be refunded to non-revenue *individuals* if their EZ TAG Account was charged.

### **TxDOT's Non-Revenue (Toll-Exempt Vehicles Policy) Government Toll Program**

#### **TxDOT's Toll-Exempt Vehicles Policy**

Government Toll Program

Based on determinations made by the Texas Transportation Commission Minute Order, effective April 26, 2007, this policy allows free passage on TxDOT toll roads.

Non-Revenue motorist must follow the appropriate procedures for attaining free passage on the roads. For questions, or additions please contact Management.

### Veteran Discount Tolling Program

#### General Information

- Effective December 18, 2009, eligible veterans receive free tolls on Harris County toll roads.
- Veterans must obtain a qualifying plate during their vehicle registration in order to receive the toll discount. Veteran plates are issued by the Texas Department of Motor Vehicles (TxDMV).
- The following license plates are accepted (images on next slide):
  - **Disabled Veteran**
  - **Purple Heart Medal recipients**
  - **Congressional Medal of Honor recipients**
  - **Legion of Valor \*\*\*\*Effective September 1, 2013**
- Eligible veterans with a vehicle registered with a specialty license plate, qualifies for free tolls when traveling through an EZ TAG lane on Harris County toll roads.
- For zero-dollar tolls for other agencies, eligible veterans must contact that agency before using their toll roads.

#### Qualifying Veteran Plates



**Congressional Medal of Honor Plate**  
*may also include the disabled CMOH plate*



**Disabled Veteran Plate**



**Legion of Valor Plate**



**Purple Heart Plate**

#### Eligible Participants

- Eligible vehicles will automatically receive the discounted toll rate in qualified tolling lanes through use of our imaging system. No additional action, purchase, or enrollment is required by the customer. By taking a picture when the customer drives through our lanes, we are able to view the qualifying plate and charge \$0.00 toll rate.
- If the eligible vehicle has an EZ TAG backed by an active EZ TAG Account, the customer may use any EZ TAG lane on the Harris County toll road system. This is not required.
- If the eligible vehicle does not have an EZ TAG backed by an active EZ TAG Account, the customer may use any **non-gated** EZ TAG lane on the Harris County toll road system. Drivers will be electronically identified by their qualifying specialty license plate.

### **Toll Declaration Form**

- If the Veteran receives violations on a trailer being pulled by a vehicle with a qualifying Veteran plate, they may receive a waiver of fees and free tolls.
- Qualifying customers must be escalated to a Supervisor/Lead to receive a Toll Declaration Form.
- The “Toll Declaration Form” will be sent to the qualifying Veteran by a Supervisor or Lead through email, mail, or fax.
- The customer will fax the completed form to 713-437-4147. The fees will be adjusted if applicable.
- Make sure to leave comments!

**HARRIS COUNTY TOLL ROAD AUTHORITY  
TOLL DECLARATION**

License Plate Number (State Registered) <small>Example: ABC 123 (TX)</small>	Toll Violation Invoice Number(s) (Authority) <small>Example: 1234 (HCTRA)</small>	
<input type="text"/>	<input type="text"/>	
Last Name <input type="text"/>	Additional Information: <input type="text"/>	
First Name <input type="text"/>		
EZ TAG Account Number (If applicable) <small>Example: 1234567</small>		
<p><input type="checkbox"/> <b>CASH LANE DECLARATION:</b> The tolls (as defined by <a href="http://www.hctra.org/FAQ/TollRates">www.hctra.org/FAQ/TollRates</a>) were paid in full on each of the date(s), time(s), and location(s) indicated above. I have attached all supporting documentation, if applicable.</p> <p><input type="checkbox"/> <b>HOV (HIGH OCCUPANCY VEHICLE) DECLARATION:</b> On each of the date(s), time(s), and location(s) indicated above, the vehicle had two or more human passengers, each occupying a separate and individual seat, and qualified for HOV status (as defined by <a href="http://www.hctra.org/FAQ/HOV">www.hctra.org/FAQ/HOV</a>).</p> <p><input type="checkbox"/> <b>VOTP (VETERAN DISCOUNT TOLLING PROGRAM) TRAILER DECLARATION:</b> On each of the date(s), time(s), and location(s) indicated above, the trailer was being towed by a vehicle qualified for VOTP (as defined by <a href="http://www.hctra.org/FAQ/VetToll">www.hctra.org/FAQ/VetToll</a>) and the qualifying VOTP vehicle license plate (state) is: <input type="text"/> <small>Example: DV1234 (TX)</small></p>		
<p>I DECLARE that I have read and understand this Toll Declaration, that all statements herein are true and correct within my personal knowledge, and that I have omitted no material information.</p> <p><input type="text"/> Signature      <input type="text"/> Date</p>		
<p><b>ANY MATERIALLY FALSE STATEMENT MAY CONSTITUTE TAMPERING WITH A GOVERNMENT RECORD (Texas Penal Code § 37.10) AND MAY SUBJECT THE PERSON MAKING THE FALSE STATEMENT TO CIVIL AND/OR CRIMINAL PENALTIES.</b></p>		
<small>7701 Wilshire Place Drive, Houston, TX 77040-5326 phone: 713-875-7800   fax: 281-875-8841 A Division of the Harris County Public Infrastructure Department</small>		

### **TxDOT's Veteran Discount Program**

Since 2012 the Texas Department of Transportation (TxDOT) has waived tolls for eligible veterans.

Similarly to HCTRA's Veteran discount program, Veterans must obtain a qualifying license plate during their vehicle registration to receive the toll discount. Veteran plates are issued by the Texas Department of Motor Vehicles (TxDMV).

The following license plates are accepted:

- Disabled Veteran
- Congressional Medal of Honor
- Legion of Valor
- Purple Heart

The following TxDOT managed toll roads are not included in the discount program:

- SH 130 segment 5 (from north of Mustang Ridge to FM 1185 north of Lockhart)
- SH 130 segment 6 (from FM 1180 to I-10 northeast of Seguin)

There is no one-size-fits-all approach when it comes to Disabled Veteran customers. Each interoperable tolling agency has their own rules regarding Disabled Veteran discounts. For example, some agencies require a transponder while some may require registration of the license plate.

\*Refer to TIP-Disabled Veteran (DV) Program for OIP Partners

### **Things to Remember**

- Qualifying Veterans will receive \$0.00 tolls on Harris County toll roads through use of our imaging system or VET tag setting in RITE 2.0.
- In order to qualify, Veterans must have one of the four (4) qualifying plates registered to their vehicle being driven on the toll roads.
- The four qualifying plates are:
  - Congressional Medal of Honor, Disabled Veteran, Purple Heart and Legion of Valor.
- Veterans with qualifying license plates may be required to register their plates with non-HCTRA agencies.
- Qualifying Veterans **do not** have to open an EZ TAG Account to receive free tolls.
- Veterans who pull trailers will receive a fee adjustment/waiver if the vehicle with the qualifying plate was pulling the trailer. They must submit a "**Toll Declaration Form**" for the full amount to be adjusted to \$0.00.

### **RITE 2.0 Overview**

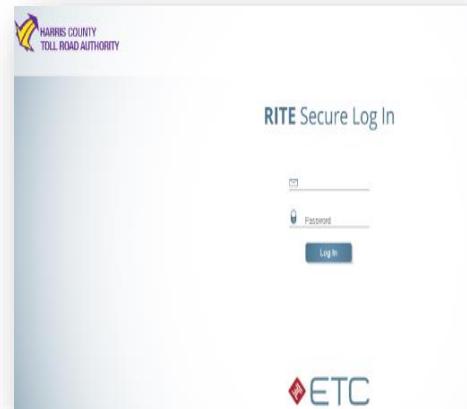
#### **Logging In**

NOW, log in to RITE 2.0

- Your RITE 2.0 training credentials will be the same as your domain credentials.  
Please remember your login information and store it in a safe place.

- If login is unsuccessful, check the following:
  - Verify the spelling of your username.
  - Ensure your [Num Lock] is on.
  - Ensure your [Caps Lock] is not on.
  - If login fails, inform the trainer. Do not attempt a second time!

*Please alert a trainer if you experience any trouble.*



## RITE 2.0

- RITE 2.0 is what we use to assist customers.
- RITE Common application is about us as CSRs.
- The RITE CSC application is how we access customer accounts.
- The applications available to you will depend on your role and job duties.



## HCTRA Account Types

### Account Types

Accounts are created for two (2) reasons:

- The customer reached out to HCTRA to request an account.

- The vehicle image was captured on the tollway and an account was generated.

*The type of accounts that the CSR will create and/or maintain will depend upon their job duties.*

### **EZ TAG Account Types**

#### **Personal EZ TAG Account**

- Prepaid account opened by a customer set to auto-charge
- Funded by EFT (bank account), credit card, or debit card
- EZ Plate only is an option

#### **Large EZ TAG Account**

- Personal EZ TAG Accounts that include 20 or more active vehicles
- May also be a Corporate, Invoiced or Fleet Account Type and Plan
- Transfer large account customers to extension 3223.

#### **Personal Non-Revenue Account (Active Military)**

- Personal Non-Revenue accounts created for active military individuals requesting free passage on HCTRA roads
- Must be opened at a Storefront location

#### **Invoiced EZ TAG Account**

- Prepaid account that charges the customer three times their monthly usage as the replenishment amount. When payment is received, the account is replenished.
- Established invoiced accounts converted to credit card or EFT cannot be reverted back to invoiced.
- Transfer invoiced account customers to extension 3223.

#### **Fleet Accounts**

- EZ TAG Accounts specially created to accommodate a large vehicle inventory.
- These may include specialized upload features to input a large amount of vehicles at once.
- Restrictions in RITE that will block any CSR without the fleet role from accessing fleet accounts
- If a customer is attempting to access or change a Fleet account, the CSR must transfer the call to BOS. Storefront CSRs will contact a Lead.

***Fleet accounts are not to be updated or notated by CSRs!***

### **Account Plans**

- **EZ TAG:** Customers who open an EZ TAG Account with HCTRA
- **Violator:** Accounts generated from unpaid tolls and have registered vehicle information from the Department of Motor Vehicles (DMV)
- **Shell:** Accounts generated from unpaid tolls and do not have registered vehicle information from the Department of Motor Vehicles (DMV)

### **Processing a Payment in Rite 2.0**

#### **Accepting Credit Card information**

- **Call Center Representatives** are responsible for verifying the card number twice, the name and the billing address on the card
- **Storefront Representatives** triPOS will not automatically populate the card holder's name in the system once the customer has swiped the card. The storefront representative will be responsible for entering the name on the card into Rite 2.0. If the card holder's name does not match the customer's name and/or the card holder is not present with their ID, the card CANNOT be charged.
- Never type the credit card number outside of triPOS terminal
- Never repeat the customer's card information
- Always verify payment amounts **BEFORE** asking customers to swipe card into triPOS in the Storefront or requesting the card information by phone

#### **NICE Recording System**

- RITE 2.0 and NICE (HCTRA's call recording system) will work together to ensure that the customers card information is secured by muting the card number from the call recording. This also prevents the card number from being seen on the screen recording.
- If the customer begins to provide the card number before you get to the secured credit card field, attempt to stop the customer by letting them know that the system is not ready. For security reasons, at no point should a customer credit card information be captured on a recorded line.
- To ensure that CSR's remain PCI compliant, it is important that the following steps are followed

# Violation Processing

## Module 3

### **Violation Processing**

#### **Violation Enforcement System**

On January 23, 1996, the Harris County Commissioners Court ordered that effective February 1, 1996, no vehicle may be operated on any County toll project for which a toll or charge has been legally imposed if the operator has failed to pay a required toll or charge pursuant to section 284 of the Texas Transportation Code. As an action allowed by the approval of this order, the Toll Violation Enforcement section was established within the Harris County Toll Road Authority.

The Harris County Toll Road Authority is currently collecting toll violation images from 1238 cameras installed throughout the system. Rear Plate Cameras – 691 – two cameras per lane except for 1 lane at the bridge where we only have a single camera on a narrow shoulder. Front Plate Cameras – 547 – 2 cameras per AVI Only lanes except for 1 lane at the bridge where we only have a single camera on a narrow shoulder.

On average, 5.8 million toll violation events are captured by the system every month. The Toll Violation Enforcement section is currently reviewing 275K average reviews returned each day by Image Review and issuing an average of 91,667 Toll Violation Invoices per day.

On May 2, 2000, the Harris County Commissioners Court approved the adoption of an administrative adjudication hearing procedure for persons who failed to pay toll violation invoices received from the Toll Road Authority. The Toll Road Authority is currently working in partnership with the Harris County Attorney's Office and outside legal counsel to maintain the administrative hearing efforts. At least 800 cases per month are being presented in administrative hearings. Monthly, an average of 95 vehicle registration records are being flagged as "scofflaw" for failure to pay tolls as a result of this effort.

### **What are Open Items?**

- Open Items are outstanding items on a customer's account and there is an insufficient balance on the account.
- The various sections of the **Open Items** screen are:
  - Search
  - Un-invoiced Transactions
  - Account Fees
  - EZ invoices
  - Toll Violation Invoices
  - Fingerprint Invoices
  - Manned Booth Invoices
  - Collection Invoices
  - Payment Plan
  - Open Item Actions
  - Cart Summary



The screenshot shows the 'Account View' interface. At the top, it displays the account ID (600000000000), type (PERSONAL), plan (VIOLATOR), status (ACTIVE), and creation date (12/05/2018 05:49:01). Below this, the address is listed as 1234 STREET, CONROE, TX 77385. The account balance is -\$115.50. Transaction history includes a recent update from SYSTEM and a verification step. On the right, there are buttons for Autocharge (Credit Card, Bank Account, Bounced Check, Credit Card Chargeback, Bounced EFT, Refunds), and a 'Reset' button for each. At the bottom, there are several buttons: Edit, Enable Online Access, Send IVR, Alert History, Open Items (which is highlighted in red), Comments, Close Account, Enter Bankruptcy, and Reset Online Password. There are also buttons for Last Toll Transaction, Last Online Access, Account Last Updated (01/18/2019 22:00:10), and Last Verified.

### **Un-invoiced Transactions**

- Un-invoiced tolls are unpaid tolls that HCTRA has not notified the customer about.

- There are no additional fees added to the toll amount.
- If the toll is not showing in the system, please advise the customer to check online and/or contact HCTRA within 72 hours.

**Un-invoiced Transactions**      Quantity: 0      Amount: \$0.00

<input type="checkbox"/>	Agency ID	License Plate	Transaction ID	Transaction Date	Location	Type	Amount	Paid/Adjusted	Balance Due	Cart Amount	Status/Reason	Direction	Doc No
<input type="checkbox"/>	HCTRA	IN-2649994-N/A	13085366648	01/11/2019 08:47:44	SHT-SAMN-06	VIDEO	\$7.00	\$0.00	\$7.00	\$0.00	Open	E	
<input type="checkbox"/>	HCTRA	IN-2649994-N/A	12973542202	11/25/2018 17:35:24	SHT-SAMC-08	VIDEO	\$7.00	\$0.00	\$7.00	\$0.00	Open	S	
<input type="checkbox"/>	HCTRA	IN-2649994-N/A	12970344809	11/23/2018 18:03:22	SHT-SAMC-08	VIDEO	\$7.00	\$0.00	\$7.00	\$0.00	Open	S	
<input type="checkbox"/>	HCTRA	IN-2649994-N/A	12952722691	11/16/2018 08:24:15	SHT-SAMS-10	VIDEO	\$7.00	\$0.00	\$7.00	\$0.00	Open	S	
								\$0.00	\$0.00	\$0.00	\$0.00		

<<first <prev next> last>

**Force Invoice**

### Paying Un-invoiced Transactions

- Select the checkbox next to the open items you want to add to the cart.
- In the **Open Item Actions Bubble**, click “**Add to Cart**”.
- **Notice** all Open Items previously selected are now showing in the cart, ready for payment.
- Click “**Checkout**” and proceed to the payment screen to resolve the selected open items.

### Account Fees

- Account Fees listed under Open Items are unresolved fees associated with the account, such as bounced check NSF fees.
- In RITE 2.0, you may process all or selected fees.
- Select the checkbox next to the item you want to add to the cart for payment.
- In the Open Item Actions bubble, click “**Add to Cart**”. Proceed with the payment.
- Click **Checkout** and proceed to the payment screen to resolve the selected Open Items.

### Toll Violation Invoices (TVI)

From the Toll Violation Invoice screen, expand the plus sign on the Invoice to view the violation information

- License plate number associated with the invoice
- Invoice Number and Invoice amount
- Mail date and Due date
- Toll transaction date, time, location and amount
- Fee date and amount
- Tolling Agency

Click on the invoice number to view DMV information and vehicle images.

### Violation Process

- **Administrative fee \$7.00 or \$10.00** - The fee is due when a vehicle license plate has at least three (3) unpaid tolls which generate a violation invoice.

- **County attorney fee \$1.00** - The fee is due when a vehicle license plate has at least three (3) unpaid tolls which generate a violation invoice.
- **Collection fee \$14.00 or \$25.00 (HCAO 3/2019)** - Referral to Collections is after 30 business days from the original due date of a violation invoice.
  - **\$14.00 collection fee (OLD- Linebarger)** is an additional fee for each unpaid toll or charge that is referred to the Collection Agency for collection services.
  - **\$25.00 collection fee (NEW- HCAO)** is an additional fee for each unpaid violation invoice that is referred to Collections.

#### **HCTRA Prohibited Toll Violation Invoice**

- Violations occur when a vehicle is using the toll road and does NOT PAY.
- Once a violator has received a “**Prohibited Invoice**” they may be pulled over and issued a citation if they continue to use the toll roads.
- Violation details are listed on the back of the invoice.
- After at least three (3) unpaid tolls, HCTRA will mail a violation invoice via USPS to the registered owner of the vehicle at the registered address.
  - **Toll: \$X. XX**
  - **Administrative Fee: \$7.00**
  - **County Attorney Fee: \$1.00**
- All invoices are considered a first and final notice. Each violation invoice has its own invoice number and due date.
- When violations are not resolved by the due date, invoices will escalate to collections after 30 business days.

*Note: Prohibited means the vehicle is not allowed on any HCTRA toll roads.*

#### **HCTRA Prohibited Violation Invoice**

- Violations occur when a vehicle is using the toll road and does NOT PAY.
- Once a violator has received a “Prohibited Invoice,” they may be pulled over and issued a citation if they continue to use the toll roads.
- Violation details are listed on the back of the invoice.

#### **Montgomery County Violation Invoice**

- The Montgomery County Violation Invoice includes the same information and format as HCTRA.
- \$1.00 Agency Administrative Fee
- \$10.00 or \$7.00 Administrative Fee

### BTG Violation Invoice

The Blueridge Transportation Group (BTG) invoiced includes the same format as HCTRA. The original invoice includes tolls plus a

- \$1.15 Mailing Fee

### CCRMA Violation Invoice

HCTRA CSRs may see CCRMA violations in our system.

CCRMA invoices have the following fees added

**Toll Bill** = \$Tolls + \$1 Processing Fee

**1st Non-Payment Notice** (30 days past due)

= \$Tolls + \$1 Processing Fee + \$15 1st Non-Payment Fee

**2nd Non-Payment Notice** (60 days past due)

= \$Tolls + \$1 Processing Fee + \$15 1st Non-Payment Fee + \$15 2nd Non-Payment Fee

**Final Non-Payment Notice** (90 days past due)

= \$Tolls + \$1 Processing Fee + \$15 1st Non-Payment

Fee + \$15 2nd Non-Payment Fee + \$30 Final Non-Payment

Fee

CCRMA Violator accounts with outstanding CCRMA transactions will be handled by CCRMA CSRs

### Collection Invoices

From the Collection Invoices screen, expand the Invoice to view the violation information

- License plate number associated with the invoice
- Invoice Number and Invoice amount
- Escalation state
- Mail date and Due date
- Toll transaction date, time, location and amount
- Fee date and amount
- Tolling Agency

Click on the invoice number to view DMV information and vehicle images.

Collection Invoices											Quantity: 1	Amount: \$74.50			
	Agency ID	License Plate	Invoice Number	Mail Date	Due Date	Invoice Amount	Paid/Adjusted	Balance Due	Cart Amount	Status/Reason	Case Number	Escalation State	Invoice Type	Invoice Escalation Date	Returned Mail
<input checked="" type="checkbox"/>	HCTRA	TX-KHT5682-N/A	011804095194	06/28/2018	07/25/2018	\$74.50	\$0.00	\$74.50	\$0.00	Open		COLLECTIONS	T/V	2018-09-02 19:41:28.0	
<b>Transactions and Fees</b>															
Transaction ID	Transaction Date	Location	Type	Amount	Paid/Adjusted	Balance Due	Cart Amount	Status/Reason	Direction						
156653351080	06/21/2018 19:45:02	SHT-SAMC-10	COUNTY ATTORNEY FEE	\$1.00	\$0.00	\$1.00	\$0.00	Open	N/A						
156653351080	06/21/2018 19:45:02	SHT-SAMC-10	ADMINISTRATIVE FEE	\$10.00	\$0.00	\$10.00	\$0.00	Open	N/A						
156653351080	06/15/2018 15:20:47	SHT-SAMC-10	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N						
156653351080	06/21/2018 19:45:02	SHT-SAMC-09	COUNTY ATTORNEY FEE	\$1.00	\$0.00	\$1.00	\$0.00	Open	N/A						
156653351080	06/21/2018 19:45:02	SHT-SAMC-09	ADMINISTRATIVE FEE	\$10.00	\$0.00	\$10.00	\$0.00	Open	N/A						
156653351080	06/02/2018 19:41:28	SHT-SAMC-09	COLLECTION FEES	\$10.00	\$0.00	\$10.00	\$0.00	Open	N/A						
156653351080	06/14/2018 23:47:15	SHT-SAMC-09	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S						
156653340452	06/21/2018 19:45:02	SHT-SH249-31	COUNTY ATTORNEY FEE	\$1.00	\$0.00	\$1.00	\$0.00	Open	N/A						
156653340452	06/21/2018 19:45:02	SHT-SH249-31	ADMINISTRATIVE FEE	\$10.00	\$0.00	\$10.00	\$0.00	Open	N/A						
156653340452	06/02/2018 19:41:28	SHT-SH249-31	COLLECTION FEES	\$14.00	\$0.00	\$14.00	\$0.00	Open	N/A						
156653340452	06/14/2018 23:40:21	SHT-SH249-31	TOLL	\$1.25	\$0.00	\$1.25	\$0.00	Open	VW						
156653330424	06/21/2018 19:45:02	SHT-SAMS-11	COUNTY ATTORNEY FEE	\$1.00	\$0.00	\$1.00	\$0.00	Open	N/A						
156653330424	06/21/2018 19:45:02	SHT-SAMS-11	ADMINISTRATIVE FEE	\$10.00	\$0.00	\$10.00	\$0.00	Open	N/A						
156653330424	06/15/2018 15:06:07	SHT-SAMS-11	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N						
											\$74.50	\$0.00	\$74.50	\$0.00	

### COVID-19 Update



## Toll Violation Invoices – Zero Fees

HCTRA is issuing (TVZ- Toll Violation Zero Fee) for unpaid toll transactions with no fees. These TVZs look, feel and behave similarly to that of the traditional Toll Violation Invoice (TVI).

- A TVZ can include up to 25 toll violation events.
- If a customer is paying for a TVZ only, no additional fees will be added.
- A Waiver or Adjustment cannot be performed on a TVZ invoice.

 <b>HARRIS COUNTY TOLL ROAD AUTHORITY</b>	<p><b>TOLL INVOICE</b> (ZERO FINES OR FEES IF PAID BY DUE DATE)</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td>Invoice Number:</td> <td>012110930629</td> </tr> <tr> <td>Mailing Date:</td> <td>03/03/2021</td> </tr> <tr> <td>License Plate:</td> <td>LMK8416 (TX)</td> </tr> <tr> <td>Toll Amount Due:</td> <td>\$17.50</td> </tr> <tr> <td>Payment Due Date:</td> <td>04/02/2021</td> </tr> <tr> <td>Amount Due After:</td> <td>04/02/2021</td> </tr> <tr> <td colspan="2">\$22.50*</td> </tr> </table> <p>*This invoice reflects your payment due for unpaid tolls incurred on Harris County toll roads, with no additional fines or fees if paid by 04/02/2021. A fine of \$1.00 per transaction will be assessed for tolls incurred after 02/28/2021.</p> <p>Due to the COVID-19 pandemic, the Harris County Toll Road Authority (HCTRA) has temporarily suspended the collection of cash on Harris County toll roads. Drivers who do not have a prepaid EZ TAG account (or other interoperable toll tag account) are asked to drive through and pay the toll either online at <a href="https://www.hctra.org/Violations">hctra.org/Violations</a>, or by mailing payment with this invoice. Drivers without a prepaid account are encouraged to open an account to avoid additional fines and fees. See insert for details.</p> <p>You are receiving this toll invoice because the license plate shown is not associated with a funded account. If you have an EZ TAG account, your account may need attention.</p> <p><b>DON'T DELAY!</b></p> <ul style="list-style-type: none"> <li>Additional fines and fees will be assessed after 04/02/2021.</li> <li>Unpaid toll violations may result in the issuance of a traffic citation, independent of this invoice, which carries a significant fine plus costs.</li> <li>After 04/02/2021 the vehicle shown is expressly prohibited from accessing any Harris County toll road until violations are resolved. This is a criminal offense and failure to resolve a violation of the law and could result in criminal prosecution.</li> <li>If unpaid, this invoice will be referred to collections. Referral to collections will result in additional fees.</li> </ul> <p>Para asistencia en español llame a nuestro centro de atención al cliente al 281-475-3279.</p> <p>Invoice Number: 012110930629 Total Due: \$17.50</p> <p>012110930629</p> <p>HCTRA - VIOLATIONS PO BOX 4440 DEPT 8 HOUSTON TX 77210-4440</p> <p>REGISTERED OWNER/RENTER: WANETTA J ALLEN 9903 JEWEL LN ROSHARON TX 77583</p> <p>address/phone # connection(s) noted above</p> <p>VE5000121109306290TX000LMK841600000017500</p>	Invoice Number:	012110930629	Mailing Date:	03/03/2021	License Plate:	LMK8416 (TX)	Toll Amount Due:	\$17.50	Payment Due Date:	04/02/2021	Amount Due After:	04/02/2021	\$22.50*	
Invoice Number:	012110930629														
Mailing Date:	03/03/2021														
License Plate:	LMK8416 (TX)														
Toll Amount Due:	\$17.50														
Payment Due Date:	04/02/2021														
Amount Due After:	04/02/2021														
\$22.50*															
<b>HOW CAN I PAY?</b>															
<input type="radio"/> View transaction details and pay online at <a href="https://www.hctra.org/Violations">hctra.org/Violations</a>	<input type="radio"/> Mail the payment coupon with payment	<input type="radio"/> Call 281-475-EASY (3279) to pay by phone or to reach Customer Service for assistance													
<b>TOLL INVOICE   TRANSACTION DETAILS</b>															
Transaction Date	Transaction Time	Location	Unpaid Toll												
21/3/2021	02:20 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-04 SOUTH	\$1.75												
21/3/2021	02:27 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-02 SOUTH	\$1.75												
21/3/2021	02:00 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-01 NORTH	\$1.75												
21/3/2021	02:24 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-01 SOUTH	\$1.75												
21/3/2021	02:27 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-01 NORTH	\$1.75												
30/1/2021	02:10 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-03 SOUTH	\$1.75												
30/1/2021	01:57 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-01 SOUTH	\$1.75												
30/1/2021	02:04 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-02 NORTH	\$1.75												
30/1/2021	02:14 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-01 NORTH	\$1.75												
30/1/2021	02:17 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYN-04 NORTH	\$1.75												
			<b>INVOICE AMOUNT DUE:</b> \$17.50												
			Fine If Not Paid by 04/02/2021: \$0.00												
			Total Amount Due After 04/02/2021: \$22.50												

Expand on the Toll Violation Invoice. Notice this is a TVZ invoice. No additional fees have been added at this time.

<input type="checkbox"/>	<input checked="" type="checkbox"/>	HCTRA TX- DDD3749-N/A	012010912109	TO BE MAILED	TO BE MAILED	\$43.25	\$0.00	\$43.25	\$0.00	Open	RETURNED WITH FORWARD ADDRESS
<b>Transactions and Fees</b>											
<input type="checkbox"/>		Transaction ID	Transaction Date	Location	Type	Amount	Paid/Adjusted	Balance Due	Cart Amount	Status/Reason	Direction
		14262457238	05/02/2020 01:50:26	HDY-HDYN-01	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262457240	05/02/2020 01:50:48	HDY-HDYN-02	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262457242	05/02/2020 01:57:08	HDY-HDYS-02	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262457247	05/02/2020 01:05:00	HDY-HDYS-14	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454917	05/02/2020 01:21:40	HDY-AIRCIN-19	TOLL	\$1.25	\$0.00	\$1.25	\$0.00	Open	W
		14262454909	05/02/2020 01:08:20	HDY-HDYS-15	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454893	05/02/2020 00:41:40	HDY-HDYS-10	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454895	05/02/2020 00:41:40	HDY-HDYS-10	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262454896	05/02/2020 00:41:40	HDY-HDYS-10	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262454881	05/01/2020 23:48:20	HDY-HDYN-02	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454863	05/01/2020 23:51:40	HDY-HDYS-02	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262454867	05/01/2020 23:58:20	HDY-HDYS-03	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262454869	05/02/2020 00:01:40	HDY-HDYS-04	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262454871	05/02/2020 00:05:00	HDY-HDYN-04	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454873	05/02/2020 00:05:00	HDY-HDYN-05	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454881	05/02/2020 00:21:40	HDY-HDYS-07	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262454887	05/02/2020 00:31:40	HDY-HDYS-08	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454891	05/02/2020 00:38:20	HDY-HDYS-09	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	S
		14262454895	05/02/2020 00:45:00	HDY-HDYN-10	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262455789	05/02/2020 00:45:56	HDY-HDYS-01	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262455803	05/02/2020 01:00:16	HDY-HDYN-02	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262455805	05/02/2020 01:12:36	HDY-HDYS-05	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262455813	05/02/2020 01:25:56	HDY-HDYN-07	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262455819	05/02/2020 01:35:56	HDY-HDYN-09	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
		14262455825	05/02/2020 01:45:56	HDY-HDYN-10	TOLL	\$1.75	\$0.00	\$1.75	\$0.00	Open	N
						\$0.00	\$0.00	\$0.00	\$0.00		



*RITE will not allow FRP on TVZ invoices only. Items can be added directly to Cart for payment.*

**Excuse**

Total Toll Amount To Excuse (\$116.25)	0.00
Total Fee Amount to Excuse (\$0.00)	0.00
Total Amount To Excuse (\$116.25)	0.00
Add Fee Reduction program convenience fee (\$5.00)	<input checked="" type="checkbox"/>

**Excusal Type\*** WAIVERS **Excusal Reason\*** FEE REDUCTION PRO

[Add to Cart for Excusal](#) [Return to Open Items](#)

**Outstanding Invoices**

**Invoices**

**⚠️** No fees are associated with the selected invoices, so are not eligible for the Fee Reduction Program.

**OK**

## **(TVF)Toll Violation Invoices- One Dollar Fine**

- Starting March 1, 2021, a new toll invoice will be mailed to customers.
  - This new toll invoice will give the customer 30 days to pay unpaid tolls with no additional fees.
  - After the due date, on day 31, a fine of \$1.00 per transaction will be assessed if not paid by the due date shown, for tolls incurred after February 28, 2021.
  - This fee is due in full, no adjustments can be applied.

TOLL INVOICE   TRANSACTION DETAILS				
Transaction Date	Transaction Time	Location		Unpaid Tolls
2/18/2021	02:20 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-04 SOUTH		\$1.75
2/18/2021	02:57 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-02 SOUTH		\$1.75
2/18/2021	02:00 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-01 NORTH		\$1.75
2/18/2021	02:24 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-05 SOUTH		\$1.75
2/18/2021	02:27 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-05 NORTH		\$1.75
3/01/2021	02:10 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-03 SOUTH		\$1.75
3/01/2021	01:57 AM	HARDY TOLL ROAD-HARDY NORTH PLAZA-HDY-HDYN-01 SOUTH		\$1.75
3/01/2021	02:04 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-02 NORTH		\$1.75
3/01/2021	02:14 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-03 NORTH		\$1.75
3/01/2021	02:17 AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDY-HDYS-04 NORTH		\$1.75
INVOICE AMOUNT DUE:				\$17.50

## TVF- Collection Invoice

Once a TVF invoice goes unpaid, a \$10.00 collection fee is added to each violation invoice.

## Fingerprint Invoice

Fingerprint invoices are sent to owners of vehicles with obstructed plates who have violations.

## **Open Item Actions**

- The Open Item Actions section allows you to take action on the selected un-invoiced transactions, invoices, and account fees.

**EZ Invoicing**

## **What is EZ Invoicing?**

Effective September 5, 2023, HCTRA's previous violation process was replaced with a new EZ Invoice, which combines:

- The Current Billing Cycle,
- Previous Billing Cycle and,
- Collection Invoices in a single notice

### **EZ Invoicing**

- The EZ invoice is generated once the customer has 3 unpaid transactions within a 25-day billing cycle.
- The County Fine will be included in the Toll Rate (2x the EZ TAG Rate)

**For Example:** If the EZ TAG Rate for a 2-Axle vehicle is \$1.50.

(\$1.50 EZ TAG Rate x 2 = \$3.00 Toll Rate)

\*Metro transactions will have the \$1.00 County Fine listed apart from the toll in Rite 2.0.

- Notice 1 will include a \$10.00 EZ Invoice Notice (EIN) Administrative Fee
- Notice 2 will include the previous balance with no additional fees and any unpaid tolls that occurred within the 25-day billing cycle but were not posted at the time Notice 1 was generated
- EZ TAG customers qualify for 2 Waiver within a 365-day period, per license plate. Non-EZ TAG customers qualify for 1 Waiver within a 365-day period, per license plate.

***Violations from other agencies that are managed by HCTRA will not be included in the EZ Invoice***

### **HCTRA EZ Invoice**

HCTRA EZ Invoice will consist of:

- Balance Due
- Payment Due
- Mail Date
- EZ invoice Number
- License Plate
- Previous Balance
- Payments
- Adjustments
- Current Tolls
- Fees


 FIRST & LAST NAME  
STREET ADDRESS  
CITY, STATE ZIP

BALANCE DUE	<b>\$189.25</b>
PAYMENT DUE DATE	11/10/2023
Mail Date	10/10/2023
EZ Invoice Number	01201025402
License Plate	KPS4196 (TX)
<b>SUMMARY</b>	
Previous Balance	\$150.25
Payments	\$5.00
Adjustments	\$0.00
Current Tolls	\$9.00
Fees	\$35.00
<b>BALANCE DUE</b>	<b>\$189.25</b>

**DON'T DELAY.**
*Please pay your tolls today to avoid additional fines.*


*This license plate is not associated with a funded account.  
If you have a current, funded EZ TAG account it may  
need attention.*

- Pay by **11/10/2023** or additional fines and fees may be assessed.
- Don't pay by the due date? You could get a traffic citation that includes a significant fine plus court costs (Ranging from \$000 - \$000).
- Don't pay by the due date? This vehicle is prohibited from Harris County toll road. Violation could result in criminal prosecution.
- Don't pay by the due date? You will be referred to collections resulting in additional fines.

*It's your choice.  
EZ TAG or EZ invoice.*



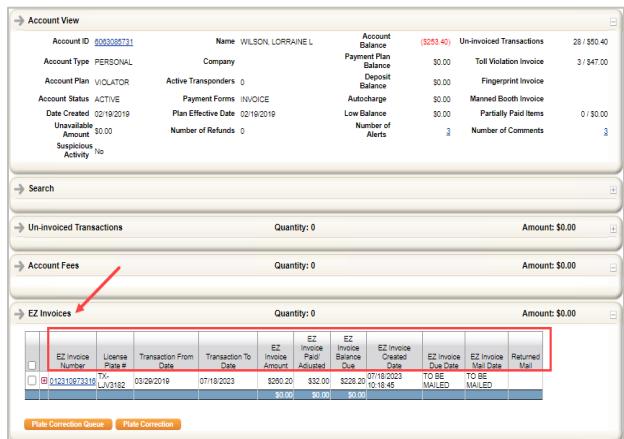
- The Current Billing Cycle includes unpaid transactions that occurred within the 25-day billing cycle, from the date of the first unpaid transaction
- A County Fine will be included in the Toll Rate (2x the EZ TAG Rate) and a \$10.00 EIN Administrative Fee will be added to the bill
- If the balance is not paid in full prior to the due date, the customer will then receive Notice 2 which will include the previous balance Notice 1 was generated, with no additional fees and any unpaid tolls that occurred within the 25-day billing cycle but were not posted at the time
- Account Fees will only be added to the EZ Invoice for unregistered accounts

License Plate	EZ Invoice Number	Payment Due Date
<b>KPS4196 (TX)</b>		
<i>This invoice includes transactions that occurred during the invoice period. Any new transactions will be posted in a future invoice.</i>		
<b>CURRENT BILLING CYCLE: 9/14 - 9/20</b>		
Transaction Date	Transaction Number	Location
09/14/2023	12:00PM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDV-HDV-01 NORTH
09/20/2023	12:30PM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDV-HDV-04 SOUTH
09/20/2023	12:33PM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDV-HDV-04 NORTH
		<b>Toll Rate*</b>
		\$3.00
		\$3.00
		\$3.00
		<b>Current Tolls</b>
		\$9.00
		<b>HCTRA Administrative Fee</b>
		\$10.00
		<b>Current Billing Cycle Total</b>
		<b>\$19.00</b>
<i>*This rate includes the amount plus county fine.</i>		
<b>PREVIOUS BILLING CYCLE</b>		
Mail Date	Invoice Number	Amount
08/30/2023	0320305685	\$90.00
		<b>Post Due Total</b>
		<b>\$90.00</b>
<b>COLLECTIONS</b>		
00 days past due		
Mail Date	Invoice Number	Amount
07/14/2023	0305208675	\$44.00
07/14/2023	0305208675	\$44.00
08/01/2023	033752168468	\$32.00
		<b>Collections Total</b>
		<b>\$126.00</b>
<b>ACCOUNT FEES</b>		
Posted Date	Description	Amount
09/30/2023	Non-sufficient Funds Fee (NSF)	\$25.00
		<b>Account Fees Total</b>
		<b>\$25.00</b>
<b>PAST UNPAID TRANSACTIONS</b>		
Transaction Date	Transaction Number	Location
02/20/2022	8:00AM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDV-HDV-01 NORTH
03/06/2022	6:55PM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDV-HDV-04 SOUTH
05/01/2022	6:55PM	HARDY TOLL ROAD-HARDY SOUTH PLAZA-HDV-HDV-04 NORTH
		<b>Unpaid Tolls</b>
		\$175
		\$175
		\$175
		<b>Past Unpaid Transactions Total</b>
		<b>\$52.50</b>
<b>TOTAL BALANCE DUE</b>		<b>\$189.25</b>

The Open Items Screen will now display an EZ Invoice section which will include:

- EZ Invoice Number
- License Plate #

- Transaction From Date
- Transaction To Date
- EZ Invoice Amount
- EZ Invoice Paid/Adjusted Amount
- EZ Invoice Balance Due
- EZ Invoice Created Date
- EZ Invoice Due Date
- EZ invoice Mail Date
- Returned Mail



EZ invoice Number	License Plate #	Transaction From Date	Transaction To Date	EZ invoice Amount	EZ invoice Paid/Adjusted	EZ invoice Balance Due	EZ invoice Created Date	EZ invoice Due Date	EZ invoice Mail Date	Returned Mail
<input type="checkbox"/> 012310273116	LA/3152	03/29/2019	07/18/2023	\$260.20	\$32.00	\$228.20	07/18/2023	TG BE MAILED	TG BE MAILED	

Expand on the EZ invoice to view the following violation details:

- Current Billing Cycle-Transactions that occurred within the 25-day billing cycle
- Previous Billing Cycle- Past due invoices
- Collection Invoices- Invoices that are 60 days old
- Past Unpaid Transactions – Transactions that have failed to invoice for whatever reason. May include older transactions, IOP transactions, transactions that posted as AVI.
- Account Fees (displayed only for unregistered accounts)- Other fees such as NSF (Insufficient Funds) Fees



EZ Invoices		Quantity: <b>0</b>										Amount: <b>\$228.20</b>			
		License Plate	Transaction From Date		Transaction To Date		EZ Invoice Amount	EZ Invoice Paid/Adjusted	EZ Invoice Balance Due	EZ Invoice Created Date		EZ Invoice Due Date	EZ Invoice Late Date	Returned Mail	
<input checked="" type="checkbox"/>	EZ Invoice Number		09/29/2019		07/18/2023		\$280.20	\$32.00	\$228.20	07/18/2023 10:15:45		TO BE MAILED	TO BE MAILED		
<input checked="" type="checkbox"/>	TX-LV2182	012310673316													
<b>Current Billing Cycle</b>															
<input checked="" type="checkbox"/>	Agency ID	License Plate	Invoice Number	Mail Date	Due Date	Hold Expiration Date	Invoice Amount	Paid/Adjusted	Balance Due	Cart. Amount	Status/Reason	Escalation State	Invoice Type	Returned Mail	
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	012310673316	TO BE MAILED	TO BE MAILED		\$19.00	\$0.00	\$19.00	\$0.00	\$0.00 Open	HCTRA NOTICE 1	TVI		
							\$19.00	\$0.00	\$19.00	\$0.00					
<b>Previous Billing Cycle</b>															
<input checked="" type="checkbox"/>	Agency ID	License Plate	Invoice Number	Mail Date	Due Date	Hold Expiration Date	Invoice Amount	Paid/Adjusted	Balance Due	Cart. Amount	Status/Reason	Escalation State	Invoice Type	Returned Mail	
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	012310673297	TO BE MAILED	TO BE MAILED		\$9.00	\$0.00	\$9.00	\$0.00	\$0.00 Open	TIV HCTRA	TVI		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	012310673291	TO BE MAILED	TO BE MAILED		\$19.00	\$0.00	\$19.00	\$0.00	\$0.00 Open	HCTRA NOTICE 2	TVI		
							\$9.00	\$0.00	\$9.00	\$0.00					
<b>Collection Invoices</b>															
<input checked="" type="checkbox"/>	Agency ID	License Plate	Invoice Number	Mail Date	Due Date	Hold Expiration Date	Invoice Amount	Paid/Adjusted	Balance Due	Cart. Amount	Status/Reason	Case Number	Escalation State	Invoice Type	Returned Mail
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	012010674875	03/20/2020	04/03/2020		\$52.50	\$0.00	\$52.50	\$0.00	\$0.00 Open	COLLECTIONS HCTRA	TVI	01/13/2022	
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	012010624406	03/11/2020	03/12/2020		\$53.00	\$0.00	\$53.00	\$0.00	\$0.00 Open	COLLECTIONS HCTRA	TVI	01/13/2022	
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	0120106931364	08/00/2019	12/20/2019		\$52.00	\$32.00	\$20.00	\$0.00	\$0.00 Open	LETTER 3 HCTRA	TVI	03/31/2020 FORWARD SHIP TRACING	
							\$52.50	\$0.00	\$52.50	\$0.00					
<b>Past Unpaid Transactions</b>															
<input checked="" type="checkbox"/>	Agency ID	License Plate	Transaction ID	Transaction Date	Location	Type	Amount	Paid/Adjusted	Balance Due	Cart. Amount	Status/Reason	Direction	Doc No		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:37:43	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:37:43	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520239		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:37:43	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520239		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:37:43	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:25:43	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:25:43	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:30:20	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	S	1013004344520239		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:28:14	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	S	1013004344520239		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:24:54	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:24:54	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:19:14	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:14:54	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:15:58	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<input checked="" type="checkbox"/>	HCTRA	TX-LV2182	145707102309	07/18/2023 03:13:28	+HDY+0H+08	VIDEO	\$1.80	\$0.00	\$1.80	\$0.00	Open	N	1013004344520238		
<b>Account Fees</b>															
<input checked="" type="checkbox"/>	Type		Fees Date		Amount		Paid/Adjusted		Balance Due	Cart. Amount	Status/Reason				
<input checked="" type="checkbox"/>	EFT/ACH NSF FEE		02/28/2019	13:07:44	\$30.00		\$0.00		\$30.00	\$0.00	\$0.00 Open				
					\$30.00		\$0.00		\$30.00	\$0.00					

## **Invoice Fees**

TVI Invoices

- Generated after 3 unpaid tolls
  - \$10.00 or \$7.00 Administrative Fee per each transaction
  - \$1.00 County Attorney Fee per each transaction
  - Collection Fees are \$14.00 per transaction or \$25.00 per invoice

TVZ Invoices

- Generated after 3 unpaid tolls. Can include up to 25 unpaid tolls
  - No Administrative Fee
  - \$1.00 County Fine per each transaction (after 31 days from the Mail Date)
  - \$10.00 Collection Fee per invoice

## EZ Invoices

- Generated after 3 unpaid tolls. Can include up to 25 unpaid tolls
  - \$10.00 EIN Administrative Fee per invoice
  - \$10.0 Collection Fee per invoice

*Note: County Fine is included in the toll rate*

## **Hearing Process**

**For unpaid invoices, the following steps take place:**

1. The collection department prepares and mails a series of demand letters and makes attempts to contact the toll violator by telephone.

2. If payment is not received within sixty days after the collection agency's efforts have taken place and if the toll violator is eligible for an Administrative Hearing, an additional fee is added to the outstanding amount and a hearing is scheduled.
3. During the Administrative Hearing process a judge will listen to arguments presented by the Toll Road Authority and by the toll violator and issue an Order of Judgment. The Order of Judgment will indicate the Judge's ruling and determine the final amount due. As a part of the ruling, the Judge has the option to assess additional fines and costs, flag (block) the vehicle registration, or place a device (boot) on the vehicle prohibiting movement until the outstanding tolls and fees are paid.
4. If payment for tolls, charges, fees or costs is not received within thirty-one days of the hearing decision being filed with the County Clerk's office, registration of the vehicle will be blocked.

***Note: Failure to appear at the hearing is considered an admission of liability and the hearing officer may issue an order assessing a fine and costs on that basis.***

### **Excusals**

- Excusals reduce the amount of money that is collected from the customer.
  - Certain types of excusals are performed on Open Items such as **Adjustments** and **Waivers**
- Adjustments are used to reduce a percentage of the fee.
- Waivers are used to remove County and Administrative fees.
- The excusal type drives the available excusal reasons.
  - The total fields at the top are greyed out and are automatically calculated by the system based on the items selected for the excusal.

### **Violations Fee Waiver Policy**

#### **Waivers**

What is the Waiver Policy?

- HCTRA's Waiver Policy went into effect January 1, 2016. It is previously known as a Fee Reduction Policy
- Waiver Policy has been revised as of September 2023
- Waiver Script and/or signed acknowledgement is required before processing.

#### **Waiver Program**

HCTRA's Waiver Program allows a waiver per license plate. EZ TAG account holders can utilize this program twice within a 365-day period, while Violator accounts are eligible for the program once within the same timeframe.

***Note: If the Waiver is applicable, offer it to the customer.***

### **How to Perform a Waiver**

- Select the checkbox next to the invoices the customer qualifies to have waived.
- Click “**Excuse**” from the Open Item Actions section.
- From the Excusal screen, select Excusal Type “**WAIVERS**”, Excusal Reason “**FEE REDUCTION PROGRAM**”, then click “**Add to Cart for Excusal**”.
- Type in “offered waiver program” in the comments box and click ok.
- Notice the green message indicates the excusal has been successfully added to the cart, ready for payment.
- Before checking out, please ensure all uninvited tolls have been added to the cart.
- Select “**Checkout**” to proceed to the payment screen.
- Select the appropriate Payment Delivery option from drop-down.
- Click “**Add**” and then “**Checkout**” to complete the payment process.

Violation administrative fee waiver allowance for EZ TAG customers has been increased from one (1) to two (2) in a 365-day period.

Maneuver to the Vehicle Details screen to view the Waiver (Fee Reduction) Program Count.

### **Waiver/Toll Adjustment**

#### **Waiver Review**

- License plates that have escalated to collections do not qualify for the Waiver Program.
- BCTR and BTG invoices are not eligible for the Waiver program.
- EZTAG customers qualify for two (2) Waivers within a 365-day period.
- EZTAG customers with multiple license plates qualify for a waiver for each plate
- Non-EZTAG customers will only qualify for one (1) Waiver within a 365-day period.

#### **Introduction**

Under the Waiver Program, customers who are EZTAG/EZ Express customers or those who opt to open an EZTAG account are eligible to have toll charges, starting from September 4, 2023, adjusted from the invoiced amount to the pre-invoiced amount. For instance, a toll charge of \$3.00 can be adjusted to \$1.80.

**Account conversion does not count towards the customer’s waiver limit.** This means as an EZ TAG account holder, the customer starts fresh with 2 available waivers.

*\*Please note, customers receiving a toll adjustment will not qualify for the 10% discount provided to customers with an active EZTAG account and transponder.*

#### **Steps**

Verify the customer is eligible for the Waiver Program

- ✓ No collections
- ✓ EZTAG account
  - 2 x 365-days (per license plate)

- ✓ Non-EZTAG account
  - 1 x 365 days (per license plate)
- ✓ Customer agrees to convert from Express account to EZTAG account or opens a new EZTAG account

### **Steps**

1. From the CSC menu
  - a. Select the Account Maintenance menu
    - i. Click Account Toll Adjustments
2. Enter the information below on the *Account Toll Adjustments* bubble
  - Transaction Date From
  - Transaction Date To
  - Transaction Authority
  - License Plate Number
  - License Plate State
3. Select Toll Violation Invoices in the Invoice Type section
4. Select the toll transactions that are to be adjusted and click Toll Overcharge
5. From the Toll Overcharge window
  - Under the *Toll Adjustment Types* drop-down menu select “Non-tag Rate”
  - Click Calculate
6. Fill in the missing information in the *Comments* section  
Example: Account number - 6294214649  
License plate number - GV64DK TX  
Customer Name - AYENI, KOREDE DANIEL  
Adjustment Type - Toll Overcharge  
Detailed Reason for Adjustment - Customer qualifies for FRP and agreed to open EZTAG account.  
Amount Due Before Adjustment: \$49.29 (39.29 toll+10.00 EIN Fee)  
Total amount adjusted: -\$13.44 (tolls)  
Remaining Balance Due: \$35.85 (\$29.29 (tolls total including uninvoiced) + \$10.00 (EIN Fee)).
7. Click Yes on the pop-up window
8. Click Submit
  - Return to the *Open Items* screen and proceed with the Waiver.
  - In the *Excuse* window deselect “Add Fee Reduction program convenience fee (\$5.00)”
  - Proceed to complete the transaction by processing the payment
  - Add comments box for Waiver.

\*Note: The system will save the comment entered in the Toll Overcharge window; however, you must still enter detailed comments.

### **Performing a Waiver**

Violation administrative fee waiver allowance for EZ TAG customers has been increased from one (1) to two (2) in a 365-day period.

Maneuver to the Vehicle Details screen to view the Waiver (Fee Reduction) Program Count.

### **Waiver/Toll Adjustment**

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### **Introduction**

Under the Waiver Program, customers who are EZTAG/EZ Express customers or those who opt to open an EZTAG account are eligible to have toll charges, starting from September 4, 2023, adjusted from the invoiced amount to the pre-invoiced amount. For instance, a toll charge of \$3.00 can be adjusted to \$1.80.

**Account conversion does not count towards the customer's waiver limit.** This means as an EZ TAG account holder, the customer starts fresh with 2 available waivers.

**\*Please note, customers receiving a toll adjustment will not qualify for the 10% discount provided to customers with an active EZTAG account and transponder.**

- License plates that have escalated to collections do not qualify for the Fee Reduction Program.
- BCTRA and BTG invoices are not eligible for the Fee Reduction program.
- EZTAG customers qualify for two (2) Fee Reductions within a 365-day period.
  - EZTAG customers with multiple license plates qualify for a fee reduction for each plate
- Non-EZTAG customers will only qualify for one (1) Fee Reduction within a 365-day period.

Under the Waiver Program, customers who are EZTAG/EZ Express customers or those who opt to open an EZTAG account are eligible to have toll charges, starting from September 4, 2023, adjusted from the invoiced amount to the pre-invoiced amount. For instance, a toll charge of \$3.00 can be adjusted to \$1.80.

### **Steps**

From the CSC menu

- Select the Account Maintenance menu

Click Account Toll Adjustments

Enter the information below on the *Account Toll Adjustments* bubble

- Transaction Date From
- Transaction Date To
- Transaction Authority
- License Plate Number
- License Plate State
- Select Toll Violation Invoices in the Invoice Type section
  - Fill in the missing information in the *Comments* section
  - Example: Account number - 6294214649
  - License plate number - GV64DK TX
  - Customer Name - AYENI, KOREDE DANIEL
  - Adjustment Type - Toll Overcharge
  - Detailed Reason for Adjustment - Customer qualifies for FRP and agreed to open EZTAG account.
  - Amount Due Before Adjustment: \$49.29 (39.29 toll+10.00 EIN Fee)
  - Total amount adjusted: -\$13.44 (tolls)
  - Remaining Balance Due: \$35.85 (\$29.29 (tolls total including uninvoiced) + \$10.00 (EIN Fee)).
- Click Yes on the pop-up window
- Click Submit
- Return to the *Open Items* screen and proceed with the Fee Reduction.
- In the *Excuse* window deselect “Add Fee Reduction program convenience fee (\$5.00)”

- Proceed to complete the transaction by processing the payment

Add comments box for FRP. Example below

### **Waiver**

- Aside from taking Waiver payments in RITE 2.0, customer's now have the option of paying by check through USPS mail.
- In the event a customer request to mail in a check for a Waiver offered by a CSR, the customer needs to send a piece of correspondence to indicate that. The CSR has the option of providing (via email or storefront) the Waiver Program Mail-In Form to the customer

*Note: This Waiver mail-in option is only available for customers whose license plate has 15 or less TVI's*

### **Adjustments**

- Adjustments are another way to reduce the invoiced amount.
- Reasons for adjustments may vary.
- Some adjustments may require Lead and/or Supervisor approval.



### **Common Reasons for 100% Adjustments**

#### **To Be Mailed Invoices**

To Be Mailed invoices indicate the system has generated an Invoice for the customer, however HCTRA has not mailed it out.

- If the Mail Date and Due Date read "To Be Mailed", offer 100% Adjustment.

*Note: To Be Mailed Adjustments apply to Invoices w/ Admin Fees mailed prior to April 1, 2020*

#### **Future Dated Invoicing**

Future Dated Invoicing occurs when the invoice date has yet to approach the present calendar date. If it is determined, the invoice is future dated, offer 100% adjustment.

*Note: To Be Mailed Adjustments apply to Invoices w/ Admin Fees mailed prior to April 1, 2020*

**Delayed Invoice:**

- When researching violation invoices, we must determine at least one violation event occurred within 30 days of the date the invoice was mailed.
- If one transaction is within the 30 days, then the invoice is not considered to be delayed.
- If it is determined the invoice was delayed, offer 100% adjustment.

*Note: To Be Mailed Adjustments apply to Invoices w/ Admin Fees mailed prior to April 1, 2020*

**Continuation Fee Reduction**

- Violations that were not addressed during a previous Fee reduction may qualify for a continuation.
- Please check the transaction date and time to ensure the violations occurred prior to the date and time of the previous Fee Reduction.
- Continuation Fee Reduction should not exceed maximum allowed 15 invoices per the Fee Reduction Policy.
- If it is determined the invoice is a part of a continuation fee reduction, offer a 100% adjustment.

*Note: To Be Mailed Adjustments apply to Invoices w/ Admin Fees mailed prior to April 1, 2020*

**Performing a 100% Adjustment**

1. Click on “Open Items”.
2. Select the items/fees to remove and click Excuse.
3. For Excusal Type and Reason, select ADJUSTMENTS.
4. The violation fees will be broken down per county by Administrative Fee, Collection Fee, and County Attorney Fee. Two options are available to adjust:
  - i. Adjust by Percentage (%)
  - ii. Amount to be Adjusted (\$)
5. Enter the percentage or amount to be adjusted, select DISCOUNT from the Excusal Reason drop-down, and click Add to Cart for Excusal.
6. In the Confirmation pop-up, confirm the original balance selected, the fees that are to be adjusted, and the total payment amount to collect. If the amount is correct, click YES and add to cart.
7. Enter appropriate comments in the Comment pop-up and click OK.
8. Total Payment Due will be added to the cart. Proceed with processing the payment.

**HCTRA Invoice Resolution Matrix**

Before we request payment for any toll violation invoices, we are required to review violations to verify if the invoice qualifies for an adjustment of fees. This applies to both collections and non-collections invoices.

**HCTRA Invoice Resolution Matrix**
**Pre-Collections (Invoices with no Collection Fees)**

TVZ	Invoices with no Admin Fees and no County Fines → Collect payment for 100% Tolls
TVF	Invoices with no Admin Fees, but with County Fines → Collect payment for 100% Tolls + 100% County Fines
 TVI and EIN	Invoices with Admin Fees → Offer FRP (Fee Reduction)

**Collections (Invoices past 60 days due with Collection Fees)**

For These Escalation States Only ↓ Collections Letter 1 Letter 2 Letter 3 Eligible for Hearing	VIOLATORS		HCTRA EZ-TAG CUSTOMERS			
	ANY REASON (NO DOCUMENTATION REQUIRED)		ANY REASON (NO DOCUMENTATION REQUIRED)			
	△ *IF EZ-TAG CONVERSION* △	DISCRETIONARY REDUCTION	△ *IF CORRECTIVE ACTION IS TAKEN* △			
	Collect 100% Tolls Collect 100% County Fines  Adjust 50% off Collection Fees Adjust 100% off Admin Fees (if any)	Collect 100% Tolls Collect 100% County Fines  Adjust 30% off Collection Fees Adjust 80% off Admin Fees (if any)	Collect 100% Tolls Collect 100% of County Fines  Adjust 100% off Collection Fees Adjust 100% off Admin Fees (if any)			
Scheduled for Hearing & Beyond	 Forward to VEC (Violations Enforcement Center) Collect 100% Tolls and County Fine / Adjust up to 75% Admin Fees, Collection Fees, and Hearing Fees					
AMOUNT ADJUSTED	APPROVAL		*NOTES			
Up to \$3,500.00	Specialist Handles	HCTRA ONLY	This Resolution Matrix applies only to HCTRA violations and HCTRA related fines & fees.			
\$3,500.01 to \$5,000.00	Supervisor Reviews	PAID IN FULL	All settlements under this Resolution Matrix must be paid in full.			
\$5,000.01 to \$7,500.00	Management Reviews	PAYMENT PLANS	All payment plans are based on full balance, and must have a violation balance of \$200 or more, unless approved by management.			
Over \$7,500.01	Director / CAO Reviews	DELAYED INVOICES	Delayed Reduction only applies to Invoices w/ Admin Fees mailed prior to April 1, 2020.			
Blue Ridge Transportation Group (BTG) and Brazoria County Toll Road Authority (BCTRA)	<ul style="list-style-type: none"> <li>• BTG Mailing Fees should only be adjusted upon Management approval for escalated errors (e.g., HCTRA error).</li> <li>• BCTRA Invoices with Service Fees and BCTRA Invoices with Collection Fees must be collected in full or referred to their shared Collection Firm: Perdue Brandon Fielder Collins &amp; Mott, LLP.</li> </ul>					
Montgomery County Toll Road Authority (MCTRA)	<ul style="list-style-type: none"> <li>• Pre-Collections MCTRA invoices should be offered the same resolution as HCTRA's matrix.</li> <li>• MCTRA Invoices Collections and/or with scheduled/missed hearings, must be referred to their Collection Firm: Linebarger Goggan Blair &amp; Sampson, LLP.</li> </ul>					
	Perdue Call Center: <b>888-703-5321</b> tolls@pbfc.com					
	Linebarger Call Center: <b>844-576-4771</b>					

### Adjusting Specific Fees

Perform the following steps when adjusting specific fees in order to process a payment for the remaining balance.

1. Click on Open Items
2. Select the checkbox next to the invoices that qualify for an adjustment. Scroll down and click Excuse.
3. From the Excusal Screen, Select Adjustment for the Excusal Type and Discount for the Excusal Reason. Select the applicable Discount Reason from the drop-down selection.
  - Corrective Action is Taken
  - Discretionary adjustment
  - EZ-Tag Conversion
  - \*Other
  - Scheduled for Hearing
    - a. Selecting “OTHER” will require you to manually enter the adjustment percentages.
4. After selecting the applicable Discount Reason, the system will automatically apply percentages, and the boxes will be greyed out.
5. Select “Add to Cart for Excusal”
  - a. *Note: The standard adjustment comment is auto populated in the Add to cart for excusal Confirmation pop-up. Select Yes. Complete in missing information needed for your comment and select “OK”.*

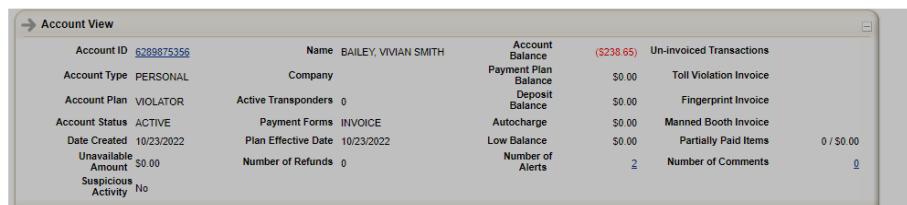
Total Payment Due will be added to the cart. Proceed with processing the payment.

### **EZ-Tag Conversion Adjustment steps:**

Step 1:

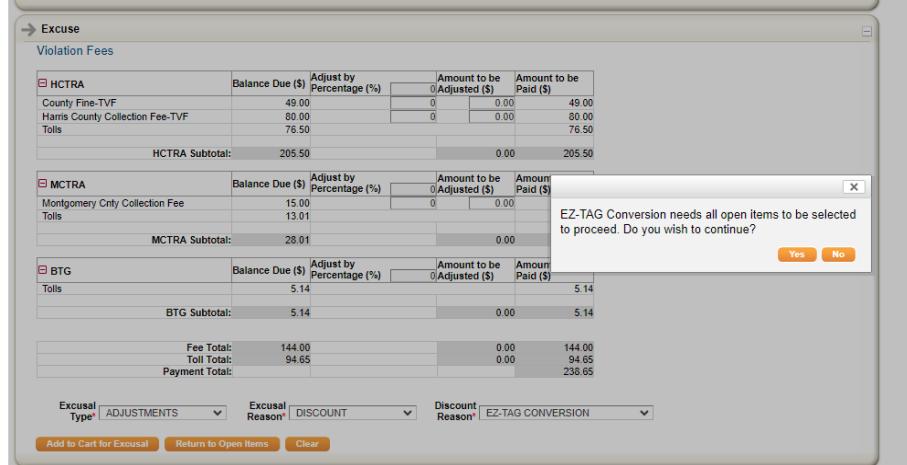
- Excusal Type: Adjustment
- Excusal Reason: Discount
- Discount Reason: EZ-TAG CONVERSION

Select “Yes” to continue



The screenshot shows the Account View window with the following details:

Account ID	Name	Account Balance	Un-invoiced Transactions
6289875356	BAILEY, VIVIAN SMITH	(\$238.65)	Toll Violation Invoice
Account Type	PERSONAL	Payment Plan Balance	\$0.00
Account Plan	VIOLATOR	Deposit Balance	\$0.00
Account Status	ACTIVE	Autocharge	\$0.00
Date Created	10/23/2022	Low Balance	\$0.00
Unavailable Amount	\$0.00	Number of Alerts	2
Suspicious Activity	No	Number of Comments	0

The screenshot shows the Excuse screen with the following tables:

Violation Fees	Balance Due (\$)	Adjust by Percentage (%)	Amount to be Adjusted (\$)	Amount to be Paid (\$)
HCTRA	49.00	0	0.00	49.00
County Fine-TVF	49.00	0	0.00	49.00
Harris County Collection Fee-TVF	80.00	0	0.00	80.00
Tolls	76.50	0	0.00	76.50
<b>HCTRA Subtotal:</b>	<b>205.50</b>		<b>0.00</b>	<b>205.50</b>

MCTRAs	Balance Due (\$)	Adjust by Percentage (%)	Amount to be Adjusted (\$)	Amount to be Paid (\$)
MCTRAs	15.00	0	0.00	0.00
Montgomery Cnty Collection Fee	15.00	0	0.00	0.00
Tolls	13.01	0	0.00	0.00
<b>MCTRAs Subtotal:</b>	<b>28.01</b>		<b>0.00</b>	<b>28.01</b>

BTGs	Balance Due (\$)	Adjust by Percentage (%)	Amount to be Adjusted (\$)	Amount to be Paid (\$)
BTGs	5.14	0	0.00	5.14
Tolls	5.14	0	0.00	5.14
<b>BTG Subtotal:</b>	<b>5.14</b>		<b>0.00</b>	<b>5.14</b>

**Fee Total:** 144.00    **Toll Total:** 94.65    **Payment Total:** 238.65

**Excusal Type:** ADJUSTMENTS    **Excusal Reason:** DISCOUNT    **Discount Reason:** EZ-TAG CONVERSION

Add to Cart for Excusal    Return to Open Items    Clear

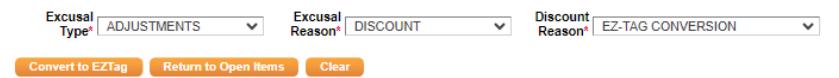
  


The screenshot shows the Outstanding Invoices screen with the following table:

Invoices									
	Invoice Number	Escalation State	Invoice Type	Invoice Date	Due Date	Invoice Amount	Paid/Adjusted	Balance Due	Status/Reason
<input checked="" type="checkbox"/>	012241904493	LETTER 1 HCTRA	TVZ	12/19/2022	01/28/2023	\$19.50	\$0.00	\$19.50	Open
<input checked="" type="checkbox"/>	032242013159	TVI MCTRAs	TVZ	12/21/2022	01/29/2023	\$3.14	\$0.00	\$3.14	Open
<input checked="" type="checkbox"/>	012242307594	LETTER 1 HCTRA	TVZ	12/26/2022	02/08/2023	\$24.25	\$0.00	\$24.25	Open
<input checked="" type="checkbox"/>	032242382571	COLLECTIONS MCTRAs	TVZ	12/28/2022	02/04/2023	\$20.76	\$0.00	\$20.76	Open
<input checked="" type="checkbox"/>	012242527698	LETTER 1 HCTRA	TVZ	12/31/2022	02/09/2023	\$19.00	\$0.00	\$19.00	Open

### **Step 2:**

Select “Convert to EZTag”



Excusal Type: ADJUSTMENTS    Excusal Reason: DISCOUNT    Discount Reason: EZ-TAG CONVERSION

Convert to EZTag    Return to Open Items    Clear

### **Step 3:**

Select “Yes” on Add to cart for excusal Confirmation

Total Amount Adjusted - \$40.00 (\$0.00 County Fine-TVF + \$40.00 Harris County Collection Fee-TVF)

Remaining balance due - \$165.50 (\$76.50 Tolls + \$49.00 County Fine-TVF + \$40.00 Harris County Collection Fee-TVF)

MCTRA :

Amount due before Adjustment - \$28.01 (\$13.01 Tolls + \$15.00 Montgomery Cnty Collection Fee)

Total Amount Adjusted - \$0.00 (\$0.00 Montgomery Cnty Collection Fee)

Remaining balance due - \$28.01 (\$13.01 Tolls + \$15.00 Montgomery Cnty Collection Fee)

BTG :

Amount due before Adjustment - \$5.14 (\$5.14 Tolls)

Total Amount Adjusted - \$0.00 ()

Remaining balance due - \$5.14 (\$5.14 Tolls)

#### **Step 4:**

Complete any missing information needed for your comment and select “OK”.

Comment\* 

Account number - 6289875356  
License plate number -  
Customer Name -  
Detailed Reason for Adjustment - EZ-TAG CONVERSION  
HCTRA :  
Amount due before Adjustment - \$205.50 (\$76.50 Tolls + \$49.00 County Fine-TVF + \$80.00 Harris County Collection Fee-TVF)

Total Amount Adjusted - \$40.00 (\$0.00 County Fine-TVF + \$40.00 Harris County Collection Fee-TVF)

Remaining balance due - \$165.50 (\$76.50 Tolls + \$49.00 County Fine-TVF + \$40.00 Harris County Collection Fee-TVF)

MCTRA :  
Amount due before Adjustment - \$28.01 (\$13.01 Tolls + \$15.00 Montgomery Cnty Collection Fee)

#### **Step 5:**

The system will take you through the New Account setup Wizard. Select “EZ TAG” for the Account Plan and complete the mandatory fields.

#### **Step 6:**

From the Vehicle Setup screen, select “Request/Add Tag”. Complete the transponder request.

[Primary Information](#) >> [Vehicles](#)

**→ Account View**

Account ID	6289875358	Name	BAILEY, VIVIAN SMITH	Account Balance	(\$238.65)	Un-invoiced Transactions
Account Type	PERSONAL	Company		Payment Plan Balance	\$0.00	Toll Violation Invoice
Account Plan	EZ TAG	Active Transponders	0	Deposit Balance	\$0.00	Fingerprint Invoice
Account Status	ACTIVE	Payment Forms	AUTOCHARGE	Autocharge	\$0.00	Manned Booth Invoice
Date Created	10/23/2022	Plan Effective Date	10/23/2022	Low Balance	\$0.00	Partially Paid Items 0 / \$0.00
Unavailable Amount	\$0.00	Number of Refunds	0	Number of Alerts	2	Number of Comments 2
Suspicious Activity	No					

**→ Vehicle Setup**

License Plate *	SDY4696	Country *	USA	State *	TX
Plate Type	N/A : N/A	Effective Start Date	10/30/2023 12:05:19	End Date	
EZ Plate <input type="checkbox"/>					
<a href="#">Add</a> <a href="#">Clear</a>					

**→ Vehicles**

License Plate	Vehicle	Year	Effective Start Date	Effective End Date	Status	Transponder
SDY4696	HYUN-ELA-GRY	2023	10/21/2022 11:34:22		Active	

Total Records: 1

[Save](#) [Remove](#) [Request / Add Tag](#)

<< first < prev 1 next > last >>

[< Previous](#) [Next >](#) [Cancel](#)

\*Required Field

Click, “Save”, and then “Next”

**Step 7:** Add the customer’s Billing Information and drop the card underneath Billing Preferences.

**Step 8:** Add any additional authorized contact persons, if applicable. Select Next.

**Step 9:** Confirm Notification Preferences. Select Next.

**Step 10:** Confirm Autocharge amount

Please go over the confirmation page with the customer. If there are no necessary changes, please proceed by selecting "Next."

**Step 11:** The Cart Summary will display the adjusted amount, plus the new account cost. Select, “Checkout” and proceed with processing the payment.

### **Adjustment Important things to remember**

The system will automatically apply 100% adjustment on Delayed-Invoices.

Please take note of the important red alert, which serves as a reminder that discounts cannot be applied to Collection Invoices related to BTG/BCTRA/MCTRA.

You will also find contact information for their collection agency included.

### **Invoice Reissuance**

- When a TVI is returned and reissued, a new version will be created.
- Version 1 of the invoice is always mailed to the registration address with the DMV.
- Additional versions of the invoice can be reissued and sent to a different address used sources such as Skip Trace, DMV, E-Tag Source.

Invoice History										
Version Number	Invoice Number	Invoice Address	Address Source	Mail Date	Return Mail Reason	Created Date	Sent to Print Ven	PDF Response	Due Date	
1	012120030884	9514 E. AVENUE	DMV - TAG_OWF	09/30/2021 00:00		09/18/2021 17:05	09/22/2021 13:00	09/24/2021 20:44	10/30/2021 00:00	
2	012120030884	207 WINTON ST	SKIP TRACING	11/05/2021 00:00	FORWARD - SKI	09/18/2021 17:05	10/29/2021 13:00	11/01/2021 21:15	12/05/2021 00:00	
<< first < prev 1 next > last >>										
Record Count: 2										
<a href="#">Display PDF</a>										

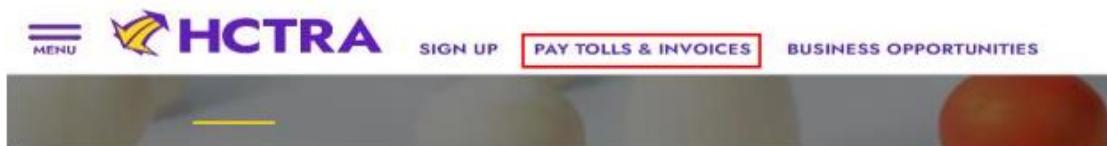
### Skip Tracing

Skip tracing is the process of searching for a different, sometimes better address. HCTRA's Skip Tracing vendor is tasked with searching for a better address if a TVI is returned as a Bad Address.

- If the Violator Account has been flagged with the bad Address Alert, Skip Tracing occurs on the 31st day from the original Mail Date.
- If a new address is located, the invoice is then reissued with a new mail date and due date.
- If HCTRA is unable to locate another address, the invoice escalates to Collections

### Paying Tolls & Invoices Online

- When a customer enters their license plate on hctra.org to pay their tolls and invoices, the website will return "everything owed".



"Pay Tolls & Invoices" selection in the middle of the home page:



**PAY TOLLS & INVOICES**

Search for unpaid tolls using the license plate number. If applicable, please include an invoice number.

STATE: TX LICENSE PLATE NUMBER: INVOICE NUMBER: SUBMIT

Need help finding the information on your invoice?

**Pay Tolls & Invoices**

Have missed tolls or received an invoice? Get squared away with simple payments.

**Sign up for an EZ TAG**

\$20 Prefunded Tolls + No TAG cost

**Activate EZ TAG**

Got an EZ TAG? Don't forget to activate it!

- The customer will see all un-invoiced transactions, invoices, open payment plan alerts, as well as other plates with an outstanding balance that may be on the same EZ TAG account. The customer will be able to manually select which items they would like to pay and for how much
- If the customer searches on License Plate only, invoice numbers will be masked.
- When the customer enters license plate and invoice number, full invoice numbers will display for all invoices that are on the same account in RITE. Any invoices from a different account in RITE will be masked for privacy reasons. The other account(s) could belong to someone else.
- A customer is allowed to partially pay an invoice, but an invoice must be paid in its entirety to be eligible for any applicable discount.

- The Discount amount will decrease when items are unselected or when only partial payment is being made for an “eligible-for-adjustment” invoice.

### **Pay on Shell Account**

#### **Pay on Shell Account**

1. Locate the account.
2. Click **No** (Would you like to continue with account setup?).
3. Click **Yes** (Do you want to make a payment on a Shell Violator Account?).
4. The system will now allow to process the payment.
  - a. Select the desired tolls and click **Add to Cart**.
  - b. Click **Checkout** or you can opt to Pay Using EZ TAG Account.
5. Continue the checkout process.

#### **Court Dates and DMV Holds**

- Collections Invoices with “Adjudication” in the Escalation Date have a court date. These customers may contact to the Violation Enforcement Collections Center at 713-701-6000.
- The Registration Hold Status will display “On Hold Registration” in the Vehicles Details screen if there is a DMV Hold. Contact your Lead if your customer has a DMV Hold.

#### **Payment Plans**

Qualifications for a payment plan:

- Balance due is \$200 or more after calculating invoices that qualify for 100% adjustment:
  - Ex: future dated/to be mailed/delayed invoices, HCTRA error, or continuations
- A court hearing has NOT been scheduled or missed.
  - If a hearing has been scheduled or missed, the customer MUST be transferred to the VECC at extension 3225.
- The customer has not defaulted on a previous payment plan for the same balance.

#### **Requesting a Payment Plan**

Customers with violations may qualify for a payment plan, if applicable. The customer must have violations of at least \$200 and they are unable to make full payment.

If the customer meets these qualifications, please use your section’s standard procedures.

- Call Center/BOS: Email the pertinent information to your leadership team.
- Storefront: Email pertinent information to your management team.

For DMV Release Letter, please contact your Lead.

***NOTE: At no point during the conversation should CSRs attempt to discuss payment plan terms or amounts with the customer!***

### **Processing a Payment Installment**

- To process a payment on a **Payment Plan**, from the **Payment Plan** section select the items you want to pay.
- In the **Open Item Actions** section, click “**Add to Cart**”.
  - Notice the items were added to the **Cart Summary**.
- Proceed to checkout and complete the payment process.

### **Payment Plans (online)**

In addition to processing a payment on a payment plan installment with a CSR, customers also have the option to process a payment on a payment plan installment online at [www.hctra.org](http://www.hctra.org).

If a customer enters their license plate “Pay Tolls & Invoices” tab, an alert will appear for a license plate that has an outstanding balance and an active payment plan. Hover over the orange triangle to see payment plan details.

### **Vehicle Release of Liability**

#### **Vehicle Sold Procedures**

##### **Call Center CSR Procedure:**

If a customer calls regarding violations on a vehicle that was not in their possession, Call Center CSRs must:

- Instruct the customer to fax proper documentation to e-fax (713-437-4147) or email to [csc\\_correspondence@hctra.org](mailto:csc_correspondence@hctra.org).
- Enter notes in RITE 2.0 describing the customer encounter.

***Your Lead or Supervisor will complete the “Vehicle Sold” once the documentation has been received.***

##### **Storefront Procedure:**

- Inform the customer they must provide proper documentation.
  - If received, ensure documentation is legible.
- Consult Lead/Supervisor to view all documentation.
- Enter notes in RITE 2.0 describing customer encounter.

#### **Proper Documentation**

A customer may not be liable for violations, for reasons including, but not limited to, the following:

- Sold

- Traded
- Given to Charity
- Stolen
- Salvaged

The customer must submit proper documentation in order for the violations to be dismissed (based on the date possession of the vehicle was relinquished).

**Proper documentation includes, but is not limited to, the following:**

- Copy of Texas Motor Vehicle Transfer (must be confirmation form)
- Copy of Bill of Sale (must have signatures from both parties)
- Copy of Title

*Note: Documentation cannot be provided after payment. Refunds will not be given.*

# HCTRA EZ TAG Agreement

## Module 4

### EZ TAG Applicants

- Customers may only open accounts in their own names.
- All negative balances must be paid before opening a new account.
- CSRs may only open personal EZ TAG Accounts.
- Customers may have multiple EZ TAG Accounts as long as they are all in good standing.

### Cash in EZ TAG Stores

Cash can be used to maintain a pre-paid account balance.

Customers can now pay with cash at all EZ TAG Store locations. They can add funds to their account balance, pay invoices, and make “payment plan installment” payments. Anything that can be paid using credit/debit card and bank account, can be paid using cash. There is no minimum for cash payments.

### EZ TAG Options

### EZ TAG Facts

HCTRA uses RFID (Radio Frequency Identification) based **transponders**.

We call these **EZ TAGs**.

- **EZ TAGs** have their own unique number that appears as “**HCTR**”.
- **EZ TAGs** must be assigned to a specific plate to ensure accuracy in toll payments.
- **EZ TAG** scans are not guaranteed; customers must ensure the license plate is updated before using the toll road.
- **EZ TAGs** can be picked up in a store or mailed to the customer.
  - **EZ TAGs** that are mailed **must** be activated by the customer.
  - If a customer selects “pick up”, they have 14 business days to pick it up or the tag is automatically mailed out.

### EGO EZ TAG Installation Instructions

- Every customer is provided with a kit that includes the “QUICK START EZ TAG INSTALLATION INSTRUCTIONS.”
- Please review this section to be aware of the information provided to the customer.
- CSRs are not permitted to advise the customers against the provided instructions.
- Regardless of how many tags a customer may have, any time we give a customer an EZ TAG, we must provide them with instructions.

### The EGO PLUS REGULAR

- The **EGO PLUS REGULAR** should be placed as shown in the image.
- The white film peels from the tag and the adhesive is placed on the glass.
- The bar-coded side of the tag should be visible from inside the vehicle.
- The **EGO PLUS REGULAR** EZ TAG is the most commonly issued tag. This tag is free of charge for the first eight (8) vehicles on an account.

- A new tag purchase would be required for new windshields, new vehicles, or if removed for **ANY** reason.



The verbiage below should be referenced when explaining details to EZ TAG customers:

*“The **EGO PLUS REGULAR** has an embedded chip. The removal of a tag from the windshield will damage this chip. For this reason, the vendor does not warrant the performance of a tag if removed from the windshield for **ANY** reason”.*



### **EGO PLUS MOTORCYCLE**

- If a motorcycle tag is required, be sure to select Transponder Type “**EGO PLUS MOTORCYCLE**” in RITE.
- The motorcycle EZ TAG can be placed anywhere on the bike or rider as they ride.
- While the hard exterior of the tag makes it transferable, the license plate assigned to it **must** match the motorcycle using the tag.
- Motorcycle EZ TAGs can only be assigned to motorcycle style vehicles.

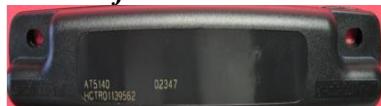


### **EGO PLUS LICENSE PLATE**

- This tag is exclusively made for vehicles known to have trouble using the EGO PLUS REGULAR.
- This tag mounts outside of the vehicle on the **FRONT** license plate.
- This tag is only to be offered for vehicles on the “License Plate Tag” list.
  - For listed vehicles, CSRs must select “**EGO PLUS LICENSE PLATE**” when ordering.
- CSRs must get Lead approval to order license plate EZ TAGs for vehicles that are not on the list.
- Eligible customers may decline the License Plate Tag, but they must be educated that they will be responsible for the cost of replacing a non-functioning EZ TAG.

*While the hard exterior of the tag makes it transferable, the license plate assigned to it **must** match the vehicle using the tag.*

***Please refer to the “License Plate Tag” list in your folder.***



### **EZ TAG Cost**

Number of Vehicles:	Pre-paid Deposit	Balance at which Replenishment Required ¼ of Deposit
1-2	\$10.00	\$5.00
3-4	\$40.00	\$10.00
5-6	\$60.00	\$15.00
7-8	\$80.00	\$20.00
etc.	Max \$600.00 (or optional higher balance)	Max \$300.0 (or ¼ of optional higher balance)

**Total Amount of tag fee(s) + Prepaid Deposit = Account opening cost.**

*Sticker EZ TAGs \* First eight (8) \$0.00. Each additional tag after that will have a \$2.00 cost*

Example: How much will a new EZ TAG account be with two (2) vehicles?

Tag Fee \$0.00 + Minimum Balance \$10.00 = **\$10.00**

How much would the account opening cost be for:

- Three (3) vehicles?
- Five (5) vehicles and One (1) motorcycle?
- Eight (8) vehicles?

### **Toll Rates by Vehicle Class**

<u>Axes</u>	<u>AVI (tag read)</u>	<u>VTOLL AVI (vehicle does have tag but there was no tag read)</u>	<u>Image Read (EZ Plate, Tagless, Express &amp; violators (before invoicing))</u>	<u>Fleet</u>	<u>Invoiced</u>
	<u>(Base)</u>	<u>(Base)</u>	<u>(Base x 1.2)</u>	<u>(Base x 1.25)</u>	<u>(Base x 2.0)</u>
2	*\$1.50	*\$1.50	\$1.50 x 1.2 = \$1.80	\$1.50 x 1.25 = \$1.88	\$1.50 x 2.0 = \$3.00
3	\$3.50	\$3.50	\$3.50 x 1.2 = \$4.20	\$3.50 x 1.25 = \$4.38	\$3.50 x 2.0 = \$7.00
4	\$5.25	\$5.25	\$6.30	\$6.57	\$10.50
5	\$7.00	\$7.00	\$8.40	\$8.75	\$14.00
6	\$8.75	\$8.75	\$10.50	\$10.95	\$17.50

Toll rates for all locations can be viewed online at [www.hctra.org](http://www.hctra.org)

Rate subject to EZ TAG Benefit 10% discount on two (2) axle vehicles with a transponder on HCTRA's roads

### **HCTRA EZ TAG Benefit Discount**

- The HCTRA EZ TAG Benefit went into effect Labor Day 2023
- HCTRA EZ TAG customers automatically receive the lowest rate with an active EZ TAG. However, under new policy approved by the Harris County Commissioners Court on January 31, 2023, HCTRA EZ TAG customers who drive a two-axle vehicle with a transponder will receive an additional 10% discount on HCTRA toll roads. Transactions on the Katy Managed Lanes will not receive the additional discount.
- The HCTRA EZ TAG Benefit will only work for EZ TAG customers on HCTRA toll roads, except for Katy Managed Lanes. Interoperable customers with tags from other tolling agencies will not receive the additional discount.

### **EZ TAG Features**

#### **Tagless Feature**

After a customer order an EZ TAG, they may use the EZ TAG lanes immediately until they pick up or activate their EZ TAG.

- This Tagless feature is good for 45 days or until they activate their tag.
- Tolls are charged at the non-tag rate.
- The Tagless feature covers all vehicles awaiting an EZ TAG.

*Note: Tagless Feature does not extend to Kansas and Oklahoma.*

#### **EZ PLATE**

The option for customers who need to add a vehicle temporarily is called EZ Plate. EZ Plate vehicles must adhere to the following rules:

- EZ Plate customers are charged non-discounted, rates.
- EZ Plate vehicles require **no** EZ TAG purchase. The system reads the license plate, and then deducts the tolls from the EZ TAG Account.
- Three (3) EZ Plate vehicles can be on the account at one time.
- An EZ Plate will count as an additional vehicle, which may increase the rebill amount.
- EZ Plate vehicles can be added to a customer's account for up to seven (7) years.
- The seven (7) year timeframe is for internal use only:
  - HCTRA recommends a customer purchase a tag for a vehicle with long-term or repeated toll usage.
  - This is so the customer may enjoy the discounted rates and interoperability.

*Note: EZ Plate Courtesy does not extend to Kansas and Oklahoma.*

### **Trailer Options Overview**

Trailers may accumulate violations due to various reasons.

Please review the trailer options in this module to determine the best option for the customer



#### **Trailer driven less than 50% of the time:**

- Add the trailer plate as an EZ Plate. Example: U-Haul moving truck.
- Explain EZ Plate rules to the customer.

#### **Trailer pulled more than 50% of the time:**

- Add the trailer license plate to the account by ordering a new EZ TAG. The customer will not place the tag on a windshield; instead, the customer must keep the EZ TAG in a safe place.

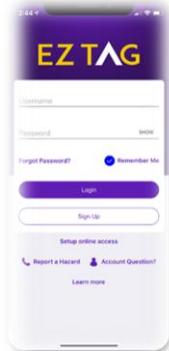
### **EZ TAG Account Descriptions**

#### **EZ TAG APP: Traditional EZ TAG Accounts**

Traditional EZ TAG account holders can manage their prefunded account at [www.hctra.org](http://www.hctra.org) or by downloading the EZ TAG app.

**EZ TAG account holders can:**

- Open an account
- View their account balance and add funds to their account
- Manage payment methods and view transactions
- Manage vehicles
- Call for HCTRA's roadside assistance
- Receive push notifications and alerts
- Customers are unable to view violation information at this time.
  - Suspended accounts are redirected to [www.hctra.org](http://www.hctra.org).
- Customers are able to close the account via the app.



**Note:** For customers to view violation information, they must visit [www.hctra.org](http://www.hctra.org).

**EZ TAG Express Accounts**

Prepaid accounts opened by a customer via the EZ TAG Express mobile app. Tolls are paid by reading the plate.

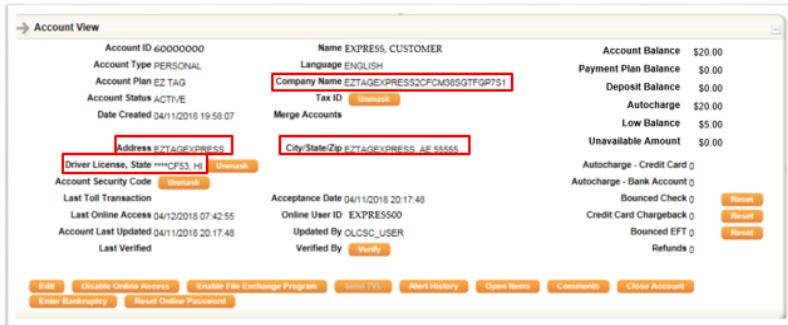
- No physical EZ TAG on the account.
- Only one Active vehicle allowed at a time.
- Customer can only access account via the mobile app.
- Transactions are charged at the non-tag rate.
- Customer will not receive printed statements or letters.
- Authorized contacts cannot be added.
- These are auto-charged accounts with a \$10 minimum. Credit card is the only payment option.
- The app will automatically default to a seven (7) day timeframe when adding a license plate. The customer may select a different end date.
- EZ TAG Express Account holders can close their account via the app.
- Do not edit driver's license, vehicle information or address on EZ TAG Express Accounts.



**Note:** EZ TAG Express account does not extend to Kansas and Oklahoma.

**Account View Screen**

The following fields will be the same values for **ALL EZ TAG Express** accounts:



The screenshot shows the 'Account View' window with the following details:

- Account ID:** 60000000
- Name:** EXPRESS, CUSTOMER
- Language:** ENGLISH
- Company Name:** EZTAGEXPRESS0000000000000000
- Tax ID:** Unmask
- Merge Accounts:**
- Address:** EZTAGEXPRESS
- City/State/Zip:** EZTAGEXPRESS, AR 55555
- Account Balance:** \$20.00
- Payment Plan Balance:** \$0.00
- Deposit Balance:** \$0.00
- Autocharge:** \$20.00
- Low Balance:** \$5.00
- Unavailable Amount:** \$0.00
- Autocharge - Credit Card:** 0
- Autocharge - Bank Account:** 0
- Bounced Check:** 0
- Credit Card Chargeback:** 0
- Bounced EFT:** 0
- Refunds:** 0

Buttons at the bottom include: Edit, Disable Online Access, Enable File Exchange Program, Send TPL, Alert History, Open Rents, Comments, Close Account, Enter Bankruptcy, and Reset Online Password.

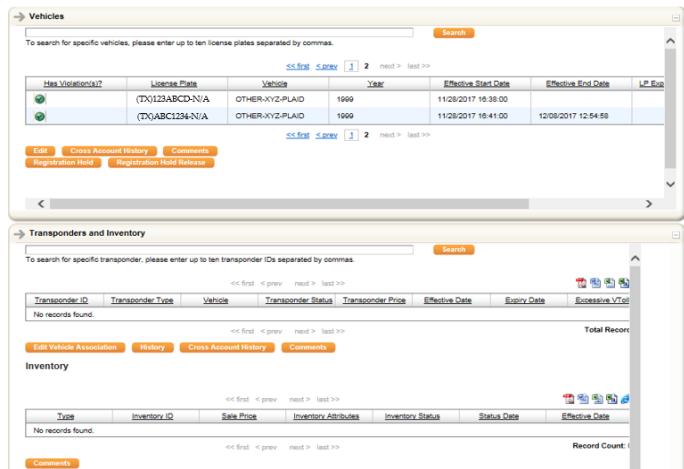
**Please reference “TIP – EZ TAG Express Accounts”.**

### **Identifying EZ TAG Express Accounts**

The following vehicle fields will be identical values for ALL EZ TAG Express accounts:

- Year: 1999
- Color: PLAID
- Make: OTHER
- Model: XYZ

**NOTE: *Do not make any changes to vehicle section. No transponder is required for vehicles on an EZ TAG Express account.***



The screenshot shows two windows side-by-side:

- Vehicles:** A table listing vehicles with the following data:
 

Has.Vin/Plate	License Plate	Vehicle	Year	Effective Start Date	Effective End Date	LP Reg
(TX)123ABC-N/A	OTHER-XYZ-PLAID	1999	11/29/2017 16:38:00			
(TX)ABC123-N/A	OTHER-XYZ-PLAID	1999	11/28/2017 16:41:00	12/08/2017 12:54:50		

 Buttons at the bottom: Edit, Cross Account History, Comments, Registration Hold, Registration Hold Release.
- Transponders and Inventory:** Two tables showing transponders and inventory.
 

Transponder ID	Transponder Type	Vehicle	Transponder Status	Transponder Price	Effective Date	Expiry Date	Excessive Vtol
No records found.							

Total Records: 0

Type	Inventory ID	Sale Price	Inventory Attributes	Inventory Status	Status Date	Effective Date
No records found.						

 Buttons at the bottom: Edit Vehicle Association, History, Cross Account History, Comments.

### **BancPass Account**

#### **BancPass Facts:**

- They **DO NOT** have an EZ TAG Account with HCTRA.
- Works on any toll road in Texas.
- BancPass tags are not transferable to an EZ TAG Account.
- HCTRA can verify BancPass tag by Transponder ID (Agency “HCTRA”) in both Account Search and Advanced Search screens.
- BancPass customers can add funds to their account at any local HEB or anytime at [banypass.com](http://banypass.com).

- Customers can manage their account with the BancPass phone app and automatic text balance reminders.
- BancPass can be contacted at 866-978-5061, or customers can go to the BancPass website at [www.bancpass.com](http://www.bancpass.com)

### **Opening a New Account**

#### **Account Application**

A customer can open an EZ TAG Account by doing one of the following:

- Visiting a storefront location
- Completing an application online by visiting [www.hctra.org](http://www.hctra.org)
- Via the EZ TAG mobile App
- Via Mail or Fax
- By contacting Customer Service at 281-875-3279

#### **Online EZ TAG Accounts**

EZ TAG Accounts can be opened at [www.hctra.org](http://www.hctra.org). In addition to the personal information, online EZ TAG accounts require:

- An email address
- Username and password
- Security Question and Answer (CSRs cannot see and/or alter the customer's security question)
- The customer will receive an email from HCTRA describing the Tagless feature
- The customer will be charged the minimum rebill amount based on the number of vehicles they added at opening (\$10.00, 40.00, \$80.00...etc.)
- The tag fee(s) if applicable will be deducted from the account balance once the EZ TAG(s) is issued
- Tags can be mailed or picked up at a store

#### **Before Opening an EZ TAG Account**

#### **Call Center**

- Check all license plates for violations.
  - All violations must be addressed before opening the account.
- Ensure the customer agrees to the account cost and future auto-charges.
- Advise the customer to review their EZ TAG Agreement upon receipt.

#### **New Account Setup Wizard**

- Opens all account types.

- Offers “breadcrumbs” in case you have to go back.
- If not completed, the account remains in “Proposed” status.

### Account View Screen

1. Account Alerts
2. Account Balance
3. “Edit” account information
4. Customer Online User ID
5. Open Items
6. Comments

Some Account View screen edits require documentation.

**Note: Do not touch the Verify button under any circumstance.**

**→ Account Alerts**

Description	User	Created Date
FAILED AUTOCHARGE	TAG_OWNER	07/01/2019 02:14:47
FAILED AUTOCHARGE	TAG_OWNER	06/29/2019 22:19:11
FAILED AUTOCHARGE	TAG_OWNER	06/30/2019 02:17:55

Record Count: 3

[View Details](#)   [Remove](#)

**→ Account View**

Account ID	12235653	Name	John Doe	Account Balance	(\$9.20)
Account Type	PERSONAL	Language	ENGLISH	Payment Plan Balance	\$0.00
Account Plan	EZ TAG	Company Name		Deposit Balance	\$0.00
Account Status	ACTIVE	Tax ID	<a href="#">Unmask</a>	Autocharge	\$40.00
Date Created	03/08/2019 13:03:18	Merge Accounts		Low Balance	\$10.00
				Unavailable Amount	\$0.00
Address	1117			City/State/Zip HOUSTON, TX 77002	
Driver License, State	*****8164, TX			<a href="#">Unmask</a>	
Account Security Code	<a href="#">Unmask</a>				
Last Toll Transaction				Acceptance Date 03/08/2019 13:13:14	
Last Online Access	04/12/2019 00:32:24			Online User ID Johndoe12	
Account Last Updated	07/01/2019 10:07:06			Updated By TAG_OWNER	
Last Verified	03/08/2019 13:15:16			Verified By	<a href="#">Verify</a>
Push Notifications	No				

[Edit](#)   [Disable Online Access](#)   [Enable File Exchange Program](#)   [Send TVL](#)   [Alert History](#)   [Open Items](#)   [Comments](#)   [Close Account](#)  
[Enter Bankruptcy](#)   [Reset Online Password](#)   [Unlink TVL](#)   [Reset MTPin](#)

### Account Contact Information

1. Telephone Information - primary and secondary phone numbers

2. **Email Information** - Select the email address and click "Unmask" to verify complete email address.
3. **Billing Types** - Debit/ Credit card or Bank account information
4. **Account Contacts** - Account holder and authorized contact details

**→ Telephone Information**

Type	Phone	Source	Bad	Primary
HOME PHONE	713-436-1483	LEGACY TAGSTORE	N	Y

<< first < prev 1 next > last >>

Add Edit Remove  
Mark as Primary Mark as Bad Comments

**Record Count: 1**

**→ Email Information**

Email	Bad	Primary
BKEVIL925@GMAIL.COM	N	Y

<< first < prev 1 next > last >>

Add Edit Remove  
Mark as Primary Mark as Bad Comments

**Record Count: 1**

**→ Billing Types**

Type	Card Type	Last 4 Digits	Expiration Date	Primary
Credit Card	DISCOVER	*****6808	03/20	Y

<< first < prev 1 next > last >>

Add Edit Delete Unmask Mark as Primary Comments

**Record Count: 1**

**→ Account Contacts**

First Name	Last Name	Company Name	Address	Primary	Source
ERNEST	PROESCH		3505 FM 1092 RD # 202	Y	LEGACY TAGSTORE
BARBARA	KEVIL			N	ONLINE CSC

<< first < prev 1 next > last >>

New Edit Delete Mark as Primary Comments Verify PIN

**Record Count: 2**

### Vehicles, Transponders and Inventory

5. **Vehicles** - Lists all active and inactive vehicles on an account

6. **Transponders and Inventory** - Lists all Active, Inactive, Pending Activation, Returned and "Lost in Mail" transponders.
- By expanding both the Vehicles and Transponder and Inventory screens, we can see which vehicle is linked to which EZ TAG (transponder).

**Vehicles**

To search for specific vehicles, please enter up to ten license plates separated by commas.

Has Violation(s)?	License Plate	Vehicle	Year	Effective Start Date	Effective End Date	IP Expired Date	Status
✓	(TX)GJZ2156-N/A	CHEVY-IMPALA-BEIGE	2008	09/18/2015 13:48:21			Active
✓	(TX)LLW638-N/A	CHEVY-IMPALA-BEIGE	2008	10/01/2008 12:25:53	09/18/2015 13:48:20		Active

Total Records: 2

Add Edit Change Plate Link to DMV Cross Account History Comments  
Registration Hold Registration Hold Release

**Transponders and Inventory**

To search for specific transponder, please enter up to ten transponder IDs separated by commas.

Transponder ID	Transponder Type	Vehicle	Transponder Status	Transponder Price	Effective Date	Expiry Date	Excessive VToll!
HCTR01320720	REGULAR		RETURNED	\$0.00	05/12/2004 10:39:21	08/25/2006 08:45:54	N
HCTR02447233	EGO PLUS REGULAR	TX-R78CTS	INACTIVE	\$0.00	07/24/2006 10:32:17	10/01/2008 12:25:52	N
HCTR03610133	EGO PLUS REGULAR	TX-GJZ2156	ACTIVE	\$0.00	10/01/2008 12:25:53		N

Total Records: 3

Add Edit Request Transponder Replace Battery Tag Edit Vehicle Association History Cross Account History Comments  
Save

**Inventory**

Type	Inventory ID	Sale Price	Inventory Attributes	Inventory Status	Status Date	Effective Date
No records found.						

Record Count: 0

Add Edit Status Save Request Inventory Comments

## CSC Menu & Account Maintenance

### CSC Menu

- The blue CSC menu is how we assist customers with all account types.
- Only open one CSC screen while serving customers. This will reduce the risk of transaction mishaps and or errors.
- The system only allows one CSR to update an account at a time.
  - *Please remember to log out of Rite 2.0 when leaving your desk for breaks and lunches*

### **Account Search**

Account Search allows CSRs to search for an account using the following:

- EZ TAG Account number (Account ID)
- EZ TAG number (Transponder ID)
- License Plate
- Phone Number
- Email address

***Note: CSRs can use the wildcard search by placing a % (percent sign) in alphanumeric fields only while locating the customer's account.***

### **Advanced Search**

This feature is used to search for accounts using advanced criteria, such as invoice numbers, payment dates and transactions.

### **Streamlined Account Setup**

- Quick way to open personal EZ TAG Accounts
- Only use if given permission

### **New Account Setup**

- Set up all EZ TAG Account types and plans
- Remember to use the breadcrumbs to revisit any entered information

### **Account Management expands into**

- Account Maintenance
- Account Actions

### **Account Maintenance**

- Account History is used to get information about:
  - *Payments*
  - *Receipts*
  - *Tolls (Transactions)*
  - *Notifications*

**Important:** When exploring payments, always be mindful of the “Account Rebill” and “Payments” subcategories.

### Notifications

- HCTRA sends automated notices to the customer per their selected notification preference.
- Displays the date, time and type of notification sent to the customer.
- HCTRA **does not** send out text notification.
- HCTRA **does not** notify customer before we auto-charge the account.

### What automated email messages do we send to customers?

#### Notifications sent by HCTRA

- Online changes were made
- An automatic or online payment was made
- Your statement is ready to be viewed
- Unable to make an auto-charge

#### Monthly Statements

- CSRs can give a customer their statements throughout the life of their account.
  - Statements are available per month.
  - A Yearly summary can also be provided to the customer Monthly and/or Yearly.
  - Customers who require statements before 2019, contact your Lead.
  - Do not use the “Send to Email Vendor” button for statements.
- Customers may also access their statements online, but only up to 18 months.

#### Comments

- Comments are used to document customer interactions.

#### Notification Preferences

- HCTRA uses either email or letter via USPS (United States Postal Service).
- HCTRA **does not** send out text notifications.

#### Billing Preferences

- The screen displays billing methods and billing preferences.
- To ensure future auto-charge, the primary method of payment **must** be dropped into billing preferences.

#### Special Rate Class Association

- This screen displays all **active** vehicles, and the transponders associated to the vehicle on one page.
- This screen also displays Disabled Veteran class association

### Account Actions

- This drop-down is where we “take action” on an EZ TAG account.

### View Cart (Cart Summary)

- Payments can be performed on the account.

### Payments

- Any payment made in “View Cart” will go to the account balance
  - The “Transaction Type” should always be on “Add to Balance”
- CSRs can accept payment on an EZ TAG account for the rebill amount or higher
- Always verify the amount being charged with the customer
- Before requesting a transponder, verify that there is enough money in the account to cover the tag cost without prompting a rebill. If not, rebill the customer’s account
- Rebill the customer’s account
- Always offer to take payment if the customer has a negative balance or is getting close to their rebill  $\frac{1}{4}$  balance
- Always give a receipt in the storefront

### Vehicle/Transponder Transfer

- Allows you to transfer vehicles, EZ TAGs or both from one account to another.
- Use the “**Transfer Transponder and Vehicle**” option unless otherwise instructed.

*Use the “Transfer Transponder and Vehicle” option unless otherwise instructed.*

### Transferring EZ TAGs

- Inactive EZ TAGs and vehicles can be transferred. Please ensure they are activated after the transfer.
- Active EZ TAGs require the completed “Request to Change EZ TAG Account Status” form.
- The “**Source**” account is the account the vehicle/transponder is coming from.
- The “**Destination**” account is the account the vehicle/transponder is going to. You will start the transfer process while this account is loaded.

*Please refer to the “Request to Change EZ TAG Account Status” form.*

### Fulfillment Request

Fulfillment Request lists pending tag requests that have not been picked up or mailed out yet.

- CSRs are able to change the delivery method of the tag request
- CSRs may also process tag orders
- CSRs may cancel tag orders

### Pending Fulfillment Request Alert

- CSRs are able to perform the same task as listed in the Fulfillment Request menu option

### Pending Fulfillment Request Alert

- CSRs are able to perform the same task as listed in the Fulfillment Request menu option.

### Auto-charge

- CSRs are able to change the customer's auto-charge amount.

### Comments

Each customer interaction should be documented by the CSR.

Comments should include:

- Customer's name
- Account number/license plate
- Reason for the call/visit
- Resolution
- Education
- No abbreviations
- Please always include the reason for violations, if applicable.
- Be sure that your comments are clear and represent the nature of the call/visit.

#### A **Bad Comment** would look like this:

"CB 2818753279  
cust. ms williams  
new sticker and credit card  
plate gbf2549 2017 aUDi"

This note is not detailed therefore it is hard to figure out exactly what the CSR did and if they talked to someone authorized on the account and there is no way to confirm that they completed their call flow (i.e educated the customer, updated the entire account). We also do not abbreviate anything in our notes.

#### A **Good Comment** would look like this:

A Good Comment would look like this:  
ACCOUNT#258964 John Doe called to order a new EZ TAG for the new vehicle: GBF2549 (TX) 2016 Black Audi R8. The customer updated credit card to visa ending in 0001 exp. Date 01/2030 and authorized rebill for \$20.00. Educated customer on the tagless feature, for your protection, online access, tag fee, and tag activation process. The account is in good standings. No violations are showing at this time.

*\*\*Noticed how this comment is more detailed with no abbreviations.*

### Advanced Search - DMV Search

#### DMV Search is used to:

- Verify vehicle information

#### DMV Search is not used to:

- Search out-of-state license plates

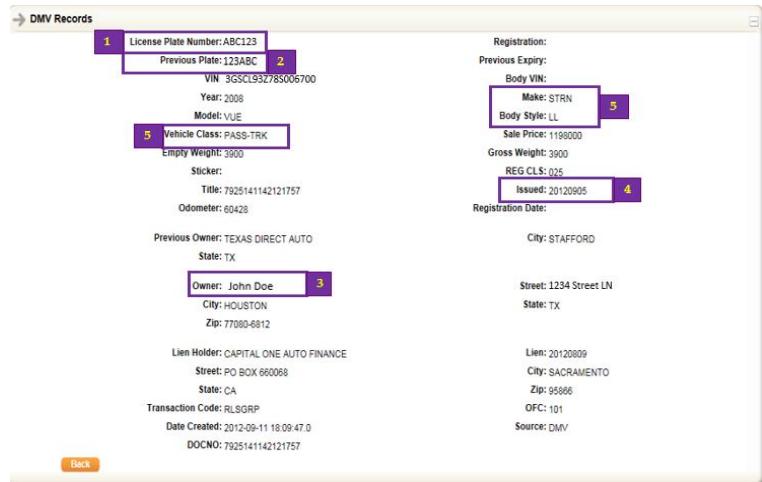
- Verify ownership dates
- Locate registered owner
- Find a registered address
- Search temporary license plates
- Search for toll violations / uninvoiced tolls

## How to Perform a DMV Search

### Advanced Search – DMV Records

- Enter the License Plate Number.
- Select the License Plate State from the drop-down menu.
- Once the license plate is returned by the system, select the applicable row and click **View DMV Record**.

### DMV Record Breakdown



The screenshot shows a software window titled "DMV Records". It displays various vehicle details with numbered callouts:

- 1** License Plate Number: ABC123
- 2** Previous Plate: 123ABC
- 3** Model: VUE
- 4** Issued: 20120905
- 5** Vehicle Class: PASS-TRK

Other visible information includes:

- Registration: (empty)
- Previous Expiry: (empty)
- Body VIN: (empty)
- Make: STRN
- Body Style: LL
- Sale Price: 1198000
- Gross Weight: 3900
- REG CLS: 025
- City: STAFFORD
- State: TX
- Owner: John Doe
- City: HOUSTON
- Zip: 77080-6812
- Street: 1234 Street Ln
- State: TX
- Lien Holder: CAPITAL ONE AUTO FINANCE
- Street: PO BOX 660068
- City: SACRAMENTO
- Zip: 95866
- State: CA
- OFC: 101
- Source: DMV
- Transaction Code: RLSGRP
- Date Created: 2012-09-11 18:09:47.0
- DOCNO: 7925141142121757

DMV provides information on the following:

1. Current license plate
2. Previous license plate
3. Registered Vehicle Owner
4. Date title was issued
5. Vehicle description

## Temporary License Plates

When adding a new vehicle with a temporary license plate, check the Temporary License box in the Vehicle Setup pop-up and enter the expiration date provided by the customer. If the customer is unable to provide the expiration date, mark the date 60 days out from the calendar date.

When updating a license plate from a temporary plate to a permanent plate, make sure to select “NO” in the **Temporary License** drop down in the **Vehicle Details** screen.

### **Flex Pay Account**

Flex Pay Accounts are similar to traditional EZ TAG Accounts; however, this account gives customers flexible payment options - such as opting in/out of Auto-Replenishment.

Flex Pay accounts can be opened in-store, or over the phone. Call Center agents will use the following script when creating Flex Pay accounts by phone:

*“Mr./Mrs. Customer to establish your account by phone, a onetime payment using a credit card is needed to fund the account.”*

Customers with Flex Pay Accounts will have the ability to manage their account via hcra.org or the traditional EZ TAG app.

To avoid receiving violations, Flex Pay Account **must** remain in good standing.

### **Flex Pay Overview**

- A Flex Pay account has the option of opting in/out of autocharge.
- A Flex Pay account does not require a mailing address. If the customer requests to close their account, a mailing address is required for refund purposes.
- A Flex Pay customer can save a payment method(s) to their account without opting in to autocharge.
- A Flex Pay customer can make a one-time payment with their saved payment method or a different payment method.
- If a Flex Pay account has not opted in for autocharge, the Low Balance will automatically be set to \$5.
- When the account balance falls below the Low Balance, an email will be sent encouraging the customer to add funds to their account.
- If a Flex Pay account has received the Low Balance email and the balance drops below \$0.00, an email will be sent informing the customer of their suspended account.
- A Flex Pay account’s prepaid/opening balance will follow the new payment structure: \$10 for 1-2 vehicles.

### **Flex Pay Account Setup**

- Select Flex Pay as the Account Plan
- If the customer opts out of autocharge, you may bypass Billing Types by clicking **Next**
- If a Flex Pay account has not opted in for autocharge, Low Balance will automatically be set to \$5
- If the customer does not have a mailing address associated with their Flex Pay account, the CSR will receive a pop-up requiring them to enter an address for tag fulfillment
- Select “Create New Address” to enter the customer’s name and mailing address where the transponder will be mailed to

### **HCTRA EZ Toll pay**

- HCTRA now offers an additional way to make payments. CheckFreePay, a Fiserv product branded as EZ Toll pay, provides HCTRA customers a way to use cash at retail merchants such as Walmart and H-E-B.
- Customers can also pay using cash at one of HCTRA's EZ TAG store locations.
- Customers visiting an EZ Toll pay location will need **one** of the following to ensure the funds will be allocated to the right account:
  1. EZ TAG Account ID number
  2. Invoice Number
  3. Payment Plan ID

For more information about the EZ Toll pay program and to find a location that accepts cash, please visit [www.hctra.org/eztollpay](http://www.hctra.org/eztollpay)

### **TxDOT Transition**

#### **Transition Overview**

- TxTag accounts are set to be migrated to HCTRA.
- These accounts will keep their TxTag account numbers, along with the associated billing, vehicle, and contact information.
- TxTag customers will have the option to continue using their current transponders. However, they will now operate under the rules of HCTRA's EZ TAG accounts.
- Future transponder orders will be processed through HCTRA, and customers will receive EZ TAG's.
- The 10% discount applies only on HCTRA toll roads.
- When TxTag outside customers contact HCTRA, follow the following Go HCTRA, Go guidelines.
- TxDOT customer contacting us about making a payment towards a **Pay by Mail** invoice should be directed to [www.txtag.org](http://www.txtag.org) or contact TxDOT customer service. If they are making a cash payment, they need to be provided with the Burnet Storefront address as TxDOT will have a mobile office located outside of the facility.

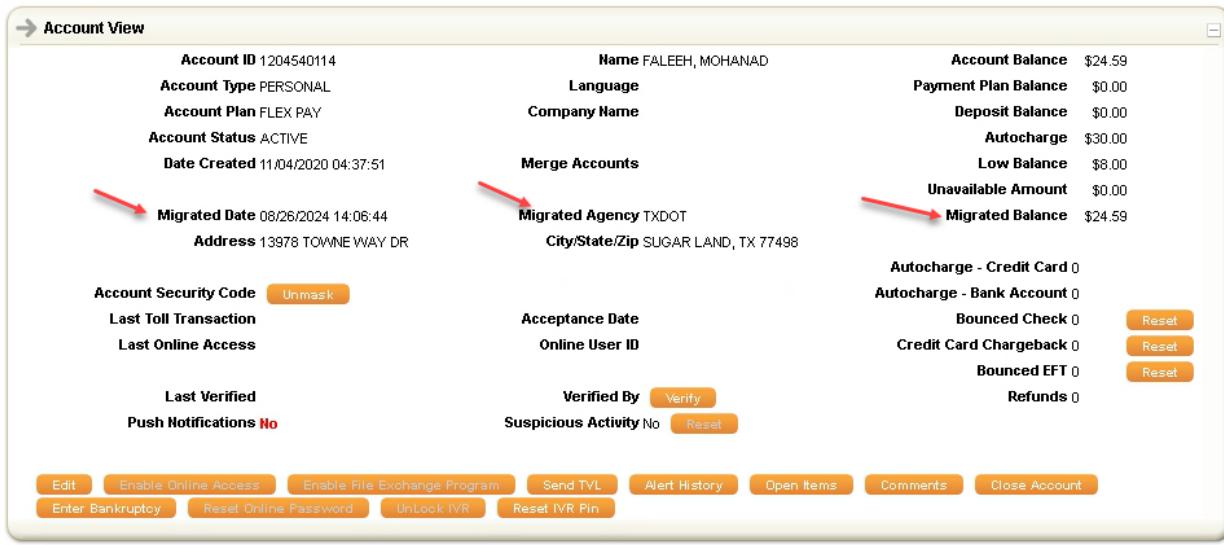
#### **TxDOT Migrated Customers**

- When customers contact HCTRA regarding historical data on TxTag accounts, to ensure exceptional customer service we will utilize their statements to answer questions related to payments/credits and transactions. HCTRA will have access to TxTag statements for up to three years.

- Customers who contact HCTRA regarding TxDOT violations, and do not have an existing toll tag account, ARE eligible to open an EZTag account regardless of their outstanding balance with TxDOT.
- TTEC's customer service closed operations at the end of business on 02/21/2025. Customers contacting HCTRA to pay TxTag bills for tolls incurred before 11/09 can be directed to call 512.874.9000 to make payment. Their business hours are Monday through Friday, 8AM – 5PM.

### **TxTag Migrated Account**

- TxTag accounts will be migrated into our system as 'Flex Pay' accounts.
- These TxTag Flex Pay accounts will follow the same rules as the HCTRA Flex Pay account.
- TxTag accounts will include the following new exclusive fields on **Account View screen**: Migrated Date, Migrated Agency, and Migrated Balance.



The screenshot shows the 'Account View' interface with several fields highlighted by red arrows:

- Migrated Date:** 08/26/2024 14:06:44
- Migrated Agency:** TXDOT
- Migrated Balance:** \$24.59

Other visible fields include:

- Account ID:** 1204540114
- Name:** FALEEH, MOHANAD
- Language:** English
- Company Name:** TXDOT
- Address:** 13978 TOWNE WAY DR, SUGAR LAND, TX 77498
- Account Type:** PERSONAL
- Account Plan:** FLEX PAY
- Account Status:** ACTIVE
- Date Created:** 11/04/2020 04:37:51
- Autocharge:** Credit Card 0, Bank Account 0, EFT 0, Refunds 0
- Payment Plan:** Balance \$0.00
- Deposit Balance:** \$0.00
- Low Balance:** \$8.00
- Unavailable Amount:** \$0.00
- Autocharge - Credit Card:** 0
- Autocharge - Bank Account:** 0
- Bounced Check:** 0
- Credit Card Chargeback:** 0
- Bounced EFT:** 0
- Refunds:** 0

Buttons at the bottom include: Edit, Enable Online Access, Enable File Exchange Program, Send TVL, Alert History, Open Items, Comments, Close Account, Enter Bankruptcy, Reset Online Password, UnLock IVR, and Reset IVR Pin.

### **Transaction Hold**

- As part of the transition, transactions will be held on all TxDOT roads, starting from November 9<sup>th</sup> through go-live.
- Once tolls begin posting customers may experience higher and/or more frequent rebills, depending on TxDOT road use.
- EZ TAG customers are encouraged to monitor their account balances throughout the transition.

### **TxDOT Courtesy Credit Matrix**



Migrated TxTag customers may contact HCTRA to dispute TxDOT transactions for several reasons. For the 90-day period post-transition, HCTRA will offer a one-time Courtesy Credit. For customers disputing a toll transaction or account balance, agents will perform the following steps:

- Confirm the customer is a migrated TxTag account holder
- Confirm the customer has not previously received the TxDOT Courtesy Credit (check account notes)
- Listen to the customer's dispute and review the last statement or statement in question, to try to resolve the question
- If the agent is not able to explain the disputed item, the agent may offer the Courtesy Credit up to the allotted amount (see table below)
- Provide account notes to reflect that Courtesy Credit, to include:
  1. Dispute reason
  2. Credit amount issued
  3. Any other relevant information

AMOUNT ADJUSTED	APPROVAL	Required Research	
		1 month	Review of prior month statement or month in question
\$50	CSR	6 months	No more than six months of statements
\$100	Lead/Supervisor or Management	Thorough Review	Any necessary account information to research customers claim
>\$100	TX Dot	Complete all necessary research	Management referral to TX Tag for assistance

### TxTag Account Statement

Customer Service Representatives are equipped to address the following fundamental research inquiries utilizing TxTag statements for registered accounts:

- The beginning statement balance
- The total amount of transactions during the statement period
- Any account fees charged during statement period
- Any Payments/Credits processed during statement period
- The ending account balance
- They can identify the license plate associated to the account and the corresponding transactions associated to the plate

- Utilizing transaction details, CSRs can precisely locate tolling points
- CSRs are able to determine whether the license plate in question was linked to an active TxTag account at the time of a transaction.

*Note: Some transitioning customers may receive a "Starting Balance" statement from HCTRA prior to receiving their "Final" statement from TxDOT*

**TxTag Statement**

Page 1 of 4

1	Account #: [REDACTED] 1714
2	Contract Account #: [REDACTED] 5944
3	Statement Date: 01/19/2024
4	Statement #: [REDACTED] 1401
Total Amount Due: \$0.00	

Due to quality control measures or the system transition, it has taken longer than anticipated to generate statements for toll usage. Your statement may include tolls dating back to May 2021 not previously billed.

LEWIS [REDACTED] 1714  
1714 TEST ROAD  
PORTER, TX 77365

[QR Code]

Primary Phone: 83-511-6585  
Email: TEST1205271714@NOEMAIL.COM

**Summary of Charges**

Prepaid Balance:	\$19.59
New Transactions:	\$83.21
Fees:	\$45.00
Payments and Credits:	\$125.00
<b>Prepaid Balance:</b>	<b>\$16.38</b>

**Easy ways to pay**

- Online: [TxTag.org](#)
- Mail: Use the payment coupon below.
- Phone: 1-888-468-9824 Se habla español  
TTY: 1-866-590-5155

Have a question about the bill?  
Contact us at [TxTag.org](#) or call 1-888-468-9824.

Not the owner of a vehicle on this bill?  
See last page.

**Summary of Charges**

5	Prepaid Balance:	\$19.59
6	New Transactions:	\$83.21
7	Fees:	\$45.00
8	Payments and Credits:	\$125.00
<b>Prepaid Balance:</b>		<b>\$16.38</b>

9

**Set up AutoPay and be on your way.**

Free TxTag stickers with AutoPay.

▼ Remove this coupon and send it with your payment in the enclosed envelope. ▼

Account Number: [REDACTED] 1714

**Pay online:** [TxTag.org](#)

**Pay by mail:** Return coupon with payment



102020/Rev. 1.0

LEWIS [REDACTED] 1714  
1714 TEST ROAD  
PORTER, TX 77365

Total Amount Due	\$0.00
Must Pay This Amount By	
Amount Enclosed	\$ _____

#### Understanding the details on a TxTag Account Statement

1. **Account #:** This is the number associated with the TxTag account. The account number will be migrated over to RITE.
2. **Statement Date:** The date the statement was generated.

3. **Statement #:** Unique ID to the statement, like a subcontract. HCTRA will not use this number.
4. **Total Amount Due:** Any outstanding balance owed on the account.

#### Summary of Charges

5. **Prepaid Balance:** Beginning statement balance.
6. **New Transactions:** Total amount of new transactions.
7. **Fees:** Account fees charged during the statement period.
8. **Payments and Credits:** Payments/Credits applied to the account.
9. **Prepaid Balance:** Ending account balance.



# HARRIS COUNTY TOLL ROAD AUTHORITY



Account #: 1714  
 Contract Account #: 5944  
 Statement Date: 01/19/2024  
 Statement #: 1401  
 Total Amount Due: \$0.00

Page 2 of 4

Transaction Date/Time	Transaction #	Plate/Tag #	Roadway	Description/Location	Amount
				Prepaid Balance	\$19.59
10/15/2023				Payment on Account	\$40.00
10/15/2023 11:58 AM	1476876367	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/15/2023 12:04 PM	1476880236	[REDACTED]	SH99-G	Riley Fuzzel ML	-\$0.78
10/15/2023 12:05 PM	1476880842	[REDACTED]	SH99-G	North - Hardy ML	-\$0.52
10/15/2023 12:06 PM	1476881022	[REDACTED]	SH99-G	Mossy Oaks ML	-\$1.34
10/15/2023 12:10 PM	1476886171	[REDACTED]	SH99-F2	Champions Forest ML	-\$1.45
10/15/2023 12:16 PM	14770076048	[REDACTED]	HCTRA	Tomball	-\$1.20
10/15/2023 12:21 PM	272266269	[REDACTED]	HCTRA	MONTGOMERY COUNTY SH249	-\$1.40
10/15/2023 12:26 PM	1476895550	[REDACTED]	SH249-S1A	FM1488 ML NB	-\$1.89
10/15/2023 12:31 PM	1476900578	[REDACTED]	SH249-S1B	FM1774 ML NB	-\$2.47
10/15/2023 08:01 PM	1477238038	[REDACTED]	SH249-S1B	FM1488 ML SB	-\$2.47
10/15/2023 08:54 PM	1477238486	[REDACTED]	SH249-S1A	FM1488 ML SB	-\$1.89
10/15/2023 08:59 PM	14772602561	[REDACTED]	HCTRA	MONTGOMERY COUNTY SH249	-\$1.40
10/15/2023 09:02 PM	2722603588	[REDACTED]	HCTRA	Tomball	-\$1.20
10/15/2023 09:07 PM	1477242234	[REDACTED]	SH99-F2	Champions Forest ML	-\$1.45
10/15/2023 09:11 PM	1477244501	[REDACTED]	SH99-F2	Mossy Oaks ML	-\$1.34
10/15/2023 09:13 PM	1477244545	[REDACTED]	SH99-G	North - Hardy ML	-\$0.52
10/15/2023 09:14 PM	1477244825	[REDACTED]	SH99-G	Riley Fuzzel ML	-\$0.78
10/15/2023 09:19 PM	1477246064	[REDACTED]	SH99-G	FM 1314	-\$1.21
10/18/2023 09:11 AM	1479013386	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/20/2023 02:50 PM	1481292980	[REDACTED]	SH99-H	FM1485 ML EB	-\$1.94
10/20/2023 02:57 PM	1481297850	[REDACTED]	SH99-H	Miller Winston Rd Ex	-\$0.52
10/20/2023 03:13 PM	1481315697	[REDACTED]	SH99-H	Miller Winston Rd Ent	-\$0.52
10/20/2023 03:18 PM	1481324438	[REDACTED]	SH99-H	FM1485 ML WB	-\$1.94
10/20/2023 04:04 PM	1481422305	[REDACTED]	SH99-G	FM 1314	-\$1.17
10/24/2023 10:24 AM	1484422330	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/25/2023 10:20 AM	1485279809	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/25/2023 07:03 PM	1485771726	[REDACTED]	SH99-G	FM 1314	-\$1.21
10/25/2023 07:46 PM	1485792549	[REDACTED]	SH99-G	FM 1314	-\$1.21
10/26/2023 08:01 AM	1486025628	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/26/2023 04:22 PM	1486455944	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/27/2023 03:58 PM	1487318710	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/29/2023 04:59 PM	1489751504	[REDACTED]	SH99-G	Valley Ranch ML	-\$2.10
10/31/2023				Payment on Account	\$40.00
10/31/2023 02:28 PM	1490391876	[REDACTED]	SH99-H	FM1485 ML EB	-\$1.94
10/31/2023 02:36 PM	1490398440	[REDACTED]	SH99-H	Miller Winston Rd Ex	-\$0.52
10/31/2023 03:09 PM	1490428938	[REDACTED]	SH99-H	Miller Winston Rd Ent	-\$0.52
10/31/2023 03:17 PM	1490435692	[REDACTED]	SH99-H	FM1485 ML WB	-\$1.94
11/02/2023 01:30 PM	1492079792	[REDACTED]			-\$0.00
11/04/2023				Payment on Account	\$45.00
11/04/2023 04:59 PM	1494072640	[REDACTED]	SH99-G	Refundable Deposit	-\$35.00
11/04/2023 04:59 PM	1494072640	[REDACTED]	SH99-G	M.B.P. - Activation Fee	-\$10.00
11/04/2023 05:01 PM	1494078085	[REDACTED]	SH99-G	FM 1314	-\$1.21
11/04/2023 05:02 PM	1494079008	[REDACTED]	SH99-G	Riley Fuzzel ML	-\$0.78
11/04/2023 05:05 PM	1494081511	[REDACTED]	SH99-G	North - Hardy ML	-\$0.52
			SH99-F2	Mossy Oaks ML	-\$1.34

- Transactions without a minus sign indicate a payment or credit to the account.

Payment on Account \$45.00

- Transactions with a minus sign indicate a deduction to the account.

Refundable Deposit	-\$35.00
M.B.P. - Activation fee	-\$10.00
FM 1314	-\$1.21

\* Account transactions will be listed by date rather than transaction type.

10. **Roadway:** Provides a listing of the agency or toll road locations.



# HARRIS COUNTY TOLL ROAD AUTHORITY

**TxTag**

Account # [REDACTED] 1714  
Contract Account # [REDACTED] 15944  
Statement Date: 01/19/2024  
Statement # [REDACTED] 1401  
Total Amount Due: \$0.00

Page 4 of 4

Pay your tolls by the due date to avoid additional fees.

The table shows how an unpaid toll bill for \$5.75 increases over time and can lead to legal action if not resolved.

A late fee of \$4.00 will be applied to all monthly statements with a past due amount.

Example	Description	Total
First Statement	Tolls + Mail Fee	\$5.75
2nd Month Statement	Add 1st Month Late Fee	(\$5.75 + \$1.15) + \$4.00 = \$10.90
Final Notice	Add 3rd Month + 2nd Late Fee	(\$10.90 + \$1.15 + \$4.00) = \$16.05
Eligible for Collections	Balance due sent to Collections	(\$16.05 + \$1.15 + \$4.00) = \$21.20
Eligible for Court:	Tolls + up to \$250 Court Fine	

#### Helpful Information

Keeping your TxTag account information up to date—including your mailing address, vehicle type, license plate number, and credit card—helps prevent billing errors.

Log in to your account at TxTag.org or call the TxTag Customer Service Center (CSC) to make any updates.

Remember: you must have a TxTag and license plate number linked for every vehicle on your TxTag account.

#### If you want to avoid the \$1.15 mailing fee on the statement:

- Go to TxTag.org or call the CSC at 1-888-468-9824 to set up free, monthly email delivery of statements.
- If you have a TxTag account, log in to your account at TxTag.org and select Manage Account from the right-hand menu. On the Profile page, you can update your statement delivery method to email.

#### If you get a toll bill for a vehicle you no longer own:

- Keep in mind: even though your vehicle has been sold, you are liable for toll charges until the title is transferred to the new owner.
- Call the TxTag CSC once you receive confirmation of the transfer, which should take 5-7 business days.

#### If you have a TxTag and think you received this bill in error:

- Call the CSC so we can move the charges to your TxTag account. It's possible your TxTag was not detected and your license plate did not match your account.
- You also could have received this bill because there was not enough money in your TxTag account to cover the toll charges. You'll need to pay this bill and add money to your account for future tolls.

#### Tougher penalties for non-payers.

Subject to certain procedural requirements, the Texas Department of Transportation (TxDOT) may issue a determination that a registered owner is a "habitual violator." A habitual violator is a registered owner of a vehicle who was issued multiple statements that have unpaid transactions within a period of a year and has not paid in full the total amount due for tolls and late fees. Habitual violators are subject to a range of enforcement actions, including fines, license suspensions, and revocations. The Texas Transportation Commission, may prohibit the operation of the motor vehicle used to incur the unpaid tolls on all TxDOT toll projects. Operation of the vehicle on a project in violation of the order is a Class C misdemeanor. A subsequent violation of the order or failure to pay the tolls may disqualify the registration to a county tax assessor collector or the Texas Department of Motor Vehicles in order to cause denial of the vehicle registration. Don't let this happen to you—call us at 1-888-468-9824 to resolve your outstanding tolls.

**TxTag**

Account #: [REDACTED] 1714  
Statement Date: 01/19/2024  
Statement # [REDACTED] 1401  
Total Amount Due: \$0.00

Page 3 of 4

Transaction Date/Time	Transaction #	Plate/Tag #	Roadway	Description/Location	Amount
11/04/2023 05:10 PM	149406377	[REDACTED]	HCTRA	Champions Forest ML.	\$1.45
11/04/2023 06:14 PM	2754718069	[REDACTED]	HCTRA	Tomball	\$1.50
11/04/2023 09:14 PM	2755010157	[REDACTED]	HCTRA	Tomball	\$1.50
11/04/2023 09:18 PM	1494266165	[REDACTED]	HCTRA	Champions Forest ML.	\$1.45
11/04/2023 09:22 PM	1494267915	[REDACTED]	HCTRA	Mossy Oaks ML.	\$1.34
11/04/2023 09:25 PM	1494269107	[REDACTED]	HCTRA	North - Hardy ML.	\$0.52
11/04/2023 09:26 PM	1494269597	[REDACTED]	HCTRA	Riley Fuzzel ML.	\$0.78
11/05/2023 06:34 AM	1494063725	[REDACTED]	HCTRA	FM 1314	\$1.21
11/05/2023 08:06 PM	1494969320	[REDACTED]	HCTRA	FM 1314	\$1.21
11/05/2023 08:41 PM	1495695450	[REDACTED]	HCTRA	North - Hardy ML.	\$0.44
11/06/2023 06:42 PM	1495699619	[REDACTED]	HCTRA	Riley Fuzzel ML.	\$0.66
11/06/2023 06:45 PM	1495701228	[REDACTED]	HCTRA	FM 1314	\$1.21
11/06/2023 07:59 PM	1495736675	[REDACTED]	HCTRA	Rayford Road	\$0.44
11/06/2023 07:59 PM	1495736790	[REDACTED]	HCTRA	Rayford Road	\$0.44
11/06/2023 08:49 PM	1495736793	[REDACTED]	HCTRA	FM 1314	\$1.02
11/06/2023 08:04 PM	1495738902	[REDACTED]	HCTRA	FM 1314	\$1.02
11/09/2023 05:59 PM	1498280119	[REDACTED]	HCTRA	Valley Ranch ML.	\$1.78
11/12/2023 04:27 PM	2796603417	[REDACTED]	HCTRA	SAME	\$1.50
11/12/2023 04:36 PM	2796604414	[REDACTED]	HCTRA	SHIP	\$1.50
11/12/2023 04:45 PM	2796605539	[REDACTED]	HCTRA	SH - NE	\$1.50
				Prepaid Balance	\$16.38

Austin-area toll transactions included in this notice occurred on Loop 1, SH 45N, SH 45SE, or SH 130. If you have toll charges for travel on other Austin toll roads (183A, 290 Toll, 71 Toll, 459W Toll, 183 Toll, and Mopac Express Lanes), you will be notified by Central Texas Regional Mobility Authority (CTRMA). Sign up for a TxTag account and pay less on toll roads in Texas, Kansas, and Oklahoma. Visit TxTag.org or call 1-888-468-9824.

Avoid the \$1.15 mailing fee in the future. Visit TxTag.org to log in to your account and sign up for free, monthly statement delivery by email.

The last page of TxTag Statement will provide customers with a breakdown of possible fees if pending tolls are not addressed before the due date.

## TxTag- Pay by Mail Bill

**TxTag**

Account #: [REDACTED] 1136  
Contract Account #: [REDACTED] 1136  
Statement Date: 01/24/2024  
Statement # [REDACTED] 1401  
Total Amount Due: \$52.82 Payment Due Date: 02/22/2024

This is your bill  
Past Due

Due to quality control measures after the system transition, it has taken longer than anticipated to generate statements for toll usage. Your new statement may include tolls dating back to May 2021 not previously billed.

2-33389\*\*\*\*\*AUTO\*\*ALL FOR AACD 773 T139 P3  
EDRIE [REDACTED] 0000  
[REDACTED] GESSNER RD  
HOUSTON, TX 77071-1053

Primary Phone:  
Email:

**Summary of Charges**

Past Due Balance:	\$51.67
New Transactions:	\$0.00
Fees:	\$1.15
Payments and Credits:	\$0.00
Total Amount Due:	\$52.82

Must Pay Amount Due By: 02/22/2024

**Easy ways to pay**

Online: TxTag.org  
 Mail: Use the payment coupon below.  
 Phone: 1-888-468-9824 Se habla español  
TTY: 1-866-590-5155

Have a question about the bill?  
Contact us at TxTag.org or call 1-888-468-9824.

Not the owner of a vehicle on this bill?  
► See last page.

HCTRA CSRs will not be able to access **Past Due Bills** from TxDOT. It is important to note, TxDOT bills also include account numbers.

If you encounter a situation where attempting to locate an account number returns "No Records Found," please inquire with the customer if their bill indicates "This is your bill" or "This is your bill, **Past Due**"



If so, kindly inform the customer that we are unable to view past due violations from TxDOT.

*EZTag customers with IOP disputes will continue to be processed in the same manner.*

**Suggested Scripting:**

Mr. Customer, unfortunately I cannot access your TxDOT violations; however, if you're interested in avoiding future violations, I can assist you with opening an EZ TAG account. The EZ TAG can be used on all toll roads in Texas, Oklahoma and Kansas. To open an EZ TAG account today it would require a minimum prepaid balance of \$10.00. Once we have set up your account, I can transfer you to the appropriate department to settle your bill.

**Unpaid Transactions**

- HCTRA will not send out invoice transactions for TxTag migrated accounts until late December 2024
- Until that point, these transactions will show up on the customer statement as “Past Unpaid Transactions”
- Customers may pay these transactions (without incurring the \$10 invoice) prior to the invoices being sent

PAST UNPAID TRANSACTIONS			
Transaction Date	Transaction Time	Location	Unpaid Tolls
07/29/2024	08:08 AM	H13-APORT-09	\$4.26
07/29/2024	08:14 AM	H13-DECKC-09	\$4.26
07/29/2024	08:23 AM	H13-CAMRO-12	\$4.26
07/29/2024	09:08 AM	H13-CAMRO-09	\$4.26
07/29/2024	09:17 AM	H13-DECKC-08	\$6.39
07/29/2024	10:16 AM	S45-SEMLP-09	\$2.54
07/29/2024	10:26 AM	H13-APORT-09	\$4.26
07/29/2024	10:33 AM	H13-DECKC-10	\$4.26
07/29/2024	03:34 PM	H13-CAMRO-09	\$4.26
07/29/2024	03:44 PM	H13-DECKC-07	\$4.26
07/29/2024	03:51 PM	H13-APORT-04	\$4.26

*Note: Customers may receive invoices from multiple agencies*


**HARRIS COUNTY TOLL ROAD AUTHORITY**
**TxDOT/HCTRA Combined Invoice**

**EZTAG | TxTag**  
**EZ INVOICE**  
**HCTRA**

OVERVIEW		Transactions detailed on reverse side -->
Mail Date	012444988840	
EZ Invoice Number	012444988840	
License Plate	SNP3282(TX)	
SUMMARY		
Previous Balance	\$0.00	
Payments	\$0.00	
Adjustments	\$0.00	
Current Tolls	\$4.35	
Fees	\$10.00	
<b>TOTAL BALANCE DUE</b>	<b>\$14.35</b>	
PAYMENT DUE DATE		

PARA ASISTENCIA EN ESPAÑOL LLAME A NUESTRO  
CENTRO DE ATENCIÓN AL CLIENTE AL 281-575-3279

**DON'T DELAY!**

You are receiving this invoice because the license plate shown is not linked to a funded account.

If you have an EZ TAG account, access your online account to update your vehicle details. If you do not have an EZ TAG account scan the QR code below to receive the benefits.

- Starting , access to Harris County toll roads and projects are prohibited for this vehicle until tolls are paid and any unauthorized use may result in prosecution.
- After , additional fines and fees may apply. Unpaid tolls could result in a traffic citation with a significant fine, plus court costs, if applicable.
- Unpaid invoices will be sent to collections. Incurring additional charges and fines.

**EZ WAYS TO PAY:**

Online:   Details and pay at [HCTRA.org/violations](http://HCTRA.org/violations).  Send your payment with payment coupon.

EZ Tollpay:  Pay with cash at participating retailers, visit [HCTRA.org](http://HCTRA.org).

Call:  Pay by phone / speak to Customer Service 281-875-EASY (3279)

Not your car? Please contact us immediately at 281-575-3279 to resolve.

**With an EZ TAG, you would have saved:** \$11.65

**HCTRA**                                     

**Balance Due** **\$14.35**

**REGISTERED OWNER/RENTER**  
 17202 IMPERIAL VALLEY DR # 27  
 HOUSTON TX 77060  
 I understand/accept the condition(s) noted above.

**Include this payment coupon with your payment.**

- Check/moneyorder/cheque/moneyorder payable to HCTRA.
- To pay by mail, send cash or check to HCTRA, PO Box 4440, Dept. 100, Houston, TX 77210-4440.
- To pay by credit card, go to [www.HCTRA.org/violations](http://www.HCTRA.org/violations).

**HCTRA** 

**detach along perforated edge**

- Starting in early 2025, customers will begin receiving invoices with both transactions from HCTRA and TxDOT facilities.

License Plate	EZ Invoice Number	Payment Due Date	
SNP3282(TX)	012444988840	<b>\$14.35</b>	
<small>This invoice reflects transactions that occurred during the invoicing period. Any transactions that were not posted will be reflected in the next invoice.</small>			
<b>CURRENT BILLING CYCLE: 06/28/2024 - 07/23/2024</b> <small>EZ Invoice Number: 012444988840</small>			
<small>*Toll Rate includes toll amount plus county fine</small>			
Transaction	Transaction	Toll Rate*	
Date	Time	Location	
06/29/2024	12:53 AM	SHT-GAMN-09	\$3.00
07/23/2024	06:06 PM	GPW-HRDL-06	\$0.54
07/23/2024	06:08 PM	GPW-RFZML-17	\$0.81
		<b>Current Tolls</b> <b>\$4.35</b>	
		<b>HCTRA Administrative Fee</b> <b>\$10.00</b>	
		<b>Current Billing Cycle Total</b> <b>\$14.35</b>	
<b>EZTAG   TxTag</b>		<b>TOTAL BALANCE DUE</b> <b>\$14.35</b>	
<small>If you did not own or rent this vehicle for one or more of the transaction dates shown, those transactions may be dismissed upon the receipt of official supporting documentation. A list of approved documents can be found at <a href="https://www.hctra.org/FAQ/Violations">https://www.hctra.org/FAQ/Violations</a>. You may fax the relevant documents to 281-575-3279.</small>			

**Please Note:** TxDOT transactions on an EZ Invoice will not qualify for any account toll adjustments.



## Educate!!!

The screenshot shows the HCTRA website homepage. At the top, there's a banner for a "FREE BUSINESS SESSION" on Tuesday, October 15, 2024, from 8:00am - 12:30pm at THE HYATT REGENCY HOUSTON WEST, 13210 Katy Freeway, Houston, TX 77079. Below the banner, there's a section titled "EZ TAG BENEFITS" with a list of benefits: Pay the lowest toll rate, Works throughout Texas, Kansas, and Oklahoma, Add multiple vehicles to your account, and Drive toll roads today. There are buttons for "Create Account" and "Learn more about EZ TAGs". To the right, there are sections for "Sign up for an EZ TAG" (\$20 Prefunded Tolls + No TAG cost), "Pay Tolls & Invoices" (Have missed tolls or received an invoice? Get squared away with simple payments.), and "Activate EZ TAG" (Got an EZ TAG? Don't forget to activate it!). A purple box highlights the "Welcome TxTag Customers" section, which says "Are you a TxTag Customer? Activate your account online today with HCTRA!". A yellow arrow points from the text "TxTag customers are encouraged to visit [www.hctra.org](http://www.hctra.org) to verify their online account information." to this purple box. Below these sections, there's a "SEE WHAT'S HAPPENING" section with a link to "View all".

TxTag customers are encouraged to visit [www.hctra.org](http://www.hctra.org) to verify their online account information.

## Mobile App

Transitioned customers who use the mobile app will need to download the Download EZ TAG app in App Store or Google Play



They will follow a first-time log in process similar to that shown in the video for the website.

## Credit Card Enforcement Programs

### Suspicious Activity Alert



RITE will flag a customer's account as "suspicious" when:

- An account has an excessive number of online (hctra.org) credit card payments, no matter the amount and no matter the card used, within a certain timeframe; or
- There is an excessive number of unique credit cards that have been used or saved to the account.
- Once a customer's account has been flagged for suspicious activity, they are immediately logged out of their online account and are no longer able to log in until the "Suspicious Activity" flag has been set to 'No'.

### **TIP – Suspicious Activity Alert**

### Excessive Credit Card Declines

- CSC Procedure- Excessive Credit Card Declines outlines a procedure on when a customer's credit card has reached the maximum number of declines.
- Inform the customer they need to use a different payment method because there have been too many declines on their card.
- If the customer is adamant about using their "excessively declined" card, transfer them to your management team for assistance.

### **CSC Procedure- Excessive Credit Card Declines**

### TIP – Credit Card Decline ("Prevented") Codes

HCTRA will now prevent the usage of credit cards that have received a particular decline code. These codes are referred to as "Prevented" in the RITE system. Once a credit card has been marked as "Prevented", that card can no longer be used to make payment anywhere in HCTRA's system (e.g., CSC, website, auto-charge, etc.).

### **TIP – Credit Card Decline ("Prevented") Codes**

### Credit Card Enforcements Guide



Program	Description	Indicators	Resolution
<b>Suspicious Activity</b>  (Implemented: March 2021)	A customer's account may be flagged as "suspicious" when: <ul style="list-style-type: none"> <li>An account has an excessive number of online (hctra.org) credit card payments, no matter the amount and no matter the card used, within a certain timeframe; or</li> <li>There is an excessive number of unique credit cards that have been used or saved to the account.</li> </ul>	RITE Account Alert   SUSPICIOUS ACTIVITY ALERT  Account View screen Suspicious Activity Yes <span style="background-color: orange; border: 1px solid black; padding: 2px;">Reset</span>  Account Comment ⚠ Online session ended due to	If the activity is determined to be legitimate (not suspicious), users can click the Suspicious Activity "Reset" button. Refer to TIP for "reset" instructions.  If the activity is determined to be suspicious, additional research is necessary.
<i>TIP – Suspicious Activity Alert</i>			
<b>Excessive Credit Card Declines</b>  (Implemented: March 2021)	To avoid a fine from VISA/MC/Discover/AmEx, once a credit card has reached the maximum number of declines (as defined by VISA/MC/Discover/AmEx), further attempts to use that card may result in messaging/notification.	RITE CSC ✖ Maximum number of payment attempts has been reached!  RITE Account Alert   MAXIMUM NUMBER OF PAYMENT ATTEMPTS HAS BEEN	The customer should be advised to use a different form of payment.  Note: There is no reset option for Excessive Declines; however, the card can be attempted again after X days from the first declined payment. Refer to TIP for details.
<i>TIP – Excessive Credit Card Declines</i>			
<b>Credit Card Decline ("Prevented") Codes</b>  (Implemented: April 2021)	When a credit card gets a "Prevented" decline code, that card can no longer be used to make payment anywhere in HCTRA's system (CSC, website, autocharge, etc.).	RITE Account Alert THE BILLING METHOD HAS BEEN ADDED TO THE PREVENTED  Billing Types bubble Is Prevented Y	The customer should be advised to use a different form of payment. Note: There is no reset option for "Prevented" codes, with the exception of code '328'.
<i>TIP – Credit Card Decline (Prevented) Codes</i>			

#### Recently Implemented Credit Card Enforcements

#### Customer Service Techniques & Phone Etiquette



### Verifying Information

A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima

M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yellow
Z	Zulu

When verifying information, please utilize the Military Alphabet to ensure correct data is being retrieved and updated. Keep clear and concise tone.

### Proper Hold Techniques

#### **Incorrect Hold Procedures:**

“Hold please...”

“Let me place you on hold real quick”

“One moment ma’am/sir”

#### **Proper Hold Procedure:**

“May I place you on hold Mr./Ms. \_\_\_\_\_ while I research your account?”

#### **After returning to the call:**

“Thank you for holding Mr./Ms. \_\_\_\_\_”



### Account Verification

### Beginning the Customer Contact- Call Center



The call center greeting is intended to determine whether or not the customer has an EZ TAG Account.

**"Thank you for calling the Harris County Toll Road Authority. My name is \_\_\_, may I have your account number or license plate number please?"**

(Other options: Phone#, Email address, Invoice#, etc.)

*Always ask for the caller's name, even if they do not have an EZ TAG account. We must address the customer by name at least once on the call.*

### **Verifying EZ TAG Accounts - Call Center**

After getting the caller's name and verifying if we can speak with them, use the call flow to verify the customer's EZ TAG Account.

- "I have accessed your account. May I have the email address on file?"
  - (If no email, the customer verifies the mailing address and then an email address is requested and updated, if applicable.)
- "We have your mailing address as \_\_\_\_\_. Is this information still, correct?"
- Only verify credit card if it is within two (2) months of expiring, it is currently expired, or there has been an auto charge reject.
- "Has any of the vehicle information changed, including license plate number(s)?"
- "For a full listing of all of your vehicles, please visit our website at [www.hctra.org](http://www.hctra.org)"

### **Verifying Violator Accounts**

When addressing a Violator Account, please be sure to verify the following information with the customer:

- License plate number
- The vehicle information (year, make, model, color)

***Please note CSRs are to ask customers with Violator accounts for their phone number and email address to add to the Violator account when speaking with the registered owner.***

### **Authorized Contacts**

HCTRA's policy requires us to speak to the account holder, or the account holder's designated "Authorized Contact" (**Account Contact**) notated on the account. Please be sure the person is listed on the account prior to discussing anything regarding the account.

- Account Holders **CAN** give verbal authorization to speak to a non-authorized contact (as a one-time authorization)
- Authorized Contacts **CANNOT** close the account
- Authorized contacts **CANNOT** reset or change online access. CSR's CANNOT provide authorized contacts with the Online User ID
- Authorized Contacts **CANNOT** be added over the phone without documentation
- Authorized Contacts **CANNOT** add other contacts
- Authorized Contacts **CANNOT** add/edit email address

*Note: Please check for Authorized Contacts throughout the Account View Screen*

### **HCTRA IVR**

HCTRA released a new IVR (Interactive Voice Recognition) technology to enhance the customer's experience.

The IVR system assists customers with the following:

- Customers can hear general information
- Activating Pending EZ TAG(s)
- Hear EZ TAG account balance
- Resetting online access
- Making a payment
- Updating billing information
- 

Customers with open unpaid balances will be able to

- Hear balance owed
- Make a payment

Customers can opt to transfer to a CSR at anytime. If it is outside of business hours the customer will need to call back

What is not handled by IVR?

### **Calls will be transferred to a CSR when:**

- IVR cannot find or verify an account based on the customer's phone number and zip entered
- Multiple accounts match caller phone number
- Caller is seeking assistance outside the offered functions
- Caller has outstanding **account fee(s)** (e.g., NSF fee)
- Payment cannot be made with new bank account / EFT
- Caller owes more than the IVR's threshold values (to avoid a timeout)
- A payment is taking too long
- Other unforeseen errors

### **Verifying the caller**

- If the transferred call indicates successful authentication ("authenticated=Y") the CSR is only required to confirm the name on the account.
- The CSR should assist the customer as they would any other caller, with the bonus of the IVR transfer providing caller intent details (what the customer was attempting to do)
- Please reference TIP-HCTRA IVR for caller intent values

### **Account Maintenance: Need to Know**

### **Closing the Account**

- The **Account Holder** may close their account online or submit a “Request to Change Account Status” form. Authorized Contacts may not close the account.
- The account balance will be refunded to the payment method on file.
  - Verify the payment method on file.
  - Credit card refunds allow 3 – 5 business day.
  - Check refunds allow 6 – 8 weeks.
- Accounts with a negative balance status **cannot** be closed. Collect payment first.
- Please educate customers that refund amounts are subject to change due to various reasons.
- Closed EZ TAG Accounts cannot be re-opened by CSRs. Please contact your lead
- EZ TAGs associated with a closed account cannot be used or transferred by CSRs. Please contact your lead

*Please refer to the “Request to Change EZ TAG Account Status” form.*

### **Adding New Vehicle**

#### **Important Facts**

- **CHECK FOR VIOLATIONS** before adding the license plate to the account!
- The customer must agree to resolve violations before a new EZ TAG is issued.
- If a customer’s license plate is a temporary paper plate, the “Temporary License” box can be checked upon adding the vehicle.
- The letters ‘I’ and ‘O’ are not standard issued Texas license plates. Please ask customers to verify if they mean the numbers ‘1’ or ‘0’.
- Temporary license plates will have all numbers and one letter. For example: “09876B6”

*Please refer to the TIP-Temporary License Checkbox*

### **Vehicles Stuck in Proposed**

A vehicle occasionally gets stuck in a proposed status when:

- A CSR encounters the “One Step check out failed” error message when attempting to add a new vehicle tag.
- A customer adds a vehicle to their account via [www.hctra.org](http://www.hctra.org)
- When “SAVE” is not clicked when adding a vehicle

### **Inflated Tag Count Remediation**

- An unfair tag charge may occur when the RITE system counts eight (8) or more Active tags, when, in reality, the Active tag count is lower.
  - Before RITE CSC provided CSRs a one-step way to remove a vehicle from a customer’s account, CSRs had to use a workaround. This workaround resulted in the disassociation of the license plate from the tag, but the tag remained in an Active status. Tags in this state are included in the account’s “Active Transponders” count. Therefore, the tag count is skewed against the customer in these cases.
  - When an overinflated “Active Transponders” number is spotted, the CSR should resolve this for the customer to prevent them from being charged unfairly for their tag order.
1. View “Active Transponders” on Account View
  2. Transponders bubble on main Account View screen. Two tags with ACTIVE status but Vehicle is blank. These two tags are overinflating the transponder count by two (2).
  3. Select offending tag/transponder and click Edit. Select INACTIVE, and OTHER.
  4. Click OK and Save

### **Account Holder Name Change**

**The following documentation is required to change Account Holder Name:**

- Driver's License, State ID, passport and/or other government issued identification
- *Customers may choose to fax documents to 281-877-0402 or bring documentation to an EZ TAG storefront location.*

**Always advise customers to provide the following on their fax request:**

- Name
- Account Number(s)
- Contact Number
- Brief description of issue

*Faxes will be processed within 48 hours.*

**\*Note: All documentation must reflect the requested changes.**

### **Changing Account Holders**

Documentation will be required in cases where a customer can no longer act on their own behalf.

Examples include:

- Death Certificates
- Power of Attorney
- Company Letterheads

Please contact your Lead for specific details.

### **Important Information**

- **Violations Indicator:** If seen on an active or inactive vehicle, we must discuss and note those violations, even if the customer called for a different reason.
- **Pending Activation Tags:** If you see "Pending Activation" next to an EZ TAG, always verify if the customer has the tag. Offer to activate the EZ TAG only if the customer has the tag.

***Note: When updating a license plate, we must first make sure the customer has received and activated the transponder prior to making any changes to the vehicle information.***

### **Back Office Accounts**

#### **Fleet or Invoiced**

Confirm if the customer is:

- An Account Contact
- Has submitted a request to become a contact
- Requesting to become a contact
- Once confirmed, Call Center CSRs will transfer to 3223. Storefront will contact their Lead.

#### **Large Account**

Confirm the customer's contact status as shown for Fleet or Invoiced

- Verify if the customer's request is:
  - Adding or removing vehicles
  - Addressing violations
  - Multiple and/or time-consuming request

- Once confirmed, Call Center CSRs will transfer to 3223. Storefront will contact their Lead.

***Note: Please check your section's criteria for CSRs are allowed to perform with a large account.***

### **Rental Cars & EZ TAG Accounts**

- Most rental companies have toll tag accounts.
- Customers may add rental vehicles to their EZ TAG Accounts as EZ Plate.
  - Make sure to verify the jurisdiction of the plate
- If a customer received an invoice from the rental company when the vehicle was on their EZ TAG Account, contact a Lead.
- Customers are responsible for informing HCTRA of any changes to the projected end date.

***Note: Tolls will only post to the account after the vehicle has been added. Tolls that occurred prior to adding the vehicle must be addressed separately.***

### **Rental Cars & Violations**

- If a customer used a rental car on the tollway and wants to pay the toll, check the license in Account Search.
  - If the vehicle is on an EZ TAG Account, the customer must contact their rental agency. We cannot accept payment.
  - If the vehicle does not appear on an EZ TAG Account, the customer may pay the toll with the CSR or pay at [www.hctra.org](http://www.hctra.org).
- If a customer received an invoice from a rental agency and the vehicle was not in the customer's EZ TAG Account, they must contact the rental agency.

***Note: Remember, do not note fleet accounts. CSRs may receive an error message when attempting to access a fleet/rental account if they do not have proper permissions.***

### **No-Revenue – Active Military**

#### **Maintaining an existing Personal Non-revenue for Active Military individuals:**

- Active Military individuals must add new vehicles to their non-revenue accounts at an EZ TAG storefront
- Tag request on existing Personal Non- Revenue accounts must also be done at an EZ TAG store location.
- Calls takers can **update** license plate information on non-revenue accounts but must add an end-date consistent with the military ID expiration date noted in the account comments.
  - Note: if the vehicle is active on a Non-Revenue account for an active military individual, do not remove the end-date*
- Personal Non-Revenue accounts for active military individuals will not have online access. Please do not make any attempts to enable their online access.
- Billing information – Not required but recommended if the customer plans on traveling on non-HCTRA toll roads (e.g., Dallas) that may have no, or different non-revenue policies.
- If the vehicle's end-date has expired based on the military ID expiration date, the customer must present a current military ID at a storefront location.

## Checking for Violations

### When to Check for Violations

#### **Within an Account**

- Anytime we locate an EZ TAG account; we need to check all red indicator lights present on an account with/without a positive balance.
- Cross Account History is used to check for additional violations in both EZ TAG and Violator accounts.

*Please refer to the “TIP - Active Vehicle Review” handout.*

### When Adding a Vehicle

Check for violations when:

- Ordering a New EZ TAG
  - Make sure to verify the jurisdiction of the plate.
- Adding an EZ Plate
  - Make sure to verify the jurisdiction of the plate. The appropriate Country and State should be selected when adding the plate to the account.
- Updating a license plate
- Activating an EZ TAG
- Opening a new EZ TAG account

*Once paid, ensure the vehicle on the Violator account has been end dated before adding to an EZ TAG account.*

### How to Check for Violations

There are two ways to check for violations:

- Account Search in the license plate and/or invoice field.
- Advanced Search in the transaction field.
  - Always select “Open” under transaction status.

### Reasons for Violations

- Customer failed to add the vehicle to the account.
- The account did not have funds at the time of toll usage (auto-charge reject, credit card expired, or no payment method is on file).
- Customer failed to update the license plate for a vehicle on the account.
- Please reference the How to Remove Expiry Date TIP.
- Customer failed to activate EZ TAG before the Tagless feature expired.
- Vehicle and transponder were not saved properly (proposed vehicles).

***IMPORTANT: EZ TAG Accounts can only rebill AFTER the customer resolves their violation issues.***

### **Determining When an Account Went Negative**

If a customer has a negative EZ TAG account balance, they want to know when and why it happened. Here are a few ways to determine when the account is negative:

- Check Notifications
- Check Comments
- Check Account Alerts
- Check Statements
- Check Receipts
- Check Financial History

### **Pay Using EZ TAG Account**

**CSRs are able to take payment for a Violator account from an EZ TAG account!**

- Anything added to the Violator account Cart (Uninvoiced, Fee reduction, adjustments, etc.) can be paid using an EZ TAG account.
- If the EZ TAG account's balance is not enough to cover the payment and/or the balance will fall below the account's low balance, the system will calculate the required amount and prompt for that payment.
- The vehicle on the Violator account may be available to transfer to the EZ TAG account. Ensure all of the vehicle information is complete before requesting an EZ TAG for the vehicle.
- A vehicle that has already been End Dated on the Violator account will not transfer. The ability to transfer an End Dated vehicle will be a future enhancement.
- Partial payment is allowed.
- Do not transfer a vehicle to an Express account.

*TIP – Pay Using EZ TAG Account*

### **Converting a Violator Account to an EZ TAG Account**

- CSRs are now required to offer an EZ TAG Account to all non-EZ TAG Account holders addressing violations
- The customer must first take care of the violations on all Violator Accounts associated with the license plate
- The CSR can then transition the Violator Account to a new EZ TAG Account

**Account View**

Account ID 6137357837	Name	Account Balance \$0.00
Account Type PERSONAL	Language ENGLISH	Payment Plan Balance \$0.00
Account Plan VIOLATOR	Company Name	Deposit Balance \$0.00
Account Status ACTIVE	Merge Accounts	Autocharge \$0.00
Date Created 11/23/2020 17:52:52		Low Balance \$0.00
Address 19014 SAND TRAP CT	City/State/Zip HUMBLE, TX 77346	Unavailable Amount \$0.00
Account Security Code <b>Unmask</b>		Autocharge - Credit Card ()
Last Toll Transaction	Acceptance Date	Autocharge - Bank Account ()
Last Online Access	Online User ID	Bounced Check () <b>Reset</b>
Last Verified	Verified By <b>Verify</b>	Credit Card Chargeback () <b>Reset</b>
Push Notifications No	Suspicious Activity No <b>Reset</b>	Bounced EFT () <b>Reset</b>
<a href="#">Edit</a> <a href="#">Enable Online Access</a> <a href="#">Send IVR</a> <a href="#">Alert History</a> <a href="#">Open Items</a> <a href="#">Comments</a> <a href="#">Close Account</a> <a href="#">Enter Bankruptcy</a> <a href="#">Reset Online Password</a> <a href="#">Unlock IVR</a> <a href="#">Reset IVR Pin</a>		

- Once the customer agrees to create a new EZ TAG Account, process a payment for the final balance after performing a Fee Reduction with Toll Adjustment, Conversion Adjustment or processing payment in full
- After the payment has been processed, select Edit to begin the transition process

**Account View**

Account ID 6137357837	Name TAYLOR, KHALILAH P	Account Balance \$0.00	Un-invoiced Transactions
Account Type PERSONAL	Company	Payment Plan Balance \$0.00	Toll Violation Invoice
Account Plan VIOLATOR	Active Transponders 0	Deposit Balance \$0.00	Fingerprint Invoice
Account Status ACTIVE	Payment Forms INVOICE	Autocharge \$0.00	Manned Booth Invoice
Date Created 11/23/2020	Plan Effective Date 11/23/2020	Low Balance \$0.00	Partially Paid Items 0 / \$0.00
Unavailable Amount \$0.00	Number of Refunds 0	Number of Alerts 0	Number of Comments 1
Suspicious Activity No			

**Primary Information**

Account Type And Name	Account Status ACTIVE
Account Type PERSONAL	Company Name
Account Plan VIOLATOR	First Name TAYLOR
EZ Tag - Violator	Last Name TAYLOR
Grace Period Tolls	Language ENGLISH
Flex Pay	Apt/Suite
Prefix	Country USA
Middle Initial P	Zip Code 77346
Suffix	
Job Title	
Address 19014 SAND TRAP CT	
City HUMBLE	
State TX	
Plus4	
Account Security Code	
How Did You Hear about the Transponder Program? Select	

- Under the Primary Information section, change the Account Plan to EZ TAG from the drop-down selection
- Once the Account Plan has been changed, enter all pertinent information

**Note: The name entered on the account should be the name of the customer the CSR is speaking with**

- Under the Vehicle section, the vehicle information will be listed. Highlight the vehicle and select Request/Add Tag to order the customer's new transponder for mail or pick up
- Once the transponder has been ordered, click Save and complete the new account setup steps

**Things to Remember**

- Educate the customer on EZ TAG policies and procedures prior to the conversion to ensure the EZ TAG Account is the best option for the customer
- Make sure all open balances on all Violator Accounts associated with the license plate, have been paid BEFORE creating the new EZ TAG Account
  - View all violations to determine the best possible resolution in accordance with the HCTRA Resolution Matrix
- The license plate must be ended dated from all other Violator Accounts prior to converting the violator account
  - If the vehicle has an end date on the Violator Account that is being converted, make sure to remove the end date to avoid violations
- The EZ TAG Account can only be in the name of the customer that we are assisting
- Remember to request a transponder for the vehicle on the Vehicle Setup screen
  - If the vehicle description is not listed, once the account is created select Edit from the Vehicles section on the Account View screen and update the vehicle description

**Toll Credits/Adjustments****Toll Credits/ Adjustments may be performed for the following reasons:**

- Toll Credits – DMV error, duplicate plate issue, emergency vehicles (as requested by Incident Management)
- Class Mismatch – Axle count reclassification (e.g., 4 vs. 3)
- Toll Rate Overcharge Adjustments – Customer was charged wrong rate (e.g., cash vs. tag)
- IOP Toll Credits
  - Full toll credit
  - Partial toll credit (by processing a Class Mismatch)