

13.0 Modification History

Changes from FO 1.51e to FO 1.60.00 (11/10/2022)

1. Changed all instances of Agency ID from 3 to 4 characters.
2. Changed all instances of Tag Serial Number from 8 to 10 characters.
3. Changed all instances of INTX/ITXN file numbers from 6 to 12 characters.
4. Removed individual record counts by status from the FTAG Header Record (Section 5.4) and increased the total record count from 8 to 10 digits.
5. Modified requirement #2 of Section 12.0, Transmission Methodology, to require SFTP for file transmissions.
6. Modified requirement #3 of Section 12.0, Transmission Methodology, to remove CHECK file requirement and, instead, use ".temp" file naming convention.

Changes from FO 1.51d to FO 1.51e (06/19/2014)

1. Added Processing Requirement #6 to Section 5.5 of the FO Tag Status File clarifying the tag status values that should be included by the Host CSC into the FO Tag Status File.
2. Added Processing Requirement #3 to Section 8.5 of the FO Transaction Reconciliation File clarifying what the Facility Operator should do with transactions reconciled with ETC_POST_STATUS values of DECL or NOCC.
3. Added Processing Requirement #5 to Section 9.5 of the FO Correction File clarifying the process used by a Facility Operator to resubmit transactions reconciled with ETC_POST_STATUS values of DECL or NOCC.

Changes from FO 1.51c to FO 1.51d (07/31/2006)

1. Added Processing Requirement #2 to the FO Transaction Reconciliation File clarifying the purpose of the RJIN code.
2. Corrected File Naming convention of the FO Correction Reconciliation File to be "Home" agency and not "Host" agency. Made corresponding correction to Header Structure File Layout definition.
3. Added Processing Requirement #2 to the FO Correction Reconciliation File clarifying the purpose of the RJIN code

Changes from FO 1.51b to FO 1.51c (03/08/2002)

1. Corrected the record length for the FO Distribution File detail record (Section 7.4).
2. Corrected the record length for the FO Transaction Reconciliation File detail record (Section 8.4).
3. Added Processing Requirement #4 to the FO Correction File (Section 9.5) to indicate that the file can only contain records for transactions previously submitted via an FO Transaction File.
4. Corrected the FO Correction Reconciliation File header record (Section 10.4) field FTXN_FILE_NUM to be ITXN_FILE_NUM as described in the text (Section 10.3)
5. Corrected the record length for the FO Correction Reconciliation File detail record (Section 10.4).
6. Updated the list of RETURN_CODE values in the Acknowledgement File (Section 11.4) to coordinate with the IAG specs. Added Appendix C to describe the processing rules for the various RETURN_CODE values.

Changes from FO 1.51a to FO 1.51b (12/10/2001)

1. Updated the Reporting Requirements (Section 3.0) to provide for a more comprehensive collection of settlement reports for Transactions and Corrections.
2. Modified the FO Distribution File so that it could be used for both Transaction and Correction Files.
3. Added Processing Requirement #3 to the FO Correction File to indicate that it should be split into various corrections files when transmitted to the various Home Agencies.

4. Changed the definition of the date and time fields in the FO Correction Reconciliation File to indicate the ack date of the corresponding IAG IRXN file. This ensures that settlement reports generated by the Facility Operator will tie to the IAG-3 reports for the same time period.
5. Added Processing Requirement #1 to the FO Correction File to indicate that reconciliation files should be sent to the FO as they are received from the Home Agencies.
6. Added RETURN_CODE value of '06' to the Acknowledgement File in keeping with the changes in other IAG specifications.
7. Updated Appendix A to reflect the new reporting requirements.
8. Updated Appendix B to reflect the new reporting requirements.

Changes from 1.51F to FO 1.51a (08/09/2001)

1. Changed the document version naming convention from 1.51F to FO 1.51. This version becomes version FO 1.51a
2. Changed the definition of the date and time fields in the FO Transaction Reconciliation File to indicate the ack date of the corresponding IAG-INRX file. This ensures that settlement reports generated by the Facility Operator will tie to the IAG-2 reports for the same time period.
3. Modified the list of ETC_POST_STATUS code values of the FO Transaction Reconciliation File to match CSC 1.51a.
4. Added a value of '6' to the RETURN_CODE field of the Acknowledgement File to match CSC 1.51a.
5. Renamed the report generated by the Host (formally FO-1) to FH-1 (Facility Host). Adopted the naming convention of FO for those reports generated by the Facility Operator.
6. Added to the appendix, three reports required of the facility operator, FO-1 and FO-2 and FO-3. These reports are discussed in section 3.0.
7. Clarifications and typo corrections

Changes from 1.50F to 1.51F (01/07/2001)

1. No changes. Version number changed for consistency with IAG file spec.

Changes from 1.40 to 1.50F (10/23/2000)

1. Removed the transaction processing requirement from section 2.0 that required the conversion of a "credit card" account to a "cash" account if a direct credit card charge was declined. This method of handling accounts is considered to be CSC specific and not an IAG issue.
2. Redefined the TAG_ACCT_INFO field in the FO Tag Status File as a free field for use by the Host and Facility Operator.
3. Added reconciliation codes RJIN and RJCK to the FO Transaction Reconciliation File.
4. Added the columns Trans Fee and Srvc Fee to the Facility Operator Period Summary Report shown in Appendix A. Inclusion of these columns is left to the discretion of the Host agency. Added text to describe the report.
5. Removed Appendix A (Agency Codes); Appendix B (Plaza Codes) and Appendix D (Transaction Flow) as this same information is in the IAG Inter-CSC file spec. The Facility Operator Period Summary Report is now Appendix A.
6. Corrected various typos and used *n* as opposed to N to represent a variable.

A. Host Reports

Report FH-1

Ver 1.60.00

Facility Operator Period Transaction Summary Report

INRX Files Acknowledged in:

Settlement Period: 01/01/2001 to 01/31/2001

Report Date: 02/05/2001 15:32

Generated by Host Agency: New York State Thruway Authority

Non-Toll Transaction payments due to Facility Operator: Albany Airport

Agency Name	Agency Code	Total Trans	Trans Fee	PSNT Count	PSNT AMT	Srvc Fee	DECL Count	DECL AMT	NOCC Count	NOCC AMT	Reject Count	Reject AMT
Regional Consortium	0022	1207		1194	35503.10		3	170.00	3	30.00	7	131.50
New York State Thruway Authority	0004	4057		4049	89100.00		2	40.00	1	10.00	5	136.00
♦												
♦												
♦												
Port Authority of New York and New Jersey	0005	850		846	21970.00		5	200.00	3	21.00	1	45.00
Total		6114		6089	146573.10		10	410.00	7	61.00	13	312.50

This report ties directly to IAG-2N (Reconciliation Report) with the exception of the Trans Fee (Transaction Fee) and Srvc Fee (Service Fee) columns which represent the fee charged to the Facility Operator by the Host and are not necessarily the same as those reflected in IAG-2N. The inclusion of the Trans Fee and Srvc Fee columns is optional in this report.

Facility Operator Period Correction Summary Report
IRXN Files Acknowledged in:
Settlement Period: 01/01/1999 to 01/31/1999

Report Date: 02/05/1999 15:32

Generated by Host Agency: New York State Thruway Authority

Non-Toll Correction payments due to Facility Operator: Albany Airport

Agency	Agency Code	Total Count	PSNT			Final Reject Count	Final Reject AMT
			ORG	NEW	NET		
Regional Consortium	0022	5	24.00	35.00	11.00	0	0.00
New York State Thruway Authority	0004	4	10.00	8.00	(2.00)	1	3.00
♦	♦	♦	♦	♦	♦	♦	♦
♦	♦	♦	♦	♦	♦	♦	♦
♦	♦	♦	♦	♦	♦	♦	♦
Port Authority of NY/NJ	0005	####,###	####,###.##	####,###.##	####,###.##	####,###	####,###.##
Settlement Total		109			159.00	1	3.00

This report ties directly to IAG-3N (Correction Reconciliation Report).

B. Facility Operator Reports

Report FO-1

Ver 1.60.00

Facility Operator Period Transaction Summary Report
FNRX Files with corresponding INRX Acknowledged in:
Settlement Period: 01/01/2001 to 01/31/2001

Report Date: 02/05/2001 15:32

Generated by Facility Operator : Albany Airport

Non-Toll Transaction payments due to from Host: New York State Thruway Authority

Agency Name	Agency Code	Total Trans	Trans Fee	PSNT Count	PSNT AMT	Srvc Fee	DECL Count	DECL AMT	NOCC Count	NOCC AMT	Reject Count	Reject AMT
Regional Consortium	0022	1207		1194	35503.10		3	170.00	3	30.00	7	131.50
New York State Thruway Authority	0004	4057		4049	89100.00		2	40.00	1	10.00	5	136.00
*	*	*		*	*		*	*	*	*	*	*
*	*	*		*	*		*	*	*	*	*	*
*	*	*		*	*		*	*	*	*	*	*
Port Authority of New York and New Jersey	0005	850		846	21970.00		5	200.00	3	21.00	1	45.00
Total		6114		6089	146573.10		10	410.00	7	61.00	13	312.50

Facility Operator Period Correction Summary Report
 FRXN Files with corresponding IRXN Acknowledged in:
 Settlement Period: 01/01/1999 to 01/31/1999

Report Date: 02/05/1999 15:32

Generated by Facility Operator: Albany Airport

Non-Toll Correction payments from Host Agency: New York State Thruway Authority

Agency	Agency Code	Total Count	PSNT			Final Reject Count	Final Reject AMT
			ORG	NEW	NET		
Regional Consortium	0022	5	24.00	35.00	11.00	0	0.00
New York State Thruway Authority	0004	4	10.00	8.00	(2.00)	1	3.00
♦	♦	♦	♦	♦	♦	♦	♦
♦	♦	♦	♦	♦	♦	♦	♦
♦	♦	♦	♦	♦	♦	♦	♦
Port Authority of NY/NJ	0005	####,###	####,###.##	####,###.##	####,###.##	####,###	####,###.##
Settlement Total		109			159.00	1	3.00

Facility Operator Transaction Reconciliation Detail Report
 FNRX Files with corresponding INRX files acknowledged in:
 Settlement Period: 01/01/1999 to 01/31/1999

Report Date: 02/05/1999 15:32

Generated by Facility Operator: Albany Airport

Non-Toll Transaction payments from Home Agency: Regional Consortium

Due to Host Agency: NYS Thruway Authority

For payment to Facility Operator - Albany Airport

FNRX_FILE	INRX ACK Date	Total Trans Count	Trans Fee	PSNT Count	PSNT AMT	SVC Fee @ 2.30%	DECL Count	DECL AMT	NOCC Count	NOCC AMT	Other Reject Count	Other Reject AMT
0022_0128_19990102010901.FNRX	1/3/99	31		29	1,086.00						2	48.00
0022_0128_19990105012448.FNRX	1/7/99	56		55	557.20						1	45.00
0022_0128_19990106011057.FNRX	1/8/99	75		75	662.30							
0022_0128_19990106011458.FNRX	1/8/99	07		07	425.80							
0022_0128_19990107022140.FNRX	1/9/99	59		59	1,014.40							
0022_0128_19990107215531.FNRX	1/9/99	55		55	957.30							
0022_0128_19990109022225.FNRX	1/11/99	22		22	839.70							
0022_0128_19990110051614.FNRX	1/12/99	08		08	847.10							
0022_0128_19990110052141.FNRX	1/12/99	33		33	668.80							
0022_0128_19990110220253.FNRX	1/12/99	56		56	1,008.30							
0022_0128_19990111215735.FNRX	1/13/99	41		41	1,022.70							
0022_0128_19990112215445.FNRX	1/14/99	82		82	843.20							
0022_0128_19990114215618.FNRX	1/16/99	6		6	21.60							
0022_0128_19990114215902.FNRX	1/16/99	12		12	1,506.70							
0022_0128_19990114220222.FNRX	1/16/99	65		65	887.20							
0022_0128_19990115220013.FNRX	1/17/99	34		34	1,509.30							
0022_0128_19990116215041.FNRX	1/18/99	55		55	1,088.80							
0022_0128_19990118215434.FNRX	1/20/99	83		83	1,595.30							
0022_0128_19990120214231.FNRX	1/22/99	87		85	1,057.50				2	20.00		
0022_0128_19990123031220.FNRX	1/25/99	28		27	5,277.50		1	50.00				
0022_0128_19990123215019.FNRX	1/25/99	29		24	1,416.20		2	120.00			3	38.50
0022_0128_19990124215314.FNRX	1/26/99	90		90	1,692.50							
0022_0128_19990125215216.FNRX	1/27/99	06		04	1,273.40				1	10.00	1	0
0022_0128_19990128015547.FNRX	1/30/99	30		30	1,417.90							
0022_0128_19990129215839.FNRX	1/31/99	69		69	1,741.80							
0022_0128_19990129220005.FNRX	1/31/99	29		29	1,507.60							
0022_0128_19990130215427.FNRX	1/31/99	58		58	1,756.30							
0022_0128_19990131215514.FNRX	1/31/99	01		01	1,820.70							
Settlement Total		1207		1194	35,503.10		3	170.00	3	30.00	7	131.50

Report FO-4

Ver 1.60.00

Facility Operator Correction Reconciliation Report
FRXN Files with corresponding IRXN files acknowledged in:
Settlement Period: 01/01/1999 to 01/31/1999

Report Date: 02/05/1999 15:32

Generated by Facility Operator: Albany Airport

Non-Toll Correction payments from Home Agency: Regional Consortium

Due to Host Agency: New York State Thruway Authority

For payment to Facility Operator: Albany Airport

	IRXN ACK Date	Total Count	PSNT			Final Reject Count	Final Reject AMT
			ORG	NEW	NET		
FRXN_FILE							
0022_0128_19990102010901.FRXN	01/02/1999	5	24.00	35.00	11.00	0	0.00
0022_0128_19990105012448.FRXN	01/05/1999	4	10.00	8.00	(2.00)	1	3.00
0022_0128_19990106011057.FRXN	01/06/1999	100	825.00	975.00	150.00	0	0.00
Settlement Total		109			159.00	1	3.00

C. Acknowledgement File Return Codes

Acknowledgement File Return Codes								
	00	01	02	03	04	05	06	07
	Successfully Received and Verified	Header/Detail Count Discrepancy	Invalid Detail Records Found	n/a	Recon File does not match the transaction file	Duplicate File Sequence Number	Gap in Sequence Number	Bad Zip File and Other Issue
FNTX	Process	Do not process (2)(4)	Do not process (1)(2)(4)	n/a	n/a	Do not process (2)(4)	Process (6)	Do not process (2)(4)
FTXN	Process	Do not process (2)(4)	Do not process (1)(2)(4)	n/a	n/a	Do not process (2)(4)	Process (6)	Do not process (2)(4)
FNDX	Process	Do not process (2)(4)	Do not process (1)(2)(4)	n/a	Do not process (2)(4)	Do not process (2)(4)	n/a	Do not process (2)(4)
FNRX	Process	Do not process (2)(4)(5)	Do not process (1)(2)(4)(5)	n/a	Do not process (2)(4)(5)	Do not process (2)(4)(5)	n/a	Do not process (2)(4)(5)
FRXN	Process	Do not process (2)(4)(5)	Do not process (1)(2)(4)(5)	n/a	Do not process (2)(4)(5)	Do not process (2)(4)(5)	n/a	Do not process (2)(4)(5)
FTAG	Process	Do not process (3)(6)	Do not process (1)(3)(6)	n/a	n/a	n/a	n/a	Do not process (2)(4)

Notes:

- (1) Receiving Agency/CSC needs to indicate at least the first invalid record in a report which can be made available to the Originating Agency/CSC
- (2) Originating Agency should rename new file (including Header) to be unique
- (3) Receiving Agency/CSC should utilize the previous valid file. Originating/Receiving Agency/CSC should escalate after x days.
- (4) Originating Agency/CSC should investigate, repair file as needed and resend
- (5) File should not be included on any settlement reports
- (6) Originating Agency/CSC should investigate

Appendix G-1

Bestpass Toll Interface Implementation Guide

Will be made available to the Successful Proposer

Appendix G-2 Daily Fleet Toll File ICD

Will be made available to the Successful Proposer

Appendix H

NJTA CSC ICD



Interface Control Document

Version 24.1

Compliant with IAG ICD 1.60.02

Revision History

Version	Date	Reason	Prepared by
13	05/17/2013	<p>Updated ICD to include GSP Post Paid and Violations life history</p> <ul style="list-style-type: none"> • Updated section 1.7 for Post paid assumptions to include GSP post paid assumptions. • Removed default definition of “****” for GSP for invoice # & account # field in section 3.1.3.2 • Removed (NJTP only) for section 3.6, 3.7, 3.8 from the section header. • Added reference for the GSP Post paid implementation in section 3.6, 3.7, 3.8 • Updated Section 1.13 Violation Codes and Violation Life History 	Srinivas Pentapalli
13.1	08/12/2013	<p>Updated based on meeting with Turnpike Finance:</p> <ul style="list-style-type: none"> • Added new columns to split number of transactions and amount invoiced by roadway in the invoice summary detail record section 3.7.4.2. 	Srinivas Pentapalli
13.2	4/21/2014	Updated VPC processing description	Ning Ding
13.3	4/28/2015	Added ETC_post_plan for Tower Plans	Ning Ding
20.1	3/31/2016	<p>1.12:</p> <ul style="list-style-type: none"> • Changed definition of E1. • Added collection related codes • Added statement to clarify that WA and WT will be used for partial payment. <p>3.1.3.2</p> <ul style="list-style-type: none"> • Added a field for associated tran • saction sequence number that is related to this one.(RJDP) • 3.11.4.2 and 3.11.4.3: • Added Vector_id field in Violation Reconciliation Data File. 	Ning Ding

20.2	4/8/2016	1.12: Added violation code C6	Ning Ding
20.3	4/11/2016	3.8.4.2: Change the description of Payment_date	Ning Ding
20.4	5/2/2016	3.11.4.2: Added license plate related fields to Violation Reconciliation Data file	Ning Ding
20.5	5/13/2016	1.12 VIOLATION LIFE HISTORY Added code 6(Cash Lane Violations) in the Violation Life History diagram 2.3.4.2 Added code 6(Cash Lane Violations) in the VTR file.	Ning Ding
20.6	8/25/2016	1.12: Added Q1 (duplicate transaction during notice creation)	Sylvia Fong
21.0	5/23/2018	<p>Replaced all references of 'Xerox' to 'CSC/VPC', or 'CSC' or 'VPC'.</p> <p>1.12:</p> <ul style="list-style-type: none"> • Added B1 (Image Re-review) and G1 (DMV Request) codes. • Updated VB, VT, VA codes to OPEN. • Added new CSC_TRANS_STATUS CODE '000A' and Internal code KA for AWAY customer violations • Updated Violation Life History diagram to reflect changes above in addition to missing changes from previous <p>2.1.4.2 2.3.4.2</p> <ul style="list-style-type: none"> • Added new code 'R' to the list of valid codes for "Transponder_prog_status" 	Sylvia Fong

		3.1.3.2 <ul style="list-style-type: none"> • Retroactive update: Added TP Towers-All Exits to ETC Post Plans- All Exits that went into effect 1/1/2018, This replaces the individual Towers [by Interchange] codes 	
21.2	8/1/2018	<ul style="list-style-type: none"> • LIC_Plate Num and Lic_Plate State:default to ***** • New Uncollected codes to follow VT,VA,VB after configurable number of days: UT,UA,UB • KU can be re-opened on rejection from IAG. • Description for “06” missing from section 1.12 	Sylvia Fong
22.0	5/15/2020	<ul style="list-style-type: none"> • Added B3 (Manual Review) VIOLATION CODE 	Sylvia Fong
23.0	5/11/2022	<ul style="list-style-type: none"> • Added Paterson Discount Plan (00115) 	Sylvia Fong
24.0	12/14/2022	<ul style="list-style-type: none"> • Modified all file formats that used agency ID template “aaa” to “aaaa” • Added Transponder_home_agency field and expanded Transponder_agency_id and Transponder_id fields where present in data being exchange between NJTA and Conduent 	Stanley Ciszewski
24.1	10/21/2023	<ul style="list-style-type: none"> • Added code “A2” to indicate that a transaction has been matched to its image(s) • Update Format/Range for VPC_viol_status • Update description of Date Of Status field 	Stanley Ciszewski

TABLE OF CONTENTS

Version 24.1.....	1
1. INTRODUCTION.....	1
1.1 Overview	1
1.2 File Structure - Standard Guidelines	1
1.2.1 File Header.....	2
1.2.2 File Trailer	2
1.2.3 Data Record(s).....	2
1.2.4 Common Assumptions.....	2
1.3 Checksum Algorithm.....	2
1.4 Acknowledgment File.....	3
1.4.1 File Name Format.....	3
1.5 Host Directory Structure.....	5
1.6 File Transfer Timetable	7
1.7 Post Paid Account Assumptions.....	7
1.8 NJTA Classification	8
1.8.1. NJTP/GSP Classification.....	8
1.9 IAG Classification	9
1.10. NJTA Plazas List	13
1.11.1. NJTP Plazas	13
1.11.2. GSP Plazas.....	13
1.11. Transponder Status	15
1.12. Violation Codes	15
2. HOST – CSC/VPC INTERFACE DETAILS	1
2.1. E-ZPass Transaction Data	1
2.1.1. Assumptions	1
2.1.2. File Location.....	1
2.1.3. File Name Format.....	1
2.1.4. File Format.....	2
2.2. Transaction Closeout File.....	6
2.2.1. Assumptions	7
2.2.2. File Location.....	7
2.2.3. File Name Format.....	7
2.2.4. File Format.....	7
2.3. Audited Violation List Transfer	9
2.3.1. Assumptions	9
2.3.2. File Location.....	9
2.3.3. File Name.....	10
2.3.4. File Format.....	10
2.4. NJ E-ZPass Senior Citizen Plan Data File.....	16
2.4.1. Assumptions	17
2.4.2. File Location.....	17
2.4.3. File Name Format.....	17
2.4.4. File Format.....	17
3. CSC/VPC - HOST INTERFACE DETAILS	1
3.1. E-ZPass Reconciliation.....	1
3.1.1. Assumptions	2
3.1.2. File Location.....	2
3.1.3. File Name Format.....	2

3.2.	Transaction Adjustment File	10
3.2.1.	Assumptions	10
3.2.2.	File Location.....	10
3.2.3.	File Name Format.....	10
3.2.4.	File Format.....	11
3.3.	Agency Adjustment File.....	13
3.3.1.	Assumptions	13
3.3.2.	File Location.....	13
3.3.3.	File Name Format.....	13
3.3.4.	File Format.....	13
3.4.	Bank Deposit Wire File	16
3.4.1.	Assumptions	16
3.4.2.	File Location.....	16
3.4.3.	File Name Format.....	17
3.4.4.	File Format.....	17
3.5.	Comprehensive E-ZPass Tag Status.....	22
3.5.1.	Assumptions	22
3.5.2.	File Location.....	22
3.5.3.	File Name Format	22
3.5.4.	File Format.....	22
3.6.	Invoice Verification File.....	26
3.6.1.	Assumptions	26
3.6.2.	File Location.....	26
3.6.3.	File Name Format	26
3.6.4.	File Format.....	27
3.7.	Invoice Summary File	28
3.7.1.	Assumptions	28
3.7.2.	File Location.....	29
3.7.3.	File Name Format	29
3.7.4.	File Format.....	29
3.8.	Payment File.....	32
3.8.1.	Assumptions	32
3.8.2.	File Location.....	32
3.8.3.	File Name Format	32
3.8.4.	File Format.....	33
3.9.	Bank Settlement File	35
3.9.1.	Assumptions	35
3.9.2.	File Location.....	35
3.9.3.	File Name Format	35
3.9.4.	File Format.....	35
3.10.	Violation Reconciliation Data File	41
3.10.1.	Assumptions	41
3.10.2.	File Location.....	41
3.10.3.	File Name.....	42
3.10.4.	File Format.....	42
4.	APPENDIX.....	1

1. INTRODUCTION

This document details the common interface control specifications with CSC/VPC for both New Jersey Turnpike and Garden State Parkway roadways for New Jersey Turnpike Authority. As part of the GSP migration project, the interface between CSC/VPC and GSP will be upgraded to the NJTP baseline and additional changes applied to both the roadways. The Upgraded system will support the following file interfaces for both GSP & NJTP:

S. No.	Host – CSC/VPC Interface	CSC/VPC – Host Interface	GSP	NJTP
1.	E-ZPass Transaction Data		Same	Same
2.	Transaction Closeout		Same	Same
3.	Audited Violation List Transfer		Same	Same
4.		E-ZPass Reconciliation Data	Updated	Same
5.		Transaction Adjustments	Same	Same
6.		Agency Adjustments	Same	Same
7.		Bank Deposit Wire	Same	Same
8.		Comprehensive Tag Status	Same	Same
9.		Invoice Verification	New	Same
10.		Invoice Summary	N/A	Same
11.		Payment File	N/A	Same
12.		Bank Settlement File	Same	Same
13.		Violation Reconciliation Data	Same	Same
14.	NJ-E-ZPass Senior Citizen Plan Data		N/A	Same

The following sections describe in detail each of the above interfaces and their variances with NJTA system.

1.1 Overview

The data transfers between the various NJTA subsystems are classified into two primary categories:

Daily Comprehensive Transfers

On-line Transfers

These classifications are based on the frequency and priority of the data being transferred. Each of these categories and the mechanism for data transfers within each category is discussed in the following paragraphs.

1.2 File Structure - Standard Guidelines

The various components of a file that is involved in the file transfer are:

- File Header line
- Data Record line(s)
- File Trailer line

The files involved in the file transfer that are described in this document are mostly ASCII text files. All fields will be fixed length. If a binary file transfer or message transfer mechanism is employed between various subsystems, then the following guidelines are not applicable.

1.2.1 File Header

The first line of the file will be the file header record. The format of the header record may be different for different types of transfers. These formats will be specified in the respective sections.

1.2.2 File Trailer

The last line of the file will be the file trailer record. The format of the trailer record may be different for different types of transfers. These formats will be specified in the respective sections.

1.2.3 Data Record(s)

All files created from the database for file transfer will have fixed-length records.

1.2.4 Common Assumptions

Following are the common assumption used for all the file interfaces.

- The name of the file sent to CSC/VPC or received from CSC/VPC will be “.tmp” during transmission. Once the file transmits successfully, the Host / CSC/VPC will rename the file with the actual extension of the file. This will prevent the Host and CSC/VPC programs from processing a file while it is in the middle of transmission.
- The Host / CSC/VPC should check the integrity of the file they pick up by calculating the checksum on the file and comparing it to the checksum encoded in the file. The check sum algorithm in Section 1.2 should be used.
- The Host / CSC/VPC will process the received file and will then return an Acknowledgment File according to the format specified in Section 1.4. Based on the acknowledgment file, the Host / CSC will move the file to the appropriate directory.

1.3 Checksum Algorithm

The following is the algorithm used to compute the checksum value for any file transferred between CSC/VPC and the Authority.

```
unsigned short compute_ccitt(unsigned char raw_data[], int nbytes)
{
    const unsigned short crc_polynomial=0x1021;
```

```
int j;
short bit_index;
unsigned short curr_bit;
unsigned char msb_flag;

for(j=0;j < nbytes;j++)
{
    for(bit_index=BITS_PER_BYTE - 1;bit_index >= 0;bit_index--)
    {
        curr_bit = raw_data[j];
        curr_bit = (curr_bit >> bit_index) & 0x1;
        if (crc_ccitt & 0x8000)
            msb_flag = 1;
        else
            msb_flag = 0;
        if (msb_flag == curr_bit)
            crc_ccitt <<= 1;
        else
            crc_ccitt = (2*crc_ccitt)^crc_polynomial;
    }
}
/* printf("CRC CCITT Check sum is %04x \n", crc_ccitt); */
return(crc_ccitt);
}
```

1.4 Acknowledgment File

The Acknowledgment file is returned by any agency that receives a data file. This includes the Host, CSC and VPC machines.

1.4.1. File Name Format

The file name will have the date and creation time of the file that is being acknowledged as the filename and the “ack” suffix extension.

“yyyymmddhhmmssaaa filetype.ack”

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID, filetype = ‘.tr’, ‘.asc’, ‘.wir’ etc.

Example:

199908151430450002.ts.ack

The format of the acknowledgment file is common and is as follows:

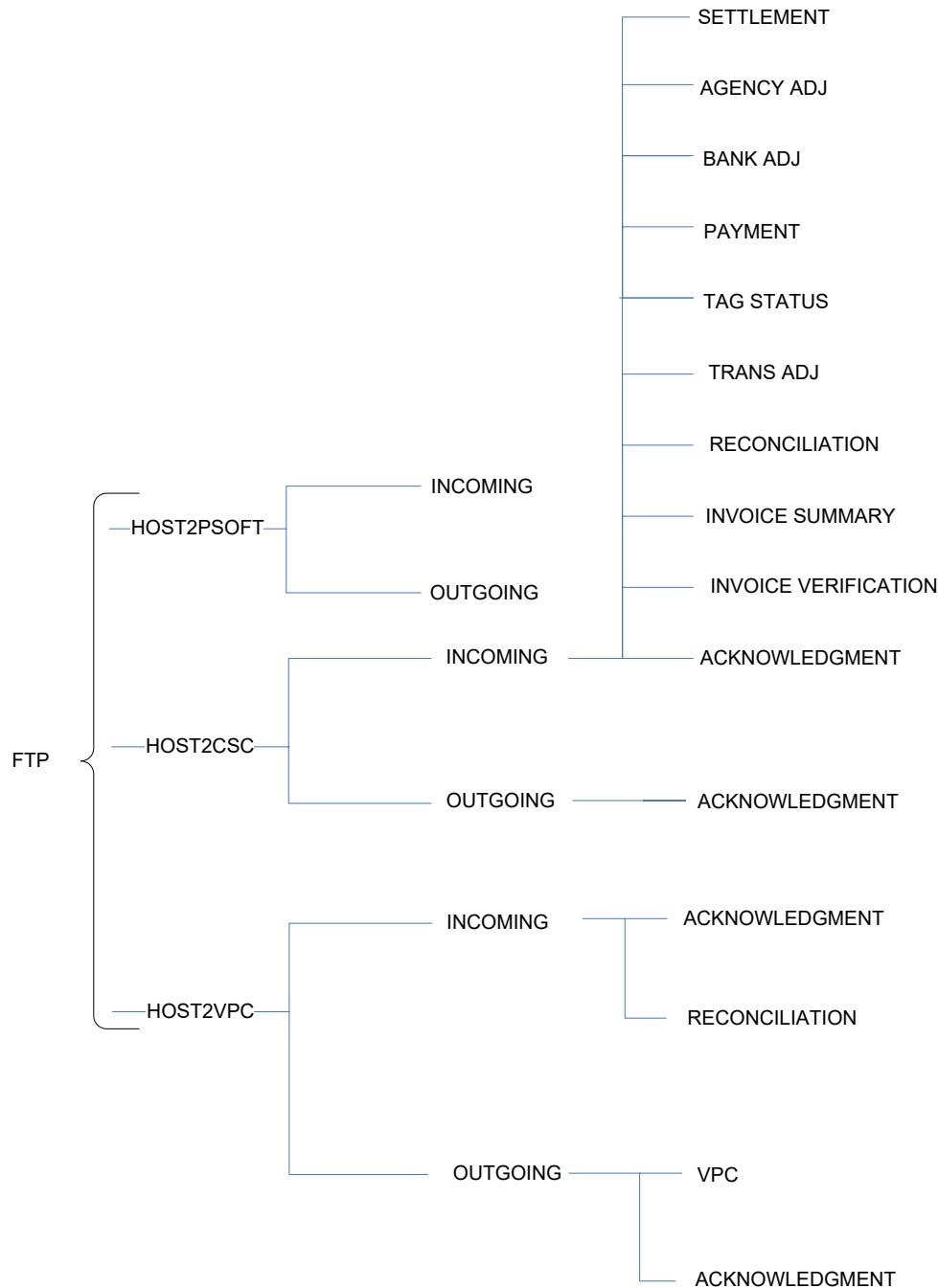
Field Name	Data Type	Format/Range	Description	Justification
File Type	Char (4)		“ACK “	Fixed length, left justified with spaces
From_TAG Home_Agency	Char (4)	<u>0000 – 9999</u>	Standard agency ID code of the agency that received the original file	Fixed length, 0 prefixed
To_Agency_ID	Char (4)	<u>0000 – 9999</u>	Standard agency ID code of the agency that sent the original file	Fixed length, 0 prefixed
Orig_file_name _type	Char (50)	File_name.File _Type	The name and type of the file being acknowledged as received from the To Agency	Fixed length, left justified with spaces
File Date/Time	Char (14)	yyyymmddhhmmss	Date and time of the file creation	Fixed length, 0 prefixed
Return Code	Char (2)	00 - 99	A code indicating the status of the file being acknowledged. Values: 00 – Successfully received and verified 01 – Header/Trailer record count does not match the number of detail records 02 – Detail records found with invalid data 03 - Update file date/time does not match full file date/time. 04 – Transaction Reconciliation File (or Correction Reconciliation File) does not match corresponding Transaction File (or Correction File). 05 – Duplicate file sequence number. 06 - PKZIP file name does not match the extracted file name 99 – A previous file was missed 98 – Duplicate records found 97 – Invalid major/minor version numbers in tag status file 96 – Invalid File, checksum not valid 95 – Exceptions in the files greater than 10%	Fixed length, 0 prefixed

Field Name	Data Type	Format/Range	Description	Justification
			94 – File not processed due to other reasons	
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)
Total	79			

All problems with acknowledgment will be resolved through a manual process.

1.5 Host Directory Structure

Following is the host directory structure for both NJTA.



NJTA HOST DIRECTORY STRUCTURE

1.6 File Transfer Timetable

Following is the host directory structure for both NJTP and GSP. This includes the Host, CSC and VPC machines.

No.	Name of File	Transferring System	GSP Start Time of Transfer/Threshold	NJTP Start Time of Transfer/Threshold	Time Out Criteria	User Login
1.	E-ZPass Transaction Data	Host	50,000 or every one hour starting at the hour	50,000 or every one hour starting at the hour	N/A	njtaxhost (NJTP) njhaxhost (GSP)
2.	Transaction Close Out	Host	12:30 AM	6:30 AM	2 hours after expected time	njtaxhost (NJTP) njhaxhost (GSP)
3.	Audited Violation List Transfer	Host	01:00 AM	01:00 AM		njtaxhost (NJTP) njhaxhost (GSP)
4.	E-ZPass Reconciliation Data	CSC	After each Transaction File	After each Transaction File		acscsc
5.	Transaction Adjustment	CSC	10 :30 PM	10:30 PM		acscsc
6.	Agency Adjustment	CSC	12:30 PM	12:30 PM		acscsc
7.	Bank Deposit Wire	CSC	06: 00 AM	06: 00 AM	N/A	acscsc
8.	E-ZPass Tag Status – Comprehensive	CSC	04:00 AM	04:00 AM		acscsc
9.	Invoice Verification	CSC	At the time of the Billing Process	At the time of the Billing Process		acscsc
10.	Invoice Summary	CSC	N/A	At the time of the Billing Process after the invoice is generated		acscsc
11.	Payments	CSC	N/A	Upon the Receipt of Payments, once a day		acscsc
12.	Bank Settlement File	CSC	07:00 PM	07:00 PM		acscsc
13.	Post Paid Customer Data File	CSC	N/A	11:00 AM		acscsc
14.	Violation Reconciliation Data	CSC	Every 3-4 hours	Every 3-4 Hours		acsmpc
15.	NJ-E-ZPass Senior Citizen Plan Data	Host	N/A	7:00 AM		njtaxhost

Note - The above timetable is used as guideline and may change during the actual implementation.

1.7 Post Paid Account Assumptions

Turnpike: All the post paid account transactions are initially assigned etc_post_plan code of '00082' in the interim. Based on the discount plan applicable to the account, the transactions are then assigned the proper plan code as final. The final plan code is then sent back to Host for reconciliation purpose.

For e.g. all the transaction related to account with commuter bus discount plan type will initially be assigned the plan code as '00082' and then based on the commuter bus discount plan details the transactions which qualify for the plan will be marked as plan type '00083' and rest will be left as '00082' to be reconciled as final status and sent back to host for reconciliation. The same logic will be applied to other postpaid accounts and discount plans associated with it.

Parkway: All the post paid account transactions are assigned etc_post_plan code of “00076”.

1.8 NJTA Classification

Following is the classification structure for both NJTP and GSP.

1.8.1. NJTP/GSP Classification

DESCRIPTION	REGD CLASS	CLASS CODE	REGD AXLES	AVC CLASS	AVC AXLES
Passenger	1	1	2	1	2
2 Axle Truck	2	2	2	2	2
3 Axle Vehicle	3	3	3	3	3
4 Axle Vehicle	4	4	4	4	4
5 Axle Vehicle	5	5	5	5	5
6 Axle Truck	6	6	6	6	6
7 Axle Truck	6	6	7	7	7
8 Axle Truck	6	6	8	8	8
9 Axle Truck	6	6	9	9	9
2 Axle Bus	B2	A	2	B2	2
3 Axle Bus	B3	B	3	B3	3

1.9 IAG Classification

	Vehicle Type	Axles	Num. Tires	Dual Tires	Over 7,000 lbs.	IAG Class	Corresponding IAG Member Agency Vehicle Class Code											
							GSP (002)	NJTA (003)	NYSTA (004)	PA NYN J (005)	PTC (006)	SJTA (007)	MTA B&T (008)	DRPA (009)	MdTA (016)	NYSBa (018)	DeIDOT (019)	Mass Pike (021)
Automobile/ Sport Utility (with possible trailer)	1	2	4	N	N	72	1	1	1	1	1	2	1	2	2	1	2	1,1,1
	1	3	6	N	N	76	3	3	2	7	2	3	2	13	3	3	3	2,3,3
	1	4	8	N	N	80	4	4	4	7	2	4	3	13	4	4	4	2,4,4
	1	5	10	N	N	84	5	5	6	7	2	5	3	13	5	5	5	2,5,5
Motorcycle (with possible sidecar or trailer)	2	2	2	N	N	136	1	1	1	11	1	2	9	1	2	1	2	1,1,1
	2	3	3	N	N	140	3	3	2	7	1	3	21	1	3	8	3	1,1,1
	2	4	>3	N	N	144	4	4	4	7	1	4	1	4	8	4	4	2,4,4
	3	2	4	N	N	200	1	1	1	1	1	2	1	2	2	1	2	1,1,1
Pick-Up Truck (with possible trailer)	3	2	4	N	Y	202	1	1	1	1	1	2	4	3	2	1	2	1,1,1
	3	2	6	Y	N	201	2	2	4	2	1	17	1	2	2	2	2	5,2,1
	3	2	6	Y	Y	203	2	2	4	2	1	17	4	3	2	2	2	5,2,1
	3	3	6	N	N	204	3	3	8	7	2	3	2	13	3	3	3	2,3,3
	3	3	6	N	Y	206	3	3	8	7	2	3	6	4	3	3	3	2,3,3
	3	3	>= 8	Y	N	205	3	3	8	3	2	3	2	13	3	3	3	6,3,3
	3	3	>= 8	Y	Y	207	3	3	8	3	2	3	6	4	3	3	3	6,3,3
	3	4	8	N	N	208	4	4	4	7	2	4	7	13	4	4	4	2,4,4
	3	4	8	N	Y	210	4	4	4	7	2	4	7	5	4	4	4	2,4,4
	3	4	>= 10	Y	N	209	4	4	6	4	2	4	7	13	4	4	4	7,4,4
	3	4	>= 10	Y	Y	211	4	4	6	4	2	4	7	5	4	4	4	7,4,4
	3	5	10	N	N	212	5	5	6	7	2	5	8	13	5	5	5	2,5,5
	3	5	10	N	Y	214	5	5	6	7	2	5	8	6	5	5	5	2,5,5
	3	5	>= 12	Y	N	213	5	5	7	5	2	5	8	13	5	5	5	3,5,5
	3	5	>= 12	Y	Y	215	5	5	7	5	2	5	8	6	5	5	5	3,5,5
Passenger/ Cargo Van (seating 1-9 passengers)	4	2	4	N	N	264	1	1	1	1	1	2	1	2	2	1	2	1,1,1
	4	2	4	N	Y	266	1	1	1	1	1	2	4	3	2	1	2	1,1,1
	4	2	6	Y	N	265	2	2	4	2	1	17	1	2	2	2	2	5,2,1
	4	2	6	Y	Y	267	2	2	4	2	1	17	4	3	2	2	2	5,2,1
	4	3	6	N	N	268	3	3	8	7	2	3	2	13	3	3	3	2,3,3

NJTA Host – CSC/VPC
Interface Control Document

Section 1. Introduction

	Vehicle Type	Axles	Num. Tires	Dual Tires	Over 7,000 lbs.	IAG Class	Corresponding IAG Member Agency Vehicle Class Code											
							GSP (002)	NJTA (003)	NYSTA (004)	PA NYNJ (005)	PTC (006)	SJTA (007)	MTA B&T (008)	DRPA (009)	MdTA (016)	NYSDA (018)	DelDOT (019)	Mass Pike (021)
	4	3	6	N	Y	270	3	3	8	7	2	3	6	4	3	3	3	2,3,3
	4	3	8-10	Y	N	269	3	3	8	3	2	3	2	13	3	3	3	6,3,3
	4	3	8-10	Y	Y	271	3	3	8	3	2	3	6	4	3	3	3	6,3,3
Minibus/ Team Van/ Stretch Limo (seating 10-15 passengers)	5	2	4	N	N	328	B2	B2	4	1	2	16	1	2	2	1	2	1,1,2
	5	2	4	N	Y	330	B2	B2	4	1	2	16	4	3	2	1	2	1,1,2
	5	2	6	Y	N	329	B2	B2	8	2	2	17	1	2	2	2	2	5,2,2
	5	2	6	Y	Y	331	B2	B2	8	2	2	17	4	3	2	2	2	5,2,2
	5	3	6	N	N	332	B3	B3	6	7	2	3	2	13	3	3	3	2,3,3
	5	3	6	N	Y	334	B3	B3	6	7	2	3	6	4	3	3	3	2,3,3
	5	3	8-10	Y	N	333	B3	B3	6	3	2	3	2	13	3	3	3	6,3,3
	5	3	8-10	Y	Y	335	B3	B3	6	3	2	3	6	4	3	3	3	6,3,3
Buses (seating 16 or more passengers)	6	2	4	N	N	392	B2	B2	4	8	3	2	4	2	2	1	2	8,1,2
	6	2	4	N	Y	394	B2	B2	4	8	3	2	4	8	2	1	2	8,1,2
	6	2	6	Y	N	393	B2	B2	8	8	3	17	4	2	2	2	2	8,2,2
	6	2	6	Y	Y	395	B2	B2	8	8	3	17	4	8	2	2	2	8,2,2
	6	3	6	N	N	396	B3	B3	6	9	5	3	6	13	3	3	3	8,3,3
	6	3	6	N	Y	398	B3	B3	6	9	5	3	6	9	3	3	3	8,3,3
	6	3	8-10	Y	N	397	B3	B3	6	9	5	3	6	13	3	3	3	8,3,3
	6	3	8-10	Y	Y	399	B3	B3	6	9	5	3	6	9	3	3	3	8,3,3
	6	4	8	N	N	400	B3	B3	7	9	5	4	7	13	4	4	4	2,4,4
	6	4	8	N	Y	402	B3	B3	7	9	5	4	7	9	4	4	4	2,4,4
	6	4	>= 10	Y	N	401	B3	B3	7	9	5	4	7	13	4	4	4	7,4,4
	6	4	>= 10	Y	Y	403	B3	B3	7	9	5	4	7	9	4	4	4	7,4,4
Recreational Vehicle/ Motor Home	7	2	4	N	N	456	1	1	1	1	2	2	1	2	2	1	2	1,1,1
	7	2	4	N	Y	458	1	1	1	1	2	2	4	3	2	1	2	1,1,1
	7	2	6	Y	N	457	2	2	4	2	2	17	1	2	2	2	2	5,2,1
	7	2	6	Y	Y	459	2	2	4	2	2	17	4	3	2	2	2	5,2,1
	7	3	6	N	N	460	3	3	8	7	3	3	2	13	3	3	3	2,3,3
	7	3	6	N	Y	462	3	3	8	7	3	3	6	4	3	3	3	2,3,3
	7	3	8-10	Y	N	461	3	3	8	3	3	3	2	13	3	3	3	6,3,3
	7	3	8-10	Y	Y	463	3	3	8	3	3	3	6	4	3	3	3	6,3,3
	7	4	8	N	N	464	4	4	7	7	3	4	7	13	4	4	4	7,4,4
	7	4	8	N	Y	466	4	4	7	7	3	4	7	5	4	4	4	7,4,4
	7	4	>= 10	Y	N	465	4	4	7	4	3	4	7	13	4	4	4	7,4,4
	7	4	>= 10	Y	Y	467	4	4	7	4	3	4	7	5	4	4	4	7,4,4
Truck	8	2	4	N	N	520	1	1	1	1	2	2	1	2	2	1	2	1,1,2
	8	2	4	N	Y	522	1	1	1	1	2	2	4	3	2	1	2	1,1,2
	8	2	6	Y	N	521	2	2	4	2	2	17	1	2	2	2	2	5,2,2

	Vehicle Type	Axles	Num. Tires	Dual Tires	Over 7,000 lbs.	IAG Class	Corresponding IAG Member Agency Vehicle Class Code											
							GSP (002)	NJTA (003)	NYSTA (004)	PA NYNJ (005)	PTC (006)	SJTA (007)	MTA B&T (008)	DRPA (009)	MdTA (016)	NYSDA (018)	DelDOT (019)	Mass Pike (021)
	8	2	6	Y	Y	523	2	2	4	2	2	17	4	3	2	2	2	5,2,2
	8	3	6	N	N	524	3	3	8	7	3	3	6	13	3	3	3	2,3,3
	8	3	6	N	Y	526	3	3	8	7	3	3	6	4	3	3	3	2,3,3
	8	3	8-10	Y	N	525	3	3	8	3	3	3	6	13	3	3	3	6,3,3
	8	3	8-10	Y	Y	527	3	3	8	3	3	3	6	4	3	3	3	6,3,3
	8	4	8	N	N	528	4	4	7	7	4	4	7	13	4	4	4	2,4,4
	8	4	8	N	Y	530	4	4	7	7	4	4	7	5	4	4	4	2,4,4
	8	4	>= 10	Y	N	529	4	4	7	4	4	4	7	13	4	4	4	7,4,4
	8	4	>= 10	Y	Y	531	4	4	7	4	4	4	7	5	4	4	4	7,4,4
	8	5	10	N	N	532	5	5	7	7	5	5	8	13	5	5	5	3,5,5
	8	5	10	N	Y	534	5	5	7	7	5	5	8	6	5	5	5	3,5,5
	8	5	>= 12	Y	N	533	5	5	7	5	5	5	8	13	5	5	5	3,5,5
	8	5	>= 12	Y	Y	535	5	5	7	5	5	5	8	6	5	5	5	3,5,5
	8	6	12	N	N	536	6	6	7	7	6	6	12	13	6	6	6	3,6,6
	8	6	12	N	Y	538	6	6	7	7	6	6	12	7	6	6	6	3,6,6
	8	6	>= 14	Y	N	537	6	6	7	6	6	6	12	13	6	6	6	3,6,6
	8	6	>= 14	Y	Y	539	6	6	7	6	6	6	12	7	6	6	6	3,6,6
	8	7	14	N	N	540	7	7	7	6	7	13	13	6	6	6	3,7,7	
	8	7	14	N	Y	542	7	7	7	6	7	13	7	6	6	6	3,7,7	
	8	7	>= 16	Y	N	541	7	7	7	6	6	7	12	13	6	6	6	3,7,7
	8	7	>= 16	Y	Y	543	7	7	7	6	6	7	13	7	6	6	6	3,7,7
Auto Transporter (up to 65')	9	3	n/a	Y	Y	591	3	3	6	3	4	3	6	4	3	3	3	6,3,3
	9	4	n/a	Y	Y	595	4	4	7	4	4	4	7	5	4	4	4	7,4,4
	9	5	n/a	Y	Y	599	5	5	7	5	5	5	8	6	5	5	5	3,5,5
	9	6	n/a	Y	Y	603	6	6	7	6	5	6	12	7	6	6	6	3,6,6
	9	7	n/a	Y	Y	607	7	7	7	6	5	7	13	7	6	6	6	3,7,7
Auto Transporter (over 65')	10	4	n/a	Y	Y	659	4	4	5	4	4	4	7	5	4	4	4	7,4,4
	10	5	n/a	Y	Y	663	5	5	5	5	5	5	8	6	5	5	5	3,5,5
	10	6	n/a	Y	Y	667	6	6	5	6	5	6	12	7	6	6	6	3,6,6
	10	7	n/a	Y	Y	671	7	7	5	6	5	7	13	7	6	6	6	3,7,7
Tractor Trailer Combination (trailer <= 48')	11	3	n/a	Y	Y	719	3	3	6	3	5	3	6	4	3	3	3	6,3,3
	11	4	n/a	Y	Y	723	4	4	7	4	5	4	7	5	4	4	4	7,4,4
	11	5	n/a	Y	Y	727	5	5	5	5	5	5	8	6	5	5	5	3,5,5
	11	6	n/a	Y	Y	731	6	6	5	6	5	6	12	7	6	6	6	3,6,6
	11	7	n/a	Y	Y	735	7	7	5	6	5	7	13	7	6	6	6	3,7,7
Tractor Trailer Combination (trailer > 48')	12	3	n/a	Y	Y	783	3	3	3,3	3	5	3	6	4	3	3	3	6,3,3
	12	4	n/a	Y	Y	787	4	4	3,3	4	5	4	7	5	4	4	4	7,4,4
	12	5	n/a	Y	Y	791	5	5	3,3	5	5	5	8	6	5	5	5	3,5,5
	12	6	n/a	Y	Y	795	6	6	3,3	6	5	6	12	7	6	6	6	3,6,6

	Vehicle Type	Axles	Num. Tires	Dual Tires	Over 7,000 lbs.	IAG Class	Corresponding IAG Member Agency Vehicle Class Code											
							GSP (002)	NJTA (003)	NYSTA (004)	PA NYNJ (005)	PTC (006)	SJTA (007)	MTA B&T (008)	DRPA (009)	MdTA (016)	NYSDA (018)	DeIDOT (019)	Mass Pike (021)
	12	7	n/a	Y	Y	799	7	7	3,3	6	5	7	13	7	6	6	6	3,7,7
Tandem Trailer Combination (each trailer <= 28.5')	13	5	n/a	Y	Y	855	5	5	3,3	5	6	5	8	6	5	5	5	9,5,5
	13	6	n/a	Y	Y	859	6	6	3,3	6	6	6	12	7	6	6	6	9,6,5
	13	7	n/a	Y	Y	863	7	7	3,3	6	6	7	13	7	6	6	6	9,7,7
	13	8	n/a	Y	Y	867	8	8	3,3	6	6	8	17	7	6	6	6	9,8,7
	13	9	n/a	Y	Y	871	9	9	3,3	6	6	9	18	7	6	6	6	9,9,7
	13	10	n/a	Y	Y	875	9	9	3,3	6	6	10	19	7	6	6	6	9,9,7
Tandem Trailer Combination (each trailer > 28.5')	14	5	n/a	Y	Y	919	5	5	7,7	5	6	5	8	6	5	5	5	3,5,5
	14	6	n/a	Y	Y	923	6	6	7,7	6	6	6	12	7	6	6	6	3,6,6
	14	7	n/a	Y	Y	927	7	7	7,7	6	6	7	13	7	6	6	6	3,7,7
	14	8	n/a	Y	Y	931	8	8	7,7	6	6	8	17	7	6	6	6	3,8,7
	14	9	n/a	Y	Y	935	9	9	7,7	6	6	9	18	7	6	6	6	3,9,7
	14	10	n/a	Y	Y	939	9	9	7,7	6	6	10	19	7	6	6	6	9,9,7
Tandem Trailer Combination (one trailer <= 28.5' other > 28.5')	15	5	n/a	Y	Y	983	5	5	7,3	5	6	5	8	6	5	5	5	9,5,5
	15	6	n/a	Y	Y	987	6	6	7,3	6	6	6	12	7	6	6	6	9,6,6
	15	7	n/a	Y	Y	991	7	7	7,3	6	6	7	13	7	6	6	6	9,7,7
	15	8	n/a	Y	Y	995	8	8	7,3	6	6	8	17	7	6	6	6	9,8,7
	15	9	n/a	Y	Y	999	9	9	7,3	6	6	9	18	7	6	6	6	9,9,7
	15	10	n/a	Y	Y	1003	9	9	7,3	6	6	10	19	7	6	6	6	9,9,7
Tractor/ Mobile Home Combination	17	3	n/a	Y	Y	1103	3	3	8	3	4	3	8	4	3	3	3	6,3,3
	17	4	n/a	Y	Y	1107	4	4	6	4	4	4	7	5	4	4	4	7,4,4
	17	5	n/a	Y	Y	1111	5	5	7	5	5	5	8	6	5	5	5	3,5,5
	17	6	n/a	Y	Y	1115	6	6	7	6	5	6	12	7	6	6	6	3,6,6
	17	7	n/a	Y	Y	1119	7	7	7	6	5	7	13	7	6	6	6	3,7,7
	17	8	n/a	Y	Y	1123	8	8	7	6	5	8	17	7	6	6	6	3,8,7
	17	9	n/a	Y	Y	1127	9	9	7	6	5	9	18	7	6	6	6	3,9,7
	17	10	n/a	Y	Y	1131	9	9	7	6	5	10	19	7	6	6	6	3,9,7

1.10. NJTA Plazas List

Following is the list of plazas for both NJTP and GSP.

1.11.1. NJTP Plazas

TOLL PLAZA	MP	PLAZA ID	Toll Rate Type
Delaware Memorial Bridge	1.2	1	Interchange
Swedesboro-Chester	12.9	2	Interchange
Woodbury-South Camden	26.1	3	Interchange
Camden-Philadelphia-NJ State Aquarium	34.5	4	Interchange
Burlington-Mount Holly	44.0	5	Interchange
Pennsylvania Turnpike	51.0+5.0	6	Interchange
Pennsylvania Turnpike- Florence Ramp	51.0+5.0	6A	Ramp
Bordentown-Trenton	53.3	7	Interchange
I-195-Trenton-Shore Points	60.0	7A	Interchange
	67.6	8	Interchange
Hightstown-Freehold			
Jamesburg-Cranbury	73.7	8A	Interchange
New-Brunswick-Administration Building	83.3	9	Interchange
I-287-Metuchen-Edison Township	88.1	10	Interchange
Garden State Parkway -Woodbridge-The Amboys	90.6	11	Interchange
Carteret-Rahway	95.9	12	Interchange
I-278 Elizabeth-Goethals & Verrazano Bridges	99.9	13	Interchange
Newark Airport-Elizabeth Seaport	101.0	13A	Interchange
I-278 Newark Airport	104.7	14	Interchange
Bayonne	104.7+3.5	14A	Interchange
Jersey City-Liberty State Park	104.7+5.5	14B	Interchange
Holland Tunnel	104.7+5.9	14C	Interchange
Newark-Jersey City	106.9	15E	Interchange
I-280-Newark-The Oranges	108.8	15W	Interchange
Lincoln Tunnel-NJ 3-Secaucus	E112.3	16E	Interchange
Sportsplex-NJ 3-Secaucus-Rutherford	W112.7	16W	Interchange
George Washington Bridge-US 46-I-80-I-95	E112.3	18E	Secondary
George Washington Bridge-US 46-I-80-I-95	W113.8	18W	Interchange
Secaucus-US 46	E112.7	17N	Master
Secaucus-US 46	E112.7	17S	Ramp
Secaucus	110.80	15X	Interchange
Carlstadt	114.5	19W	Ramp
Totals			

1.11.2. GSP Plazas

Plaza ID	Plaza Name	Master Plaza ID	Mile Post
001	Pascack Valley	001	166.1
002	Paramus So.	001	165

003	Paramus No.	001	165
004	Bergen	004	160.4
007	Saddle Brook	004	160.2
009	Clifton So.	004	156
010	Clifton No.	004	156
011	Passaic So.	015	154
013	Watchung So.	015	152.5
014	Watchung No.	015	152.7
015	Essex	015	150.7
016	Bloomfield So.	020	149.1
017	Bloomfield No.	020	149.1
020	East Orange	020	147
021	Irvington So.	027	145.7
026	Union Ramp	027	143
027	Union	027	142.7
035	Sayerville	035	126.9
037	Raritan So.	037	125.6
039	Matawan	040	118.8
040	Keyport	040	118.6
041	Holmdel So.	040	114
042	Holmdel No.	040	113.7
043	Red Bank So.	046	110.2
044	Red Bank No.	046	110.2
046	Asbury Park	046	104
047	Belmar So.	050	98.5
048	Belmar No.	050	98.5
049	Brick So.	050	93
050	Brick No.	050	93
051	Lakehurst So.	050	89.4
052	Lakehurst No.	050	89.3
055	Toms River	055	84.7
056	Forked River So.	058	75.3
057	Forked River No.	058	75.3
058	Barnegat	058	68.9
061	New Gretna	061	53.6
069	Somers Point	070	30
070	Great Egg	070	28.8
076	Cape May	076	19.4
077	Wildwood So.	076	4
078	Wildwood No.	076	3.8
012	Passaic No.	015	154.2
022	Irvington No.	027	145.7
045	Eatontown	046	106.4
060	Berkeley No.	055	77
059	Berkeley So.	055	77
053	Lakewood So. (Ramp)	050	89
054	Lakewood No. (Ramp)	050	89
062	Waretown So. (Ramp)	058	70.3

063	Waretown No. (Ramp)	058	70.3	

1.11. Transponder Status

- 1 – Valid
- 2 – Low Balance
- 3 – Invalid
- 4 – Lost/Stolen (also includes suspended/revoked accounts, inventory tags and other tag/account status for which customer information is not available)
- 5 – 9 - Reserved
- A – Consortium wide non-revenue
- B – GSP non-revenue
- C – NJTA non-revenue

1.12. Violation Codes

Following is the list of violation codes representing the state of the violation transaction. Values will include:

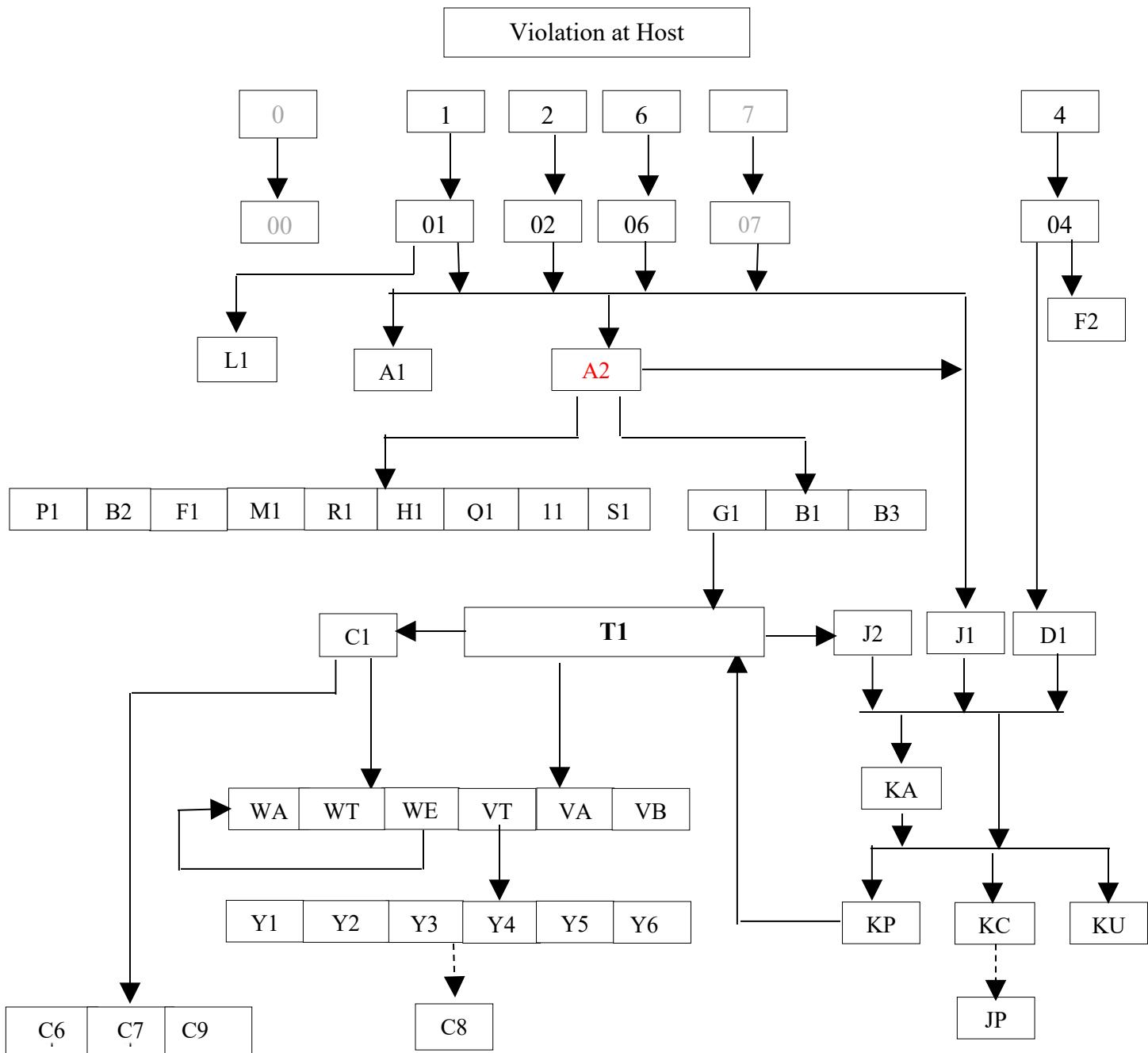
Description	VECTOR Host Code	VECTOR Status	Host Status	Host Recon Includes \$\$\$
Transactions Received and Unmatched				
Transaction received after "X" days and Terminated at VPC. (Not used)	TT	CLOSED	CLOSED	NO
Transactions Received and Matched				
Host Rejected	00	CLOSED	CLOSED	NO
ACM Violation	01	OPEN	OPEN	NO
Violation	02	OPEN	OPEN	NO
Gross Class Mismatch	04	OPEN	OPEN	NO
Manual (Cash Lane) Violation	06	OPEN	OPEN	NO
Unpaid ISF Violation	07	OPEN	OPEN	NO
Transaction Matched to Image(s)	A2	OPEN	OPEN	NO
Termination Transactions (Before APR)				
Authorized reject	11	CLOSED	CLOSED	NO
Unmatched Transactions in system for "X" day	A1	CLOSED	CLOSED	NO
Authority Requested Reject	E1	CLOSED	CLOSED	NO
Image is Illegible	F1	CLOSED	CLOSED	NO
GLMM Image is Illegible	F2	CLOSED	CLOSED	NO
Non Revenue or Emergency	H1	CLOSED	CLOSED	NO
First Time ACM Violator	R1	CLOSED	CLOSED	NO

Second Time ACM Violator	L1	CLOSED	CLOSED	NO
Non Participating DMV State	M1	CLOSED	CLOSED	NO
No DMV Reply or History	P1	CLOSED	CLOSED	NO
Fraudulent Plate	B2	CLOSED	CLOSED	NO
Duplicate Transaction during Notice Creation	Q1	CLOSED	CLOSED	NO
Stolen Vehicle	S1	CLOSED	CLOSED	NO
Violation transaction excluded from APR creation when bankruptcy is Discharged	S2	CLOSED	CLOSED	NO
Pending Transactions (Before APR)				
Image in Re-Review	B1	OPEN	OPEN	NO
Manual Plate Correction	B3	OPEN	OPEN	NO
GCMM was reviewed and sent to CSC	D1	OPEN	OPEN	NO
Image was reviewed and sent to DMV and is waiting response (timeout after 60 days and will become P1)	G1	OPEN	OPEN	NO
CSC Customer	J1	OPEN	OPEN	NO
Pending Transactions (with APR)				
APR Printed	T1	OPEN	OPEN	NO
Dispute C Customer	J2	OPEN	OPEN	NO
Waived Transactions				
Toll amount waived	VT	OPEN	OPEN	NO
Admin. Amount waived	VA	OPEN	OPEN	NO
Toll admin. amount waived	VB	OPEN	OPEN	NO
Termination Transactions (Uncollected)				
Toll amount waived (Uncollectable)	UT	CLOSED	CLOSED	NO
Admin. Amount waived (Uncollectable)	UA	CLOSED	CLOSED	NO
Toll admin. amount waived (Uncollectable)	UB	CLOSED	CLOSED	NO
Dispute C Closed	JP	CLOSED	CLOSED	NO
Payment Transactions				
APR payment – admin. Amount	WA	OPEN	OPEN	YES
APR payment – excess amount	WE	OPEN	OPEN	YES
APR payment – toll amount	WT	OPEN	OPEN	YES
Payment Transactions (Closed)				
APR closed – single payment exact amount	Y1	CLOSED	CLOSED	NO
APR closed – single payment excess amount	Y2	CLOSED	CLOSED	NO
APR closed – multiple payment exact amount	Y3	CLOSED	CLOSED	NO
APR closed – multiple payment excess amount	Y4	CLOSED	CLOSED	NO
APR closed – single payment minimum balance waived	Y5	CLOSED	CLOSED	NO
APR closed – multiple payment minimum balance waived	Y6	CLOSED	CLOSED	NO
In Collection Transactions				
APR sent to Collection Agency	C1	OPEN	OPEN	NO
APR Registration Suspension	C6	OPEN	OPEN	NO

APR sent to Court System	C7	OPEN	OPEN	NO
APR closed at collection agency	C8	OPEN	OPEN	NO
APR written off as uncollectible	C9	OPEN	OPEN	NO
Host Internal codes for ITOL / VTOL				
ITOL/VTOL Away	KA	OPEN	OPEN	NO
ITOL/VTOL Posted.	KC	CLOSED	CLOSED	NO
ITOL/VTOL not posted and considered as a violation.	KP	OPEN	OPEN	NO
ITOL/VTOL Rejected.	KU	CLOSED	CLOSED	NO

WA and WT will be used for full and partial payment, these can occur multiple times for the same transactions.

VIOLATION LIFE HISTORY



Customer Violations:

KA – AWAY
KC – PPST, PPPP & NPST
KP – INSU, TAGB, ACCB, OLD1, OLD2 & RJPL
KU – RINV & RJDP

These are internal codes at the Host which are assigned based on ETC_POST_STATUS of E-ZPass asc file

2. HOST – CSC/VPC INTERFACE DETAILS

CSC Interface comprises of the following file transfers:

1. E-ZPass Transaction Data
2. Transaction Closeout File
3. Audited Violation Transfer List
4. Acknowledgment File

2.1. *E-ZPass Transaction Data*

Once every hour or upon reaching a set threshold, the Host will batch all valid E-ZPass transactions, compress the files using standard compression algorithm and sent the transaction file to CSC.

2.1.1. Assumptions

- All valid E-ZPass transactions including E-ZPass non-revenue transactions are sent to CSC.
- The input file to CSC is generated at the Host. CSC will be able to handle multiple input files for each day from the Host.
- Each transaction sent to CSC will have a Revenue Day assigned to it. CSC must maintain this date in the transaction.
- On NJTA, an estimated amount from previous statistics will be wired. Upon the calculation of the actual amount, the appropriate adjustments will be made.
- The maximum file size for each TR file will be limited to 50,000 records. This is applicable to both roadways.

2.1.2. File Location

The Host process will login to CSC server for NJTA. The directory where the Transaction File is put will be presented. To return an acknowledgment, CSC will login to NJTA server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

2.1.3. File Name Format

The file name will have the date and creation time as the filename and the “tr” suffix extension.

“**yyyymmddhhmmssaaaa.tr**”

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, **aaaa** = agency ID (**0002**)

Example:

GSP: 20051028021500**0002**.TR

NJTA: 20051129032200**0003**.TR

2.1.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

2.1.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'H'		1
File_date_time	Char (14)	yyyymmddhhmm mss	Date and time of the file creation.		2
TR_File_control_number	Char (8)	00000000- 99999999	A unique sequential number used to identify the transaction file	Fixed length, 0 prefixed, right justified	16
ETC_facility_agency	Char (43)	002—GSP 003—NJTA 0000—9999 0002—GSP 0003 - NJTA	Code indicating the agency that own/operate the facility on which the transaction occurred	Fixed length, 0 prefixed, right justified	24
Rec_count	Char (10)	0000000000- 9999999999	The total number of detail records in the Data File. (shall exclude the Header and Trailer).	Fixed length, 0 prefixed, right justified	28
Total_revenue_amount	Char (9)	000000000- 999999999	The total amount due based on the transactions sent within that transaction file	Fixed length, 0 prefixed, right justified	38
Separator	Char (1)		“\n” Newline Character	ASCII 10 (decimal)	47
Total Header	(46)(47)				

2.1.4.2. Data Record Format: E-ZPass Transaction

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Message Type code 'D' – Detail		1

Field Name	Data Type	Format/Range	Description	Justification	Field Position
ETC_transaction_serial_number	Char (12)	000000000000 0 – 999999999999 9	The unique key of the transaction assigned by the Host.	Fixed length, 0 prefixed, right justified	2
ETC_facility_agency	Char (43)	000 – 127 002 – GSP 003 – NJTA 0000 – 9999 0002 – GSP 0003 – NJTA	Code indicating the agency that own/operate the facility on which the transaction occurred.	Fixed length, 0 prefixed, right justified	14
Entry_plaza_id	Char (3)	A-Z, 0-9	Entry Plaza of transaction. Will be defaulted to *** for GSP	Fixed length, 0 prefixed, right justified	18
Exit_plaza_id	Char (3)	A-Z, 0-9	Exit Plaza of transaction	Fixed length, 0 prefixed, right justified	21
Entry_lane_id	Char (3)	A-Z, 0-9	Entry Lane ID with operational direction of the lane (N - North, S - South, E - Entry, X - Exit) Will be defaulted to *** for GSP	Fixed length, 0 prefixed, right justified	24
Exit_lane_id	Char (3)	A-Z, 0-9	Entry Lane ID with operational direction of the lane (N - North, S - South, E - Entry, X - Exit).	Fixed length, 0 prefixed, right justified	27
Trx_type	Char (1)	B, C, X	B = Barrier C = Ticketed Complete X = Ticketed Unmatched Exit. Will be defaulted to B for GSP	Fixed length, 0 prefixed, right justified	30
Entry_msg_time	Char (14)	yyyymmddhh mmss	Entry Transaction time. Will be defaulted with * for GSP		31
Exit_msg_time	Char (14)	yyyymmddhh mmss	Exit Transaction time.		45
Exit_dst_flag	Char (1)	0,1	Flag to indicate whether the message date and time is in the daylight savings form. '0' - Not Daylight savings time format '1' - Daylight Saving time format.	Fixed length, 0 prefixed, right justified	59
Toll_rate_id	Char (4)	0000 – 9999	Toll rate number at the time the transaction was generated.	Fixed length, 0 prefixed, right justified	60

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Toll_timetable_id	Char (4)	0000 – 9999	Toll timetable ID at the time the transaction was generated.	Fixed length, 0 prefixed, right justified	64
Toll_Expected	Char (5)	00000 - 99999	The toll based on the current toll rate table and the fare class. The default sign is assumed to be '+', otherwise the '-' sign is the leftmost character, followed by zero-filled characters as necessary.	Fixed length, 0 prefixed, right justified	68
AVC_class	Char (2)	A-Z, 0-9	Class determined by the AVC	Fixed length, 0 prefixed, right justified	73
IAG_raw_class	Char (4)	0000 – 9999	Class read from the transponder.	Fixed length, 0 prefixed, right justified	75
IAG_mapped_class	Char (2)	A-Z, 0-9	Class mapped to the agency class based on the agency business rules.	Fixed length, 0 prefixed, right justified	79
Registered_class	Char (2)	A-Z, 0-9	Class registered by the collector.	Fixed length, 0 prefixed, right justified	81
Fare_class	Char (2)	A-Z, 0-9	Class based on the agency business rules. The fare class is used to calculate the fare to be charged	Fixed length, 0 prefixed, right justified	83
AVC_Axes	Char (2)	00 – 99	The number of total axles determined by the AVC	Fixed length, 0 prefixed, right justified	85
IAG_mapped_axles	Char (2)	00 - 99	The number of total axles mapped to the Agency class structure	Fixed length, 0 prefixed, right justified	87
Registered_axles	Char (2)	00 – 99	The number of total axles associated with the registered class.	Fixed length, 0 prefixed, right justified	89
Fare_Axes	Char (2)	00 – 99	The number of total axles associated with the fare class	Fixed length, 0 prefixed, right justified	91
Entry_Vehicle_speed	Char (3)	000 – 999	The maximum entry speed of the vehicle as recorded at the lane. Default to 000 for GSP	Fixed length, 0 prefixed, right justified	93
Exit_Vehicle_speed	Char (3)	000 – 999	The maximum exit or barrier speed of the vehicle as recorded as recorded at the lane.	Fixed length, 0 prefixed, right justified	96

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Transponder_program_status	Char (1)	S, U, F, R,D,X,C	The result of the AVI transponder program cycle obtained from the AVI reader. Common: S – Success (Read Write Read verified) U – Unverified (Read Write Verified, Last Read not verified) F – Failed (Read Verified, Read Write not Verified). R – Initial Read Possible: D – tag decommissioned X -non IAG C-cross reader		99
Transponder_home_agency	Char(4)	0000 - 9999	The ID assigned to the Home Agency. This is the Agency/CSC that manages the customer account to which toll charges may be posted.	Fixed length, 0 prefixed, right justified	100
Transponder_agency	Char (43)	000—127 0000 - 9999	The agency code read from the transponder	Fixed length, 0 prefixed, right justified	104
Transponder_ID	Char (108)	00000001 – 16777216 0000000001 – 9999999999	The serial number read from the transponder	Fixed length, 0 prefixed, right justified	108
Transponder_status	Char (1)	0 – F	Tag status as reported by the Lane. [ETC_validation] Valid values 1, 2, 3, 4, A, B, C. Open item - Agency to validate if this is ok OR the values will be as sent by GSP today [NGBLSIXV]	Fixed length, 0 prefixed, right justified	118
Transponder_type	Char (1)	0 – 7	0 - interior FPT, 1 - exterior FPT, 2 - exterior LPT, 3 – other, 4-7 undefined.	Fixed length, 0 prefixed, right justified	119
Is_tag-buffered	Char (1)	0 – 9	An indication if the tag was buffered in the AVI Reader. 0 – Not buffered 1 - Buffered .	Fixed length, 0 prefixed, right justified	120

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Transponder_read_performance	Char (2)	00-99	The total number of times the tag was read while in the capture zone. Obtained from the AVI reader.	Fixed length, 0 prefixed, right justified	121
Transponder_write_performance	Char (2)	00-99	The total number of times the tag was written to while in the capture zone. Obtained from the AVI reader.	Fixed length, 0 prefixed, right justified	123
Revenue_date	Char (8)	yyyymmdd	The revenue date of the transaction as determined by the Plaza		125
Message_seq_num	Char (6)	000000-999999	Message sequence number generated at the lane.	Fixed length, 0 prefixed, right justified.	133
Fare_type	Char (1)	0 – 9	0 – Regular fare, 1 – Median fare, 2 – Maxfare Default to 0 for GSP	Fixed length, 0 prefixed, right justified	139
Separator	Char (1)		“\n” Newline Character	ASCII 10 (decimal)	140
Total Data Record	(132) (140)				

2.1.4.3. File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		T = Trailer		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of detail data records in the Data File. (shall exclude the Header and Trailer).	Fixed length, 0 prefixed	2
Checksum	Char (4)				12
Trailer Total	(15)				

2.2. Transaction Closeout File

In order to ensure that the Host and CSC are in synch, a transaction closeout file is sent to CSC to indicate that the Host has cut-off the transactions for that day. This file will be compressed using standard compression algorithm.

2.2.1. Assumptions

1. There will be only one Transaction Closeout file per day. The detail record will contain the file control number of all the transaction files that were transferred that day.
2. If there were no transaction files sent to CSC, there will be a Transaction Closeout file with no records.
3. If a Transaction Closeout File is missed for a transmission day, then when the process starts the next transmission day, the Transaction Closeout file for the previous day will not be sent.
4. If CSC does not receive a closeout file from the Host, the timeout criterion will apply.
5. The Host will always send a closeout file for the day prior to sending transactions files for the next day. If the timeout criterion is used, all files received from the Host prior to the timeout will be considered business for the previous day. All files received from the Host after the timeout will be considered business for the next day.
6. Any transactions sent to CSC after the closeout will be considered next day's transactions.

2.2.2. File Location

The Host process will login to CSC server for NJTA. The directory where the Transaction Closeout File is put will be presented. To return an acknowledgment, CSC will login to NJTA server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

2.2.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “tco” suffix extension.

yyyymmddhhmmssaaaa.tco

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID (0002 for GSP)

Example:

GSP: 200510111530310002.tco
NJTP: 200511111234250003.tco

2.2.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

2.2.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1

Field Name	Data Type	Format/Range	Description	Justification	Field Position
File_date_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation		2
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	16
Agency_revenue_day	Char (8)	yyyymmdd	The date for which the transactions are being cut-off. For GSP, it is 00:00 to 00:00 and for NJTA, it is 06:30 to 06:30		26
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	34
Header Total	(34)				

2.2.4.2. Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code 'D' – Detail		1
TR_File_control_number_n	Char (8)	00000000-99999999	The File Control Number of all the Transaction Files that was send by the Host to the CSC for that Day. If 24 transaction files were send for that transmission day, there will be 24 records in this file.	Fixed length, 0 prefixed, right justified	2
TR_Filename	Char (50)		The File Name of all the Transaction Files that was send by the Host to the CSC for that Day. If 24 transaction files were send for that transmission day, there will be 24 records in this file.	Fixed length, left justified with spaces	10
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	60
Data Record Total	(60)				

2.2.4.3. File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				12
Trailer Total	(15)				

2.3. Audited Violation List Transfer

The Lane Controller generates violation and mismatched E-ZPass transactions as vehicles pass through the lane based on the transaction type and the toll payment received. The violation data comprising of the images file is sent to CSC/VPC directly from the Lane Controller. The violation and mismatched E-ZPass transactions are sent to the Plaza and then to the Host. At the Host, the violations are filtered based on MOMS information, equipment status, and trailing coin logic and an Audited Violation List is generated and transferred to CSC/VPC. This list provides CSC/VPC sufficient information regarding the type of violation so as to process it and generates an APR.

2.3.1. Assumptions

- The Audited Violation file to VPC is generated at the Host. VPC will be able to handle multiple Audited Violation files for each day from the Host.
- Upon the receipt of the Audited Violations List, VPC will send an initial reconciliation file that acknowledges each transaction as been received at VPC.
- VPC will use the cash_fare field in the transactions, to determine the toll to be collected from the patron.
- VTOL transactions will have the License Plate and State in the required fields, and Gross Mismatch transactions will have “*****” in these fields.

1.

2.3.2. File Location

The Host process will login to CSC/VPC server for NJTA. The directory where the Audited Violation List Transfer File is put will be presented. To return an acknowledgment, CSC/VPC will login to NJTA server

with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC/VPC and NJTA outside this ICD.

2.3.3. File Name

The file name will have the date and creation time as the filename and the “tr” suffix extension. The file name will be:

yyyyymmddhhmmssaaaa.tr

v = violation, yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = Agency ID

Example: v199905211545300002.tr

2.3.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

2.3.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
ICD_version_number	Char (5)	Alphanumeric Example: 6.4	The version number of the Interface Document the software program was coded to – Default to 12.0	Right justified, zero prefixed, fixed length	2
File_Control_Number	Char (10)	0000000000-9999999999	A unique sequential number used to identify the transaction file	Fixed length, 0 prefixed	7
Facility_agency	Char (43)	002-GSP 003-NJTA 007-SJTA 019-DELDOT 0000-9999 0002-GSP 0003-NJTA	Code indicating the agency that own/operate the facility on which the transaction occurred	Fixed length, 0 prefixed	17
Transmit_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation		21
Transaction_count	Char (8)	00000000-99999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed	35
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	43
Header Total	(42)(43)				

2.3.4.2. Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Message Type code 'D' – Detail		1
Viol_audit_status	Char (1)	0 -9	The status of the violation as determined by the Host Host Reject 0 ACM Violation 1 Violation 2 Gross Class Mismatch 4 Cash Lane Violations 6 Unclassified 9	Fixed length, 0 prefixed	2
Message_type	Char (4)	0000 – 9999	Message identifier	Fixed length, 0 prefixed	3
Transaction_serial_number	Char (12)	0(12)– 9(12)	The unique key of the transaction assigned by the Host.	Fixed length, 0 prefixed	7
Exit_plaza_ID	Char (4)	A-Z,0-9	Plaza identification code	Right justified, zero prefixed, fixed length	19
Exit_lane_id	Char (3)	A-Z,0-9	Logical address of the lane controller along with the operational direction (N - North , S -South, E – Entry, X – Exit)	Right justified, zero prefixed, fixed length	23
Exit_message_date_time	Char (16)	yyyymmddhh mmsstt	Date and of the message		26
Exit_DST_flag	Char (1)		A flag indicating whether the message time is in daylight saving form (Standard time -0, Daylight -1)		42
Exit_message_sequence_number	Char (8)	00000000 - 99999999	Incremental message sequence number ranging from 000000 to 999999	Fixed length, 0 prefixed	43
Exit_vehicle_sequence_number	Char (8)	00000000 - 99999999	Number assigned based on Incremental count of vehicles traveling through the lane	Fixed length, 0 prefixed	51
Entry_plaza_ID	Char (4)	A-Z,0-9	Adjusted entry location id after the matching at	Right justified,	59

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			host. Will be defaulted to **** for GSP.	zero prefixed, fixed length	
Entry_lane_id	Char (3)	A-Z,0-9	Used on closed systems only. Represents the lane at which the vehicle entered the roadway. Can be read from a ticket or a transponder. Will be defaulted to *** for GSP.	Fixed length, 0 prefixed	63
Entry_message_date_time	Char (16)	yyyymmddhh mmsstt	Date and time of entry (if operating on a closed system) Will be defaulted with * for GSP		66
Toll_time_table_ID	Char (4)	0000 – 9999	Toll rate number at the time the transaction was generated	Fixed length, 0 prefixed	82
Toll_rate_ID	Char (4)	0000 – 9999	Toll rate exception schedule number at the time the transaction was generated	Fixed length, 0 prefixed	86
Toll_registered	Char (6)	000.00 - 999.99 Example: 000.35	The toll due based on the current toll rate table. For all types of manual lane the field is based on the collector registered class.	Fixed length, 0 prefixed	90
Toll_paid	Char (6)	000.00 - 999.99 Example: 000.35	This field indicates the fare collected in pennies. It is '0' in the case of EZPass paying vehicles or vehicles with no payment.	Fixed length, 0 prefixed	96
Toll_expected	Char (6)	000.00 - 999.99 Example: 000.35	The toll due based on the current toll rate table and the fare class.	Fixed length, 0 prefixed	102
Discount_fare	Char (6)	000.00 - 999.99 Example: 000.35	This field indicated the discounted EZPASS fare as per the fare class and fare axles. This fare is used for VTOL and GCMM	Fixed length, 0 prefixed	108
Cash_fare	Char (6)	000.00 - 999.99 Example: 000.35	This field indicates the cash fare for the fare class and fare axles. It will be Toll_expected if not applicable	Fixed length, 0 prefixed	114

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Registered_class	Char (2)	00-ff	Class registered by the collector	Right justified, zero prefixed, fixed length	120
AVC_class	Char (2)	00-ff	Class determined by the AVC (if applicable)	Right justified, zero prefixed, fixed length	122
IAG_mapped_class	Char (2)	00-ff	Class mapped to the agency class based on agency business rules, IAG axles, and the IAG_raw class. Will be defaulted with * for null value	Right justified, zero prefixed, fixed length	124
IAG_raw_class	Char (4)	0000 – 9999	Class as determined from the data read from the transponder. Will be defaulted with * for null value	Fixed length, 0 prefixed	126
Fare_class	Char (2)	00-ff	Fare class based on agency business rules using the IAG mapped class, AVC class and the Registered class. It will be the AVC class if not applicable	Right justified, zero prefixed, fixed length	130
Registered_axles	Char (2)	00 – 99	The number of total axles associated with the registered class	Fixed length, 0 prefixed	132
AVC_axles	Char (2)	00 – 99	The number of total axles determined by the AVC	Fixed length, 0 prefixed	134
IAG_raw_axles	Char (2)	00 – 99	The number of total axles as read from the transponder. Will be defaulted with 0 for null value.	Fixed length, 0 prefixed	136
Fare_axles	Char (2)	00 – 99	The number of total axles associated with the fare class	Fixed length, 0 prefixed	138
Operation_mode	Char (2)	00 – 99	Mode of operation in which the lane was configured at the time the transaction was generated	Fixed length, 0 prefixed	140

Field Name	Data Type	Format/Range	Description	Justification	Field Position
UO_code	Char (2)	00 – 99	The UO code if this transaction, is a part of a vehicular UO	Fixed length, 0 prefixed	142
ISF_receipt_no	Char (8)	0 (8) – 9(8)	The unique slip number associated with an Insufficient Fund vehicle. Will be defaulted with * for null value.	Fixed length, 0 prefixed	144
Trx_type	Char (1)	B, C, X	B = Barrier (DELDOT, SJTA, GSP and Exit 17 and 6A on Turnpike) C = Ticketed Complete (If there was valid entry data read from the transponder) X = Ticketed Unmatched Exit (If the facility agency read from the transponder does not match the facility agency in the .ini file then it is considered Ticketed Unmatched Exit.)		152
Entry_speed	Char (3)	000 – 999 miles/hour	The maximum entry speed of the violating vehicle as recorded. If the vehicle is not a speed violator, this field will be zero. Default to *** for null value.	Fixed length, 0 prefixed	153
Exit_speed	Char (3)	000 – 999 miles/hour	The maximum exit or barrier speed of the violating vehicle as recorded. If the vehicle is not a speed violator, this field will be zero	Fixed length, 0 prefixed	156
Transponder_home_agency	Char(4)	0000 - 9999	The ID assigned to the Home Agency. This is the Agency/CSC that manages the customer account to which toll charges may be posted.	Fixed length, 0 prefixed, right justified	159
Transponder_agency	Char (43)	000—127 0000 - 9999	The agency code read from the transponder. Will be defaulted with * for null value	Fixed length, 0 prefixed	163
Transponder_ID	Char (108)	00000001 – 16777216	The serial number read from the transponder.	Fixed length, 0	167

Field Name	Data Type	Format/Range	Description	Justification	Field Position
		0000000001 - 9999999999	Will be defaulted with * for null value	prefixed, right justified	
Transponder_type	Char (1)	0 – 7	0 – interior FPT, 1 - exterior FPT, 2 - exterior LPT, 3 - other, 4-7 undefined. Will be defaulted with * for null value	Fixed length, 0 prefixed	177
Transponder_status	Char (1)	0 – F	The status of the transponder in the Lane Controller at the time of the transaction. Will be defaulted with * for null value		178
Transponder_program_status	Char (1)	S, U, F, R ,D,X,C	The result of the AVI transponder program cycle obtained from the AVI reader. Common: S – Success (Read Write Read verified) U – Unverified (Read Write Verified, Last Read not verified) F – Failed (Read Verified, Write Read not Verified) R – initial Read Possible: D – tag decommissioned X -non IAG C-cross reader		179
Transponder_read_performance	Char (2)	00-99	The total number of times the tag was read while in the capture zone. Obtained from the AVI reader. Will be defaulted with * for null value	Fixed length, 0 prefixed	180
Transponder_write_performance	Char (2)	00-99	The total number of times the tag was written to while in the capture zone. Obtained from the AVI reader. Will be defaulted with * for null value	Fixed length, 0 prefixed	182
Image_select	Char (1)	A, F, R	An indication about which image should be		184

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			selected for review based on the lane business rules (A = any, F = Front, R = Rear)		
Lane_status	Char (32)	0(32)-f(32)	Status bits representing operational status of all in lane devices at the time the transaction is created	Fixed length, 0 prefixed	185
Transaction_status	Char (16)	0(16) – f(16)	A flag used to indicate the status of the transaction	Fixed length, 0 prefixed	217
Fare_type	Char (1)	0 – 9	0 – Regular fare, (0 for GSP) 1 – Median fare, 2 – Maxfare Default to 0 for GSP.	Fixed length, 0 prefixed, right justified	233
Separator	Char (1)		“\n” Newline Character	ASCII 10 (decimal)	234
Total Data Record	(227)(234)				

2.3.4.3. Trailer Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Transaction_count	Char (8)	00000000 - 99999999	Total number of detail records sent by Host	Fixed length, 0 prefixed	2
Checksum	Char (4)				10
Trailer Total	(13)				

2.4. NJ E-ZPass Senior Citizen Plan Data File

The Senior Citizen plan data additions will be done at NJTA and details of additions will be sent to CSC to indicate that the new plan additions in the data so that it can update accounts with the plan.

2.4.1. Assumptions

1. There will be only one Senior Citizen Discount Plan file per day. The detail record will contain the data in the comma separated format as described below.
2. The file will not be compressed and will be sent between 7am to 11am every day.
3. There will be only one detail record section, no header & trailer record.
4. The detail record will be comma separated.

2.4.2. File Location

The Host process will login to CSC server for NJTA. The directory where the NJ E-ZPass Senior Citizen Plan Data File is put will be presented. The ftp process will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

2.4.3. File Name Format

The file name will have the name NJ_NJSENIORPLAN and sequence number and date as the filename and the “dat” suffix extension.

NJ_NJSENIORPLAN_nnnnn_yyyymmdd.dat

nnnnn = version number, yyyy = year, mm = month, dd = day

Example:

NJTP: NJ_NJSENIORPLAN_0001_20051111.dat

2.4.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

2.4.4.1. Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Account_num	Char (13)	0000000000000 0- 9999999999999 9	Account Number to which the discount has to be applied	Fixed length, 0 prefixed, right justified	1
Filler1	Char (1)	“,”	Comma separated filler. Default value is ‘,’	None	14
Device_num	Char(11) (14)	0(14) – 9(14)	The device number used for the discount plan	Fixed length, 0 prefixed, right justified	15

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Filler2	Char (1)	“,”	Comma separated filler. Default value is ‘,’	None	29
Plan_start_date	Char(10)	yyyy-mm-dd	The plan start date	Fixed length, 0 prefixed, right justified	30
Filler3	Char (1)	“,”	Comma separated filler. Default value is ‘,’	None	40
Plan_end_date	Char(10)	yyyy-mm-dd	The plan end date. Default value is 2025-01-01	Fixed length, 0 prefixed, right justified	41
Filler4	Char (1)	“,”	Comma separated filler. Default value is ‘,’	None	51
Cust_id	Char(8)	00000000-99999999	The unique customer id for tracking purpose	Fixed length, 0 prefixed, right justified	52
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	60
Data Record Total	(57)(60)				

3. CSC/VPC - HOST INTERFACE DETAILS

CSC/VPC – Host Interface comprises of the following file transfers:

1. E-ZPass Reconciliation Data
2. Transaction Adjustment
3. Agency Adjustment
4. Bank Deposit Wire
5. E-ZPass Tag Status – Comprehensive
6. Invoice Verification
7. Invoice Summary
8. Payments
9. Settlement File
10. Post Paid Customer Data
11. Violation Reconciliation Data
12. Image Reconciliation Data
13. Acknowledgment File

3.1. *E-ZPass Reconciliation*

All transactions that are sent by the Host to CSC will be returned by CSC to the Host with a reconciliation status code. All posted transactions will be assigned a unique deposit number by CSC for that day. This transfer will occur multiple times a day and will correspond to the Transaction File received from the Host. At the receipt of a Transaction File from the Host, CSC will process the transactions, and send a compressed Reconciliation File to the Host with the status of each of the transactions that were in the Transaction File.

Away Agency transactions that come back reconciled will be transmitted to the Host in a separate file. All posted away transactions will be assigned the appropriate deposit number by CSC. Vector will post the gross mismatch, ITOL and VTOL based on the details sent in the Audit violation list file. Vector will send the reconciliation of gross mismatch, ITOL and VTOL including away in a separate file. This will include posted and rejected transactions. All posted transactions will be assigned the appropriate deposit number by the Vector.

The maximum records in the reconciliation file must not exceed 50,000. If there are more than 50,000 away or Violation transactions to be reconciled, then separate files must be created with a maximum of 50,000 records. For a VPC or Away CSC transaction reconciliation, the file control number is allocated by CSC as the next sequential VPC transaction reconciliation file number or the next sequential away transaction reconciliation file number. If CSC sends the Host an Away, or VPC transaction reconciliation files, the file control numbers of these files must be included in the Reconciliation Closeout File.

The reconciliation status code will indicate the processing that CSC performed on each individual transaction. On receiving these transactions the Host process updates the original transactions with the status code received from CSC.

Example: Host sends a Transaction File, 'TR_File_control_number' = 15460000 with 100 transactions. CSC must return a Reconciliation File, 'TR_File_control_number' = 15460000 with the original 100 transactions that were in the Transaction File. If there were other Home transactions that received new reconciliation status codes at the time the Reconciliation File was being created, they can be included in this Reconciliation File.

Note: CSC will have to send the Plaza ID, Lane ID, Message Time, Message DST and Message Sequence Number to the Host so that the Host can use this as the primary key for the transactions.

3.1.1. Assumptions

1. CSC will attach a deposit number to all POSTED transactions in the reconciliation file being sent back to the Host for Home Agency transactions. The deposit number should be unique for a transmission date and should be associated to the POSTED transactions for the specific transmission date.
2. All posted transactions that are part of the Post Paid Plan will be assigned an Invoice Number that is unique to an account and same for the Billing Month.
3. The Away agency transactions will come back with post information the next day. The Away Agency transactions that are POSTED must have a deposit number that is unique to the Away Agency. The objective of the deposit number assignment is to assist in the reconciliation of E-ZPass revenue posted to the money wired to the banks.
4. Once a transaction has been terminated, all other changes to the transaction will be transmitted via a Transaction Adjustment File.

3.1.2. File Location

CSC process will login to the Host server for CSC. The directory where the Reconciliation File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the 'put' procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.1.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the "asc" suffix extension.

The Home Reconciliation file will be named: tyyyymmddhhmmssaaaa.asc
Where, t = Home Reconciliation, yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID
Example: t199908151530450002.asc

The Away Reconciliation file will be named: ayyyymmddhhmmssaaaa.asc
Where, a = Away Reconciliation, yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID
Example: a199908151530450002.asc

The ITOL/VTOL Reconciliation file will be named: vyyyymmddhhmmssaaaa.asc

Where, v = ITOL/VTOL Reconciliation, yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, **aaaa** = agency ID

Example:

GSP: v19990815153045**0002**.asc

NJTP: v20050821152334**0003**.asc

3.1.3.1. File Header Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
File_date_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation.		2
Recon_file_type	Char (1)	0-9	Flag that indicates the reconciliation file type. 1 – First Transaction File (Home Plus Away Pending) 2 – ITOL/VTOL Reconciliation 3 – Away Reconciliation	Fixed length, 0 prefixed, right justified	16
TR_File_control_number	Char (8)	00000000-99999999	The file number of the Transaction File to which this Reconciliation File is associated. ***** If not applicable.	Fixed length, 0 prefixed, right justified. VPC transactions and Away reconciled transactions will be sent separately with a TR_File_control_number generated by the CSC	17
File_sequence_number	Char (12)	000000000000-999999999999	The file sequence number generated by CSC for all recon_file_types.	Fixed length, 0 prefixed, right justified.	25
Rec_count	Char (10)	0000000000-9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	37
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	47
Header Total	(47)				

3.1.3.2. Data Record Format – Reconciliation File

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)	–	Record Type Code 'D' – Detail		1
ETC_transactio n_serial_numb er	Char (12)	0000000000 00 – 9999999999 99	The unique key of the transaction assigned by the Host.	Fixed length, 0 prefixed, right justified	2
Exit_plaza_id	Char (3)	A-Z, 0-9	Exit Plaza of transaction	Fixed length, 0 prefixed, right justified	14
Exit_lane_id	Char (2)	A-Z, 0-9	Entry Lane ID	Fixed length, 0 prefixed, right justified	17
Exit_lane_direc tion	Char (1)	A-Z	Operational direction of the lane (N - North, S - South, E - Entry, X - Exit).	Fixed length, 0 prefixed, right justified	19
Exit_msg_time	Char (14)	yyyymmddhh mmss	Exit Transaction time		20
Exit_dst_flag	Char (1)	–	Flag to indicate whether the message date and time is in the daylight savings form.	Fixed length, 0 prefixed, right justified	34
Message_seq_ num	Char (6)	000000 - 999999	Sequence number from the transaction	Fixed length, 0 prefixed, right justified	35
Amount_posted	Char (5)	00000 - 99999	The amount posted to the patron account as determined by the CSC. The default sign is assumed to be '+', otherwise the '-' sign is the leftmost character, followed by zero-filled characters as necessary.	Fixed length, 0 prefixed, right justified	41

Field Name	Data Type	Format/ Range	Description	Justificatio n	Field Position
ETC_post_status	Char (4)	0000 – ffff	<p>The result of the Home Agency's/CSC's attempt to post the transaction. Following are the codes:</p> <p>POST – Posted successfully via tag POPP – Posted successfully via tag to a post paid account PPST – Posted successfully via license plate PPPP – Posted successfully via license plate to a post paid account AWAY - Waiting for away agency processing of toll transaction against its customer NPST – Transaction did not post but Home Agency acknowledges that toll is still owed to the Away Agency RINV – Rejected, the transaction contains invalid data (e.g., invalid agency, invalid plaza, invalid class etc.) INSU – Rejected, account has insufficient funds TAGB – Rejected, tag in bad status (e.g., lost, stolen, etc.) ACCB – Rejected, account in bad status (revoked, closed, etc.) RJDP – Rejected, duplicate transaction. Usually associated with skip read or cross lane read where a tagged transaction and license plate transaction exists for the same customer at the same plaza within five (5) minutes at NJTP or one (1) minute at GSP plazas. The license plate transaction is rejected as the duplicate in most cases OLD1 – Rejected, old transaction – account is closed. OLD2 – Rejected, old transaction – other RJPL – Rejected license plate transaction. The license plate transaction could not be posted.</p> <p>RJTA - Rejected due to toll amount exceeding the configured maximum amount.</p> <p>Transactions rejected as RJTA can be resubmitted in an ITXC file with a CORR_REASON of '07'</p>	Fixed length string	46

Field Name	Data Type	Format/ Range	Description	Justificatio n	Field Position
ETC_post_plan	Char (5)		<p>An indicator for the discount plan type associated with the transactions. Values will include:</p> <p>The following codes represent INTERIM codes that reflect the state of the transaction while awaiting TERMINATING codes:</p> <ul style="list-style-type: none"> 000A1 = Waiting for away agency processing of toll transaction against its customer The following are TERMINATING codes that reflect the completion of processing by the CSC: 00010 = Full Fare (no discount) 00050 = Unpostable return tag 00051 = Unpostable lost/stolen tag 00052 = Unpostable account closed 00053 = Unpostable invalid class combo 00054 = Unpostable No account 00059 = Unpostable others 00060 = Reject invalid date 00061 = Reject invalid plaza 00062 = Reject invalid agency 00063 = Reject poacher 00064 = Reject over 60 days 00065 = Reject no account 00069 = Reject other 00070 = GSP Authority vehicle (non-rev) 00071 = GSP Individual bus discount (NJ Transit) 00071 = Individual bus discount (Academy) 00072 = GSP School bus discount 00073 = GSP trailer discount 00074 = GSP Senior Citizen discount 00075 = GSP Green Pass discount 00076 = GSP post paid 00082 = NJTA post paid 00083 = NJTA commuter bus discount 00084 = NJTA non-revenue 	Fixed length, 0 prefixed, right justified	50

Field Name	Data Type	Format/ Range	Description	Justificatio n	Field Position
			00085 = NJTA Florence resident discount 00086 = NJTA Senior Citizen discount 00087 = NJTA Green Pass discount 00088 = NJTA Truck Volume discount 00089 = NJTBD Off-Peak& Holiday discounts 00099 = Violation uncollected 00100 = GSP Towers 00101 = NJTP Towers Int 1 00102 = NJTP Towers Int 3 00103 = NJTP Towers Int 4 00104 = NJTP Towers Int 5 00105 = NJTP Towers Int 7 00106 = NJTP Towers Int 8 00107 = NJTP Towers Int 11 00108 = NJTP Towers Int 12 00109 = NJTP Towers Int 13/13A 00110 = NJTP Towers Int 14/14A,B,C 00111 = NJTP Towers Int 16E 00112 = NJTP Towers Int 16W 00113 = NJTP Towers Int 18E/18 00114 = NJTP Towers All Exits 00115 = NJTP Paterson Discount ***** = Default Value		
Deposit_agency_ID	Char (43)	000–127 0000-9999	The Agency ID of the Reporting CSC. All transactions that are reconciled must have the ID of the reporting CSC. This also includes the Away ITOLS/VTOLS that are rejected.	Fixed length, 0 prefixed, right justified	55
Deposit_no	Char (16)	0(16) – 9(16)	Deposit number assigned by CSC to posted transactions only for the Home CSC and transactions that are acknowledged as payable by the Away CSC.	Fixed length, 0 prefixed, right justified	59
CSC_trans_status	Char (4)	0000 – 9999	Indicates the codes generated by the CSC for each of the	Fixed length, 0	75

Field Name	Data Type	Format/ Range	Description	Justificatio n	Field Position
			<p>transactions. It includes the error codes at the CSC, the Gross mismatch code and the VTOL code.</p> <p>000A - Away 0000 - E-ZPass transaction posted successfully 0001 – txm_error_nullrecord 0002 - txm_error_invalidmessagetype 0003 – txm_error_invalidagency 0004 – txm_error_invalidnumber 0005 - txm_error_tagloststolen 0006 – txm_error_tagreturned 0007 – txm_error_tagstatus 0008 – txm_error_tagnotfound 0009 – txm_error_dbexception 0010 – txm_error_exception 0011 – txm_error_tollbalance 0012 - txm_error_recordlength 0013 – txm_error_duplicate 0014 – txm_error_exceptionlimit 0015 – txm_error_tollcalculation 0016 – txm_error_dbconstraint 0017 – txm_error_crosslanedup 0018 – txm_error_invalidtime 0019 – txm_error_invalidate 0020 - txm_error_awaytagfromreciprocity 0021 – txm_error_insufficientfunds 0022 – txm_error_over60_opened 0023 – txm_error_over60_closed 0024 - txm_error_unknown_iag_class 0025 - txm_error_no_class_data_supplied 0026 - txm_error_zero_toll_expected 0027 – txm_error_over60_away 0028 – txm_error_invalid_plaza 0029 – txm_error_account_closed 0030 - txm_error_duplicate_vpc 0031 – txm_error_tollamount 0091 - Gross mismatch to E-ZPass conversion 0092 - Violation to E-ZPass conversion based on image (ITOL) 0093 – Violation to E-ZPass conversion based on tag (VTOL)</p>	prefixed, right justified	
Account_number	Char (13)	000000000000 00-	The Customer Account for which the invoice is generated. Used	Fixed length, 0 prefixed,	79

Field Name	Data Type	Format/Range	Description	Justification	Field Position
		99999999999 99	only for Post Paid, “****” otherwise.	right justified	
Invoice_number	Char (13)	00000000000 00- 99999999999 99	A unique invoice number assigned to a Customer Account for that Billing Month. Used only for Post Paid, “****” otherwise.	Fixed length, 0 prefixed, right justified	92
Trans_type	Char(2)		91 – Gross Class Mismatch for E-ZPass conversion 92 – Violation to E-ZPass conversion based on image toll (ITOL) 93 – Violation to E-ZPass conversion based on tag (VTOL) 00 – for EZPass transactions (TR/IAG) default value is ‘**’		105
Revenue_date	Char(8)	yyyymmdd	The revenue date of the transaction as determined by the plaza in case of E-ZPass transactions. In case of adjustments, gross mismatches and customer violations, it will be the day the CSC posted the activity.		107
associate_transaction_serial_number	Char (12)	00000000000 0 – 99999999999 9	Other transaction that is related to this one, for example, the other transaction that causes this one to be a RJDP . This is 0 for AWAY agencies	Fixed length, 0 prefixed, right justified	115
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	127
Data Record Total	(121)(127)				

3.1.3.3. File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = ‘T’ (Trailer)		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				12
Trailer Total	(15)				

3.2. Transaction Adjustment File

It is possible that adjustments are made to the patron account after the posting of the transactions. Any correction made to the transaction after the receipt of a Termination Code will be transmitted to the Host via the Transaction Adjustment File. Agency Adjustments will be sent via the Agency Adjustment File. This file will be compressed using standard compression algorithm.

Transaction Adjustment File will also include adjustments performed by the Home Agency to transaction already sent to the Away Agency.

Since E-ZPass transactions are archived after 120 days of its occurrence, any adjustments made to an E-ZPass transaction within the 120-day period will be provided to the Host as a Transaction Adjustment File. Any adjustment made to an E-ZPass transaction after 120 days will be provided to the Host as an Agency Adjustment.

3.2.1. Assumptions

1. It is possible to receive multiple adjustments to a transaction, but there will be only one Transaction Adjustment file a day.
2. CSC assigns a Revenue Day to the transaction adjustments, which is the day the adjustment was made.

3.2.2. File Location

CSC process will login to the Host server for CSC. The directory where the Transaction Adjustment File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.2.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “tad” suffix extension.

yyyymmddhhmmssaaaa.tad

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID (0002 for GSP)

Example:

GSP: 200511071545300002.tad
NJTP: 200511111523240003.tad

3.2.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure – Standard Guidelines).

3.2.4.1. File Header Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
File_date_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation		2
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	16
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	26
Header Total	(26)				

3.2.4.2. Data Record Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code. ‘D’ – Detail		1
ETC_transaction_serial_number	Char (12)	000000000000 – 999999999999	The unique key of the transaction assigned by the Host.	Fixed length, 0 prefixed, right justified	2
Exit_plaza_id	Char (3)	A-Z, 0-9	Exit Plaza of transaction	Fixed length, 0 prefixed, right justified	14
Exit_lane_id	Char (2)	A-Z, 0-9	Entry Lane ID	Fixed length, 0 prefixed, right justified	17
Exit_lane_direction	Char (1)	A-Z	Operational direction of the lane (N – North, S – South, E – Entry, X – Exit).	Fixed length, 0 prefixed, right justified	19
Exit_msg_time	Char (14)	yyyymmddhhmmss	Exit Transaction time		20
Exit_dst_flag	Char (1)		Flag to indicate whether the message date and time is in the daylight savings form.	Fixed length, 0 prefixed, right justified	34
Message_seq_num	Char (6)	000000 – 999999	Sequence number from the transaction	Fixed length, 0 prefixed, right justified	35
Corr_reason_code	Char (2)	00 – 99	A code denoting the reason for the correction. 03 – Reversal 05 – Adjustment	Fixed length, 0 prefixed, right justified	41

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Revenue_day	Char (8)	yyyymmdd	The date the adjustment is made at the CSC		43
Correction_amount	Char (5)	00000 – 99999	The old amount – the new amount. The default sign is assumed to be '+', otherwise the '-' sign is the leftmost character, followed by zero-filled characters as necessary.	Fixed length, 0 prefixed, right justified	51
Deposit_agency_ID	Char (43)	000 – 127 0000 – 9999	The Agency ID of the Reporting CSC	Fixed length, 0 prefixed, right justified	56
Deposit_no	Char (16)	0(16) – 9(16)	Deposit number assigned by CSC for the Transaction Adjustments	Fixed length, 0 prefixed, right justified	60
Account_number	Char (13)	0(13) – 9(13)	The Customer Account for which the invoice is generated. Used only for Post Paid, "****" otherwise. Defaulted to all **	Fixed length, 0 prefixed, right justified	76
Invoice_number	Char (13)	0(13) – 9(13)	A unique invoice number assigned to a Customer Account for that Billing Month. Used only for Post Paid, "****" otherwise. Defaulted to all **	Fixed length, 0 prefixed, right justified	89
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	102
Data Record Total	(97)(102)				

3.2.4.3. File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				12
Trailer Total	(15)				

3.3. Agency Adjustment File

Due to various reasons for example incentive programs, it is possible that Agency Adjustments are made to the patron account. All such adjustments are transmitted to the Host via the Agency Adjustment File. This file is compressed using standard compression algorithms.

3.3.1. Assumptions

1. Due to various reasons account level or agency level adjustments are made at CSC.
2. There will be only one Agency Adjustment file a day
3. CSC will assign a Revenue Day, which is the day the agency adjustment was made.

3.3.2. File Location

CSC process will login to the Host server for CSC. The directory where the Agency Adjustment File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.3.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “aad” suffix extension.

yyyymmddhhmmssaaaa.aad

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID (0002 for GSP)

Example:

GSP: 200511071545300002.aad
NJTP: 200511181523240003.aad

3.3.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

3.3.4.1. File Header Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
File_date_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation		2
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	16

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	26
Header Total	(26)				

3.3.4.2. Data Record Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code 'D' – Detail		1
Corr_reason	Char (1)	A-Z	T – from transaction adjustment older than 120 days A – from agency adjustment	Fixed length, 0 prefixed, right justified	2
Transaction_code	Char (4)	0000 -9999	A financial transaction code denoting the reason for the correction. It is set to zero if it does not apply. 0500 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - VISA 0501 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - MC 0502 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - DISC 0503 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - AMEX 0504 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - CHECK 4006 NJTA TOLL TRANSACTION 4007 GSP TOLL TRANSACTION 4026 NJTA VIOLATION TOLL TRANSACTION 4027 GSP VIOLATION TOLL TRANSACTION 4046 NJTA TOLL TRANSACTION REVERSAL 4047 GSP TOLL TRANSACTION REVERSAL 4069 RECEIVABLE FROM NYSTA TO NJTA 4070 RECEIVABLE FROM MTA TO NJTA 4071 RECEIVABLE FROM NYSBA TO NJTA 4072 RECEIVABLE FROM NYSTA TO GSP 4073 RECEIVABLE FROM MTA TO GSP 4074 RECEIVABLE FROM NYSBA TO GSP	Fixed length, 0 prefixed, right justified	3

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
			4078 RECEIVABLE FROM DRPA TO NJTA 4079 RECEIVABLE FROM DRPA TO GSP 4088 RECEIVABLE FROM WVPA TO NJTA 4089 RECEIVABLE FROM WVPA TO GSP 4093 RECEIVABLE FROM PANYNJ TO NJTA 4094 RECEIVABLE FROM PANYNJ TO GSP 8000 INCREASE TOLL AMOUNT CHARGED 8001 DECREASE TOLL AMOUNT CHARGED		
Revenue_day	Char (8)	yyyymmdd	The date the adjustment is made at the CSC		7
Adjusted_amount	Char (10)	0000000000 – 9999999999	The amount the customer account or Agency Account was adjusted by. The default sign is assumed to be '+', otherwise the '-' sign is the leftmost character, followed by zero-filled characters as necessary.	Fixed length, 0 prefixed, right justified	15
Deposit_agency_ID	Char (43)	000–127 0000 – 9999	The Agency ID of the Reporting CSC	Fixed length, 0 prefixed, right justified	25
Deposit_no	Char (16)	0(16) – 9(16)	Deposit number assigned by CSC to the Agency Adjustments	Fixed length, 0 prefixed, right justified	29
Account_number	Char (13)	0(13) – 9(13)	The Customer Account for which the invoice is generated. Used only for Post Paid, "****" otherwise. Defaulted to ** for GSP	Fixed length, 0 prefixed, right justified	45
Invoice_number	Char (13)	0(13) – 9(13)	A unique invoice number assigned to a Customer Account for that Billing Month. Used only for Post Paid, "****" otherwise. Defaulted to ** for GSP	Fixed length, 0 prefixed, right justified	58
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	71
Data Record Total	(71)				

3.3.4.3. File Trailer Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0(10) – 9(10)	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				12
Trailer Total	(15)				

3.4. Bank Deposit Wire File

Home CSCs wire the money to each Agency Bank for the transactions that were posted to the home agency customer account. The wired money will include transactions that were posted, and all transaction and agency adjustments that were made for the same deposit number. This file will be compressed using standard compression algorithms.

Away agency money is wired to the Home CSC and then wired separately to the agencies.

3.4.1. Assumptions

1. The wired information will be broken down by plan ID and transaction code.

3.4.2. File Location

CSC process will login to the Host server for CSC. The directory where the Bank Wire File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the 'put' procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.4.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “wir” suffix extension.

yyyymmddhhmmssaaaa.wir

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID (0002 for GSP)

Example:

GSP: 200511071545300002.wir

NJTP: 200511111534230003.wir

3.4.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

3.4.4.1. File Header Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
File_date_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation		2
Rec_count	Char (10)	0(10) – 9(10)	The number of records in the Data Record (exclusive of the Header and Trailer).	Fix Fixed length, 0 prefixed, right justified	16
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	26
Header Total	(26)				

3.4.4.2. Data Record Format

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code 'D' – Detail		1
Wire_date	Char (8)	yyyymmdd	Date the money was wired to the Agency Bank		2
Deposit_agency_ID	Char (43)	000 – 127 0000 – 9999	The Agency ID of the Reporting CSC	Fixed length, 0 prefixed, right justified	10
Deposit_no	Char (16)	0(16) – 9(16)	Deposit number assigned by CSC to posted transactions, customer violations, gross mismatches, and corrections and adjustments.	Fixed length, 0 prefixed, right justified	14

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
Deposit_type	Char (5)	Alpha	<p>'TOLL' – from transactions posted for that day</p> <p>'ITOLL' – from ITOL transactions posted that day.</p> <p>'VTOLL' – from VTOL transactions posted that day</p> <p>'GROSS' – from Gross Class Mismatch transaction posted that day – Not applicable for GSP</p> <p>'TAD' – from Transaction Adjustment File</p> <p>'AAD-T' – from Agency Adjustment File, corr_reason 'T'</p> <p>'AAD-A' – from Agency Adjustment File, corr_reason 'A'</p> <p>PPAY – Post Paid Invoice Payment. Not applicable for GSP</p>	Fixed length, 0 prefixed, right justified	30
ETC_post_plan	Char (5)	00000 -99999	<p>The following codes represent INTERIM codes that reflect the state of the transaction while awaiting TERMINATING codes:</p> <p>000A1 = Waiting for away agency processing of toll transaction against its customer</p> <p>The following are TERMINATING codes that reflect the completion of processing by the CSC:</p> <p>00010 = Full Fare (no discount)</p> <p>00050 = Unpostable return tag</p> <p>00051 = Unpostable lost/stolen tag</p> <p>00052 = Unpostable account closed</p> <p>00053 = Unpostable invalid class combo</p> <p>00054 = Unpostable No account</p> <p>00059 = Unpostable others</p> <p>00060 = Reject invalid date</p> <p>00061 = Reject invalid plaza</p> <p>00062 = Reject invalid agency</p> <p>00063 = Reject poacher</p> <p>00064 = Reject over 60 days</p>	Fixed length, 0 prefixed, right justified	35

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
			00065 = Reject no account 00069 = Reject other 00070 = GSP Authority vehicle (non-rev) 00071 = GSP Individual bus discount (NJ Transit) 00071 = Individual bus discount (Academy) 00072 = GSP School bus discount 00073 = GSP trailer discount 00074 = GSP Senior Citizen discount 00075 = GSP Green Pass discount 00076 = GSP post paid 00082 = NJTA post paid 00083 = NJTA commuter bus discount 00084 = NJTA non-revenue 00085 = NJTA Florence resident discount 00086 = NJTA Senior Citizen discount 00087 = NJTA Green Pass discount 00088 = NJTA Truck Volume discount 00089 = NJTBD Off-Peak& Holiday discounts 00099 = Violation uncollected 00100 = GSP Towers 00101 = NJTP Towers Int 1 00102 = NJTP Towers Int 3 00103 = NJTP Towers Int 4 00104 = NJTP Towers Int 5 00105 = NJTP Towers Int 7 00106 = NJTP Towers Int 8 00107 = NJTP Towers Int 11 00108 = NJTP Towers Int 12 00109 = NJTP Towers Int 13/13A 00110 = NJTP Towers Int 14/14A,B,C 00111 = NJTP Towers Int 16E		

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
			<p>00112 = NJTP Towers Int 16W 00113 = NJTP Towers Int 18E/18 00114 = NJTP Towers All Exits 00115 = NJTP Paterson Discount</p> <p>(100% discount/lost revenue) ***** = Default Value</p> <p>This field should always have a value for transactions that are successfully posted to an account.</p>		
Transaction_code	Char (4)	0000 – 9999	<p>A financial transaction code denoting the reason for the correction. It is set to zero if it does not apply.</p> <p>0500 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - VISA 0501 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - MC 0502 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - DISC 0503 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - AMEX 0504 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - CHECK 4006 NJTA TOLL TRANSACTION 4007 GSP TOLL TRANSACTION 4026 NJTA VIOLATION TOLL TRANSACTION 4027 GSP VIOLATION TOLL TRANSACTION 4046 NJTA TOLL TRANSACTION REVERSAL 4047 GSP TOLL TRANSACTION REVERSAL 4069 RECEIVABLE FROM NYSTA TO NJTA 4070 RECEIVABLE FROM MTA TO NJTA 4071 RECEIVABLE FROM NYSBA TO NJTA 4072 RECEIVABLE FROM NYSTA TO GSP 4073 RECEIVABLE FROM MTA TO GSP 4074 RECEIVABLE FROM NYSBA TO GSP</p>	Fixed length, 0 prefixed, right justified	40

Field Name	Data Type	Format/ Range	Description	Justification	Field Position
			4078 RECEIVABLE FROM DRPA TO NJTA 4079 RECEIVABLE FROM DRPA TO GSP 4088 RECEIVABLE FROM WVPA TO NJTA 4089 RECEIVABLE FROM WVPA TO GSP 4093 RECEIVABLE FROM PANYNJ TO NJTA 4094 RECEIVABLE FROM PANYNJ TO GSP 8000 INCREASE TOLL AMOUNT CHARGED 8001 DECREASE TOLL AMOUNT CHARGED		
Revenue_Day	Char (8)	yyyymmdd	The revenue date of the transaction as determined by the Plaza in case E-ZPass transactions. In case of adjustments, gross mismatches and customer violations, it will be the day the CSC posted the activity.		44
Count	Char (10)	0000000000 - 9999999999	Count of E-ZPass toll transactions, adjustments, ITOLs, VTOLs, etc. for which money was wired to the Agency Bank	Fixed length, 0 prefixed, right justified	52
Amount	Char (10)	0000000000 - 9999999999	Money collected from E-ZPass toll transactions, adjustments, ITOLs, VTOLs, etc. that was wired to the Agency Bank. The default sign is assumed to be '+', otherwise the '-' sign is the leftmost character, followed by zero-filled characters as necessary.	Fixed length, 0 prefixed, right justified	62
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	72
Data Record Total	(67)(72)				

3.4.4.3. File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0(10) – 9(10)	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)			ASCII 10 (decimal)	12
Trailer Total	(15)				

3.5. Comprehensive E-ZPass Tag Status

The Host must receive a comprehensive E-ZPass Status List from CSC at least once a day. CSC must ensure that this file is written successfully on the Host machine. The incremental file is downloaded every ten minutes. CSC will compress the tag status file using standard compression algorithm.

3.5.1. Assumptions

1. There can be more than one comprehensive file a day as long as the version number is incremented.
2. All incremental files will have the base major version in the file name and will indicate the latest status of the account as of then.
3. A comprehensive file must be first sent for a day before an incremental can be sent.

3.5.2. File Location

CSC process will login to the Host server for CSC. The directory where the E-ZPass Tag Status File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.5.3. File Name Format

The file name will have the comprehensive file number and the incremental file number as the filename and the “TS” suffix extension.

(ccccccccnnnnnnnnnyyyymmdd.TS)

cccccccc = comprehensive file number, nnnnnnnn = incremental file number (should be zero for a comprehensive file), yyyy = year, mm = month, dd = day

Example: 0000001000000020000121.TS

3.5.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

3.5.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H (Header)		1
File_date_time	Char (14)	yyyymmddhhmm mss	Date and time of the file creation		2
Transponder_count_valid	Char (10)	0000000000 – 9999999999	The total number of valid tags in the file	Fixed length, 0 prefixed, right justified	16
Transponder_count_low_bal	Char (10)	0000000000 – 9999999999	The total number of low balance tags in the file	Fixed length, 0 prefixed, right justified	26
Transponder_count_invalid	Char (10)	0000000000 – 9999999999	The total number of invalid tags in the file	Fixed length, 0 prefixed, right justified	36
Transponder_count_lost_stolen	Char (10)	0000000000 – 9999999999	The total number of lost or stolen tags in the file	Fixed length, 0 prefixed, right justified	46
Transponder_count_rc_non_revenue	Char (10)	0000000000 – 9999999999	The total number of consortium wide non revenue tags in the file	Fixed length, 0 prefixed, right justified	56
Transponder_count_agency_non_revenue	Char (10)	0000000000 – 9999999999	The total number of agency specific non revenue tags in the file	Fixed length, 0 prefixed, right justified	66
Separator	Char (1)		"\n" Newline character		76
Header Total	(76)				

3.5.4.2. Data Record Format

Tag Status	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'D' (Detail)		1
Transponder_home_agency	Char(4)	0000 - 9999	The ID assigned to the Home Agency. This is the Agency/CSC that manages the customer account to which toll charges may be posted.	Fixed length, 0 prefixed, right justified	2
Transponder_agency	Char (43)	000—127 0000 - 9999	The agency code read from the transponder. Will be defaulted with * for null value	Fixed length, 0 prefixed	6

Transponder_ID	Char (108)	00000001— 16777216 0000000000 — 9999999999	The serial number read from the transponder	Fixed length, 0 prefixed, right justified	10
Transponder_status	Char (1)	X	The transponder status 1 – Valid 2 – Low Balance 3 – Invalid 4 – Lost/Stolen (also includes suspended/revoked accounts, inventory tags and other tag/account status for which customer information is not available) 5 – 9 - Reserved A – Consortium wide non-revenue B – GSP non-revenue C – NJTA non-revenue	Alpha-numeric	20
Tag_Account_No	CHAR(50)	X(50)	The unique account number at the Home Agency/CSC of the associated tag data. Must be provided for all E-ZPass Home Agencies. May not be provided for all NIOP agencies. If not available/provided, will be filled with asterisks (*).	Alpha-numeric, fixed length, left justified, blank padded	21
Tag_Protocol	CHAR(3)	XXX	The protocol(s) supported by the transponder. Values: T – TDM S – SeGo 6 – 6C TS – TDM/SeGo T6 – TDM/6C S6 – SeGo/6C TS6 – TDM/ SeGo/6C *** – Not Available Note: If a transponder supports multiple protocols and	Alpha-numeric, fixed left justified, blank padded	71

			<p>the TAG_AGENCY_ID/TAG_SERIAL_NUMBER combination differs between protocols, there should be one record in the ITAG file for each unique combination of TAG_AGENCY_ID/TAG_SERIAL_NUMBER used by the transponder.</p> <p>Note: Any linkage of the multiple records would be done via a manifest file provided by the transponder manufacturers and is outside the purview of this specification.</p>		
Tag_Type	Char(1)	X	<p>The type of transponder.</p> <p>Values:</p> <ul style="list-style-type: none"> F – Feedback G – Feedback and Switchable S – Switchable T – Sticker * – Not Available 	Alpha-numeric	74
Tag_Mount	CHAR(1)	X	<p>The typical mounting location of the transponder:</p> <p>Values:</p> <ul style="list-style-type: none"> I – Interior L – License Plate R – Roof Mount H – Headlamp V – Vehicle Integrated * – Not Available 		75
Tag_Class	CHAR(4)	XXXX	<p>The IAG class expected to be encoded in the transponder.</p> <p>See Appendix C (Column G) for value values.</p> <p>**** if not available</p>		76
Separator	Char (1)		"\n" Newline character		80
Data Record Total	{14}(80)				

3.5.4.3. File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = T		1
Transponder_count	Char (10)	0000000000 – 9999999999	The total number of tags in the file	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				12
Trailer Total	(15)				

3.6. Invoice Verification File

The Host will send to CSC transactions that are posted to a customer Post Paid Plan on both the roadways. CSC will send Post Paid reconciliation codes for these transactions along with the customer account number and invoice number. At the time of billing, CSC will send the invoice verification file to ensure that the Host and CSC are synchronized for each month for each customer. Any variance in the invoice details can then be identified. The invoice verification file will be compressed using standard compression algorithm.

3.6.1. Assumptions

1. CSC will provide the invoice number and account number for all invoiced transactions during the billing process.
2. The ITOLs/VTOLs that are invoiced for the month will be sent as a separate file and will have the appropriate invoice number and account number assigned.
3. The number of records in a file will not exceed 200,000.
4. Once a transaction has been terminated, all other changes to the transaction will be transmitted via a Transaction Adjustment File.
5. Separate files will be sent for each roadway. The filename has agency id that will identify the file for the given roadway.

3.6.2. File Location

CSC process will login to the Host server for CSC. The directory where the Invoice Verification File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.6.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “inv” suffix extension.

yyyymmddhhmmssaaaa.inv

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID

Example: 20000315154530**0003**.inv
20000315154530**0002**.inv

3.6.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

3.6.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
Recon_file_type	Char (1)	0-9	Flag that indicates the reconciliation file type. 1 – Home Transactions - Post Paid 2 – ITOL/VTOL Transactions – Post Paid	Fixed length, 0 prefixed, right justified	2
File_sequence_number	Char (12)	000000000000 - 999999999999	The sequential file sequence number generated by CSC for all recon_file_types	Fixed length, 0 prefixed, right justified.	3
Billing_month	Char (6)	yyyymm	The month for which the invoice is generated		15
Rec_count	Char (10)	0000000000 - 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	21
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	31
Header Total	(31)				

3.6.4.2. Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code 'D' - Detail		1
ETC_transaction_serial_number	Char (12)	000000000000 - 999999999999	The unique key of the transaction assigned by the Host.	Fixed length, 0 prefixed, right justified	2

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Account_number	Char (13)	0000000000000 0- 9999999999999 9	The Customer Account for which the invoice is generated.	Fixed length, 0 prefixed, right justified	14
Invoice_number	Char (13)	0000000000000 0- 9999999999999 9	A unique invoice number assigned to a Customer Account for that Billing Month	Fixed length, 0 prefixed, right justified	27
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	39
Data Record Total	(40)				

3.6.4.3.File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				12
Trailer Total	(15)				

3.7. Invoice Summary File

On the 2nd of the Billing Month, CSC will generate invoices for the Post Paid Customers for both the roadways. The summary of the invoice generated will be sent to the Host. The invoice summary file will be compressed using standard compression algorithm.

3.7.1. Assumptions

1. The Invoice Summary will include E-ZPass and ITOL/VTOL transactions.
2. There will be only one invoice per Account per Billing Month.
3. Invoices for different Billing Months must be sent separately.
4. There will only one file including the data for both the roadways at the account level.

3.7.2. File Location

CSC process will login to the Host server for CSC. The directory where the Invoice Summary File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.7.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “sum” suffix extension.

yyyymmddhhmmssaaaa.sum

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID

Example: 200003151545300003.sum

3.7.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

3.7.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
File_sequence_number	Char (12)	000000000000-999999999999	The sequential file sequence number generated by CSC for each transmission	Fixed length, 0 prefixed, right justified.	2
Billing_month	Char (6)	yyyymm	The month for which the invoice is generated		14
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	20
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	30
Header Total	(30)				

3.7.4.2.Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code 'D' - Detail		1
Account_number	Char (13)	0000000000000 - 9999999999999	The Customer Account for which the invoice is generated	Fixed length, 0 prefixed, right justified	2
Invoice_number	Char (13)	0000000000000 - 9999999999999	A unique invoice number assigned to a Customer Account for that Billing Month	Fixed length, 0 prefixed, right justified	15
Invoice_date	Char (8)	yyyymmdd	Date the Invoice was generated		28
Previous_balance	Char (13)	0000000000000 0- 9999999999999	The amount that was outstanding from previous Billing Month.- positive (if payment was in excess) or negative (if amount outstanding)	Fixed length, 0 prefixed, right justified	36
Current_balance	Char (13)	0000000000000 0- 9999999999999	The amount that is outstanding for that invoice. It is same as the current invoice and is equal to (previous balance – previous payments + current Toll – current discount – current adjustments). It can be positive (if payment was in excess) or negative (if amount outstanding)."	Fixed length, 0 prefixed, right justified	49
TP_toll_transactions	Char (8)	00000000- 99999999	Total number of Turnpike transactions for which the patron is being billed in this Billing Month	Fixed length, 0 prefixed, right justified	62
GSP_toll_transactions	Char (8)	00000000- 99999999	Total number of Parkway transactions for which the patron is being billed in this Billing Month	Fixed length, 0 prefixed, right justified	70

Field Name	Data Type	Format/Range	Description	Justification	Field Position
TP_toll_amount	Char (13)	000000000000 0- 999999999999 9	The total Turnpike charges accumulated by the customer for the Billing Month in cents - positive	Fixed length, 0 prefixed, right justified	78
Total_toll_amou nt	Char (13)	000000000000 0- 999999999999 9	The total Parkway charges accumulated by the customer for the Billing Month in cents - positive	Fixed length, 0 prefixed, right justified	91
Discount_expire d_amount	Char (13)	000000000000 0- 999999999999 9	The discount amount that the customer lost due to non timely payment from previous month - positive	Fixed length, 0 prefixed, right justified	104
Discount_earne d_amount	Char (13)	000000000000 0- 999999999999 9	The discount amount that the customer earned for this Billing Month - negative	Fixed length, 0 prefixed, right justified	117
Total_toll_adju stment_amount	Char (13)	000000000000 0- 999999999999 9	Total amount of adjustments made to the account for tolls for this Billing Month positive or negative	Fixed length, 0 prefixed, right justified	130
Total_discount _adjustment_am ount	Char (13)	000000000000 0- 999999999999 9	Total amount of adjustments made to the account for discount for this Billing Month positive or negative	Fixed length, 0 prefixed, right justified	143
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	156
Data Record Total	(156)				

3.7.4.3.File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				14
Trailer Total	(15)				

3.8. Payment File

Customers will submit payments to CSC upon the receipt of an Invoice. The payments are posted at CSC. If the Customer does not make timely payments, the volume discount expires, and the customer does not qualify for the next month's volume discount. Upon the posting of the payment at CSC, a deposit number will be assigned to the payment transaction. The payment file will be compressed using standard compression algorithm.

3.8.1. Assumptions

1. Payments will be for an Invoice Number for a Billing Month.
2. A Payment File must be sent every day. If no payments were received at CSC, the header and trailer records will be sent with zero data record.
3. Every payment must have the relevant deposit number for that day.
4. There could be two payments per invoice on the same day or different day.
5. There will only one file including the payment data for both the roadway transactions at the account level.

3.8.2. File Location

CSC process will login to the Host server for CSC. The directory where the Payment File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the 'put' procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.8.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “pay” suffix extension.

yyyymmddhhmmssaaaa.pay

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID

Example: 200003151545300003.pay

3.8.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

3.8.4.1.File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
File_sequence_number	Char (12)	000000000000 - 999999999999	The sequential file sequence number generated by CSC for each transmission	Fixed length, 0 prefixed, right justified.	2
Rec_count	Char (10)	0000000000 - 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	14
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	24
Header Total	(24)				

3.8.4.2.Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code 'D' - Detail		1
Account_number	Char (13)	0000000000000 - 9999999999999	The Customer Account for which the invoice is generated	Fixed length, 0 prefixed, right justified	2
Invoice_number	Char (13)	0000000000000 - 9999999999999	A unique invoice number assigned to a Customer Account for that Billing Month	Fixed length, 0 prefixed, right justified	15
Payment_date	Char (8)	yyyymmdd	Date the payment was received		28

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Payment_amount	Char (13)	0000000000000 0- 9999999999999 9	The amount that was paid by the customer for the invoice.	Fixed length, 0 prefixed, right justified	36
Over_payment_flag	Char (1)	0 – F	0 – Not an over payment 1 – Payment was more than the invoiced amount 2 – Payment was below the invoice amount 3 - Reversal of payment	Fixed length, 0 prefixed, right justified	49
Deposit_agency_ID	Char (34)	000-127 0000 – 9999	The Agency ID of the Reporting CSC	Fixed length, 0 prefixed, right justified	50
Deposit_no	Char (16)	0000000000000 0000 – 9999999999999 9999	Deposit number assigned to the payments that will then be wired to the Agency Banks	Fixed length, 0 prefixed, right justified	54
Payment_sequence_number	Char (12)	000000000000 – 999999999999	The unique sequence number assigned by the CSC at the time of payment.	Fixed length, 0 prefixed, right justified	70
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	82
Data Record Total	(77)(82)				

3.8.4.3.File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				12
Trailer Total	(15)				

3.9. Bank Settlement File

The proposed “settlement file” will contain the Deposit IDs, corresponding Agency IDs, settlement date and the dollar amount for the settlement with the Away Agency. The settlement date in the file will correspond to the date the transactions/files were settled with each Away agency. On processing this file, the NJTP Host will link this settlement date with the corresponding Deposit IDs received previously in the WIR file(s) that have been previously transmitted for the Away Agency transactions/files. In essence, the NJTP Host will use the WIR file date for the IAG transactions as expected settlement date and will link the wire date to the actual settlement date from the “Settlement File”.

The NJ Operations team triggers the generation of the “settlement file” at the time the CSC settles with each away Agency. The NJ Operations team will select the deposit IDs that were settled with the Away agency and will manually trigger the creation of each Away Agency settlement file.

3.9.1. Assumptions

1. The settlement information will be broken down by plan ID and transaction code.

3.9.2. File Location

CSC process will login to the Host server for CSC. The directory where the Settlement File is put will be presented. To return an acknowledgment, the NJTA host will login to CSC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the ‘put’ procedures. The server names and username/passwords will be exchanged between CSC and NJTA outside this ICD.

3.9.3. File Name Format

The file name will have the date and creation time followed by the Agency ID as the filename and the “set” suffix extension.

yyyymmddhhmmssaaaa.set

yyyy = year, mm = month, dd = day, hh = hours, mm = minutes, ss = seconds, aaaa = agency ID

Example: 199908151545300002.set

3.9.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure - Standard Guidelines).

3.9.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
File_date_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation		2
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fix Fixed length, 0 prefixed, right justified	16
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	26
Header Total	(26)				

3.9.4.2. Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type Code 'D' - Detail		1
Settlement_date	Char (8)	yyyymmdd	Date the money was actually wired to the Agency Bank		2
Deposit_agency_ID	Char (43)	000-127 0000 – 9999	The Agency ID of the Reporting CSC	Fixed length, 0 prefixed, right justified	10
Deposit_no	Char (16)	000000000000 0000 - 999999999999 9999	Deposit number assigned by CSC to posted transactions, customer violations, gross mismatches, and corrections and adjustments.	Fixed length, 0 prefixed, right justified	14
Deposit_type	Char (5)	Alpha	'TOLL' – from transactions posted for that day 'ITOLL' – from ITOL transactions posted that day. 'VTOLL' – from VTOL transactions posted that day	Fixed length, 0 prefixed, right justified	30

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			<p>'GROSS' – from Gross Class Mismatch transaction posted that day (Not applicable for GSP)</p> <p>'TAD' – from Transaction Adjustment File</p> <p>'AAD-T' – from Agency Adjustment File, corr_reason 'T'</p> <p>'AAD-A' – from Agency Adjustment File, corr_reason 'A'</p> <p>PPAY – Post Paid Invoice Payment (Not applicable for GSP)</p>		
ETC_post_plan	Char (5)	00000 -99999	<p>An indicator for the discount plan type associated with the transactions. Values will include:</p> <p>The following codes represent INTERIM codes that reflect the state of the transaction while awaiting TERMINATING codes:</p> <p>000A1 = Waiting for away agency processing of toll transaction against its customer</p> <p>The following are TERMINATING codes that reflect the completion of processing by the CSC:</p> <p>00010 = Full Fare (no discount) 00050 = Unpostable return tag 00051 = Unpostable lost/stolen tag 00052 = Unpostable account closed 00053 = Unpostable invalid class combo 00054 = Unpostable No account 00059 = Unpostable others 00060 = Reject invalid date 00061 = Reject invalid plaza 00062 = Reject invalid agency 00063 = Reject poacher 00064 = Reject over 60 days 00065 = Reject no account 00069 = Reject other</p>	Fixed length, 0 prefixed, right justified	35

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			00070 = GSP Authority vehicle (non-rev) 00071 = GSP Individual bus discount (NJ Transit) 00071 = Individual bus discount (Academy) 00072 = GSP School bus discount 00073 = GSP trailer discount 00074 = GSP Senior Citizen discount 00075 = GSP Green Pass discount 00076 = GSP post paid 00082 = NJTA post paid 00083 = NJTA commuter bus discount 00084 = NJTA non-revenue 00085 = NJTA Florence resident discount 00086 = NJTA Senior Citizen discount 00087 = NJTA Green Pass discount 00088 = NJTA Truck Volume discount 00089 = NJTBD Off-Peak& Holiday discounts 00099 = Violation uncollected 00100 = GSP Towers 00101 = NJTP Towers Int 1 00102 = NJTP Towers Int 3 00103 = NJTP Towers Int 4 00104 = NJTP Towers Int 5 00105 = NJTP Towers Int 7 00106 = NJTP Towers Int 8 00107 = NJTP Towers Int 11 00108 = NJTP Towers Int 12 00109 = NJTP Towers Int 13/13A 00110 = NJTP Towers Int 14/14A,B,C 00111 = NJTP Towers Int 16E 00112 = NJTP Towers Int 16W		

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			<p>00113 = NJTP Towers Int 18E/18</p> <p>00114 = NJTP All Towers</p> <p>00115 = NJTP Paterson Discount</p> <p>(100% discount/lost revenue)</p> <p>***** = Default Value</p> <p>This field should always have a value for transactions that are successfully posted to an account.</p>		
Transaction_code	Char (4)	0000 – 9999	<p>A financial transaction code denoting the reason for the correction. It is set to zero if it does not apply.</p> <p>0500 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - VISA</p> <p>0501 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - MC</p> <p>0502 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - DISC</p> <p>0503 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - AMEX</p> <p>0504 POSTPAYMENT: ACCOUNT BALANCE POSTPAYMENT REVERSAL - CHECK</p> <p>4006 NJTA TOLL TRANSACTION</p> <p>4007 GSP TOLL TRANSACTION</p> <p>4026 NJTA VIOLATION TOLL TRANSACTION</p> <p>4027 GSP VIOLATION TOLL TRANSACTION</p> <p>4046 NJTA TOLL TRANSACTION REVERSAL</p> <p>4047 GSP TOLL TRANSACTION REVERSAL</p> <p>4069 RECEIVABLE FROM NYSTA TO NJTA</p> <p>4070 RECEIVABLE FROM MTA TO NJTA</p> <p>4071 RECEIVABLE FROM NYSBA TO NJTA</p> <p>4072 RECEIVABLE FROM NYSTA TO GSP</p> <p>4073 RECEIVABLE FROM MTA TO GSP</p> <p>4074 RECEIVABLE FROM NYSBA TO GSP</p>	Fixed length, 0 prefixed, right justified	40

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			4078 RECEIVABLE FROM DRPA TO NJTA 4079 RECEIVABLE FROM DRPA TO GSP 4088 RECEIVABLE FROM WVPA TO NJTA 4089 RECEIVABLE FROM WVPA TO GSP 4093 RECEIVABLE FROM PANYNJ TO NJTA 4094 RECEIVABLE FROM PANYNJ TO GSP 8000 INCREASE TOLL AMOUNT CHARGED 8001 DECREASE TOLL AMOUNT CHARGED		
Revenue_Day	Char (8)	yyyymmdd	The revenue date of the transaction as determined by the Plaza in case E-ZPass transactions. In case of adjustments, gross mismatches and customer violations, it will be the day the CSC posted the activity.		44
Count	Char (10)	0000000000 - 9999999999	Count of E-ZPass toll transactions, adjustments, ITOLs, VTOLs, etc. for which money was wired to the Agency Bank	Fixed length, 0 prefixed, right justified	52
Amount	Char (10)	0000000000 - 9999999999	Money collected from E-ZPass toll transactions, adjustments, ITOLs, VTOLs, etc. that was wired to the Agency Bank. The default sign is assumed to be '+', otherwise the '-' sign is the leftmost character, followed by zero-filled characters as necessary.	Fixed length, 0 prefixed, right justified	62
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	72
Data Record Total	(67)(72)				

3.9.4.3. File Trailer Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Rec_count	Char (10)	0000000000 – 9999999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)			ASCII 10 (decimal)	12
Trailer Total	(15)				

3.10. Violation Reconciliation Data File

The VPC sends back one reconciliation file for every file that the Host transfers to them. This file will consist of the key information to identify a record and an indication that the VPC received the transaction.

3.10.1. Assumptions

1. VPC will return an INIT code 10 for each transaction that it received from the Host prior to the matching process.
2. The file control number must be generated in sequence. If the Host detects an out of sequence number, the subsequent files will not be processed and the appropriate acknowledgment code will be sent to VPC.
3. Each transaction for which payment was received must indicate if it was a toll payment, an admin payment, or an adjustment for unallocated funds. Partial and excess payments need to be identified and sent as part of the reconciliation file.
4. The Host will be provided a filter code for all transactions that do not have a matching image.
5. Payments with an exception code occurs when the Lockbox processed the payment, however VPC was unable to assign the payment to an APR. In such cases, only the relevant fields; payment type, amount collected, payment reference, Lockbox process date and VPC post status will have valid data.

3.10.2. File Location

VPC process will login to the Host server for VPC. The directory where the Violation Reconciliation File is put will be presented. To return an acknowledgment, the NJTA host will login to VPC server with appropriate credentials. The directory where the Acknowledgment File is put will be presented. Both ftp processes will follow the 'put' procedures. The server names and username/passwords will be exchanged between VPC and NJTA outside this ICD.

3.10.3. File Name

The file name will have the date and creation time as the filename and the “asc” suffix extension.

- Ryyyymmddhhmmssaaaa.asc
2. r = reconciliation, yyyy = year, mm = month, dd = day, hh = hours,
 3. mm = minutes, ss = seconds, aaaa = Agency ID
 - 4.
 5. Example: r199905211545300002.asc

3.10.4. File Format

The file format follows the standard guidelines referenced in Section 1.2 (File Structure – Standard Guidelines).

3.11.4.1. File Header Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = H		1
ICD_version_number	Char (5)	Alphanumeric Example: 6.4	The version number of the Interface Document the software program was coded to. Default to 12.0	Right justified, zero prefixed, fixed length	2
To_facility_agency	Char (43)	002—GSP 003—NJTA 007—SJTA 019—DELDOT 0000—9999 0002—GSP 0003—NJTA	Code indicating the agency that own/operate the facility on which the transaction occurred	Fixed length, 0 prefixed	7
File_control_number	Char (10)	0000000000-9999999999	Sequence number generated for the transmission file	Fixed length, 0 prefixed	11
File_date_time	Char (14)	yyyymmddhhmmss	Date and time of the file creation		21
Record_count	Char (8)	00000000-99999999	The number of records in the Data Record (exclusive of the Header and Trailer).	Fixed length, 0 prefixed	35
Separator	Char (1)		“\n” Newline character	ASCII 10 (decimal)	43

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Header Total	(42)(43)				

3.11.4.2. Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = D		1
Exit_plaza_ID	Char (4)	A-Z, 0-9	Plaza identification code	Right justified, zero prefixed, fixed length	2
Exit_lane_ID	Char (3)	00 – 99	Logical address of the lane controller along with the operational direction (N - North , S -South, E - Entry, X – Exit)	Right justified, zero prefixed, fixed length	6
Exit_message_date_time	Char (14)	yyyymmddhhmm mss	Date and of the message	Fixed length, 0 prefixed	9
Exit_DST_flag	Char (1)		A flag indicating whether the message time is in daylight saving form (Standard time -0, Daylight -1)	Fixed length, 0 prefixed	23
Exit_message_sequence_number	Char (8)	0(8) – 9(8)	Incremental message sequence number ranging from 000000 to 999999	Fixed length, 0 prefixed	24
Transaction_serial_number	Char (12)	0(12) – 9(12)	The unique key of the transaction assigned by the Host.	Fixed length, 0 prefixed	32
VPC_viol_status	Char (2)	A-Z, 0-9	The Violation Codes used to indicate the status of the violation as it moves through the various stages.	Right justified, zero prefixed, fixed length	44
Adjusted_Class	Char (2)	00 – ff	Adjusted class of a Gross Class Mismatch transaction. '00' if not applicable.	Right justified, zero prefixed, fixed length	46
Adjusted_Toll_exp	Char (10)	0000000000 – 9999999999	Adjusted toll expected of a Gross Class Mismatch transaction. 0000000000 if not applicable.	Fixed length, 0 prefixed	48
Vector_ID	Char(3)	000-999	The Vector_id used in CSC Vector system to	Right justified, zero	58

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			indicate the status of the violation.	prefixed, fixed length	
LIC_Country	Char(3)	USA, MEX, CAN	The country of the license plate.	Fixed Length	61
LIC_Plate_State	Char(2)	A-Z	The state of the license plate.	Fixed Length (Default:**)	64
LIC_Plate_Num	Char(12)	A-Z, 0-9	The license plate number.	Fixed Length (Default:***** *****)	66
Date_Of_Status	Char(14)	yyyymmddhhmm mss	Date and time associated as to when the Vector_ID event occurred	Fixed length, 0 prefixed	78
Violator_Account	Char(13)	0(13) – 9(13)	Violator account number that this violation is associated to	Fixed length, 0 prefixed	92
APR_Number	Char(13)	A-Z, 0-9	APR number associated with this transaction	Fixed Length	105
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	118
Data Record Total	118				

Notes:

Field "Date_of_Status" has been added to provide the date as to when the Vector_ID status being transmitted for the transaction occurred in Vector.

The Vector_ID field values that pertain to violations processing listed in Appendix A shall be transmitted for each violation transactions being processed through Vector to provide data to be used in timeline analytics.

3.11.4.3. Data Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = P		1
Payment_type	Char (1)	0-9	Flag that indicates the reconciliation type. 1. – Normal Payment 2. – Exceptions at the VPC 3. – Payment after violation is closed 4. – Adjustments (not available at this time)	Fixed length, 0 prefixed	2

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			5. - Unallocated Payments (not available at this time)		
Exit_plaza_ID	Char (4)	A-Z,0-9	Plaza identification code	Right justified, zero prefixed, fixed length	3
Exit_lane_ID	Char (3)	00 – 99	Logical address of the lane controller along with the operational direction (N - North , S -South, E - Entry, X – Exit)	Right justified, zero prefixed, fixed length	7
Exit_message_date_time	Char (14)	yyyymmddhhmm mss	Date and of the message	Fixed length, 0 prefixed	10
Exit_DST_flag	Char (1)		A flag indicating whether the message time is in daylight saving form (Standard time -0, Daylight -1)	Fixed length, 0 prefixed	24
Exit_message_sequence_number	Char (8)	0(8)– 9(8)	Incremental message sequence number ranging from 000000 to 999999	Fixed length, 0 prefixed	25
Transaction_serial_number	Char (12)	0(12)– 9(12)	The unique key of the transaction assigned by the Host.	Fixed length, 0 prefixed	33
VPC_viol_status	Char (2)	00 -99	The Violation Codes used to indicate the status of the violation as it moves through the various stages.	Right justified, zero prefixed, fixed length	45
Amount_collected	Char (10)	0000000000 – 9999999999	Amount collected from the customer as determined by the VPC. The default sign is assumed to be '+', otherwise the '-' sign is the leftmost character, followed by zero-filled characters as necessary.	Fixed length, 0 prefixed	47
Payment_reference_number	Char (12)	0(12) – 9(12)	A unique number used by the VPC to identify each payment posted at the VPC	Fixed length, 0 prefixed	57
Lockbox_processing_date	Char (8)	yyyymmdd	The date the lockbox processes the transaction for deposit to the Authority's bank (format yyyymmdd). This field is only applicable for	Fixed length, 0 prefixed	69

Field Name	Data Type	Format/Range	Description	Justification	Field Position
			Termination Transactions with payment, **** filled otherwise.		
VPC_post_date	Char (8)	yyyymmdd	The date the payment was posted at the VPC	Fixed length, 0 prefixed	77
Vector_ID	Char(3)	000-999	The Vector_id used in CSC Vector system to indicate the status of the violation.	Right justified, zero prefixed, fixed length	85
Separator	Char (1)		"\n" Newline character	ASCII 10 (decimal)	88
Data Record Total	(88)				

3.11.4.4. Trailer Record Format

Field Name	Data Type	Format/Range	Description	Justification	Field Position
Rec_type	Char (1)		Record Type. Value = 'T' (Trailer)		1
Record_count	Char (8)	00000000 – 99999999	Total number of detail and payment records sent by the VPC	Fixed length, 0 prefixed, right justified	2
Checksum	Char (4)				10
Trailer Total	(13)				

4. APPENDIX

4.1 New Discount Programs (Description & Definitions)

General

- Peak periods are 7-9am, 4:30-6:30pm Monday-Friday, all day Saturday and Sunday
- All discount programs will be offered to NJ E-ZPass customers only, regardless of state of residency
- No multiple discounts will be offered – patron must choose which discount program they prefer
- Authorization to proceed has been granted

Florence Resident Discount Program

- Discount would apply only to residents of Florence (zip code 08518) and Roebling (zip code 08554)
- Discount would be available only through the NJ E-ZPass Program
- Discount would apply on a 24/7 basis
- Account specific (all tags on the account would be eligible)
- Automatic opt-in (customer would not need to do anything)
- Private accounts only (no business or commercial)
- Every trip (entry and exit) involving Interchange 6 would receive the discount

GSP Trailer Discount

- Discount would be available only through the NJ E-ZPass Program
- Discount would apply on a 24/7 basis
- Customers must enroll in the plan
- Private accounts only (no business or commercial)
- Tag specific
- Discount would apply to class 2 through class 5 vehicles that meet the requirements of a class 1 tag with additional axles
- RVs would be eligible by IAG code
- Discount amount has been provided on toll rate tables

Senior Citizen Discount

- Discount would be available only through the NJ E-ZPass Program
- Discount would apply off-peak only
- Discount would be 10% off the off-peak rate
- Customers must enroll in the plan in person and provide proof of eligible age (65 and over)

- Private accounts only (no business or commercial)
- Tag specific (no specific color designated tag will be used)
- Discount is available on the turnpike and parkway
- All trips are eligible for the discount provided they are off-peak (not limited to one trip per day)
- Eligible senior must be in the car at the time the transaction is processed

Green Pass Discount

- Discount would apply only through the NJ E-ZPass Program
- Discount would apply off-peak only
- Discount would be 10% off the off-peak rate
- Customers must enroll in the plan and provide proof of eligibility (vehicles that obtain at least 45 miles per gallon or meet the California Super Ultra Low Emission Vehicle (SULEV) standard) – verification will be managed by CSC while updating of eligible vehicles will be handled jointly between CSC and the ETC Department
- Private accounts only (no business or commercial)
- Tag specific – a green color tag will be issued to the patron
- Discount is available on the turnpike and parkway
- All trips are eligible for the discount provided they are off-peak
- Aggregate value of discount is capped at \$250,000 per year
- Discount sunsets five years after implementation

Additional Off-Peak 5% Truck Volume Discount

- Discount would apply only through NJ E-ZPass Post-Paid Program
- Discount would apply off-peak only
- Discount would be 5% off the off-peak rate provided patron has \$10,000 in tolls for the month
- Automatic opt-in (customer would not need to do anything)
- Business/Commercial accounts only (class 2 through class 6 vehicles)
- Account specific
- Discount is available on the turnpike and parkway
- All trips are eligible for the discount provided they are off-peak

Paterson Plank Ramp Discount Program

- Discount applies to the residents of the following Eligible Zip Codes:

Jersey City: 07097, 07302, 07303, 07304, 07305, 07306, 07307, 07308, 07310, 07311, 07395, 07399

Hoboken: 07030

Weehawken: 07086

Secaucus: 07094, 07096

North Bergen: 07047

Fairview: 07022
West, NY: 07093
Guttenberg: 07093
Union City: 07087

- Discount would be available only through the NJ E-ZPass Program
- Discount would apply on a 24/7 basis
- Account specific (all tags on the account would be eligible)
- Automatic opt-in (customer would not need to do anything)
- Private accounts only (no business or commercial)

NOTE:

If more than one discount plan is signed up or applicable to the account for a given transaction then the better of the two discounts will be applied to the transaction. For example a Florence resident signed up for Senior Citizen discount plan will be get the better of the two discounts applicable to the transaction. Same applies with other discount plans also.

The discount plans that require patron to sign up for will be given to only those patrons that sign up for the plan. Others will not get it by default unless they enroll in the plan. If the plan detail specifies the default nature requiring no sign up, then patrons will get it automatically. Please refer to the plan details for each discount plan type.

Appendix A – Vector_IDs

STATUS	Vector_ID	Description
VTOL	2	Image TXN posted by Tag (HMPOSTVTOL)
PPST	6	Posted by Plate
POST	7	Away Posting
ITOL	9	Image TXN posted by Plate
DUPL	22	Duplicate Transaction
VIOL_TX_STATUS		VIOL_STATS_DESCR
IMGTXMATCH	136	IMGTXMATCHED
REVIEWIMG	3	REVIEW OF IMAGE REQUIRED(Wait for Match)
SETTOREVIEW	4	IMAGE SET TO REVIEWED
NONEEDTOREV	48	NO NEED TO REVIEW IMAGE
IMGREJECT	50	IMAGE REJECTED
IMGREJBRT	51	IMAGE REJECTED, TOO BRIGHT
IMGREJDARK	52	IMAGE REJECTED, TOO DARK
IMGREJCORR	53	IMAGE REJECTED, CORRUPT
IMGREJALGN	54	IMAGE REJECTED, CAMERA OUT OF ALIGNMENT
IMGREJRJNV	55	IMAGE REJECTED, NO VEHICLE
IMGREJRJPL	56	IMAGE REJECTED, PLATE BLURRY, OUT OF FOCUS OR CONTRAST IS LOW
IMGREJNOTR	57	IMAGE REJECTED, IMAGE HAS NO MATCHING VIOLATION TRANSACTION
IMGREJRMMP	58	IMAGE REJECTED, PLATE MISMATCH - FRONT AND REAR LICENSE PLATES DO NOT MATCH
Expired	59	IMGREJEXPRD
IMGNOCLA	60	IMAGE CLASS CAN'T DETERMINE
IMGREJOOC	61	Out of Country (i.e. Mexico)
IMGREJSTAT	63	IMAGE REJECTED, CAN NOT DETERMINE THE STATE OF THE PLATE
IMGREJROFF	64	IMAGE REJECTED, EMERGENEY VEHICLE - AMBULANCE, FIRE TRUCK, OR POLICE
IMGREJWEAT	65	IMAGE REJECTED, WEATHER CONDITIONS, INCLUDING A PLATE OBSTRUCTED BY SNOW
IMGREJOBST	66	IMAGE REJECTED, PLATE OBSTRUCTED
IMGREJNOPL	67	Image Rejected Due to No Plate Available
IMGREJPRPL	68	IMAGE REJECTED Partial Plate
IMGREJAURJ	69	IMAGE REJECTED Authority Rejectc(Exclusion)
IMGREJPRSN	70	IMAGE REJECTED Person Image
IMGREJPLNR	71	IMAGE REJECTED Plate Unreadable
IMGREJNREG	72	IMAGE REJECTED Paper Plate New Reg.
IMGREJNREV	73	IMAGE REJECTED Non Revenue
IMGREJTNFPL	74	IMAGE REJECTED, Tractor Trailer No Front License Plate
IMGREJTAMP	75	Plate Altered on Purpose for Tracking
IMGGOVDPL	77	GOVERNMENT, DIPLOMATs
NOIMAGE	86	No Image Available For Violation After 30 Days
IMGREJEXPRD	87	IMGREJEXPRD
IMGREJDUP	88	IMGREJDUP
IMGREJNOVCL	89	IMGREJNOVCL
IMGREJSAMSEC	151	SAME SECOND
IMGREJWEACND	152	WEATHER CND
MANINCPLTREJ	182	Transaction Rejected upon Manual Incorrect Plate review
ACMRJF	162	ACMRJF

ACMRJS	163	ACMRJS
IMGREREREVIEW	153	RE-REVIEW
NOTICEREJIMG	165	NOTICEREJIMG
NAMEADDRUN	9	NAME & ADDRESS UNAVAILABLE
MATCHFOUND	37	MATCH FOUND
HMREJITOL	121	Home Agency rejected I-Toll
HMREJVTOLOL	122	Home Agency rejected V-Toll
AWREJVTOLOL	123	AWREJVTOLOL
AWREJITOL	124	AWREJITOL
HMPOSTVTOL	126	HMPOSTVTOL
HMPOSTITOL	127	HMPOSTITOL
AWPOSTVTOL	128	AWPOSTVTOL
AWPOSTITOL	129	AWPOSTITOL
HMPPOSTITOL	160	Home POSTING ITOL (PostPaid)
HMPPOSTVTOL	161	HMPPOSTVTOL (PostPaid)
REQNAMEADDR	6	REQUIRES NAME & ADDRESS
DMVREQUESTED	7	REQUESTED DMV FOR NAME & ADDRESS
DMVLOAD	120	Awaiting DMV response
DMVREPEAT	21	Violation Dmv Repeat
DMVRPTRQSTD	22	Violation Dmv re-request
NONEEDTOREV	48	NO NEED TO REVIEW THE IMAGE
DMVREJTIMS	8	Rejected by DMV TIMS
NODMVAGRMT	91	No agreement with DMV for State on Txn
AUTHREJ	97	AUTHORIZED REJECTION
UNPROCESS	99	Unprocessable Violation
HARDVIOL	103	Closed Lane Violation
ACMVIOL	104	ACM Violation
NOTICEXCLD	105	Excluded from notice creation
REJBANKRUPTC	171	Violation transaction excluded from APR creation when bankruptcy is Discharged
NOTICEREJAGE	135	NOTICEREJAGE
DMVRNOPLT	141	ERROR 01 PLATE NOT FOUND
DMVRNCNPL	143	ERROR 08 CANCELED PLATE
DMVRRIADDR	144	ERROR II INCOMPLETE ADDRESS
DMVRINVNM	145	ERROR IN INVALID NAME
DMVRINLGST	146	ERROR LL 00 INELIGABLE STATE
DMV03PLATE	147	ERROR LL 03 PLATE
DMV05PLATE	148	ERROR LL 09 SECTION FIVE PLATE
DMVRINVPLT	149	ERROR LL 25 INVALID PLATE TYPE
DMVJUNK	158	Incorrigible information from DMV (excludes special characters)
DMVWAIT	159	DMVWAIT
DMVRTITLE	142	Cancelled Plate
DMVNOREPLY	168	DMVNOREPLY
LOADREJ	140	Plate data entered does not meet guidelines.
NAMEADDRAV	131	NAME AND ADDRESS AVAILABLE
TOBECITED	109	TOBECITED
SENTTOMH	139	SENTTOMH
CITED	10	CITED
CITATION_STATUS		CITED
OPEN	4	OPEN CITATION

PAIDFULL	5	PAID COMPLETELY - Paid ADMIN_FEE and TOLL in FULL over single payment (WA, WT, Y1) - Paid ADMIN_FEE and TOLL in FULL over multiple payments (WA,WT, Y3) - Paid ADMIN_FEE and TOLL as a single payment in excess of TOLL and FEE (WE, WT, Y2) - Paid ADMIN_FEE and TOLL in multiple payments in excess of TOLL and FEE (WE, WT, Y4) - Paid TOLL in FULL with minimum ADMIN_FEE dismissed in single payment (WT, Y5) - Paid TOLL in FULL with minimum ADMIN_FEE dismissed over multiple payments (WT, Y6)
PAIDPART	6	PARTIALLY PAID
CLOSED	56	Closed Violation with Payments and Dismissals
EXCLUDED	61	Excluded from Escalation
NIXIE	62	Nixie Acct
DCSY	102	WRITE-OFF /Reduced with Authorization
DDMV	103	Inaccurate information from MVC
DISI	104	IMAGE CHALLENGE
DISS	105	STOLEN VEHICLE
DNLM	106	NON-CUSTOMER PAID TOLL(LEFT CASH IN THE LANE)
DNPC	107	NON-CUSTOMER PAID TOLL TO TOLL COLLECTOR
DNRV	108	NON-REVENUE/ Emergency
DOTV	109	DISMISSED FINE -- NON-CUSTOMER FIRST TIME VIOLATOR (One Time courtesy)
DSKP	110	SKIP READ (Dismissed duplicate TOLL/VIOL)
DCIF	112	CUSTOMER WITH INSUFFICIENT FUNDS
DISSNIXIE	113	Dismissal for NIXIE, Returned mail
DISSREV	120	dismissal by batch job
DISSPREPAY	150	PREPAYMENT -- DISMISSED FEE
DISSWRITEOFF	151	WRITE-OFF AFTER (6 S)
DIPC	152	DISMISSED DUE TO PLATE Read error
DITR	153	DISMISSED DUE TO TRANSFER OF RESPONSIBILITY
DISSUND10	155	DISMISSAL UNDER 10C (or \$15 DOLLARS)
DISPPOST	156	Dismissed Citation Posted as Toll for existing account
DISDLNQ	158	Dismiss Delinquent penalty
DISBANKRPTCY	159	Hold due to Bankruptcy
DISSHOM	162	Dismissed Citation Posted as Toll
DISSFEE	426	Dismiss ADM Fee
NOESCALATION	163	NOESCALATION
DISPLSWEEP	157	Plate matched in sweep process.
REQCOURT	154	Request for Court
PLSWPAWHOLD	164	Temporary status for Away dispute.
DSDC	165	Deceased
CITATION_LEVEL_GSP		Description
NHA	35	Hiway Authority First Notice
NHB	49	NJ Hiway Second Notice
NHC	46	NJ Highway Third Notice
NHF	510	GSP Fraudulent First Notice
NHCOLL4	87	NH Highway sent to new collection
NHCOLL5	496	NH Highway sent to new collection
NHCOLL6	1115	NH Highway sent to new collection(CCS)
NHCOLL7	1124	NH Highway sent to new collection(LGBS)

NHCOURT	609	NJHA COURT
NHRGHLD	610	NJHA REG HOLD
CITATION_LEVEL_NJTP		Description
NTA	37	Turnpike First Notice
NTB	38	NJ Turnpike Second Notice
NTC	47	NJ Turnpike Third Notice
NTF	509	NJTA Fraudulent First Notice
NTCOLL4	88	NJ Turnpike sent to new collection
NTCOLL5	497	NJ Turnpike sent to new collection
NTCOLL6	1116	NJ Turnpike sent to collection(CCS)
NTCOLL7	1125	NJ Turnpike sent to collection(LGBS)
NTCOURT	611	NJTA COURT
NTRGHLD	612	NJTA REG HOLD
CITATION_LEVEL_GSP-ACM		Description
NHCA	82	NJHA ACM First Notice
NHCB	83	NJHA ACM Second Notice
NHCC	84	NJHA ACM Third Notice
NHCF	515	GSP ACM Fraudulent First Notice
NHCOLL5	496	NJHA ACM Collection level
NHCCOLL	91	NJHA ACM Collection level
NHCCOL6	1114	NJHA ACM Collection level(CCS)
NHCCOL7	1123	NJHA ACM Collection level(LGBS)
NHACOURT	607	NJHA COURT-ACM
NHARGHLD	608	NJHA REG HOLD-ACM

Interface Control Document

Host/CSC – PeopleSoft GL

Version 4.0

11/5/2015

Revision History

Version	Date	Reason	Prepared by
4.0	11/05/2015	<ol style="list-style-type: none">1. Changed all references of ACS to CSC2. Updated the file name definition3. Added table for revision history	Ning Ding

Table of Contents

1.	Overview	3
2.	File Process Flow	3
3.	File Name Format:.....	3
4.	PeopleSoft Directory Structure	3
5.	File Transfer Timetable	3
6.	File Format	4
6.1.	Journal Header Format	4
6.2.	Journal Line Format	7
7.	Sample Journal input file.....	10
8.	PeopleSoft Journal Processing	10
9.	Appendix	12

1. Overview

The document details the file format specification to load Journal Entries into NJTA PeopleSoft Financials. The input data will be provided by CSC.

2. File Process Flow

(to be confirmed)

CSC will send the input file to ETC who will then move the file to PeopleSoft directory for processing.



3. File Name Format:

EZP_GL_MMDDYYYY_MMDDYYYY.DAT

The first date will be the date on which the file was created at the CSC.

The second date will be the date on which the financial transaction was POSTED at the CSC.

4. PeopleSoft Directory Structure

(to be determined)

5. File Transfer Timetable

(to be determined)

6. File Format

The file format is determined by the File Layout Object (GL_JRNL_IMPORT). The following is the file format for the Flat File Journal Import process. The expected input file is a fixed format file defined by the layout below.

The file can have the following lines:

- 1) # = Comments.
- 2) H = Journal header.
- 3) L = Journal line.
- 4) V = Journal VAT line.
- 5) C = Journal control totals.

All field values should be left justified and filled with spaces for the length of the field. A sample input file is attached to this ICD.

6.1. Journal Header Format

This information describes the flat file's journal header format:

Field Name	Column (Start Position)	Length	Format/Range	Description	Value <i>blank = no value required</i>
Record Type	1	1		Value = 'H'	H
Business Unit	2	5			NJT01
Journal ID	7	10		<p>Value = 'NEXT' or blank. Process will create auto-numbered journal IDs.</p> <p>'Journal ID Mask' field on the run control page can be used to prefix the Journal IDs with 'PY' for e.g, All the journals processed in that particular run will have the same prefix 'PY'. The process will get the next sequential journal ID # and prefix 'PY' to get the Journal ID.</p> <p>NJTA to confirm the prefix.</p>	NEXT
Journal Date	17	8	MMDDYYYY		
Adjusting Entry	25	1		Y = Adjusting journal. N = Regular journal (default). Can be blank.	<i>blank</i>
Adjusting	26	3		Appears by default as 998 for	<i>blank</i>

Period				adjusting journal. Can be blank.	
ADB Average Daily Balance Date	29	8	MMDDYYYY	Can be blank. Will be defaulted to Journal Date if blank.	<i>blank</i>
Ledger Group	37	10		Ledger Group to which the Journal will post. Valid values from NJTA prod at the end of this doc in the Appendix section.	ACTUALS
Ledger	47	10		Can be blank	<i>blank</i>
Reversal Code	57	1		B = Begin next period. E = End next period. X = Next day. D = User defined date. U = Adjustment period. N = No reversal (default). Need to check with NJTA if reversal journal entries will be loaded through this interface. If not, the default value is 'N' and all other values given above can be removed. If not, then the reversal date is blank and reversal adjusting period is 0	N
Reversal Date	58	8	MMDDYYYY	Can be blank. Populated by journal edit program if B or E. Must have a valid date if reversal code is D.	<i>blank</i>
Reversal Adjusting Period	66	3		Only used when reversal code is U. Can be blank. Need to check with NJTA if reversal journal entries will be loaded through this interface. If not, the default value is 'N' and all other values given above can be removed. If not, then the reversal date is blank and reversal adjusting period is 0	<i>blank</i>
ADB Reversal Code	69	1		D = User defined date. S = Same as journal reversal (default). Can be blank.	<i>blank</i>
ADB Reversal Date	70	8	MMDDYYYY	Must have a valid date if ADB reversal code is D else can be blank.	<i>blank</i>
Journal	78	3			EZP

Source				Determines various options for how the journal will be edited and processed.	
Transaction Reference Number	81	8		Can be blank. Refers each journal back to a document, person, invoice, date, or any other piece of information that helps you track the source of the transaction. PeopleSoft doesn't assign this.	<i>blank</i>
Description	89	30			Daily Net Change Entry
Default Currency Code / Foreign Currency Code	119	3		Defaulted from the base currency of the business unit.	<i>blank</i>
Default Currency Rate Type	122	5		Value = 'CRRNT' for Current Value. (Additional value list can be provided.)	CRRNT
Currency Effective Date	127	8	MMDDYYYY	Can be blank. Defaults to journal date.	<i>blank</i>
Default Currency Exchange Rate	135	17		Can be blank.	<i>blank</i>
System Source	152	3		Can be blank. EXT = Journal Edit creates VAT lines and calculates them if VAT lines are not imported (default). EXV = Journal Edit won't create or calculate imported VAT lines.	EXT
Document Type	155	8		Required for Document Sequencing. Can be blank. If blank, the system gets the value from the default on the run request panel, journal source, and ledger group. Document sequencing not used at NJTA. The prompt table for Document Type – DOC_TYPE_TBL – is empty.	<i>blank</i>
Document Sequence number	163	12		Can be blank. Filled by document sequencing routine if document sequencing is enabled; otherwise, the field is blank. The entered number is checked by document	<i>blank</i>

				sequencing.	
Budget Header Status	175	1		Can be blank. V = Budget validated. N = Not validated (default).	N
Commitment Control Amount Type	176	1		Can be blank. 1 = Actuals and Recognized. 2 = Encumbrance. 3 = Pre-Encumbrance. 4 = Collected Revenue. 5 = Planned. 7 = Actuals, Recognize and Collect. Should be '1' as the source of the Journals is external.	1
GL Adjustment Type	177	4		Can be blank.	<i>blank</i>
Journal Class	181	10		Can be blank.	<i>blank</i>

6.2. Journal Line Format

Flat file's journal line format. Journal line data follows immediately after its header data in the file.

Field Name	Column (Start Position)	Length	Format/Range	Description	Value <i>blank = no value required</i>
Record Type	1	1		Value = 'L'	L
Business Unit	2	5		Can be blank. Defaults from the business unit from header. If a different business unit is entered, this is an interunit line.	<i>blank</i>
Journal Line Number	7	9		Can be blank. Changes to one more than the previous line number. First line changes to 1.	<i>blank</i>
Ledger	16	10		(List of Valid values can be provided.) If ledger group is a commitment control ledger group, this is ignored from the flat file and assigned according to the commitment control amount type. List of current Ledgers in NJTA	ACTUALS

				system is at the end of this doc in the Appendix section.	
Account	26	10		Valid Accounts (as of 5/2013) 108510 108511 108512 108513 108514 108516 108517 108518 108519 120070 120071 120072 120075 208510 208511 208512 208513 208514 208515 208516 208517	
Alternate Account	36	10			<i>blank</i>
Department	46	10			<i>blank</i>
Operating Unit	56	8		01 - Turnpike 02 - Parkway	<i>blank</i>
Product	64	6			<i>blank</i>
Fund Code	70	5		'010'	010
Class Field	75	5			<i>blank</i>
Program Code	80	5			<i>blank</i>
Budget Reference	85	8			<i>blank</i>
Affiliate	93	5			<i>blank</i>
Fund Affiliate	98	10			<i>blank</i>
Operating Unit Affiliate	108	10			<i>blank</i>
ChartField 1	118	10			<i>blank</i>
ChartField 2	128	10			<i>blank</i>
ChartField 3	138	10			<i>blank</i>
Project	148	15			<i>blank</i>
Book Code	163	4			<i>blank</i>
Budget Period	167	8			<i>blank</i>
Scenario	175	10			<i>blank</i>
Statistics Code	185	3			<i>blank</i>
Base Currency Amount	188	28		Calculated from transaction amount and exchange rate. If entered and exchange rate = 0,	

				and <i>recalc exchange rate</i> is selected for the journal edit request, the exchange rate is calculated.	
Movement Flag	216	1		'N' This is only used in a separate debit and credit database. N = Natural (default). R = Reverse.	N
Statistics Amount	217	17		Blank. Only valid for statistical accounts or for lines with statistic codes.	<i>blank</i>
Journal Line Reference	234	10		Can be blank	<i>blank</i>
Journal Line Description	244	30			<i>blank</i>
Currency Code	274	3		Blank. Defaults to the default currency on header. The journal edit program clears this field for a statistical account.	<i>blank</i>
Currency Rate Type	277	5		'CRRNT'	CRRNT
Amount / Foreign Currency Amount	282	28			
Currency Exchange Rate	310	17		Defaults as 1 if Currency Code = Base Currency. Uses table lookup in journal edit program if currency rate type is entered and <i>recalc exchange rate</i> is selected for the journal edit request.	<i>blank</i>
Projects Business Unit	327	5		Can be blank	<i>blank</i>
Projects Activity ID	332	15		Can be blank	<i>blank</i>
Projects Analysis Type	347	3		Can be blank	<i>blank</i>
Projects Resource Type	350	5		Can be blank	<i>blank</i>
Projects Resource Category	355	5		Can be blank	<i>blank</i>
Projects Resource Sub-category	360	5		Can be blank	<i>blank</i>
Budget Date	365	8	MMDDYYYY	Can be blank Defaults to Journal Date if blank.	<i>blank</i>
Budget Line	373	1		Can be blank	<i>blank</i>

Status				Defaults to N if blank or Budget Header Status = N.	
Entry Event	374	10		Can be blank	<i>blank</i>
Interunit and intraunit transaction group number	384	4		Can be blank	<i>blank</i>
Interunit and intraunit anchor flag	388	1		Value = 'N'	N
Open Item Key	389	30		Can be blank	<i>blank</i>

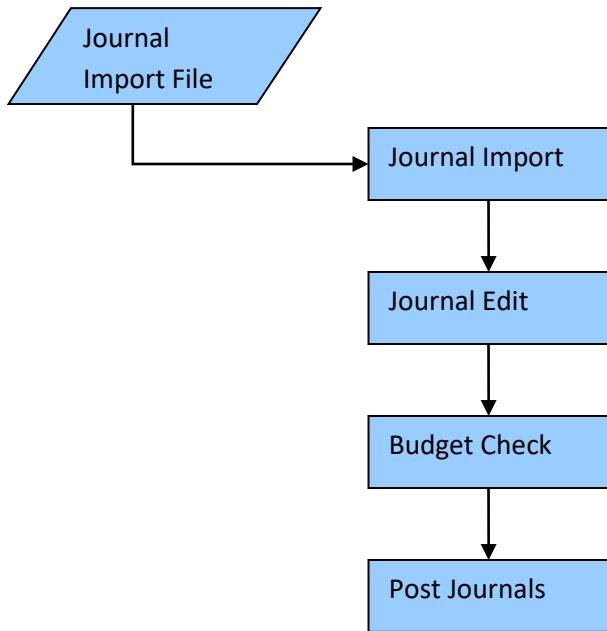
7. Sample Journal input file

Attached is a sample Journal input file.



8. PeopleSoft Journal Processing

Below is a flowchart of the processes that have to be run in PeopleSoft to load and finally post the Journal entries.



Once the Journal input file is placed in the input folder, the Journal Import Process will be run to load these files. The run control page for the Journal input process requires that the input file be attached at Run time. If the Journal process is going to be scheduled a small Application Engine program can be written to attach the input file to the Run Control record of the Journal import process.

The next step would be to run the Journal Edit process followed by the Budget Check process.

Once all errors are correct (if there are any) the Journals can be posted using the Journal Post process.

9. Appendix

Ledger Groups

<u>SetID</u>	<u>Ledger Group</u>	<u>Descr</u>
CCFND	ACTUALS	ACTUALS DETAIL LEDGER
CCFND	BUDGETS	BUDGET LEDGER
GSCCF	ACTUALS	ACTUAL DETAIL LEDGER
GSCCF	BUDGETS	BUDGET LEDGER
SHARE	ACTUALS	ACTUALS LEDGER GROUP
SHARE	BUDGETS	BUDGET LEDGER GROUP
SHARE	CC_CAP	CC Capital Projects Budget
SHARE	CC_CCF	CC Cultural Center Budget
SHARE	CC_CONSTR	CC_Construction Budget LTD
SHARE	CC_DETAIL	Commitment Control Detail
SHARE	CC_GRF	CC_Supplemental Budget LTD
SHARE	CC_OPR	Com Cntrl Operating Budgets
SHARE	CC_REV	CC_REVENU BUDGET
SHARE	CHILDCAP	CAP Projects Child Ledger Grp
SHARE	CHILDCON	CONSTR Projects Child Ldgr Grp
SHARE	CHILDGRF	GRF Projects Child Ledger Grp

Ledgers

<u>SetID</u>	<u>Ledger</u>	<u>Descr</u>
CCFND	ACTUALS	ACTUALS DETAIL LEDGER
CCFND	BUDGETS	BUDGETS LEDGER
GSCCF	ACTUALS	ACTUALS DETAIL LEDGER
GSCCF	BUDGETS	BUDGET LEDGER
SHARE	ACTUALS	ACTUALS DETAIL LEDGER
SHARE	BUDGET	BUDGET DETAIL LEDGER
SHARE	CC_CAP_BUD	CC Capital Budget
SHARE	CC_CAP_ENC	CC Capital Encumbrances
SHARE	CC_CAP_EXP	CC Capital Expenses
SHARE	CC_CAP_PRE	CC Capital Preencumbrances
SHARE	CC_CCF_BUD	CC Cultural Center Budget
SHARE	CC_CCF_ENC	CC Cultural Center Encumbrance
SHARE	CC_CCF_EXP	CC Cultural Center Expenses
SHARE	CC_CCF_PRE	CC Cultural Center Preencumbra
SHARE	CC_CONS_BD	CC Construction Budget
SHARE	CC_CONS_EN	CC Construction Encumbrance

SHARE	CC_CONS_EX	CC Construction Expense
SHARE	CC_CONS_PR	CC Construction Preencumbrance
SHARE	CC_GRF_BUD	SUPPLEMENTAL BUDGET
SHARE	CC_GRF_ENC	SUPPLEMENTAL ENCUMBRANCES
SHARE	CC_GRF_EXP	SUPPLEMENTAL EXPENSES
SHARE	CC_GRF_PRE	SUPPLEMENTAL PREENCUMBRANCE
SHARE	CC_OPR_BUD	Com Cntl Operating Budget
SHARE	CC_OPR_ENC	Com Cntl Operating Encumb
SHARE	CC_OPR_EXP	Com Cntl Operating Expense
SHARE	CC_OPR_PRE	Com Cntl Operating PreEncum
SHARE	CC_REV	CC_REVENUE BUDGETS
SHARE	CC_REV_BUD	CC_REVENUE_BUDGET
SHARE	CC_REV_COL	CC_REVENUE_COLLECTIONS
SHARE	CC_REV_REC	CC_REVENUE_RECOGNIZED
SHARE	CHCAP_BUD	CAP Child BUD Ledger
SHARE	CHCAP_ENC	CAP Child ENC Ledger
SHARE	CHCAP_EXP	CAP Child EXP Ledger
SHARE	CHCAP_PRE	CAP Child PRE Ledger
SHARE	CHCON_BUD	CONSTR Child BUD Ledger
SHARE	CHCON_ENC	CONSTR Child ENC Ledger
SHARE	CHCON_EXP	CONSTR Child EXP Ledger
SHARE	CHCON_PRE	CONSTR Child PRE Ledger
SHARE	CHGRF_BUD	GRF Child BUD Ledger
SHARE	CHGRF_ENC	GRF Child ENC Ledger
SHARE	CHGRF_EXP	GRF Child EXP Ledger
SHARE	CHGRF_PRE	GRF Child PRE Ledger
SHARE	DETAIL_BD	Commitment Control Detail BD
SHARE	DETAIL_EN	Detail Encumbrance
SHARE	DETAIL_EX	Commitment Con Detail Expenses
SHARE	DETAIL_PR	Comm Control Detail Preencumbr
SHARE	LEDGER	Detail

Appendix I

SJTA DRAFT AET - Host-CSC ICD

Exhibit F

**SJTA Scope of Work,
Host / Customer Service Center
Interface Control Document**

**New Jersey Toll System Integrator
and All Electronic Toll System**

1.0	Customer Service Center Interface	4
2.0	Agency Tag Status File.....	5
2.1	File Name.....	6
2.2	File Layout.....	7
2.2.1	IAG Spec 1.51X	7
2.2.2	IAG Spec Version 1.60.XX	8
2.3	Processing Requirements	12
3.0	Agency Tag Status Update File	13
3.1	File Name.....	14
3.2	File Layout.....	14
3.3	Processing Requirements	15
4.0	Agency Trip File	16
4.1	File Name.....	17
4.2	File Layout.....	18
4.3	Processing Requirements	21
5.0	Agency Trip Correction File	22
5.1	File Name.....	22
5.2	File Layout.....	23
5.3	Processing Requirements	24
6.0	Agency Image File.....	25
6.1	File Name.....	26
6.2	File Layout.....	27
6.3	Processing Requirements	27
7.0	Agency Trip Reconciliation File	27
7.1	File Name.....	28
7.2	File Layout.....	29
7.3	Processing Requirements	31
8.0	Agency Trip Correction Reconciliation File	32

8.1	File Name.....	33
8.2	File Layout.....	34
8.3	Processing Requirements	35
9.0	Agency Hot List File	35
9.1	File Name.....	36
9.2	File Layout.....	37
9.3	Processing Requirements	39
10.0	Acknowledgement File	40
10.1	File Name.....	41
10.2	File Layout.....	41
10.3	Processing Requirements	43
11.0	Appendix	43
11.1	Toll Zone List.....	43
11.2	CSC Pricing Options	44

1.0 Customer Service Center Interface

The Host and the Customer Service Center (CSC) shall each implement a bi-directional interface for the exchange of tag, trip, reconciliation, hot list and other data as defined herein. This interface shall be comprised of the following files:

- Agency Tag Status File
- Agency Tag Status Update File
- Agency Trip File
- Agency Image File
- Agency Trip Correction File
- Agency Trip Reconciliation File
- Agency Trip Correction Reconciliation File
- Agency Hot List File
- Acknowledgement File

F-1	The Host and the CSC shall each maintain an SFTP (Secure File Transfer Protocol) service for the purpose of receiving files described in this document. File senders shall deliver all files to a single configurable subdirectory of the file recipient's SFTP service.	SYS
F-2	In order to prevent recipients from processing a file while it is being transmitted, File Sender shall deliver files to the target filename modified by a prepended dot character (.). After a file has been successfully transmitted, Sender shall rename the dot file to its recognized target filename.	SYS
F-3	File Recipient shall only process files having valid filenames as specified in this document.	SYS
F-4	File Recipient shall immediately remove processed files from its SFTP receiving subdirectory.	SYS

F-5	Periodically, File Recipient shall delete all files from its receiving SFTP subdirectory which have aged sufficiently, and which have invalid filenames, including dot files. All files deleted in this fashion shall trigger alerts and/or e-mails based on User configuration. The age threshold for invalid file deletion and the schedule interval for deleting invalid files shall both be configurable.	SYS
F-6	The File Recipients shall each implement Authority approved validation processes and reports to ensure that all data is accurately and completely transmitted to and from the CSC. Failed validations shall trigger alerts and/or emails based on configuration. Failed validations shall also cause the generation of Authority approved reports detailing the reason(s) for failed validation.	SYS
F-7	Sent files shall be retained for a minimum of 90 days after delivery. Received files shall be retained for a minimum of 90 days after receipt. These retention times shall be configurable.	SYS
F-8	In the event that multiple received files are available to process, the Host shall process Acknowledgement Files first and shall process all available Agency Tag Status Files next. All available files having the same file type shall be processed in the order in which they were created by the file originator.	SYS
F-9	In the event of a network outage between the Host and the CSC, the Host shall provide a means to create a CD/DVD or USB Drive of all data normally transmitted to the CSC.	SYS
F-10	In the event of a network outage between the Host and the CSC, the Host shall provide a means to utilize a CD/DVD or USB Drive of all data normally received from the CSC.	SYS
F-11	Processing of file names shall not be case sensitive.	SYS

2.0 Agency Tag Status File

The Agency Tag Status File (ATAG File) is created by the CSC to inform the Host of the status of each tag associated with an account held by any CSC, including the CSC. This file also informs the Host of any Authority discount plans associated a tag. The ATAG file is, essentially, a zip file containing copies of all ITAG files received by the CSC as well as the NJ ITAG file with appropriate Authority discount plan bits set. Sections 2.1 and 2.2 include IAG Spec version 1.51X and version 1.60.XX of the ITAG file. The ATAG can have a mix of both IAG versions.

F-12	Every ATAG File shall include the set of most recent (unzipped) ITAG (Interagency Tag Status) Files received by the CSC from each non-NJ CSC as well as the NJ CSC ITAG File.	SYS
F-13	All ITAG Files will be compressed into a single “zip” file by the CSC prior to transmission to the Host.	SYS
F-14	The ATAG File will be transmitted on a user configurable scheduled basis that will be no less frequent than daily. The Host shall accept and process all ATAG Files as they are received.	SYS
F-15	The Host shall generate appropriate alerts in the event that an ATAG File was not received per its normal schedule based on a user configurable interval.	SYS

2.1 File Name

Agency Tag Status File – File Naming Convention	
Container (zip) Filename	{TO_ENTITY}_YYYYMMDDHHMMSS_ATAG.zip
Example Container Filename	0007_20201201041015_ATAG.zip
Data(contained) Filename(s)	{FROM_AGENCY_ID}_YYYYMMDDHHMMSS.ATAG The FROM_AGENCY_ID will be a 3-digit agency ID for IAG Spec 1.51X and it will be a 4-digit agency ID for IAG Spec 1.60.XX
Example Data Filename	006_20201201001015.ATAG – For IAG Spec 1.51X 0006_20201201022300.ATAG – For IAG Spec 1.60.XX
Example ACK Filename	0007_20201201041015_ATAG.ACK

The examples in the table show an ATAG archive created for the SJTA Host (0007) at 12/1/2020 04:10:15. The ATAG archive would contain current ITAG files from each IAG agency.

F-16	The ATAG File name shall be comprised of a four-character recipient identifier (TO_ENTITY), an underscore, the date/time the file was created in YYYYMMDDHHMMSS format, an underscore and the constant "ATAG".	SYS
F-17	The ATAG File shall be a standard "zip" file with a file extension of "zip".	SYS

2.2 File Layout

The structure of each ITAG file found in an ATAG zip file is described by the following sections/tables.

The below two subsections contains the file layout for IAG Spec versions 1.51X and 1.60.XX.

2.2.1 IAG Spec 1.51X

Agency Tag Status File 1.51X – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: ITAG
FROM_AGENCY_ID	CHAR(3)	Standard agency ID code of the Home Agency/CSC.
FILE_DATE	CHAR(8)	Date file created. Format: YYYYMMDD
FILE_TIME	CHAR(6)	Time file created. Format: HHMMSS
RECORD_COUNT	CHAR(8)	Count of all tags in file. Does not include header record. Values: 00000000 – 99999999
COUNT_STAT1	CHAR(8)	Count of all tags with status code 1. Values: 00000000 – 99999999
COUNT_STAT2	CHAR(8)	Count of all tags with status code 2. Values: 00000000 – 99999999
COUNT_STAT3	CHAR(8)	Count of all tags with status code 3. Values: 00000000 – 99999999
COUNT_STAT4	CHAR(8)	Count of all tags with status code 4. Values: 00000000 – 99999999
DELIMITER	CHAR(1)	LF

F-18	The ITAG header record for IAG version 1.51X shall be structured and defined as shown in Table “Agency Tag Status File 1.51X – Header Structure”.	SYS
------	---	-----

Agency Tag Status File 1.51X – Detail Structure		
Field Name	Type/Size	Description/Valid Values
TAG_AGENCY_ID	CHAR(4)	The agency ID encoded on the transponder. Values: 0000 – 9999
TAG_SERIAL_NUMBER	CHAR(10)	The serial number encoded on the transponder. Values: 00000001 – 9999999999
TAG_STATUS	CHAR(1)	The status of the tag. Values: 1 – Valid 2 – Low Balance 3 – Invalid/Negative Balance. 4 – Lost/Stolen/Inventory.
TAG_ACCT_INFO	CHAR(6)	A string of 24 bits (3 characters) converted to Hex-ASCII format (6 characters). The 24 bits represent the following: Bit 1 (rightmost bit): Unused (can be 1 or 0) Bit 2 – 23: Discount bits 1 – Tag has associated discount plan 0 – Tag does not have associated plan Plan bits are defined as follows: Bit 2 - 12: Unused (can be 1 or 0) Bit 13: SJTA Frequent User Discount Bit 14: Unused (can be 1 or 0) Bit 15: SJTA Non-Revenue Bits 16 – 24: Unused (can be 1 or 0)
DELIMITER	CHAR(1)	LF

2.2.2 IAG Spec Version 1.60.XX

Agency Tag Status File 1.60.XX – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: ITAG
VERSION	CHAR(8)	File format/content version.

Agency Tag Status File 1.60.XX – Header Structure		
Field Name	Type/Size	Description/Valid Values
		Format: ##.##.##
FROM_AGENCY_ID	CHAR(4)	Standard agency ID code of the Home Agency/CSC.
FILE_DATE_TIME	CHAR(20)	Date/time file created and formatted per ISO-8601 as shown below. Format: YYYY-MM-DDThh:mm:ssZ
RECORD_COUNT	CHAR(10)	Count of all tags in file. Does not include header record. Values: 000000000 – 999999999
DELIMITER	CHAR(1)	LF

F-19	The ITAG header record for IAG version 1.60.XX shall be structured and defined as shown in Table “Agency Tag Status File 1.60.XX – Header Structure”.	SYS
------	---	-----

Agency Tag Status File 1.60.XX – Detail Structure		
Field Name	Type/Size	Description/Valid Values
TAG_AGENCY_ID	CHAR(4)	The agency ID encoded on the transponder. Values: 0000 – 9999
TAG_SERIAL_NUMBER	CHAR(10)	The serial number encoded on the transponder. Values: 00000001 – 999999999
TAG_STATUS	CHAR(1)	1 – Valid 2 – Low Balance 3 – Zero/Negative Balance (tag is not valid for use and will not be honored by the Home Agency/CSC. However, the tag may become valid again in a future ITAG file).
TAG_ACCT_INFO	CHAR(6)	A string of 24 bits (3 characters) converted to Hex-ASCII format (6 characters). The 24 bits represent the following: Bit 1 (rightmost bit): Unused (can be 1 or 0) Bit 2 – 23: Discount bits 1 – Tag has associated discount plan 0 – Tag does not have associated plan Plan bits are defined as follows: Bit 2 - 12: Unused (can be 1 or 0) Bit 13: SJTA Frequent User Discount Bit 14: Unused (can be 1 or 0) Bit 15: SJTA Non-Revenue

Agency Tag Status File 1.60.XX – Detail Structure		
Field Name	Type/Size	Description/Valid Values
		Bits 16 – 24: Unused (can be 1 or 0)
TAG_HOME_AGENCY	CHAR(4)	The ID assigned to the Home Agency. This is the Agency/CSC that manages the customer account to which toll charges may be posted. Values: 0000 – 9999
TAG_AC_TYPE_IND	CHAR(1)	Used to denote the account type to aid Away Agencies/CSCs in processing trips and researching processing issues. Note that in some cases, based on Home Agency/CSC business rules, more than one of the values below may be applicable. In such a case, it is up to the Home Agency/CSC to determine the most relevant value. Values: B – Business/Commercial account with a large number of vehicles (where large is defined by Home Agency/CSC business rules) F – Fleet account (e.g., rental car, etc.) where there is a potential that the same transponder (or license plate) could be temporarily placed on another account or also exist on an account local to the Away Agency/CSC P – Private account with a small number of vehicles (where small is defined by Home Agency/CSC business rules) V – Violation avoidance account with a large number of license plates and a small number of transponders (if any) used to generate I-Tolls in place of violations or IBT invoices R – Retail transponder that has not yet been registered or is not active when sold. Would only be associated with tags with a TAG_STATUS value of 3. Home Agencies publishing these tags would allow trips to be sent for them and they may or may not post depending on financial status at the time of posting. If they do not post, the Away Agency should pursue through their normal image-based trip processes. * – Account type is unknown/not available
TAG_ACCOUNT_NO	CHAR(50)	The unique account number at the Home Agency/CSC of the associated tag data. Must be provided for all E-ZPass Home Agencies. May not be provided for all NIOP agencies. If not available/provided, will be filled with asterisks (*).

Agency Tag Status File 1.60.XX – Detail Structure		
Field Name	Type/Size	Description/Valid Values
TAG_PROTOCOL	CHAR(3)	<p>The protocol(s) supported by the transponder.</p> <p>Values:</p> <ul style="list-style-type: none"> T – TDM S – SeGo 6 – 6C TS – TDM/SeGo T6 – TDM/6C S6 – SeGo/6C TS6 – TDM/SeGo/6C *** - Not Available <p>Note: If a transponder supports multiple protocols and the TAG_AGENCY_ID/TAG_SERIAL_NUMBER combination differs between protocols, there should be one record in the ITAG file for each unique combination of TAG_AGENCY_ID / TAG_SERIAL_NUMBER used by the transponder.</p> <p>Note: Any linkage of the multiple records would be done via a manifest file provided by the transponder manufacturers and is outside the purview of this specification.</p>
TAG_TYPE	CHAR(1)	<p>The type of transponder.</p> <p>Values:</p> <ul style="list-style-type: none"> F – Feedback G – Feedback and Switchable S – Switchable T – Sticker * – Not Available
TAG_MOUNT	CHAR(1)	<p>The typical mounting location of the transponder:</p> <p>Values:</p> <ul style="list-style-type: none"> I – Interior L – License Plate R – Roof Mount H – Headlamp V – Vehicle Integrated * – Not Available
TAG_CLASS	CHAR(4)	<p>The IAG class expected to be encoded in the transponder.</p> <p>See Appendix C (Column G) for value values. **** if not available.</p>
DELIMITER	CHAR(1)	LF

2.3 Processing Requirements

F-20	The ITAG detail records shall be structured and defined as shown in Tables “Agency Tag Status File 1.51X – Detail Structure” or “Agency Tag Status File 1.60.XX – Detail Structure”.	SYS
F-21	The TAG_ACCT_INFO field in an ITAG file from any CSC may contain Authority related discount plan bits and shall be utilized as necessary if set.	SYS
F-22	The Host shall verify that every ATAG zip file contains an ITAG file for each CSC that issues tags.	SYS
F-23	If an ITAG file is missing, the Host shall utilize the most recent valid ITAG file received from the CSC for the missing CSC, and the Host shall generate and send an Acknowledgement File using RETURN_CODE value of ‘14’ to the CSC.	SYS
F-24	The Host shall reject non-ITAG files, and ITAG files from unrecognized or unexpected CSCs found in an ATAG File and shall return an Acknowledgement File with RETURN_CODE value of ‘15’ to the CSC.	SYS
F-25	Any duplication of transponder numbers in a single ITAG file shall cause the Host to reject the ITAG file(s) involved and send an Acknowledgement File with RETURN_CODE of ‘11’. The Host shall then utilize the most recent valid ITAG file for that CSC.	SYS
F-26	In the event that an ITAG file header record is encountered with record count not matching the actual count of detail records, the Host shall reject the ITAG file and send an Acknowledgement File RETURN_CODE value of ‘01’. The Host shall then utilize the most recent valid ITAG file for that CSC.	SYS
F-27	In the event that the format of a header record is invalid (e.g., character data in a numeric field, etc.), the Host shall reject the ITAG file and send an Acknowledgement File RETURN_CODE value of ‘08’. The Host shall then utilize the most recent valid ITAG file for that CSC.	SYS
F-28	In the event that an invalid detail record is encountered (e.g., inappropriate TAG_STATUS value in an ITAG file, etc.), the Host shall reject the ITAG file and send an Acknowledgement File RETURN_CODE value of ‘02’. The Host shall then utilize the most recent valid ITAG file for that CSC.	SYS
F-29	The Host shall perform appropriate sanity checks on each ITAG File to prevent unusual growth (by absolute number and/or percentage) in the	SYS

	number of records from the previous valid ITAG File from the same CSC.	
F-30	The Host shall perform appropriate sanity checks on each ITAG File to prevent unusual reduction (by absolute number and/or percentage) in the number of records from the previous valid ITAG File from the same CSC.	SYS
F-31	The Host shall perform appropriate sanity checks on each ITAG File to prevent unusual change (by absolute number and/or percentage) in the number of records with a particular tag status from the previous valid ITAG File from the same CSC.	SYS
F-32	The Host shall support user configurable ITAG sanity check values.	SYS
F-33	Any ITAG File that fails a sanity check shall cause the Host to hold all ITAG Files for manual verification and to send an Acknowledgement File RETURN_CODE value of '09'.	SYS
F-34	The Host shall provide a means to allow the processing of ITAG Files that failed sanity checking to continue after manual verification.	SYS
F-35	The Host shall verify that every ATAG zip file contains an ITAG file for each CSC that issues tags.	SYS

3.0 Agency Tag Status Update File

The Agency Tag Status Update File (ATGU File) is created by the CSC to inform the Host of the updated status of tag associated with an account held by any CSC, including the NJ CSC. The ATGU file is, essentially, a zip file containing copies of all ITGU files received by the CSC as well as the NJ ITGU file with appropriate Authority discount plan bits set.

F-36	Every ATGU File shall include the set of (unzipped) ITGU (Inter-Agency Tag Status Update) Files received by the CSC from each non-CSC since the last full Tag Status File.	SYS
F-37	All ITGU Files will be compressed into a single "zip" file by the CSC prior to transmission to the Host.	SYS
F-38	The ATGU File will be transmitted on an as needed basis. The Host shall accept and process all ATGU Files as they are received.	SYS

3.1 File Name

Agency Tag Status Update File – File Naming Convention	
Container (zip) Filename	{TO_ENTITY}_YYYYMMDDHHMMSS_ATGU.zip
Example Container Filename	0007_20201201041015_ATGU.zip
Data (contained) Filename(s)	{FROM_AGENCY_ID}_YYYYMMDDHHMMSS.ITGU
Example Data Filename	0006_20201201001015.ITAG, 0021_20201201022300.ITGU, etc.
Example ACK Filename	0007_20201201041015_ATGU.ACK

The examples in the table show an ATGU archive created for the Host (0007) at 12/1/2020 04:10:15. The ATGU archive would contain ITGU files from one or more IAG agencies.

F-39	The ATGU File name shall be comprised of a four-character recipient identifier (TO_ENTITY), an underscore, the date/time the file was created in YYYYMMDDHHMMSS format, an underscore and the constant “ATGU”.	SYS
F-40	The ATGU File shall be a standard “zip” file with a file extension of “zip”.	SYS

3.2 File Layout

The structure of each ITGU file found in an ATGU zip file is described by the following table.

Agency Tag Status Update File – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: ITGU
All other fields from the Agency Tag Status File Header Structure shown in section 2.2.1 (for IAG Spec 1.51X) and in section 2.2.2 (for IAG Spec 1.60.XX)	Field Sizes are shown in Header Structure of section 2.2.1 (for IAG Spec 1.51X) and in section 2.2.2 (for IAG Spec 1.60.XX)	See Description/Valid Values for the fields in the Agency Tag Status File Header Structure shown in section 2.2.1 (for IAG Spec 1.51X) and in section 2.2.2 (for IAG Spec 1.60.XX)

Agency Tag Status Update File – Header Structure		
Field Name	Type/Size	Description/Valid Values
	(for IAG Spec 1.60.XX)	

F-41	The ITGU header record shall be structured and defined as shown in Table “Agency Tag Status Update File – Header Structure”.	SYS
------	--	-----

Agency Tag Status Update File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
All other fields from the Agency Tag Status File Detailed Structure shown in section 2.2.1 (for IAG Spec 1.51X) and in section 2.2.2 (for IAG Spec 1.60.XX)	Field Sizes are shown in Detailed Structure of section 2.2.1 (for IAG Spec 1.51X) and in section 2.2.2 (for IAG Spec 1.60.XX)	See Description/Valid Values for the fields in the Agency Tag Status File Detailed Structure shown in section 2.2.1 (for IAG Spec 1.51X) and in section 2.2.2 (for IAG Spec 1.60.XX)

F-42	The ITGU detail record shall be structured and defined as shown in Table “Agency Tag Status Update File – Detail Structure”.	SYS
F-43	The TAG_ACCT_INFO field in an ITGU file from any CSC may contain Authority related discount plan bits and shall be utilized as necessary if set.	SYS

3.3 Processing Requirements

F-44	The Host shall reject non-ITGU files, and ITGU files from unrecognized or unexpected CSCs found in an ATGU File, and shall return an Acknowledgement File with RETURN_CODE value of ‘15’ to the CSC.	SYS
F-45	Any duplication of transponder numbers in a single ITGU file shall cause the Host to reject the ITGU file(s) involved and send an Acknowledgement File with RETURN_CODE of ‘11’.	SYS

F-46	In the event that an ITGU file header record is encountered with record count not matching the actual count of detail records, the Host shall reject the ITGU file and send an Acknowledgement File RETURN_CODE value of '01'.	SYS
F-47	In the event that the format of a header record is invalid (e.g., character data in a numeric field, etc.), the Host shall reject the ITGU file and send an Acknowledgement File RETURN_CODE value of '08'.	SYS
F-48	In the event that an invalid detail record is encountered (e.g., inappropriate TAG_STATUS value in an ITGU file, etc.), the Host shall reject the ITGU file and send an Acknowledgement File RETURN_CODE value of '02'.	SYS
F-49	The Host shall perform appropriate sanity checks on each ITGU File to prevent unusual growth (by absolute number and/or percentage) in the number of records from the previous valid ITGU File from the same CSC.	SYS
F-50	The Host shall perform appropriate sanity checks on each ITGU File to prevent unusual reduction (by absolute number and/or percentage) in the number of records from the previous valid ITGU File from the same CSC.	SYS
F-51	The Host shall perform appropriate sanity checks on each ITGU File to prevent unusual change (by absolute number and/or percentage) in the number of records with a particular tag status from the previous valid ITGU File from the same CSC.	SYS
F-52	The Host shall support user configurable ITGU sanity check values.	SYS
F-53	Any ITGU File that fails a sanity check shall cause the Host to hold all ITGU Files for manual verification and to send an Acknowledgement File RETURN_CODE value of '09'.	SYS
F-54	The Host shall provide a means to allow the processing of ITGU Files that failed sanity checking to continue after manual verification.	SYS

4.0 Agency Trip File

The Agency Trip (ATRP) File is created by the Host to report Automatic Vehicle Identification (AVI) and Image Based Toll (IBT) Trips to the CSC.

F-55	The Host shall create and transmit Agency Trip (ATRP) Files according to a configurable schedule, to inform the CSC of all AVI and IBT Trips occurring at Host facilities.	SYS
F-56	ATRP Files shall be created and transmitted no less frequently than daily but shall be capable of being as frequent as hourly.	SYS
F-57	The Host shall be capable of compressing each ATRP File into a containing “zip” file (the ATRP Zip File) by the Host before transmission.	SYS
F-58	The Host shall support a configurable parameter to control whether or not the ATRP file shall be compressed prior to transmission.	SYS

4.1 File Name

Agency Trip File – File Naming Convention	
Container (zip) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_ATRP.zip
Example Container Filename	0007_0022_20201201001015_ATRP.zip
Data (contained) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS.ATRP
Example Data Filename	0007_0022_20201201001015.ATRP
Example ACK Filename	0007_0022_20201201001015_ATRP.ACK

The examples in the table show an ATRP file created by the Host (0007) on 12/1/2020 at 00:10:15.

F-59	The ATRP Zip File name shall be comprised of a four-character sender identifier (FROM_ENTITY); an underscore; the constant “0022”; the date/time the file was created in YYYYMMDDHHMMSS format; an underscore; and the constant “ATRP”.	SYS
F-60	The ATRP Zip File shall be a standard “zip” file with a file extension of “zip”.	SYS
F-61	The ATRP Zip File shall contain a single Agency Trip File.	SYS

F-62	The ATRP Zip File's content Agency Trip File name shall be comprised of a four-character sender identifier (FROM_ENTITY); an underscore; the constant "0022"; and the date/time the file was created in YYYYMMDDHHMMSS format. The file name extension shall be the constant "ATRP".	SYS
------	--	-----

4.2 File Layout

Agency Trip File – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: ATRP
FROM_ENTITY	CHAR(4)	Value: 0007 Value shall match the value in File Name.
TO_ENTITY	CHAR(4)	Value: 0022 Value shall match the value in File Name.
FILE_DATE_TIME	CHAR(20)	Date/time file created and formatted per ISO-8601 as shown below. Format: YYYY-MM-DDThh:mm:ssZ
RECORD_COUNT	CHAR(8)	Count of trips in the file. Does not include header record. Values: 00000000 – 99999999
ATRP_FILE_NUM	CHAR(8)	A sequential number used by FROM_ENTITY to uniquely identify the Agency Trip File. Values: 00000001 – 99999999.
DELIMITER	CHAR(1)	LF

F-63	The ATRP header record shall be structured and defined as shown in Table "Agency Trip File – Header Structure".	SYS
------	---	-----

Agency Trip File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
TRP_SERIAL_NUM	CHAR(20)	The unique key of a Trip assigned by the Host. Values: 00000000000000000000 – 99999999999999999999
REVENUE_DATE	CHAR(8)	The revenue date of the Trip as determined by the Host. Format: YYYYMMDD
FAC_AGENCY	CHAR(4)	Value: 0007

Agency Trip File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
TRP_TYPE	CHAR(3)	<p>This field is used to denote the type of Trip.</p> <p>Values: AVI = Transponder Based Trip IBT = Image Based Trip</p>
TRP_ENTRY_DATE_TIME	CHAR(25)	<p>The date the vehicle entered the facility and formatted per ISO-8601 as shown below.</p> <p>Format: YYYY-MM-DDThh:mm:ss±HH:MM</p> <p>***** for single toll zone / barrier toll trips</p>
TRP_EXIT_DATE_TIME	CHAR(25)	<p>The date the vehicle exited the facility and formatted per ISO-8601 as shown below.</p> <p>Format: YYYY-MM-DDThh:mm:ss±HH:MM</p>
TRP_ENTRY_TZ	CHAR(3)	<p>Toll Zone identifier.</p> <p>Values: See section 10.1</p> <p>*** for single toll zone / barrier toll trips</p>
TRP_ENTRY_LANE	CHAR(3)	<p>Lane identifier.</p> <p>*** for single toll zone / barrier toll trips</p>
TRP_EXIT_TZ	CHAR(3)	<p>Toll Zone identifier.</p> <p>Values: See section 10.1</p>
TRP_EXIT_LANE	CHAR(3)	<p>Lane identifier.</p>
TAG_AGENCY	CHAR(4)	<p>Standard agency ID read from the tag.</p> <p>Values: 0000 – 9999</p> <p>*** for IBT trips</p>
TAG_SERIAL_NUMBER	CHAR(10)	<p>Tag serial number read from the tag.</p> <p>Values: 000000000001 – 999999999999</p> <p>***** for IBT trips</p>
VALIDATION_STATUS	CHAR(1)	<p>The tag status from the Tag Status File at the time of the trip.</p> <p>Values: 1 – Valid 2 – Low Balance 3 – Invalid/Negative Balance 4 – Lost/Stolen and Inventory * if data is unavailable</p>

Agency Trip File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
LIC_STATE	CHAR(2)	License plate state/issuing jurisdiction for IBT. ** for AVI trips or if not available
LIC_NUMBER	CHAR(10)	License plate number for IBT. ***** for AVI trips or if not available
LIC_TYPE	CHAR(30)	License plate type for IBT. Values: Shall follow IAG defined types Filled with asterisks (*) for AVI trips or if not available
CLASS_CHARGED	CHAR(3)	The Class detected by AVC. The contents of this field are left justified and padded with trailing blanks as needed. Values: 1-3 *** if data is unavailable
ACTUAL_AXLES	CHAR(2)	The number of axles associated with the vehicle. Values: 00 – 99 (00 for SJTA)
PLAN_TYPE	CHAR(20)	The Plan Associated with the Trip. This data will act as a guide for the CSC to pick the Trip Price. The contents of this field are left justified and padded with trailing blanks as needed. Values: FREQ – AVI Frequent User HOME – AVI Home Agency AWAY – AVI Away Agency NONREV – Non-Revenue Trip WAIVE – Toll Waive
AVI_AMOUNT	CHAR(5)	The AVI price for the Trip as calculated by the Host. See section 11.2 for CSC Pricing Details Values: 00000 (\$000.00) – 99999 (\$999.99)
AVI_DIS_AMOUNT	CHAR(5)	The Discounted AVI price for the Trip as calculated by the Host. See section 11.2 for CSC Pricing Details Values: 00000 (\$000.00) – 99999 (\$999.99)
IBT_AMOUNT	CHAR(5)	The IBT price as calculated by the Host. Populated for all Trip Types. See section 11.2 for CSC Pricing Details Values: 00000 (\$000.00) – 99999 (\$999.99)

Agency Trip File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
IBT_DIS_AMOUNT	CHAR(5)	The IBT discount price as calculated by the Host. Populated for all Trip Types. See section 11.2 for CSC Pricing Details Values: 00000 (\$000.00) – 99999 (\$999.99)
DELIMITER	CHAR(1)	LF

F-64	The ATRP detail record shall be structured and defined as shown in Table “Agency Trip File – Detail Structure”.	SYS
------	---	-----

4.3 Processing Requirements

F-65	The Host shall ensure that ATRP_FILE_NUM forms a sequential key that can be used to uniquely identify a distinct ATRP File.	SYS
F-66	If the CSC detects that the ATRP_FILE_NUM of an ATRP File equals that of a distinct, previously received Agency Trip File from the FROM_ENTITY, it will reject the ATRP file and return an Acknowledgement File with RETURN_CODE of '05'. The Host shall handle this condition as appropriate.	SYS
F-67	If the CSC detects that the ATRP_FILE_NUM of an ATRP File is distinct from previously received ATRP_FILE_NUMs from the FROM_ENTITY, but does not equal the most recently processed ATRP_FILE_NUM received from the FROM_ENTITY plus one (1), then the CSC will return an Acknowledgement File with RETURN_CODE of '06' to signify that a gap in sequence numbers was found. However, the out-of-sequence ATRP File shall still be processed by the CSC. The Host shall handle this condition as appropriate.	SYS
F-68	In the event that a header record is encountered with record count not matching the actual count of detail records, the CSC will reject the ATRP file and send an Acknowledgement File RETURN_CODE value of '01'. The Host shall handle this condition as appropriate.	SYS
F-69	In the event that the format of a header record is invalid (e.g., character data in a numeric field, etc.), the CSC will reject the ATRP file and send an Acknowledgement File RETURN_CODE value of '08'. The Host shall handle this condition as appropriate.	SYS

F-70	If, in an ATRP File, the CSC encounters any issues when processing the records (e.g., invalid or inappropriate codes, invalid trip identifier, or a value of TRP_SERIAL_NUM that was previously transmitted successfully in another ATRP File from the same FROM_ENTITY; or if the CSC finds a value of TRP_SERIAL_NUM more than once in an ATRP File, etc.) then the CSC will reject only those records and return an Acknowledgement File with RETURN_CODE of '02'. The RECON_TYPE field of Agency Trip Reconciliation File (AREC) would indicate that the record was rejected due to processing issues and the RECON_CODE field shall indicate the reason the record was rejected. CSC shall provide a list of Reject Codes. The Host shall handle this condition as appropriate.	SYS
F-71	Trips that contain asterisks in the Entry Toll Zone Fields (TRP_ENTRY_DATE, TRP_ENTRY_TIME, TRP_ENTRY_TZ and TRP_ENTRY_LANE) shall be treated by the CSC as a Barrier Toll.	SYS

5.0 Agency Trip Correction File

The Agency Trip Correction (ATRC) File shall be created by the Host to replace toll trip information already sent to the CSC with updated/corrected information. The file will also include corrected trips that were previously rejected by the CSC.

F-72	The Host shall create and transmit Agency Trip Correction (ATRC) Files to CSC on an as-needed basis, that includes the updated/corrected AVI and IBT Trips.	SYS
F-73	The Host shall be capable of compressing each ATRC File into a containing "zip" file (the ATRC Zip File) by the Host before transmission.	SYS
F-74	The Host shall support a configurable parameter to control whether or not the ATRC file shall be compressed prior to transmission.	SYS

5.1 File Name

Agency Trip File – File Naming Convention	
Container (zip) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_ATRC.zip
Example Container Filename	0007_0022_20201201001015_ATRC.zip

Agency Trip File – File Naming Convention	
Data (contained) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS.ATRC
Example Data Filename	0007_0022_20201201001015.ATRC
Example ACK Filename	007_0022_20201201001015_ATRC.ACK

The examples in the table show an ATRC file created by the Host (0007) on 12/1/2020 at 00:10:15.

F-75	The ATRC Zip File name shall be comprised of a four-character sender identifier (FROM_ENTITY); an underscore; the constant “0022”; the date/time the file was created in YYYYMMDDHHMMSS format; an underscore; and the constant “ATRC”.	SYS
F-76	The ATRC Zip File shall be a standard “zip” file with a file extension of “zip”.	SYS
F-77	The ATRC Zip File shall contain a single Agency Trip Correction File.	SYS
F-78	The ATRC Zip File’s File name shall be comprised of a four-character sender identifier (FROM_ENTITY); an underscore; the constant “0022”; and the date/time the file was created in YYYYMMDDHHMMSS format. The file name extension shall be the constant “ATRC”.	SYS

5.2 File Layout

Agency Trip Correction File – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: ATRC
FROM_ENTITY	CHAR(4)	Value: 0007 Value shall match the value in File Name.
TO_ENTITY	CHAR(4)	Value: 0022 Value shall match the value in File Name.
FILE_DATE_TIME	CHAR(20)	Date/time file created and formatted per ISO-8601 as shown below. Format: YYYY-MM-DDThh:mm:ssZ
RECORD_COUNT	CHAR(8)	Count of trips in the file. Does not include header record.

Agency Trip Correction File – Header Structure		
Field Name	Type/Size	Description/Valid Values
		Values: 0000000 – 99999999
ATRC_FILE_NUM	CHAR(8)	A sequential number used by FROM_ENTITY to uniquely identify the Agency Trip Correction File. Values: 00000001 – 99999999.
DELIMITER	CHAR(1)	LF

F-79	The ATRC header record shall be structured and defined as shown in Table “Agency Correction Trip File – Header Structure”.	SYS
------	--	-----

Agency Trip Correction File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
CORR_REASON	CHAR(2)	<p>A code denoting the reason for the correction.</p> <p>Values:</p> <ul style="list-style-type: none"> 01 – Backout original Trip and apply Trip from this record. 02 – Ignore (delete/backout) IBT Trip 03 – Ignore (delete/backout) AVI Trip 04 – Unused 05 – Unused 06 – Resubmission of trip rejected with code of RINV. 07 – Unused 08 – Resubmission of trip rejected with a code of RJDP. The Authority has researched the trip and determined that it is not an actual duplicate. The Home Agency/CSC should bypass its duplicate filtering and should post this resubmission.
All other fields from the Agency Trip File Detail Structure	CHAR(200)	All fields from the original trip (refer to Trip File Detail Structure for details) will be retransmitted with the appropriate fields corrected to their required values.

5.3 Processing Requirements

F-80	The Host shall ensure that ATRC_FILE_NUM forms a sequential key that can be used to uniquely identify a distinct ATRC File.	SYS
------	---	-----

F-81	If the CSC detects that the ATRC_FILE_NUM of an ATRC File equals that of a distinct, previously received Agency Correction Trip File from the FROM_ENTITY, it will reject the ATRP file and return an Acknowledgement File with RETURN_CODE of '05'. The Host shall handle this condition as appropriate.	SYS
F-82	If the CSC detects that the ATRC_FILE_NUM of an ATRC File is distinct from previously received ATRC_FILE_NUMs from the FROM_ENTITY, but does not equal the most recently processed ATRC_FILE_NUM received from the FROM_ENTITY plus one (1), then the CSC will return an Acknowledgement File with RETURN_CODE of '06' to signify that a gap in sequence numbers was found. However, the out-of-sequence ATRC File shall still be processed by the CSC. The Host shall handle this condition as appropriate.	SYS
F-83	In the event that a header record is encountered with record count not matching the actual count of detail records, the CSC will reject the ATRC file and send an Acknowledgement File RETURN_CODE value of '01'. The Host shall handle this condition as appropriate.	SYS
F-84	In the event that the format of a header record is invalid (e.g., character data in a numeric field, etc.), the CSC will reject the ATRC file and send an Acknowledgement File RETURN_CODE value of '08'. The Host shall handle this condition as appropriate.	SYS
F-85	If, in an ATRC File, the CSC encounters any issues when processing the records (e.g., invalid or inappropriate codes, invalid trip identifier, or if the CSC finds a value of TRP_SERIAL_NUM more than once in an ATRC File, etc.) then the CSC will reject only those records and return an Acknowledgement File with RETURN_CODE of '02'. The RECON_TYPE field of Agency Trip Correction Reconciliation File (ATCR) would indicate that the record was rejected due to processing issues and the RECON_CODE field shall indicate the reason the record was rejected. CSC shall provide a list of Reject Codes. The Host shall handle this condition as appropriate.	SYS

6.0 Agency Image File

Each IBT Trip will be associated with one representative image that will be transmitted to the CSC. For transmission to the CSC, a group of IBT Trip Image Files are combined into a single Agency Image ZIP File.

F-86	The System shall create and transmit Agency Image Files according to a configurable schedule, to provide the CSC with all images associated with IBT Trips.	SYS
F-87	Agency Image Files shall be created and transmitted no less frequently than daily but shall be capable of being as frequent as hourly.	SYS

6.1 File Name

Agency Image File – File Naming Convention	
Container (zip) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_AIMG.zip
Example Container Filename	0007_0022_20201201001015_AIMG.zip
Data (contained) Filename	{TRP_EXIT_TZ}_{TRP_EXIT_LANE}_YYYYMMDDHHMMSS_{TRP_SERIAL_NUM}.jpg
Example Data Filename	BCN_01_20201201230121_000000000000000000012.jpg (just one sample of the many IBT Image Zip Files that could be contained in the Agency Image File).
Example ACK Filename	0022_0007_20131202001015_AIMG.ACK

The examples in the table show an Agency Image File and contents created by the System (0007) for images from the Toll Zone BCN on 12/1/2020 at 00:10:15.

F-88	The Agency Image Zip File name shall be comprised of a four-character sender identifier (FROM_ENTITY); an underscore; the constant “0022”; the date/time the file was created in YYYYMMDDHHMMSS format; an underscore; and the constant “AIMG”.	SYS
F-89	The Agency Image File shall be a standard “zip” file with a file extension of “zip”.	SYS
F-90	The Agency Image File shall contain multiple image files.	SYS

6.2 File Layout

F-91	The Agency Image File name shall be comprised of a three-character Toll Zone ID (padded with trailing underscores as necessary for Exit Toll Zone ID values less than three characters long); a two character Exit Lane ID (padded with leading zeroes as necessary for Exit Lane ID values of a single digit); the date/time of the associated Trip in YYYYMMDDHHMMSS format; an underscore; the twenty character Trip Sequence Number associated with the IBT Trip padded with leading zeroes.	SYS
F-92	The IBT Image File shall be a standard “jpeg” file with a file extension of “jpg”.	SYS

6.3 Processing Requirements

F-93	On a scheduled basis, the System shall create an Agency Image File for each Toll Zone which shall be comprised of all the Transaction Image Zip Files for the given Toll Zone that have not previously been combined into an Agency Image File.	SYS
------	---	-----

7.0 Agency Trip Reconciliation File

The Agency Trip Reconciliation (AREC) File is created by the CSC to report the results of Trip processing to the Host. The Host shall process and incorporate the data received from the CSC in the recognition, reporting and reconciliation of revenues. Multiple Agency Trip Reconciliation Files can be received for a given Agency Trip File, but each Agency Trip Reconciliation File will only contain trips related to a single Agency Trip File.

F-94	The CSC will prepare Agency Trip Reconciliation (AREC) Files containing Trip processing status changes for all Trips previously received in Agency Trip (ATRP) Files from the Host.	SYS
F-95	The AREC File will be transmitted on a user configurable scheduled basis that will be no less frequent than daily. The Host shall accept and process all AREC Files as they are received.	SYS
F-96	The Host shall process and incorporate the data received in AREC Files in the recognition, reporting and reconciliation of revenues.	SYS

F-97	The Host shall trigger alerts and/or emails to staff, based on User configuration, when an initial AREC File has not been received within a configurable time interval after successful transmission of an ATRP File.	SYS
F-98	Each AREC File may be compressed into a “zip” file by the CSC before transmission. The Host shall support a configurable parameter to control whether or not it expects the AREC file to be compressed.	SYS

7.1 File Name

Agency Trip Reconciliation File – File Naming Convention	
Container (zip) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_{ATRP_FILE_NUM }_AREC.zip
Example Container Filename	0022_0007_20201202001015_00000012_AREC.zip
Data (contained) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_{ATRP_FILE_NUM}.AREC
Example Data Filename	0022_0007_20201202001015_00000012.AREC
Example ACK Filename	0022_0007_20201202001015_00000012_AREC.ACK

The examples in the table show an AREC zip file and contents created for the Host (007) on 12/2/2020 at 00:10:15, containing reconciliation for ATRP file number 00000012.

F-99	The AREC Zip File name shall be comprised of a four-character constant “0022”; an underscore; a four character recipient identifier (TO_ENTITY); an underscore; the date/time the file was created in YYYYMMDDHHMMSS format; an underscore; the identifier {ATRP_FILE_NUM}, left-padded with zeroes to 8 digits, that uniquely identifies the original Agency Trip File to the Host; an underscore; and the constant “AREC”.	SYS
F-100	The AREC Zip File shall be a standard “zip” file with a file extension of “zip”.	SYS
F-101	The AREC Zip File shall contain a single Agency Trip Reconciliation File.	SYS

F-102	The AREC Zip File's content Agency Trip Reconciliation File name shall be comprised of a four-character constant "0022"; an underscore; a four character recipient identifier (TO_ENTITY); an underscore; the date/time the file was created in YYYYMMDDHHMMSS format; an underscore; and the identifier {ATRP_FILE_NUM}, left-padded with zeroes to 8 digits, that uniquely identifies the original Agency Trip File to the Host;. The file name extension shall be the constant "AREC".	SYS
-------	---	-----

7.2 File Layout

Agency Trip Reconciliation File – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: AREC
FROM_ENTITY	CHAR(4)	Value: 0022 Value shall match value of {FROM_ENTITY} in File Name.
TO_ENTITY	CHAR(4)	Value: 0007 Value shall match value of {TO_ENTITY} in File Name.
FILE_DATE	CHAR(8)	Date file created. Format: YYYYMMDD Date shall match the date in the File Name.
FILE_TIME	CHAR(6)	Time file created. Format: HHMMSS Time shall match the time in the File Name.
ATRP_FILE_NUM	CHAR(8)	The Agency Trip File number to which this reconciliation file corresponds. Values: 00000001 – 99999999. Shall match value of {ATRP_FILE_NUM} in the File Name.
RECORD_COUNT	CHAR(8)	Count of records in the file. Does not include header record. Values: 00000000 – 99999999
DELIMITER	CHAR(1)	LF

F-103	The AREC header record shall be structured and defined as shown in Table “Agency Trip Reconciliation File – Header Structure”.	SYS
-------	--	-----

Agency Trip Reconciliation File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
TRP_SERIAL_NUM	CHAR(20)	<p>The unique key of a Trip assigned by the Host.</p> <p>Values: 0000000000000000 – 99999999999999999999</p>
RECON_TYPE	CHAR(12)	<p>The type of reconciliation.</p> <p>Values: POSTED – Trip posted to an AVI account. No further reconciliation for the associated Trip will take place. Note that, in certain cases such as disputes or CSC corrections, Trips reconciled as POSTED could revert back to INTERIM status.</p> <p>PAID – IBT was paid. No further reconciliation for the associated Trip will take place. Note that, in certain cases such as bounced checks or chargebacks, IBT trips reconciled as PAID could revert back to INTERIM status.</p> <p>DISMISSED – IBT Trip was dismissed. No payment or other action was taken. No further reconciliation for the associated Trip will take place.</p> <p>REJECTED – Trip could not be processed and was rejected. No further reconciliation for the associated Trip will take place.</p> <p>INTERIM – Reconciliation is an interim code. The associated Trip may have additional reconciliation in the future. Also used to reverse a final status of POSTED or PAID when combined with a RECON_CODE value of "REVERSAL".</p>
AGENCY	CHAR(4)	<p>The agency associated with the Trip.</p> <p>For POSTED, REJECTED and INTERIM reconciliation types this would be the four-digit code associated with the agency (with 0022 used for REJECTED IBT Trips).</p> <p>For PAID and DISMISSED reconciliation types this would be 0007.</p>
RECON_CODE	CHAR(12)	<p>Reconciliation code.</p> <p>For POSTED and REJECTED (for AVI Trips) reconciliation types this would be the IAG defined ETC_POST_STATUS (e.g., POST, PPST, INSU, OLD1, etc.) or, if an internal CSC reject code applies, the actual CSC reject code value would appear.</p> <p>For the INTERIM reconciliation type this would indicate the stage of the Trip at the CSC.</p> <p>For the PAID reconciliation type this would indicate how payment was made and if payment included fees.</p> <p>For the REJECTED reconciliation type this would indicate the reason that the Trip was rejected. CSC shall establish a list of REJECT Recon Codes</p>

Agency Trip Reconciliation File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
		<p>For the DISMISSED reconciliation type this would indicate the reason the Trip was dismissed.</p> <p>The detailed values of this field shall be determined during the design phase and shall be table driven to support changes over the life of the Host.</p>
PLAN_TYPE	CHAR(12)	<p>The plan type associated with the POSTED trip.</p> <p>Values: SJAWAY – Away Agency Rate was applied SJFQDIS - Frequent User Discount was applied SJHOME – Home Agency Rate was applied SJIBTDIS – I-Toll Discount was applied</p>
TOLL_PAID	CHAR(5)	<p>Total accumulated toll amount posted/paid for this Trip.</p> <p>Values: 00000 (\$000.00) – 99999 (\$999.99)</p>
FEE_PAID	CHAR(5)	<p>Total accumulated fee amount posted/paid for this Trip. This relates to IBT administrative or other such fees.</p> <p>Values: 00000 (\$000.00) – 99999 (\$999.99)</p>
REPORT_DATE	CHAR(8)	<p>The date that will appear on settlement or deposit reports at the CSC for this Trip. Shall be used by the Host to generate corresponding settlement/deposit reconciliation reports.</p> <p>Format: YYYYMMDD</p>
DELIMITER	CHAR(1)	LF

F-104	The AREC detail record shall be structured and defined as shown in Table “Agency Trip Reconciliation File – Detail Structure”.	SYS
-------	--	-----

7.3 Processing Requirements

F-105	If the Host receives an AREC File with an ATRP_FILE_NUM that it did not previously send successfully to the CSC, it shall reject the AREC file and return an Acknowledgement File with RETURN_CODE of ‘20’.	SYS
F-106	In the event that a header record is encountered with record count not matching the actual count of detail records, the Host shall reject the AREC file and send an Acknowledgement File RETURN_CODE value of ‘01’.	SYS

F-107	In the event that the format of a header record is invalid (e.g., character data in a numeric field, etc.), the Host shall reject the AREC file and send an Acknowledgement File RETURN_CODE value of '08'.	SYS
F-108	In the event that the Host encounters invalid AREC detail record (e.g., inappropriate codes, invalid trip identifier, etc.), the Host shall reject only the error records and return an Acknowledgement File with RETURN_CODE of '02'. The Host shall be able to generate a report with all the error records in the file.	SYS
F-109	In the event that multiple AREC records having the same value of TRP_SERIAL_NUM are encountered in a single AREC file, the Host shall process those records in the order found.	SYS
F-110	The Host shall retain a history in its database of all changes to a Trip resulting from the processing of AREC records.	SYS

8.0 Agency Trip Correction Reconciliation File

The Agency Trip Correction Reconciliation (ATCR) File is created by the CSC to report the results of Agency Trip Correction (ATRC) File processing to the Host. The Host shall process and incorporate the data received from the CSC in the recognition, reporting and reconciliation of revenues. Multiple Agency Trip Correction Reconciliation Files can be received for a given Agency Trip Correction File, but each Agency Trip Correction Reconciliation File will only contain trips related to a single Agency Trip Correction File.

F-111	The CSC will prepare Agency Trip Correction Reconciliation (ATCR) Files containing Trip processing status changes for all Trips previously received in Agency Trip Correction (ATRC) Files from the Host.	SYS
F-112	The ATCR File will be transmitted on a user configurable scheduled basis that will be no less frequent than daily. The Host shall accept and process all ATCR Files as they are received.	SYS
F-113	The Host shall process and incorporate the data received in AREC Files in the recognition, reporting and reconciliation of revenues.	SYS
F-114	The Host shall trigger alerts and/or emails to staff, based on User configuration, when an initial ATCR File has not been received within a configurable time interval after successful transmission of an ATRC File.	SYS

F-115	Each ATCR File may be compressed into a “zip” file by the CSC before transmission. The Host shall support a configurable parameter to control whether or not it expects the ATCR file to be compressed.	SYS
-------	---	-----

8.1 File Name

Agency Trip Reconciliation File – File Naming Convention	
Container (zip) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_{ATRC_FILE_NUM}.ATCR.zip
Example Container Filename	0022_0007_20201202001015_00000012.ATCR.zip
Data (contained) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_{ATRC_FILE_NUM}.ATCR
Example Data Filename	0022_0007_20201202001015_00000012.ATCR
Example ACK Filename	0022_0007_20201202001015_00000012.ATCR.ACK

The examples in the table show an ATCR zip file and contents created for the Host (007) on 12/2/2020 at 00:10:15, containing reconciliation for ATRC file number 00000012.

F-116	The ATCR Zip File name shall be comprised of a four-character constant “0022”; an underscore; a four character recipient identifier (TO_ENTITY); an underscore; the date/time the file was created in YYYYMMDDHHMMSS format; an underscore; the identifier {ATRP_FILE_NUM}, left-padded with zeroes to 8 digits, that uniquely identifies the original Agency Trip File to the Host; an underscore; and the constant “ATCR”.	SYS
F-117	The ATCR Zip File shall be a standard “zip” file with a file extension of “zip”.	SYS
F-118	The ATCR Zip File shall contain a single Agency Trip Correction Reconciliation File.	SYS

F-119	The ATCR Zip File's content Agency Trip Correction Reconciliation File name shall be comprised of a four-character constant "0022"; an underscore; a four character recipient identifier (TO_ENTITY); an underscore; the date/time the file was created in YYYYMMDDHHMMSS format; an underscore; and the identifier {ATRC_FILE_NUM}, left-padded with zeroes to 8 digits, that uniquely identifies the original Agency Trip File to the Host;. The file name extension shall be the constant "ATCR".	SYS
-------	--	-----

8.2 File Layout

Agency Trip Correction Reconciliation File – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: ATCR
FROM_ENTITY	CHAR(4)	Value: 0022 Value shall match value of {FROM_ENTITY} in File Name.
TO_ENTITY	CHAR(4)	Value: 0007 Value shall match value of {TO_ENTITY} in File Name.
FILE_DATE	CHAR(8)	Date file created. Format: YYYYMMDD Date shall match the date in the File Name.
FILE_TIME	CHAR(6)	Time file created. Format: HHMMSS Time shall match the time in the File Name.
ATRC_FILE_NUM	CHAR(8)	The Agency Trip Correction File number to which this reconciliation file corresponds. Values: 00000001 – 99999999. Shall match value of {ATRC_FILE_NUM} in the File Name.
RECORD_COUNT	CHAR(8)	Count of records in the file. Does not include header record. Values: 00000000 – 99999999
DELIMITER	CHAR(1)	LF

F-120	The ATCR header record shall be structured and defined as shown in Table "Agency Trip Correction Reconciliation File – Header Structure".	SYS
-------	---	-----

Agency Trip Reconciliation File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
All fields from the Agency Trip Reconciliation (AREC) File Detailed Structure	CHAR(71)	All fields from the original Trip Reconciliation File (refer to Trip Reconciliation File Header Structure for details) will be retransmitted with the appropriate fields corrected to their required values.

F-121	The AREC detail record shall be structured and defined as shown in Table “Agency Trip Reconciliation File – Detail Structure”.	SYS
-------	--	-----

8.3 Processing Requirements

F-122	If the Host receives an ATCR File with an ATRC_FILE_NUM that it did not previously send successfully to the CSC, it shall reject the ATCR file and return an Acknowledgement File with RETURN_CODE of '20'.	SYS
F-123	In the event that a header record is encountered with record count not matching the actual count of detail records, the Host shall reject the ATCR file and send an Acknowledgement File RETURN_CODE value of '01'.	SYS
F-124	In the event that the format of a header record is invalid (e.g., character data in a numeric field, etc.), the Host shall reject the AREC file and send an Acknowledgement File RETURN_CODE value of '08'.	SYS
F-125	In the event that the Host encounters an invalid ATCR detail record (e.g., inappropriate codes, invalid trip identifier, etc.), the Host shall reject the error records and return an Acknowledgement File with RETURN_CODE of '02'. The Host shall be able to generate a report with all the error records in the file.	SYS
F-126	In the event that multiple ATCR records having the same value of TRP_SERIAL_NUM are encountered in a single ATCR file, the Host shall process those records in the order found.	SYS
F-127	The Host shall retain a history in its database of all changes to a Trip resulting from the processing of ATCR records.	SYS

9.0 Agency Hot List File

The Agency Hot List (AHOT) File is used by the CSC to inform the System of license plates that are to generate Hot List notifications.

F-128	The CSC will create Agency Hot List (AHOT) Files that will contain all license plates that are to generate Hot List Alerts.	SYS
F-129	The CSC will create and transmit AHOT Files according to a configurable schedule that will be no less frequent than daily. The System shall accept and process all AHOT Files as they are received.	SYS
F-130	The System shall trigger alerts and/or emails, based on User configuration, when an AHOT File has not been received within a configurable time interval.	SYS
F-131	Each AHOT File may be compressed into a “zip” file by the CSC before transmission. The System shall support a configurable parameter to control whether or not it expects the AHOT file to be compressed.	SYS

9.1 File Name

Agency Hot List File – File Naming Convention	
Container (zip) Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS_AHOT.zip
Example Container Filename	0022_0007_20201201001015_AHOT.zip
Data Filename	{FROM_ENTITY}_{TO_ENTITY}_YYYYMMDDHHMMSS.AHOT
Example Data Filename	0022_0007_20201201001015.AHOT
Example ACK Filename	0022_0007_20201201001015_AHOT.ACK

The examples in the table show an AHOT zip file and its data content file, created for the System (005) at 12/1/2020 00:10:15.

F-132	The AHOT Zip File name shall be comprised of a four-character constant “0022”; an underscore; a four character recipient identifier (TO_ENTITY), an underscore, the date/time the file was created in YYYYMMDDHHMMSS format, an underscore, and the constant “AHOT”.	SYS
F-133	The AHOT Zip File shall be a standard “zip” file with a file extension of “zip”.	SYS

F-134	The AHOT Zip File shall contain a single Agency Hot List file.	SYS
F-135	The AHOT Zip File's content Agency Hot List file name shall be comprised of a four-character constant "0022"; an underscore; a four character recipient identifier (TO_ENTITY), an underscore, and the date/time the file was created in YYYYMMDDHHMMSS format. The file name extension shall be the constant "AHOT".	SYS

9.2 File Layout

Agency Hot List File – Header Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: AHOT
FROM_ENTITY	CHAR(4)	Value: 0022
TO_ENTITY	CHAR(4)	Value: 0007
FILE_DATE	CHAR(8)	Date file created. Format: YYYYMMDD Date shall match the date in the File Name.
FILE_TIME	CHAR(6)	Time file created. Format: HHMMSS Time shall match the time in the File Name.
RECORD_COUNT	CHAR(8)	Count of records in the file. Does not include header record. Values: 00000000 – 99999999
DELIMITER	CHAR(1)	LF

F-136	The AHOT header record shall be structured and defined as shown in Table "Agency Hot List File – Header Structure".	SYS
-------	---	-----

Agency Hot List File – Detail Structure		
Field Name	Type/Size	Description/Valid Values
HOT_PLATE_STATE	CHAR(2)	<p>License plate state.</p> <p>** if no license plate is associated with this Hot List entry.</p>
HOT_PLATE_NUMBER	CHAR(8)	<p>License plate number.</p> <p>The contents of this field are left justified and padded with trailing blanks as needed.</p> <p>***** if no license plate is associated with this Hot List entry.</p>
HOT_REASON	CHAR(1)	<p>Hot list reason code used to indicate the type of hot list entry.</p> <p>Values:</p> <p>V – Outstanding Violation Amounts – license plates where the total toll owed to SJTA on violations in collections – toll amounts only, not including fees -- is greater than a configurable threshold amount.</p> <p>D – DMV Retrieval Problem - license plates where there is currently a DMV retrieval problem. HOT_VALUE2 will reflect the amount lost on all violations on SJTA facilities since the last successful DMV retrieval.</p> <p>X – Other Problem – currently unused</p>
HOT_VALUE1	CHAR(10)	<p>Used to indicate specific value information to the System. Contents will depend on the HOT_REASON value.</p> <p>For records with a HOT_REASON of value of "V", this field will contain the count of outstanding SJTA violations with values of:</p> <p>0000000000 – 9999999999</p> <p>For records with a HOT_REASON of value of "D", this field will contain the count of SJTA Trips associated with the plate with values of:</p> <p>0000000000 – 9999999999</p> <p>***** if not used or not applicable.</p>
HOT_VALUE2	CHAR(10)	<p>Used to indicate specific value information to the System. Contents will depend on the HOT_REASON value.</p> <p>For records with a HOT_REASON of value of "V", this field will contain the dollar value of outstanding SJTA violations, expressed in pennies, with values of:</p> <p>0000000000 – 9999999999</p> <p>For records with a HOT_REASON of value of "D", this field will contain the dollar value of SJTA Trips, expressed in pennies, that is associated with the plate with values of:</p> <p>0000000000 – 9999999999</p> <p>***** if not used or not applicable.</p>
DELIMITER	CHAR(1)	LF

F-137	The AHOT detail record shall be structured and defined as shown in Table “Agency Hot List File – Detail Structure”.	SYS
-------	---	-----

9.3 Processing Requirements

F-138	In the event that a header record is encountered with record count not matching the actual count of detail records, the System shall reject the AHOT file and send an Acknowledgement File RETURN_CODE value of '01'.	SYS
F-139	In the event that the format of a header record is invalid (e.g., character data in a numeric field, etc.), the System shall reject the AHOT file and send an Acknowledgement File RETURN_CODE value of '08'.	SYS
F-140	In the event that the Host encounters an invalid AHOT File detail record (e.g., inappropriate HOT_REASON, etc.), the System shall bypass the error record and return an Acknowledgement File with RETURN_CODE of '02'. The Host shall be able to generate a report with all the error records in the file.	SYS
F-141	The System shall perform appropriate sanity checks on each AHOT File to prevent unusual growth (by absolute number and/or percentage) in the number of records from the previous valid AHOT File from the same CSC.	SYS
F-142	The System shall perform appropriate sanity checks on each AHOT File to prevent unusual reduction (by absolute number and/or percentage) in the number of records from the previous valid AHOT File from the same CSC.	SYS
F-143	The System shall support user configurable sanity check values for the AHOT File.	SYS
F-144	Any AHOT File that fails a sanity check shall cause the System to reject the AHOT File using an Acknowledgement File having RETURN_CODE of '09'.	SYS
F-145	The System shall provide a means to allow the processing of an AHOT File that failed sanity checking to continue after manual verification.	SYS
F-146	Valid AHOT Files shall be merged with the System maintained Hot List and used to generate Hot List Alerts as described in TP-01.	SYS

F-147	An AHOT File Hot List entry that is a duplicate of one in the System maintained Hot List shall not override the System maintained Hot List entry.	SYS
F-148	An AHOT File Hot List entry that is a duplicate of one in the System maintained Hot List shall appear on a processing report indicating the duplication.	SYS

10.0 Acknowledgement File

Acknowledgment (ACK) Files are created by the recipients of interface files to inform file originators that files have been received in their entirety and to report the success or failure of initial file processing steps.

F-149	The CSC will create and return an Acknowledgement File to the sender of each received Agency Trip (ATRP) File, Agency Trip Correction (ATRC) File and Agency Image (AIMG) File immediately after processing the file. The CSC will not prepare Acknowledgment files for any other file type described in this document.	SYS
F-150	The Host shall create and return an Acknowledgement File to the CSC for each received Agency Trip Reconciliation (AREC) File, Agency Trip Correction Reconciliation (ATCR) File and Agency Hot List (AHOT) File, immediately after processing the file.	SYS
F-151	The Host shall transmit the Acknowledgement File for an ATAG File to CSC when the ATAG data is active in the System.	SYS
F-152	The Host shall make ATAG data active in the System within one (1) hour of receipt of the ATAG File.	
F-153	The Host shall transmit the Acknowledgement File for an ATGU File to CSC when the ATGU data is active in the System.	SYS
F-154	The Host shall make ATGU data active in the System within fifteen (15) minutes of receipt of the ATGU File.	SYS
F-155	The Host shall not prepare Acknowledgment files for any other file type described in this document.	SYS
F-156	Validation errors shall be indicated with appropriate non-zero Acknowledgement File values of RETURN_CODE.	SYS
F-157	Acknowledgement files shall contain a single record only.	SYS

F-158	Acknowledgement files shall be delivered uncompressed.	SYS
F-159	The Host shall issue alerts and/or emails based on User configuration if an expected Acknowledgement File is not received within a configurable time interval after successful transmission any Agency Trip (ATRP) File, Agency Image File (AIMG), or Agency Trip Correction (ATRC) File, or if an unexpected Acknowledgement File is received, or if an invalid Acknowledgement File is received.	SYS

10.1 File Name

Acknowledgement File – File Naming Convention	
Container (zip) Filename	n/a
Example Container Filename	n/a
Data Filename	{FROM_ENTITY}_{FILE_NAME}_{FILE_TYPE}.ACK
Example Data Filename	0007_0022_0007_20201201041015_ATAG.ACK

The example in the table shows an Acknowledgment File that acknowledges receipt of the file 0007_20201201041015_ATAG.zip.

F-160	The Acknowledgment File name shall be comprised of the File Name of the file being acknowledged, less that file's ".zip" extension. The Acknowledgment File name extension shall be the constant "ACK".	SYS
-------	---	-----

10.2 File Layout

Acknowledgment File - Detail Structure		
Field Name	Type/Size	Description/Valid Values
FILE_TYPE	CHAR(4)	Value: ACK
FROM_ENTITY	CHAR(4)	Values: 0007 for Acknowledgement Files created by the Host. 0022 for Acknowledgement File created by the CSC.
TO_ENTITY	CHAR(4)	Values: 0022 for Acknowledgement Files created by the Host. 0007 for Acknowledgement File created by the CSC.

Acknowledgment File - Detail Structure		
Field Name	Type/Size	Description/Valid Values
ORIG_FILE_NAME_TYPE	CHAR(50)	The data file name of the file acknowledged as having been received from the To Entity. Example: 0007_20201201001015.AHOT
FILE_DATE	CHAR(8)	Date ACK file created. Format: YYYYMMDD This is to be used by the recipient of the Acknowledgement File as the acknowledgement date.
FILE_TIME	CHAR(6)	Time ACK file created. Format: HHMMSS This is to be used by the recipient of the Acknowledgement File as the acknowledgement time.
RETURN_CODE	CHAR(2)	A code indicating the status of the file being acknowledged. Values: 00 – File was successfully received and verified. 01 – Header record count does not match the number of detail records found in the file. 02 – Invalid Detail record(s) 05 – Duplicate file sequence number. 06 – Gap in sequence number. 07 – Invalid ZIP file or another file structure defect 08 – Invalid Header record. 09 – Failure to pass one or more sanity checks. 10 – ITAG invalid 11 – ATAG file missing expected ITAG file 12 – ITAG from unexpected or unknown CSC 13 – ATAG contains invalid file type 99 – Other error encountered
DELIMITER	CHAR(1)	LF

F-161	The Acknowledgment record shall be structured and defined as shown in Table “Acknowledgment File – Detail Structure”.	SYS
-------	---	-----

F-162	The Host shall support configurable RETURN_CODES for the conditions defined in the Table “Acknowledgement File – Detail Structure” and shall support additional edit checks and associated RETURN_CODE values as may be necessary to ensure accurate file processing.	SYS
-------	---	-----

10.3 Processing Requirements

F-163	The Acknowledgement File FILE_DATE and FILE_TIME fields shall be populated by the FROM_ENTITY with the acknowledgement date/time of the received file being acknowledged.	SYS
F-164	The FROM_ENTITY of an Acknowledgement File shall have the ability to generate a report showing any detail records that were skipped due to invalid data (RETURN_CODE = ‘02’) and shall have this report available for the TO_ENTITY if needed.	SYS
F-165	The Host shall trigger alerts and/or e-mails based on User configuration if an expected Acknowledgement File is received that contains a non-zero RETURN_CODE value.	SYS
F-166	The Host shall trigger alerts and/or e-mails based on User configuration when sending an Acknowledgement File that contains a non-zero RETURN_CODE value.	SYS

11.0 Appendix

11.1 Toll Zone List

Toll Zone
BCN
1E
4E
6E
8E
10E
12E
14E
17E
29E
36E

Toll Zone
39E
42E
BCS
1W
4W
6W
8W
10W
12W
14W
17W
29W
36W
39W
42W

11.2 CSC Pricing Options

AVI Trips (TRP_TYPE = AVI)

The below table shows the Plan Types and the Amount fields that will be populated as part of the Trip Transaction Record for AVI Trips. The yellow cells represent the Plan Types and the blue cells represent the Amount fields. CSC should use the AVI_AMOUNT field to charge the customer for AVI Trips.

TRP_TYPE = AVI				
PLAN_TYPE	AVI_AMOUNT	AVI_DIS_AMOUNT	IBT_AMOUNT	IBT_DIS_AMOUNT
FREQ	Frequent User AVI Price	\$0.00	\$0.00	\$0.00
HOME	Home AVI Price	\$0.00	\$0.00	\$0.00
AWAY	Away AVI Price	\$0.00	\$0.00	\$0.00
NONREV	\$0.00	\$0.00	\$0.00	\$0.00
WAIVE	\$0.00	\$0.00	\$0.00	\$0.00

IBT Trips (TRP_TYPE = IBT)

The below table shows the Amount fields that will be populated as part of the Trip Transaction Record for IBT Trips.

TRP_TYPE = IBT			
AVI_AMOUNT	AVI_DIS_AMOUNT	IBT_AMOUNT	IBT_DIS_AMOUNT

Away AVI Price	Home AVI Price	Invoice Price	I-Toll Price (if defined, else \$0.00)
----------------	----------------	---------------	--

CSC should use the following Amount fields to charge the customer for IBT Trips:

- AVI_AMOUNT - To Post as I-Toll to Away (non-NJ) customer
- AVI_DIS_AMOUNT – To Post as I-Toll to Home (NJ) customer
- IBT_AMOUNT – To process IBT as Invoice or Violation
- IBT_DIS_AMOUNT – To Post as I-Toll at a different rate for Home (NJ) customer if defined in CSC Business Rules

Note: Current business rules will not use IBT_DIS_AMOUNT but that may change if SJTA decides to charge Home (NJ) I-Tolls at a different rate. When the IBT_DIS_AMOUNT is not defined the Host shall populate it with zero value and CSC shall pick AVI_AMOUNT or AVI_DIS_AMOUNT depending on whether the transponder belongs to Away or Home customer.

Appendix J

BCBC Toll System CSC Interface Specification

Will be made available to the Successful Proposer

Appendix K NOT USED

Appendix L DRBA ICD

Will be made available to the Successful Proposer

Appendix M

DRPA Toll System CSC Interface Specification

Will be made available to the Successful Proposer

Appendix N

DRJTBC Toll System CSC Interface Specification

Will be made available to the Successful Proposer

Appendix O

Sample Evidence Package - Draft

The sample Evidence Package will be reviewed and modified during design

Mockup of Evidence Package #1

ALL TRANSACTIONS

EVIDENCE PACKAGE

Summary Sheet

- Section 1: Violator Summary Sheet
- Section 2: Violation Details – All Transactions
- Section 3: Violation Notices
- Section 4: Customer Account Information
- Section 5: Address History - All Accounts
- Section 6: Merged/Linked Accounts
- Section 7: E-ZPass Account Financial History
- Section 8: System Notes Chronological
- Section 9: Bankruptcy
- Section 10A: Payment Plan Summary
- Section 10B: Payment Plan Details

SECTION 1: VIOLATION SUMMARY SHEET

New Jersey E-ZPass Violations	Updated as of:	December 14, 2021
	Violation Date Range	12/20/2017 - 12/10/2021

Garden State Parkway
John Doe
ABC 1243
BOUNDBROOK NJ 08805

Summary	Amounts Due									
Violation Parent Account Number	Account Name	Roadway/Agency	Total Violations	Original Toll Amount	Original Admin Fee Amount	Total Amount Paid	Total Amount Dismissed	Toll Balance Due	Admin Fee Balance Due	(Tolls + Fees) Balance Due
2000xxxxxxxx	John Doe	Garden State Parkway	50	\$150.00	\$1,500.00	\$100.00	\$25.00	\$50.00	\$1,475.00	\$1,525.00
		Totals	50	\$150.00	\$1,500.00	\$100.00	\$25.00	\$50.00	\$1,475.00	\$1,525.00

Count of Total Violations	50
Count of Open Violations	29
Count of Paid Violations	20
Count of Dismissed Violations	1
Count of Total Notices	20
Count of Open Notices	14
Count of Paid Notices	5
Count of Dismissed Notices	1

Violation License Plate	
State	Plate #
NJ	XYZ123
NJ	ABC123

RELATED E-ZPASS ACCOUNT INFORMATION				
Account Status	Account Open Date	Account Close Date	Prepaid Balance	Tag Deposit Amount
ACTIVE	1/1/2021		\$15.00	\$0.00

OTHER RELATED E-ZPASS ACCOUNT INFORMATION							
Related E-ZPass Account Number	Account Name	Mailing Address	Account Status	Account Open Date	Revocation Date	Prepaid Balance	Details
2000xxxxxxxx	John Doe	PO BOX 123 SECAUCUS NJ 07096	Active	1/1/2021		\$10.00	Same device (0220xxxxxxxx) on account
2000xxxxxxxx	John Doe	PO BOX 1234 SECAUCUS NJ 07096	REVOKED	1/1/2020	5/1/2020	\$0.00	Same device (0220xxxxxxxx) on account
2000xxxxxxxx	Jane Doe	PO BOX 5555 SECAUCUS NJ 07096	REVOKED	5/3/2020	7/1/2020	\$ (300.00)	Device 0220xxxxxxxx used in vehicle registered to John Doe
2000xxxxxxxx	Doe LLC	PO BOX 2222 SECAUCUS NJ 07096	REVOKED	6/3/2020	9/1/2020	\$ (750.00)	Device 0220xxxxxxxx used in vehicle registered to John Doe

SECTION 2: VIOLATION DETAILS - ALL TRANSACTIONS

LEGEND

NIHA – Garden State Parkway (GSP)

NHCOLL5 – PAM (Collection Agency)

DISPOST - Dismissed Notice

Section 3:Violation Notices

Notice Number	Mailing Date	Notice PDF Link	Re-generated Notice
T122xxxxxxxxx	02/06/2018	<link>	
T122xxxxxxxxx	08/31/2020	<link>	
T122xxxxxxxxx	06/22/2020	<link>	

Section 4: Customer Account Information

Name:	John Doe
Possible Addresses:	ABC 1243 BOUNDBROOK NJ 08805 1234 XYZ SECAUCUS NJ 07096 555 P STREET CHESTERFIELD NJ 07012

Section 5: Address History - All Merged Accounts

Address Type	Address Line 1	Address Line 2	City	State	Zip	Created Date	Last Modified Date	Nixie
MAILING	ABC 1234		Boundbrook	NJ	08805	5/11/2018	6/11/2018	Yes
NCOA	1234 XYZ		Secaucus	NJ	07096	12/7/2020	8/14/2021	No
MVC	555 P STREET		Chesterfield	NJ	07012	5/11/2021	6/11/2021	No

Section 6: Linked/Merged Account

Linked/Merged Account	Child (Source) Account	Reason for Link/Merge
Merged	2000xxxxxxxx	
Merged	2000xxxxxxxx	
Linked	2000xxxxxxxx	Same device (0220xxxxxxxx) on account
Linked	2000xxxxxxxx	Same device (0220xxxxxxxx) on account
Linked	2000xxxxxxxx	Device 0220xxxxxxxx used in vehicle registered to John Doe
Linked	2000xxxxxxxx	Device 0220xxxxxxxx used in vehicle registered to John Doe

Section 7: Account Financial History

From Date: mm/dd/yyyy To Date: mm/dd/yyyy

Notice Number	Date of Payment	Payment Amount	Description	Payment Method	Check #/CC Number	Source	Revenue Agency
Txxxxxxxxx	mm/dd/yyyy hh:mm:ss	\$x.xx	<i>Collections Toll Violation Payment</i>	CHECK	1111	WEBUSER	NJTA
Txxxxxxxxx	mm/dd/yyyy hh:mm:ss	\$x.xx	<i>Collections Toll Violation Payment</i>	VISA	xxxxxxxxxxxx1111	WEBUSER	NJTA

Section 8: System Notes Chronological

Last Updated By	Account Number	Note Type	Note Sub Type	Created Date	Note Description	Created By	Last Updated
CTONGE	2000xxxxxxxx	Violations		mm/dd/yyyy	Citation Number: Txxxxxxxxx Seq: 1 status changed to DISSPOST to acct : 2000xxxxxxxx	CTONGE	mm/dd/yyyy hh:mm

Section 9: Bankruptcy

Filing Date	Case Number	Status	Status Date	Filing Type	Notes
mm/dd/yyyy	xxxxxxxxxx	OPEN	mm/dd/yyyy	Chapter 13	

Section 10A: Payment Plan Summary

Payment Plan #	Due Date	Status	Reason code	Discount Amount	Total Amount	Due Amount
P1xxxxxxxxxx	mm/dd/yyyy	OPEN		\$200.00	\$1000.00	\$800.00
P2xxxxxxxxxx	mm/dd/yyyy	OPEN		\$200.00	\$1000.00	\$200.00
P3xxxxxxxxxx	mm/dd/yyyy	CANCELLED	ERROR	\$0.00	\$0.00	\$0.00
P4xxxxxxxxxx	mm/dd/yyyy	CLOSED	PAIDFULL	\$100.00	\$100.00	\$0.00
P5xxxxxxxxxx	mm/dd/yyyy	OPEN	DEFAULT - NONMVC	\$5000	\$50.00	\$450.00

Section 10B: Payment Plan Details

Payment Schedule (P1XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$31.00	\$31.00	\$0.00	\$0.00	PAIDFULL
2	6/5/2020	5/5/2020	\$31.00	\$31.00	\$0.00	\$0.00	PAIDFULL

Payment Schedule (P2XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$100.00	\$100.00	\$50.00	\$50.00	PAIDFULL
2	6/5/2020	5/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
3	7/5/2020	7/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
4	8/5/2020	8/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
5	9/5/2020	9/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
6	10/5/2020	11/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
7	12/5/2020	12/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
8	1/5/2021	1/5/2021	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL

Payment Schedule (P3XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$31.00	\$0.00	\$0.00	\$0.00	CANCELLED

Payment Schedule (P4XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$50.00	\$50.00	\$0.00	\$0.00	PAIDFULL
2	6/5/2020	5/5/2020	\$50.00	\$50.00	\$0.00	\$0.00	PAIDFULL

Payment Schedule (P5XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$100.00	\$50.00	\$25.00	\$25.00	PARTPAID

Mockup of Evidence Package #2

Transactions Grouped by Status

EVIDENCE PACKAGE

Summary Sheet

- Section 1: Violator Summary Sheet
- Section 2A: Violation Details – Open Transactions
- Section 2B: Violation Details – Closed Transactions
- Section 3: Violation Notices
- Section 4: Customer Account Information
- Section 5: Address History - All Accounts
- Section 6: Merged/Linked Accounts
- Section 7: E-ZPass Account Financial History
- Section 8: System Notes Chronological
- Section 9: Bankruptcy
- Section 10A: Payment Plan Summary
- Section 10B: Payment Plan Details

SECTION 1: VIOLATION SUMMARY SHEET

New Jersey E-ZPass Violations	Updated as of:	December 14, 2021
	Violation Date Range	12/20/2017 - 12/10/2021

Garden State Parkway
John Doe
ABC 1243
BOUNDBROOK NJ 08805

Summary	Amounts Due									
	Violation Parent Account Number	Account Name	Roadway/Agency	Total Violations	Original Toll Amount	Original Admin Fee Amount	Total Amount Paid	Total Amount Dismissed	Toll Balance Due	Admin Fee Balance Due
2000xxxxxxxx	John Doe	Garden State Parkway	50	\$150.00	\$1,500.00	\$100.00	\$25.00	\$50.00	\$1,475.00	\$1,525.00
		Totals	50	\$150.00	\$1,500.00	\$100.00	\$25.00	\$50.00	\$1,475.00	\$1,525.00

Count of Total Violations	50
Count of Open Violations	29
Count of Paid Violations	20
Count of Dismissed Violations	1
Count of Total Notices	20
Count of Open Notices	14
Count of Paid Notices	5
Count of Dismissed Notices	1

Violation License Plate	
State	Plate #
NJ	XYZ123
NJ	ABC123

RELATED E-ZPASS ACCOUNT INFORMATION				
Account Status	Account Open Date	Account Close Date	Prepaid Balance	Tag Deposit Amount
ACTIVE	1/1/2021		\$15.00	\$0.00

OTHER RELATED E-ZPASS ACCOUNT INFORMATION							
Related E-ZPass Account Number	Account Name	Mailing Address	Account Status	Account Open Date	Revocation Date	Prepaid Balance	Details
2000xxxxxxxxxx	John Doe	PO BOX 123 SECAUCUS NJ 07096	Active	1/1/2021		\$10.00	Same device (0220xxxxxxxx) on account
2000xxxxxxxxxx	John Doe	PO BOX 1234 SECAUCUS NJ 07096	REVOKED	1/1/2020	5/1/2020	\$0.00	Same device (0220xxxxxxxx) on account
2000xxxxxxxxxx	Jane Doe	PO BOX 5555 SECAUCUS NJ 07096	REVOKED	5/3/2020	7/1/2020	\$ (300.00)	Device 0220xxxxxxxx used in vehicle registered to John Doe
2000xxxxxxxxxx	Doe LLC	PO BOX 2222 SECAUCUS NJ 07096	REVOKED	6/3/2020	9/1/2020	\$ (750.00)	Device 0220xxxxxxxx used in vehicle registered to John Doe

SECTION 2A: VIOLATION DETAILS – OPEN TRANSACTIONS

LEGEND:

NJHA – Garden State Parkway (GSP)

SECTION 2B: VIOLATION DETAILS - CLOSED TRANSACTIONS

Notice #	Seq #	Agency	Mail Date	Viol Fin Status	Level	Toll Amount Due	Fee Amount Due	Amount Paid	Amount Dismissed	Balance Due	Transaction Date Time	Plaza	Lane	Plate #	Plate State	Plate Type	Device #	Old Notice Number	Pay Plan Ref #
T122XXXXXXX	1	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/12/2018 11:07:08	55	02s	ABC123	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	1	NJHA	2/6/2018	DISPOST	NHA	\$0.00	\$0.00	\$5.00	\$25.00	\$0.00	1/12/2018 11:07:08	55	02s	ABC123	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	2	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/13/2018 11:07:08	55	02s	ABC124	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	3	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/14/2018 11:07:08	55	02s	ABC125	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	4	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/15/2018 11:07:08	55	02s	ABC126	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	5	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/16/2018 11:07:08	55	02s	ABC127	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	4	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/17/2018 11:07:08	55	02s	ABC128	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	5	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/18/2018 11:07:08	55	02s	ABC129	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	4	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/19/2018 11:07:08	55	02s	ABC130	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	2	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/20/2018 11:07:08	55	02s	ABC131	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	1	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/21/2018 11:07:08	55	02s	ABC132	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	2	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/22/2018 11:07:08	55	02s	ABC133	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	3	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/23/2018 11:07:08	55	02s	ABC134	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	4	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/24/2018 11:07:08	55	02s	ABC135	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	5	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/25/2018 11:07:08	55	02s	ABC136	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	1	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/26/2018 11:07:08	55	02s	ABC137	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	2	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/27/2018 11:07:08	55	02s	ABC138	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	3	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/28/2018 11:07:08	55	02s	ABC139	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	4	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/29/2018 11:07:08	55	02s	ABC140	NJ	STANDARD	221xxxxxx		
T122XXXXXXX	5	NJHA	2/6/2018	CLOSED	NHA	\$0.00	\$0.00	\$5.00	\$0.00	\$0.00	1/30/2018 11:07:08	55	02s	ABC141	NJ	STANDARD	221xxxxxx		
TOTALS						\$0.00	\$0.00	\$100.00	\$25.00	\$0.00									

LEGEND:

NJHA – Garden State Parkway (GSP)

NHCOLLS – PAM (Collection Agency)

DISPOST - Dismissed Notice

Section 3:Violation Notices

Notice Number	Mailing Date	Notice PDF Link	Re-generated Notice
T122xxxxxxxxx	02/06/2018	<link>	
T122xxxxxxxxx	08/31/2020	<link>	
T122xxxxxxxxx	06/22/2020	<link>	

Section 4: Customer Account Information

Name:	John Doe
Possible Addresses:	ABC 1243 BOUNDBROOK NJ 08805 1234 XYZ SECAUCUS NJ 07096 555 P STREET CHESTERFIELD NJ 07012

Section 5: Address History - All Merged Accounts

Address Type	Address Line 1	Address Line 2	City	State	Zip	Created Date	Last Modified Date	Nixie
MAILING	ABC 1234		Boundbrook	NJ	08805	5/11/2018	6/11/2018	Yes
NCOA	1234 XYZ		Secaucus	NJ	07096	12/7/2020	8/14/2021	No
MVC	555 P STREET		Chesterfield	NJ	07012	5/11/2021	6/11/2021	No

Section 6: Linked/Merged Account

Linked/Merged Account	Child (Source) Account	Reason for Link/Merge
Merged	2000xxxxxxxx	
Merged	2000xxxxxxxx	
Linked	2000xxxxxxxx	Same device (0220xxxxxxxx) on account
Linked	2000xxxxxxxx	Same device (0220xxxxxxxx) on account
Linked	2000xxxxxxxx	Device 0220xxxxxxxx used in vehicle registered to John Doe
Linked	2000xxxxxxxx	Device 0220xxxxxxxx used in vehicle registered to John Doe

Section 7: Account Financial History

From Date: mm/dd/yyyy To Date: mm/dd/yyyy

Notice Number	Date of Payment	Payment Amount	Description	Payment Method	Check #/CC Number	Source	Revenue Agency
Txxxxxxxxx	mm/dd/yyyy hh:mm:ss	\$x.xx	<i>Collections Toll Violation Payment</i>	CHECK	1111	WEBUSER	NJTA
Txxxxxxxxx	mm/dd/yyyy hh:mm:ss	\$x.xx	<i>Collections Toll Violation Payment</i>	VISA	xxxxxxxxxxxx1111	WEBUSER	NJTA

Section 8: System Notes Chronological

Last Updated By	Account Number	Note Type	Note Sub Type	Created Date	Note Description	Created By	Last Updated
CTONGE	2000xxxxxxxx	Violations		mm/dd/yyyy	Citation Number: Txxxxxxxxx Seq: 1 status changed to DISSPOST to acct : 2000xxxxxxxx	CTONGE	mm/dd/yyyy hh:mm

Section 9: Bankruptcy

Filing Date	Case Number	Status	Status Date	Filing Type	Notes
mm/dd/yyyy	xxxxxxxxxx	OPEN	mm/dd/yyyy	Chapter 13	

Section 10A: Payment Plan Summary

Payment Plan #	Due Date	Status	Reason code	Discount Amount	Total Amount	Due Amount
P1xxxxxxxxxx	mm/dd/yyyy	OPEN		\$200.00	\$1000.00	\$800.00
P2xxxxxxxxxx	mm/dd/yyyy	OPEN		\$200.00	\$1000.00	\$200.00
P3xxxxxxxxxx	mm/dd/yyyy	CANCELLED	ERROR	\$0.00	\$0.00	\$0.00
P4xxxxxxxxxx	mm/dd/yyyy	CLOSED	PAIDFULL	\$100.00	\$100.00	\$0.00
P5xxxxxxxxxx	mm/dd/yyyy	OPEN	DEFAULT - NONMVC	\$5000	\$50.00	\$450.00

Section 10B: Payment Plan Details

Payment Schedule (P1XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$31.00	\$31.00	\$0.00	\$0.00	PAIDFULL
2	6/5/2020	5/5/2020	\$31.00	\$31.00	\$0.00	\$0.00	PAIDFULL

Payment Schedule (P2XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$100.00	\$100.00	\$50.00	\$50.00	PAIDFULL
2	6/5/2020	5/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
3	7/5/2020	7/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
4	8/5/2020	8/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
5	9/5/2020	9/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
6	10/5/2020	11/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
7	12/5/2020	12/5/2020	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL
8	1/5/2021	1/5/2021	\$100.00	\$100.00	\$0.00	\$100.00	PAIDFULL

Payment Schedule (P3XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$31.00	\$0.00	\$0.00	\$0.00	CANCELLED

Payment Schedule (P4XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$50.00	\$50.00	\$0.00	\$0.00	PAIDFULL
2	6/5/2020	5/5/2020	\$50.00	\$50.00	\$0.00	\$0.00	PAIDFULL

Payment Schedule (P5XXXX)							
Period #	Due Date	Last Payment Date	Amount Due	Amount Received	Toll Amt Paid	Fee Amt Paid	Payment Status
1	5/5/2020	5/5/2020	\$100.00	\$50.00	\$25.00	\$25.00	PARTPAID

Appendix P

Sample Notices, Toll Bills and Statements – Draft

The sample notices, Toll Bills and statements will be reviewed and modified during design



New Jersey Turnpike Authority

FIRST NOTICE OF ENFORCEMENT ACTION



**ADVISORY AND PAYMENT REQUEST
VIOLATION# T122063429220**



0342
CUSTOMER NAME
CUSTOMER ADDRESS



NOTICE DATE : 12/22/2020



Under the provisions of N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency and the suspension of all motor vehicle registration privileges by the New Jersey Motor Vehicle Commission.**

To avoid further charges, potential legal and administrative actions, please submit your payment in the amount of **\$51.90** within **thirty (30) calendar days** of this notice or by **January 21, 2021**. You have a right to dispute the total amount due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

-  **New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
 -  **Online:** Credit card payments www.ezpassnj.com.
 -  **Telephone:** Credit card payments (973) 368-1425.
 -  **Mail:** Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORDED VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T122063429220-01	(NJ) XXXXX	ASP Murray Park	10n	12/08/20	13:35:50	\$1.90	\$0.00
A fee of \$25 will be assessed for each returned check.						Total Unpaid Tolls	\$1.90
						Administrative Fee	\$50.00
						Total Amount Due	\$51.90

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon

Write the violation number(s) on your payment. DO NOT SEND CASH.

Please make Check or Money Order payable to N.J. E-ZPass

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T122063429220	
Total Unpaid Tolls	\$1.90
Administrative Fee	\$50.00
Total Amount Due	\$51.90

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassni.com on the E-ZPass App or by calling (973) 368-1425.

DAVID G RUST

Payment due by : 01/21/2021

***To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.**

*** LANDLINE PHONE NUMBER**

[REDACTED] - [REDACTED] - [REDACTED]

* CELL PHONE NUMBER

[REDACTED]

* EMAIL ADDRESS



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. I acknowledge waiver of administrative fees for disputes may not be granted. Account Holder Name: _____	
	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____	
	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com	





New Jersey Turnpike Authority

FINAL NOTICE OF ENFORCEMENT ACTION



ADVISORY AND PAYMENT REQUEST VIOLATION# T122062080795



0002
CUSTOMER NAME
CUSTOMER ADDRESS



NOTICE DATE : 12/22/2020

THIS NOTICE REQUIRES YOUR PROMPT ATTENTION

Your payment is now overdue. This is the second and final notice of the toll violation described below. The total amount of **\$51.90 is DUE NOW**. If you choose to dispute the total amount due, please follow the instructions below.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE VIOLATION WITHIN 10 DAYS OF THE DATE OF THIS NOTICE, THIS NOTICE SHALL BE ASSIGNED, WITHOUT FURTHER NOTICE, TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND RELATED FEES.

Note: If you have already made payment or submitted an appeal, kindly disregard this notice.

Under the provisions of N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency and the suspension of all motor vehicle registration privileges by the New Jersey Motor Vehicle Commission.**

To avoid further charges, potential legal and administrative actions, please submit your payment in the amount of **\$51.90** within **ten (10) calendar days** of this notice or by **January 01, 2021**. You have a right to dispute the total amount due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORD OF VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T122062080795-01	(NY) XXXXX	BAR - Barrigat	08s	10/23/20	19:58:47	\$1.90	\$0.00
							Total Unpaid Tolls \$1.90 Administrative Fee \$50.00 Returned Check Fee \$0.00 Total Amount Due \$51.90

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
Write the violation number(s) on your payment . DO NOT SEND CASH.

Please make Check or Money Order payable to NJ E-ZPass.

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the
Violations link at www.ezpassnj.com on the E-ZPass App.or by calling (973) 368-1425.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T122062080795
 Total Unpaid Tolls \$1.90
 Administrative Fee \$50.00
 Returned Check Fee \$0.00
Total Amount Due \$51.90

NANCY SUAREZ
Payment Due Immediately

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

	-		-			
--	---	--	---	--	--	--

* CELL PHONE NUMBER

	-		-			
--	---	--	---	--	--	--

* EMAIL ADDRESS

--	--	--	--	--	--	--	--	--	--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. I acknowledge waiver of administrative fees for disputes may not be granted. Account Holder Name: _____	
	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____	
	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com	





New Jersey Turnpike Authority
FIRST NOTICE OF ENFORCEMENT ACTION



**ADVISORY AND PAYMENT REQUEST
VIOLATION# T132063438529**



0288
CUSTOMER NAME
CUSTOMER ADDRESS



NOTICE DATE : 12/16/2020



Under the provisions of N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency and the suspension of motor vehicle registration privileges by the New Jersey Motor Vehicle Commission.**

To avoid further charges, potential legal and administrative actions, please submit your payment in the amount of **\$51.20** within **thirty (30) calendar days** of this notice or by **January 15, 2021**. You have a right to dispute the total amount due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

-  **New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
 -  **Online:** Credit card payments www.ezpassnj.com.
 -  **Telephone:** Credit card payments (973) 368-1425.
 -  **Mail:** Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORDED VIOLATION TRANSACTIONS

Violation Number	License Plate	Interchange #	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T132063438529-01	(MD) XXXXXX	10 - I-87/Mt. Hope/Edison Twsp		03w	12/04/20	15:15:08	\$1.20	\$50.00
A fee of \$25 will be assessed for each returned check.							Total Unpaid Tolls	\$1.20
							Administrative Fee	\$50.00
							Total Amount Due	\$51.20

A fee of \$25 will be assessed for each turned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon

Write the violation number(s) on your payment. DO NOT SEND CASH.

Please make Check or Money Order payable to N.J. E-ZPass

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassni.com on the E-ZPass App or by calling (973) 368-1425.

BEIJABE-CAIN HEATING AND COO

Payment due by : 01/15/2021

***To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.**

* LANDLINE PHONE NUMBER

* CELL PHONE NUMBER

CELESTIAL NUMBER: _____

*** EMAIL ADDRESS**



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

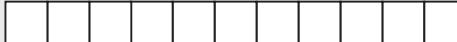
Pursuant to N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees <u>(must also select A or B)</u> .	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com		





New Jersey Turnpike Authority

FINAL NOTICE OF ENFORCEMENT ACTION



ADVISORY AND PAYMENT REQUEST VIOLATION# T132062052022



0001
CUSTOMER NAME
CUSTOMER ADDRESS



NOTICE DATE : 12/15/2020

THIS NOTICE REQUIRES YOUR PROMPT ATTENTION

Your payment is now overdue. This is the second and final notice of the toll violation described below. The total amount of **\$73.00 is DUE NOW**. If you choose to dispute the total amount due, please follow the instructions below.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE VIOLATION WITHIN 10 DAYS OF THE DATE OF THIS NOTICE, THIS NOTICE SHALL BE ASSIGNED, WITHOUT FURTHER NOTICE, TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND RELATED FEES.

Note: If you have already made payment or submitted an appeal, kindly disregard this notice.

Under the provisions of N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency and the suspension of all motor vehicle registration privileges by the New Jersey Motor Vehicle Commission.**

To avoid further charges, potential legal and administrative actions, please submit your payment in the amount of **\$73.00** within **ten (10) calendar days** of this notice or by **December 25, 2020**. You have a right to dispute the total amount due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORD OF VIOLATION TRANSACTIONS

Violation Number	License Plate	Interchange # - Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T132062052022-01	(MI) XXXXX	7A/195/Trenton Shore Points	13w	10/24/20	05:59:03	\$23.00	\$50.00
							Total Unpaid Tolls \$23.00
							Administrative Fee \$50.00
							Returned Check Fee \$0.00
							Total Amount Due \$73.00

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
Write the violation number(s) on your payment . DO NOT SEND CASH.

Please make Check or Money Order payable to NJ E-ZPass.

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the
Violations link at www.ezpassnj.com on the E-ZPass App.or by calling (973) 368-1425.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T132062052022

Total Unpaid Tolls	\$23.00
Administrative Fee	\$50.00
Returned Check Fee	\$0.00
Total Amount Due	\$73.00

RAYS TRANSPORT INC
Payment Due Immediately

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

		-			-				
--	--	---	--	--	---	--	--	--	--

* CELL PHONE NUMBER

		-			-				
--	--	---	--	--	---	--	--	--	--

* EMAIL ADDRESS

--	--	--	--	--	--	--	--	--	--	--	--	--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

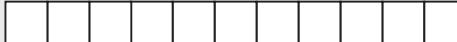
Pursuant to N.J.S.A. 27:23-1, et seq. and N.J.A.C. 19:9-9.1, et seq., with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. I acknowledge waiver of administrative fees for disputes may not be granted. Account Holder Name: _____	
	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____	
	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com	





Atlantic City Expressway

FIRST NOTICE OF ENFORCEMENT ACTION

ADVISORY AND PAYMENT REQUEST VIOLATION# T062063084654



0001
CUSTOMER NAME
CUSTOMER ADDRESS



NOTICE DATE : 12/22/2020

Under the provisions of N.J.S.A. 27:25A-21.1 et seq. and N.J.A.C. 19:2-8.1 et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency and the suspension of all motor vehicle registration privileges by the New Jersey Motor Vehicle Commission.**

To avoid further charges, potential legal and administrative actions, please submit your payment in the amount of **\$56.25** within **thirty (30) calendar days** of this notice or by **January 21, 2021**. You have a right to dispute the total amount due by using one of the following three methods: (1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORDED VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T062063084654-01	(PA) XXXXX	AEH - Egg Harbor Mainline Barrier	09	11/05/20	15:32:20	\$6.25	\$0.00
							Total Unpaid Tolls \$6.25
							Administrative Fee \$50.00
							Total Amount Due \$56.25

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon

Write the violation number(s) on your payment. DO NOT SEND CASH.

Please make Check or Money Order payable to NJ E-ZPass.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T062063084654	
Total Unpaid Tolls	\$6.25
Administrative Fee	\$50.00
Total Amount Due	\$56.25

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassnj.com on the E-ZPass App or by calling (973) 368-1425.

OFFICE BASICS

Payment due by : 01/21/2021

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

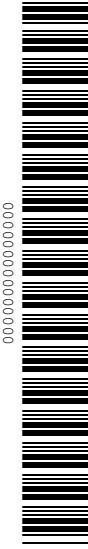
	-		-				
--	---	--	---	--	--	--	--

* CELL PHONE NUMBER

	-		-				
--	---	--	---	--	--	--	--

* EMAIL ADDRESS

--	--	--	--	--	--	--	--	--	--	--	--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

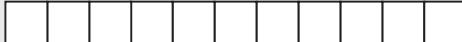
Pursuant to N.J.S.A. 27:25A-21.1 et seq., and N.J.A.C. 19:2-8.1 et seq., with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. I acknowledge waiver of administrative fees for disputes may not be granted. Account Holder Name: _____	
	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____	
	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com	





Atlantic City Expressway

FINAL NOTICE OF ENFORCEMENT ACTION

ADVISORY AND PAYMENT REQUEST VIOLATION# T062062199862



4118
CUSTOMER NAME
CUSTOMER ADDRESS



NOTICE DATE : 12/22/2020

THIS NOTICE REQUIRES YOUR PROMPT ATTENTION

Your payment is now overdue. This is the second and final notice of the toll violation described below. The total amount of **\$51.25 is DUE NOW**. If you choose to dispute the total amount due, please follow the instructions below.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE VIOLATION WITHIN 10 DAYS OF THE DATE OF THIS NOTICE, THIS NOTICE SHALL BE ASSIGNED, WITHOUT FURTHER NOTICE, TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND RELATED FEES.

Pay Now to Avoid Motor Vehicle Registration Suspension.

Your payment is now overdue. This is the second and final notice of the toll violation described below. Please pay the total amount due within **ten (10) calendar days** of this notice or by **January 01, 2021**. Under the provisions of N.J.S.A. 27:25A-21.1 et seq. and N.J.A.C. 19:2-8.1 et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency and the suspension of all motor vehicle registration privileges by the New Jersey Motor Vehicle Commission.**

You have a right to dispute the total amount due by using one of the following three methods: (1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORD OF VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T062062199862-01	(NJ) XXXXX	WN - Winslow Ramp	01	10/30/20	16:22:16	\$1.25	\$0.00
							Total Unpaid Tolls \$1.25 Administrative Fee \$50.00 Returned Check Fee \$0.00 Total Amount Due \$51.25

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
Write the violation number(s) on your payment. DO NOT SEND CASH.

Please make Check or Money Order payable to NJ E-ZPass.

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the
Violations link at www.ezpassnj.com on the E-ZPass App or by calling (973) 368-1425.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T062062199862
 Total Unpaid Tolls \$1.25
 Administrative Fee \$50.00
 Returned Check Fee \$0.00
Total Amount Due \$51.25

EAST COAST CONTRACTING
Payment Due Immediately

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

	-		-			
--	---	--	---	--	--	--

* CELL PHONE NUMBER

	-		-			
--	---	--	---	--	--	--

* EMAIL ADDRESS

--	--	--	--	--	--	--	--	--	--	--	--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

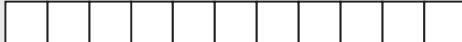
Pursuant to N.J.S.A. 27:25A-21.1 et seq., and N.J.A.C. 19:2-8.1 et seq., with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. I acknowledge waiver of administrative fees for disputes may not be granted. Account Holder Name: _____	
	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____	
	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com	





Cape May County Bridge Commission

FIRST NOTICE OF ENFORCEMENT ACTION

**ADVISORY AND PAYMENT REQUEST
VIOLATION# T062063475852**



0001

CUSTOMER NAME

CUSTOMER ADDRESS



NOTICE DATE : 12/22/2020



Under the provisions of N.J.S.A. 27:19-36.5 et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency of additional penalties, and imprisonment in a county jail.**

To avoid further charges, potential legal and administrative actions, please submit your payment in the amount of **\$26.50 within thirty (30) calendar days of this notice or by January 21, 2021**. You have a right to dispute the total amount due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling the NJ E-ZPass at (973) 368-1425.

Payment Options

-  **New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
 **Online:** Credit card payments www.ezpassnj.com.
 **Telephone:** Credit card payments (973) 368-1425.
 **Mail:** Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORDED VICTIM TRANSACTION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T062063475852-01	(PA) XXXXX	TB - Tappan Zee's Inlet Br	01	12/13/20	15:46:41	\$1.50	\$0.00
A fee of \$25 will be assessed for early returned check.						Total Unpaid Tolls	\$1.50
						Administrative Fee	\$25.00
						Total Amount Due	\$26.50

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon

Write the violation number(s) on your payment. DO NOT SEND CASH

Please make Check or Money Order payable to N.J. E-ZPass.

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassnj.com on the E-ZPass App or by calling (973) 368-1425.

STUIMP CAROL ANNE & RONALD B

Payment due by : 01/21/2021

***To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.**

* LANDLINE PHONE NUMBER

* CELL PHONE NUMBER

SECHS STICHEN KOMMEN:

		-			-						
--	--	---	--	--	---	--	--	--	--	--	--

* EMAIL ADDRESS



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to the Cape May County Bridge Commission violation processing business rules with regards to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, may dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)																
Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below for EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice.																	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):																	
Section C E-ZPass Customer	<p>For your convenience, E-ZPass customers have three ways to dispute violations:</p> <p>MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com</p> <p>PHONE (973) 368-1425</p> <p>I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"> <input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). </td> <td style="width: 50%; vertical-align: top; padding: 5px;"> <input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. </td> </tr> <tr> <td colspan="2" style="vertical-align: top; padding: 5px;"> Account Holder Name: _____ </td> </tr> <tr> <td colspan="2" style="vertical-align: top; padding: 5px;"> For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*). </td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 5px;"> E-ZPass Account Number: <input style="width: 200px; border: 1px solid black;" type="text"/> <input style="width: 200px; border: 1px solid black;" type="text"/> </td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 5px;"> E-ZPass Tag Number </td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> Section D Certification </td> <td colspan="2" style="padding: 5px;"> CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____ </td> </tr> <tr> <td colspan="3" style="text-align: center; padding: 5px;"> NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com </td> </tr> </table>		<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B).	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.	Account Holder Name: _____		For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).		E-ZPass Account Number: <input style="width: 200px; border: 1px solid black;" type="text"/> <input style="width: 200px; border: 1px solid black;" type="text"/>		E-ZPass Tag Number		Section D Certification	CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____		NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com		
<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B).	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.																	
Account Holder Name: _____																		
For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).																		
E-ZPass Account Number: <input style="width: 200px; border: 1px solid black;" type="text"/> <input style="width: 200px; border: 1px solid black;" type="text"/>																		
E-ZPass Tag Number																		
Section D Certification	CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____																	
NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com																		





Cape May County Bridge Commission

FINAL NOTICE OF ENFORCEMENT ACTION

**ADVISORY AND PAYMENT REQUEST
VIOLATION# T062062290881**

Figure 1. A 100 ms segment of the speech signal from the first speaker in the corpus. The vertical axis represents amplitude and the horizontal axis represents time.

0004
CUSTOMER NAME
CUSTOMER ADDRESS



NOTICE DATE : 12/22/2020

**THIS NOTICE REQUIRES YOUR
PROMPT ATTENTION**

Your payment is now overdue. This is the second and final notice of the toll violation described below. The total amount of **\$26.50** is **DUE NOW**. If you choose to dispute the total amount due, please follow the instructions below.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE VIOLATION WITHIN 10 DAYS OF THE DATE OF THIS NOTICE, THIS NOTICE SHALL BE ASSIGNED, WITHOUT FURTHER NOTICE, TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND RELATED FEES.

Note: If you have already made payment or submitted an appeal, kindly disregard this notice.

Your payment is now overdue. This is the second and final notice of the toll violation described below. Please pay the total amount due by within **(10) calendar days** of this notice or by **January 01, 2021**. Under the provisions of N.J.S.A. 27:19-36.5 et seq., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the toll violation transaction(s) specified within this notice. **Non-payment of toll(s) is a violation and may be subject to assignment to a collection agency of additional penalties, and imprisonment in a county jail.**

You have a right to dispute the total amount due by using one of the following three methods: (1) by completing the Dispute Form on the reverse of this Notice and mailing it to the NJ E-ZPass address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling the NJ E-ZPass at (973) 368-1425.

Payment Options

-  **New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
 **Online:** Credit card payments www.ezpassnj.com.
 **Telephone:** Credit card payments (973) 368-1425.
 **Mail:** Send check or money order information with completed Payment Coupon below. (DO NOT SEND CASH).

RECORDED VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T062062290881-01	(PA) XXXXX	OB - Grass, Sound Br	01	10/30/20	13:52:24	\$1.50	\$0.00
A fee of \$25 will be assessed for each returned check.							
							Total Unpaid Tolls \$1.50
							Administrative Fee \$25.00
							Returned Check Fee \$0.00
							Total Amount Due \$26.50

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▾

Payment Coupon

Write the violation number(s) on your payment . DO NOT SEND CASH

Please make Check or Money Order payable to N.J. E-ZPass

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassni.com on the E-ZPass App or by calling (973) 368-1425.

***To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.**

* LANDLINE PHONE NUMBER

			-			-			
--	--	--	---	--	--	---	--	--	--

* CELL PHONE NUMBER

CELESTIAL NUMBER: _____

*** EMAIL ADDRESS**



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to the Cape May County Bridge Commission violation processing business rules with regards to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, may dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)																
Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below for EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice.																	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):																	
Section C E-ZPass Customer	<p>For your convenience, E-ZPass customers have three ways to dispute violations:</p> <p>MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com</p> <p>PHONE (973) 368-1425</p> <p>I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"> <input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). </td> <td style="width: 50%; vertical-align: top; padding: 5px;"> <input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Account Holder Name: _____ </td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"> For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*). </td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"> E-ZPass Account Number: <input style="width: 200px; border: 1px solid black; height: 1.2em;" type="text"/> <input style="width: 200px; border: 1px solid black; height: 1.2em;" type="text"/> </td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"> E-ZPass Tag Number </td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> Section D Certification </td> <td colspan="2" style="padding: 5px;"> CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____ </td> </tr> <tr> <td colspan="3" style="text-align: center; padding: 5px;"> NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com </td> </tr> </table>		<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B).	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.	Account Holder Name: _____		For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).		E-ZPass Account Number: <input style="width: 200px; border: 1px solid black; height: 1.2em;" type="text"/> <input style="width: 200px; border: 1px solid black; height: 1.2em;" type="text"/>		E-ZPass Tag Number		Section D Certification	CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____		NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com		
<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B).	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.																	
Account Holder Name: _____																		
For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).																		
E-ZPass Account Number: <input style="width: 200px; border: 1px solid black; height: 1.2em;" type="text"/> <input style="width: 200px; border: 1px solid black; height: 1.2em;" type="text"/>																		
E-ZPass Tag Number																		
Section D Certification	CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____																	
NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com																		



Delaware River and Bay Authority

FIRST NOTICE OF ENFORCEMENT ACTION

NOTICE DATE : 12/16/2020

ADVISORY AND PAYMENT REQUEST

VIOLATION# T162063474823



0017
CUSTOMER NAME
CUSTOMER ADDRESS



Under the provisions of DEL CODE § 4128(g) and § 4129(b), the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the violation transaction(s) specified within this notice.

If payment of the toll and administrative fee amount indicated below is not received within **thirty (30) calendar days** of this notice, the owner, if adjudged to be liable, shall be subject to a civil penalty of up to \$25 per violation in addition to the total amount due below.

To avoid additional charges, please pay the total amount of **\$37.00** by **January 15, 2021** according to the payment instructions below.

You have a right to dispute the total amount due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORDED VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T162063474823-01	(PA) XXXXX	DMB - Delaware Memorial Br	02	12/11/20	14:07:27	\$12.00	\$25.00
							Total Unpaid Tolls \$12.00
							Administrative Fee \$25.00
							Total Amount Due \$37.00

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon

Write the violation number(s) on your payment . DO NOT SEND CASH.

Please make Check or Money Order payable to NJ E-ZPass.

Mail to: NJ E-ZPass P.O. Box 4971 Trenton, NJ 08650
--

VIOLATION# T162063474823	
Total Unpaid Tolls	\$12.00
Administrative Fee	\$25.00
Total Amount Due	\$37.00

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the
Violations link at www.ezpassnj.com on the E-ZPass App.or by calling (973) 368-1425.

OAK CREST CONSTRUCTION & FENCING LL
Payment due by : 01/15/2021

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

	-		-				
--	---	--	---	--	--	--	--

* CELL PHONE NUMBER

	-		-				
--	---	--	---	--	--	--	--

* EMAIL ADDRESS

--	--	--	--	--	--	--	--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

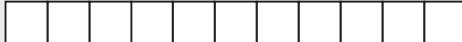
Pursuant to DEL CODE §4128(g) and §4129(b), with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees <u>(must also select A or B)</u> .	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com		



Delaware River and Bay Authority

FINAL NOTICE OF ENFORCEMENT ACTION

NOTICE DATE : 12/16/2020

ADVISORY AND PAYMENT REQUEST

VIOLATION# T162062183514



0743
CUSTOMER NAME
CUSTOMER ADDRESS



THIS NOTICE REQUIRES YOUR PROMPT ATTENTION

Your payment is now overdue. This is the second and final notice of the toll violation described below. The total amount of **\$152.00 is DUE NOW**. If you choose to dispute the total amount due, please follow the instructions below.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE VIOLATION WITHIN 10 DAYS OF THE DATE OF THIS NOTICE, THIS NOTICE SHALL BE ASSIGNED, WITHOUT FURTHER NOTICE, TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND RELATED FEES.

Note: If you have already made payment or submitted an appeal, kindly disregard this notice.

You have previously been notified by the Delaware River and Bay Authority that you are alleged to be liable, as the owner of the identified vehicle(s), for the violation(s) specified in this **FINAL NOTICE**. Please make payment of the toll and administrative fee indicated below without further delay. If you do not respond, you may be subject to civil penalty of up to \$25 per violation in addition to the total amount due below.

To avoid the imposition of additional penalties including but not limited to forwarding the matter to a private collection agency or law firm, please submit your payment in the amount of **\$152.00** by **December 26, 2020** according to the payment instructions below. If you choose to dispute the total amount due, please refer to the the Dispute Form located on the opposite side of this notice.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE TOLL WITHIN TEN DAYS OF THE DATE OF THIS FINAL NOTICE, THE DELAWARE RIVER AND BAY AUTHORITY WILL, WITHOUT FURTHER NOTICE, REFER THIS MATTER TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND ADMINISTRATIVE FEES. IN THE EVENT THE THIRD PARTY COLLECTION EFFORTS ARE UNSUCCESSFUL, THE DELAWARE RIVER AND BAY AUTHORITY RETAINS THE RIGHT TO ISSUE A SUMMONS FOR VIOLATING DEL CODE §4128 OR TO SEIZE AND IMPOUND YOUR VEHICLE AS DIRECTED IN DEL CODE §4129(e). ISSUANCE OF A SUMMONS WILL REQUIRE THAT YOU APPEAR IN THE COURT OF COMMON PLEAS WHERE THE VIOLATION WAS COMMITTED. IF YOU DO NOT APPEAR IN COURT, A DEFAULT JUDGEMENT WILL BE ENTERED AGAINST YOU AND YOUR DRIVING PRIVILEGES MAY BE SUSPENDED UNTIL FURTHER NOTICE. IF YOU ARE ADJUDGED LIABLE, THE COURT MAY ENTER A JUDGEMENT AGAINST YOU FOR UP TO \$25 PER VIOLATION IN ADDITION TO THE TOLL AND ADMINISTRATIVE FEE DUE.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORD OF VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T162062183514-01	(IN) XXXXX	DMB - Delaware Memorial Br	11	10/29/20	02:52:03	\$21.00	\$25.00
T162062183514-02	(IN) XXXXX	DMB - Delaware Memorial Br	03	10/29/20	03:27:09	\$21.00	\$25.00
T162062183514-03	(IN) XXXXX	DMB - Delaware Memorial Br	08	10/29/20	04:22:41	\$35.00	\$25.00

A fee of \$25 will be assessed for each returned check.

Total Unpaid Tolls	\$77.00
Administrative Fee	\$75.00
Returned Check Fee	\$0.00
Total Amount Due	\$152.00

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
Write the violation number(s) on your payment . DO NOT SEND CASH.

Please make Check or Money Order payable to NJ E-ZPass.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T162062183514
Total Unpaid Tolls
\$77.00
Administrative Fee
\$75.00
Returned Check Fee
\$0.00
Total Amount Due
\$152.00

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassnj.com on the E-ZPass App.or by calling (973) 368-1425.

AMAZON LOGISTICS INC
Payment Due Immediately

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

* CELL PHONE NUMBER

* EMAIL ADDRESS



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

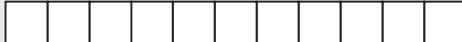
Pursuant to DEL CODE §4128(g) and §4129(b), with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees <u>(must also select A or B)</u> .	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com		



Delaware River Port Authority

FIRST NOTICE OF ENFORCEMENT ACTION

NOTICE DATE : 12/15/2020

ADVISORY AND PAYMENT REQUEST

VIOLATION# T072063290713



0029
 CUSTOMER NAME
 CUSTOMER ADDRESS



Under the provisions of N.J.S.A. 32:3-2 and 36 P.S § 3502., the person named above is alleged to be liable, as the owner of the identified vehicle(s), for the violation transaction(s) specified within this notice.

If payment of the toll and administrative fee amount indicated below is not received within ~~thirty~~ (30) calendar days of this notice, the owner, if adjudged to be liable, shall be subject to a penalty for each violation in addition to the total amount due below. To avoid additional charges, please pay the total amount of **\$40.00** by **January 14, 2021** according to the payment instructions below.

You have a right to dispute the total amount due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORDED VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T072063290713-01	(PA) XXXXX	WWB Walt Whitman Br	05W	12/02/20	15:38:49	\$15.00	\$25.00
							Total Unpaid Tolls \$15.00
							Administrative Fee \$25.00
							Total Amount Due \$40.00

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
 Write the violation number(s) on your payment . DO NOT SEND CASH.
 Please make Check or Money Order payable to NJ E-ZPass.

Mail to:
 NJ E-ZPass
 P.O. Box 4971
 Trenton, NJ 08650

VIOLATION# T072063290713	
Total Unpaid Tolls	\$15.00
Administrative Fee	\$25.00
Total Amount Due	\$40.00

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the
 Violations link at www.ezpassnj.com on the E-ZPass App.or by calling (973) 368-1425.

EXCEL PLUMBING AIR CONDITIONING INC
 Payment due by : 01/14/2021

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

* CELL PHONE NUMBER

* EMAIL ADDRESS



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to N.J.S.A. 32:3-2 and 36 P.S. §3502, with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to the E-ZPass Violations Processing Center.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to the E-ZPass Violations Processing Center.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to the E-ZPass Violations Processing Center.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to the E-ZPass Violations Processing Center.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)										
Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below for EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice.											
Section B Inadvertent Toll Violations	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):											
Section C E-ZPass Customer	<p>For your convenience, E-ZPass customers have three ways to dispute violations:</p> <p>MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com</p> <p>PHONE (973) 368-1425</p> <p>I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> <input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). </td> <td style="width: 50%; padding: 5px;"> <input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Account Holder Name: _____ </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*). </td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 5px;"> _____ E-ZPass Account Number </td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 5px;"> _____ E-ZPass Tag Number </td> </tr> </table>		<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B).	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.	Account Holder Name: _____		For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).		_____ E-ZPass Account Number		_____ E-ZPass Tag Number	
<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B).	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.											
Account Holder Name: _____												
For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).												
_____ E-ZPass Account Number												
_____ E-ZPass Tag Number												
Section D Certification	<p>CERTIFICATION to be completed for all Dispute Form Sections.</p> <p>I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate.</p> <p>Name: _____ Signature: _____ Date: _____</p> <p>NJ E-ZPass Violations Processing Center: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com</p>											



Delaware River Port Authority

FINAL NOTICE OF ENFORCEMENT ACTION

NOTICE DATE : 02/07/2023

ADVISORY AND PAYMENT REQUEST

VIOLATION# T072294069229



0496
CUSTOMER NAME
CUSTOMER ADDRESS



THIS NOTICE REQUIRES YOUR PROMPT ATTENTION

Your payment is now overdue. This is the second and final notice of the toll violation described below. The total amount of **\$62.50 is DUE NOW**. If you choose to dispute the total amount due, please follow the instructions below.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE VIOLATION WITHIN 10 DAYS OF THE DATE OF THIS NOTICE, THIS NOTICE SHALL BE ASSIGNED, WITHOUT FURTHER NOTICE, TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND RELATED FEES.

You have previously been notified by the Delaware River Port Authority that you are alleged to be liable, as the owner of the identified vehicle(s), for the violation(s) specified in this **FINAL NOTICE**. Please make payment of the toll and administrative fee indicated below without further delay. If you do not respond, you may be subject to civil penalty of up to \$25 per violation in addition to the total amount due below.

To avoid the imposition of additional penalties including but not limited to forwarding the matter to a private collection agency or law firm, please submit your payment in the amount of **\$62.50** by **February 17, 2023** according to the payment instructions below. If you choose to dispute the total amount due, please refer to the Dispute Form located on the opposite side of this notice.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE TOLL WITHIN TEN DAYS OF THE DATE OF THIS NOTICE OF INTENT TO REFER TO COLLECTION, THE DELAWARE RIVER PORT AUTHORITY WILL, WITHOUT FURTHER NOTICE, REFER THIS MATTER TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND ADMINISTRATIVE FEES. IN THE EVENT THE THIRD PARTY COLLECTION EFFORTS ARE UNSUCCESSFUL, THE DELAWARE RIVER PORT AUTHORITY RETAINS THE RIGHT TO ISSUE A SUMMONS PURSUANT TO THE AUTHORITY GRANTED UNDER N.J.S.A. 32:3-2 and 36 P.S. § 3502. ISSUANCE OF A SUMMONS WILL REQUIRE THAT YOU APPEAR IN THE MUNICIPAL COURT WHERE THE VIOLATION WAS COMMITTED. IF YOU DO NOT APPEAR A DEFAULT JUDGEMENT WILL BE ENTERED AGAINST YOU AND YOUR DRIVING PRIVILEGES MAY BE SUSPENDED UNTIL FURTHER NOTICE. IF YOU ARE ADJUDGED LIABLE THE COURT MAY ENTER A JUDGEMENT AGAINST YOU FOR UP TO \$500 IN ADDITION TO THE TOLL AND ADMINISTRATIVE FEE DUE.

Payment Options

- NEW! Pay by App:** Make a payment from your mobile device by downloading the official *NJ E-ZPass* App.
- Online:** Credit Card and Bank Account Payments www.ezpassnj.com
- Telephone:** Credit Card and Bank Account Payments (973) 368-1422
- Mail:** Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORDED VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T072294069229-01	(NJ) AB123	WWB - Walt Whitman Br	06W	12/21/22	08:55:18	\$37.50	\$25.00
							Total Unpaid Tolls \$37.50
							Administrative Fee \$25.00
							Returned Check Fee \$0.00
							Total Amount Due \$62.50

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
Write the violation number(s) on your payment. DO NOT SEND CASH.

Please make Check or Money Order payable to *NJ E-ZPass*.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T072294069229

Total Unpaid Tolls	\$37.50
Administrative Fee	\$25.00
Returned Check Fee	\$0.00
Total Amount Due	\$62.50

Credit Card (Amex, MasterCard, Discover, VISA) and Bank Account Payments can be made by clicking on the Violations link at www.ezpassnj.com, on the NJ E-ZPass app, or by calling (973) 368-1425.

CUSTOMER NAME

Payment Due Immediately

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

			-				-				
--	--	--	---	--	--	--	---	--	--	--	--

* CELL PHONE NUMBER

			-				-				
--	--	--	---	--	--	--	---	--	--	--	--

* EMAIL ADDRESS

--	--	--	--	--	--	--	--	--	--	--	--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to N.J.S.A. 32:3-2 and 36 P.S. §3502, with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to *NJ E-ZPass*.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to *NJ E-ZPass*.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide *NJ E-ZPass* account number or tag number, sign the Certification Section D and return the completed notice to *NJ E-ZPass*.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide *E-ZPass* account or tag number, sign the Certification Section D and return the completed notice to *NJ E-ZPass*.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)								
Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below for EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice.									
Section B Inadvertent Toll Violations	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):									
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at this time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.										
Section C <i>E-ZPass Customer</i>	<p>For your convenience, <i>E-ZPass</i> customers have three ways to dispute violations:</p> <p>MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425</p> <p>Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees.</p> <p>I hereby certify that I am an <i>E-ZPass</i> customer in good standing and had a valid <i>E-ZPass</i> tag at the time of the violation(s) referenced on the front of this notice.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><input type="checkbox"/> C1 – New Jersey <i>E-ZPass</i> Customer:</p> <p>By providing my account or tag number below and signing this form, I acknowledge:</p> <ul style="list-style-type: none"> • I am the owner of the account and <i>NJ E-ZPass</i> will charge my account for tolls and fees as provided by the account holder terms and conditions. • Waiver of administrative fee(s) for disputes may not be granted. <p>Select A or B. (If neither is checked, license plate(s) will not be added.)</p> <p><input type="checkbox"/> A I authorize <i>NJ E-ZPass</i> to add the license plate(s) to my account.</p> <p><input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account.</p> </div> <div style="width: 45%;"> <p><input type="checkbox"/> C2 – Non-New Jersey <i>E-ZPass</i> Customer Dispute:</p> <p>I have updated my <i>E-ZPass</i> account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my <i>E-ZPass</i> account. If the license plates(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> Account Holder Name: _____ </div> <div style="width: 45%;"> Account Holder Name: _____ </div> </div> <div style="text-align: center; margin-top: 10px;"> <p>For Options C1 or C2, you MUST enter your <i>E-ZPass</i> Tag or Account Number. Your <i>E-ZPass</i> Tag Number can be found directly above the barcode on the front of your <i>E-ZPass</i> Tag (only numbers between *asterisks*).</p> <table border="1" style="margin: auto;"> <tr> <td style="width: 25px; height: 25px;"></td> </tr> </table> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <i>E-ZPass</i> Account Number <i>E-ZPass</i> Tag Number </div> </div>									
Section D Certification	<p>CERTIFICATION to be completed for all Dispute Form Sections.</p> <p>I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate.</p> <p>Name: _____ Signature: _____ Date: _____</p> <p>NJ <i>E-ZPass</i> Violations Processing Center: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com</p>									





Burlington County Bridge Commission

FIRST NOTICE OF ENFORCEMENT ACTION

NOTICE DATE : 02/22/2022

ADVISORY AND PAYMENT REQUEST

VIOLATION# T212243966713



0051
BCBC25 ZIOVANNI
MAIN STREET
NEWARK, NJ 07114



The below referenced vehicle(s) was recorded by the Burlington County Bridge Commission's violation enforcement camera system for failure to pay the required toll(s) specified within this Notice. The photo in the upper right corner of this page shows the violation occurrence or is representative of one of the violation occurrences. Photos of all additional occurrences are available on our website www.ezpassnj.com.

Failure to pay the total amount of **\$29.00 by March 24, 2022** shall be deemed as admission of liability, by default, and shall result in a **Final Notice** being issued against you for the total amount due. **Overdue toll violations payments may be subject to the imposition of penalties including but not limited to forwarding the matter to a private agency or law firm for collection action.**

You have a right to dispute the total amount due by using one of the following three methods: (1) by completing the Dispute Form on the reverse of this Notice and mailing it to the **NJ E-ZPass** at the address below, (2) by completing a Violation Inquiry on the **NJ E-ZPass** web site at www.ezpassnj.com, or (3) by calling the **NJ E-ZPass** at (973) 368-1425.

Payment Options

- NEW! Pay by App:** Make a payment from your mobile device by downloading the official **NJ E-ZPass** App.
- Online:** Credit card payments www.ezpassnj.com.
- Telephone:** Credit card payments (973) 368-1425.
- Mail:** Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORD OF VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due
T212243966713-01	(PA) KXXXXXX	Tacony Palmyra Br	002	02/01/22	00:27:59	\$4.00
						Total Unpaid Tolls \$4.00
						Administrative Fee \$25.00
						Total Amount Due \$29.00

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon

Write the violation number(s) on your payment . **DO NOT SEND CASH.**

Please make Check or Money Order payable to **NJ E-ZPass**.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T212243966713
Total Unpaid Tolls \$4.00
Administrative Fee \$25.00
Total Amount Due \$29.00

BCBC25 ZIOVANNI
Payment due by : 03/24/2022

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

	-		-			
--	---	--	---	--	--	--

* CELL PHONE NUMBER

	-		-			
--	---	--	---	--	--	--

* EMAIL ADDRESS

--	--	--	--	--	--	--	--	--	--	--	--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to the Burlington County Bridge Commission violation processing business rules, with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to *NJ E-ZPass*.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to *NJ E-ZPass*.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide *NJ E-ZPass* account number or tag number, sign the Certification section D and return the completed notice to *NJ E-ZPass*.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide *E-ZPass* account or device number, sign the Certification section D and return the completed notice to *NJ E-ZPass*.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)		
Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. Name of Renter/Lessee License plate number -- and state -- for each vehicle Complete mailing address with zip code of Renter/Lessee 			
Section B Inadvertent Toll Violations	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail): <hr/> <hr/>			
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.				
Section C E-ZPass Customer	For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open tolls. You may not be granted a waiver of the administrative fees. I hereby certify that I am an <i>E-ZPass</i> customer in good standing and had a valid <i>E-ZPass</i> tag at the time of the violation(s) referenced on the front of this notice.			
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"> <input type="checkbox"/> C1 – New Jersey E-ZPass Customer: By providing my account or tag number below and signing this form, I acknowledge: <ul style="list-style-type: none"> I am the owner of the account and <i>NJ E-ZPass</i> will charge my account for tolls and fees as provided by the account holder terms and conditions. Waiver of administrative fee(s) for disputes may not be granted. Select A or B. (If neither is checked, license plate(s) will be added.) <input type="checkbox"/> A I authorize <i>NJ E-ZPass</i> to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. </td> <td style="width: 50%; vertical-align: top; padding: 5px;"> <input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute: I have updated my <i>E-ZPass</i> account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my <i>E-ZPass</i> account. If the license plates(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. </td> </tr> </table>			<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: By providing my account or tag number below and signing this form, I acknowledge: <ul style="list-style-type: none"> I am the owner of the account and <i>NJ E-ZPass</i> will charge my account for tolls and fees as provided by the account holder terms and conditions. Waiver of administrative fee(s) for disputes may not be granted. Select A or B. (If neither is checked, license plate(s) will be added.) <input type="checkbox"/> A I authorize <i>NJ E-ZPass</i> to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account.	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute: I have updated my <i>E-ZPass</i> account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my <i>E-ZPass</i> account. If the license plates(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.
<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: By providing my account or tag number below and signing this form, I acknowledge: <ul style="list-style-type: none"> I am the owner of the account and <i>NJ E-ZPass</i> will charge my account for tolls and fees as provided by the account holder terms and conditions. Waiver of administrative fee(s) for disputes may not be granted. Select A or B. (If neither is checked, license plate(s) will be added.) <input type="checkbox"/> A I authorize <i>NJ E-ZPass</i> to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account.	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute: I have updated my <i>E-ZPass</i> account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my <i>E-ZPass</i> account. If the license plates(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.			
Account Holder Name: _____ For Options C1 or C2, you MUST enter your <i>E-ZPass</i> Tag or Account Number. Your <i>E-ZPass</i> Tag Number can be found directly above the barcode on the front of your <i>E-ZPass</i> Tag (only numbers between *asterisks*).				
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/></td> <td style="width: 50%;"><input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/></td> </tr> </table>			<input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/>	<input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/>
<input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/>	<input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/>			
<i>E-ZPass Account Number</i> <i>E-ZPass Tag Number</i>				
Section D Certification	CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____			
<i>NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650</i> <i>Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com</i>				



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

Pursuant to the Burlington County Bridge Commission violation processing business rules, with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to *NJ E-ZPass*.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to *NJ E-ZPass*.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide *NJ E-ZPass* account number or tag number, sign the Certification section D and return the completed notice to *NJ E-ZPass*.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide *E-ZPass* account or device number, sign the Certification section D and return the completed notice to *NJ E-ZPass*.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail): <hr/> <hr/>	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
Section C E-ZPass Customer	For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open tolls. You may not be granted a waiver of the administrative fees. I hereby certify that I am an <i>E-ZPass</i> customer in good standing and had a valid <i>E-ZPass</i> tag at the time of the violation(s) referenced on the front of this notice.	
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> C1 – New Jersey E-ZPass Customer: By providing my account or tag number below and signing this form, I acknowledge: <ul style="list-style-type: none"> • I am the owner of the account and NJ E-ZPass will charge my account for tolls and fees as provided by the account holder terms and conditions. • Waiver of administrative fee(s) for disputes may not be granted. Select A or B. (If neither is checked, license plate(s) will be added.) <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. Account Holder Name: _____ </div> <div style="width: 45%;"> <input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute: I have updated my <i>E-ZPass</i> account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my <i>E-ZPass</i> account. If the license plates(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____ </div> </div>		
For Options C1 or C2, you MUST enter your <i>E-ZPass</i> Tag or Account Number. Your <i>E-ZPass</i> Tag Number can be found directly above the barcode on the front of your <i>E-ZPass</i> Tag (only numbers between *asterisks*).		
<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/> <i>E-ZPass Account Number</i> </div> <div style="width: 45%;"> <input style="width: 100%; height: 1.2em; border: 1px solid black;" type="text"/> <i>E-ZPass Tag Number</i> </div> </div>		
Section D Certification	CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	
<i>NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650</i> <i>Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com</i>		





Delaware River Joint Toll Bridge Commission

NOTICE DATE : 12/16/2020

**ADVISORY AND PAYMENT REQUEST
VIOLATION# T202063404741**



0010
CUSTOMER NAME
CUSTOMER ADDRESS



The below referenced vehicle(s) was recorded by the Delaware River Joint Toll Bridge Commission's violation enforcement camera system for failure to pay the required toll(s) specified within this Notice. The photo in the upper right corner of this page shows the violation occurrence or is representative of one of the violation occurrences. Photos of all additional occurrences are available on our website www.ezpassnj.com.

Failure to pay the total amount of \$50.00 by January 15, 2021 shall be deemed as admission of liability, by default, and shall result in a Final Notice being issued against you for the amount due. Overdue toll violation payments may be subject to the imposition of penalties including but not limited to forwarding the matter to a private agency or law firm for collection action and the suspension of all motor vehicle registration privileges by the Pennsylvania Department of Transportation (PennDOT).

You have a right to dispute the Total Amount Due by using one of the following three methods: (1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

-  **New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.

 **Online:** Credit card payments www.ezpassnj.com.

 **Telephone:** Credit card payments (973) 368-1425.

 **Mail:** Send check or money order information with completed Payment Coupon below (**DO NOT SEND CASH**).

~~RECORDED SOLARIS TRANSACTION~~

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T202063404741-01	(NE) XXXXX	DWG - Delaware Water Gap Br	04W	12/04/20	15:33:17	\$20.00	\$30.00
A fee of \$25 will be assessed for each returned check.						Total Unpaid Tolls	\$20.00
						Administrative Fee	\$30.00
						Total Amount Due	\$50.00

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
Write the violation number(s) on your payment . DO NOT SEND CASH

Please make Check or Money Order payable to NJ E-ZPass

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassnj.com on the E-ZPass App or by calling (973) 368-1425.

VIOLETATION# T202063404741

Total Unpaid Tolls	\$20.00
Administrative Fee	\$30.00
Total Amount Due	\$50.00

KAFKA TRANSPORTATION LLC
Payment due by : 01/15/2021

***To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.**

*** LANDLINE PHONE NUMBER**

			-			-				
--	--	--	---	--	--	---	--	--	--	--

* CELL PHONE NUMBER

ONE TWELVE NUMBER

*** EMAIL ADDRESS**



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

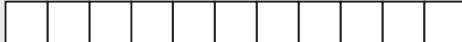
Pursuant to the Delaware River Joint Toll Bridge Commission violation processing business rules, with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. I acknowledge waiver of administrative fees for disputes may not be granted. Account Holder Name: _____	
	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____	
	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com	





Delaware River
Joint Toll Bridge
Commission

Delaware River Joint Toll Bridge Commission

FINAL NOTICE OF ENFORCEMENT ACTION

NOTICE DATE : 12/16/2020

ADVISORY AND PAYMENT REQUEST

VIOLATION# T202062231125



0001
CUSTOMER NAME
CUSTOMER ADDRESS



THIS NOTICE REQUIRES YOUR PROMPT ATTENTION

Your payment is now overdue. This is the second and final notice of the toll violation described below. The total amount of **\$31.00 is DUE NOW**. If you choose to dispute the total amount due, please follow the instructions below.

IF YOU DO NOT MAKE PAYMENT OR DISPUTE THE VIOLATION WITHIN 10 DAYS OF THE DATE OF THIS NOTICE, THIS NOTICE SHALL BE ASSIGNED, WITHOUT FURTHER NOTICE, TO A THIRD PARTY FOR COLLECTION OF THE OUTSTANDING TOLLS AND RELATED FEES.

Note: If you have already made payment or submitted an appeal, kindly disregard this notice

NOTICE OF DELINQUENT TOLL PAYMENT VIOLATION

You have not responded to an ADVISORY AND PAYMENT REQUEST requesting payment of the total amount shown below for the electronic toll violation(s) indicated. You are alleged to be liable, as the owner of the identified vehicle(s), for the toll violation(s) specified in this notice.

Your payment is now overdue. This is your final notice. Failure to pay the total amount of \$31.00 by December 26, 2020 shall be deemed as admission of liability, by default, for the amount due. Overdue toll violation payments may be subject to the imposition of penalties including but not limited to forwarding the matter to a private collection agency or law firm and the suspension of all motor vehicle registration privileges by the Pennsylvania Department of Transportation (PennDOT).

You have a right to dispute the Total Amount Due by using one of the following three methods:(1) by completing the Dispute Form on the reverse of this Notice and mailing it to NJ E-ZPass at the address below, (2) by completing a Violation Inquiry on the NJ E-ZPass web site at www.ezpassnj.com, or (3) by calling NJ E-ZPass at (973) 368-1425.

Payment Options

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ E-ZPass App.
- Online: Credit card payments www.ezpassnj.com.
- Telephone: Credit card payments (973) 368-1425.
- Mail: Send check or money order information with completed Payment Coupon below (DO NOT SEND CASH).

RECORD OF VIOLATION TRANSACTIONS

Violation Number	License Plate	Toll Plaza	Lane	Date	Time	Toll Due	Admin Fee
T202062231125-01	(NY) XXXXX	ODW - Delaware Water Gap-ORT	21W	10/30/20	21:42:55	\$1.00	\$30.00
Total Unpaid Tolls							\$1.00
Administrative Fee							\$30.00
Returned Check Fee							\$0.00
Total Amount Due							\$31.00

A fee of \$25 will be assessed for each returned check.

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼

Payment Coupon
Write the violation number(s) on your payment . DO NOT SEND CASH.
Please make Check or Money Order payable to NJ E-ZPass.

Mail to:
NJ E-ZPass
P.O. Box 4971
Trenton, NJ 08650

VIOLATION# T202062231125	
Total Unpaid Tolls	\$1.00
Administrative Fee	\$30.00
Returned Check Fee	\$0.00
Total Amount Due	\$31.00

Credit Card Payments (AMEX, MasterCard, Discover, VISA) can be made by clicking on the Violations link at www.ezpassnj.com on the E-ZPass App.or by calling (973) 368-1425.

KYLE R KRAUCH
Payment Due Immediately

*To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

--	--	--	--	--	--	--	--	--	--	--	--

* CELL PHONE NUMBER

--	--	--	--	--	--	--	--	--	--	--	--

* EMAIL ADDRESS

--



VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

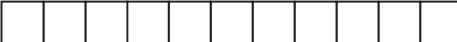
Pursuant to the Delaware River Joint Toll Bridge Commission violation processing business rules, with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees <u>(must also select A or B)</u> .	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee.
Account Holder Name:	Account Holder Name: _____	
For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).		
 E-ZPass Account Number  E-ZPass Tag Number		
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____		
NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com		



TOLL BILL

Bill Date: 12/08/2020		Summary of Activity		Account No:XXXXXXXXXX	
				Toll Bill No: B202062410947	
New Tolls	Toll Bill Fee(s)	Credits	Total Amount	Due Date	
\$5.20	\$0.00	\$0.00	\$5.20	01/07/21	



CUSTOMER NAME
CUSTOMER ADDRESS

Thank you for your recent use of our toll facilities. You are receiving this Toll Bill because we did not detect an **E-ZPass** tag in the vehicle when the transaction(s) occurred and our records show the vehicle was registered to, leased by, or rented by you at that time. We are providing this Toll Bill for your convenience in paying your toll(s). Additional images may be available for the transaction(s) listed and may be viewed at www.ezpassnj.com. Your prompt payment is appreciated. **Payments not received by the Due Date shown above will be assessed a late payment fee of \$5.00.**



Pay Today and Avoid Fees!

Billing Cycle:

Toll Bill 30 days to pay	Tolls Only, No Fees
Unpaid after 30 days	Tolls + \$5 Toll Bill Fee
Unpaid after 60 days	Tolls + \$30 Fee for every transaction
Unpaid after 90 days	Referral to a Collection Agency

Helpful Information:

If you have questions about this Toll Bill, please call (888) AUTO TOLL (888-287-6865) or visit www.ezpassnj.com .
→ E-ZPass customers, please see reverse for instructions.
You are receiving this Toll Bill for toll charges through one or more Toll-by-Plate facilities. These tolls are separate from any cash tolls that you may have paid while driving.

- New!** Pay by App: Make a payment from your mobile device by downloading the official NJ **E-ZPass** App.
- Pay Online: Credit card payment at www.ezpassnj.com, click on **Pay Violation/Toll Bill** and follow the instructions.
- Pay by Phone: Credit card payments 1-888-AUTO TOLL (288-6865)
- Pay by Mail: Send check or money order with completed Payment Coupon below (**DO NOT SEND CASH**).
- Cash: Cash payments are only accepted at our New Jersey **E-ZPass** Walk In Centers (located in Newark, Camden, and DRBA).

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼



Write Toll Bill number on your check or money order and make payable to NJ **E-ZPass**. DO NOT send Cash.

Bill Date: 12/08/2020	Summary of Activity	Account No:2000458076280
		Toll Bill No: B202062410947
New Tolls	Toll Bill Fee(s)	Credits
\$5.20	\$0.00	\$0.00
		\$5.20
		01/07/21

NJ **E-ZPass**
PO Box 4971
Trenton, NJ 08650

- ◆ Note - A fee of \$25 will be assessed for each returned check.
- ◆ Save time by paying online!

Payment Amount **\$5.20**

To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/ Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

* CELL PHONE NUMBER

* EMAIL ADDRESS



DISPUTE INSTRUCTIONS

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed Toll Bill and all related documentation requested to New Jersey *E-ZPass*.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide *NJ E-ZPass* account number or tag number, sign the Certification Section D and return the completed Toll Bill to New Jersey *E-ZPass*.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide *E-ZPass* account or device number, sign the Certification Section D and return the completed Toll Bill to New Jersey *E-ZPass*.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to transaction date (Attach copy of plate surrender receipt from MVC/DMV). <input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to transaction date (Attach copy of police report) <input type="checkbox"/> Vehicle Not Mine – I declare that the Vehicle associated to the transaction is not registered to me. (Attach explanation and supporting documentation from MVC/DMV) <input type="checkbox"/> Sold Vehicle – prior to transaction date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV) <input type="checkbox"/> Tag Read – Toll posted to <i>E-ZPass</i> Account at time of occurrence. (Attach copy of <i>E-ZPass</i> statement showing toll posting)
--	--

Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies <p>To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first Toll Bill date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the Toll Bill.</p> <ul style="list-style-type: none"> • The date and time indicated on the rental/lease agreement must correspond with the date and time of the transaction(s) occurrence. • Name of Renter/Lessee • License plate number -- and state • Complete mailing address with zip code of Renter/Lessee
---	--

Section C E-ZPass Customer	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer <p>I authorize <i>NJ E-ZPass</i> to deduct the toll due from my account and request you waive the fee(s). <u>Please also select A or B</u>.</p> <p><input type="checkbox"/> A I authorize <i>NJ E-ZPass</i> to add the license plate to my account.</p> <p><input type="checkbox"/> B I do not authorize the license plate to be added to my account. I acknowledge disputes from future Toll Bills with this vehicle may not be granted.</p> <p>Account Holder Name: _____</p>	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute <p>I have updated my <i>E-ZPass</i> account to include the license plate(s) referenced in the Toll Bill. I authorize you to deduct the toll from my <i>E-ZPass</i> account. If the license plate has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded toll transaction date. If the transaction is older than 50 days and/or if the dispute is denied, you will be held liable for the tolls and the fee(s).</p> <p>Account Holder Name: _____</p>
---------------------------------------	---	---

	<p>For Options C1 or C2, you MUST enter your 11-digit <i>E-ZPass</i> Tag Number or Account Number. Your <i>E-ZPass</i> Tag Number can be found directly above the barcode on the front of your <i>E-ZPass</i> Tag.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td> </td><td> </td></tr> </table> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td> </td><td> </td></tr> </table> <p style="text-align: center;"><i>E-ZPass</i> Account Number</p> <p style="text-align: center;"><i>E-ZPass</i> Tag Number</p>																								

Section D Certification	<p style="text-align: center;">CERTIFICATION To be completed for all Dispute Form Sections</p> <p>I certify that the statement(s) I have made herein regarding the transactions listed in the Toll Activity Detail at the end of this Toll Bill are complete, true and accurate.</p> <p>Name: _____ Signature: _____ Date: _____</p> <p style="text-align: center;"><i>NJ E-ZPass</i>: P.O. Box 4971, Trenton, NJ 08650 Phone # 1 888 AUTO TOLL (288-6865), Fax # 973-368-1583, Web: www.ezpassnj.com</p>
------------------------------------	--





Billing Period Start Date: 11/08/20
Billing Period End Date : 12/07/20

Account Number: XXXXXXXXXX
Toll Bill Number : B202062410947

Toll Activity Detail								
License Plate	Posting Date	Agency	Facility (Plaza)	Lane	Class	Transaction Date	Time	Toll Amount
(DE) XXXXXX	11/08/20	DRJTBC	Scudder Falls Br	32W	1	11/05/20	10:30:05	\$2.60
(DE) XXXXXX	12/03/20	DRJTBC	Scudder Falls Br	32W	1	11/26/20	16:40:35	\$2.60
Credits								(\$0.00)
Total Amount Due								\$5.20

SAMPLE

TOLL BILL

Payment Reminder



0029

CUSTOMER NAME

CUSTOMER ADDRESS

You have not responded to a previous request for payment for recent use of our toll facilities. A vehicle registered to, leased by, or rented by you used the toll facilities indicated on this Toll Bill. You may view images for your transaction(s) at www.ezpassnj.com. Because no *E-ZPass* tag was detected in the vehicle at the time of the transaction(s), a Toll Bill was previously provided to you. As of the Bill Date shown on this Reminder, payment for the Toll Bill has not been received. Please pay the Total Amount Due indicated above. **To avoid additional fees, your prompt payment is required. Payments not received by the Due Date shown will be subject to an additional toll violation charge of \$30.00 per toll transaction.**

Pay Today to Avoid Additional Fees!

Billing Cycle:

Toll Bill 30 days to pay	Tolls Only, No Fees
Unpaid after 30 days	Tolls + \$5 Toll Bill Fee
Unpaid after 60 days	Tolls + \$30 Fee for every transaction
Unpaid after 90 days	Referral to Collection Agency

Helpful Information:

- If you have questions about this Toll Bill, please call (888) AUTO TOLL (288-6865) or visit www.ezpassnj.com.
- *E-ZPass* customers, please see reverse for instructions.
- You are receiving this Toll Bill for toll charges through one or more Toll-by-Plate facilities. These tolls are separate from any cash tolls that you may have paid while driving.

New! Pay by App: Make a payment from your mobile device by downloading the official NJ *E-ZPass* App.

Pay Online: Credit card payment at www.ezpassnj.com, click on **Pay Violation/Toll Bill** and follow the instructions.

Pay by Phone: Credit card payments 1-888-AUTO TOLL (288-6865)

Pay by Mail: Send check or money order with completed Payment Coupon below (**DO NOT SEND CASH**).

Cash: Cash payments are only accepted at our New Jersey *E-ZPass* Walk In Centers (located in Newark, Camden, and DRBA).

KEEP THIS SECTION FOR YOUR RECORDS ▲

RETURN THIS SECTION WITH PAYMENT ▼



Write Toll Bill number on your check or money order and make payable to NJ *E-ZPass*. DO NOT send Cash.

Bill Date: 11/10/2020	Summary of Activity	Account No:2000458112654		
Previously Billed Toils	Toll Bill Fee(s)	Credits	Total Amount Due	Due Date
\$2.60	\$5.00	\$0.00	\$7.60	01/13/21

NJ *E-ZPass*
PO Box 4971
Trenton, NJ 08650

- ◆ Note - A fee of \$25 will be assessed for each returned check.
- ◆ Save time by paying online!

Payment Amount **\$7.60**

To deliver better customer service please provide your contact information. Your information may be sent to a Third-Party/ Authorized agent of the Commission for the purpose of collecting the outstanding balance owed.

* LANDLINE PHONE NUMBER

* CELL PHONE NUMBER

* EMAIL ADDRESS



DISPUTE INSTRUCTIONS

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed Toll Bill and all related documentation requested to New Jersey *E-ZPass*.

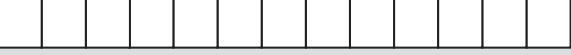
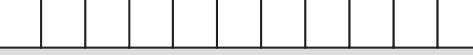
For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide *NJ E-ZPass* account number or tag number, sign the Certification Section D and return the completed Toll Bill to New Jersey *E-ZPass*.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide *E-ZPass* account or device number, sign the Certification Section D and return the completed Toll Bill to New Jersey *E-ZPass*.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to transaction date (Attach copy of plate surrender receipt from MVC/DMV).
	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to transaction date (Attach copy of police report)
	<input type="checkbox"/> Vehicle Not Mine – I declare that the Vehicle associated to the transaction is not registered to me. (Attach explanation and supporting documentation from MVC/DMV)
	<input type="checkbox"/> Sold Vehicle – prior to transaction date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
	<input type="checkbox"/> Tag Read – Toll posted to <i>E-ZPass</i> Account at time of occurrence. (Attach copy of <i>E-ZPass</i> statement showing toll posting)

Section A2 Rental or Leasing	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first Toll Bill date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the Toll Bill .
	<ul style="list-style-type: none"> The date and time indicated on the rental/lease agreement must correspond with the date and time of the transaction(s) occurrence. Name of Renter/Lessee License plate number -- and state Complete mailing address with zip code of Renter/Lessee

Section C E-ZPass Customer	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer I authorize <i>NJ E-ZPass</i> to deduct the toll due from my account and request you waive the fee(s). <u>I must also select A or B.</u>	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my <i>E-ZPass</i> account to include the license plate(s) referenced in the Toll Bill. I authorize you to deduct the toll from my <i>E-ZPass</i> account. If the license plate has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded toll transaction date. If the transaction is older than 50 days and/or if the dispute is denied, you will be held liable for the tolls and the fee(s).
	Account Holder Name: _____	Account Holder Name: _____

	For Options C1 or C2, you MUST enter your 11-digit <i>E-ZPass</i> Tag Number or Account Number. Your <i>E-ZPass</i> Tag Number can be found directly above the barcode on the front of your <i>E-ZPass</i> Tag.
	 E-ZPass Account Number
	 E-ZPass Tag Number

Section D Certification	CERTIFICATION To be completed for all Dispute Form Sections	Toll Bill Number : B202062313146	
	I certify that the statement(s) I have made herein regarding the transactions listed in the Toll Activity Detail at the end of this Toll Bill are complete, true and accurate.		
	Name: _____	Signature: _____	Date: _____
	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone # 1 888 AUTO TOLL (288-6865), Fax # 973-368-1583, Web: www.ezpassnj.com		





Billing Period Start Date: 11/05/20
Billing Period End Date : 11/09/20

Account Number: XXXXXXXXX
Toll Bill Number : B202062313146

Toll Activity Detail									
License Plate	Posting Date	Agency	Facility (Plaza)	Lane	Class	Transaction Date	Time	Toll Amount	
(NJ) XXXXX	11/05/20	DRJTBC	Scudder Falls Br	32W	1	10/30/20	12:35:55	\$2.60	
								Credits	(\$0.00)
								Toll Bill Fee(s)	\$5.00
								Total Amount Due	\$7.60

SAMPLE

VIOLATION DISPUTE / CUSTOMER CERTIFICATION

DISPUTE INSTRUCTIONS

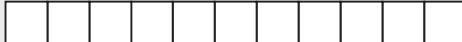
Pursuant to the Delaware River Joint Toll Bridge Commission violation processing business rules, with regard to the non-payment of toll(s) at the facility or facilities detailed on the front of this Advisory and Payment Request, the registered owner of the vehicle, identified by the license plate number specified, has the right to dispute the Total Amount Due.

Non-Responsibility – Select the appropriate dispute box in Section A1 or A2, sign the Certification Section D and return the completed notice and all related documentation requested to NJ E-ZPass.

Inadvertent Toll Violators – Complete Section B and include Check or Money Order for toll only, sign the Certification Section D and return the completed notice to NJ E-ZPass.

For NJ E-ZPass Tag Holders – Provide license plate and account holder name in Section C1. Provide NJ E-ZPass account number or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Other Agency E-ZPass Tag Holders – Select the appropriate dispute box in Section C2, provide E-ZPass account or tag number, sign the Certification Section D and return the completed notice to NJ E-ZPass.

Section A1 Non-Responsibility	<input type="checkbox"/> Surrendered License Plate – prior to violation date (Attach copy of plate surrender receipt from MVC/DMV)	<input type="checkbox"/> Sold Vehicle – prior to violation date (Attach copy of notarized bill of sale and/or plate surrender receipt from MVC/DMV)
Section A2 Rental or Leasing	<input type="checkbox"/> Vehicle or License Plate Reported Stolen – prior to violation date (Attach copy of police report)	
Section B Inadvertent Toll Violations	<input type="checkbox"/> Tag Read – Toll posted to E-ZPass Account at time of occurrence. (Attach copy of E-ZPass statement showing toll posting)	
Section C E-ZPass Customer	<input type="checkbox"/> Rental Car or Leasing Companies To request a Transfer of Responsibility to the vehicle Lessee or Renter, please provide a copy of the original signed rental or signed lease agreement on company letterhead for each vehicle. The agreement(s) must contain the information listed below FOR EACH ENTITY within 50 days of first notice date. If NOT completed satisfactorily, the request will be denied, transfer will not occur and you will remain liable for the full amount of the notice. <ul style="list-style-type: none"> • The date and time indicated on rental/lease agreement must correspond with the date and time of the violation(s) occurrence. • Name of Renter/Lessee • License plate number -- and state -- for each vehicle • Complete mailing address with zip code of Renter/Lessee 	
Section D Certification	<input type="checkbox"/> Dispute Section: I hereby certify that I took every reasonable action to pay the toll but was prevented from doing so by the following reason(s) beyond my control. (Describe in detail):	
To be considered for SECTION B Dispute: you must send a Check or Money Order (No Cash) for the Toll Balance Due or pay the toll due online at www.ezpassnj.com . Do not pay the Administrative fee at the time when completing a SECTION B Dispute. Please use the Courtesy Reply Envelope.		
For your convenience, E-ZPass customers have three ways to dispute violations: MAIL - Complete Section C and mail back using the courtesy envelope provided ONLINE - Please visit www.ezpassnj.com PHONE (973) 368-1425 Please note that you may be liable for open violations. You may not be granted a waiver of the administrative fees. I hereby certify that I am an E-ZPass customer in good standing and had a valid E-ZPass tag at the time of the violation(s) referenced on the front of this notice.	<input type="checkbox"/> C1 – New Jersey E-ZPass Customer: I authorize NJ E-ZPass to deduct the toll due from my account and request you waive the administrative fees (must also select A or B). <input type="checkbox"/> A I authorize NJ E-ZPass to add the license plate(s) to my account. <input type="checkbox"/> B I do not authorize the license plate(s) to be added to my account. I acknowledge waiver of administrative fees for disputes may not be granted. Account Holder Name: _____	
	<input type="checkbox"/> C2 – Non-New Jersey E-ZPass Customer Dispute I have updated my E-ZPass account to include the license plate(s) referenced in the violation. I authorize you to deduct the toll from my E-ZPass account. If the license plate(s) has not been added to my account within 3 days of this dispute, I may be responsible to pay the toll and fees. This option is only available if dispute is processed within 50 days from the recorded violation transaction date otherwise you are responsible for the toll and the fee. Account Holder Name: _____	
	For Options C1 or C2, you MUST enter your E-ZPass Tag or Account Number. Your E-ZPass Tag Number can be found directly above the barcode on the front of your E-ZPass Tag (only numbers between *asterisks*).	
	 E-ZPass Account Number	 E-ZPass Tag Number
CERTIFICATION to be completed for all Dispute Form Sections. I certify that the statement(s) I have made herein regarding the violation(s) listed on the front of this notice are complete, true and accurate. Name: _____ Signature: _____ Date: _____	NJ E-ZPass: P.O. Box 4971, Trenton, NJ 08650 Phone (973) 368-1425, Fax (973) 368-1583, Web: www.ezpassnj.com	





NOTICE OF DELINQUENT TOLL BILL PAYMENT

Violation Number: B202059127194

Toll Activity Detail							
License Plate	Facility (Plaza)	Lane	Class	Transaction Date	Time	Toll Amount	Administrative Fee(s)
(NY) XXXX	Scudder Falls Br	32W	5	07/28/20	12:24:53	\$23.75	\$30.00
Total Amount Due							\$53.75

SAMPLE

Violation Account Statement for New Jersey E-Zpass



CUSTOMER NAME

Address Line 1
Address Line 2

Statement Date

01/25/2022

Account Number

XXXXXXXXXX

Last Payment Date

Last Payment Amount

Total Balance Due

\$2,490.35

Account Summary

Amount Assessed	DRBA	DRJTBC	DRPA	GSP	NJTA	SJTA	TOTAL ALL AGENCIES
Toll Amount Assessed	\$75.00	\$0.00	\$0.00	\$0.00	\$890.35	\$0.00	\$965.35
Administrative Fee Amount Assessed	\$75.00	\$0.00	\$0.00	\$0.00	\$1450.00	\$0.00	\$1525.00
NSF Fee Amount Assessed	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sub-Total Fees Assessed	\$75.00	\$0.00	\$0.00	\$0.00	\$1450.00	\$0.00	\$1525.00
Total Amount Assessed from Violation Notices	\$150.00	\$0.00	\$0.00	\$0.00	\$2340.35	\$0.00	\$2,490.35

Amount Paid							TOTAL ALL AGENCIES
Toll Amount Paid	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Administrative Fee Amount Paid	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NSF Fee Amount Paid	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sub-Total Amount Paid	\$0.00						
Total Toll Amt + Total Fee Amt	\$0.00						

Amount Resolved - Dismissal/Other							TOTAL ALL AGENCIES
Toll Amount Resolved	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Administrative Fee Amount Resolved	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NSF Fee Amount Resolved	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sub-Total Fees Resolved	\$0.00						
Total Amount Resolved	\$0.00						

Balance Due							TOTAL ALL AGENCIES
Toll Amount Due	\$75.00	\$0.00	\$0.00	\$0.00	\$890.35	\$0.00	\$965.35
Administrative Fee Balance Due	\$75.00	\$0.00	\$0.00	\$0.00	\$1450.00	\$0.00	\$1525.00
NSF Fee Balance Due	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sub-Total Fees Balance Due	\$75.00	\$0.00	\$0.00	\$0.00	\$1450.00	\$0.00	\$1525.00
Total Balance Due	\$150.00	\$0.00	\$0.00	\$0.00	\$2340.35	\$0.00	\$2,490.35



New Jersey Service Center

P. O. Box 4973
Trenton, NJ 08650

Side 1 of 1

Statement Date: 09/18/2023
 Account Number: 2000 1234 5678 9
 Activity For: 08/17/23 - 09/16/23
 Replenishment Method: MASTERCARD
 Replenishment Amount: \$25.00



000424

CUSTOMER NAME
CUSTOMER ADDRESS
E-ZPass®
 New Jersey Service Center

Side 1 of 1

Account #: 2000 1234 5678 9 Statement
 Period: 08/17/23 - 09/16/23
 Tag Deposit: \$0.00

Keep your NJ E-ZPass account updated and avoid violation fees. To manage your account, download the official NJ E-ZPass app from the Google Play or Apple App Store, visit the NJ E-ZPass website at www.ezpassnj.com, or contact the NJ E-ZPass Customer Service Center at (888) AUTO-TOLL (288-6865). When calling be sure to have your account or tag number available and to be ready to answer your Challenge Question.



NJ E-ZPass strives for continuous improvement for the benefit of our customers and the overall success of the NJ E-ZPass Program. To help us to improve our services, please log in to your account and take the Customer Satisfaction Survey located under the Take our Survey link.

POSTING DATE	TRANSACTION DATE	TAG NUMBER /PLATE	AGENCY	ENTRY PLAZA	DATE	TIME	EXIT PLAZA	DATE	TIME	PLAN	CL	AMOUNT	BALANCE
08/17/23	08/17/23	Stmt Fee										\$1.00	\$20.62
08/17/23	08/17/23	Service Fee										\$1.00	\$19.62
08/18/23	08/16/23	02214708490	DelDOT		DD	08/16/23	18:32			STANDARD	2	\$1.00	\$18.62
08/18/23	08/16/23	02214708490	DelDOT		BCP	08/16/23	18:10			STANDARD	2	\$1.00	\$17.62
08/20/23	08/20/23	02214708490	GSP		UNI	08/20/23	15:07			STANDARD	1	\$2.02	\$15.60
08/20/23	08/20/23	02214708490	GSP		BER	08/20/23	15:33			STANDARD	1	\$2.02	\$13.58
08/20/23	08/20/23	02214708490	NJTP		08/20/23	13:20	11	08/20/23	14:49	STANDARD	1	\$10.46	\$3.12
08/21/23	08/21/23	PrePaid Payment										\$25.00	\$28.12
08/21/23	08/20/23	02214708490	NYSTA			MCB	08/20/23	16:35		STANDARD	2L	\$6.61	\$21.51
08/24/23	08/22/23	02214708490			08/22/23	08:15	104	08/22/23	08:15	STANDARD	2	\$0.50	\$21.01
08/30/23	08/20/23	02214708490	DeIDO				DR	08/20/23	12:18	STANDARD	2	\$0.50	\$20.51
08/30/23	08/20/23	02214708490	DeIDO				BCP	08/20/23	12:44	STANDARD	2	\$3.00	\$17.51

SAP

PREPAID TOLL BALANCE	
Beginning Balance	\$21.62
Tolls, Non-Tolls and Fees	\$29.11
Payments and Credits	\$25.00
Ending Balance	\$17.51

Thank you for using E-ZPass

Plaza Descriptions:

1 - Delaware Memorial Bridge	11 - GSP/Woodbridge/The Amboys	BCP - Biddles Plaza
BER - Bergen	DD - Dover Plaza	DR - Denney's Road Ramp
MCB - Mario Cuomo Bridge	UNI - Union	

SUMMARY STATEMENT

Statement Date:

12/31/2021



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges	Amount Due:
2000 2015 4278 5	\$0.00	\$0.00	\$0.00	\$187.40	\$187.40

**Avoid a late fee.**

If payment is received after the due date



SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st Violation Notice #1	12/20/2021	NJTA	\$57.95
1st Violation Notice #2	12/29/2021	NJTA	\$57.95
Toll Bill #3	12/21/2021	NJTBC	\$6.00
Toll Bill #4	12/14/2021	SJTA	\$10.00
1st Violation Notice #5	12/7/2021	DRBA	\$55.50

TOTAL NEW CHARGES \$187.40

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
----------	---------------	--------	--------

TOTAL PREVIOUS BALANCE \$0.00

SUMMARY STATEMENT

Statement Date:

1/31/2021



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$187.40	\$5.00	\$2.50	\$125.95	\$305.85

**PAST DUE!**

Your unpaid balance is late.

**SAVE \$X.XX now with www.ezpassnj.com**

Open your account today and save XX% in tolls!

3 easy ways to pay!**ONLINE:** www.ezpassnj.com**PHONE:** Credit card payments (973) 368-1425.**MAIL:** Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill 1st Violation Notice #3	01/20/2022	DRJTBC	\$ 60.00
Toll Bill 1st Violation Notice #4	1/14/2022	SJTA	\$ (2.50)
Toll Bill #6	1/9/2022	DRJTBC	\$ 3.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$118.45

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	12/20/2021	NJTA	\$ 57.95
1st and Final Violation Notice #2	12/29/2021	NJTA	\$ 57.95
Toll Bill #3	12/20/2021	DRJTBC	\$ 6.00
Toll Bill #4	12/14/2021	SJTA	\$ 10.00
1st Violation Notice #5	12/7/2021	DRBA	\$ 55.50

TOTAL PREVIOUS BALANCE \$187.40

SUMMARY STATEMENT

Statement Date:

2/28/2021



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$305.85	\$0.00	\$0.00	\$95.45	\$401.30

**CRITICAL STATUS:
Collections \$229.35****SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!****3 easy ways to pay!****ONLINE:** www.ezpassnj.com**PHONE:** Credit card payments (973) 368-1425.**MAIL:** Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill Final Violation Notice #3	02/20/2022	DRJTBC	\$ -
Toll Bill Final Violation Notice #4	2/14/2022	SJTA	\$ -
Toll Bill 1st Violation Notice #6	2/9/2022	DRJTBC	\$ 30.00
Toll Bill #8	2/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$95.45

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st Violation Notice #3	1/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st Violation Notice #4	1/14/2022	SJTA	\$ 7.50
1st Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill #6	1/9/2022	DRJTBC	\$ 3.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95

TOTAL PREVIOUS BALANCE \$305.85

SUMMARY STATEMENT

Statement Date:

3/31/2022



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$401.30	\$0.00	\$0.00	\$116.45	\$517.75



**CRITICAL STATUS:
Collections \$360.80**



**SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!**

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill 1st Violation Notice #8	3/16/2022	NJTA	\$ -
1st Violation Notice #10	03/20/2022	NJTA	\$ 57.95
1st Violation Notice #11	03/26/2022	DRBA	\$ 55.50
Toll Bill #12	03/28/2022	DRJTBC	\$ 3.00

TOTAL NEW CHARGES \$116.45

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st and Final Violation Notice #3	3/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st and Final Violation Notice #4	3/14/2022	SJTA	\$ 7.50
1st and Final Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #6	1/9/2022	DRJTBC	\$ 33.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95
Toll Bill #8	2/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95

TOTAL PREVIOUS BALANCE \$401.30

SUMMARY STATEMENT

Statement Date:

4/30/2022



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$517.75	\$0.00	\$0.00	\$87.95	\$605.70



CRITICAL STATUS:
Collections \$267.95
Suspension \$246.80



SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill 1st Violation Notice #12	04/28/2022	DRJTBC	\$ 30.00
1st Violation Notice #13	04/20/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$87.95

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st and Final Violation Notice #3	3/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st and Final Violation Notice #4	3/14/2022	SJTA	\$ 7.50
1st and Final Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #6	1/9/2022	DRJTBC	\$ 33.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95
Toll Bill 1st Violation Notice #8	3/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95
1st Violation Notice #10	03/20/2022	NJTA	\$ 57.95
1st Violation Notice #11	03/26/2022	DRBA	\$ 55.50
Toll Bill #12	03/28/2022	DRJTBC	\$ 3.00

TOTAL PREVIOUS BALANCE \$517.75

SUMMARY STATEMENT

Statement Date:

5/31/2022



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$605.70	\$0.00	\$0.00	\$57.95	\$663.65



CRITICAL STATUS:
Collections \$300.95
Suspension \$304.75



SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st Violation Notice #14	05/20/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$57.95

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st and Final Violation Notice #3	3/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st and Final Violation Notice #4	3/14/2022	SJTA	\$ 7.50
1st and Final Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #6	1/9/2022	DRJTBC	\$ 33.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95
Toll Bill 1st Violation Notice #8	3/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95
1st Violation Notice #10	03/20/2022	NJTA	\$ 57.95
1st Violation Notice #11	03/26/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #12	04/28/2022	DRJTBC	\$ 33.00
1st Violation Notice #13	04/20/2022	NJTA	\$ 57.95

TOTAL PREVIOUS BALANCE \$605.70

SUMMARY STATEMENT

Statement Date:

12/31/2021



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges	Amount Due:
2000 2015 4278 5	\$0.00	\$0.00	\$0.00	\$187.40	\$187.40



Avoid a late fee.

If payment is received after the due date



SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st Violation Notice #1	12/20/2021	NJTA	\$57.95
1st Violation Notice #2	12/29/2021	NJTA	\$57.95
Toll Bill #3	12/21/2021	NJTBC	\$6.00
Toll Bill #4	12/14/2021	SJTA	\$10.00
1st Violation Notice #5	12/7/2021	DRBA	\$55.50

SAMPLE

TOTAL NEW CHARGES \$187.40

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT

TOTAL PREVIOUS BALANCE \$0.00

SUMMARY STATEMENT

Statement Date:

1/31/2021



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$187.40	\$5.00	\$2.50	\$125.95	\$305.85



PAST DUE!

Your unpaid balance is late.



SAVE \$X.XX now with www.ezpassnj.com

Open your account today and save XX% in tolls!

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill 1st Violation Notice #3	01/20/2022	DRJTBC	\$ 60.00
Toll Bill 1st Violation Notice #4	1/14/2022	SJTA	\$ (2.50)
Toll Bill #6	1/9/2022	DRJTBC	\$ 3.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$118.45

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	12/20/2021	NJTA	\$ 57.95
1st and Final Violation Notice #2	12/29/2021	NJTA	\$ 57.95
Toll Bill #3	12/20/2021	DRJTBC	\$ 6.00
Toll Bill #4	12/14/2021	SJTA	\$ 10.00
1st Violation Notice #5	12/7/2021	DRBA	\$ 55.50

TOTAL PREVIOUS BALANCE \$187.40

SUMMARY STATEMENT

Statement Date:

2/28/2021



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$305.85	\$0.00	\$0.00	\$95.45	\$401.30



**CRITICAL STATUS:
Collections \$229.35**



**SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!**

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill Final Violation Notice #3	02/20/2022	DRJTBC	\$ -
Toll Bill Final Violation Notice #4	2/14/2022	SJTA	\$ -
Toll Bill 1st Violation Notice #6	2/9/2022	DRJTBC	\$ 30.00
Toll Bill #8	2/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$95.45

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st Violation Notice #3	1/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st Violation Notice #4	1/14/2022	SJTA	\$ 7.50
1st Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill #6	1/9/2022	DRJTBC	\$ 3.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95

TOTAL PREVIOUS BALANCE \$305.85

SUMMARY STATEMENT

Statement Date:

3/31/2022



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$401.30	\$0.00	\$0.00	\$116.45	\$517.75



**CRITICAL STATUS:
Collections \$360.80**



**SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!**

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill 1st Violation Notice #8	3/16/2022	NJTA	\$ -
1st Violation Notice #10	03/20/2022	NJTA	\$ 57.95
1st Violation Notice #11	03/26/2022	DRBA	\$ 55.50
Toll Bill #12	03/28/2022	DRJTBC	\$ 3.00

TOTAL NEW CHARGES \$116.45

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st and Final Violation Notice #3	3/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st and Final Violation Notice #4	3/14/2022	SJTA	\$ 7.50
1st and Final Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #6	1/9/2022	DRJTBC	\$ 33.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95
Toll Bill #8	2/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95

TOTAL PREVIOUS BALANCE \$401.30

SUMMARY STATEMENT

Statement Date:

4/30/2022



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$517.75	\$0.00	\$0.00	\$87.95	\$605.70



CRITICAL STATUS:
Collections \$267.95
Suspension \$246.80



SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
Toll Bill 1st Violation Notice #12	04/28/2022	DRJTBC	\$ 30.00
1st Violation Notice #13	04/20/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$87.95

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st and Final Violation Notice #3	3/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st and Final Violation Notice #4	3/14/2022	SJTA	\$ 7.50
1st and Final Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #6	1/9/2022	DRJTBC	\$ 33.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95
Toll Bill 1st Violation Notice #8	3/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95
1st Violation Notice #10	03/20/2022	NJTA	\$ 57.95
1st Violation Notice #11	03/26/2022	DRBA	\$ 55.50
Toll Bill #12	03/28/2022	DRJTBC	\$ 3.00

TOTAL PREVIOUS BALANCE \$517.75

SUMMARY STATEMENT

Statement Date:

5/31/2022



Account Number:	Unpaid Balance:	Adjustments:	Payments:	New Charges:	Amount Due:
2000 2015 4278 5	\$605.70	\$0.00	\$0.00	\$57.95	\$663.65



CRITICAL STATUS:
Collections \$300.95
Suspension \$304.75



SAVE \$X.XX now with www.ezpassnj.com
Open your account today and save XX% in tolls!

3 easy ways to pay!

ONLINE: www.ezpassnj.com

PHONE: Credit card payments (973) 368-1425.

MAIL: Send check or money order (DO NOT SEND CASH)

This Summary Statement is provided as a courtesy to assist you with managing requests for payment that have been sent to you regarding travel on facilities operated by the NJ E-ZPass Toll Agencies. It was generated using the information available on the date it was prepared; however, due to the time required to process transactions, the items listed on this Summary Statement may not reflect your most recent transactions or payment requests. This Summary Statement does not reflect transactions from E-ZPass Toll Agencies located outside the state of New Jersey.

NEW CHARGES

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st Violation Notice #14	05/20/2022	NJTA	\$ 57.95

TOTAL NEW CHARGES \$57.95

PREVIOUS BALANCE

DOCUMENT	DOCUMENT DATE	AGENCY	AMOUNT
1st and Final Violation Notice #1	01/20/2022	NJTA	\$ 57.95
1st and Final Violation Notice #2	1/29/2022	NJTA	\$ 57.95
Toll Bill 1st and Final Violation Notice #3	3/21/2022	DRJTBC	\$ 66.00
Toll Bill 1st and Final Violation Notice #4	3/14/2022	SJTA	\$ 7.50
1st and Final Violation Notice #5	1/7/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #6	1/9/2022	DRJTBC	\$ 33.00
1st Violation Notice #7	1/17/2022	NJTA	\$ 57.95
Toll Bill 1st Violation Notice #8	3/16/2022	SJTA	\$ 7.50
1st Violation Notice #9	02/20/2022	NJTA	\$ 57.95
1st Violation Notice #10	03/20/2022	NJTA	\$ 57.95
1st Violation Notice #11	03/26/2022	DRBA	\$ 55.50
Toll Bill 1st Violation Notice #12	04/28/2022	DRJTBC	\$ 33.00
1st Violation Notice #13	04/20/2022	NJTA	\$ 57.95

TOTAL PREVIOUS BALANCE \$605.70

Appendix Q

New Jersey E-ZPass Customer Communication Matrix - Draft

The New Jersey E-ZPass Customer Communication Matrix will be reviewed and updated during design

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
E-ZPass Plus Opt In	Customer Opt's In to E-ZPass Plus	Informational	Internal	No	NA	No	No	Yes	No	Yes	Yes	Yes	N/A
E-ZPass Plus Parking transaction posted	E-ZPass plus transaction for Parking is posted	Informational	Internal	No	N/A	No	No	Yes	No	Yes	No	Yes	N/A
E-ZPass Account Email Bounce Back	An email was sent, but was undeliverable	Mandatory	Both	No	No	Yes	Yes if no Email or email bounce	No	Yes	Yes	Yes	Yes	N/A
PIN Reminder	Customer request for PIN to be sent from Mail House	Mandatory (Customer Request)	External	No	NA	No	Yes if no Email or email bounce	Yes	No	No	No	No	N/A
IVR PIN Reminder	Real Time PIN request via IVR, or CRM to be sent real time	Mandatory	Internal	No	NA	No	No	Yes	No	No	No	No	N/A
Challenge Question Reminder	Customer request for Challenge Question Reminder to be sent	Mandatory (Customer Request)	External	No	NA	No	Yes if no Email or email bounce	Yes	No	No	No	No	N/A
E-ZPass Account Returned Mail Notice	A notification was sent, but was returned by Post Office	Informational	Internal	No	NA	Yes	No	Yes	Yes	Yes	Yes	Yes - P2	N/A
E-ZPass Account: Upon storing NCOA address	Notification and Alerts	Informational	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
Bankruptcy Letter	The account has been flagged with bankruptcy status	Mandatory	Internal	Yes	No	Yes	Yes	Yes	No	No	No	No	N/A
Bankruptcy Judgement	Notification based on bankruptcy ruling	Mandatory	Internal	Yes	No	Yes	Yes	Yes	No	No	Yes	No	N/A
E-ZPass Account Profile (with tag kit, if applicable)	When a tag is assigned to a new account or if letter is selected by a CSR (when an additional tag is ordered)	Mandatory	Internal	Yes	No	No	Yes	No	No	No	No	No	N/A
E-ZPass Account Enrollment Confirmation (Private)	Confirmation for Web/App enrollment	Informational	Internal	No	NA	Yes	No	Yes	No	Yes	No	No	N/A
E-ZPass Account Enrollment Confirmation (Business)	Confirmation for Web/App enrollment	Informational	Internal	No	NA	Yes	No	Yes	No	Yes	No	No	N/A
E-ZPass Quarterly Replenishment Adjustment	When the replenishment amount changes every 90 days	Informational (It will be on statement for mailed statements) all other modes will have separate notification	Internal	No	NA	Yes	No	Yes	No	Yes	Yes	Yes - P2	N/A
Statement	Statement	Mandatory (Customer Request)	Both	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes - P2

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
Statement Ready Notification	Email that contains the link to statement sent from Content Critical	Mandatory (Customer Request)	External	No	No	No	No	Yes	No	No	No	No	N/A
E-ZPass Tag Request	Tag is requested while logged into an account on the Web/App	Informational	Internal	No	No	No	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Tag Shipment	Tag is assigned and shipped to customer	Informational	Internal	No	No	No	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Tag received.	Tag is returned and removed from the account	Informational	Internal	No	No	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
Inactive Warning	The account is about to be set with Inactive flag	Mandatory	Both	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes - P2	N/A
E-ZPass Account Forgot Password Request (Web/App)	Password is requested from the Web/App	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	No	No	No	N/A
E-ZPass Account Forgot Username Request (Web/App)	Username is requested from the Web/App	Mandatory (Customer Request)	Internal	No	NA	No	No (direction for customer to call CSC)	Yes	No	No	No	No	N/A
Account Inquiry Confirmation (Web/App)	Inquiry form on the Web/App is submitted without being logged into account	Mandatory (Customer Request)	Both	No	NA	No	N/A	Yes	No	N/A	No	TBD	N/A
E-ZPass Account Statement Delivery Method Update (Web/App)	Statement delivery method is updated on the Web/App	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Lost or Stolen Tag (Web/App)	Toll tag marked as lost or stolen on the Web/App	Mandatory (Customer Request)	Internal	No	No	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Supply Request Confirmation (Web/App)	Supplies requested on the Web/App	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	Yes - P2	N/A
Demographic Update (Web/App)	Address/phone update through web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Account Settings Change (Web/App)	Account Details (email) update through web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Account Close Request (Web/App)	Account Closure request through the web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
Add Vehicle (Web/App)	Vehicle Added through web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Edit Vehicle (Web/App)	Vehicle Edit made through web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Delete Vehicle (Web/App)	Vehicle deleted through web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Add Plan (Web/App)	Plan added through web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Delete Plan (Web/App)	Plan deleted through web/app	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
E-ZPass Account Closure Letter	Account closure letter	Mandatory	Both	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes - P2	N/A
Excessive ITOL Notification	Excessive ITOL posting to account	Mandatory	Both	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes	No	Yes - P2	N/A
Tag Swap Notification	Account is eligible for tag swap	Mandatory	Both	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes (P2)	Yes (P2)	Yes - P2	N/A
Tag Swap – New Tag Enclosed	Replacement toll tag is sent	Mandatory	Internal	Yes	No	No	Yes	No	No	No	No	No	N/A
Post Paid Invoice	Post Paid Invoice	Mandatory	Both	Yes	No	Yes	Yes	Yes (P2)	No	Yes (P2)	Yes (P2)	No	N/A
Email Verification	Sent to customer to validate email address on file	Mandatory	Internal	No	N/A	Yes	No	Yes	No	No	No	No	N/A
Email Update Confirmation	When an email address is changed, a confirmation email is sent to old email to confirm update	Informational	Internal	No	N/A	Yes	No	Yes	No	No	No	No	N/A
Opt In for SMS - Must Respond	Once Mobile Alerts have been set to PENDING, a SMS text is sent to customer to OPT IN	Informational	Internal	No	NA	No	No	No	No	Yes	Yes	No	N/A
Opt in for SMS -Confirmation Received	Customer responds to Opt In	Informational	Internal	No	NA	No	No	No	No	Yes	Yes	No	N/A
Opt Out for SMS	Customer sends Opt Out text to stop receiving mobile alerts	Informational	Internal	No	NA	No	No	No	No	Yes	Yes	No	N/A
E-ZPass Account Credit Card Decline	Credit card decline during automatic rebill	Mandatory	Both	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes - P2	N/A

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
E-ZPass Account Credit Card Update Success	Automatic update from Credit Card update service successful	Informational	Internal	No	N/A	Yes	No	Yes (P2)	No	No	No	No	N/A
E-ZPass Account Credit Card Due to Expire	Credit card on account due to expire during the current month	Mandatory	Both	No	No	Yes	Yes if no Email or email bounce	Yes	Yes	Yes	Yes	Yes - P2	N/A
E-ZPass Account Credit Card Expired	Credit card on account has expired	Mandatory	Both	No	No	Yes	Yes	Yes (P2)	Yes	Yes (P2)	Yes (P2)	Yes - P2	N/A
E-ZPass Account ACH Decline	ACH Decline during automatic rebill	Mandatory	Both	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes - P2	N/A
E-ZPass Account Low Balance	balance is below the rebill threshold for accounts without AUTOPAY	Informational	Internal	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes - P2	N/A
E-ZPass Negative Account Balance	The account balance is negative below threshold for accounts without AUTOPAY	Mandatory	both	No	No	Yes	Yes if no Email or email bounce	Yes	Yes	Yes	Yes	Yes - P2	N/A
E-ZPass Account Revoked Warning	The account balance has been negative for 30 days	Mandatory	both	Yes	No	Yes	Yes	Yes	No	Yes (P2)	Yes	Yes - P2	N/A
E-ZPass Account Revoked Final	The account has been in a revoked warning status for 45 days	Mandatory	Both	Yes	No	Yes	Yes	Yes	No	Yes (P2)	No	No	N/A
Successful Replenishment	A payment was posted to the account	Informational	Internal	No	N/A	Yes	No	Yes	No	Yes	No	No	N/A
E-ZPass Account Payment (Web/App)	Payment made on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Added Vehicle From Violation/Invoice (Web/App)	Vehicle is added to account from violation or invoice dispute on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Credit Card Added (Web/App)	Primary credit card is added on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Secondary Credit Card Added (Web/App)	secondary credit card is added on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Secondary Credit Card Deleted (Web/App)	Secondary credit card is deleted on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Primary Credit Card Updated (Web/App)	Primary credit card is updated on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account Secondary Credit Card Updated (Web/App)	Secondary credit card is updated on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-ZPass Account NSF Check Letter	NSF check returned from bank received	Mandatory	Both	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes - P2	N/A

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
E-ZPass Account Multiple NSF Checks Letter	Multiple NSF checks returned from bank received within 12 months for the same account	Mandatory	Both	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes - P2	N/A
E-ZPass Toll Dispute Denied	Customer disputes toll and is denied	Mandatory	External	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes	Yes	Yes - P2	N/A
E-ZPass Toll Dispute Accepted	Customer disputes toll and is accepted	Mandatory	External	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes	Yes	Yes - P2	N/A
E-ZPass Account Inquiry Confirmation (Customer Initiated Case Established)	Case has been opened on an account	Informational	Internal	No	NA	Yes	No	Yes	No	Yes	Yes	TBD	N/A
Non-Customer Inquiry Confirmation (Case Established)	Inquiry has been opened	Mandatory	Internal	No	NA	Yes	No	Yes	No	N/A	N/A	N/A	N/A
E-ZPass Account Inquiry Resolution (Customer Initiated Case resolved)	Case has been resolved with description on resolution	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	Yes	Yes - P2	N/A
Non-Customer Inquiry Resolution (Case resolved)	Case has been resolved with description on resolution	Mandatory	Internal	No	NA	Yes	No	Yes	No	N/A	N/A	N/A	N/A
E-ZPass Account Inquiry Confirmation (Agency Initiated Case Established)	Notification of Agency initiated case established to creator of the case	Mandatory	Internal	No	NA	Yes	No	Yes	No	No	No	No	N/A
E-ZPass Account Inquiry Resolution (Agency Initiated Case resolved)	Notification of resolution sent to creator of the case	Mandatory	Internal	No	NA	Yes	No	Yes	No	No	No	No	N/A
Missing Info Letter	A letter requesting information or documentation to complete the customer's request	Mandatory (Customer Request)	External	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes	No	N/A	N/A
Lower Replenishment Amount Request Denied	For requests that are submitted in writing or via web that are denied due to courtesy already given to account	Mandatory (Customer Request)	Both	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes	No	No	N/A
Waive Fee/Refund Request Approved	Request for fee waive/refund approved	Mandatory (Customer Request)	Both	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes	No	No	N/A
Waive Fee/Refund Request Denied	Request for fee waive/refund Denied	Mandatory (Customer Request)	Both	No	No	Yes	Yes if no Email or email bounce	Yes	No	Yes	No	No	N/A
Violation Notice(s) -1st level	Violation notice sent	Mandatory	External	Yes	Yes	Yes	Yes	No	No	No	No	No	N/A
Violation Notice(s) -2nd level	Violation notice sent	Mandatory	External	Yes	No	Yes	Yes	No	No	No	No	No	N/A
Violation Payment Confirmation Email (Web/App/App)	Violation payment made on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	No	N/A

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
Violation Dispute Confirmation (Web/App/App)	Violation disputed on the Web/App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	No	N/A
Violation Dispute C Home Confirmation - No Vehicle Added (Web/App)	Violation Dispute C Home processed on web/app	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	No	N/A
Violation Payment NSF Check Letter	NSF check returned from bank received	Mandatory	Both	Yes	No	Yes	Yes (P2)	Yes (P2)	No	Yes (P2)	Yes (P2)	No	N/A
Violation Payment Multiple NSF Check Letter	Multiple NSF checks returned from bank received within 12 months for the same invoice account	Mandatory	Both	Yes	No	Yes	Yes (P2)	Yes (P2)	No	Yes (P2)	Yes (P2)	No	N/A
Invoice and Violation Dispute Denied/Accepted (DTR Letter)	Invoice or violation disputed and rejected	Mandatory		No	No	Yes	Yes if no Email or email bounce	Yes (P2)	No	Yes (P2)	Yes (P2)	No	N/A
Registration Suspension Warning	Warning of registration suspension due to delinquent status	Mandatory	Internal	Yes	No	Yes	P2	P2	No	No	No	No	N/A
Registration Suspended	Notification that the vehicle's registration has been suspended <small>Collection attempt</small>	Mandatory	Internal	Yes	No	Yes	P2	P2	No	No	No	No	N/A
Collections Letter (Internal)	made by Xerox Internal Collections <small>Dept.</small>	Mandatory	Internal	Yes	No	Yes	P2	P2	No	No	No	No	N/A
Payment Plan Established	When a payment plan is established	Informational	Internal	No	No	Yes	No	Yes	No	Yes	No	No	N/A
Payment Plan Agreement (MVC or Non- MVC)	Agreement that contains terms and conditions of the payment arrangement	Mandatory	Internal	Yes	No	Yes	Yes	Yes	No	No	No	No	N/A
Payment Plan Payment Reminder	Electronic reminder of due date	Informational	Internal	No	No	Yes	No	Yes	No	Yes	No	No	N/A
Payment Plan Terminated - Default	Payment Plan Default due to non payment	Mandatory	Internal	Yes	No	Yes	Yes	Yes	No	Yes	No	No	N/A
Payment Plan terminated- Paid in Full	Payment Plan Paid in Full	Mandatory	Internal	Yes	No	Yes	Yes	Yes	No	Yes	No	No	N/A
Payment Plan Payment Confirmation (web/app)	Payment Plan Payment Confirmation	Mandatory (Customer Request)	Internal	No	No	Yes	No	Yes	No	Yes	No	No	N/A
Payment Plan Payment Confirmation (phone/mail)	Payment Plan Payment Confirmation	Informational	Internal	No	No	Yes	No	Yes	No	Yes	No	No	N/A
E-ZPass Account Credit Card linked to Payment Plan Due to Expire	Credit Card linked to Payment Plan Due to Expire	Mandatory	Both	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	N/A
E-ZPass Account Credit Card linked to Payment Plan Expired	Credit Card linked to Payment Plan Expired	Mandatory	Both	No	No	Yes	Yes	Yes (P2)	Yes	Yes (P2)	Yes (P2)	No	N/A

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
Payment Plan CC Denied	Credit Card linked to Payment Plan Denied	Mandatory	Both	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	N/A
First Notice(Validation Letter) RMCB	First notice - gives patron the right to dispute within first 30 days												N/A
Escalated Notices RMCB	Series of 8 additional collection notices												N/A
Settlement Letter RMCB	consumer makes a payment but is less than the entire												N/A
Payment Letter RMCB	Letter that confirms balance has been satisfied												N/A
Collection Notice 1 PAM	Notice of assignment												N/A
Collection Notice 2 PAM	Escalation Notice												N/A
Collection Notice 3 PAM	Demand Letter												N/A
Balance Due (Adhoc) PAM	Based on Escalation												N/A
Notice of Death/More Information PAM	Based on Escalation												N/A
Dismissal (adhoc) PAM	Based on Escalation												N/A
NSF (adhoc) PAM													N/A
Proof of Payment (adhoc) PAM													N/A
Validation (adhoc) PAM													N/A
Toll Bill A	Toll Bill A sent	Mandatory	External	Yes	No	No	Yes	No	No	No	No	No	N/A
Toll Bill B	Toll Bill B sent	Mandatory	External	Yes	No	No	Yes	No	No	N/A	No	No	N/A
Notice Of Delinquent Toll Bill Payment	Unpaid escalated Toll Bill sent	Mandatory	External	Yes	Yes	No	Yes	No	No	No	No	No	N/A
E-ZPass Account Added Vehicle From Toll Bill	Vehicle is added to account from violation or invoice dispute on the Web/App	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	N/A	No	No	N/A
UVA Returned Toll Bill Notification	A notification was sent, but was returned by Dept.	Informational	Internal	No	NA	N/A	N/A	Yes	N/A	N/A	N/A	N/A	N/A

Appendix Q: New Jersey E-ZPass Customer Communication Matrix

Communications Subject	Trigger	Communications Group (group of notifications that customers can provide communication preferences)	Delivery?	Written Correspondence Mandatory? (If the legal requirement is to send paper mail, then this column should be Yes)	Mail Correspondence to Nixie Address?	Re-Issue Allowed? (Only mail, email and SMS)	Mail	Email*	Automated Phone Call	SMS Text (if enrolled)	Account Bulletin Web/App	App Push Notification	IVR
Toll Bill Payment Confirmation Email (Web/WebApp)	Toll Bill payment made on the NSF Check	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	N/A	No	No	N/A
Toll Bill Payment NSF Check Letter	returned from bank	Mandatory	Both	Yes	No	No	Yes	Yes	No	N/A	No	No	N/A
Toll Bill Payment Multiple NSF Check Letter	checks returned from bank	Mandatory	Both	Yes	No	No	Yes (P2)	Yes	No	N/A	N/A	No	N/A
Toll Bill Dispute (without adding Vehicle) Confirmation (Web/Web App)	(without adding Vehicle) on the	Mandatory (Customer Request)	Internal	No	NA	No	No	Yes	No	N/A	No	No	N/A
DTR Letter	Toll Bill dispute resolution	Mandatory	Internal	No	NA	No	Yes	No	No	N/A	No	No	N/A
Bankruptcy Letter	The account has been flagged with Non Collection status	Mandatory	Internal	Yes	No	Yes	Yes	Yes	No	No	No	No	N/A
Bankruptcy Judgement	Non Collection status on bankruptcy ruling	Mandatory	Internal	Yes	No	Yes	Yes	Yes	No	No	No	No	N/A
Toll Bill Dispute C Away Confirmation (Web/App)	Toll Bill Disputed to Away Account	Mandatory	Internal	No	NA	Yes	No	Yes	No	No	No	No	N/A
Toll Bill Dispute A Confirmation (Web/App)	Toll Bill Dispute A SR created through web/app	Mandatory	Internal	No	NA	Yes	No	Yes	No	No	No	No	N/A
E-ZPass Plus Opt Out	Customer Opt's Out to E-ZPass Plus	Informational	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Temporary Plate	Plate is going to expire 30 days	Mandatory	Internal	No	NA	No	No	Yes	No	Yes	No	No	N/A
Violation Dispute B Confirmation	Dispute B processed on Web / App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	N/A	Yes	No	No	N/A
Violation Dispute B Decline	Dispute B denied on Web / App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	N/A	N/A	N/A	No	No	N/A
Violation Dispute B - Paid Toll but disputing Fee	Dispute B processed on Web / App	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	N/A	Yes	No	No	N/A
Help Notification	Reply Help to SMS message	Mandatory (Customer Request)	Internal	No	NA	Yes	No	No	No	Yes	No	No	N/A
E-Zpass Account ACH added (Web/App)	Rebill method changed to ACH on web/app	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
E-Zpass Account ACH updated (Web/App)	ACH rebill method updated on web/app	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	No	Yes - P2	N/A
Follow-up Service Request	Follow-up Flag enabled in CRM or WEB	Mandatory (Customer Request)	Internal	No	NA	Yes	No	Yes	No	Yes	Yes	No	N/A
Request to Consolidate Accounts	Likely duplicate Accounts are identified and at least one is a Pre-paid Account	Mandatory	Both	No	No	Yes	Yes if no Email or email bounces	Yes	No	Yes	Yes	No	N/A

* Only if e-mail address is on-file and ACTIVE. Excludes Violation.

Appendix R Payment Plan Agreements - Draft

The Payment Plan Agreements will be reviewed and modified during design

Payment Agreement

Non-MVC



PAYMENT AGREEMENT (Toll Violations)

NEW JERSEY TURNPIKE AUTHORITY

DATE: _____

I, _____ DL # (if individual) or EIN # (if business) _____, whose address is _____, acknowledge and agree that I owe the New Jersey Turnpike Authority (the "Authority") unpaid tolls, administrative fees and/or other charges. I also acknowledge that my business may owe tolls/fees to other toll agencies and this Agreement applies only to transactions on the New Jersey Garden State Parkway ("GSP") and Turnpike ("TPK").

I acknowledge that my tolls and fees for the GSP/TPK are as follows and more fully described on the Violation Detailed Summary (the "VDS") attached as Exhibit A to this Agreement:

Unpaid Tolls: \$ _____

Administrative Fees: \$ _____

TOTAL BALANCE DUE: \$ _____

I agree as follows:

1. AMOUNTS OWED. I acknowledge that I owe to the Authority the unpaid tolls, administrative fees and other amounts as stated in the attached VDS.

2. PAYMENT OF AMOUNTS OWED. I agree to pay to the Authority a portion of the unpaid tolls and administrative fees (as shown on the attached VDS) in the amount of \$ _____ as follows: I agree to make an initial payment of \$ _____ on _____. I also agree to make ___ [#] of monthly payments to the Authority, each in the amount of \$ _____. The first monthly payment is due on _____, and the remainder of the monthly payments on the first day of each month thereafter, to and including _____ at which time all such amounts shall be due and payable in full. By its acceptance of this Agreement, the Authority agrees to forgive the balance of the administrative fees (as shown on the VDS) in the amount of \$ _____, but only if I make all of the payments required under this Agreement as and when they are due. If I default in the payment of any amount(s) under this Agreement, the Authority's forgiveness of the administrative fees will automatically be rescinded and all of the tolls and administrative fees shown on the attached VDS shall become immediately due and payable.

3. CONTACT INFORMATION.

Cell # - _____

Email - _____

4. HOW TO MAKE PAYMENTS.

(a) Online: If you have a valid NJ E-ZPass account, credit card payments can be made online at www.ezpassnj.com by clicking the Violations link then selecting the Payment Plan radio button and entering your payment plan # and the email address established with your payment plan. You may also opt-in to recurring credit card payments.



(b) Mobile App: Download the mobile app by scanning the QR code or visit https://www.ezpassnj.com/en/about/mobileapp_download.shtml

(c) Phone: Credit Card payments can be made by calling (973) 368-1475.

(d) USPS: Payments must be mailed Certified Mail Return Receipt. All check or money order payments under this Agreement shall be made payable to "NJ E-ZPass" and all such checks or money orders shall refer to the following Payment Plan Number(s):

Payments shall be delivered on or before their due dates to the attention of:

ATTN: Violations Manager
New Jersey E-ZPass Patron Service Center
375 McCarter Highway
Newark, NJ 07114

5. DEFAULT AND REMEDIES. I understand that if I default in any payment under this Agreement, the Authority has the right to pursue any and all remedies available to it at law or in equity, including without limitation:

(a) the right to bring a lawsuit against me and immediately enter judgment against me in the Superior Court of New Jersey or, if a lawsuit has already been filed, the right to immediately enter judgment against me (in which case I hereby consent to the Superior Court retaining jurisdiction over me, even after the case has been dismissed based upon settlement, to allow for the immediate entry of a judgment as called for herein). Such judgment may be entered by way of summary proceedings by the Authority under the New Jersey Penalty Enforcement Law (or any other manner of proceeding that the Authority, in its sole and exclusive discretion, chooses), and the judgment shall be for the TOTAL BALANCE DUE as set forth above (and not the compromised amount set forth in paragraph 2 above), less any payments made hereunder, and said judgment shall also include the Authority's reasonable attorneys' fees, court costs, and other collection expenses. I agree that an undocumented allegation of a "cash payment" shall not be considered "competent evidence" hereunder and that proof of payment must be shown by conclusive, objective means. I hereby consent to the jurisdiction of the Superior Court of New Jersey over me for purposes of such a lawsuit and further agree that the Authority shall have the exclusive right to select the County Vicinage of the Superior Court of New Jersey in which the lawsuit may be filed, to which choice of venue I hereby consent, waiving any right to oppose or object to same. This consent to jurisdiction and venue shall apply regardless of where I reside at the time of a default or ensuing lawsuit and I shall have an affirmative duty to immediately notify the Authority if I change my address while this Agreement and the payments due hereunder are pending, and to accept and immediately review any notices that are sent to me by the Authority or its attorneys, and I shall accept, not avoid, and consent to the service of legal process by the Authority. If I reside outside the State of New Jersey at the time such a lawsuit is brought, I agree to accept service of process by first class mail and certified mail (for which I will be under an affirmative duty to sign) and I agree that such means of service shall be considered effective service of process and hereby waive any objection to service of process in that fashion

(b) the right to cause MVC to immediately suspend my registration privileges and all active registration certificate(s); and

(c) the right to seek recovery of all amounts due under any set off program maintained or utilized by the State of New Jersey, Department of the Treasury

6. LIMITATIONS. I understand that this Agreement applies only to the unpaid tolls, administrative fees and other amounts set forth in the attached VDS. Nothing in this Agreement shall relieve or release me from my continuing obligation to pay all tolls and charges for which I am responsible and to maintain the account(s) referenced in the attached VDS in a satisfactory status at all times. Any toll violations and/or toll transactions posted after the date of this Agreement are not included in this Agreement. The Authority may, in addition to its other rights under this Agreement or by statute, declare me in default and terminate this Agreement if I fail to make timely payment or I incur additional unpaid tolls or toll violations.

7. NO OTHER AGREEMENTS. This Agreement is the entire agreement between the parties regarding the matters described on the attached VDS, and it supersedes all prior arrangements or agreements, oral or written, made between the parties. No other promises or representations have been made. This agreement cannot be altered, modified or otherwise changed except in a writing signed by both parties. The Authority's failure to demand strict performance with the terms of this Agreement in any instance or instances shall not be deemed or construed as a waiver of its right to strict enforcement of the terms of this Agreement as written.

[Use the following language for Business entities:]

8. REPRESENTATIONS. _____ represents that it has employed and will retain, for the life of this Agreement, adequate staffing to manage and properly respond to the receipt of Advisory and Payment Requests issued by the Authority or its agents.

BY SIGNING BELOW, I AGREE TO ALL OF THE TERMS AND CONDITIONS SET FORTH IN THIS PAYMENT AGREEMENT:

Date: _____

[Sign Here]

[Print Name Here]

**Payment Agreement
MVC Suspension**



PAYMENT AGREEMENT – NEW JERSEY TURNPIKE AUTHORITY
(Toll Violations)

DATE _____

I, _____, Driver's License #/EIN # _____,

whose address is _____, acknowledge and agree that I owe the New Jersey Turnpike Authority (the "Authority") unpaid tolls, administrative fees and/or other charges as follows, as more fully described on the Violator Detailed Summary (the "VDS") attached as Exhibit A to this Agreement:

Unpaid Tolls	\$ _____
Administrative Fees	\$ _____
TOTAL BALANCE DUE:	\$ _____

[Use the following language if a Scheduled Registration Suspension Notice has been issued:]

I further acknowledge that the Chief Administrator of the Motor Vehicle Commission ("MVC") has issued a Scheduled Registration Suspension Notice effective ___, 20__ notifying me that my motor vehicle registration privileges will be suspended as a result of my failure to pay the above tolls, fees and other charges, and I would like my right to register motor vehicles to be preserved.

[OR]

[Use the following language if a Registration Suspension Order has been issued:]

I further acknowledge that the Chief Administrator of the Motor Vehicle Commission ("MVC") has issued a Registration Suspension Order dated ___, 20__ and suspended my motor vehicle registration privileges as a result of my failure to pay the above tolls, fees and other charges, and I would like my right to register motor vehicles to be restored.

NOW, THEREFORE, in exchange for the following promises and acts, I agree as follows:

1. AMOUNTS OWED. I acknowledge that I owe to the Authority the unpaid tolls, administrative fees and other amounts as stated in the attached VDS.
2. PAYMENT OF AMOUNTS OWED I agree to pay to the Authority a portion of the unpaid tolls and administrative fees (as shown on the attached VDS) in the amount of \$____ as follows: I agree to make an initial payment of \$____ on ___, 20__. I also agree to make ___ [#] of monthly payments to the Authority, each in the amount of \$____. The first monthly payment is due on ___, 20__, and the remainder of the monthly payments on the first day of each month thereafter, to and including ___, 20__, at which time all such amounts shall be due and payable in full. By its acceptance of this Agreement, the Authority agrees to forgive the balance of the administrative fees (as shown on the VDS) in the amount of \$____, but only if I make all of the payments required under this Agreement as and when they are due. If I default in the payment of any amount(s) under this Agreement, the Authority's forgiveness of the administrative fees will automatically be rescinded and all of the tolls and administrative fees shown on the attached VDS shall become immediately due and payable.

3. HOW TO MAKE PAYMENTS.

- (a) **Mail:** All check or money order payments under this Agreement shall be made payable to "NJ E-ZPass" and all such checks or money orders shall refer to Plan # _____.
Payments shall be delivered on or before their due dates to the attention of:

Violations Manager New Jersey E-ZPass
Patron Service Center 375 McCarter Highway
Newark, NJ 07114

- (b) **Online:** Credit Card payments can be made online at www.ezpassnj.com by clicking the Violations link then selecting the Payment Plan radio button and entering your payment plan # and the email address established with your payment plan. You may also opt-in to recurring credit card payments.
- (c) **Phone:** Credit Card payments can be made by calling (973) 368-1475.

4. DEFAULT AND REMEDIES. I understand that if I default in any payment under this Agreement, the Authority has the right to pursue any and all remedies available to it at law or in equity, including without limitation:

- (a) the right to bring a lawsuit against me and immediately enter judgment against me in the Superior Court of New Jersey. Such judgment may be entered by way of summary proceedings by the Authority under the New Jersey Penalty Enforcement Law (or any other manner of proceeding that the Authority, in its sole and exclusive discretion, chooses), and the judgment shall be for the TOTAL BALANCE DUE as set forth above(and not the compromised amount set forth in paragraph 2 above), less any payments made hereunder, and said judgment shall also include the Authority's reasonable attorneys' fees, court costs, and other collection expenses. I agree that an undocumented allegation of a "cash payment" shall not be considered "competent evidence" hereunder and that proof of payment must be shown by conclusive, objective means. I hereby consent to the jurisdiction of the Superior Court of New Jersey over me for purposes of such a lawsuit and further agree that the Authority shall have the exclusive right to select the County Vicinage of the Superior Court of New Jersey in which the lawsuit may be filed, to which choice of venue I hereby consent, waiving any right to oppose or object to same. This consent to jurisdiction and venue shall apply regardless of where I reside at the time of a default or ensuing lawsuit and I shall have an affirmative duty to immediately notify the Authority if I change my address while this Agreement and the payments due hereunder are pending, and to accept and immediately review any notices that are sent to me by the Authority or its attorneys, and I shall accept, not avoid, and consent to the service of legal process by the Authority. If I reside outside the State of New Jersey at the time such a lawsuit is brought, I agree to accept service of process by first class mail and certified mail (for which I will be under an affirmative duty to sign) and I agree that such means of service shall be considered effective service of process and hereby waive any objection to service of process in that fashion
- (b) the right to cause MVC to immediately suspend my registration privileges and all active registration certificate(s); and
- (c) the right to seek recovery of all amounts due under any set off program maintained or utilized by the State of New Jersey, Department of the Treasury

5. WAIVER OF HEARING. I waive any right to request a hearing before the Office of Administrative Law arising out of or relating to any scheduled registration suspension notice or registration suspension order issued by MVC in connection with the unpaid tolls, administrative fees and/or other amounts due and owing that are the subject of this Agreement. If other claims arise against me and in favor of the Authority that are not covered, contemplated or included this Agreement (such as, but not limited to, unpaid tolls or administrative fees arising after those contemplated in this Agreement), then the Authority shall have the full right to pursue and all rights and remedies it may have and remedies, even if I am fully performing my obligations under this Agreement, and the Authority's pursuit and enforcement of such other rights, claims and remedies shall not affect this Agreement, my obligations hereunder or the Authority's right to enforce

this Agreement.

6. LIMITATIONS. I understand that this Agreement applies only to the unpaid tolls, administrative fees and other amounts set forth in the attached VDS. Nothing in this Agreement shall relieve or release me from my continuing obligation to pay all tolls and charges for which I am responsible and to maintain the account(s) referenced in the attached VDS in a satisfactory status at all times. Any toll violations and/or toll transactions posted after the date of this Agreement are not included in this Agreement. The Authority may, in addition to its other rights under this Agreement or by statute, declare me default and terminate this Agreement if I fail to make timely payment or I incur additional unpaid tolls or toll violations.
7. AUTHORITY TO NOTIFY MVC. By its acceptance of this Agreement, if a Registration Suspension notice has been Scheduled or Ordered, the Authority agrees, upon its receipt of the initial payment of the unpaid tolls and administrative fees referenced in the attached VDS, to advise MVC that I have agreed to pay the amounts owed and that my vehicle registration privileges may be restored, subject to the payment of any restoration fees due to MVC
8. NO OTHER AGREEMENTS. This Agreement is the entire agreement between the parties regarding the matters described on the attached VDS, and it supersedes all prior arrangements or agreements, oral or written, made between the parties. No other promises or representations have been made. This agreement cannot be altered, modified or otherwise changed except in a writing signed by both parties. The Authority's failure to demand strict performance with the terms of this Agreement in any instance or instances shall not be deemed or construed as a waiver of its right to strict enforcement of the terms of this Agreement as written.

[Use the following language for Business entities:]

9. REPRESENTATIONS. _____ represents that it has employed and will retain, for the life of this Agreement, adequate staffing to manage and properly respond to the receipt of Advisory and Payment Requests issued by the Authority or its agents.

[Include the following if the amount of administrative fees forgiven is greater than \$35,000]-

10. APPROVAL OF AUTHORITY BOARD OF COMMISSIONERS. I acknowledge that this Agreement shall not become binding on the Authority until after the occurrence of both of the following: (a) the approval of this Agreement by the Authority's Board of Commissioners; and (b) the expiration of the Governor's veto period of such approval, with no veto being exercised.

BY SIGNING BELOW, I AGREE TO ALL OF THE TERMS AND CONDITIONS SET FORTH IN THIS PAYMENT AGREEMENT:

Date: _____, 20_____

[Sign here]

[Print name here]

Appendix S

List of Current New Jersey E-ZPass Reports and Select Sample Reports

All reports will be designed and reviewed during reports design

Report Name	Description
Accounts Reports	
Account Balance Aging	For as of the selected date, shows a row for each of PPTL and Tag Fees, with dollar amounts for the Balance, 0-30 Days, 31-60 Days, 61-90 Days, 91-120 Days, 121-180 Days, 6 Months-1 Year, 1 Year-2 Years, 2 Years-3 Years, 3 Years-5 Years, and > 5 Years.
Account Closed Report	<p>Both Summary and Detail reports are available.</p> <p>For the selected date range, the Summary report shows the NJ E-ZPass Closed Accounts including Account Type, Number of Accounts, Account Balance, and Account Average Balance.</p> <p>The Detail report shows the NJ E-ZPass Closed Accounts including Account Type, Name, Account No, Account Status, Open Date, Close Date, Account Balance, and Source Store.</p>
Account Plan Detailed Report	<p>This report provides all the details that display all accounts and / or transponders that have discount plans.</p> <p>For NJ E-ZPASS, shows account details for the selected Agency and Plan Type, listing the Plan Type, Account Type, Account Status, Pay Type, Anonymous Flag, and a Count. Totals are provided for each Pay Type, Account Status, Account Type, and Plan Type, as well as a Grand Total.</p>
Account Plan Status	<p>Both Summary and Detail reports are available.</p> <p>For as of the selected date, the Summary report starts with a pie chart of the Number of Accounts by Plan Type.</p> <p>This is followed by a pie chart of the Number of Accounts by Account type.</p> <p>The Detail report lists the accounts by Agency Name and Plan Type, including Account Type, Plan Type, Financial Status, Number of Plans, Number of Accounts, Number of Devices, and % Plans. Totals are included for each Plan Type.</p>
Accounts Opened Report	<p>Both Summary and Detail reports are available.</p> <p>For the selected date range, the Summary report shows for each Agency the Opened Accounts including Account Type, Number of Accounts, Account Balance, and Account Average Balance.</p> <p>The Detail report shows for each Agency the Opened Accounts including Account Type, Name, Account No, Account Status, Open Date, Close Date, Account Balance, and Source Store.</p>
Bankruptcy Account Details	This report lists information for Accounts with bankruptcies filed during a specified bankruptcy filing date range. It includes information about each bankruptcy case, such as the date it was filed with the court, the case number the court assigned, the filing date, the type of bankruptcy and the state in which it was filed, the disposition of the case. It also includes basic information for each Account listed along with the Account's balance and the amount of fees and tolls the Account owed at the time of filing. In addition, it provides information about the Account's transactions, such as the date of the Account's last violation, number of transactions created after filing, violation toll amount after filing, and the amount of fees incurred after filing.
Credit Card Lock Override	For the selected date range, shows the Account Number, Account Type, Account Status, Number of Chargebacks, Credit Card Locked Date, Credit Card Lock Release Date, Rebill Pay Type, Credit Card Last 4 Digits, Account Open Date, Account Name, EMP ID, Landline/Alternate Phone, Address Line 1, Address Line 2, City, State, and Zip Code for all Account Types. The Total number of accounts is also shown.
Credit Card Locked (Active and Expired)	For the selected date range, shows the Account Number, Account Type, Account Status, Number of Chargebacks, Credit Card Locked Date, Credit Card Lock Release Date, Manual Override Indicator, Rebill Pay Type, Credit Card Last 4 Digits, Account Open Date, Account Name, Landline/Alternate Phone, Address Line 1, Address Line 2, City, State, and Zip Code for Active and Expired Accounts. The Total number of accounts is also shown.
Credit Card Locked Report	Shows the Account Number, Account Type, Account Status, Number of Chargebacks, Credit Card Locked Date, Credit Card Lock Release Date, Rebill Pay Type, Credit Card Last 4 Digits, Account Open Date, Account Name, Landline/Alternate Phone, Address Line 1, Address Line 2, City, State, and Zip Code for all Account Types. The Total number of accounts is also shown.

Report Name	Description
Excessive ITOL	This report is generated by transaction date and provides information about ITolls occurring for each transaction date in the selected range, by Toll Agency, where the count of ITolls for the date exceeds the threshold count. Information is broken up to show counts, amounts and percentages separately for home transactions and for away transactions. Home transactions are further broken up by whether the transactions posted at full fare amount or discounted amount.
Inactive Accounts	<p>This report describes inactive accounts. This report provides all inactive account details based on the account type, account status, and pay type.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report lists Inactive Accounts by Account Number, Account Name, Number of Days Inactive, Account Type, Address (Street, State, Zip Code), Phone Number, Email Address, Open Date, Last Toll Transaction Date, and Current Balance.</p>
Monthly Account Balance Report	This report shows the customer / system account balances that point to the corresponding general ledger (GL) account. Each customer account points to accounts that relate to a particular GL account. This report includes the balance as of the report run date. It also includes any difference between the GL and the account balance. This will help reconcile the GL account summary back to the details of customer accounts. This report will include the first fifty (50) accounts and a summary page with the total balance. There will be a supporting CSV file that includes all accounts that are generated to support the report.
Negative Account Balance	<p>This report provides details of negative balances and total dollar amount for accounts. The summary page provides the total count and amount against different account balance ranges. The user can specify the balance range—for which the report displays details of the accounts and other criteria for agency identification. This report can be generated for the current date and the negative account balance criterion ranges from zero (0) dollars and below.</p> <p>Shows details of accounts with negative balances and total dollar amount for accounts, for a given balance amount by agency.</p> <p>As of the selected date range, shows the Agency, Account Number, Current Balance, Account Type, Account Status, Pay Type, Start Date of Negative Balance, Number of Days, Contact Name, Street, City, State, Zip Code, Telephone, Email, Language, and Last Posted Date. A total number of Accounts and total Current Balance is provided.</p>
Non Revenue Plan Account Added	Shows the Account Number, Plan Type, Date Plan Added, Employee Name, Employee Number, and Status for the selected date range.
Number of Accounts by Pay Type	<p>This report shows the details of account status. Payment types and account types are also shown. The number of different accounts and their status is shown for each agency along with grand totals of all categories. This report gives the current status.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows the number of Active Accounts, including Account Type and Status, Pay Type, Anonymous Flag, and a Count, with a breakdown for each Pay Type.</p> <p>The Detail report shows for Active Accounts the Registration Status, Account No, Open Date/Mode, Close Date/Mode, Account Type, Pay Type, Account Status, Financial Status, and Anonymous Flag.</p>
Toll Receipt Notification Report	Shows for the selected Posted Date range the Account Number, Account Type, Roadway, Status, Posted Date, 24 Hour Threshold Date, Actual Sent Date, In Compliance flag, and Threshold (Based on 13 Hour Push Notification Delivery Window).
Toll Receipt OPT-IN Summary	For the selected OPT IN date range, shows the Account Number, Account Type, and Opt-In Date for Accounts in the selected date range and the number of accounts. Also includes a summary of the count of each Account Type and a Grand Total.
Case Management Reports	

Report Name	Description
Case by Activity	<p>This report provides the user information about the service requests / cases that have been created. It also provides comprehensive information about the cases related to their status, priority, queue and resolution. The user can drill down further to view the activities associated to a service request.</p> <p>In addition, it also lists "Dispute Reconciliation" by agency and reconciles the image toll transactions as the image toll transactions move through various stages of the dispute process, including but not limited to accepted, partially accepted and denied disputes, dismissals and reassignments. The report also contains dispute reasons, status of the toll when disputed; disputes created by a user, dispute resolution time along with number of open and closed disputes and disputes received, and in addition sends notifications.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows the Date, Source, Priority, Category, Open Assigned, Open Unassigned, Hold Assigned, Hold Unassigned, Escalated Assigned, Escalated Unassigned, Cancelled Assigned, Cancelled Unassigned, Closed Assigned, Closed Unassigned, and Total Count Assigned, Total Count Unassigned for the selected date range. Includes Totals by date and an overall Total.</p> <p>The Detail report shows for each Service Request (SR) Number the Created Date, Activity ID, Category, Sub Category, Caller Name, Action Taken, Account Number, Activity Start Time, Activity End Time, Time Spent on SR, Employee ID, Notification Sent, Dept, and Notes.</p>
Case Dispute Report	<p>This report lists "Dispute Reconciliation" by agency and reconciles the image toll transactions as the image toll transactions move through various stages of the dispute process, including but not limited to accepted, partially accepted and denied disputes, dismissals and reassignments. The report also contains dispute reasons, status of the toll when disputed; disputes created by a user, dispute resolution time along with number of open and closed disputes and disputes received as well as sends notifications.</p> <p>The report lists combined reconciliation reports by agency and by all agencies including but it is not limited to only "Transponder-Based" transaction disputes but also "Image Toll" transaction disputes and payment for accepted and partially accepted disputes. The report also lists the details of dismissed "Transponder-Based" transactions, dismissed "Image Toll" transactions, re-assigned "Transponder-Based" transactions and re-assigned "Image Toll"transactions.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows the Employee Name, Created Date, Type, Count, and Amount for the selected date range. Totals are included.</p> <p>The Detail report shows the Created Date, Dispute Reason, Old Device, New Device, Old Account Number, New Account Number, Resolved Date, Old Amount, and New Amount. Totals for the Old and New Amounts are included.</p>
Daily Incoming Correspondence Statistics	<p>This report gives the basic statistics of the incoming service requests under different queues and sub-queues with respect to the latest status that arrived within the user-specified date range. This report also breaks down the report with respect to the date.</p> <p>Shows the Queue, Sub Queue, Received Date, Cancelled Status, Closed Status, Escalated Status, On Hold Status, Open Status, and Grand Total for the selected date range. Totals are included for each Queue, as well as a Grand Total.</p>
Incoming Correspondence Backlog Ageing	<p>Shows a Summary By Queue and Subqueue that lists the Queue, Sub Queue, 1 Day, 2 Days, 3 Days, 4 Days, >= 5 Days, and Total, with Totals for each Queue for the selected date range. Totals are provided.</p> <p>This is followed by details for NJ E-ZPASS, which for each Status shows the Source, Queue, Sub Queue, 1 Day, 2 Days, 3 Days, 4 Days, >= 5 Days, and Total, with Totals for each Source and Status. Grand Totals are provided.</p>
Statistics by Store	<p>This report tracks the number of changes, updates, and additions, by store location and by the login of the user. The detailed report will break these changes down to the account level.</p> <p>For the NJ E-ZPASS Agency, shows the Store, Login, Category, Sub Category, and Count for the selected date range. Includes totals by Sub Category and Category, as well as a Store Total and a Grand Total.</p>

Report Name	Description
Collections Reports	
Account Collection Payment File Received	Shows the Agency, File Date, File Name, Count, Payments Made to CSC, Tag Return Amount, Other Amount, Total, Ack File Name, Count, Total, Count Difference, and Amount Difference for the selected date range.
Account Collection Payments	This report provides a list of collection payment files associated to negative balance accounts along with information about the payments included in the file, including the Accounts the payments are for, the total tolls/fees paid, revoked tag fees paid and the grand total of the payment for each Account.
Account Collection Placements	<p>This report provides a breakdown of new and update collection records file sent to the collection agency for negative balance (negbal) customers. It includes the number of records and dollar amount sent from VECTOR to the Collection Agency. In addition, this report compares the files sent/received with the corresponding acknowledgement file and highlights any differences.</p> <p>This report also provides a breakdown of files sent to the collection agency for the payments received by the CSC and the dismissals made for "negbal" customer collection records. It includes the number of records and dollar amount processed by the CSC.</p> <p>This report also provides a breakdown of files received from the collection agency for the payments received and the dismissals made for "negbal" account collection records. It includes the number of records and dollar amount processed by the collection agency.</p> <p>This report is run by file date.</p> <p>Shows the Agency Name, File Type, File Date, and File Name for the selected date range; then for each file shows the Account Type, Account Number, Toll, Revoke Tag Fees, and Current Balance. File and Agency totals are included.</p>
Account Collection Update File Sent	This report lists files sent during a specified date range and includes the date each file was sent, the name of each file as well as totals for each file showing the number of records in the file, the amount of the payments in the file, the amount of dismissals in the file, total of the payments, net of the dismissals, and information about acknowledgement of the file. It also shows information about differences in counts and amounts between the data sent and the data acknowledged.
Account Collections New Placements	Shows the Agency Name, File Date, File Name, Count, Toll Amt, Fee Amt, Negbal Amount, Ack Date, Ack File Name, Count, Negbal Amount, Count Difference, and Amount Difference for the selected date range. Agency Totals and Grand Totals are included.
Collection Agency Statistics	<p>This report enables review of collection agency statistics.</p> <p>This report provides an overview of the collection process respective to a given collection agency. The report provides information related to the number of accounts, invoices and transactions, their age and disposition of open / paid, in collections.</p> <p>Both Summary and Detail reports are available.</p> <p>Shows the counts and amounts (toll and fees) for different Collection Status (Paid, Recalled, Dismissed, Open) as they age for different time periods (0-60 thru >365 days), by Collection Agency.</p> <p>The Summary report shows two sections for each Vendor Name, the first section is for CCS and then the same information is repeated for LGBS, for the selected date range. Listed are the Collection Status, 0-60 Days information (Receive Count, Toll Amount, Fee Amount, and NSF Amount), 61-90 Days information (Receive Count, Toll Amount, Fee Amount, and NSF Amount), 91-120 Days information (Receive Count, Toll Amount, Fee Amount, and NSF Amount), 121-180 Days information (Receive Count, Toll Amount, Fee Amount, and NSF Amount), 181-270 Days information (Receive Count, Toll Amount, Fee Amount, and NSF Amount), 271-365 Days information (Receive Count, Toll Amount, Fee Amount, and NSF Amount), > 365 Days information (Receive Count, Toll Amount, Fee Amount, and NSF Amount), and Total information (Receive Count, Toll Amount, Fee Amount, and NSF Amount).</p> <p>The Detail report lists the Vendor Name, Escalation Date, Account Number, Citation Number, Transaction ID, Invoice ID, Status, Toll Amount, Fee Amount, NSF Amount, and Total Amount. Totals are provided.</p>
Collection File Statistics	Shows the File Date, File Type, File Name, Collection Agency Name, File ID, RECV File Count, RECV File Amount, Extract File Count, Extract File Amount, Difference File Extract, Proc Queue Count, Proc Queue Amount, Difference Extract Process Queue, Processable Count, Processable Amount, Difference Process Que Processable Amount, Posted Amount, Revenue Amount, Dismissed Amount, Total Amount Posted, and Amount Difference for the selected date range. A total line is included.

Report Name	Description
Collection Monthly Statistics	<p>This report helps you see the collection agencies monthly statistics.</p> <p>This report provides an overview of the collection process respective to a given collection agency. The report provides information related to the number of accounts, invoices and transactions and disposition of open / paid in collections in any given month.</p> <p>Shows the progress of collections made by Collection Agency from start to end of a month.</p> <p>For the selected date range, the Vendor Name and Month-Year are listed, followed by the Count of Accounts, Count of Transactions, Amount of Tolls, Amount of Fees, Amount of NSF, and Total Amount. This information is provided for each of these categories: Open At Beginning of Month, Added During The Month, Paid During the Month, Dismissed During the Month, Uncollectible During the Month, Recall Frozen During the Month, and Open at the End of the Month.</p>
Collection Payment Statistics	<p>This report helps you see the collection agencies' payment statistics. This report provides information regarding the source of the amounts collected for placements in collection process.</p> <p>Shows the counts and amounts (toll and fees) received by Collection Agency broken down by Collections, Walk in site payments, and web payments. Violations payments are also shown here.</p>
Violation Collection Payment File Received	<p>Shows the Agency, File Date, File Name, Count, Toll Paid, Fee Paid, NSF Paid, Toll Dismissed, Fee Dismissed, NSF Dismissed, Total Paid, and Total for the selected date range. Agency Totals and a Grand Total are included.</p>
Violation Collection Update File Sent	<p>Shows the Agency, File Date, File Name, Citation Count, Toll Paid, Fee Paid, NSF Paid, Toll Dismissed, Fee Dismissed, NSF Dismissed, Total, Ack File Name, Transaction Count, Amount, Count Difference, and Amount Difference for the selected date range. Includes Agency Totals and a Grand Total.</p>
Violation Collections New Placements	<p>Shows the Agency, File Date, File Name, Transaction Count, Toll Due, Fee Due, NSF Due, Total, Ack File Name, Transaction Count, Amount, Count Difference, and Amount Difference for the selected date range. Includes Agency Totals and a Grand Total.</p>
Inventory Information	
Assigned Transponder Requests	<p>This report displays all assigned transponder requests. This report also lists transponders assigned by agency to the respective stores.</p> <p>Both Summary and Detail reports are available.</p>
Device Information Report	<p>Shows the Account Number, Agency ID, Tag Color, Device Status, Device, Date Changed, IAG Class, and Agency Name for the selected Device Model.</p>
Expected Tags Returned	<p>For NJ E-ZPASS for the selected date range, shows the Segment Date, Date Returned, Account Number, Tag Number, and Employee Name. A Total count is included.</p>
IAG By Segment	<p>This report describes the number of tags that were swapped in a segment by IAG code, color, and mount type, for the user selected month and year. This report provides summary information on the number of transponders that have been selected as part of tag swap process, the data summarized by IAG code, color and mount type in a swap segment.</p> <p>This report also provides information on the date the transponder was selected for swapping, the account number, the old transponder number that was swapped, and the new transponder number that was provided as part of the tag swap process.</p> <p>For NJ E-ZPASS for the selected Month and Year, lists for each Swap Month the Swap Segment, IAG Code, Color, Mount Type, and Number of Tags. Totals are included for each Swap Segment, as well as a Grand Total.</p>
Profile Summary	<p>This report provides the user summarized information of the number of swapped transponder kits that need to be mailed by zip code. It also provides information of the number transponders in each kit and the total number transponders that need to be mailed.</p> <p>For the selected Month and Year, shows the Zip Code, Number of Tags in Kit, Number of Kits, and Total Tags. Totals are provided.</p>
Purchase Order Receipt	<p>This report tracks purchase orders by agency. This report lists all Purchase Order (PO) numbers, as well as all the transponders that were received under each PO number.</p> <p>For the selected date range, shows the Order Number, Box Number, Line Number, Box Status, Start Device Number, Model Number, End Device Number, Number of Boxes, Quantity Received, Start Device Number, Quantity Current, and End Device Number. Totals are provided.</p>

Report Name	Description
Replenishment Reject	For the NJ E-ZPASS Agency, shows the Batch Number, Posted Date, Batch Status, Account Number, Record Status, and Amount for the selected date range. Includes a Total number of Batches and Amount.
Segment Plans Detail	<p>This report describes the details of swapped tags by segment plans. It displays the swapped date, account number, and device numbers before and after swapping. This report provides details of swapped transponders that have an associated device-specific plan. It enables the user to confirm the new transponders have the same plan after completion of the tag swap process.</p> <p>This report also provides the details of the transponders that have been returned to the agency from customers who have received new transponders as part of the tag swap process.</p> <p>For the selected swap Month and Year, shows the Tag Assigned Date, Date Returned, Account Number, Old Device Number, New Device Number, Plan Name, and Employee Name. The Total number of tags is provided.</p>
Tag Inventory by Location Status and Type	<p>This report breaks down the transponder inventory by color for each agency by store and transponder type. This report is generated daily or on an ad hoc basis.</p> <p>For as of the selected date, shows the Stores, Standard Exterior Count at Start, Standard Exterior Count at End, Standard Hardcase Count at Start, Standard Hardcase Count at End, Standard Sticker Count at Start, Standard Sticker Count at End, Total Count at Start, and Total Count at End. Grand Totals are provided. The first section of the report is for Agency NJ E-ZPASS, the second section of the report is for Other Agencies, and Grand Totals are provided.</p>
Tag Inventory by Store	<p>This report provides information about transponders at inventory locations. It can be generated for one or more location(s), and/or by specific device information, for example by device status and device color. It lists information about each transponder, including its number, the ID of box it is in, status and status date, transponder type and mount type, and its manufacture date. It also provides total counts by location and a grand total at the end.</p>
Tag Replacement Summary (Tag Swap Summary)	<p>This report provides a tag swap update for a given agency, account type and month. Number of tags expected to be swapped, number of tags returned, number of tags unassigned and other similar information is provided within this report.</p> <p>Shows a tag swap update for a given agency, account type and month. Number of tags expected to be swapped, number of tags returned, number of tags unassigned.</p> <p>For the selected date range, shows the Swap Month/Year for Agency NJ E-ZPASS, followed by a listing of the Scheduled Mail Date, Swap Segment, Total Accounts Eligible, Total Tags Eligible, Tags Excluded Prior to Tags Assignment (Tags put into Lost/Stolen/Returned/Returned Defective/Expired/CSR-Deleted /AccountClosed before replacement tags assigned), Total Accounts Mailed, Total Tags Assigned, Total Tags Remaining for Assignment, Tags Returned (Tags put into Lost/Stolen/Returned/Returned Defective/Expired after replacement tags assigned), Percent Returned, Tags Not Returned (Fees Pending), Scheduled Date to Charge Fees, Tags Charged Lost Tag Fee, and Tags with Credited Lost Tag Fees. Totals are provided for each Swap Month.</p>
Tag Swap Aging Summary	<p>This report gives the summarized aging of the number of transponders and of the accounts for which old transponders have not been returned. It displays the number of accounts and transponders not returned for swapping by segment, grouped in different age ranges.</p> <p>For as of the selected date, shows the Number of Accounts Not Returned and Number of Tags Not Returned for each Segment 1 thru 4, showing counts for each of 1-29 Days, 30-59 Days, 60-89 Days, 90-119 Days, and 120 and More Days. Totals for each period for Accounts Not Returned and Tags Not Returned are included.</p>
Transponder Activity (Transponder Status report)	<p>Shows transponder counts by status (Active, Lost, Stolen, Inactive) by agency and mount type (exterior, interior).</p> <p>For agency NJ E-ZPASS, shows the Store Name, Status, and Tag Type/Color information (Black Exterior, Black LicensePlate, Blue Interior, Blueroof Exterior, Green Interior, Ivory Interior, None Interior, and Yellow Interior. Rows are included for both Inactive Devices and Active Devices. Totals are provided for each Store Name, and Grand Totals are included.</p>
Transponder Assignment	<p>The purpose of the report is to show the number of accounts that were opened and assigned transponders through either batch tag assignment or through online processes. This report also shows the number of transponders assigned from a box. The report is run for a specific store or for all stores in a given date range. The store and date information is listed in the heading of the report. Results may also be limited to batch transponder assignments or on-line assignments.</p> <p>For the selected date range, shows a Summary By Store, showing the Agency, Store, Box, and Count with sub totals for each Store and a Total for NJ E-ZPASS. Then shows the Date Assigned, Date Requested, Transponder Number, Account Number, Account Type, and Assigned Via for each Store and Box. Totals by Store and a Grand Total for NJ E-ZPASS is included.</p>

Report Name	Description
Transponder Sales Count Summary	<p>This report tracks transponder sales by transponder type.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows the Store, Interior, License Plate, and Total for the selected date range. Grand Totals are provided.</p> <p>The Detail report shows the Sales Date, Store, Interior, License Plate, and Total. Totals are provided for each Sales Date, and Grand Totals are provided.</p>
Unassigned Transponder Requests	<p>This report displays all unassigned transponder requests. This report lists transponders assigned by agency to the respective stores. Possible uses for this report include managerial monitoring of outstanding volume backlog, aging, and transponder stock movement. This report is used to show transponder requests unassigned by store over a given period of time.</p> <p>Shows the Agency, Store, Account Type, Transponder Color Mount Type, and Total Transponders sorted by Agency and Account Type, then also by Agency and Requested Date, for data as of the selected date. Includes Totals by Store and Account Type and Date, as well as a Grand Total. Also shows the Account Type, IAG Class, and Total Transponders by Account Type and IAG Class with a Total. Also shows the Account Number, Account Type, Transponder Color, Mount Type, Date Requested, IAG Class, and Total Transponders for each Agency and Store and Account Type; includes totals by Account Type and Store, as well as a Grand Total for NJ E-ZPASS.</p>
Invoicing/Violation Reports	
Citation Classification	<p>This report provides invoice classifications along with invoice aging.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report starts with a Summary By Type that lists the Type, Transaction Type, and Count and Amount for each of 0 to 30 Days, 31 to 60 Days, 61 to 90 Days, 91 to 120 Days, 121 to 180 Days, 181 Days to 12 Months, 13 to 24 Months, 25 to 36 Months, 37 to 48 Months, 49 to 60 Months, and > 60 Months; with a Total Count and Total Amount for the selected date range. Grand Totals are provided.</p> <p>This is followed by a Summary by Status & Level that lists the Type, Status, Level, Transaction Type, and Count and Amount for each of 0 to 30 Days, 31 to 60 Days, 61 to 90 Days, 91 to 120 Days, 121 to 180 Days, 181 Days to 12 Months, 13 to 24 Months, 25 to 36 Months, 37 to 48 Months, 49 to 60 Months, and > 60 Months; with a Total Count and Total Amount. Totals are provided for each Status and Type, as well as Grand Totals.</p> <p>The Detail report shows for the selected date range the Agency, with the first section of the report for Fees. For each Agency, the Status, Level, Transaction Type, and Count and Amount for each of 0 to 30 Days, 31 to 60 Days, 61 to 90 Days, 91 to 120 Days, 121 to 180 Days, 181 Days to 12 Months, 13 to 24 Months, 25 to 36 Months, 37 to 48 Months, 49 to 60 Months, and > 60 Months; with a Total Count and Total Amount. Sub Totals are provided for each Agency.</p> <p>The second section of the report for is for Tolls. For each Agency, the Status, Level, Transaction Type, and Count and Amount for each of 0 to 30 Days, 31 to 60 Days, 61 to 90 Days, 91 to 120 Days, 121 to 180 Days, 181 Days to 12 Months, 13 to 24 Months, 25 to 36 Months, 37 to 48 Months, 49 to 60 Months, and > 60 Months; with a Total Count and Total Amount. Sub Totals are provided for each Agency.</p>

Report Name	Description
Citation Classification and Balances Report	<p>This report is used to determine length of time customer account citations have aged for each roadway. The report displays time periods in intervals of: 0-35 days / 36-70 days / 71-105 days / 106-140 days / 141 days <1year / 1 year < 2 year / 2 year < 3 year / 3 year < 4 year / > 4 years. It shows the unbilled, invoiced, escalated, violation, collections and court fields. This report is by roadway and level summary only. It is separated by providing "Tolls" summarized at the beginning of the report and "Fees" summarized at the end of report.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report starts with a Summary By Type that lists the Type, Transaction Type, and Count and Amount for each of 0 to 30 Days, 31 to 60 Days, 61 to 90 Days, 91 to 120 Days, 121 to 180 Days, 181 Days to 12 Months, 13 to 24 Months, 25 to 36 Months, 37 to 48 Months, 49 to 60 Months, and > 60 Months; with a Total Count and Total Amount. A Grand Total is provided.</p> <p>This is followed by a Summary by Status & Level that lists the Type, Status, Transaction Type, Level, and Count and Amount for each of 0 to 30 Days, 31 to 60 Days, 61 to 90 Days, 91 to 120 Days, 121 to 180 Days, 181 Days to 12 Months, 13 to 24 Months, 25 to 36 Months, 37 to 48 Months, 49 to 60 Months, and > 60 Months; with a Total Count and Total Amount. Totals are provided for each Status and Type, as well as a Grand Total.</p> <p>The Detail report shows for each Type and Agency, the Status, Transaction Type, Level, and Count and Amount for each of 0 to 30 Days, 31 to 60 Days, 61 to 90 Days, 91 to 120 Days, 121 to 180 Days, 181 Days to 12 Months, 13 to 24 Months, 25 to 36 Months, 37 to 48 Months, 49 to 60 Months, and > 60 Months; with a Total Count and Total Amount. Totals are provided for each Type and Agency.</p>
Cited Violation Transaction Summary Report	<p>For the selected date range, the report starts with a summary of the Number of Tollbill Invoices, Number of Notices Created, Number of Transactions Noticed, Number of Transactions, Toll Amount, Fee Amount, NSF Amount, and Total Amount.</p> <p>This is followed by a listing of the Group Level, Level, Total Paid @ CSC information (Toll Count and Amount, Fee Count and Amount, and NSF Count and Amount), Total Paid @ Customer Account information (Toll Count and Amount, Fee Dismissed Count and Amount, NSF Count and Amount), Total Paid @ Collection Agencies information (Toll Count and Amount, Fee Count and Amount, NSF Count and Amount), Total Paid, Total Dismissed information (Toll Amount, Fee Amount, and NSF Amount), Total Dismissed, Total Over Payment, Total Write Offs information (Toll Amount, Fee Amount, and NSF Amount), and Total Write Off. Totals are provided for each Group Level, as well as overall Totals.</p>
Collateral Analysis	<p>This report is used to analyze the increase in collateral amount for post-paid commercial accounts that have a post-paid balance that is 70%, by default, or a user input value to view the current and new collateral amount.</p> <p>For NJ E-ZPASS for the selected date range, shows the Company Name, Account Number, Available Amount, Current Unpaid Balance, Percent of Unpaid, and New Collateral Rounded.</p>
Collateral Analysis Based on 3 Month Rule	<p>This report is used to analyze the increase in collateral amount for post-paid commercial accounts based on the accounts toll usage over the last three (3) months.</p> <p>For NJ E-ZPASS for the selected as of date, shows the CompanyName, Account Number, Collateral Amount, Past 3 Month Toll Usage, Amount Over/Under Collateral, New Collateral Rounded.</p>
Collateral Increase	<p>This report is used to display the new increased collateral amount for post-paid commercial accounts that have a post-paid balance that is 70%, by default, or more than the current collateral amount. The user can view both the current and new collateral amounts for a given percentage, as well.</p> <p>For NJ E-ZPASS for the selected as of date, shows the Company Name, Account Number, Collateral Amount, Requested Increase, New Collateral Amount, and New Collateral Refunded.</p>
Collateral Increase Based on the 3 Month Rule	<p>This report is used to display the new increased collateral amount for post-paid commercial accounts based on the toll usage of the previous three (3) months.</p> <p>For NJ E-ZPASS for the selected date range, shows the Company Name, Account Number, Collateral Amount, Increase Amount, New Collateral Amount, and New Collateral Rounded.</p>

Report Name	Description
Monthly Aging	<p>This report displays aging details for post-paid commercial accounts. The customer name, customer account number, collateral (Balance Type 4 – Post-Paid). The report provides details such as invoice amount due minus credit for a range of customer account numbers.</p> <p>For NJ E-ZPASS, shows the Customer Name and Account Status, Customer Account Number, and Collateral, followed by a list of Invoice Date, Due Date, Invoice Number, Current, 31-60 Days, 61-90 Days, > 90 Days, and Total as of the selected date. Totals are included for each Account Number, as well as Grand Totals.</p>
Monthly Billing	<p>This report shows the monthly billing details of each post-paid commercial account. Examples include the account name, account number, and invoice dates. The report is used to track monthly billing of post-paid accounts. It is also used as a reference for billing disputes that involve the invoice amount, discounts, payments, and adjustments.</p> <p>In addition, this report displays the actual invoice date, invoice amount, discount amounts, tolls and fees paid, and previous balance by agency. This report may be generated for a specific agency and month or for all agencies in a specific month.</p> <p>For the selected date range, shows the Account Name, Account Number, Invoice Number, Previous Balance, Payments, Adjustments, Tolls and Fees, Discount Amount, and Invoice Amount.</p>
Post Paid Customer Report	<p>This report is used to view the details of all post-paid commercial accounts. It provides the company name, account number, mailing address, work phone number, and contact name.</p> <p>For NJ E-ZPASS for the selected as of date, shows the Account Name, Account Number, Address, Phone Number, and Name. A Total number of Accounts is included.</p>
Post Paid Daily Payment Report	For NJ E-ZPASS for the selected date range, shows the Account Number, Business Name, Category, Subcategory, Transfer Code, Transfer Date, and Amount. Totals are provided by Subcategory and Category, as well as a Total for NJ E-ZPASS.
Postpaid Accounts Receivable	For NJ E-ZPASS, shows the Customer Name, Account Number, and Collateral Amount as of the selected date, followed by a list of Invoice Date, Due Date, Invoice Number, October Tolls/Fees/Discount, September Current Balance, August Current Balance, All Prior Months Current Balance, Payments, and Total Amount Due. Totals are included for each Account Number, as well as Grand Totals.
Toll Evasion Detail Report	<p>This report summarizes violation notices by transaction date and notice level. It provides a breakdown of toll evasion violations by the date of occurrence, calendar day, and the associated amounts billed and paid to date by the agency. This report is used to record the receivables and payments of violations grouped by lane transaction date.</p> <p>For the selected date range, shows a Summary for All Agencies that shows the total number of Violations Received, followed by a listing of the Violations Noticed, Billings information (Toll Amount, Fee Amount, and Total Billed), Receipts information (Tolls Paid, Fees Paid, and Total Received), Writeoffs information (Tolls Writeoffs, Fees Writeoffs, DISPOST Tolls Writeoffs, DISPOST Fees Writeoffs, and Total Writeoffs), and Balance information (Over Payments, Toll Due, Fee Due, and Total Balance). Totals are provided.</p>
IVR Reports	
Call Profile Daily	<p>This report gives the complete analysis of calls entering IVR with the break out of calls as completed, failed and transferred out to the CSR or agent with their respective counts, averages, and maximum call durations and percentages.</p> <p>It contains different pages that provide analysis with respect to time, area, by hour of day and by day of week.</p> <p>For the selected date range, shows the Month, Date, Day, Completed Calls information (Count, Average Duration, Max Duration, Percent), Transferred Calls information (Count, Average Duration, Max Duration, Percent), Abandoned Calls information (Count, Average Duration, Max Duration, Percent), and Total (Count, Average Duration, Max Duration). Totals are included.</p>

Report Name	Description
IVR General and Violation Menu Selection Counts Report	<p>This report gives the complete analysis of menu selection hit frequency of the IVR calls that traversed through different menus and sub-menus for the user-specified date range. The IVR system will provide options from a list of menus and sub-menus. A customer can interact with the IVR by selecting values from the menus and sub-menus. At the end of each path, i.e., the last leaf node in the menu path hierarchy, the customer will have the option of returning to the main menu, sub-menu1. The menu also allows a transfer to a CSR or disconnection by hanging up the phone.</p> <p>System Transfer:</p> <p>In certain situations, such as no input from the user or entering incorrect credit card information three (3) times, the IVR system is programmed to automatically transfer the call to a CSR. This is classified as a "System Transfer".</p> <p>Error Transfer:</p> <p>When there is an error in the application or with connection to the database, the IVR system programmatically transfers the call to a CSR. This is grouped as an "Error Transfer". The menu paths can end with any one of the following end types: "Disconnect, Return, Self-Transfer, System Transfer or Error Transfer". This report gives a detailed analysis of the counts of "Disconnects", "Returns", "Self-Transfers", "System Transfers" and "Error Transfers" with respect to the menus where they actually occurred. The information is grouped in "Violation" and "General Groups".</p> <p>For the General Language English, lists the General Information of Call Ended at IVR Count and Percentage, Return Count and Percentage, Self Transfer Count and Percentage, and System Transfer Count and Percentage for the selected date range.</p> <p>This is followed by Main Menu Totals of Call Ended at IVR Count and Percentage, Return Count and Percentage, Self Transfer Count and Percentage, and System Transfer Count and Percentage.</p> <p>This is followed by a list of Main Menu totals then details of Start Menu, Sub Menu1, Sub Menu2, Sub Menu3, Sub Menu4, Sub Menu5, Sub Menu6, Sub Menu7, Call Ended at IVR Count and Percentage, Return Count and Percentage, Self Transfer Count and Percentage, and System Transfer Count and Percentage.</p> <p>This is followed by a similar list with totals and then details for each Start Menu.</p> <p>Totals for English are provided.</p> <p>This is followed by the same report information for General Language Spanish.</p> <p>This is followed by a similar report for Violations Language English, that lists the details followed by the totals for each Start Menu. Includes totals for English.</p> <p>This is followed by a similar report for Violations Language Spanish, that lists the details followed by the totals for each Start Menu. Includes totals for Spanish. Grand Totals are provided.</p>
IVR Language Menu Selection Counts	<p>For the selected date range, shows the Language, Main Menu, and Count.</p> <p>First for General Language English and General Language Spanish, with Totals for each Language and a General Total.</p> <p>Followed by Violations Language English and Violations Language Spanish, with Totals for each Language and a Violations Total, as well as a Grand Total for all Languages.</p> <p>This is followed by a listing of Menu, English, Spanish, and Total, with Totals.</p>
IVR Statistics	<p>This report displays overall IVR statistics for the selected date range.</p> <p>For the selected Receive Date, shows the Menu, Total Visits, Success Count, and Success Percent, with Totals and a Grand Total.</p>
Operational Reports	
Credit Card Access (PCI)	<p>This report enables user to keep track of CSRs who have viewed the credit card details of customers. The report displays the employee details and date / time of this activity.</p> <p>For the selected date range, shows the Employee ID, Employee Name, Event Type, Date/Time, Account Number, Data Item Masked, and Event Organization/Screen ID.</p>
Customer Account Notes Access	<p>This report is used for audit purposes. It provides information about users who have accessed Account notes for a specific Account as well as details about each access.</p>

Report Name	Description
Employee Status	<p>For the selected date range, shows a bar chart of Service Request By Employee.</p> <p>This is followed by a Summary By Employee, that lists the Employee ID, Employee Name, Escalated, Closed, Cancelled, and Total, with Totals.</p> <p>This is followed by a Detail Report that lists the Employee, Date Completed, Queue, Sub Queue, Escalated, Closed, Cancelled, and Total, with Totals for each Employee.</p>
Operator Notes Report	<p>This report provides the detailed information of the notes entered by a CSR on customer accounts during the reporting period. The report provides the free-form text information entered by an employee during the course of their interaction with a customer. These notes can be used during future interactions with the customer.</p> <p>Shows the Created date, Created By, Account Number, Account Type, Note Type, Note Sub Type, and Note Description for the selected date range. A Total count is included.</p>
Unused Commuter Trip Fees	Shows the Agency and Plan Amount, then the Post Date/Time, From Date, To Date, Account Number, Transaction Number, Number of Re-Calculated Trips, and UUCT Amount for each Agency in the selected date range. Totals by Agency and a Grand Total are included.
Vector Access Periodic Access	<p>This report lists employees with access to VECTOR by location along with their profile status.</p> <p>For each Department, shows the Employee ID, Last Name, First Name, Login Name, Role Name, and Status as of the selected date. The Total Active Accounts for each Department is shown.</p>
Outbound Reports	
Customer Communications Statistics	<p>This report provides statistics for outgoing messages delivered to customers for the reporting period.</p> <p>For the NJ E-ZPASS Agency, shows the Date, Number of Statements E-mail, Number of Statements Paper, Number of Invoices E-mail, Number of Invoices Paper, Notices via E-mail, Notices via Paper, SMS, Message E-mail, and Paper counts for each Account Type in the selected date range. A Grand Total is included.</p>
Outbound Correspondence Statistics	<p>This report lists the details of reconciliation with Third-Party Print / Mail House contractor(s) and provides "Notification Reconciliation" reports that shall reconcile to appropriate financial and operations reports.</p> <p>In addition, it also lists all the details that track the notification files transmitted to the print contractor(s), including but not limited to, the notification type quantity and total dollar value, number of "Toll-By-Plate" transactions and fees in each invoice, response on each notification, and processing status of each notification, such as date of printing, date of mailing, and number of pages.</p> <p>Both Summary and Detail reports are available.</p> <p>For the selected date range, the Summary report lists the Date, Notification Type, Filename, Mail /Email/Archive Count of Letters, Toll Count, Toll Amount, Fee Amount, Mailed Count, Rejected Count, Hold Count, Nixie Count, and Email Count. Totals are provided.</p> <p>The Detail report lists the Date, Notification Type, Filename, Account Number/Invoice Number, Toll Count, Toll Amount, Approval Date, Fee Amount, Mail Date, Approval Date, Printed Date, Status, Number of Pages, Nixie Flag, PDF Filename, and Type of Notification (Postcard/Letter). Totals are provided.</p>
Statement Statistics	<p>This report shows the statistics for statements generated by day to show SLA performance. The report shows the number of accounts eligible to have a statement generated by evaluating the invoice date or statement anniversary and comparing it to the number of accounts generated in Mail House statement files for the day shown. An exception summary at the end of the report shows all customers in "exception" status, with the last generated statement with month and year shown.</p> <p>For the NJ E-ZPASS Agency, shows the Date, Actual Processed, Calculated Processed, Exception Count, Suppressed Count of Frequency None, Suppressed Count of No Activity, Mail Monthly Count and Percent, Mail Bi-Monthly Count and Percent, Electronic Disk Count and Percent, Electronic E-mail Count and Percent for the selected date range. A Grand Total is included.</p>
Payment Reports	

Report Name	Description
Bank Wire Deposit	<p>Report summarizes all daily activity and transactions reconciled by the VECTOR system for a given date. This report is very important to reconcile transactions on a daily basis. This report is used for daily settlement of funds to agencies based on toll postings, reversals, adjustments (received from the lanes) and disputes. This report will include ETOLs, ITOLs & VTOLs and is a report that reflects tolls from Home agencies only.</p> <p>Shows a Summary by Agency for NJ E-ZPASS for the selected date range that lists the Transaction Count and Amount, with Grand Totals.</p> <p>This is followed by a Summary For All Payment Types that lists the Type, Agency, Transaction Count, and Amount with a Grand Total.</p> <p>This is followed by a detail report by Agency that lists the Post Date, Deposit Number, Tag Agency, Type, Revenue Date, Wire Date, Transaction Count, and Amount, with Totals for each Agency, as well as a Grand Total.</p>
Billable-Disputed-Toll	<p>This report will reflect only those transactions where the home and away agencies have agreed to change. The Settlement Total indicates the amount of funds due to or withheld from the Away Agency due to disputed tolls previously paid to the Away Agency and subsequently credited to the customer's account. IAG6A006A reports all transaction disputes under the IAG agreement, by opposition of the IAG6B006B.</p> <p>For NJ E-ZPASS, shows Adjustments Posted In, Adjustments to Payments due to deductions from each Agency for the selected date range. The report lists the Original Transaction information (Entry Plaza, Entry Lane, Exit Plaza, Exit Lane, Class, Device Number, Transaction ID, External Reference Number), as well as Posted Date, Transaction Date/Time, Transaction Type, Adjustment Date, Reason, and Adjusted Amount. Includes Subtotals for each Exit Plaza, and Totals for each Agency, as well as a Grand Total.</p>
Bulk Disputed Toll	<p>This report will reflect only those transactions that occur where the home and away agencies have agreed to exchange. The Settlement Total indicates the amount of funds due to or withheld from the Away Agency due to disputed tolls previously paid to the Away Agency and subsequently credited to the customer's account. IAG6C006C covers all bulk disputes by opposition with the IAG6A006A and IAG6B006B, which only cover individual transactions. Such disputes will not be associated to device numbers or any specific transactions.</p> <p>For NJ E-ZPASS, shows the Bulk Adjustments Posted In, shows the Agency Name, Account Number, Adjustment Date, Clerk ID, Subcategory, Reason, and Adjustment Amount for the selected date range. Includes Totals by Agency and a Grand Total.</p>
Credit Card Updater Reconciliation	<p>This report provide details on transmission of the credit card and debit card expiration and information update requests.</p> <p>Both Summary and Detail reports are available.</p> <p>For the selected date range, shows the File Type, Filename, Old Expiration Date, New Expiration Date, Old Information, New Information, CC or ACH Number, CCSS Account Number, CCSS Account Balance, Status of Update, Datetime Sent, Datetime Received, Alert Sent Datetime, and Received Filename.</p>
Disputed Home Toll Adjustments	<p>This report shows the details of disputed home toll and adjustment with its reason based on agency, dispute date, transaction type and exit plaza. The summary section displays summary details by transaction type.</p> <p>Summary, Detail, and Reason Code reports are available.</p> <p>The Summary report starts with a Summary By Category and Transaction Type for the selected date range that lists the Agency, Category, Transaction Type Count, and Amount, with Totals for each Agency and a Grand Total.</p> <p>This is followed by a Summary By Reason Code that lists the Agency, Reason Code, Transaction Count, and Amount, with Totals for each Agency and a Grand Total.</p> <p>The Detail report shows Adjustment Payments from each Agency that lists the Original Transaction information (Entry Plaza, Entry Lane, Exit Plaza, Exit Lane, and Vehicle Class), Device Number, Plate Number, Transaction ID, Host Reference Number, Transaction Date/Time, Posted Date, Dispute(Adj) Date, CSR, Reason, Adjusted Amount, Transaction Amount, and Transaction Type. Totals for each Agency are provided.</p>

Report Name	Description
Disputed Toll Adjustments	<p>This report shows the disputed toll and adjustment details of away agency transactions and its reason. This is used for Home customer on away roads. Away customer disputes on home roads data is handled using the GL adjustment screen.</p> <p>For NJ E-ZPASS, shows Adjustments to Payments due to deductions from each Agency for the selected date range. The report lists the Original Transaction information (Entry Plaza, Entry Lane, Exit Plaza, Exit Lane, Vehicle Class, Device Number, Plate Number, Transaction ID, Transaction Type, External Reference Number), as well as Posted Date, Date/Time, Dispute Date, Adjustment Date, Reason, and Adjusted Amount. Includes Subtotals for each Exit Plaza, and Totals for each Agency, as well as a Grand Total.</p>
Financial Journal Entry	<p>This report shows the financial entry of the store.</p> <p>For the selected date range, shows the Employee, Account, Login Mode, Store Name, VECTOR GL Account Number, Agency, GL Description, Transaction Date Time, Category, Subcategory, Transaction Type, Pay Type, Pay Transaction ID, Debit Amount, and Credit Amount.</p>
Financial Reconciliation	<p>Report Q13 (Service Center – All Stores Account Balances) summarizes all daily activity and displays opening and closing account balances for the month. It is used in the reconciliation with all financial transactions to bank statements, credit card statements, etc.</p> <p>This report has four main sections: PDR, Fees, Tolls, and Direct Revenue. The PDR section of the report tracks the replenishments flowing into Prepaid and any adjustments/transfer of funds to prepaid tolls/tag deposits. The Fees section of the report tracks the fee that is collected/realized, such as bad check fees and lost tag fees. This section will also include unused commuter trip fees where the business rule applies.</p> <p>The Tolls section is broken down to three subsections. The last section includes the direct revenue to the tag owning agency, which does not affect the prepaid balances and the opening and closing balances on the report, such as other fees and business tag sales. The report shows the computed closing balance, which becomes the opening balance for the next reporting period.</p> <p>Shows the Action Item, Prepaid Count, Prepaid Balance, Tag Deposit Count, and Tag Deposits Balance. Starts with the Opening Balance as of the selected date. The Action Items are grouped into PDRS, Agency Specific Fees, and then Tolls for each Agency, as well as a Tolls Away group, with Totals for each group. These values are then shown for the selected date for both the Prepaid Balance and the Tag Deposits Balance: Net of Transactions From, Computed Closing Balance As Of, GL Closing Balance As Of, and (Computed-GL) Closing Balance Difference.</p> <p>This is followed by a Direct Revenue listing of Action Items with Count and Balance Amount, with Totals.</p>
Financial Summary	<p>The purpose of this report is to provide the inflows and outflows for the VECTOR chart of GL Accounts pertaining to AGENCY. The report provides the information on the Opening, Credits, Debits and Ending balances for each of the GL Account.</p> <p>For the selected date range, shows Assets, listing the G/L Account, G/L Description, Beginning Balance Debits, Beginning Balance Credits, Debits, Credits, Ending Balance Debits, and Ending Balance Credits. Totals are provided.</p> <p>This is followed by Liabilities and Fund Equity, listing the G/L Account, G/L Description, Beginning Balance Debits, Beginning Balance Credits, Debits, Credits, Ending Balance Debits, and Ending Balance Credits. Totals are provided.</p> <p>A Grand Total is also included.</p>

Report Name	Description
Inter CSC Discount Plan Revenue Report	<p>This report is used to reconcile and view the Unused Commuter Trip (UUCT) information by plan type and agency.</p> <p>Each agency offers different commuter plans for its customers. Commuter plans offer some sort of discount to the registered customers. These plans in general have some restrictions such as minimum number of trips required and plan fee. Customer trips that qualify for such plans are stored in the database in specific tables to keep track of them. When the minimum numbers of trips are not taken under each specific plan customers are charged for the remaining trips per the business rules and conditions set by that agency. Such trips are expired trips.</p> <p>For the selected date range, for Home Agency NJ E-ZPASS, Plan Payments from NJ E-ZPASS Due to Away Agency NYSBA, shows the Plan End Date, Plan, Count of Plans, Number of Trips Taken, Number of Trips Expired, and Unused/Unadjusted Trip Amount. Settlement Totals are provided.</p> <p>This is followed by for Home Agency NJ E-ZPASS, Plan Payments from Away Agency Port Authority of NY & NJ Due to Home Agency NJ E-ZPASS, shows the Plan End Date, Plan, Count of Plans, Number of Trips Taken, Number of Trips Expired, and Unused/Unadjusted Trip Amount. Settlement Totals are provided, as well as a Grand Total.</p>
Monthly Check Refund Log	<p>For the selected date range, for the NJ E-ZPASS Agency, shows the Transaction Date, Check Number, First Name, Last Name, Memo, Transaction Type, Account Number, Payment Amount, Address, Apartment Number, City, State, Zip Code, with a Total Payment Amount. This is followed by the values for Net Tag Sale Refunds, Net Prepaid Toll Refunds, Net RFTGRVK Refunds, Net RFTLRVK Refunds, Net Tag Deposit Refunds, Net Permit Refunds, Net Violation Refunds, and Total Refunds.</p>
Non Billable Disputed Toll	<p>This report reflects only those transactions where the home and away agencies have agreed to resolve disputed tolls. The Settlement Total indicates the amount of funds due to or withheld from the Away Agency due to disputed tolls previously paid to the Away Agency and subsequently credited to the customer's account. IAG6B006B reports all the transaction disputes not reported under the IAG agreement by opposition to the IAG6A006A.</p> <p>For the selected date range, shows the Entry Plaza, Entry Lane, Exit Plaza, Exit Lane, Class, Device Number, Date/Time, Dispute Date, Dispute Type, and Disputed Amount.</p>
Non-Sufficient Funds - Check	<p>This report lists the details of the check transactions that have no sufficient funds in their accounts (NSF). This report also includes ACH rejects.</p> <p>Shows for NJ E-ZPASS the Transaction Date of Original Check, Account Number, Account Name, Date Reversal Processed, Account Type, Check Amount, Fees Assessed, and Total Amount for the selected date range. Totals and a Grand Total are included.</p>
Payment Plan Report	<p>The purpose of this report is to provide details of the accounts that are on payment plan and their payment plan activity.</p> <p>Shows the Account Number, Account Name, Account Type, Plan Creation Date, Plan Number, Original Toll Amount, Original Fee Amount, Discounted Fee, Fee Discount %, Total Amount Due, Agreement Date, Scheduled Start Date, Per Period Payment, Number of Periods, Toll Amount Paid, Fee Amount Paid, Total Amount Paid, Current Balance, Payment Plan Status, Periods Past Due, Amount Past Due, Plan Owner, and Notes for the selected date range.</p>
PDR Detail	<p>This report is used during the CSR closeout process. It displays the details of the financial store transactions grouped by store, tour date, employee, agency, and pay type. If a discrepancy is encountered when closing out the shift, a CSR will generate this report. It lists all of the transactions that the CSR performed during the shift.</p> <p>This is a critical report that can potentially identify discrepancies in transactions that are carried out by a clerk during his or her tour-of-duty.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows a Summary by Agency that lists the Agency Name and Amount, with a Total for the selected date range. This is followed by a Summary by Category that lists the Category, Sub Category, Transaction Type, Count, and Amount, with Totals for each Category, as well as a Grand Total. This is followed by a Summary by Transaction Type that lists the Transaction Type, Category, Sub Category, Count, and Amount with Totals for each Transaction Type, as well as a Grand Total.</p> <p>The Detail report had error too much data could not export.</p>

Report Name	Description
PDR Detail for DP500	<p>This report is used to display details of payments received via the collection agencies. (Lock Box).</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows a Summary by Category that lists the Agency Name, Type, Category, Sub Category, and Posted Amount, with Totals for each Category and Type, as well as a Grand Total.</p>
PDR Summary by Payment Type Report	<p>PDR Summary report is used to display a summary of transactions performed during the selected period and for reconciliation.</p> <p>Summary of Transactions by Payment Type - This report may be used to reconcile the VECTOR transaction information with the statement received from the bank.</p> <p>For the selected date range, shows the Store and Agency, then for each combination lists the Store Name, Agency Name, Pay Type, Transaction Type, Category, Sub Category, Rev Agency, Endo Agency, Count, and Amount, with Totals by Pay Type and Store, as well as a Grand Total.</p>
PDR Summary by Transaction	<p>PDR Summary report is used to display a summary of transactions performed during the selected period and for reconciliation.</p> <p>Summary of Transactions by Transaction Type - This report may be used during the CSR closeout process. It displays details of the financial store transactions grouped by store, tour date, employee, agency, and pay type.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows a pie chart of Amount By Transaction Type, followed by a bar chart of Reported Amount by Category for the selected date range.</p> <p>This is followed by a Summary By Agency, which lists the Agency Name, Transaction Type, Category, Sub Category, Rev Agency, Endo Agency, Count, and Amount, with Totals by Transaction Type and Agency, as well as a Grand Total.</p> <p>This is followed by a Summary By Category that lists the Category, Sub Category, Count, and Amount with Totals by Category, as well as a Grand Total.</p>
PDR Violation Payments	<p>This report lists the violation/ Invoices payment details for a particular agency by calendar day and time.</p> <p>Both Summary and Detail reports are available.</p> <p>For the selected date range, shows the Agency, Store, Tour Date, Employee ID/Name, Transaction ID, Date, Time, Type, Category, Sub Category, Pay Type, Price, Quantity, Total Amount, Account Number, and Check Number.</p>
PDR-Summary of Deposit	<p>PDR Summary report is used to display a summary of transactions performed during the selected period and for reconciliation. Summary of Deposits - Deposit clerks may use this report if discrepancies are encountered before depositing the day's revenue receipt. The report displays the summary of expected revenue and the reported revenue for a particular store by tour date.</p> <p>Both Summary and Detail reports are available.</p> <p>The Summary report shows a pie chart of Reported Amount by Pay Type, a pie chart of Reported Amount by Store, and a bar graph of Reported Amount by Category for the selected date range.</p> <p>This is followed by a Summary By Date By Store that lists the Date, Store, Employee, Category, Pay Type, and Amount, including Totals by Category, Employee, Store, and Date, as well as a Grand Total.</p> <p>The Detail report lists the Store, Tour Date, Employee ID/Name, Agency, and Category for the selected date range; then for each group it lists the Pay Type, Number of Transactions, Reported Revenue, Receipts or Deposit or Cash, and the Difference Amount, with Totals for each group.</p>

Report Name	Description
Processor Reconciliation	<p>This report is used to reconcile the credit card payments processed by a financial institution (Bank) for online, re-bill, Video, License plate, Invoice and non-toll credit card activity. It is generated for each agency by the transaction date when the account was updated and lists payments made through the re-bill process and by on-line VECTOR.</p> <p>Shows a Sales by Category bar chart, followed by a Credit by Category bar chart, followed by a Sales by Pay Type bar chart for the selected date range.</p> <p>This is followed by a Summary by Pay Type that lists the Sales Transactions and Amounts, Credits Transactions and Amounts, and Sales-Credits Transactions and Amounts, with Totals for each Category as well as a Grand Total.</p> <p>This is followed by a summary by category that lists the Pay Type, Sales Transactions and Amounts, Credits Transactions and Amounts, and Sales-Credits Transactions and Amounts, with Totals for each Category.</p>
Receivable Detail Report	<p>Both Summary and Detail reports are available.</p> <p>The Summary report shows a Summary by Category and Subcategory that lists the Category, Sub Category, Quantity, and Total Amount, with Totals for each Category and a Grand Total. This is followed by a Summary by Agency that lists the Plaza Agency Name, Category, Sub Category, Quantity, and Total Amount, with Totals for each Agency as well as a Grand Total. This is followed by a Summary by Store that lists the Store Name, Category, Sub Category, Transaction Type, Quantity, and Total Amount, with a Grand Total.</p> <p>The Detail report shows the Transaction ID, Transaction Date, Transaction Time, Transaction Type, Category, Sub Category, Pay Type, Price, Total Amount, and Account Number. A separate listing for each Store, Tour Date, Employee ID/Name, Agency, Pay Type, and Category is provided for the selected date range.</p>
Refund Report	<p>For a variety of reasons, the CSR may need to disburse money back to the customer. Examples include device deposits returned for overpayment and returning balances of closed accounts. Disbursements will be made in the same manner as the replenishment method, such as issuing funds back to the credit card.</p> <p>All disbursements made to a customer are tracked with the account and become part of the account financial history. This report displays all the refunds for the month, broken down into payment type. All refund transactions are displayed with details such as transaction date, time, account information, clerk, and the amount of the refund. Overpayment refunds will be handled operationally and will be collected in a supplemental report provided by Operations.</p> <p>For the selected date range, for NJ E-ZPASS, shows the Pay Type, then a listing of Clerk ID, Date, Time, Transaction Number, Account Number, Name, Customer Address, Type, Reason Code, Category, Sub Category, Pay Type, and Amount, with Totals for each Pay Type.</p>
Rejected Transaction	<p>This report provides the funds that will not be paid to the host agency because they were declined by the Home Agency credit card processor.</p> <p>For the selected date range, for INRX Files Ack In, shows the Acknowledge Date, Rec File Number and Name, Customer Info (Name and Address), Transaction Number, Tag Number, Account Number, Transaction Date, Transaction Time, Entry Plaza, Entry Lane, Exit Plaza, Exit Lane, Amount, and Reject Code for each Facility Operator. Includes a Reject Total for each Facility Operator, as well as a Grand Total for NJ E-ZPASS.</p>
Rejected-Paid or Dismissed Citations	<p>This report provides information of Payments that were received from LOCKBOX but have not been successfully processed. It provides information about the Batch/Citation Number, Status and amounts associated of these payments that have not been processed for the reporting period.</p> <p>Shows the Batch Number, Posted Date, Batch Status, Account Number, Citation Number, and Amount for the selected date range. Includes Totals by Agency and a Grand Total.</p>

Report Name	Description
Revenue Detail	<p>This report shows the Payment summary of a store for the given date range.</p> <p>Shows pie charts of Pay Type vs Amount(%), Pay Category vs Amount(%), and Store vs Amount(%) for the selected date range. Also shows a Summary by Store by Pay Category which lists the Store, Category Type, Batch, Mail In, Phone In, IVR, Store Front, Web, Others Amounts and Totals. Sub Totals are provided for each Store, as well as a Grand Total. Also shows a Summary by Store by Pay Type which lists the Store, Pay Type, Batch, Mail In, Phone In, IVR, Store Front, Web, Others Amounts and Totals. Sub Totals are provided for each Store, as well as a Grand Total. Also shows a Summary for All Agencies by Transaction Type which lists the Transaction Type, Pay Type, Batch, Mail In, Phone In, IVR, Store Front, Web, Others Amounts and Totals. Sub Totals are provided for each Transaction Type, as well as a Grand Total. Also shows a Detail Report which lists the Pay Type, Batch, Mail In, Phone In, IVR, Store Front, Web, Others Amounts and Totals. Sub Totals are provided for each Pay Type.</p>
Sales Payment Daily Summary Report	<p>Both Summary and Detail reports are available.</p> <p>The Summary report shows a pie chart of Store vs Amount(%), followed by a Summary by Store that lists the Store, Amount, and Count, with Totals, as well as a Summary by Pay Type that lists the Pay Type, Payment Amount, and Count, with Totals. This is followed by a Summary by Category and Subcategory that lists the Category, Sub Category, Count, and Payment Amount with Totals for each Category as well as a Grand Total.</p> <p>The Detail report shows the Transaction Date, Type, Category, Sub Category, Pay Type, Payment Amount, Count for each Agency and Store in the selected date range. Totals of Payment Amount and Count are provided for each Agency and Store, as well as a Grand Total.</p>
Subsidiary Account	<p>The purpose of this report is to provide the sum of the amounts for the VECTOR Chart of GL Accounts pertaining to a given agency. The report provides the information for each of the GL Account at Category and Subcategory level. Transaction Type, Category and Subcategory group the report.</p> <p>For the selected date range, shows the GL Account, Transaction Code, Transaction Type, Transaction Category, Transaction Subcategory, Debits Amount, and Credits Amount, with Totals for each GL Account, as well as a Grand Total.</p> <p>This is followed by a Summary that lists the GL Account Number, Debits, and Credits, with Totals.</p>
Transaction Reversals	Shows the Clerk ID, Tour Date, Account, Transaction ID, Type of Transaction, Category, Sub Category, Quantity, Amount, Pay Type, and Store for the selected date range, with Totals for each Clerk.
Performance Reports	
Account Auto Replenishment Failures	<p>For the selected date range, shows the File Date, Total E-Mails, Threshold, Threshold Cutoff, Generated Date, Generated In <= 1 Day, In Compliance Percent, Generated In > 1 Days, Out of Compliance Percent, and LD information (> 1 Day Occurrence, SLA, and Amount). Totals are included.</p> <p>The first part of this report is for Mail/Credit Card Decline.</p> <p>The same report fields are repeated for SMS/Credit Card Decline.</p> <p>Grand Totals are provided.</p>
Account Closure Refund and Dispute Resolution	This report provides information about the timeliness of customer refunds issued due to Account closure and those issued due to a dispute resolution. It is generated for a specific refund request date range and for each subsequent date, displays dates the refunds were issued, with a count for each date until all refunds requested for the request date have been issued.
Account Opening	For the selected date range, shows the Request Created Date, Account Type, Number of Accounts Requested, Threshold, Standard, On Hold Count, Within 3 Business Days Count, Accounts Not On Hold > 3 Business Days, LD information (Closed Date, SR on Hold, Hold Start Date, Hold End Date, Business Days Late, Accounts Count for LD, SLA, and Amount). Includes Totals and a Grand Total.
Agency Adjustment File Report	For the selected date range, shows the File Date, File Name, Sent Date, Threshold, Threshold Cutoff, In Compliance, and LD information (> 1 Business Day Occurrence, SLA, and Amount). Totals are provided.
Email Dispatch Notification	For the selected date range, shows the Notification Created Date, Email information (Sent By MH, Sent By Vector, Total Sent), Initial Threshold information (Threshold, Cutoff Date, Standard (80%)), Secondary Threshold information (Threshold, Cutoff Date, Standard (100%)), Email Dispatched information (Status, Dispatch Date, Email Count, Running Total Count), and LD information (SLA, Email Count, Business Days Late, and Amount). Totals and Grand Totals are provided.

Report Name	Description
Financial Ledger Updates	For the selected date range, shows the Financial Transaction Date, Total Count, GL Date, Debit Amount, Debit Count, Credit Amount, Credit Count, Threshold, In Compliance, and LD information (Number of Days, SLA, Amount). Totals are included.
First Notice Generation	For the selected date range, shows the Request Date, Total Transactions with DMV Response, Total Transactions with DMV Response Within 20 Days, DMV Response Within 20 Days information (Transactions Not Eligible for Notice (>60 Days), Transactions Eligible for Notice (<= 60 Days)), Total Expected Notices for Eligible Transactions, Adjust Threshold/PS, Standard Count, Count of Notices Created Within Compliance, Percent of Notices Created Within Compliance, and Number of Notices Created Out of Compliance information (Count, Percent, LD SLA, and LD Amount).
Gross Class Mismatch Transaction Postings	For the selected date range, shows the Image Match Date, Number of Transactions to be Reviewed, Adjust Threshold/PS, Standard, Posted/Rejected/Sent to BPO information (Within 1-3 Business Days Count and Percent, Within 4-8 Business Days Count and Percent, Within > 8 Business Days or Not Processed Yet Count and Percent), and LD information (SLA, 5% Occurrence, Amount, SLA, and Amount). Grand Totals are provided.
IAG IOP Files Report	For the selected date range, shows the Incoming ICTX Filename, Incoming ICTX Sent Date Time, Outgoing ICRX Filename, Outgoing ICRX Sent Date Time, Adjust Threshold/PS, Cutoff Date Time, In Compliance, and LD information (Number of Days, SLA, and Amount). Grand Totals are provided.
Identification Of Unidentified Funds	This report provides information about the timeliness of posting unidentified funds to an Account. It is generated for a specific date range and for each subsequent date, displays dates the funds were posted, with a count for each date until all unidentified funds for the date have posted.
Invoice Files Transmission	For the selected date range, shows the Mailhouse File Name, Mailhouse Sent Date, Threshold, Threshold Cutoff, Agency Host System information (File Type, File Name, and Sent Date), In Compliance, and LD information (SLA, 4 HR Occurrence, and Amount). Totals are provided.
Mail Dispatch Notification	For the selected date range, shows the Notification Created Date, Total Mail, Initial Threshold information (Threshold, Cutoff Date, Standard), Secondary Threshold information (Threshold, Cutoff Date, Standard), File Type, File Count, Mail Dispatched information (Status, Dispatch Date, Mail Count, Running Total Count), and LD information (SLA, Mail Count, Business Days Late, and Amount). Totals and Grand Totals are provided.
Monthly Postpaid Invoices	For the selected Month and Year, shows the Year-Month, Created Date, File Name, Invoice Count, Adjust Threshold/PS, Delivery Type, Standard Invoice Count, Actual Mail Date, 5th Business Day of the Month, Compliance Y/N, Out of Compliance Invoice Count, Out of Compliance Business Days, LD SLA, and LD Amount. Totals and Grand Totals are provided.
Notice APR Accuracy	For the selected date range, shows the Transaction Dispute Date, Total Disputes Received, Adjust Threshold/PS, Standard Max Controlled Dismissals Expected Percent, Actual Controlled Dismissals Count, and Actual Controlled Dismissals Amount, with Totals.
Payment Credited To Customer Account	For the selected date range, shows Lockbox Payments listing the File Date, Total Transactions Received, Total Amount Received, Adjust Threshold/PS, Standard, Posted Date, Posted Count, Posted Amount, Posted Count Percent, In Compliance, LD Number of Transactions, LD Amount. Includes Totals and Grand Totals. This is followed by Collection Payments listing the File Date, File Name, Collection Agency Name, Received Total Accounts, Received Amount, Bankruptcy Amount, Postable Total Accounts, Postable Amount, Threshold, Posted Date, Posted Count, Posted Amount, In Compliance, and LD information (Business Days Late, Count, and Amount). Totals by File Name and a Received Total are provided, as well as Grand Totals.
Postpaid Payment File Report	For the selected date range, shows the File Date, File Name, Sent Date, Threshold, Threshold Cutoff, In Compliance, and LD information (1 Day Occurrence, SLA, and Amount). Totals are provided.
Receipt of Transactions	For the selected date range, shows the File Date, Received File Name, File Received Date, Transaction Count, Threshold, Threshold Cutoff Time, ACK File Name, Ack File Date, In Compliance, and LD information (24 Hrs Delay Occurrence, SLA, and Amount). Totals are included.
Replenishment Time Report	For the selected date range, shows the Credit Card Request Date, Number of Requests, Threshold, Threshold Cutoff, Processed Date, Replenishment Processed <= 1 Day, Replenishment Processed > 1 Day, and LD information (1 Day Occurrence, SLA, and Amount). Totals are included by date as well as a Grand Total.
Service Request Escalated to Agencies	This report measures the timeliness of Case escalation to Agencies when Agency attention is required per the Business Rules. It provides counts of the number of days it takes for such cases to be assigned to the Agency.
Service Requests Resolved or Responded	For the selected date range, shows the Service Request (SR) Created Date, Total SRs, Initial Threshold information (Threshold, Cutoff Date, and Standard), Secondary Threshold information (Threshold, Cutoff Date, and Standard), and SR's Closed - Not Closed information (Closed Date, Week Day, B-Day, Status, SR Count, and Running SR Count), LD information (SLA, SR Count, Amount). Totals and a Grand Total are provided for SR's Closed-Not Closed SR Count, and LD Amount.
Settlement File Report	For the selected date range, shows the File Date, File Name, Sent Date, Threshold, Threshold Cutoff, In Compliance, and LD information (1 Day Occurrence, SLA, and Amount). Totals are provided.
SMS Dispatch Notification	For the selected date range, shows the Notification Created Date, Total SMS, Initial Threshold information (Threshold, Cutoff Date, Standard), Secondary Threshold information (Threshold, Cutoff Date, Standard), SMS Dispatched-Not Dispatched information (Dispatch Date, Week Day, Business Day, Status, SMS Count, Running Total Count), and LD information (SLA, SMS Count, and Amount). Totals and Grand Totals are provided.

Report Name	Description
Statement Generation	For the selected date range, shows the Account Anniversary Date, Expected Statement Generation Date, Number of Accounts Eligible, Adjust Threshold/PS, Standard, Number of Accounts Generated, Number of Accounts Not Generated, Generated Date, Generated Count, and LD information (Business Days Late, SLA, Number of Accounts for LD, and Amount). Totals and Grand Totals are provided.
Subsequent Notice APR Generation	This report provides metrics on the number of days that elapse between a first Violation Notice qualifying for a second Violation Notice and when the second Violation Notice is generated.
Tag Status File Generation Report	For the selected date range, shows the File Date, Tag File Name, Tag File Sent Date, Threshold, Threshold Cutoff, In Compliance, and LD information (1 Hr Occurrence, SLA, and Amount). Totals are included.
Transaction Adjustment File Report	For the selected date range, shows the File Date, File Name, Sent Date, Threshold, Threshold Cutoff, In Compliance, and LD information (1 Day Occurrence, SLA, and Amount). Totals are provided.
Transactions Posting	<p>For the selected date range, this report starts with a Posting AVI Transactions to Home Accounts (Threshold - Within 12 hours of Trx Receipt) that lists the Transaction File Name, Received Date Time, Number of Transactions Received, Adjust Threshold/PS, Threshold Cutoff Date & Time, Number of Transactions Posted Within SLA, Percent Posted, In Compliance, Posted in 0-12 Hours, Posted in 12-24 Hours, Posted in 24-36 Hours, Posted in 36-48 Hours, Posted in > 48 Hours, Total Posted, and LD information (Transaction Count, SLA, and Amount). Totals are provided.</p> <p>The same report fields are repeated for Posting Non Toll Transactions to Home Accounts (Threshold - Within 12 hours of Trx Receipt).</p> <p>The same report fields are repeated for Posting Non Toll Transactions from IAG to Home Accounts (Threshold - Within 24 hours of Trx Receipt).</p>
Transmission of Reconciliation File Report	For the selected date range, shows the CSC Status Update information (File Name, Update Date, and File Transaction Count), Threshold, Threshold Cut Off Date, Date Sent, In Compliance, and LD information (24 Hrs Occurrence, Transaction Count, and Amount). Grand Totals are provided.
Transmit Registered Owner Requests	For the selected date range, shows the Request Date, Threshold Eligibility Date, Eligibility Date, Total Transactions Sent to DMV, Threshold Sent to DMV, Sent Within 2 Business Days, In Compliance (Y/N), Sent After 2 Business Days, and LD information (Business Days Late, SLA, and Amount). Totals are included by Date, as well as a Grand Total.
Violation Based Image Transaction Review	For the selected date range, shows the Image Match Date, Number of Transactions Matched, Number of Eligible Transactions to be Reviewed, Adjust Threshold/PS, Standard, Posted/Rejected/Sent to BPO information (Within 1-4 Business Days Count and Percent, Within 5-10 Business Days Count and Percent, Within > 10 Business Days or Not Processed Yet Count and Percent), and LD information (SLA, 5% Occurrence, Amount, SLA, and Amount). Grand Totals are provided.
Violation Image Transactions	For the selected date range, shows the Transaction Date, Received Transaction Count, Received Transaction Count With Images, Transaction Count Posted/Reject/Retry, Transaction Count No Images, Transaction Count Wait Images, Threshold, Standard, In Compliance, and LD information (LD Count, SLA, and Amount). Totals are provided by date, as well as a Grand Total.
Wire File Generation Report	For the selected date range, shows the File Date, File Name, Sent Date, Threshold, Threshold Cutoff, In Compliance, and LD information (1 Day Occurrence, SLA, and Amount). Totals are provided.
PMMS Reports	
Acknowledgment of All Priority Events	This report provides metrics on the amount of time it takes for PMMS priority events, occurring during a specified time period, to be acknowledged.
Availability of Systems and Resources	For the selected Month and year, shows the Month-Year, Systems & Resources, Compliance Requirement, Available Hours, Outage Hours, Scheduled Outage Hours, System Availability Hours, Percent in System Availability, In Compliance, and LD information (Out of Compliance Occurrences, SLA, Amount). A Total LD Amount is included.
Time to Repair - Priority 1	For the specified time period, this report provides metrics on the amount of time that elapses between the time a Priority 1 event occurs and when it is repaired/resolved.
Time to Repair - Priority 2	For the specified time period, this report provides metrics on the amount of time that elapses between the time a Priority 2 event occurs and when it is repaired/resolved.
Time to Repair - Priority 3	For the specified time period, this report provides metrics on the amount of time that elapses between the time a Priority 3 event occurs and when it is repaired/resolved.
Toll and Reconciliation Reports	
Detail Transaction	Shows for the selected date range the Transaction Reference ID, Resubmittal Count, Record Type, Facility ID, Exit Plaza, Exit Date/Time, Tag Agency ID, Tag Serial Number, Plate State, Plate Number, Vehicle Class, Post Status, Payable Amount, and Rejected Amount. Grand Totals for the Payable and Rejected Amounts are included.

Report Name	Description
ETC Video Toll by Lane Plaza	<p>Both Summary and Detail reports are available.</p> <p>The Summary report starts with a pie chart of Plaza vs Posted Amount(%) for the selected date range. This is followed by a pie chart of Plan Type vs Posted Amount(%).</p> <p>This is followed by a Summary By Agency By Plan Type, that lists the Plaza Agency, Plan Type, ETC Section information (Count, Posted Amount, and Full Fare Amount), Video Section information (Count, Posted Amount, and Full Fare Amount), and Total (Count, Posted Amount, Full Fare Amount), Average ETC Posted Toll, and Average Video Posted Toll. Totals are included for each Plaza Agency, and Grand Totals are included.</p> <p>This is followed by a Summary By Plaza By Plan Type, that lists the Plaza, Plan Type, ETC Section information (Count, Posted Amount, and Full Fare Amount), Video Section information (Count, Posted Amount, and Full Fare Amount), and Total (Count, Posted Amount, Full Fare Amount), Average ETC Posted Toll, and Average Video Posted Toll. Totals are included for each Plaza, and Grand Totals are included.</p> <p>This is followed by a Summary By Plan Type that lists the Plan Type, ETC Section information (Count, Posted Amount, and Full Fare Amount), Video Section information (Count, Posted Amount, and Full Fare Amount), and Total (Count, Posted Amount, Full Fare Amount), Average ETC Posted Toll, and Average Video Posted Toll. Grand Totals are included.</p> <p>This is followed by a Summary By Category and Plan Type that lists the Category, Plaza Agency, Plan Group, Plan Type, ETC Section information (Count, Posted Amount, and Full Fare Amount), Video Section information (Count, Posted Amount, and Full Fare Amount), and Total (Count, Posted Amount, Full Fare Amount). Totals are included for each Category, Plaza Agency, Plan Group and Plan Type, and Grand Totals are included.</p> <p>This is followed by a Summary By Agency and Plan Type that lists the Category, Plaza Agency, Account Agency, Plan Type, Count, Amount, Count, Posted Amount, and Full Fare Amount. Grand Totals are included.</p> <p>The Detail report is by Agency Name and lists the Agency Name, Plaza, Category, Plan Group, Lane, Plan Type, ETC Posted Count and Amount, ETC Full Fare Count and Amount, Video Posted Count and Amount, Video Full Fare Count and Amount, Average ETC Posted Toll, and Average Video Posted Toll. Totals are included for each Plaza and Agency.</p>
Facility Operator Correction Reconciliation Detail Report	This report lists FNRX files which pertain to non-toll transactions and are created as defined in the IAG Inter-Customer Service Center Interface File and Reporting Specifications document. The name of each FNRX file is listed along with file acknowledgement information and counts and amounts of any rejected records.
Facility Operator Period Correction Summary Report	Shows the Agency Name, Agency Code, Total Count, PSNT ORG, PSNT NEW, PSNT NET, DECL Count, DECL Amount, NOCC Count, NOCC Amount, Final Reject Count, and Final Reject Amount for the selected date range and Facility Operators.
Facility Operator Period Correction Summary Report -	Shows the payment status of the parking transaction corrections that were posted to the account or transmitted for payment. Also shows a listing of the INRX Files Acknowledged and the status.
Facility Operator Period Summary Report	For INRX Files Acknowledged In, shows the Agency Name, Agency Code, Total Transactions, Transaction Fee, PSNT Count, PSNT Amount, SRVC Fee @ 0, DECL Count, DECL Amount, NOCC Count, NOCC Amount, RJCT Count, and RJCT Amount for the selected date range. Totals and Grand Totals are included for the Host Agency.
Facility Operator Period Transaction Summary Report	Shows the Agency Name, Agency Code, Total Transactions, Transaction Fee, PSNT Count, PSNT Amount, SRVC Fee @ 0.00, DECL Count, DECL Amount, NOCC Count, NOCC Amount, RJCT Count, and RJCT Amount for the selected date range and Facility Operator.
Facility Operator Transaction Reconciliation Detail Report	Shows the FNRX File Name, INRX Ack Date, Total Transaction Count, Transaction Fee, PSNT Count, PSNT Amount, Svc Fee, DECL Count, DECL Amount, NOCC Count, NOCC Amount, Other Reject Count, and Other Reject Amount for the selected date range and Facility Operator. Totals are included for each Agency and Home Agency, as well as Grand Totals.
File Monitoring	For the selected date range, for each Agency lists the Date, Transfer Control ID, Transaction File Name, Input Counts, Received(H) information (E, O, R, and V), CSC Totals (H), Input vs CSC, Reconciled(E) information (E, O, R, and V), CSC Totals (E), (H) - (E) Difference information (E, O, R, and V), and Total (H-E) Difference. Totals are included for each Agency. Grand Totals are provided.

Report Name	Description
File Transmission	This report contains sections for both incoming and outgoing transmissions. It includes the name of each file, the name of its associated ACK file, the number of records it contains, the total dollar amount associated with the records, the Agency/Plaza, the date and time the file was received, and the status of the file. Subtotals of amounts are provided for each section.
Inter Agency Bad Acknowledgement	This report lists files that were created and transmitted as defined in the IAG Inter-Customer Service Center Interface File and Reporting Specifications document but were not acknowledged by the recipient agency as having been received in their entirety.
Inter CSC EPS Transaction Reconciliation Report	For INTX/ITXN Files IN, shows the Received Date, Transaction File Name, Transaction Count, Amount, Transaction Count < \$20, Amount < \$20, Transaction Count >= \$20, and Amount >= \$20. Includes Total and Grand Total for the selected date range from different Agencies.
Inter CSC Local Use Report	Shows the Count and Amount for each group of classes: 1,8,15; 2, 9, 16; 3, 10, 17; 44, 11, 18; 5, 12, 19; 6, 13, 20; 7, 14, 21, Others; as well as a Total Count and Amount for the selected date range. Details break down by Plaza Agency and Plaza Name broken down by Tour Date including totals by Agency.
Inter CSC Non Toll Correction Recon	For IRXN Files Acknowledged In, shows the IRXN File Name, Ack Date, Total Count, PSNT ORG, PSNT NEW, PSNT NET, Reject Count, and Reject Amount for the selected date range. Includes Settlement Totals for several Host Agencies.
Inter CSC Non Toll Recon	For INRX Files Acknowledged In, shows the INRX File Name, Ack Date, Total Trans Count, Trans Fee \$0.125, PSNT Count, PSNT Amount, Srv Fee @2.3, DECL Count, DECL Amount, NOCC Count, NOCC Amount, Reject Count, and Reject Amount. Includes a Settlement Total and Total From Bridge Commission for the selected date range.
Inter CSC Non-Toll Aggregate Funds Report	For INRX Files Acknowledged in, shows the INRX File Name, Ack Date, Total Trans Count, Trans Fee from F.O., Trans Fee Due Home, Aggregate Funds, and Aggregate Funds Due Home for the selected date range and Agencies. Includes Totals for each Agency listed.
Inter CSC Recon Breakdown	For ICRX Files Acknowledged OUT, shows the ICRX File Name, Ack Date, POST Count and Amount, PPST Count and Amount, NPST Count and Amount, PSNT Count and Amount, RJCT Count and Amount, Total Count and Amount, and Settlement Count and Amount for the selected date range. Includes Totals by Agency as well as a Grand Total for NJ E-ZPASS. Also shows the ICRX File Name, Ack Date, INSU Count and Amount, TAGB Count and Amount, ACCB Count and Amount, RJDP Count and Amount, OLD1 Count and Amount, OLD2 Count and Amount, RINV Count and Amount, RJPL Count and Amount, and Total Count and Amount for the selected date range. Totals are included for each away Agency and a Grand Total of Rejected Transactions.
Inter CSC Recon Breakdown	For ICRX Files Acknowledged OUT, shows the ICRX File Name, Ack Date, POST Count and Amount, PPST Count and Amount, NPST Count and Amount, PSNT Count and Amount, RJCT Count and Amount, Total Count and Amount, and Settlement Count and Amount for the selected date range. Includes Totals by Agency as well as a Grand Total for NJ E-ZPASS. Also shows the ICRX File Name, Ack Date, INSU Count and Amount, TAGB Count and Amount, ACCB Count and Amount, RJDP Count and Amount, OLD1 Count and Amount, OLD2 Count and Amount, RINV Count and Amount, RJPL Count and Amount, and Total Count and Amount for the selected date range. Totals are included for each away Agency and a Grand Total of Rejected Transactions for NJ E-ZPASS.
Inter CSC Reconciliation Aging	This report lists transaction files and transaction creation files that were created and transmitted to a recipient agency as defined in the IAG Inter-Customer Service Center Interface File and Reporting Specifications document but contain transactions that have not been reconciled. Files are grouped by recipient agency and include the count and amount associated with the unreconciled transactions. Counts and amounts are grouped into age buckets of 0-4 days, 5-10 days, 11-15 days, and over 15 days.
Inter CSC Rejected Corrections	This report lists transactions for which a transaction correction was sent to a recipient agency as defined in the IAG Inter-Customer Service Center Interface File and Reporting Specifications document but the recipient rejected the correction. For each agency rejecting a correction, the report includes information about the associated acknowledgement file and lists information about the rejected correction(s), including the transaction serial number, the transponder number, account number, transaction date and time, entry and exit plaza and lane, the amount of the correction, and the reject code. The report also includes a sub-total of the count and amount of the rejected corrections for each agency on the report, as well as a grand total.
Inter CSC Rejected Transaction Report	Shows the Transaction Serial Number, Transponder ID, Account Number, Plate State, Plate Number, Entry Toll Date and Time and Plaza and Lane, Exit Plaza and Lane, Amount, and Reasons for each ICRX ACK file in the selected date range. Also shows the File Name and Ack Date, and Total of Rejected Transactions in the file. Includes Totals for each Agency, as well as a Grand Total of Unpaid Tolls.
Inter CSC Settlement ICRX IN	For ICRX Files Acknowledged In, shows the ICRX File Name, Ack Date, POST Count and Amount, PPST Count and Amount, NPST Count and Amount, PSNT Count and Amount, RJCT Count and Amount, Total Count and Amount, and Settlement Count and Amount for the selected date range. Includes Totals by Agency as well as a Grand Total for NJ E-ZPASS.

Report Name	Description
Inter CSC Settlement ICRX OUT	For ICRX Files Acknowledged OUT, shows the ICRX File Name, Ack Date, POST Count and Amount, PPST Count and Amount, NPST Count and Amount, PSNT Count and Amount, RJCT Count and Amount, Total Count and Amount, and Settlement Count and Amount for the selected date range. Includes Totals by Agency as well as a Grand Total for NJ E-ZPASS.
Inter CSC Toll Correction Reconciliation ICRX OUT	For IRXC Files Acknowledged Out, shows the IRXC File Name, Ack Date, POST Count and ORG and NEW and NET, PPST Count and ORG and NEW and NET, NPST Count and ORG and NEW and NET, PSNT Count and ORG and NEW and NET, Total Count and ORG and NEW and NET, and Reject Count and Amount for the selected settlement period date range. Includes Totals per file and a Grand Total.
Inter-CSC Toll Correction Reconciliation ICRX IN	For IRXC Files Acknowledged In, shows the IRXC File Name, Ack Date, POST Count and ORG and NEW and NET, PPST Count and ORG and NEW and NET, NPST Count and ORG and NEW and NET, PSNT Count and ORG and NEW and NET, Total Count and ORG and NEW and NET, and Reject Count and Amount for the selected settlement period date range. Includes Totals per file and a Grand Total.
Monthly Transaction Reconciliation	For the selected date range and Toll Agency, this report summarizes transactions occurring on the Toll Agency's Toll Facilities by the agency to which the customer belongs and the transaction type. It also includes the deposit ID, number of transactions, posted date, expected amount, reconciliation amount, and wire date. Sub-totals of the number of transactions, expected amount, and reconciliation amount are provided by agency.
Non Tolls Posted	For the selected date range, shows the Plaza ID, Plaza Name, Tour Date, CC Count, CC Amount, PPTL Count, PPTL Amount, Total Count, and Total Amount for the location.
NPST Report	Shows the Transaction Serial Number, Tag ID, Account Number, Toll Date, Toll Time, Entry Plaza and Lane, Exit Plaza and Lane, and \$ Amount for each ICRX Ack file in the selected date range. The Ack Date of the file is also shown. Includes Totals by file and by Agency, as well as a Grand Total for NJ E-ZPASS.
Rejected Correction	For IRXN Files Acknowledged In, shows the Ack Date, Rec File Name, Transaction Number, Tag Number, Account Number, Transaction Date, Transaction Time, Entry Plaza, Entry Lane, Exit Plaza, Exit Lane, \$ Amount, and Reject Code for the selected date range. Includes Sub Totals for each file, and a Total.
Rejected Transaction	For INRX Files Acknowledged In, shows the Ack Date, Rec File Name, Transaction Number, Tag Number, Account Number, Transaction Date, Transaction Time, Entry Plaza, Entry Lane, Exit Plaza, Exit Lane, \$ Amount, and Reject Code for the selected date range. Includes a Subtotal by File.
TCR Tolls-Posted	<p>Both Summary and Detail reports are available.</p> <p>The Summary report starts with a bar chart of Total Posted by Posted Date, showing the Transaction Count & Toll Amount for the Posted Date for the selected date range.</p> <p>This is followed by a bar chart for Total Posted by Toll Zone, showing the Transaction Count & Toll Amount for each Toll Zone.</p> <p>This is followed by Totals By Category, that lists the Category, Agency Name, Plaza, Transaction Count, and Toll Amount. Includes Totals for each Agency and a Grand Total.</p> <p>This is followed by Totals By Agency, that lists the Agency Name, Transaction Count, and Toll Amount, with Grand Totals.</p> <p>The Detail report for the selected Posted Date range shows the Category, Plaza, Revenue Date, Transaction Count, and Toll Amount for each Agency and Posted Date.</p> <p>Totals are provided for Categories Away on Home and Home on Home, as well as for each Agency.</p>
Toll By Class	<p>Both Summary and Detail reports are available.</p> <p>The Summary report starts with a Summary By Plaza Agency that lists the Category, Sub Category, Plaza Agency, Account Agency, Class, Count, and Amount for the selected date range. Totals for each Plaza Agency, Sub Category, and Category are included. Grand Totals are provided.</p> <p>This is followed by a Summary By Category that lists the Category, Sub Category, Plaza Agency, Account Agency, Class, Count, and Amount. Totals for each Plaza Agency, Sub Category, and Category are included. Grand Totals are provided.</p> <p>The Detail report is run for the selected Revenue Date range and for each Agency Name lists the Revenue Date, Category, Sub Category, Account Agency, Plaza Name, Class (from external agency), Count, and Amount. Totals are provided by Plaza Name, Account Agency, Sub Category, Category, and Revenue Date, as well as a Grand Total for each Agency Name.</p>

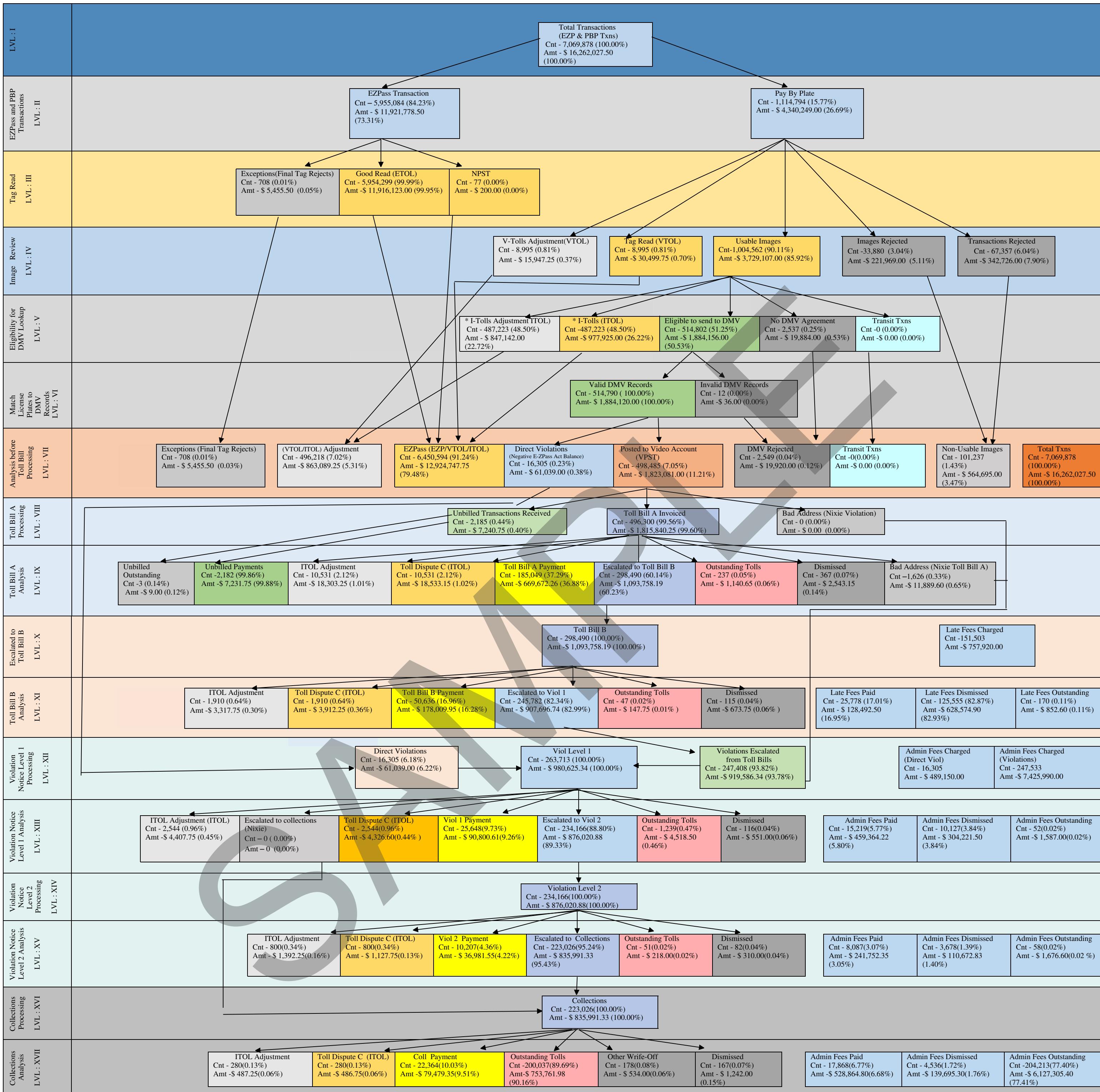
Report Name	Description
Transaction Reconciliation	Both Summary and Detail reports are available.
Transaction Summary for Account Agency	For the selected date range, starts with a Summary for all classes that lists the Agency, Plan, Sum of Count, and Sum of Amount for each Agency. Totals are provided for each Agency and Agency/Away Agency combination, as well as Grand Totals. This is followed by New Jersey CMT and FTP Rates for DRBA Lanes, listing the Count and Amount for each of CMT, FTP, Standard, as well as a Total Count and Amount.
Transactions Not Posted	Summary, Detail, and by Collection Date reports available.
Image-Based Transaction Reports	
DMV Request Acknowledge Report	This report shows the acknowledgement details for information requested from the DMV. This report is used to track the number of transactions submitted, number of transactions acknowledged and the number of transactions successfully loaded onto eTIMS. For the selected date range, shows the Request information (Agency Name, File Name, Date, and Count), ACK Information (File Name, Date, Count, and Difference), and Load information (File Name, Date, Count, and Difference). Totals are provided.
DMV Request and Rejected Plate	This report tracks the number of name and address submissions to state DMVs and the corresponding pending, return and reject counts. For the selected date range, shows the Plate State, Plates Requested, Plates Returned, Plates Rejected, Percent Rejected, and Plates Outstanding.
Image Accuracy Summary	This report calculates an image review error rate based on the number of corrections made to image review results by the CSC. Data is provided by Toll Agency and transaction date. Counts of the number of transactions received and counts for each type of result that is corrected are included on the report.
Image Files Transmission Status	Both Summary and Detail reports are available. The Summary report shows the Transaction Date, Plaza Agency ID, Number of Transaction Images Required, Number of Transaction Images Received, and Number of Transaction Images Not Received for the selected date range. Totals are provided by date as well as a Grand Total. The Detail report shows the Transaction Date Time, Host Reference Number, Transaction ID, Image Received Date Time, Image Present, Image Name, Number of Images Received, and Number of Requests. A Total Number of Images Received and Number of Requests is included.
Image Reconciliation Statistics	This report provides current statistics on the number of violation image transactions and their current processing status. The report displays total number transactions awaiting images, reviewed, rejected, pending review, and automated by license plate recognition (LPR) for a given transaction date. For the selected date range, the report starts with a Summary for all Agencies that lists the Transaction Date, Total Violation Transaction Count, Total Images Received, Average Number of Images, Total UnMatch Transaction Count, UnMatch Transaction Wait, UnMatch Authority Rejects, UnMatch Tag Rejects, UnMatch Posted By Tag, Match Transaction Count, Match Rejects, Sent to BPO, Match Posted By Tag, Image Processed, To Be Sent to BPO, Set To Review, Accepted LPR, Accepted BPO, Rejected BPO, GCCM Posted, Image Re-Review, and No Image. Totals are provided. This is followed by a report for each Agency that lists the Agency Name, Transaction Date, Total Violation Transaction Count, Total Images Received, Average Number of Images, Total UnMatch Transaction Count, UnMatch Transaction Wait, UnMatch Authority Rejects, UnMatch Tag Rejects, UnMatch Posted By Tag, Match Transaction Count, Match Rejects, Sent to BPO, Match Posted By Tag, Image Processed, To Be Sent to BPO, Set To Review, Accepted LPR, Accepted BPO, Rejected BPO, GCCM Posted, Image Re-Review, and No Image. Totals are provided for each Agency.
Image Review Reconciliation Report	For the selected date range shows the File Created Date, File Type, Request File ID, Request File Name, File Count, Response Date, File Type, Response File, Response File Name, and File Count. Totals are included for each Request File Name. Totals for each Date and a Grand Total are included.
Image Review Statistics	For the selected date range, shows for each Agency the State, Total Transactions, Number of Plates, and Percent of Total. Totals are provided for each Agency, and Grand Totals are provided.
Image Re-Review	This report is used to monitor the performance and impact of image re-review activities. It summarizes the number of images re-reviewed, transaction status and final disposition, including the expected and actual revenue recovered for the subsequent posting of transactions to Registered Accounts and payment of Toll Bills, Post-paid Statements, and Violation Notices that could proceed due to the re-review outcome. The report also provides detailed transaction data for Image-Based Transactions that were re-reviewed. It can be generated by user to see results summarized for each reviewer and can be requested for a specific day, week or month.

Report Name	Description
Monthly Gross Class Mismatch Summary Report	This report is used to monitor the Gross Class Mismatch (GCMM) transactions on a monthly basis. The number of transactions with old and new amounts is summarized by vehicle class. For the selected Month and Year, the report shows the Old Class, New Class, Quantity, Old Toll Amount, New Toll Amount, and Net Change.
OCR Confidence Level	<p>This report displays the optical character recognition (OCR) function with an acceptable accuracy level. The confidence level ranges from zero (0) to one-thousand (1000), indicating the level of confidence that the plate state and license number are correctly identified. The report also shows both above and below threshold levels.</p> <p>For the selected date range, for each Agency, shows the following OCR information values:</p> <p>OCR Threshold NJ; OCR Threshold All Other States; and Signature Threshold</p> <ul style="list-style-type: none"> (A) Total Image Trxs Received; (B) Image Trxs With No Match/No Image; (C) Total Image Trxs Matched (A-B); (D) Image Trxs Not Processed by LPR; (E) Image Trxs Processed by LPR (C-D); (F) GCMM Trxs Posted/ Rejected; (G) Image Trxs Not Processed by LPR Match (B+D+F); (H) Image Trxs Processed by LPR Match (A-G); (I) Manual Review Sent; (J) BPO Review Rejects; (K) Above or Equal to OCR Threshold Row; (L) Below OCR Threshold Row; (M) OCR No Match; (N) OCR Manual Match; (O) OCR Rate Percent; (P) Above or Equal to Signature Threshold ; (Q) Below Signature Threshold; (R) Images Manually Reviewed(Includes First Time); (S) Manual First Time Review; (T) Manual Review %; (U) Manual First Time %; (V) Automation Rule 1(SIG >Threshold; OCR= Manual); (W) Automation Rule 2(SIG >Threshold; 2 SIG= Manual); (X) Automation Rule 3 (OCR > OCR Threshold); (Y) Total Automation(Within Thresholds); (Z) Percentage Of Automation(Within Thresholds); and (A1) Percentage Of Automation(Images Processed Only). <p>This is followed by a list of Confidence Level, OCR Processed Count and Percent, OCR Errors Count and Percent, Signature Processed Count and Percent, CSR Errors Count and Percent, Total OCR Count and Percent. Totals are included.</p> <p>This is followed by a Summary report for the combined Agencies in the same format as the per Agency data.</p>
Summary of Violation Images Rejected	<p>Provides counts and percentages of Images Rejected for Reason Rejected by Agency and Plaza.</p> <p>Starts with a Summary By Agency By Plaza for the selected date range that lists for each Agency the Reason Rejected, Number of Images Rejected, and the Percent of Images Rejected. Totals for each Plaza and Agency are included. Grand Totals are provided.</p> <p>This is followed by a Summary By Agency that lists for each Agency the Reason Rejected, Number of Images Rejected, and the Percent of Images Rejected. Totals for each Agency are included. Grand Totals are provided.</p> <p>This is followed by a Summary By Plaza that lists the Plaza, Lane, Total Violations, Images Rejected, and Percent of Images Rejected. Totals are included for each Plaza, and Grand Totals are provided.</p> <p>This is followed by a detail report for each Plaza and Agency that lists the Agency and then the Plaza, Lane, Reason Rejected, Images Rejected, and Percent of Images Rejected. Totals by Lane, Plaza, and Agency are provided. Grand Totals are included.</p>
Toll Violations By Plaza or Lane	<p>Provides counts of Toll Violations and Class Mismatches by Plaza and Lane.</p> <p>For the selected date range, for each Agency, shows the Plaza, Lane, Toll Violations, Class Mismatch, and Total counts.</p> <p>Totals are included for each Plaza and Agency. Grand Totals are provided.</p>

Report Name	Description
Top Violator	This report provides information for violators based on their violation history for each Toll Agency. It is generated based on selection criteria specified by the user and provides Account information and customer information. It provides additional information associated with the Account such as information about tolls owed, information about fees owed, total owed, and information about amounts in collections. The report can produce data by Toll Agency and can be generated for all or a single Toll Agency. The data provided by the report assists with elevated enforcement efforts.
Top Violator by Tolls	This is a version of the Top Violator report that is generated based upon the amount of outstanding tolls associated with the violator.
Video Billing Reconciliation	For the NJ E-ZPASS agency for the selected date range, shows the Action Item, Count, and Amount. The Action Items are grouped into Payments, Write Offs, Dismissals, Charge Backs, and Disbursements, with Totals for each group. An Agency Total is included, as well as Net of Transactions for the selected date, Computed Closing Balance As Of the selected date, GL Closing Balance As Of the selected date, and Closing Balance Difference (Computed - GL).
Video Transaction Detail	<p>This report provides details about the video transaction details. This report can be used to investigate a single account only with video transactions, since the report is limited in scope. VECTOR is used when investigating video transactions by a single account.</p> <p>For the selected date range, shows the Agency, Account Number, and Name. This is followed by a list of the Transaction Date, Transaction Time, Device Number, Plate Information, Plaza Agency, Plaza ID, Lane ID, Citation Number, Transaction ID, Invoice Date, Transaction Type, Invoice Status, Recv Status, Recv Type, Notice Level, Amount Due, Amount Paid, and Balance Due. Totals are included. This is followed by a list of the Recv Type, Transaction Count, Amount Due, Amount Paid, and Balance Due, with Totals included.</p>
Video Transaction Status	<p>This report provides a detailed analysis of video toll transaction processing by the CSC on a daily basis. The status changes as the transactions and images move through different processes. Detail_BIP, OBI_Summary, and OBI_Details reports available.</p> <p>The Summary report starts with a Report Summary that lists the Status Group, Violation Status, Transaction Count, Percent of Transaction Count, and Expected Amount for the selected date range. Totals are provided for each Status Group, and Grand Totals are included.</p> <p>This is followed by a Summary By Plaza Agency that lists the Plaza Agency, Status Group, Violation Status, Transaction Count, Percent of Transaction Count, and Expected Amount. Totals are included for each Status Group and Plaza Agency, and Grand Totals are provided.</p> <p>This is followed by a Summary By Transaction Date that lists the Transaction Date, Plaza Agency, Status Group, Violation Status, Transaction Count, Percent of Transaction Count, and Expected Amount. Totals are included for each Status Group and Plaza Agency. Grand Totals are provided.</p> <p>This is followed by a Plaza Agency Summary that lists the Plaza Agency, Expected Amount, Transaction Count, and Percent of Transaction Count. Grand Totals are included.</p> <p>This is followed by a Summary By Transaction Date that lists the Plaza Agency, Transaction Date, Expected Amount, Transaction Count, and Percent of Transaction Count. Totals for each Plaza Agency are included, as well as Grand Totals.</p> <p>The Detail report starts with a Summary By Plaza Agency that shows the Plaza Agency and then lists the Transaction Date, Status Group, Violation Status, Violation Count, and Amount. Totals are provided for each Agency, and Grand Totals are included.</p> <p>This is followed by a Summary By Status Group that lists the Status Group, Violation Status, Transaction Count, and Amount. Totals are provided for each Status Group, and Grand Totals are included.</p> <p>This is followed by a Summary By Plaza Agency that lists the Plaza Agency, Status Group, Violation Status, Transaction Count, and Amount. Totals are included for each Plaza Agency, and Grand Totals are provided.</p> <p>This is followed by a Summary By Transaction Date that lists the Transaction Date, Status Group, Violation Status, Transaction Count, and Amount. Totals are included for each Transaction Date, and Grand Totals are provided.</p>
Violation Account Creation Match Rule	Shows a Summary by Transaction Date with the Tx Date, Rule Type, Rule Number, and Count. Totals for each date in the selected range and a Grand Total are included. Also shows a Summary by Plaza Agency and Transaction Date with the Agency, Tx Date, Rule Type, Rule Number, and Count. Totals for each Agency and date in the selected range and a Grand Total are included.

Report Name	Description
Violation Citation Detail	<p>Violation Citation Detail Report tracks all violations transaction by transaction date time and lists the citation number and citation levels associated with an account. The report tracks the amount paid, amount due and outstanding balance. It also lists device number, plate number and the plaza and lane where the transaction occurred.</p> <p>For the selected date range, shows the Agency Name, Account Number, Company Name, Transaction Date, Transaction Time, Device Number, Plate Number, Plate State, Plaza Agency, Plaza ID, Lane ID, Citation Number, Sequence Number, Detail Status, RECV Status, RECV Type, Citation Level, Amount Due, Amount Paid, and Balance Due.</p>
Violation Payment By Plaza	<p>This report shows the details of violation notice payment by plaza.</p> <p>For the selected date range, for each Agency, shows the Pay Method Category, Transaction Type, Non-Customer information (Tolls, Fees, NSF, and Over Payments), Customer information (Tolls, Fees, NSF, and Over Payments), and Total information (Tolls, Fees, NSF, Over Payments). Sub Totals are included for each Transaction Type, as well as a Total for each Pay Method Category. Plaza and Agency Totals are included, as well as Grand Totals.</p> <p>This is followed by a Summary for each Agency, that lists the Transaction Type, Non-Customer information (Tolls, Fees, NSF, and Over Payments), Customer information (Tolls, Fees, NSF, and Over Payments), and Total information (Tolls, Fees, NSF, Over Payments). Sub Totals are included for each Transaction Type, as well as a Total for each Pay Method Category. Agency Totals are included, as well as Grand Totals.</p> <p>This is followed by a Summary For All Agencies, that lists the Transaction Type, Non-Customer information (Tolls, Fees, NSF, and Over Payments), Customer information (Tolls, Fees, NSF, and Over Payments), and Total information (Tolls, Fees, NSF, Over Payments). Sub Totals are included for each Transaction Type, as well as a Total for each Pay Method Category. Grand Totals are included.</p> <p>This is followed by a Summary By Payment, that lists the Transaction Type, Non-Customer information (Tolls, Fees, NSF, and Over Payments), Customer information (Tolls, Fees, NSF, and Over Payments), and Total information (Tolls, Fees, NSF, Over Payments). Sub Totals are included for each Transaction Type, as well as a Total for each Pay Method Category. Grand Totals are included.</p>
Violation Tolls & Fee Receivables Report	<p>This report provides violation tolls and fee receivables as per the mail date, consecutive mail notices and counts for tolls and fees.</p> <p>For the selected date range, the Cumulative Results Of Lifespan of Receivables for each Agency lists the Agency Name, and then the Mail Date (Year and Month). Then for each of Violation Toll and Violation Fee, the Receivable Amount, 1st Notice Level information (Paid, Tolls Posted, Dismissed, and TOR), 2nd Notice Level information (Paid, Tolls Posted, Dismissed, TOR), 3rd Notice Level information (Paid, Tolls Posted, Dismissed, and TOR), and Collections information (Paid, Tolls Posted, Dismissed, and TOR) are listed. Note that for the Joint Toll Bridge Commission Agency, there are rows for Direct Violation Toll and Direct Violation Fee, as well as Violation Toll and Violation Fee.</p> <p>This is followed by a Summary for Agency report that lists for each of Violation Toll and Violation Fee, the Receivable Amount, 1st Notice Level information (Paid, Tolls Posted, Dismissed, and TOR), 2nd Notice Level information (Paid, Tolls Posted, Dismissed, TOR), 3rd Notice Level information (Paid, Tolls Posted, Dismissed, and TOR), Collections information (Paid, Tolls Posted, Dismissed, and TOR), and Total. Totals are provided for each Agency. Note that for the Joint Toll Bridge Commission Agency, there are rows for Direct Violation Toll and Direct Violation Fee, as well as Violation Toll and Violation Fee.</p> <p>This is followed by a Summary for All Agencies that lists for each of Direct Violation Toll, Direct Violation Fee, Violation Toll, and Violation Fee, the Receivable Amount, 1st Notice Level information (Paid, Tolls Posted, Dismissed, and TOR), 2nd Notice Level information (Paid, Tolls Posted, Dismissed, TOR), 3rd Notice Level information (Paid, Tolls Posted, Dismissed, and TOR), Collections information (Paid, Tolls Posted, Dismissed, and TOR), and Total. Totals are provided.</p>
Violation Balance Report	This report contains aging information for Violations with total amounts for tolls and fees shown for each and broken out by aging ranges of 0-35 days, 36-70 days, 71-105 days, 106-120 days, 121-180 days, 6mos - 1 year, 1year - 2 years, 2 years - 3 years, 3 years - 5 years, and more than 5 years.
AET Reports	
AET Waterfall Analysis Report	This report (referenced in Appendix S.1) provides counts and amounts for all AET transactions originating at a specified location(s) during a specified period of time. The report presents transactions grouped according to status at various levels that correspond to an AET transaction's lifecycle to illustrate the progression of the transactions. The end of the report contains summarized data, including a calculated collection percentage.

Report Name	Description
Suspense Account Report	Tracks and reconciles AET transaction processing through a Suspense Account. Presents a running balance of all Toll Agency AET transactions that have not reached a terminal state. For the requested time period, the report includes the beginning Suspense Account balance as of the start of the requested period, adds all AET transactions occurring during the period and reflects all processing that impacts the balance, such as transactions that reach a terminal state, the result of which is an ending Suspense Account balance.
Suspense Account Aging Report	This report shows aging for all unprocessed Toll-By-Plate transactions and reconciles with the Suspense Account Report.
IToll/VToll Report	This report provides toll rate information for AET transactions that posted as ITolls or VTolls before appearing on a Toll Bill and those that posted after. Data is summarized by Toll Facility and vehicle classification. The report can be generated by posting date or transaction date, in summary or detail mode. The totals on the report reconcile with the IToll/VToll data on the Suspense Account report.
Violation Rejects Report	This report provides counts and amounts for rejected transactions that originated at a specified Toll Facility. Transactions are grouped by date and reject reason, with grand totals by reject reason appearing at the end of the report. It reconciles with the Suspense Account Report.
AET Toll and Fee Receivable Report	This report is described elsewhere in this document. For AET it is generated by mail date to obtain the data required to book Toll Bills, Direct Violations and Violations Issued. When generated by invoice date it reconciles to the Suspense Account Report.
AET Toll Bill and Violation Balance	This report contains aging information for Toll Bills, Direct Violations and Violations with total amounts for tolls and fees shown for each and broken out by aging ranges of 0-35 days, 36-70 days, 71-105 days, 106-120 days, 121-180 days, 6mos - 1 year, 1year - 2 years, 2 years - 3 years, 3 years - 5 years, and more than 5 years. When generated by mail date it provides the data required to book reserve for uncollectible violations. When generated by invoice date it reconciles with the Waterfall Analysis Report.



Parameter Selected: Transaction Day From: 01-01-2022 To :12-31-2022

Report No.: TRXN00050

SLVL:I	VTOL/ITOL Cnt - 512,283(7.58%) Amt - \$ 1,036,811.25(7.40%)	E-ZPass (ETOL&NPST) Cnt - 5,954,376(88.05%) Amt - \$ 11,916,323.00 (85.02%)	Paid Unbilled Cnt - 2,182(0.03%) Amt - \$ 7,231.75(0.05%)	Paid Toll Bill A Cnt - 185,049(2.74%) Amt - \$ 669,672.264(7.78%)	Paid Toll Bill B Cnt - 50,636(0.75%) Amt - \$ 178,009.95(1.27%)	Paid Violations Level1 Cnt - 25,648(0.38%) Amt - \$ 90,800.61(0.65%)	Paid Violations Level2 Cnt - 10,207(0.15%) Amt - \$ 36,981.55(0.26%)	Paid Collections Cnt - 22,364(0.33%) Amt - \$ 79,479.35(0.57%)	Tolls Paid Cnt - 6,762,745 (95.66%) Amt - \$ 14,015,309.72 (91.18%)
SLVL:II	Paid Late Fees Cnt - 25,778(38.50%) Amt - \$ 128,492.50(9.46%)	Paid Admin Fees Cnt - 41,174(61.50%) Amt - \$ 1,229,981.37(90.54%)							Fees Paid Cnt - 66,952(16.12%) Amt - \$ 1,358,473.87(15.66%)
SLVL:III	Non-Usable Images Cnt - 101,237(95.94%) Amt - \$ 564,695.00 (94.76%)	Exceptions (Final Tag Rejects) Cnt - 708(0.67%) Amt - \$ 5,455.50(0.92%)	DMV Rejected Cnt - 2,549(2.42%) Amt - \$ 19,920.00(3.34%)	Dismissed Toll Bill A Cnt - 367(0.35%) Amt - \$ 2,543.15(0.43%)	Dismissed Toll Bill B Cnt - 115(0.11%) Amt - \$ 673.75(0.11%)	Dismissed Violations Level 1 Cnt - 116(0.11%) Amt - \$ 551.00(0.09%)	Dismissed Violations Level 2 Cnt - 82(0.08%) Amt - \$ 310.00(0.05%)	Write-Off Dismissed Cnt - 345(0.33%) Amt - \$ 1,776.00 (0.30%)	Total Uncollectable (Tolls) Cnt - 105,519(1.49%) Amt - \$ 59,924.40(3.88%)
SLVL:IV	Unbilled Outstanding Cnt - 3(0.00%) Amt - \$ 9.00 (0.00%)	Outstanding Toll Bill A Cnt - 237(0.12%) Amt - \$ 1,140.65 (0.15%)	Outstanding Toll Bill B Cnt - 47(0.02%) Amt - \$ 147.75(0.02%)	Outstanding Violations Level 1 Cnt - 1,239(0.61%) Amt - \$ 4,518.50 (0.59%)	Outstanding Violations Level 2 Cnt - 51(0.03%) Amt - \$ 218.00(0.03%)	Outstanding Collections Cnt - 200,037(99.22%) Amt - \$ 753,761.98 (99.21%)			Total Unpaid Viol (Tolls) Cnt - 201,614(2.85%) Amt - \$ 759,795.88(4.94%)
SLVL:V	Tolls Paid Cnt - 6,762,745(95.66%) Amt - \$ 14,015,309.72 (91.18%)	Tolls Uncollectable Cnt - 105,519(1.49%) Amt - \$ 59,924.40(3.88%)	Total Unpaid Viol (Tolls) Cnt - 201,614(2.85%) Amt - \$ 759,795.88(4.94%)	Transit Txns Cnt - 0(0.00%) Amt - \$ 0.00(0.00%)		Total (ITOL/VTOL) Adjustment Cnt - 512,283 (7.25%) Amt - \$ 890,997.50 (5.48%)			Grand Total (Tolls) Cnt - 7,069,878 Amt - \$ 16,262,027.50
									Total Collection Rate (97.88%)

Collection Rate (Amount %) = (Toll Paid + Fee Paid - Processing Fee)/(Grand Total - ITOL/VTOL Adjustment)
Processing fee = 15% of Admin fee collected at violation level 1 + 20% of Admin fee collected at violation level 2 +40% of Admin fee collected at Collection level



Report Date: 11/14/2023
Time: 12:41:44

New Jersey E-ZPass
TRXN00050 DRJTBC AET Water Fall

Parameter Selected: Transaction Day From: 01-01-2022 To :12-31-2022



Report No.: TRXN00050

SAMPLE



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance:

PBP Suspense Account Balance	FEB-2019	MAR-2019	APR-2019	MAY-2019	JUN-2019
1)Beginning Balance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2)PBP Transactions Received by Transaction Date	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3)Transfer of Responsibility	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
4)Payment of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
7)Direct Violation Notices Issued	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
9)Rejected PBP Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
10)Fraud Rejects	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ending Balance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	JUL-2019	AUG-2019	SEP-2019	OCT-2019
1)Beginning Balance	\$0.00	\$0.00	\$269,152.10	\$351,657.65	\$294,354.05
2)PBP Transactions Received by Transaction Date	\$0.00	\$403,558.15	\$610,238.80	\$518,977.65	\$497,589.55
3)Transfer of Responsibility	\$0.00	\$0.00	\$164.05	\$81.15	\$32.75
4)Payment of Unbilled Transactions	\$0.00	(\$345.55)	(\$2,876.90)	(\$5,034.40)	(\$2,918.39)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$80.75)	(\$247,672.30)	(\$335,504.80)	(\$307,403.75)
7)Direct Violation Notices Issued	\$0.00	(\$1,651.00)	(\$4,985.65)	(\$6,605.55)	(\$4,975.10)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$110,834.00)	(\$213,668.30)	(\$176,445.70)	(\$177,042.25)
9)Rejected PBP Transactions	\$0.00	(\$21,494.75)	(\$58,694.15)	(\$52,771.95)	(\$48,299.95)
10)Fraud Rejects	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ending Balance	\$0.00	\$269,152.10	\$351,657.65	\$294,354.05	\$251,336.91

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	NOV-2019	DEC-2019	JAN-2020	FEB-2020
1)Beginning Balance	\$0.00	\$251,336.91	\$239,753.85	\$255,901.70	\$217,277.05
2)PBP Transactions Received by Transaction Date	\$0.00	\$446,569.75	\$431,168.60	\$402,461.60	\$371,726.10
3)Transfer of Responsibility	\$0.00	\$124.85	\$123.95	\$337.60	\$790.60
4)Payment of Unbilled Transactions	\$0.00	(\$1,951.45)	(\$2,088.20)	(\$1,814.35)	(\$1,377.85)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$267,399.71)	(\$217,226.95)	(\$224,267.05)	(\$205,069.25)
7)Direct Violation Notices Issued	\$0.00	(\$4,896.05)	(\$5,230.45)	(\$5,762.80)	(\$4,970.05)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$158,409.30)	(\$148,220.55)	(\$168,215.25)	(\$139,674.15)
9)Rejected PBP Transactions	\$0.00	(\$25,113.95)	(\$25,850.80)	(\$24,536.65)	(\$19,008.25)
10)Fraud Rejects	\$0.00	(\$507.20)	(\$16,527.75)	(\$16,827.75)	(\$19,141.90)
Ending Balance	\$0.00	\$239,753.85	\$255,901.70	\$217,277.05	\$200,552.30

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	MAR-2020	APR-2020	MAY-2020	JUN-2020
1)Beginning Balance	\$0.00	\$200,552.30	\$159,662.25	\$117,727.20	\$194,756.90
2)PBP Transactions Received by Transaction Date	\$0.00	\$307,776.10	\$201,382.15	\$274,588.30	\$345,453.65
3)Transfer of Responsibility	\$0.00	\$104.10	\$455.60	\$157.00	\$214.15
4)Payment of Unbilled Transactions	\$0.00	(\$1,094.55)	(\$382.15)	(\$505.35)	(\$422.25)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$189,750.95)	(\$146,537.45)	(\$96,639.90)	(\$124,925.35)
7)Direct Violation Notices Issued	\$0.00	(\$3,402.05)	(\$5.20)	(\$4,470.80)	(\$3,767.35)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$116,400.85)	(\$63,539.60)	(\$65,103.75)	(\$140,841.00)
9)Rejected PBP Transactions	\$0.00	(\$19,285.60)	(\$15,593.05)	(\$15,517.00)	(\$28,118.30)
10)Fraud Rejects	\$0.00	(\$18,836.25)	(\$17,715.35)	(\$15,478.80)	(\$14,527.75)
Ending Balance	\$0.00	\$159,662.25	\$117,727.20	\$194,756.90	\$227,822.70

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	JUL-2020	AUG-2020	SEP-2020	OCT-2020
1)Beginning Balance	\$0.00	\$227,822.70	\$208,420.45	\$219,576.10	\$212,262.05
2)PBP Transactions Received by Transaction Date	\$0.00	\$366,361.15	\$364,466.95	\$325,861.45	\$329,125.25
3)Transfer of Responsibility	\$0.00	\$339.65	\$776.70	\$405.60	\$318.75
4)Payment of Unbilled Transactions	\$0.00	(\$633.55)	(\$534.05)	(\$646.80)	(\$761.00)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$198,342.40)	(\$177,101.25)	(\$153,184.70)	(\$187,964.65)
7)Direct Violation Notices Issued	\$0.00	(\$3,485.45)	(\$3,333.90)	(\$3,427.15)	(\$3,412.30)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$130,812.60)	(\$123,535.70)	(\$132,550.85)	(\$123,833.75)
9)Rejected PBP Transactions	\$0.00	(\$26,516.35)	(\$26,830.50)	(\$25,134.35)	(\$24,244.90)
10)Fraud Rejects	\$0.00	(\$26,312.70)	(\$22,752.60)	(\$18,637.25)	(\$27,319.00)
Ending Balance	\$0.00	\$208,420.45	\$219,576.10	\$212,262.05	\$174,170.45

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	NOV-2020	DEC-2020	JAN-2021	FEB-2021
1)Beginning Balance	\$0.00	\$174,170.45	\$157,760.25	\$155,162.50	\$144,924.80
2)PBP Transactions Received by Transaction Date	\$0.00	\$287,282.75	\$283,410.60	\$264,843.50	\$224,228.00
3)Transfer of Responsibility	\$0.00	\$414.65	\$547.55	\$263.30	\$350.20
4)Payment of Unbilled Transactions	\$0.00	(\$624.50)	(\$448.45)	(\$456.50)	(\$375.34)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$154,564.80)	(\$141,778.35)	(\$122,865.85)	(\$117,144.60)
7)Direct Violation Notices Issued	\$0.00	(\$3,446.35)	(\$3,149.50)	(\$3,176.60)	(\$2,674.15)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$106,088.40)	(\$101,617.30)	(\$101,143.85)	(\$82,298.80)
9)Rejected PBP Transactions	\$0.00	(\$19,445.40)	(\$22,236.75)	(\$29,443.40)	(\$20,708.15)
10)Fraud Rejects	\$0.00	(\$19,938.15)	(\$17,325.55)	(\$18,258.30)	(\$17,216.95)
Ending Balance	\$0.00	\$157,760.25	\$155,162.50	\$144,924.80	\$129,085.01

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	MAR-2021	APR-2021	MAY-2021	JUN-2021
1)Beginning Balance	\$0.00	\$129,085.01	\$167,057.85	\$191,342.95	\$215,763.65
2)PBP Transactions Received by Transaction Date	\$0.00	\$306,256.00	\$341,631.60	\$379,982.00	\$397,008.00
3)Transfer of Responsibility	\$0.00	\$840.10	\$215.05	\$117.30	\$70.75
4)Payment of Unbilled Transactions	\$0.00	(\$499.65)	(\$486.00)	(\$670.80)	(\$838.05)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$112,824.16)	(\$141,960.30)	(\$169,344.10)	(\$157,856.15)
7)Direct Violation Notices Issued	\$0.00	(\$3,337.05)	(\$3,203.25)	(\$3,953.00)	(\$4,362.00)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$109,687.55)	(\$129,389.10)	(\$137,174.60)	(\$155,621.60)
9)Rejected PBP Transactions	\$0.00	(\$23,344.90)	(\$24,668.05)	(\$23,014.45)	(\$25,295.75)
10)Fraud Rejects	\$0.00	(\$19,429.95)	(\$17,854.85)	(\$21,521.65)	(\$18,627.00)
Ending Balance	\$0.00	\$167,057.85	\$191,342.95	\$215,763.65	\$250,241.85

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	JUL-2021	AUG-2021	SEP-2021	OCT-2021
1)Beginning Balance	\$0.00	\$250,241.85	\$243,806.65	\$268,080.95	\$258,154.30
2)PBP Transactions Received by Transaction Date	\$0.00	\$398,134.00	\$378,558.00	\$368,184.00	\$393,967.00
3)Transfer of Responsibility	\$0.00	\$83.00	\$73.15	\$99.65	\$151.55
4)Payment of Unbilled Transactions	\$0.00	(\$751.00)	(\$782.00)	(\$608.00)	(\$821.60)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$179,700.40)	(\$160,367.85)	(\$169,383.30)	(\$185,085.85)
7)Direct Violation Notices Issued	\$0.00	(\$4,253.00)	(\$3,923.00)	(\$5,188.00)	(\$5,107.00)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$168,105.60)	(\$138,936.00)	(\$156,308.00)	(\$163,388.00)
9)Rejected PBP Transactions	\$0.00	(\$26,316.60)	(\$29,225.00)	(\$30,093.00)	(\$44,226.35)
10)Fraud Rejects	\$0.00	(\$25,525.60)	(\$21,123.00)	(\$16,630.00)	(\$23,050.00)
Ending Balance	\$0.00	\$243,806.65	\$268,080.95	\$258,154.30	\$230,594.05

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	NOV-2021	DEC-2021	JAN-2022	FEB-2022
1)Beginning Balance	\$0.00	\$230,594.05	\$215,433.80	\$235,968.45	\$220,026.30
2)PBP Transactions Received by Transaction Date	\$0.00	\$374,310.00	\$379,449.00	\$298,205.00	\$287,614.00
3)Transfer of Responsibility	\$0.00	\$244.00	\$104.75	\$105.60	\$608.20
4)Payment of Unbilled Transactions	\$0.00	(\$850.65)	(\$630.00)	(\$695.00)	(\$450.00)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$176,802.60)	(\$142,796.50)	(\$137,581.60)	(\$105,420.20)
7)Direct Violation Notices Issued	\$0.00	(\$6,786.00)	(\$3,122.00)	(\$3,348.00)	(\$3,307.00)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$144,366.00)	(\$139,189.00)	(\$101,663.60)	(\$120,236.00)
9)Rejected PBP Transactions	\$0.00	(\$38,285.00)	(\$52,539.00)	(\$52,734.00)	(\$100,662.00)
10)Fraud Rejects	\$0.00	(\$22,624.00)	(\$20,742.60)	(\$18,230.55)	(\$14,666.00)
Ending Balance	\$0.00	\$215,433.80	\$235,968.45	\$220,026.30	\$163,507.30

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	MAR-2022	APR-2022	MAY-2022	JUN-2022
1)Beginning Balance	\$0.00	\$163,507.30	\$242,493.30	\$212,127.30	\$209,814.35
2)PBP Transactions Received by Transaction Date	\$0.00	\$361,781.00	\$357,493.00	\$375,541.00	\$394,983.00
3)Transfer of Responsibility	\$0.00	\$159.00	\$108.00	\$150.60	\$105.00
4)Payment of Unbilled Transactions	\$0.00	(\$624.00)	(\$806.00)	(\$649.00)	(\$833.75)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$132,853.00)	(\$171,838.00)	(\$163,886.20)	(\$151,442.00)
7)Direct Violation Notices Issued	\$0.00	(\$4,454.00)	(\$4,725.00)	(\$5,130.00)	(\$4,846.00)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$166,553.00)	(\$169,712.00)	(\$167,899.35)	(\$178,146.00)
9)Rejected PBP Transactions	\$0.00	\$36,444.00	(\$20,835.00)	(\$20,418.00)	(\$22,423.00)
10)Fraud Rejects	\$0.00	(\$14,914.00)	(\$20,051.00)	(\$20,022.00)	(\$18,624.00)
Ending Balance	\$0.00	\$242,493.30	\$212,127.30	\$209,814.35	\$228,587.60

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	JUL-2022	AUG-2022	SEP-2022	OCT-2022
1)Beginning Balance	\$0.00	\$228,587.60	\$236,958.35	\$228,558.40	\$209,638.40
2)PBP Transactions Received by Transaction Date	\$0.00	\$396,050.00	\$392,986.00	\$369,148.00	\$379,476.00
3)Transfer of Responsibility	\$0.00	\$51.00	\$628.00	\$57.60	\$45.00
4)Payment of Unbilled Transactions	\$0.00	(\$630.00)	(\$704.00)	(\$563.00)	(\$500.00)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$167,317.25)	(\$170,020.00)	(\$169,289.60)	(\$170,416.00)
7)Direct Violation Notices Issued	\$0.00	(\$5,902.00)	(\$5,752.00)	(\$5,795.00)	(\$5,826.00)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$169,366.00)	(\$181,007.00)	(\$163,821.00)	(\$154,081.00)
9)Rejected PBP Transactions	\$0.00	(\$22,533.00)	(\$24,696.00)	(\$28,692.00)	(\$25,506.00)
10)Fraud Rejects	\$0.00	(\$21,982.00)	(\$19,834.95)	(\$19,965.00)	(\$20,237.00)
Ending Balance	\$0.00	\$236,958.35	\$228,558.40	\$209,638.40	\$212,593.40

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date



Report Date:11/14/2023
Time:13:24:52

New Jersey E-ZPass



Report No.: TRXN00053

Suspense Account Report

Reporting Period From : Feb-2019 To: Dec-2022

Parameters Selected: Month From: Feb-2019 To: Dec-2022

PBP Suspense Account Balance	FEB-2019	NOV-2022	DEC-2022
1)Beginning Balance	\$0.00	\$212,593.40	\$207,397.40
2)PBP Transactions Received by Transaction Date	\$0.00	\$360,952.00	\$366,020.00
3)Transfer of Responsibility	\$0.00	\$154.00	\$173.80
4)Payment of Unbilled Transactions	\$0.00	(\$635.00)	(\$455.00)
5)Dismissal of Unbilled Transactions	\$0.00	\$0.00	\$0.00
6)Toll Bill Invoiced	\$0.00	(\$150,321.00)	(\$156,738.80)
7)Direct Violation Notices Issued	\$0.00	(\$5,773.00)	(\$6,249.00)
8)ITOL/VTOL Posted Before Invoicing/Noticing	\$0.00	(\$161,866.00)	(\$166,185.00)
9)Rejected PBP Transactions	\$0.00	(\$30,651.00)	(\$23,193.00)
10)Fraud Rejects	\$0.00	(\$17,056.00)	(\$18,193.00)
Ending Balance	\$0.00	\$207,397.40	\$202,577.40

1) Beginning Balance will be from previous month ending balance; (2) Q15 Report by file date (3) VIOL204– Report by Invoice Date; (4) VIOL204– Report by Invoice Date ; (5) VIOL204– Report byInvoice Date; (6) VIOL204– Report by Invoice Date; (7) VIOL204– Report by Invoice Date; (8) ITOL & VTOL Report; (9) VIOL00035D run by Posted Date; 10) VIOL00035D run by Posted Date

Report Date : 01/14/2020
 Time : 17:35:48

Parameters Selected: Transaction Day From: 12/01/2019 To: 12/31/2019 -- Frequency: Adhoc -- Agency: NJTA, GSP -- AET Only NON-AET Files -- Plaza: *-- Split Cape May: No -- Run By: Original Reviewer ID

SUMMARY: ALL BY AGENCY

Re-review Date Transaction Date Year	Re-Review Database Summary										Re-Processing Results										Total Recovered													
	Total Images In Database		Total Images Skipped/not reviewed		Image Skipped/not reviewed \$		Reject reason updated		Reject reason updated \$		Plate Updated		Plate Updated \$		Re-rejected		Re-rejected \$		In Transit			Violation APR/Toll Bill Outstanding			Violation APR/Toll Bill Paid			Posted to Account (ITOL/VTOL)			Total Recovered			
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Tolls Paid	Fees Paid	Count	Tolls Paid	Fees Paid	Count	Tolls Paid	Fees Paid	Count	Amount	Count	Toll	Fee	Total						
December 2019	1,000	\$ 10,000	800	\$ 8,000	100	\$ 1,000	100	\$ 1,000	15	\$ 150	5	\$ 50	20	\$ 200	\$ 1,000	10	\$ 100	\$ 500	50	\$ 500	60	\$ 600	\$ 500	\$ 1,100										

SAMPLE



New Jersey E-ZPass



Report Date : 02/20/2019

Time : 15:52:41

Image Re-review Statistics Report

Reporting Period From: 12/01/2019 To: 12/31/2019, ALL

Parameters Selected: Re-review Load Date From: 12/01/2019 To: 12/31/2019 -- Frequency: Adhoc -- Agency: NJTA, GSP -- Plaza: All -- Lane: All -- Frequency: Adhoc -- Split Cape May: No -- Run by: Original Reviewer ID

Run By: Original Reviewer ID
 Agency Reviewer
 Re-review Date
 Transaction Date

DETAIL:

Re-review Load Date	Lane Tx ID	Original Plate #	Original Plate State	Original Reject Reason	Original BPO/DMV Reject Date	Original Reviewer ID	Agency	Plaza	Lane	Class	Full Fare Amount	Discounted Rate	Account #	Device #	Txn Date	Txn Time	Agency Re-reviewed Date	Agency Reviewer ID	Updated Reject Reason	Updated Plate #	Updated Plate State	Posted/Collected Toll	Posted/Collected Fee	Viol Tx Status	Reject Reason Change	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)			(N)	(O)	(P)									
12/01/19	113771349500	IMGREJPLNR	11/22/19	20345241	12	037	18s	1	\$1.50	\$1.25	-	-	10-DEC-19	07:48:45.270 PM -05:00	12/05/19	LPOLISE	IMGREJBRIT							IMGREJBRIT	Reject	
12/02/19	113769203413	ABC123	CT	DMVRNOPLT	11/23/19	20060276	12	011	14w	1	\$4.60	\$4.60	-	-	10-DEC-19	07:48:45.270 PM -05:00	12/06/19	MPARK							DMVRNOPLT	No Change
12/03/19	113758313534	IMGREJPLNR	11/24/19	20806668	13	175	03s	1	\$2.75	\$2.75	-	-	10-DEC-19	07:48:45.270 PM -05:00	12/07/19	LPOLISE								HMPPOSITOL	Posted/Cited	
12/04/19	113703149657	DMVRNOPLT	11/25/19	20728418	13	18W	08w	1	\$4.75	\$4.75	-	-	10-DEC-19	07:48:45.270 PM -05:00	12/08/19	MPARK								DMVRNOPLT	R - Reject	
12/05/19	113703040639	DMVRNOPLT	11/26/19	40864054	13	07A	10w	1	\$2.45	\$2.45	-	-	10-DEC-19	07:48:45.270 PM -05:00	12/09/19	LPOLISE								DMVRNOPLT		
12/06/19	113701575864	DMVRNOPLT	11/27/19	20809888	13	001	16w	1	\$12.55	\$12.55	-	-	01003056044	07:48:45.270 PM -05:00	12/10/19	MPARK								DMVRNOPLT		
12/07/19	113703074519	DMVRNOPLT	11/29/19	20735214	13	18W	08w	1	\$4.75	\$4.75	-	-	-	09-NOV-19 07:03:07.480 PM -05:00	12/11/19	LPOLISE								DMVRNOPLT		
12/08/19	113703038105	DMVRNOPLT	11/30/19	20735214	13	14C	07w	1	\$2.45	\$2.45	-	-	-	09-NOV-19 09:42:50.730 AM -05:00	12/12/19	MPARK								DMVRNOPLT		
12/09/19	113678953454	IMGREJPLNR	12/01/19	20718547	13	011	14w	93	\$10.65	\$10.65	-	-	-	29-OCT-19 06:58:23.020 AM -04:00	12/13/19	LPOLISE								DMVRNOPLT		
12/10/19	113678951635	IMGREJPLNR	12/02/19	11033920	13	15W	12w	1	\$2.45	\$2.45	-	-	-	29-OCT-19 06:58:37.900 AM -04:00	12/14/19	MPARK								DMVRNOPLT		
12/11/19	113678950949	IMGREJPLNR	12/03/19	11033920	13	011	19w	1	\$4.60	\$4.60	-	-	-	29-OCT-19 07:01:25.610 AM -04:00	12/15/19	LPOLISE								DMVRNOPLT		
12/12/19	113678951837	IMGREJPLNR	12/04/19	20818490	13	15W	08w	1	\$2.45	\$2.45	-	-	-	29-OCT-19 07:02:39.260 AM -04:00	12/16/19	MPARK								DMVRNOPLT		
12/13/19	113678952236	IMGREJBRIT	12/05/19	20735214	13	011	15w	1	\$4.60	\$4.60	-	-	-	29-OCT-19 07:04:52.740 AM -04:00	12/17/19	LPOLISE								DMVRNOPLT		
12/14/19	113678949101	IMGREJDARK	12/06/19	40857294	13	014	12w	3	\$5.65	\$5.65	-	-	-	29-OCT-19 06:13:18.970 AM -04:00	12/18/19	MPARK								DMVRNOPLT		
12/15/19	113678947911	IMGREJPLNR	12/07/19	40857294	13	15W	12w	1	\$2.45	\$2.45	-	-	-	29-OCT-19 06:14:06.930 AM -04:00	12/19/19	LPOLISE								DMVRNOPLT		
12/16/19	113678948209	IMGREJPLNR	12/08/19	11033920	13	011	14w	1	\$4.60	\$4.60	-	-	-	29-OCT-19 06:14:42.730 AM -04:00	12/20/19	MPARK								DMVRNOPLT		
12/17/19	113678949026	IMGREJPLNR	12/09/19	20718547	13	009	13w	5	\$10.65	\$10.65	-	-	-	29-OCT-19 06:15:10.950 AM -04:00	12/21/19	LPOLISE								DMVRNOPLT		
12/18/19	113678948888	IMGREJBRIT	12/10/19	20718547	13	014	21w	1	\$2.15	\$2.15	-	-	-	29-OCT-19 06:15:25.640 AM -04:00	12/22/19	MPARK								DMVRNOPLT		
12/19/19	113736816246	IMGREISTAT	12/11/19	20734253	13	001	16w	1	\$13.85	\$13.85	-	02304375795	-	24-NOV-19 05:39.170 PM -05:00	12/23/19	LPOLISE								HMPPOSITOL		
12/20/19	113739103330	IMGREJPLNR	12/12/19	20728418	13	15W	18w	1	\$0.90	\$0.90	-	00812188900	-	25-NOV-19 05:20:16.460 PM -05:00	12/24/19	MPARK								HMPPOSITOL		
12/21/19	113741413723	IMGREJPLNR	12/13/19	20735214	13	13A	08w	5	\$25.15	\$25.15	-	00503491754	-	26-NOV-19 11:16:57.290 PM -05:00	12/26/19	LPOLISE								HMPPOSITOL		
12/22/19	113741440496	IMGREJBRIT	12/14/19	20735214	13	16W	06w	1	\$6.50	\$6.50	2000200612589	02211577923	-	26-NOV-19 09:06:14.540 AM -05:00	12/27/19	MPARK								HMPPOSITOL		
12/23/19	113739108329	IMGREJPLNR	12/15/19	20735214	13	13A	18w	1	\$3.60	\$3.60	2000202010369	02211727605	-	25-NOV-19 06:36:17.990 PM -05:00	12/28/19	LPOLISE								HMPPOSITOL		
12/24/19	113739109497	IMGREJDARK	12/16/19	11033920	13	014	12w	1	\$1.65	\$1.65	2000200993616	02211655307	-	25-NOV-19 07:27.29.610 PM -05:00	12/29/19	MPARK								HMPPOSITOL		
12/25/19	113739109935	IMGREJPLNR	12/17/19	11033920	13	13A	18w	1	\$2.15	\$2.15	2000199295032	02208482023	-	25-NOV-19 07:53:01.040 PM -05:00	12/30/19	LPOLISE								HMPPOSITOL		
12/26/19	113739109066	IMGREJPLNR	12/18/19	11033920	13	13A	18w	1	\$2.45	\$2.45	2000116034463	02211625589	-	25-NOV-19 08:00:30.830 PM -05:00	12/31/19	MPARK								HMPPOSITOL		
12/27/19	113739109593	IMGREJPLNR	12/19/19	20735214	13	014	12w	1	\$2.45	\$2.45	-	00808723400	-	25-NOV-19 07:23.53.730 PM -05:00	01/02/20	LPOLISE								DMVRNOPLT		
12/28/19	113739107186	IMGREJPLNR	12/20/19	20718547	13	012	08w	1	\$3.60	\$3.60	-	00502371991	-	25-NOV-19 06:37.59.800 PM -05:00	01/03/20	MPARK								DMVRNOPLT		
12/29/19	113739111906	IMGREJPLNR	12/21/19	40857294	13	18W	08w	1	\$7.55	\$7.55	-	0081352893	-	25-NOV-19 06:54.58.010 PM -05:00	01/04/20	LPOLISE								DMVRNOPLT		
12/30/19	113744043842	IMGREJPLNR	12/22/19	20735214	13	010	03w	4	\$22.20	\$22.20	-	01601908169	-	27-NOV-19 12:38.33.810 PM -05:00	01/05/20	MPARK								DMVRNOPLT		
12/31/19	113741413664	IMGREJPLNR	12/23/19	20812924	13	13A	18w	1	\$4.00	\$4.00	-	00812921753	-	27-NOV-19 12:26.14.050 AM -05:00	01/06/20	LPOLISE								DMVRNOPLT		

SA

Report – Mockup of Manual Plate Correction Transactions

CONDUENT

Manual Plate Correction Transactions																																		
Reporting Period From 04/09/2020 To 04/14/2020																																		
Parameters Selected Created Date From: 04/09/2020 To: 04/14/2020 ; Frequency - Adhoc ; Processed/Unprocessed: ALL																																		
Summary																																		
<table border="1"> <thead> <tr> <th>Created Date</th><th>Total Txn Count</th><th>Correction Status</th><th>Status Count</th><th>Status %</th></tr> </thead> <tbody> <tr> <td>4/9/2020</td><td>5</td><td>Processed</td><td>5</td><td>100%</td></tr> <tr> <td>4/10/2020</td><td>4</td><td>Processed</td><td>4</td><td>100%</td></tr> <tr> <td>4/12/2020</td><td>5</td><td>Un-Processed</td><td>1</td><td>20%</td></tr> <tr> <td>4/13/2020</td><td>4</td><td>Un-Processed</td><td>4</td><td>100%</td></tr> <tr> <td>Grand Total</td><td>18</td><td></td><td>18</td><td></td></tr> </tbody> </table>					Created Date	Total Txn Count	Correction Status	Status Count	Status %	4/9/2020	5	Processed	5	100%	4/10/2020	4	Processed	4	100%	4/12/2020	5	Un-Processed	1	20%	4/13/2020	4	Un-Processed	4	100%	Grand Total	18		18	
Created Date	Total Txn Count	Correction Status	Status Count	Status %																														
4/9/2020	5	Processed	5	100%																														
4/10/2020	4	Processed	4	100%																														
4/12/2020	5	Un-Processed	1	20%																														
4/13/2020	4	Un-Processed	4	100%																														
Grand Total	18		18																															
Details																																		
Created Date	Correction Status	Account No	Account Name	Lane Txn Id	Txn Date	Txn Time	Source	Org Plate Country	Org Plate State	Org Plate Number	Dispute Reason	Corrected Plate Country	Corrected Plate State	Corrected Plate Number	CSR Name	Corrected Date	Amount																	
4/9/2020	Processed	2000203401294	KAILA RAMOS	113998570014	3/9/2020 07:54:17 PM	BPO	USA	PA	HYR1713	DIFC	USA	PA	HYR1713	David	4/10/2020	\$5.00																		
4/10/2020	Processed	2000203444591	JADE SOTO	113998560921	3/9/2020 01:57:25 PM	LPR	USA	PA	LDJ888	DISI	USA	PA	LDJ888	Kathy	4/11/2020	\$5.00																		
4/9/2020	Processed	2000123687213	EZ HARDSCAPING AND LANDSCAPING	113998556135	3/9/2020 05:03:03 PM	BPO	USA	NY	9856711	DIFC	USA	NY	9856711	Natasha	4/10/2020	\$5.00																		
4/9/2020	Processed	2000203422711	KIRSY GENAO	113998568695	3/9/2020 06:44:07 PM	BPO	USA	CA	40L7042	DISI	USA	CA	40L7042	Carlos	4/10/2020	\$37.50																		
4/9/2020	Processed	200020393269	DHIRENDRA PATEL	113998552374	3/9/2020 07:11:42 AM	BPO	USA	TN	U738599	DIFC	USA	TN	U738599	Luz	4/10/2020	\$37.50																		
4/9/2020	Processed	2000203422802	DIONICIA SANCHEZ	113999337583	3/9/2020 10:19:20 PM	BPO	USA	MD	1012652	DISI	USA	MD	1012652	Anthony	4/10/2020	\$5.00																		
4/10/2020	Processed	2000203421549	ZACHARY HOWARD	113998562726	3/9/2020 03:08:31 PM	BPO	USA	FL	E58795X	DIFC	USA	FL	E58795X	Theresa	4/11/2020	\$37.50																		
4/10/2020	Processed	2000203454904	DAVID BAQUERO-MONTES	113998556161	3/9/2020 10:14:11 AM	BPO	USA	TN	U656951	DISI	USA	TN	U656951	Gloryvee	4/11/2020	\$37.50																		
4/10/2020	Processed	2000203427094	DWIGHT BECKETT	113998554879	3/10/2020 09:04:17 AM	BPO	USA	PA	KZR8518	DISI	USA	PA	KZR8518	Brian	4/11/2020	\$5.00																		
4/12/2020	Processed	2000123687855	FUNES BREAD DISTRIBUTORS NY AND NJ	113998561922	3/10/2020 02:36:51 PM	LPR	USA	PA	Z542912	DIFC	USA	PA	Z542912	Sai	4/15/2020	\$15.00																		
4/12/2020	Un-Processed	2000203412291	ALHAKIM JACKSON	113998565836	3/10/2020 04:44:35 PM	LPR	USA	TN	7928196	DISI						\$37.50																		
4/12/2020	Un-Processed	2000203404818	JESSICA MUÑOZ	113998556806	3/10/2020 10:47:41 AM	BPO	USA	TN	AB13361	DIFC						\$37.50																		
4/12/2020	Un-Processed	2000203406614	HECTOR LLORET	113998589254	3/11/2020 05:18:33 AM	BPO	USA	TN	U675823	DISI						\$37.50																		
4/12/2020	Un-Processed	2000203411516	SANTOSH PATEL	113998549400	3/12/2020 03:56:15 AM	LPR	USA	PA	AG45567	DISI						\$22.50																		
4/13/2020	Un-Processed	2000203398946	KYLE VAN DYK	113998564604	3/13/2020 04:09:21 PM	LPR	USA	PA	KM24797	ITOL						\$5.00																		
4/15/2020	Un-Processed	2000203420915	LINDSEY KACZMARZYK	113998570950	3/14/2020 09:10:20 PM	LPR	USA	PA	89060794	DISI						\$37.50																		
4/13/2020	Un-Processed	2000203418611	LEON WALLE	113998569000	3/15/2020 06:37:22 PM	BPO	USA	PA	AG52508	ITOL						\$20.00																		
4/13/2020	Un-Processed	2000203441977	MOHAMMAD MANSOURI	114000972345	3/15/2020 10:40:14 AM	LPR	USA	PA	FT00882	DISI						\$21.10																		
Grand Total					15									10		\$ 408.60																		

6/27/2020

Appendix T-1

Category A CSC Services Performance Requirements

1 PERFORMANCE REQUIREMENT

The Contractor shall meet the Performance Requirements documented in Tables T-1-1, T-1-3, T-1-4, and T-1-6 during the Operations and Maintenance Phase of the New Jersey E-ZPass CSC Services Agreement. If the Contractor fails to meet the Performance Requirements, the Contractor shall be liable to NJTA for liquidated damages in the form of Monthly Fee Adjustments, based on the calculations described below.

Two types of assessments are used to determine the Monthly Fee Adjustments depending on the Performance Requirement:

- 1) a scorecard method where the fee adjustment for non-compliance is calculated based on the total points accumulated for the month, and
- 2) a direct assessment of liquidated damages for non-compliance.

Regardless of how a Performance Requirement is measured and whether or not it is achieved, the Contractor shall provide monthly reporting for all Performance Requirements. Failure to deliver Performance Scorecard and Report shall result in automatic assessment of 100 points per reporting period for each Maintenance category. If reports are not available or reports are not accurate, the Contractor shall be assessed the full points or liquidated damages for each Performance Requirement that is unreported or reported incorrectly.

1.1 System and Maintenance Performance Requirement

System and Maintenance performance shall be measured in categories that align with the primary functions of the Contractor's Services. The specific method of measuring the Contractor's performance will vary depending on the individual Performance Requirement, but will generally be measured either by event, per hour, per calendar/Business Day or on a monthly basis.

1	Validation of compliance to System and Maintenance Performance Requirements and adjustments to the monthly fee, if applicable, shall begin at the commencement of the System Maintenance, Administration and Software Support Services and shall continue through the Contract Term.
2	Facilitate performance monitoring by reporting of performance on System and Maintenance Performance Requirements Scorecard, and performance on the Per Incident System and Maintenance Performance Requirements in clearly measurable terms, including but not limited to those System and Maintenance Performance Requirements set forth in this section.
3	While the Contractor's performance is assessed monthly, performance shall in many cases be measured continuously as shown in Table T-1-1 and Table T-1-3.

1.1.1 System and Maintenance Performance Scorecard

For System Maintenance, Administration and Software Support Services, each System and Maintenance Performance Requirement is assigned a weighted non-compliance point value as shown in Table 1-1. The

value of the non-compliance points assigned depends on the severity of the failure and its potential impact on the New Jersey E-ZPass operations, revenue, and customer service.

Failure to comply with the System and Maintenance Performance Requirements will result in the associated non-compliance points being applied to the Contractor's Monthly System and Maintenance Performance Scorecard. If the accumulated non-compliance points reach a specified threshold, the Contractor's System Maintenance, Administration and Software Support Services fee for the month will be adjusted by a percentage of the total fee value, as shown in Table T-1-2.

Table T-1-1: System and Maintenance Performance Requirements Scorecard

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
Reporting and Handling Severity Events			
1.	<p>Severity Event reporting</p> <ul style="list-style-type: none"> a. Immediately inform NJTA, through Approved channel(s), of each Severity 1 event. b. In addition to respond and repair dates and times, record all relevant dates and times in the PMMS that are needed to demonstrate compliance for Severity 1, 2 and 3 events. c. Perform a Root Cause Analysis (RCA) of all Severity 1 events and other events as requested by NJTA and provide a detailed report to NJTA. 	<ul style="list-style-type: none"> a. 100% within 1 hour b. 100% of required dates and times are stored c. within 5 Business Days 	<ul style="list-style-type: none"> a. 2 per occurrence, plus 2 for each additional hour delay b. 1 per occurrence c. 2 per occurrence plus 2 for each additional 24-hour delay
2.	Acknowledge Severity 1, 2 and 3 events.	100% within 30 minutes	1 per event
3.	Respond to and Repair Severity 1 events if no software change is required.	100% within 2 hours	5 per event plus 5 per each additional hour delay
4.	<p>Respond to and Repair Severity 1 events if software change is required</p> <ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> a. 100% within 2 hours b. 100% within 4 hours c. within 48 hours d. within 10 Calendar Days, in accordance with NJTA's release standards described in Section 10.7 System Configuration and Release Management unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> a. 5 per event plus 5 per each additional hour delay b. 5 per event plus 5 per each additional hour delay c. 2 per event plus 2 per each additional 48-hour delay d. 5 per event plus 5 per each additional 24-hour delay
5.	Respond to and Repair Severity 2 events if no software change is required.	100% within 4 hours	2 per event plus 2 per each additional hour delay

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
6.	Respond to and Repair Severity 2 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action.	a. 100% within 4 hours b. 100% within 12 hours c. within 48 hours d. within 15 Calendar Days per NJTA's release standards described in Section 10.7, unless otherwise negotiated and agreed to by NJTA and the Contractor	a. 2 per event plus 2 per each additional 4-hour delay b. 2 per event plus 2 per each additional 48-hour delay c. 1 per event plus 1 per each additional 48-hour delay d. 5 per event plus 5 per each additional 24-hour delay
7.	Respond to and Repair Severity 3 events if no software change is required.	100% within 24 hours	1 per event plus 1 per each additional hour delay
8.	Respond to and Repair Severity 3 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action.	a. 100% within 24 hours b. 100% within 12 hours c. within 5 Calendar Days d. Within 20 Calendar Days, per NJTA's release standards described in Section 10.7, unless otherwise negotiated and agreed to by NJTA and the Contractor	a. 1 per event plus 1 per each additional 12-hour delay b. 1 per event plus 1 per each additional 48-hour delay c. 1 per event plus 1 per each additional 24-hour delay d. 2 per event plus 2 per each additional 24-hour delay
Automated PMMS Alert Events Handling			
9.	PMMS Degradation Ticket - Automatically detect, report and store, in the PMMS, Alerts related to degradation of any component or process or any System failure event.	100% stored in the PMMS within 1 minute	2 per PMMS Alert
10.	PMMS Alert Tickets - Create tickets, in the PMMS, for all Configured PMMS Alerts and events whether PMMS Alert/event is automatically detected or reported through other channels.	100% within 10 minutes of automatically detected PMMS Alert/event 100% within 30 minutes of PMMS Alert/event reported through other channels	5 per ticket

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
Prepare and Transmit Data to Toll Agency Host Systems			
11.	<p>Transponder List Updates and Reconciliation Transmissions</p> <ul style="list-style-type: none"> a. Transponder List Update Transmission - Transmit Transponder List updates (incremental updates) to Toll Agency Host Systems b. Transponder-Based Transaction Reconciliation Data Transmission - Transmit Transponder-Based Transaction Reconciliation Data to Toll Agency Host Systems c. Image-Based Transaction Reconciliation Data Transmission - Transmit Image-Based Transaction Reconciliation Data to Toll Agency Host Systems d. Citation Reconciliation – Transmit DRPA citation detail reconciliation data to Toll Agency Host System 	<ul style="list-style-type: none"> a. Transmission: each Calendar Day by the times specified in the ICD or as agreed to during design b. Accuracy: 100% accurate and complete c. Transmission: within 24 hours of status update at the CSC System d. Accuracy: 100% accurate and complete e. Transmission: within 24 hours of status update at the CSC System f. Accuracy: 100% accurate and complete g. Transmission: each Calendar Day by the times specified in the ICD or as agreed to during design h. Accuracy: 100% accurate and complete 	<ul style="list-style-type: none"> a. Transmission: 10 per file, per occurrence b. Accuracy: 10 per occurrence c. Transmission: 1 per 1,000 transactions or portion thereof d. Accuracy: 5 per occurrence, plus 10 per each additional 24-hour delay in correcting and resubmitting file e. Transmission: 1 per 1,000 transactions or portion thereof f. Accuracy: 5 per occurrence, plus 10 per each additional 24-hour delay in correcting and resubmitting file g. Transmission: 5 per file, plus 10 per file per each additional 24-hour delay h. Accuracy: 5 per occurrence, plus 10 per each additional 24-hour delay in correcting and resubmitting file
12.	<p>Invoice File Transmissions</p> <ul style="list-style-type: none"> a. Post-paid Invoice Verification and Invoice Summary Data Transmission - Transmit Post-paid Invoice Verification and Invoice Summary Data to Toll Agency Host Systems b. Post-paid Invoice Data Transmission - Transmit Post-paid Invoice payment data to Toll Agency Host Systems 	<ul style="list-style-type: none"> a. Transmission: within 4 hours of billing/receipt of payment b. Accuracy: 100% accurate and complete 	<ul style="list-style-type: none"> a. Transmission: 4 per file, plus 4 per file per additional 4-hour delay b. Accuracy: 2 per occurrence, plus 5 per each additional 24-hour delay in correcting and resubmitting file

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
13.	<p>Bank Deposit, Settlement and Hot List Transmissions</p> <ul style="list-style-type: none"> a. Bank Deposit Wire Data Transmission - Transmit bank deposit data to Toll Agency Host Systems b. Settlement Data Transmission - Transmit settlement data to Toll Agency Host Systems c. Transmit Toll Agency Hot List to Toll Agency Host Systems 	<ul style="list-style-type: none"> a. Transmission: each Calendar Day by the time specified in the ICD or as agreed to during design b. Accuracy: 100% accurate and complete 	<ul style="list-style-type: none"> a. Transmission: 5 per file, plus 5 per file per each additional 24-hour delay b. Accuracy: 5 per occurrence, plus 5 per each additional 24-hour delay in correcting and resubmitting file
14.	<p>Post-paid Customer, Adjustment and Correction File Transmissions</p> <ul style="list-style-type: none"> a. Post-paid Customer Data Transmission - Transmit Post-paid customer data to Toll Agency Host Systems b. Transaction Adjustment Data Transmission - Transmit transaction adjustment data to Toll Agency Host Systems c. Toll Agency Adjustment Data Transmission - Transmit Toll Agency adjustment data to Toll Agency Host Systems d. Transaction Correction Reconciliation - Transmit transaction correction reconciliation data to Toll Agency Host Systems 	<ul style="list-style-type: none"> a. Transmission: each Calendar Day by the time(s) specified in the ICD or as agreed to during design b. Accuracy: 100% accurate and complete 	<ul style="list-style-type: none"> a. Transmission: 2 per file, plus 2 per file per additional Calendar Day b. Accuracy: 2 per occurrence, plus 5 per each additional 24-hour delay in correcting and resubmitting file

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
Prepare and Transmit Data to IAG/Interoperable			
15.	IAG/Interoperable Files - Transmit all IAG/Interoperable data in accordance with the timelines established in the IAG/Interoperable ICD.	<ul style="list-style-type: none"> a. Transmission: 100% in accordance with ICD b. Accuracy: 100% accurate and complete 	<ul style="list-style-type: none"> a. Transmission: 10 per file, plus 10 per file per additional 24-hour delay b. Accuracy: 10 per file, plus 10 per each additional 24-hour delay in correcting and resubmitting file
Receive and Process Incoming data from Toll Agency Host Systems			
16.	Post Transponder-Based Transactions (Toll Agency and IAG/Interoperable transactions) – Promptly and accurately post to home Accounts and generate files for Interoperable accounts.	<ul style="list-style-type: none"> a. 100% posted/processed within 4 hours of receipt b. 100% accurate 	<ul style="list-style-type: none"> a. 5 per file, plus 5 per file, per additional 4-hour delay b. 1 per transaction, plus 1 per transaction per each 24 hours the correction is delayed
17.	Post Gross Class Mismatch Transactions - Promptly and accurately match and post to Accounts.	<ul style="list-style-type: none"> a. 100% posted within 12 hours of completion of the class review process b. 100% Accurate association of the transponder ID read by the Toll Agencies' Host with the Account 	<ul style="list-style-type: none"> a. 5 per file, plus 5 per file, per additional 12-hour delay b. 1 per transaction, plus 1 per transaction per each 24 hours the correction is delayed
18.	Post Image-Based Transactions (automatic and manual) – Promptly and accurately match and post to Accounts.	<ul style="list-style-type: none"> a. 100% posted within 12 hours of completion of the image review process b. 100% Accurate association of the license plate with the Account 	<ul style="list-style-type: none"> a. 5 per file, plus 5 per file, per additional 12-hour delay b. 1 per transaction, plus 1 per transaction per each 24 hours correction is delayed
19.	Reconcile Images - Receive and reconcile images to Image-Based Transactions and Gross Class Mismatch transactions.	100% reconciled within 24 hours of image receipt	1 for every 100 images not reconciled, plus 1 per 100 images for every additional 24-hour delay
20.	Post Non-toll Transactions (Toll Agency and IAG/Interoperable transactions) – Promptly and accurately post to the home Account or credit card.	<ul style="list-style-type: none"> a. 100% posted within 12 hours of receipt b. 100% Accurate 	<ul style="list-style-type: none"> a. 5 per occurrence, plus 5 per additional 12-hour delay b. 1 per transaction, plus 2 per transaction per each 24 hours correction is delayed

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
21.	Transaction Correction Data – Promptly and accurately post transaction corrections to home Accounts.	<ul style="list-style-type: none"> a. 100% are handled in accordance with GAAP and reversals and corrections are posted to the Account within 12 hours of receipt b. 100% Accurate 	<ul style="list-style-type: none"> a. 5 per file, plus 5 per file, per additional 12-hour delay b. 1 per transaction, plus 1 per transaction per each 24 hours correction is delayed
22.	Senior Citizen Account Plan Data – Promptly and accurately update Accounts.	<ul style="list-style-type: none"> a. 100% Updated within 12 hours of receipt b. 100% Accurate 	<ul style="list-style-type: none"> a. 2 per Account, plus 2 per Account, per additional 2-hour delay b. 1 per Account, plus 1 per each 24 hours correction is delayed
23.	Transaction Closeout Data – Promptly process.	processed within 4 hours	2 per file, per additional 4-hour delay
24.	Toll Rate Data – Promptly and accurately load toll rates.	<ul style="list-style-type: none"> a. 100% Updated within 12 hours of receipt b. 100% Accurate 	<ul style="list-style-type: none"> a. 10 per occurrence, plus 10 per additional 12-hour delay b. 2 per occurrence, plus 2 per each 24 hours correction is delayed
Interfaces to Third-Parties			
25.	Obtain Registered Owner Information – Once transaction is matched to an image and the corresponding image review information is available, submit request to obtain registered owner information to MVC/DMV/ third-party based upon the agreed submission schedule.	within 48 hours of plate eligibility	1 per plate, plus 1 per plate, per each additional 24-hour delayed
26.	NJTA-selected Third-party/ External Entity Interfaces <ul style="list-style-type: none"> a. Transmit data from Third-party Service Providers and external interfaces in accordance with the ICD at the times established in the Approved design documents. b. Receive and process data from Third-party Service Providers and external interfaces and update Accounts accordingly. 	<ul style="list-style-type: none"> a. within 24 hours b. within 1 hour of receipt of data 	<ul style="list-style-type: none"> a. 10 per batch, plus 10 per batch, per additional 24-hour delay b. 10 per batch, per hour delayed, plus 10 per batch per each additional hour delayed

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
27.	<p>Contractor-provided Third-party/ External Entity Interfaces (other than any Contractor provided third-party used to obtain Registered Owner information)</p> <p>a. Transmit data from Third-party Service Providers and external interfaces in accordance with the ICD at the times established in the Approved design documents.</p> <p>b. Receive and process data from Third-party Service Providers and external interfaces and update Accounts accordingly.</p>	<p>a. within 24 hours</p> <p>b. within 1 hour of receipt of data</p>	<p>a. 10 per occurrence, per batch, plus 10 per batch per additional 24-hour delay</p> <p>b. 10 per occurrence, per batch, plus 10 per batch per additional hour delayed</p>
28.	<p>Obligatory Third-party/ External Entity Interfaces (other than an entity used to obtain registered owner information)</p> <p>a. Transmit data from Third-party Service Providers and external interfaces in accordance with the ICD at the times established in the Approved design documents.</p> <p>b. Receive and process data from Third-party Service Providers and external interfaces and update Accounts accordingly.</p>	<p>a. within 24 hours</p> <p>b. within 1 hour of receipt of data</p>	<p>a. 10 per occurrence, per batch, plus 10 per batch per additional 24-hour delay</p> <p>b. 10 per occurrence, per batch, plus 10 per batch per additional hour delayed</p>
New Jersey E-ZPass System Critical Functions			
29.	<p>Automatically send eligible Accounts to Merchant Services Contractor and apply Credit Card updates received.</p> <p>(This does not include compliance with interface specifications, which is covered in the third-party interface Performance Requirement)</p>	<p>a. update is requested for 100% of eligible Accounts by the 15th Calendar Day each month</p> <p>b. 100% of updates received are applied to Accounts within 24 hours of receipt</p>	<p>a. 1 for each eligible Account which update is not requested by the 15th of the month, plus 1 for each additional 24-hour delay</p> <p>b. 1 per occurrence, plus 1 per each additional 24-hour delay that updates are not completed</p>

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
30.	Account Auto Replenishments – Process accurately and promptly via configured hierarchy rules and notify customers of replenishment failures through all channels configured for the Account.	<ul style="list-style-type: none"> a. 100% accurate replenishment b. within 4 hours of Account reaching replenishment threshold c. notification within 12 hours of failure 	<ul style="list-style-type: none"> a. 2 per inaccurate replenishment, plus 2 per each 24 hours correction is delayed b. 2 per occurrence, per 12-hour delay c. 1 per occurrence, per 24-hour delay
31.	Process Automatic Payments – Includes automatic payment of Correspondence Items and Automatic recurring payments (excluding Account Auto Replenishments) – Process and post accurately and promptly and notify customers of payment failures through all channels configured for the Account.	<ul style="list-style-type: none"> a. 100% accurate payments posted b. within 24 hours of scheduled payment date c. notification within 24 hours of failure 	<ul style="list-style-type: none"> a. 2 per inaccurate payment, plus 2 per each 24 hours correction is delayed b. 2 per occurrence, per 24-hour delay c. 1 per occurrence, per 24-hour delay
32.	Financial System Reconciliation - Reconcile summarization and posting of financial activity.	100% of financial activity is correctly summarized and posted in the financial system in the correct reporting period every Calendar Day	10 per occurrence, plus 5 per additional 24-hour delay that the data does not reconcile
33.	System Response Time - Ensure System response time meets baseline measures	<ul style="list-style-type: none"> a. Account screen response time meets baseline metric b. search response times meet baseline metric c. reports response times meet baseline metric d. Mobile Application response times meet baseline metric e. Self-Service Website response times meet baseline metric 	<ul style="list-style-type: none"> a. 2 per occurrence, plus 2 per additional 24-hour delay in complying to baseline metric b. 2 per occurrence, plus 2 per additional 24-hour delay in complying to baseline metric c. 2 per occurrence, plus 2 per additional 24-hour delay in complying to baseline metric d. 2 per occurrence, plus 2 per additional 24-hour delay in complying to baseline metric e. 2 per occurrence, plus 2 per additional 24-hour delay in complying to baseline metric
34.	Reports - Generate and deliver accurate reports that are scheduled for automatic delivery either to an Approved location or to the Authorized User's email at the time frames Approved by NJTA.	<ul style="list-style-type: none"> a. 100% accurate reports b. delivery in accordance with the Approved schedule and to the correct location or Authorized User 	<ul style="list-style-type: none"> a. 2 per occurrence per inaccurate report b. 1 per occurrence per delayed report

KPI #	System and Maintenance Performance Requirement	Measurement	Non-Compliance Points
35.	Produce, review, and approve the accurate user role Audit Report on a monthly basis.	<ul style="list-style-type: none"> a. Accurate report is automatically generated each month. b. User roles are audited and approved each month within 10 days of report generation. 	<ul style="list-style-type: none"> a. 1 per occurrence, plus 2 per additional 24-hour delay b. 1 per occurrence, plus 2 per additional 24-hour delay
36.	Send Toll Receipt Push Notifications - Send toll receipt push notifications upon transaction posting.	within Configured hours of transaction posting	2 per missed or late push notification
37.	Place Automated Outbound Calls - Configured automated outbound calls shall be promptly and accurately placed by the IVR/telephony system.	100% placed accurately within 12 hours of the qualifying event, subject to configured allowed outbound call times	2 per missed, inaccurate or late outbound call
38.	Send Electronic Communication - Send accurate electronic communications to customer via configured channel(s) within the configured time from occurrence of the qualifying event (not including electronic Correspondence for the following: failed automatic replenishments, failed automatic payments and toll receipts).	<ul style="list-style-type: none"> a. 100% accuracy b. 100% of push notifications sent within 24 hours, subject to Configured allowed push notification times c. 100% of SMS within 24 hours, subject to Configured allowed SMS times d. 100% of emails within 24 hours 	<ul style="list-style-type: none"> a. 1 per inaccurate Correspondence sent b. 2 per occurrence missed or late Correspondence by at least one channel c. 2 per occurrence missed or late Correspondence by at least one channel d. 2 per occurrence missed or late Correspondence by at least one channel
39.	Post Electronic Communication – accurately post all electronic Correspondence to Account for viewing via the self-service portals.	100% accurately posted immediately upon Correspondence being sent	1 per late or inaccurate posting of Correspondence to customer Account

1.1.2 Escalation

Non-compliance points will accrue as follows:

- The first month a specific System and Maintenance Performance Requirement is not met will result in the assessment of the non-compliance points assigned in Table T-1-1.
- If a specific System and Maintenance Performance Requirement is not met for a second consecutive month, the non-compliance points assessed for that failure will be doubled for that month.
- If a specific System and Maintenance Performance Requirement is not met for a third consecutive month and for all subsequent consecutive months thereafter, the non-compliance points assessed for that failure will be tripled for that month.
- If the specific System and Maintenance Performance Requirement is met or if monthly performance is at level 1, then the performance point assessment will reset.

1.1.3 Non-Compliance System and Maintenance Performance Adjustments

The Contractor's System and Maintenance performance score will be determined each month by adding the points assessed for non-compliance as described in Table T-1-1 along with any escalated accrual of points due to repeated failure to comply with a Performance Requirement for consecutive months. A performance adjustment will be made to the System Maintenance, Administration and Software Support Services fee in each month that the Contractor exceeds the allowable number of non-compliance points up to a maximum monthly adjustment of the System Maintenance, Administration and Software Support Services fee. Calculation of any such fee adjustment will be exclusive of any pass-through costs.

Table T-1-2: Non-Compliance Adjustments - System and Maintenance Performance

Performance Level	Non-Compliance Points Range	Monthly System Maintenance, Administration, and Software Support Services Fee Invoice Adjustments Percentage
Level 1	0-30	0%
Level 2	31-50	1%
Level 3	51-150	2%
Level 4	151-250	5%
Level 5	251-400	12%
Level 6	401+	25%

1.1.4 Per Incident System and Maintenance Performance Requirements

Some System functions do not lend themselves to measurement via the scorecard approach. Performance for these items will be measured separately from the scorecard. Adjustments assessed for non-compliance with these Performance Requirements will be in addition to any adjustments assessed for that month based

on the scorecard measurement. Table T-1-3 describes the Per Incident System and Maintenance Performance Requirements.

Table T-1-3: Per Incident System and Maintenance Performance Requirements

#	System and Maintenance Performance Requirement	Measurement	System Maintenance, Administration, and Software Support Services Fee Adjustment
Availability			
40.	<p>Assure availability of the New Jersey E-ZPass System. The New Jersey E-ZPass System is considered available when the CSC application, all interfaces, Network, Customer Contact Center System, Self-Service Website and Mobile Application are all properly functioning and available to all Authorized Users, available to support operations, available to collect revenue, receive and process data, reconcile the data, transmit data, perform scheduled jobs, and provide customers with accurate data and the ability to correctly perform self-service Account functions.</p> <p>The New Jersey E-ZPass System shall be considered unavailable (System downtime) if any or all of the components listed above are not available or are severely degraded; causing loss of functionality; causing application errors for multiple users; interfaces are not operational and preventing access to Authorized Users, customers, and Third-party Service Providers.</p>	<p>99.90% uptime</p> <p>Availability = (1 - [Total number of hours of downtime per month, excluding preventative maintenance and Software Release activities preapproved by NJTA and/or other exclusions granted by NJTA / Total hours in the month]) * 100</p>	<p>a 3% adjustment to the monthly maintenance fee for availability between 99.50% and 99.90%,</p> <p>a 5% adjustment to the monthly maintenance fee for availability between 99.00% and 99.49%, and</p> <p>a 10% adjustment to the monthly maintenance fee for availability below 99.00%.</p>
41.	Assure availability of the secondary environment, including recovery data transfer and synchronization success.	<p>99.50% uptime, unless it is functioning as the primary production environment, in which case its availability target is that of the New Jersey E-ZPass System</p> <p>Availability = (1 - [Total number of hours of downtime per month, excluding preventative maintenance and Software Release activities preapproved by NJTA and/or other exclusions granted by NJTA / Total hours in the month]) * 100</p>	<p>a 1% adjustment to the monthly maintenance fee for availability between 99.00% and 99.50%,</p> <p>a 1.5% adjustment to the monthly maintenance fee for availability between 98.50% and 98.99% and</p> <p>a 3% adjustment to the monthly maintenance fee for availability below 98.50%.</p>
42.	Assure availability of the PMMS Environment.	99.50% uptime	\$1,000 for every .05% below target

#	System and Maintenance Performance Requirement	Measurement	System Maintenance, Administration, and Software Support Services Fee Adjustment
43.	Assure availability of the Reporting Environment.	99% uptime	\$500 for every .05% below target
44.	Assure availability of the Dedicated Toll Agency Test Environment.	99% uptime	\$500 for every .05% below target
Testing, Validation and Certifications			
45.	Exercise full and partial failover to the secondary environment and demonstrate achievement of failover to near-real-time Recovery Point Objective (RPO) within the Recovery Time Objective (RTO).	a. May 1 and November 1 each year b. failover achieves RPO c. failover achieves RTO	a. \$5,000 per occurrence plus \$10,000 for each month delayed b. \$1,000 per occurrence plus \$5,000 for each hour short of the RPO c. \$1,000 per occurrence plus \$5,000 for each hour beyond the RTO
46.	Correct any issues experienced during failover testing.	within 15 days of issue	\$1,000 per occurrence plus \$1,000 for each additional 24-hour delay
47.	Correct any issues experienced during business continuity testing.	within 15 days of issue	\$1,000 per occurrence plus \$1,000 for each additional 24-hour delay
48.	Provide the interface to NJTA's Data Warehouse/Toll Agency Data Warehouse to transfer System data as determined during design in accordance with ICDs. Perform the ETL process on System data prior to transfer.	the previous day's data is available in the Data Warehouse by 6:00 AM Eastern Time	\$500 per occurrence plus \$1,000 per each additional 24 hours delayed
49.	Complete a comprehensive review of compliance to the security standards stated in the Requirements.	a. once every twelve (12) months after Go-Live b. submit a report detailing the findings of this review within 30 days of the Go-Live anniversary	a. \$1,000 per occurrence plus \$1,000 for each additional 24-hour delay b. \$1,000 for each additional 24-hour delay
50.	Conduct a Software post release validation meeting with the Agencies after each Software Release.	a. submit post release validation documentation two (2) Business Days prior to post-release validation b. conduct Software post release validation meeting within one (1) week after each Software Release	a. \$1,000 per occurrence b. \$1,000 per occurrence plus \$1,000 for each additional 24-hour delay
Asset Management			
51.	Automatically generate accurate Transponder order forecast.	a. within 48 hours of the request b. forecast is accurate	a. \$500 per each occurrence plus \$100 per day additional delay b. \$1,000 per incorrect forecast

#	System and Maintenance Performance Requirement	Measurement	System Maintenance, Administration, and Software Support Services Fee Adjustment
52.	Record all versions of third-party software patches, updates, Business Rules changes, Configurable parameter changes and changes to Correspondence Item templates.	100% of all changes deployed	\$1,000 per failure to version changes
53.	Track all System components in the asset management Module.	100% of assets are recorded or updated within 10 Business Days of receipt, installation, upgrade, or replacement	\$100 per asset not recorded or not updated
Secure Systems			
54.	Security Breaches (Agreement Section 22.0 Security Incident). <ul style="list-style-type: none"> a. Protect System from security breach. b. Notification of incident in accordance with Agreement. c. Implementation of corrective action to prevent further intrusion, and to mitigate or rectify such Security Incident. d. Completion of remediation steps resulting from the security breach. 	<ul style="list-style-type: none"> a. 0 breaches b. within 24 hours of event c. within 24 hours of event d. within 5 Business Days of event 	<ul style="list-style-type: none"> a. \$10,000 per occurrence b. \$1,000 per hour delay c. \$2,500 per hour delay d. \$5,000 per day delay
55.	Maintain compliance with PCI DSS. <ul style="list-style-type: none"> a. Conduct annual PCI audit. b. Provide annual Attestation of Compliance and Report on PCI compliance. c. Remediation of any compliance issues. 	<ul style="list-style-type: none"> a. by October 31 each year b. within 1 Business Day of receipt of AOC and report from auditor c. within 5 Business Days 	<ul style="list-style-type: none"> a. \$5,000 per occurrence of non-compliance plus \$1,000 per additional Business Day delay b. \$5,000 per occurrence plus \$1,000 per additional Business Day delay c. \$1,000 per additional Business Day delay
56.	Perform external vulnerability scans and penetration testing using a PCI SSC approved scanning vendor.	once a month and upon Software Release	\$1,000 per occurrence plus \$1,000 for each additional Business Day delay

#	System and Maintenance Performance Requirement	Measurement	System Maintenance, Administration, and Software Support Services Fee Adjustment
57.	<p>Keep all System environments fully patched and up to date.</p> <p>a.-c. Updates to correct System security vulnerabilities shall be implemented immediately upon release unless additional time is Approved by NJTA.</p> <p>d. All other releases shall not be more than one release behind the manufacturer's latest major release unless Approved by NJTA.</p>	<p>a. 100% of vulnerabilities with a Critical, High, or Medium severity based on CVSS specifications are mitigated within 48 hours of their publication</p> <p>b. 100% of vulnerabilities with a Low severity based on CVSS specifications are mitigated within 30 Calendar Days of their publication</p> <p>c. 100% of vulnerabilities identified, but a security patch or upgrade is not available from the manufacturer shall be mitigated by Contractor taking all necessary steps to mitigate exploitation of the System</p> <p>d. no more than one release behind within 45 Calendar Days of new version release</p>	<p>a. \$5,000 per occurrence plus \$10,000 per 24-hour delay</p> <p>b. \$5,000 per occurrence plus \$5,000 per additional 30 days delay</p> <p>c. \$5,000 per occurrence plus \$10,000 per 24-hour delay</p> <p>d. \$5,000 per occurrence plus \$5,000 per additional 30 days delay</p>

Full Transponder List Transmission

58.	Transponder List Transmission - Transmit Comprehensive, Accurate Transponder List to each Toll Agency's Host System.	<p>a. Transmission - each Calendar Day by the time(s) specified in the ICD or as agreed to during design</p> <p>b. Accuracy – 100% accurate and complete</p>	<p>a. Transmission - \$200 per transmission per occurrence plus \$500 for each additional 1-hour delay</p> <p>b. Accuracy – \$500 per transmission, per occurrence, plus \$1,000 per each additional 1-hour delay in correcting and resubmitting the file</p>
-----	--	--	---

General Ledger Data Transmission

59.	General Ledger Data Transmission - Transmit complete, accurate and balanced General Ledger data from the financial system to each Toll Agency's Host System.	<p>a. Transmission - 100% with file created and transmitted each Calendar Day 24 hours containing activity from the previous Calendar Day</p> <p>b. Accuracy - 100% accurate and complete</p>	<p>a. Transmission - \$200 per transmission, plus \$500 per transmission, per each additional 24-hour delay</p> <p>b. Accuracy - \$500 per occurrence, plus \$500 per file, per each additional 24-</p>
-----	--	---	---

#	System and Maintenance Performance Requirement	Measurement	System Maintenance, Administration, and Software Support Services Fee Adjustment
			hour delay in correcting and resubmitting file
Technical Support for Customers			
60.	<p>Customer requests for technical support shall be acknowledged and resolved promptly.</p> <ul style="list-style-type: none"> a. Acknowledgement notification shall be sent immediately. b. Resolution and notification of resolution shall be complete within 72 hours. 	<ul style="list-style-type: none"> a. 100% acknowledgement response sent to customer within 1 hour of Customer request b. 100% resolution and notification of resolution sent to customer within 72 hours of Customer request 	<ul style="list-style-type: none"> a. \$50 per occurrence b. \$50 per occurrence plus \$100 per day delay

1.2 Operations Performance Requirement

The Operations Performance Requirements are intended to align with the primary functions of the CSC operations. Some Operations Performance Requirements will be used to measure performance of processes that execute multiple times per day, for example, serving customers at the CSC or via the telephone. Other Operations Performance Requirements assess the Contractor's performance on the completion of a specific task, for example the completion of accurate monthly reconciliation and Submittal of the reconciliation documentation to NJTA. The specific method of measuring the Contractor's performance will vary depending on the Operations Performance Requirement, but will generally be measured on a per item, daily or monthly basis.

1	Validation of compliance to Operations Performance Requirements and adjustments to the monthly fee, if applicable, shall begin at the commencement of the Operations Services and shall continue through the Contract Term.
2	Facilitate performance monitoring by reporting of performance, Monthly Performance Scorecard, and performance on the Per Incident System Performance Requirements in clearly measurable terms, including but not limited to those Operations Performance Requirements set forth in this section.
3	While the Contractor's performance is assessed monthly, performance shall in many cases be measured continuously as shown in Table 1-4 and Table 1-6.

1.2.1 Operations Performance Scorecard

For operations, each Operations Performance Requirement is assigned a weighted non-compliance point value as shown in Table T-1-4. The number of non-compliance points assigned depends on the severity of the failure, frequency of the failure, and its potential impact on New Jersey E-ZPass operations, revenue, and customer service.

Failure to comply with the Operations Performance Requirements will result in the associated non-compliance points being applied to the Contractor's Monthly Operations Performance Scorecard. If the accumulated non-compliance points reach a specified threshold, the Contractor's Operations fee for the month shall be adjusted by a percentage of the total fee value, as shown in Table T-1-5.

Table T-1-4: Operations Performance Requirement Scorecard

KPI #	Operations Performance Requirement	Measurement	Non-Compliance Points
1.	Service Level – percentage of customer calls answered promptly upon selecting to speak with a CSR	90% within 120 seconds	3 per day
2.	Phone Maximum Wait Time – wait time after electing to speak with a CSR	a. Maximum wait between 5-10 minutes b. Maximum wait greater than 10 minutes	5 per day 10 per day
3.	SMS Response Time – response to customer SMS/Text messages	85% in 60 seconds	3 per day
4.	Chat Response Time – response to customer chat requests (does not include auto-response of chat receipt or virtual assistant response)	85% in 60 seconds	3 per day
5.	WIC Wait Time – the time a customer has to wait to be serviced in a WIC	85% less than 15-minute wait time	3 per day
6.	Electronic Channel Response Time – resolve and complete requests (does not include auto-response of contact receipt) that arrive through electronic channel (web contact or social media direct message)	100% within 3 Business Days	3 per day
7.	Case Response Time – resolve and complete all Cases through Case management system based on Case priority as defined by NJTA. a. Priority 1 b. Priority 2 c. All Other Priorities	a. Priority 1 - 100% within 3 Business Days b. Priority 2 - 100% within 5 Business Days c. All Other Priorities - 100% within 10 Business Days	3 per day delay
8.	App Store Response Time– respond to customer inquiries and feedback from App Store related to issues	100% Response Rate within 3 Business Days	20 per Business Day

KPI #	Operations Performance Requirement	Measurement	Non-Compliance Points
9.	First Contact Resolution – Customer inquiries are resolved on their first contact with the Service Center. Measured through Customer satisfaction analysis	85%	2
10.	Customer Interaction Monitoring - monitor and review Customer interaction	a. 90% of Customer interactions per month (phone, chat, SMS, social media direct message) b. 5% Customer interactions per CSR per month (web contact, IVR and WIC)	a. 20 per month b. 20 per month
11.	Customer Satisfaction - evaluate Customer satisfaction for CSR phone interactions.	70% neutral or positive sentiment	20 per month
12.	Customer Satisfaction - evaluate Customer satisfaction in all non-phone CSR channels (IVR, chat, SMS, web contact, Mobile Application contact, social media direct message, WIC). Scale will be defined and Approved in the SOPs.	85% overall monthly satisfaction average per channel	20 per month
13.	Inventory Management a. Identify Account accurately and mail transponders to customers b. Transponders assigned to correct Account and mailed to the correct address c. Process returned transponders and update customer Account	c. 100% within 3 Business Days mailed to the correct address with all appropriate materials included d. 100% assigned to correct Account and mailed to the correct address e. 100% within 3 Business Days	a. 3 per occurrence, plus 3 per additional Business Day of delay b. 10 per occurrence c. 3 per occurrence, plus 3 per additional Business Day of delay
14.	Outbound Correspondence Sent – all outbound Correspondence (not including Statements, Post-paid Invoices or Violation Notices) sent to customers via channel selected by customer	100% sent via the correct channel within 2 Business Day of qualifying event	3 per Business Day

KPI #	Operations Performance Requirement	Measurement	Non-Compliance Points
15.	Bankruptcy Notification Sent – all bankruptcy filings recorded, and notifications sent to customers via channel required	100% within 5 Business Days of receipt of filing	3 per Business Day
16.	Commercial Post-paid Invoices Sent – Commercial Post-paid Invoices sent to customers upon eligibility	100% within 5 Business Days of eligibility	3 per Business Day, plus 1 per Business Day until 100% of that day's eligible Notices are sent
17.	Toll Bills and Post-paid Statements Sent – Toll Bills and Post-paid Statements Sent to customers upon eligibility	100% within 5 Business Days of eligibility	3 per Business Day, plus 1 per Business Day until 100% of that day's eligible Notices are sent
18.	Statements Sent – Account statements sent to customers upon eligibility	100% within 5 Business Days for hardcopy of eligibility 100% within 2 Business Days for electronic of eligibility	3 per Business Day, plus 1 per Business Day until 100% of that day's eligible Notices are sent
19.	First Notices Sent – first Notices terminated outside of period prescribed by law (at present 60 days)	1-100 Notices not sent 101-1,000 Notices not sent >1,000 Notices Not sent	3 per notice 5 per notice 10 per notice
20.	Second Notices Sent– second Notices mailed to customers upon eligibility	100% sent within 4 Business Days of eligibility	5 per Business Day until 100% of that day's eligible Notices are mailed
21.	Toll Bill, Post-paid Statement and Violation Notice Accuracy	0.1% maximum dismissed, adjusted or re-assigned due to inaccurate information	30 per month
22.	Evidence Package Produced	a. 100% of requested items must be ready by the Toll Agency-specified “Required Date” b. 100% of requested items must be accurate and complete	a. 2 per item, per missed deadline, plus 2 per item, per each additional Business Day delay

KPI #	Operations Performance Requirement	Measurement	Non-Compliance Points
			b. 2 per incorrect package, plus 2 per incorrect package, per each additional Business Day delay in correcting
23.	Subpoena Response Time - respond to requests for data in support of Subpoenas	a. 100% of Subpoena support data must be submitted by the Toll Agency-specified "Required Date" b. 100% of Subpoena support data must be accurate and complete	a. 2 per item, per missed deadline, plus 2 per item, per each additional Business Day delay b. 2 per incorrect Subpoena support data, plus 2 per incorrect Subpoena support data, per each additional Business Day delay in correcting
24.	Open Public Record Act (OPRA) Produced	100% of OPRA requested items must be accurate and complete	1 per incorrect OPRA request, plus 1 per item, per each additional Business Day delay in correcting
25.	Image Review Quality Assurance	100% completed within 3 Business Days	3 per Business Day
26.	Payments Posted - post payments to correct Account and deposit funds in bank	100% within 1 Business Day	5 per Business Day
27.	Payment Exceptions Processed – processing of all exceptions that the third-party Lockbox Service Provider cannot resolve	100% within 1 Business Day	3 per Business Day

KPI #	Operations Performance Requirement	Measurement	Non-Compliance Points
28.	CSR Shifts reconciled, balanced and closed.	100% end of each Business Day	5 per shift forced closed
29.	Refunds Issued	a. 100% within 10 Business Days of Account closing or customer request b. 100% within 30 Business Days from dispute resolution or overpayment made for Unregistered Accounts	5 per Business Day per event
30.	Unallocated Funds Identified and Resolved	100% within 15 Business Days	3 per Business Day
31.	Payment Transfers Processed - payments transferred to each Toll Agency's specific bank	100% by 10:30 am each Business Day	5 per Business Day
32.	Reconciliation Reports Produced - reconciliation reports with respect to NJTA service account	100% within 10 Business Days from end of the month	20 per month
33.	Monthly reporting – submission of monthly bank reconciliation and financial statements	Reporting package reconciled and submitted electronically to NJTA by the 10th Business Day of the month	20 per month
34.	Annual reporting – submission of draft unaudited financial statements	Draft financial statements submitted electronically to NJTA by 60 days from Fiscal Year end	5 per day
35.	Annual reporting – submission of final audited, financial statements	Final audited financial statements (clean opinion) submitted electronically to NJTA by 90 days from Fiscal Year end	5 per day
36.	Escheatments Processed– complete the escheatment process per the applicable state's escheatment schedule	100% by each state's required completion date	20 per month, per state not completed
37.	Bankruptcies Processed - process bankruptcies in accordance with Business Rules	100% by month end	20 per month

1.2.2 Escalation

Non-compliance points will accrue as follows:

- The first month that a specific Operations Performance Requirement is not met will result in the assessment of the initial value of the non-compliance points assigned in Table T-1-4.
- If a specific Operations Performance Requirement is not met for a second consecutive month, the non-compliance points assessed for that failure will be doubled for that month.
- If a specific Operations Performance Requirement is not met for a third consecutive month and for all subsequent consecutive months thereafter, the non-compliance points assessed for that failure will be tripled for that month.
- If the specific Operations Performance Requirement is met or if monthly performance is at Level 1, then the performance point assessment will reset.

1.2.3 Non-Compliance Operations Performance Adjustments

The Contractor's Operations performance score will be determined each month by adding the points assessed for non-compliance as described in Table T-1-4 along with any escalated accrual of points due to repeated failure to comply with a Performance Requirement for consecutive months. A performance adjustment will be made to the Operations fee in each month that the Contractor exceeds the allowable number of non-compliance points up to a maximum monthly adjustment of the Operations Fee. The calculation of any such fee adjustment will be exclusive of any pass-through costs.

Table T-1-5: Non-Compliance Adjustments – Operations Performance

Performance Level	Non-Compliance Points Range	Monthly Operations Fee Adjustments Percentage
Level 1	0-30	0%
Level 2	31-50	1%
Level 3	51-150	2%
Level 4	151-250	5%
Level 5	251-400	12%
Level 6	401+	25%

1.2.4 Per Incident Operations Performance Requirements

Some operational functions cannot be measured on a monthly basis. These include activities that occur only on an annual basis and those that occur irregularly. Performance for these items will be measured per incident and will be assessed for the month in which the incident occurs. These per incident charges will be in addition to any other adjustments assessed for that month. Table T-1-6 describes the Per Incident Operations Performance Requirements.

Table T-1-6: Per Incident Operations Performance Requirements

KPI #	Operations Performance Requirement	Measurement	Frequency	Operations Fee Adjustment
38.	Submit Monthly Performance Scorecard, and backup for Performance Reports	By 15 th of the following month	Per Incident	\$5,000 per day delayed
39.	Delivery of final version of the Root Cause Analysis Report for every incident that results in revenue loss or is customer impacting.	Five (5) Business Days of the operational incident	Per Incident	\$1,000 per incident for every day delayed
40.	Delivery of SSAE-18 and all related financial statements	100% delivered by December 31 st of the current year that the audit was performed	Per Incident	\$10,000
41.	Perform annual validation and certification of the full cycle of CSC operations processes in accordance with the Approved Operations End-to-End Validation Plan	100% delivered by December 31 st of the current year that the audit was performed	Per Incident	\$10,000 per month delayed
42.	Fraud Monitoring <ul style="list-style-type: none"> a. failure to detect and be alerted of fraudulent activity b. inform NJTA immediately upon occurrence of fraud activity c. perform research and take corrective action 	<ul style="list-style-type: none"> a. within 24 hours of fraudulent activity b. notification to NJTA within 24 hours of fraud activity c. completion of corrective action within 24 hours of NJTA Approval of corrective action 	Per Incident	<ul style="list-style-type: none"> a. \$5,000 per day delay b. \$10,000 for failure to notify c. \$10,000 for failure to complete corrective action
43.	Key Personnel - Fulfilment of any vacated Key Personnel position as stated in Agreement Section 27.0 Key Personnel	Immediately upon position being vacated	Daily	Amount equal to the position hourly rate provided in Exhibit B-1 CSC Services Price Proposal, applied in 8-hour increments per Business Day

KPI #	Operations Performance Requirement	Measurement	Frequency	Operations Fee Adjustment
44.	Support new license plate types – Assure that new license plate types that are required for ROV lookup are promptly identified and added to the System	100% are added to the System within 45 days of being made available to the public by the respective MVC/DMV	Per Incident	\$1,000 per Business Day

1.3 Monthly Fee Adjustment

For every month of Maintenance and Operations Services, the Contractor shall verify compliance to System and Maintenance and Operations Performance Requirements. The Monthly Fee Adjustment shall be calculated based on the Table T-1-7 below.

Table T-1-7: Per Incident Operations Performance Requirements

Performance Category	Invoice Fee Adjustment	Total Adjustment Amount
Non-Compliance Adjustments - System and Maintenance Performance	Monthly System Maintenance, Administration, and Software Support Services Fee Invoice Adjustments Percentage	Sx,xxx
Per Incident System and Maintenance Performance	Monthly System Maintenance, Administration, and Software Support Services Fee Invoice Adjustments Amounts	Sx,xxx
Non-Compliance Adjustments – Operations Performance	Monthly Operations Fee Adjustments Percentage	Sx,xxx
Per Incident Operations Performance	Monthly Operations Fee Adjustments Amounts	Sx,xxx
Total Monthly Fee Adjustment		Sxx,xxx

Appendix T-2

Category B LPR Services Performance Requirements

1 PERFORMANCE REQUIREMENT

The Contractor shall meet the Performance Requirements documented in Table T-2-1 during the Operations and Maintenance Phase of the New Jersey E-ZPass LPR Services Agreement. If the Contractor fails to meet the Performance Requirements, the Contractor shall be liable to NJTA for liquidated damages in the form of Monthly Fee Adjustments, based on the calculations described below.

The Contractor shall provide monthly reporting for each Performance Requirement regardless of whether or not it is achieved. Failure to deliver the Performance Report shall result in automatic assessment of \$10,000 per reporting period for each Maintenance category. If reports are not available or reports are not accurate, the Contractor shall be assessed the full liquidated damages for each Performance Requirement that is unreported or reported incorrectly.

1.1 LPR Services Performance Requirement

LPR Services performance shall be measured in categories that align with the primary functions of the Contractor's Services. The specific method of measuring the Contractor's performance will vary depending on the individual Performance Requirement, but will generally be measured either by event, per hour, per calendar/Business Day or on a monthly basis.

1	Validation of compliance to LPR Services Performance Requirements and adjustments to the monthly fee, if applicable, shall begin at the commencement of the System Maintenance, Administration and Software Support Services and LPR Operations Services and shall continue through the Contract Term.
2	Facilitate performance monitoring by reporting of LPR Services Performance Requirements in clearly measurable terms, including but not limited to those LPR Services Performance Requirements set forth in this section.
3	While the Contractor's performance is assessed monthly, performance shall in many cases be measured continuously as shown in Table T-2-1.

Table T-2-1: LPR Services Performance Requirements

KPI #	Performance Requirement	Measurement	Adjustment
System Performance and Security			
1.	<p>LPR System Availability</p> <p>Assure availability of the LPR System. The LPR System is considered available when the AIR, MIR, and Gross Class Mismatch review applications and all interfaces are all properly functioning and available to receive and process images and transaction data, reconcile the data, transmit data, and perform scheduled jobs accurately.</p> <p>The LPR System shall be considered unavailable (LPR System downtime) if any or all of the components listed above are not available or are severely degraded, causing loss of functionality, causing application errors for multiple users, interfaces are not operational, and preventing access to Authorized Users or Toll Agencies.</p>	<p>99.90% uptime</p> <p>Availability = $(1 - [\text{Total number of hours of downtime per month, excluding preventative maintenance and Software Release activities preapproved by NJTA and/or other exclusions granted by NJTA} / \text{Total hours in the month}]) * 100$</p>	<p>A 3% adjustment to the monthly maintenance fee for availability between 99.50% and 99.90%,</p> <p>a 5% adjustment to the monthly maintenance fee for availability between 99.00% and 99.49%, and</p> <p>a 10% adjustment to the monthly maintenance fee for availability below 99.00%.</p>
2.	<p>Assure availability of the secondary environment, including recovery data transfer and synchronization success.</p>	<p>99.50% uptime, unless it is functioning as the primary production environment, in which case its availability target is that of the LPR System</p> <p>Availability = $(1 - [\text{Total number of hours of downtime per month, excluding preventative maintenance and Software Release activities preapproved by NJTA} / \text{Total hours in the month}]) * 100$</p>	<p>A 1% adjustment to the monthly maintenance fee for availability between 99.00% and 99.50%,</p> <p>a 1.5% adjustment to the monthly maintenance fee for availability between 98.50% and 98.99%, and</p> <p>a 3% adjustment to the monthly maintenance fee for availability below 98.50%.</p>

KPI #	Performance Requirement	Measurement	Adjustment
		and/or other exclusions granted by NJTA / Total hours in the month]) * 100	
3.	Assure availability of the MOMS environment.	99.90% uptime	\$1,000 for every .05% below target
4.	Assure availability of the reporting environment.	99.90% uptime	\$500 for every .05% below target
5.	Assure availability of the dedicated Toll Agency test environment.	99% uptime	\$500 for every .05% below target
6.	Receive and reconcile images from the CSC Services Contractor and the Toll Host/Image Capture Systems.	100% reconciled within 24 hours of image receipt	\$10 for every 1,000 images not reconciled, plus \$10 per 100 images for every additional 24-hour delay
7.	Exercise full failover to the secondary environment and demonstrate achievement of failover to near-real-time Recovery Point Objective (RPO) within the Recovery Time Objective (RTO).	a. May 1 and November 1 each year b. failover achieves RPO c. failover achieves RTO	a. \$5,000 per occurrence plus \$10,000 for each month delayed b. \$1,000 per occurrence plus \$5,000 for each hour short of the RPO c. \$1,000 per occurrence plus \$5,000 for each hour beyond the RTO
8.	Correct any issues experienced during failover testing.	Within 15 days of issue	\$1000 per occurrence plus \$1,000 for each additional 24-hour delay
9.	Correct any issues experienced during business continuity testing.	Within 15 days of issue	\$1000 per occurrence plus \$1,000 for each additional 24-hour delay
10.	Security Breaches (Agreement Section 22.0 Security Incident) a. protect LPR System from security breach	a. 0 breaches	a. \$10,000 per occurrence

KPI #	Performance Requirement	Measurement	Adjustment
	<ul style="list-style-type: none"> b. notification of incident in accordance with Agreement c. implementation of corrective action to prevent further intrusion, and to mitigate or rectify such Security Incident d. completion of remediation steps resulting from the security breach 	<ul style="list-style-type: none"> b. within 24 hours of event c. within 24 hours of event d. within 5 days of event 	<ul style="list-style-type: none"> b. \$1,000 per hour delay c. \$2,500 per hour delay d. \$5,000 per day delay
11.	Perform external vulnerability scans and penetration testing.	Every month and upon Software Release and upgrades/ updates	\$1,000 per occurrence plus \$1,000 for each additional Business Day delay
12.	<p>Keep all System environments fully patched and up to date.</p> <p>a.-c. Updates to correct System security vulnerabilities shall be implemented immediately upon Release unless additional time is Approved by NJTA.</p> <p>d. All other releases shall not be more than one release behind the manufacturer's latest major release unless Approved by NJTA.</p>	<ul style="list-style-type: none"> a. 100% of vulnerabilities with a Critical, High, or Medium severity are mitigated within 48 hours of their publication b. 100% of vulnerabilities with a Low severity are mitigated within 30 Calendar Days of their publication c. 100% of vulnerabilities identified, but a security patch or upgrade is not available from the manufacturer shall be mitigated by Contractor taking all necessary steps to mitigate exploitation of the System d. no more than one release behind within 45 Calendar Days of new version release 	<ul style="list-style-type: none"> a. \$5,000 per occurrence plus \$10,000 per 24-hour delay b. \$5,000 per occurrence plus \$5,000 per additional 30 days delay c. \$5,000 per occurrence plus \$10,000 per 24-hour delay d. \$5,000 per occurrence plus \$5,000 per additional 30 days delay
Operations and Maintenance			
13.	License Plate Extraction (AIR) Automation Accuracy	70% AIR at 99.95% accuracy on all received images per Toll Agency,	

KPI #	Performance Requirement	Measurement	Adjustment
	The LPR System shall correctly extract the license plate, plate type, and jurisdiction under all conditions described in this Scope of Services for each Toll Agency. Sample size shall include images from all Toll Facilities for each Toll Agency.	measured monthly during the month following the anniversary of Go-Live	1% adjustment to the monthly operations fee for every 1% below the 70% automated rate at 99.95% accuracy
14.	<p>Overall License Plate Image Accuracy (automated and manual)</p> <p>These Requirements shall apply to AIR and MIR in order to obtain the correct license plate number, jurisdiction, and plate type for each Toll Agency. The incorrect identification and determination of the license plate by the Image Review process (automated and/or manual) is considered an error. The calculation for the KPI is:</p> $\text{Accuracy} = (\text{total sample size} - \text{errors} - \text{exceptions}) / (\text{total sample size} - \text{exceptions})$ <p>The % error rate over the 0.05 percent rate for the sample size is then extrapolated to the actual volume of images for each Toll Agency to determine the total license plate errors for each Toll Agency.</p>	99.95% accurate on all accepted images per Toll Agency measured monthly	\$10 for each license plate in error for error rates above the 0.05 percent rate
15.	<p>Image Rejection Accuracy</p> <p>Incorrect rejections determined during image re-review are included in the sample size.</p> $\text{Accuracy} = (\text{total sample size} - \text{errors} - \text{exceptions}) / (\text{total sample size} - \text{exceptions})$	100% accurate per Toll Agency measured monthly	\$10 for each incorrectly rejected image in error

KPI #	Performance Requirement	Measurement	Adjustment
	The % error rate for the sample size is then extrapolated to the actual volume of images for each Toll Agency to determine the total rejected license plate for each Toll Agency.		
16.	<p>Image Reject Reason Accuracy</p> <p>If the image meets the reject criteria, it must be rejected with the correct reject reason.</p>	99.75% accurate per Toll Agency measured monthly	\$100 for every .1% below the requirement
17.	<p>Gross Class mismatch Review Accuracy</p> <p>The incorrect identification and determination of the vehicle classification by the Gross Class Mismatch review process is considered an error. The calculation for the KPI is:</p> $\text{Accuracy} = (\text{total sample size} - \text{errors} - \text{exceptions}) / (\text{total sample size} - \text{exceptions})$ <p>The % error rate for the sample size is then extrapolated to the actual volume of Gross Class Mismatch transactions for each Toll Agency to determine the total errors for each Toll Agency.</p>	100% accurate per Toll Agency measured monthly	\$15 for each Gross Class Mismatch error
18.	Timeliness of License Plate Extraction Results (Automatic and Manual)- Provide all transaction manual image(s) review results within the prescribed timeframe	<ul style="list-style-type: none"> a. Provide 80% of all transaction image(s) review results within 24 hours of receiving. b. Provide 90% of all transaction image(s) review results within 48 hours of receiving. c. Provide 100% of all transaction image(s) review results within 72 hours of receiving 	<ul style="list-style-type: none"> a. \$1,000 per Calendar Day for failure to transmit b. \$1,000 per Calendar Day for failure to transmit c. \$1,000 per Calendar Day for failure to transmit and an additional \$100 for every 5% of Transactions/Images in the queue for greater than four (4) Business Days

KPI #	Performance Requirement	Measurement	Adjustment
19.	Timeliness of Gross Class Mismatch Review - Provide all Gross Class Mismatch processing results within the prescribed timeframe	a. Provide 90% of all transaction review results within 24 hours of receiving. b. Provide 100% of all transaction review results within 48 hours of receiving.	a. \$1,000 per Calendar Day for failure to transmit b. \$1,000 per Calendar Day for failure to transmit and an additional \$100 for every 5% of Transactions/Images in the queue for greater than four (2) Business Days
20.	Support new license plate types – Assure that new license plate types that are required for ROV lookup are promptly identified and added to the System	100% are added to the System within 45 days of being made available to the public by the respective MVC/DMV	\$1,000 per additional Business Day a new license plate type is not available
21.	Priority Event reporting – a. Immediately inform NJTA, through Approved channel(s), of all Priority 1 events. b. In addition to respond and repair dates and times, record all relevant dates and times in the MOMS that are needed to demonstrate compliance for Priority 1, 2 and 3 events. c. Perform a Root Cause Analysis (RCA) of all Priority 1 events and other events as requested by NJTA and provide a detailed report to NJTA.	a. 100% within 1 hour b. 100% of required dates and times are stored c. within 5 Calendar Days	a. \$2,000 occurrence, plus \$2,000 for each additional hour delay b. \$1,000 per occurrence c. \$2,000 per occurrence plus \$2,000 for each additional 24-hour delay
22.	Acknowledge Priority 1, 2 and 3 events.	100% within 30 minutes	\$1,000 per event
23.	Respond to and Repair Priority 1 events if no software change is required.	100% within 4 hours	\$5,000 per event plus \$2,500 per each additional hour delay
24.	Respond to and Repair Priority 1 events if software change is required –	a. 100% within 2 hours	a. \$5,000 per event plus \$5,000 per each additional hour delay

KPI #	Performance Requirement	Measurement	Adjustment
	<ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> b. 100% within 8 hours c. within 48 hours d. within 10 Calendar Days, in accordance with NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> b. \$5,000 per event plus \$5,000 per each additional hour delay c. \$2,000 per event plus \$2,000 per each additional 48-hour delay d. \$5,000 per event plus \$5,000 per additional 24-hour delay
25.	Respond to and Repair Priority 2 events if no software change is required.	100% within 8 hours	\$2,000 per event plus \$2,000 per each additional 4-hour delay
26.	<p>Respond to and Repair Priority 2 events if software change is required –</p> <ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> a. 100% within 4 hours b. 100% within 16 hours c. within 48 hours d. within 15 Calendar Days per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> a. \$2,000 per event plus \$2,000 per each additional 4-hour delay b. \$2,000 per event plus \$2,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 48-hour delay d. \$2,000 per event plus \$2,000 per each additional 24-hour delay
27.	Respond to and Repair Priority 3 events if no software change is required.	100% within 48 hours	\$1,000 per event plus \$1,000 per each additional 12-hour delay
28.	Respond to and Repair Priority 3 events if software change is required –	<ul style="list-style-type: none"> a. 100% within 24 hours 	<ul style="list-style-type: none"> a. \$1,000 per event plus \$1,000 per each additional 12-hour delay

KPI #	Performance Requirement	Measurement	Adjustment
	<ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> b. 100% within 48 hours c. within 5 Calendar Days d. Within 20 Calendar Days, per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> b. \$1,000 per event plus \$1,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 24-hour delay d. \$1,000 per event plus \$2,000 per each additional 24-hour delay
29.	Delivery of SSAE-18 Type II SOC 2 Report	100% delivered by December 31st of the current year that the audit was performed	\$5,000 per occurrence
30.	Key Personnel - Fulfilment of any vacated Key Personnel position as stated in Agreement Section 27.0 Key Personnel	Immediately upon position being vacated	Amount equal to the position hourly rate, applied in 8-hour increments per Business Day, until the position is filled with an NJTA-approved person.

1.2 KPI Exceptions

4	Reject reasons that are considered exceptions to be excluded from the overall image transaction accuracy results:
	a. the vehicle has no plate;
	b. the plate is not in the normal camera field of view because the plate is not mounted in accordance with state law;
	c. the plate is covered by dirt, a trailer hitch, tailgate, or some other material such that the numbers/letters are not human readable, and
	d. the plate is damaged so that numbers/letters are not human readable.

1.3 Monthly Fee Adjustment

For every month of Maintenance and Operations Services, the Contractor shall verify compliance to LPR Performance Requirements. The Monthly Fee Adjustment shall be calculated based on the adjustments assessed due to Contractor's non-compliance to the LPR Performance Requirements.

Appendix T-3

Category C Collections Services Performance Requirements

1 PERFORMANCE REQUIREMENT

The Contractor shall meet the Performance Requirements documented in Table T-3-1 during the Operations and Maintenance Phase of the New Jersey E-ZPass Collections Services Agreement. If the Contractor fails to meet the Performance Requirements, the Contractor shall be liable to NJTA for liquidated damages in the form of Monthly Fee Adjustments, based on the calculations described below.

The Contractor shall provide monthly reporting for each Performance Requirement regardless of whether or not it is achieved. Failure to deliver the Performance Scorecard and Report shall result in automatic assessment of \$10,000 per reporting period for each Maintenance category. If reports are not available or reports are not accurate, the Contractor shall be assessed the full liquidated damages for each Performance Requirement that is unreported or reported incorrectly.

1.1 Collections Services Performance Requirement

Collections Services performance shall be measured in categories that align with the primary functions of the Contractor's Services. The specific method of measuring the Contractor's performance will vary depending on the individual Performance Requirement, but will generally be measured either by event, per hour, per calendar/Business Day or on a monthly basis.

1	Validation of compliance to Collections Services Performance Requirements and adjustments to the monthly fee, if applicable, shall begin at the commencement of the Collections Operations Services and shall continue through the Contract Term.
2	Facilitate performance monitoring by reporting of Collections Services Performance Requirements in clearly measurable terms, including but not limited to those Collections Services Performance Requirements set forth in this section.
3	While the Contractor's performance is assessed monthly, performance shall in many cases be measured continuously as shown in Table T-3-1.

Table T-3-1: Performance Requirements

Per Incident Items	Performance Requirement	Measurement	Adjustment
1	<p>Assure availability of the Collections System. The Collections System is considered available when the Collections application, all interfaces, network, IVR, mobile application and website are all properly functioning and available to receive and process files, issue collection notifications, collect payments, and provide Customers with self-service Account functions.</p> <p>The Collections System shall be considered unavailable (downtime) if any or all of the components listed above are not available or are severely degraded; causing loss of functionality; causing application errors for multiple users; interfaces are not operational and preventing access to Authorized Users, Customers, and external entities.</p>	<p>99.90% uptime</p> <p>Availability = (1 - [Total number of hours of downtime per month, excluding preventative maintenance and Software release activities preapproved by NJTA and/or other exclusions granted by NJTA / Total hours in the month]) * 100</p>	<p>A 3% adjustment to the monthly maintenance fee for availability between 99.50% and 99.90%,</p> <p>a 5% adjustment to the monthly maintenance fee for availability between 99.00% and 99.49%, and</p> <p>a 10% adjustment to the monthly maintenance fee for availability below 99.00%.</p>
2	Receive, Process, and respond to Skip Tracing File - Promptly and accurately perform Skip Tracing for all records New Jersey E-ZPass System and transmit results to New Jersey E-ZPass System.	100% processed within three (3) Calendar Day	\$1,000 per file per Calendar Day delay.
3	Receive and Process Collections Placement File – Promptly and accurately process and update Collections Accounts.	100% posted/processed within one (1) Calendar Day	<p>\$5,000 per file per Calendar Day delay.</p> <p>\$50 for each placement not processed.</p>

Per Incident Items	Performance Requirement	Measurement	Adjustment
4	Prepare and Transmit Collections Updates – Transmit Collections Account updates.	<ul style="list-style-type: none"> a. Transmission: each Calendar Day by the times specified in the ICD or as agreed to during design b. Accuracy: 100% accurate and complete 	<ul style="list-style-type: none"> a. Transmission: \$1,000 per file, per Calendar Day delay b. Accuracy: \$50 per occurrence
5	<p>Priority Event reporting</p> <ul style="list-style-type: none"> a. Immediately inform NJTA, through Approved channel(s), of all Priority 1 events. b. In addition to respond and repair dates and times, record all relevant dates and times that are needed to demonstrate compliance for Priority 1, 2 and 3 events. c. Perform a Root Cause Analysis (RCA) of all Priority 1 events and other events as requested by NJTA and provide a detailed report to NJTA. 	<ul style="list-style-type: none"> a. 100% within 4 hours b. 100% of required dates and times are stored c. within 5 Calendar Days 	<ul style="list-style-type: none"> a. \$2,000 occurrence, plus \$2,000 for each additional hour delay b. \$1,000 per occurrence c. \$2,000 per occurrence plus \$2,000 for each additional 24-hour delay
6	Acknowledge Priority 1, 2 and 3 events.	100% within 60 minutes	\$1,000 per event
7	Respond to and Repair Priority 1 events if no software change is required.	100% within 24 hours	\$5,000 per event plus \$2,500 per each additional 24-hour delay

Per Incident Items	Performance Requirement	Measurement	Adjustment
8	<p>Respond to and Repair Priority 1 events if software change is required</p> <ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> a. 100% within 4 hours b. 100% within 24 hours c. within 48 hours d. within 10 Calendar Days, in accordance with NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> a. \$5,000 per event plus \$5,000 per each additional hour delay b. \$5,000 per event plus \$5,000 per each additional 24-hour delay c. \$2,000 per event plus \$2,000 per each additional 48-hour delay d. \$5,000 per event plus \$5,000 per additional 24-hour delay
9	Respond to and Repair Priority 2 events if no software change is required.	100% within 48 hours	\$2,000 per event plus \$2,000 per each additional 24-hour delay
10	<p>Respond to and Repair Priority 2 events if software change is required</p> <ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> a. 100% within 8 hours b. 100% within 48 hours c. within 48 hours d. within 15 Calendar Days per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> a. \$2,000 per event plus \$2,000 per each additional 4-hour delay b. \$2,000 per event plus \$2,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 48-hour delay d. \$2,000 per event plus \$2,000 per each additional 24-hour delay

Per Incident Items	Performance Requirement	Measurement	Adjustment
11	Respond to and Repair Priority 3 events if no software change is required.	100% within 48 hours	\$1,000 per event plus \$1,000 per each additional 24-hour delay
12	<p>Respond to and Repair Priority 3 events if software change is required</p> <ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> a. 100% within 24 hours b. 100% within 48hours c. within 5 Calendar Days d. Within 20 Calendar Days, per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> a. \$1,000 per event plus \$1,000 per each additional 12-hour delay b. \$1,000 per event plus \$1,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 24-hour delay d. \$1,000 per event plus \$2,000 per each additional 24-hour delay
13	<p>Security Breaches (Agreement Section 22.0 Security Incident)</p> <ul style="list-style-type: none"> a. protect Collections System from security breach b. notification of incident in accordance with Agreement c. implementation of corrective action to prevent further intrusion, and to mitigate or rectify such Security Incident d. completion of remediation steps resulting from the security breach 	<ul style="list-style-type: none"> a. 0 breaches b. within 24 hours of event c. within 24 hours of event d. within 5 days of event 	<ul style="list-style-type: none"> a. \$10,000 per occurrence b. \$1,000 per hour delay c. \$2,500 per hour delay d. \$5,000 per day delay

Per Incident Items	Performance Requirement	Measurement	Adjustment
14	Complete a comprehensive review of the Collections System compliance to the security standards required in the New Jersey Statewide Information Security Manual.	<ul style="list-style-type: none"> a. once every twelve (12) months after Go-Live b. submit a report detailing the findings of this review within 30 days of the Go-Live anniversary 	<ul style="list-style-type: none"> a. \$1,000 per occurrence plus \$1,000 for each additional 24-hour delay b. \$1,000 for each additional 24-hour delay
15	Maintain compliance with PCI Data Security Standards. <ul style="list-style-type: none"> a. conduct annual PCI audit b. provide annual Attestation of Compliance and Report on PCI compliance 	<ul style="list-style-type: none"> a. by October 31 each year b. within 15 Business Days of audit completion 	<ul style="list-style-type: none"> a. \$5,000 per occurrence of non-compliance plus \$1,000 per additional Business Day delay b. \$5,000 per occurrence plus \$1,000 per additional Business Day delay
16	Payment Transfers Processed – Transfer Toll Agency payments to Approved bank accounts for each type of Collection Placement	100% by 10:30 am each Business Day	\$10,000 per Business Day delay
17	Reconciliation Reports Produced - Reconciliation reports with respect to each Toll Agency collections and payment transfers	100 percent within 10 Business Days from end of the month	\$1,000 per Business Day delay
18	Monthly reporting – submission of monthly bank reconciliation and financial statements	reporting package reconciled and submitted electronically to CSC Services Contractor, NJTA, and Toll Agencies by the 10th Business Day of the month	\$1,000 per Business Day delay
19	Key Personnel - Fulfilment of any vacated Key Personnel position as stated in Agreement Section 27.0 Key Personnel	60 days upon position being vacated	amount equal to the position hourly rate, applied in 8-hour increments per Business Day
20	Response to Customers – Respond to Customer inquiries from all channels with resolution	within 3 Business Days of receipt of inquiry	\$5 per incident, per missed inquiry, plus \$5 per each additional Business Day delay

Per Incident Items	Performance Requirement	Measurement	Adjustment
21	Evidence Package Materials Provided	<ul style="list-style-type: none"> a. 100 percent of requested items must be ready by the Toll Agency-specified “Required Date” b. 100 percent of requested items must be accurate and complete 	<ul style="list-style-type: none"> a. \$5,000 per item, per missed deadline, plus \$1,000 per item, per each additional Business Day delay b. \$100 per incorrect package, plus \$100 per incorrect package, per each additional Business Day delay in correcting
22	Escheatments – Notify CSC Services Contractor of Collections Account eligible for escheatment	100 percent by required completion date	\$1000 per item, per missed deadline

1.2 Monthly Fee Adjustment

For every month of Maintenance and Operations Services, the Contractor shall verify compliance to Collections Services Performance Requirements. The Monthly Fee Adjustment shall be calculated based on the adjustments assessed due to Contractor's non-compliance to the Collections Services Performance Requirements.

Appendix T-4

Category D Merchant Services Performance Requirements

1 PERFORMANCE REQUIREMENT

The Contractor shall meet the Performance Requirements documented in Table T-4-1 during the Operations and Maintenance Phase of the New Jersey E-ZPass Merchant Services Agreement. If the Contractor fails to meet the Performance Requirements, the Contractor shall be liable to NJTA for liquidated damages in the form of Monthly Fee Adjustments, based on the calculations described below.

The Contractor shall provide monthly reporting for each Performance Requirement regardless of whether or not it is achieved. Failure to deliver Performance Scorecard and Report shall result in automatic assessment of \$10,000 per reporting period for each Maintenance category. If reports are not available or reports are not accurate, the Contractor shall be assessed the full liquidated damages for each Performance Requirement that is unreported or reported incorrectly.

1.1 Merchant Services Performance Requirement

Merchant Services performance shall be measured in categories that align with the primary functions of the Contractor's Services. The specific method of measuring the Contractor's performance will vary depending on the individual Performance Requirement, but will generally be measured either by event, per hour, per calendar/Business Day or on a monthly basis.

1	Validation of compliance to Merchant Services Performance Requirements and adjustments to the monthly fee, if applicable, shall begin at the commencement of the Merchant Services Operations Services and shall continue through the Contract Term.
2	Facilitate performance monitoring by reporting of Merchant Services Performance Requirements in clearly measurable terms, including but not limited to those Merchant Services Performance Requirements set forth in this section.
3	While the Contractor's performance is assessed monthly, performance shall in many cases be measured continuously as shown in Table T-4-1.

Table T-4-1: Performance Requirements

KPI #	Merchant Services Performance Requirement	Service Standard	Adjustment
1	<p>Assure availability to process e-Payments.</p> <p>Merchant Services are considered available when the Core Platform, all interfaces, and the network are all properly functioning and available to process e-Payments, receive and process data, reconcile the data, transmit data, perform scheduled jobs, and provide accurate data.</p>	<p>100% uptime</p> <p>Availability = (1 - [Total number of hours of downtime per month, excluding preventative maintenance and Software release activities preapproved by NJTA and/or other exclusions granted by NJTA / Total hours in the month]) * 100</p>	\$10,000 for every .05% below target
2	Transaction Latency	<p>a. 5 seconds or less for 100% of transactions per calendar month</p> <p>b. material performance degradation shall be restored within eight (8) hours of notification by NJTA or CSC Services Contractor</p>	<p>a. \$1,000 for every 0.05% below target</p> <p>b. \$1,000 per occurrence plus \$1,000 per additional 8-hour delay</p>
3	Accuracy of e-Payment transactions processed or transmitted	<p>a. 99.9999% accuracy of data fields and payment attributes</p> <p>b. notification within five (5) Business Days</p>	<p>a. \$1,000 for every 0.0005% below target</p> <p>b. \$1,000 per occurrence plus \$1,000 per additional Business Day delay</p>
4	Settle e-Payments into NJTA-designated accounts	100% of all e-Payments settled within one (1) Business Day	\$1,000 per 1,000 payments, or portion thereof, for each Business Day delay the Contractor is unable to settle payments
5	Priority Event reporting	a. 100% within 1 hour	a. \$2,000 occurrence, plus \$2,000 for each additional hour delay

KPI #	Merchant Services Performance Requirement	Service Standard	Adjustment
	<ul style="list-style-type: none"> a. Immediately inform NJTA, through Approved channel(s), of all Priority 1 events. b. In addition to respond and repair dates and times, record all relevant dates and times that are needed to demonstrate compliance for Priority 1, 2 and 3 events. c. Perform a Root Cause Analysis (RCA) of all Priority 1 events and other events as requested by NJTA and provide a detailed report to NJTA. 	<ul style="list-style-type: none"> b. 100% of required dates and times are stored c. within 5 Calendar Days 	<ul style="list-style-type: none"> b. \$1,000 per occurrence c. \$2,000 per occurrence plus \$2,000 for each additional 24-hour delay
6	Acknowledge Priority 1, 2 and 3 events.	100% within 30 minutes	\$1,000 per event
7	Respond to and Repair Priority 1 events if no software change is required.	100% within 4 hours	\$5,000 per event plus \$2,500 per each additional hour delay
8	<p>Respond to and Repair Priority 1 events if software change is required</p> <ul style="list-style-type: none"> a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action. 	<ul style="list-style-type: none"> a. 100% within 2 hours b. 100% within 8 hours c. within 48 hours d. within 10 Calendar Days, in accordance with NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor 	<ul style="list-style-type: none"> a. \$5,000 per event plus \$5,000 per each additional hour delay b. \$5,000 per event plus \$5,000 per each additional hour delay c. \$2,000 per event plus \$2,000 per each additional 48-hour delay d. \$5,000 per event plus \$5,000 per additional 24-hour delay

KPI #	Merchant Services Performance Requirement	Service Standard	Adjustment
9	Respond to and Repair Priority 2 events if no software change is required.	100% within 8 hours	\$2,000 per event plus \$2,000 per each additional 4-hour delay
10	Respond to and Repair Priority 2 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action.	a. 100% within 4 hours b. 100% within 16 hours c. within 48 hours d. within 15 Calendar Days per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor	a. \$2,000 per event plus \$2,000 per each additional 4-hour delay b. \$2,000 per event plus \$2,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 48-hour delay d. \$2,000 per event plus \$2,000 per each additional 24-hour delay
11	Respond to and Repair Priority 3 events if no software change is required.	100% within 48 hours	\$1,000 per event plus \$1,000 per each additional 12-hour delay
12	Respond to and Repair Priority 3 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action;	a. 100% within 24 hours b. 100% within 48 hours c. within 5 Calendar Days d. within 20 Calendar Days, per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated	a. \$1,000 per event plus \$1,000 per each additional 12-hour delay b. \$1,000 per event plus \$1,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 24-hour delay d. \$1,000 per event plus \$2,000 per each additional 24-hour delay

KPI #	Merchant Services Performance Requirement	Service Standard	Adjustment
	d. implement permanent corrective action.	and agreed to by NJTA and the Contractor	
13	Security Breaches (Agreement Section 22.0 Security Incident) <ul style="list-style-type: none"> a. protect from security breach b. notification of incident in accordance with Agreement c. implementation of corrective action to prevent further intrusion, and to mitigate or rectify such Security Incident d. completion of remediation steps resulting from the security breach 	<ul style="list-style-type: none"> a. 0 breaches b. within 24 hours of event c. within 24 hours of event d. within 5 days of event 	<ul style="list-style-type: none"> a. \$10,000 per occurrence b. \$1,000 per hour delay c. \$2,500 per hour delay d. \$5,000 per day delay
14	Failure causation reporting for failures impacting Customers	provide Root Cause Analysis Report to NJTA within five (5) Business Days of the operational incident	\$1,000 per occurrence plus \$1,000 per additional Business Day delay
15	Online Reporting	online daily standard reports shall be available no later than the next Business Day (after transaction date).	failure to provide reports for three (3) consecutive Business Days in any calendar month results in a \$100 adjustment per Calendar Day until issue is corrected
16	Technical Support	24/7/365	\$1,000 per Calendar Day during which service was not available for any portion of the day
17	New User Access to the Contractor's Reporting System.	provide access to each individual for whom NJTA requests such access in writing within three (3) Business Days of NJTA's written request	\$1,000 per Calendar Day per user if access is not provided within three (3) Business Days.

KPI #	Merchant Services Performance Requirement	Service Standard	Adjustment
18	Fraud Monitoring a) failure to detect and be alerted of fraudulent activity b) inform NJTA and CSC Services Contractor immediately upon occurrence of fraud activity c) perform research and take corrective action	a) within 24 hours of fraudulent activity b) notification to NJTA and CSC Services Contractor within twenty-four (24) hours of fraud activity c) completion of corrective action within 24 hours of NJTA Approval of corrective action	a. \$5,000 per day delay b. \$10,000 per incident for failure to notify c. \$10,000 for failure to complete corrective action
19	Key Personnel - Fulfilment of any vacated Key Personnel position as stated in Agreement Section 27.0 Key Personnel	immediately upon position being vacated	amount equal to the position hourly rate, applied in 8-hour increments per Business Day
20	Notification of anticipated downtime during maintenance	written notification no less than fourteen (14) Calendar Days prior to conducting such maintenance	\$1,000 per Calendar Day delay in notification
21	Monthly Analysis Statement – detailed charges	submitted to NJTA no later than the 7 th Calendar Day following the end of a month	\$1,000 per Calendar Day delay
22	Monthly Analysis Statement – data inaccuracies	submitted to NJTA no later than the 30 th Calendar Day following the end of a month	\$1,000 per Calendar Day delay
23	Quarterly Business Review (QBR)	document submitted to NJTA (14) Business Days prior to the QBR	\$1,000 per Calendar Day delay
24	Annual Disaster Recovery Test Report	a. submitted to NJTA (14) Business Days from the conduct of the annual DR test	a. \$1,000 per Business Day delay b. \$1,000 per Calendar Day delay c. \$10,000 per twenty-four (24) hour delay

KPI #	Merchant Services Performance Requirement	Service Standard	Adjustment
		<ul style="list-style-type: none"> b. implement changes to correct and resolve deficiencies within thirty (30) Calendar Days of the test date c. if testing reveals a possible interruption of service or loss of data, changes shall be made within twenty-four (24) hours of identified deficiencies 	
25	Annual Business Continuity Plan Update	submitted to NJTA (14) Business Days from the conduct of the annual DR test	\$1,000 per Business Day delay
26	Complete a comprehensive review of the Merchant Services System compliance to the security standards required in the New Jersey Statewide Information Security Manual (or superseded guidance as discussed previously).	<ul style="list-style-type: none"> a. once every twelve (12) months after Go-Live b. submit a report detailing the findings of this review within thirty (30) Calendar Days of the Go-Live anniversary. 	<ul style="list-style-type: none"> a. \$1000 per occurrence plus \$1,000 for each additional 24-hour delay b. \$1,000 for each additional 24-hour delay
27	<p>Maintain compliance with PCI DSS.</p> <ul style="list-style-type: none"> a. Provide annual Attestation of Compliance (AOC) and Report on Compliance (ROC). b. Remediation of any compliance issues. 	<ul style="list-style-type: none"> a. within one (1) Business Day of receipt of AOC and report from auditor but no later than end of the year b. within five (5) Business Days 	<ul style="list-style-type: none"> a. \$5,000 per occurrence plus \$1,000 per additional Business Day delay b. \$1,000 per additional Business Day delay
28	Perform external vulnerability scans and penetration testing using a PCI SSC approved scanning vendor.	once a month and upon Software Release	\$1,000 per occurrence plus \$1,000 for each additional Business Day delay
29	Maintain all required certifications that are required by Card Organizations, Debit Networks, RTP Networks, National Automated Clearing House Association	possession of current valid certifications at all times	\$1,000 per Business Day not valid, per certification

KPI #	Merchant Services Performance Requirement	Service Standard	Adjustment
	(NACHA), Payment Card Industry Data Security Standards (PCI DSS) and, as applicable, any other participating components of the payment processing industry, and all licenses, registrations, and certifications required by federal, state and local government.		
30	Cooperate fully with end of agreement transition.	participate in token migration project in accordance with the Requirements	\$10,000 per occurrence

1.2 Monthly Fee Adjustment

For every month of Maintenance and Operations Services, the Contractor shall verify compliance to Merchant Services Performance Requirements. The Monthly Fee Adjustment shall be calculated based on the adjustments assessed due to Contractor's non-compliance to the Merchant Services Performance Requirements.

Attachment 5:
New Jersey Statewide Information Security Manual

https://www.nj.gov/it/docs/ps/NJ_Statewide_Information_Security_Manual.pdf

Attachment 6:
Glossary and Acronyms

GLOSSARY

Defined Term	Definition
24/7/365	Refers to 24 hours a day, 7 days a week, 365 days a year, including holidays and leap-year. Refers to something that is constant and continuous, without any gaps or interruption.
3-D Secure	Protocol designed to be an additional security layer for online credit and debit card transactions. The name refers to the "three domains" (the merchant/acquirer domain, the issuer domain, and the interoperability domain) that interact using the domain.
Accept	The term "Accept" and its variations (e.g., Acceptance) means, as to each component of the Project, when NJTA confirms the Project (or component thereof) has been successfully tested, commissioned, and Approved by NJTA to operate in a live environment, and has successfully operated in a live environment during the applicable Acceptance time period(s). All testing parameters and Acceptance testing are further detailed herein.
Account	An account created by a Customer, CSR or automatically by the System that has data fields such as associated license plate(s), transponder(s), and/or vehicle information, as well as associated contact information, Account access privileges, and/or billing information. Unregistered Accounts are established automatically for Image-Based Transactions where vehicles using AET facilities and non-AET facilities are not associated to registered Accounts. A single Account will be maintained in the System for the user of the Toll Facilities. The single Account will include E-ZPass, AET, and violation transactions, as well as any other transactions associated with the Customer. Also referred to as "New Jersey E-ZPass Account."
Account Alert	Alert provided to a Customer when their Account needs attention or when selected activities occur on their Account, for example, when the Account is auto-replenished.
Account Category	An Account designation, based on the type of Account holder, that governs the Business Rules, parameters, and thresholds under which that Account operates, for example, private or business.
Account Funding Type	A payment designation that reflects the Account payment process, for example, Pre-paid Account, Post-paid Account, or non-revenue Account.
Account Plans	Provides benefits to qualifying Customers (typically in the form of adjusted tolls) beyond what is otherwise offered by the Account Type.

Defined Term	Definition
Account Sub-Types	An Account Type sub-designation that governs the Business Rules, parameters, and thresholds under which that Account operates, for example, Transponder-Based or License Plate-Based.
Account Type	An Account designation, based on whether the Account is established proactively or not, that governs the Business Rules, parameters, and thresholds under which that Account operates, for example, registered or unregistered.
Account Updater Services	The provision of credit card account update services pertaining to changes in, or expiration of, cardholder information.
Accounts Payable Module	A component of the New Jersey E-ZPass System financial system that processes and records all payments to Customers, Toll Agencies, and IAG/Interoperable Agencies.
Accounts Receivable Module	A component of the New Jersey E-ZPass System financial system that processes and records all Customer receivables.
Acknowledgement/ACK file	A file that is automatically created based on a received file and is sent back to the system that sent the received file, verifying the received file's status, i.e., number of records, checksum match, and other specifications defined in the interface control document.
Active Management	The concept of regular coordination between the Toll Agencies and the Contractor to review New Jersey E-ZPass operations performance, ensure effective resolution of operational issues and continual focus on operational improvements.
Active Management Meetings	Meetings conducted between NJTA and the Contractor to review Operations and Maintenance Phase performance issues, ongoing initiatives and projects, action items and other items necessary for continued successful delivery of the Services.
Address Standardization Service Provider	A Third-party Service Provider that provides a standardized address for any address entered by a Customer.
Address Verification Service Provider	A Third-party Service Provider that verifies the address entered by a Customer is associated with the cardholder's credit card account.
Agile	Software development methodology which involves breaking down projects into short, repeatable phases called Sprints.
Agreement	The written contract between NJTA and the Contractor for the performance of the Services, consisting of the contract document together with all Exhibits and all documents specifically incorporated by reference and all Change Orders, all of which shall be treated as one instrument.

Defined Term	Definition
All-Electronic Tolling (AET)	Toll collection approach where tolls are collected electronically while vehicles travel at highway-speed. Customers using the AET facilities are charged electronically through their Account, using transponder and license plate information, or by issuing a Toll Bill.
Approve	The term “Approve” and its variations (e.g., “Approval”) refer to NJTA’s written final acceptance, on behalf of the Toll Agencies, of a document, condition, action, Subcontractor, supplier, vendor, assignment of Key Personnel or other personnel, or of a deliverable. NJTA’s Approval shall not be construed to mean NJTA’s endorsement or assumption of liability, nor shall it relieve the Contractor of its responsibilities under the Agreement.
As-Built System Detailed Design Document	A drawing or document showing the changes made after Approval, and which represent the actual structure and functionality of the New Jersey E-ZPass System and LPR System.
Attestation of Compliance (AOC)	A declaration by the Contractor of Contractor’s compliance with Payment Card Industry Data Security Standard (PCI DSS).
Authority	See New Jersey Turnpike Authority (NJTA).
Authorized User	Contractor, Toll Agencies and their designees, and Third-party Service Providers that have role-based log-in credentials allowing access to the New Jersey E-ZPass System, LPR System, Collections System, or Merchant Services System.
Automatic Vehicle Identification (AVI)	The radio frequency lane system that identifies vehicles as they pass fixed antennae or readers.
Banking Services Provider	The Third-party Service Provider(s) with which NJTA has contracted to provide the depository accounts into which deposits are made and payments are disbursed.
Bill of Materials (BOM)	A comprehensive, detailed inventory of the hardware, parts, and components, procured, furnished, and installed by the Contractor.
Business Account	The Account Category used by rental car companies and businesses. It is also used by individuals requiring six (6) or more transponders. Vehicles associated with a Business Account may have transponders and/or use registered license plate information for vehicle identification purposes. Businesses/entities that establish such an Account are required to purchase their transponders.
Business Analyst for Image Review	A person, provided by the License Plate Review Services Contractor, to coordinate and support the CSC Services Contractor in the design and implementation of the license plate identification process and in ongoing operations and maintenance.

Defined Term	Definition
Business Continuity Testing	The scheduled execution of the Operations Business Continuity Procedures.
Business Day	A weekday, excluding Holidays, beginning at 12:00:00 a.m. and ending at 11:59:59 p.m.
Business Hours	The hours of 9:00 am to 5:00 pm prevailing Eastern Time.
Business Month	The month as defined by each Toll Agency as set forth in the Business Rules.
Business Rules	One or more sets of rules Approved by the Toll Agencies that govern the functional operations of the systems provided by the Category A, Category B, Category C and Category D Contractors and that define how the systems shall respond to various situations that occur during the toll collection process based on business case and policy decisions made by the Toll Agencies, as may be amended from time to time by written agreement of the Toll Agencies and the Contractor. The Business Rules shall be finalized and documented by the Contractor during the Implementation Phase of the Project and updated with all changes during the Implementation Phase, and Operations and Maintenance Phase, at all times subject to the Approval of NJTA and, with respect to the application of the Business Rules to an individual Toll Agency, that Toll Agency. It is anticipated that each Toll Agency will approve its own Business Rules as they apply to the toll collection process of that Toll Agency.
Calendar Day (Day)	Every day, including weekends and Holidays, beginning at 12:00:00 a.m. and ending at 11:59:59 p.m. prevailing Eastern Time.
Card Issuer	A financial institution that provides credit or debit cards to individuals.
Card Organization	An entity formed to administer and promote credit or debit cards (e.g., Visa, MasterCard, and American Express).
Card Verification Value (CVV)	A three- or four-digit code printed on a credit/debit card as a security feature to prevent fraudulent purchases.
Case(s)	Work items that are tracked within a case management system.
Category(ies) of Services	One or more of the four specific types of Services that form the “New Jersey E-ZPass Services,” specifically: <ul style="list-style-type: none"> • Category A – CSC Services; • Category B – License Plate Review Services; • Category C – Collections Services; and • Category D – Merchant Services.

Defined Term	Definition
Certificate of Bank	Where Proposer offers the required performance security, pursuant to RFP Section 1.30, in the form of a Letter(s) of Credit, the written agreement of an Eligible Bank to provide the Letter(s) of Credit if Proposer is awarded a Contract under the RFP.
Certification of Readiness	The process of the Contractor certifying that the System and operations are ready for Go-Live.
Certified Inventory Disposal Service Provider	A Third-party Service Provider that disposes of transponders in an environmentally-safe method.
Change Control Board	NJTA representatives responsible for planning, controlling, and monitoring Approved changes to the New Jersey E-ZPass System and LPR System in which the respective Contractor shall participate.
Change Order	A written order to the Contractor, issued by NJTA delineating changes in the Services and establishing by mutual agreement an adjustment to the Agreement Price, the Term of the Agreement, and/or any other applicable term or condition of the Agreement. NJTA must Approve all Change Orders.
Chief Information Officer (CIO)	NJTA's Chief Information Officer. The CIO may designate a duly authorized representative who shall be vested with the authority to act within the scope of NJTA.
Citation Detail Reconciliation	A data file containing all activity pertaining to payments, dismissals, fee adjustments, disputes, and escalations on the unpaid transactions from the time Violation Notices are issued for unpaid transactions on the DRPA Toll Facilities.
Collections Account	An account established in the Collections System for handling one or more Collections Placements.
Collections Agent	Collections Services Contractor's staff that interacts with Customers in the performance of Collections Operations Services.
Collections Notice	The Correspondence Item sent by the Collections Services Contractor to the registered owner, lessee, or renter of a vehicle, notifying them of a New Jersey E-ZPass debt owed to a Toll Agency.
Collections Operations Services	Services and activities performed, such as Customer communications and Evidence Package support, in accordance with and as further set forth in the Category C - Collections Services Scope of Services.
Collections Placement	An Account, unpaid transactions, unpaid Account invoices, unpaid Post-paid Statements, unpaid Toll Bills, and/or unpaid Violation Notice(s) by a single Customer that is placed with a Collections Service Contractor.

Defined Term	Definition
Collections Services	The provision of debt collection services, including skip tracing, for collection of outstanding tolls and fees, all as further described in the Category C - Collections Services Scope of Services.
Collections Services Contractor	An entity with whom NJTA will contract to pursue payment of debts owed by individuals or businesses. Up to two (2) contracts for Collections Services Contractors may be awarded under the RFP. Also referred to as Category C Contractor.
Collections System	All hardware, hosted services, cloud-based services, equipment, Software, interfaces, and third-party services, that in combination provide the technology, functionality and processes set forth in the Requirements for Collections Services.
Comment Review Form (CRF)	A form provided by the Contractor upon which NJTA shall provide the Contractor with written comments on submitted documents.
Commercial Post-paid Invoice	A Correspondence Item, periodically sent to Customers who have a Business Post-paid Registered Account, detailing previous activity, and adjustments, and requesting payment of amounts owed.
Commercial Post-paid Plan	An arrangement for payment established for qualifying commercial business Customers who have registered, Pre-paid Accounts either with New Jersey E-ZPass or another IAG/Interoperable Agency.
Communication Channel	Different methods of contacting Customers, for example, by mail, phone, SMS, chat, "Contact Us" form on the Self-Service Website and Mobile Application, etc.
Confidential Personal Information	Term used to collectively refer to information about Customers, including names, addresses, telephone numbers, social security numbers, birth dates, drivers' license numbers, Account numbers, Customer lists, credit card information, and demographic, health, financial and transaction information, and all other information deemed to be regulated as personal information subject to federal and all states' laws regarding privacy or data protection and transfer. Data referred to as PII data and Customer credit card information represent subsets of Confidential Personal Information.

Defined Term	Definition
Configurable	<p>The term “Configurable” and its variations (e.g. Configurability) refer to functionality provided such that changes to the New Jersey E-ZPass System-related thresholds, parameters, values, methods, and settings shall not require additional development effort and are not hard-coded into the Software, but shall be tested to confirm the changes were applied as expected. A subset of Authorized Users* shall have the capability to make a majority of the Configurable changes in the System using the application user interface, for example, fee amounts. Some Configurations may reside in the database and Contractor Authorized Users shall have the capability to make such Configurable changes. Some Configurable changes may require additional Approval by Toll Agency Authorized Users before the new Configuration is applied and/or may require notification to Authorized Users when applied. This same meaning applies to all variations of Configurable, e.g., Configured, Configuring or Configure.</p> <p><i>*Such Authorized Users have a senior level user role Approved by the Toll Agencies and are Approved by the Toll Agencies to make any Configurable changes.</i></p>
Consent of Surety	A confirmation from the bond surety that they support a particular action that could impact the bond, and more importantly, that could impact their liability
Contact Center	Location for customer contact management and Correspondence processing.
Continuous Improvement	Contractor's responsibility to maintain its New Jersey E-ZPass System/LPR System/Collections System (as applicable) and CSC operations at highest levels of performance and to incorporate technology and process improvements and efficiencies on an ongoing basis as a part of the Requirements. May include upgrades and updates and improvements provided as a part of improvements to the Contractor's base System offerings. Continuous Improvements shall be at no cost to the Toll Agencies.
Contract	See “Agreement.”
Contract Bonds	The Approved form of the Implementation Phase Performance and Payment Bond and the Operations and Maintenance (O&M) Bond, issued by an eligible Surety and delivered by the Successful Proposer to NJTA all in accordance with RFP Section 1.30 and Section 41.0 of the Agreement.
Contract Price	The compensation payable to the Contractor pursuant to the Agreement.

Defined Term	Definition
Contract Term	See definition in Section 9.0 of the Agreement.
Contractor	The entity with whom NJTA contracts to perform the Services.
Contractor and System Performance Report Package	See Performance Report Package.
Core Platform	The group of Software, equipment, networking connections, algorithms, and data provided by the Merchant Services Contractor that supports the e-Payment processing options.
Corrective Action Plan	A document prepared by the Contractor and Approved by NJTA that details a failure to meet a Performance Requirement or an event that results in loss in revenue, identifies the root cause(s), details the extent of the issue and provides a plan to rectify the current situation and prevent future occurrences.
Correspondence	Communications, via all of the methods supported by the System, between the New Jersey E-ZPass CSC and its Customers. A single unit of Correspondence may be referred to as a "piece."
Correspondence Items	Different pre-formatted Customer notifications, for example Toll Bill, the first Violation Notice, credit card decline letter, Account statement, Collections Account notification, etc.
CSC Finance and Audit Manual	A document prepared by the CSC Services Contractor and Approved by NJTA that details all procedures used to audit and reconcile the New Jersey E-ZPass System.
Customer	All individuals that interact with the New Jersey E-ZPass CSC including E-ZPass Account holders, interoperable account holders, video Account holders, violators and those contacting the CSC for any reason.
Customer Contact Center System	A computer-based system that manages Customer interactions across various channels.
Customer Outreach Plan	A document prepared by the Collections Services Contractor and Approved by NJTA that defines the method, timeline, and content for outbound Customer communication.
Customer Satisfaction Survey Provider	A Third-party Service Provider that performs Customer surveys for all Communication Channels.
Customer Service Center (CSC)	See New Jersey E-ZPass Customer Service Center.

Defined Term	Definition
Customer Service Center (CSC) Operations Services	Services and activities performed, such as Customer support, Account management, and violations/payment processing, and which, in total, make up the CSC operations in accordance with and as further set forth in the Category A - Customer Service Center Services Scope of Services.
Customer Service Center (CSC) Services	The provision, implementation, maintenance and operation of a (1) a System containing all required functionality to support the provision of customer service and the processing/payment of tolls for the New Jersey EZ-Pass Group, which shall include best-in-class Customer Contact Center System, customer self-service tools, system architecture and environments, redundancy, reporting and Data Warehouse capabilities, interfaces, interoperability and security; and (2) customer contact facilities and services, including labor, for effective and efficient ongoing customer contact, customer service, payment processing, financial and operational reconciliation, and other services further described in the detailed Requirements. In addition, CSC Services include System Maintenance, Administration, Software Support Services, and CSC Operations Services required to meet System and Operations Performance Requirements, and to keep the System current, up-to-date, and continuously improved, all as more fully described in the Category A - Customer Service Center Services Scope of Services
Customer Service Center (CSC) Services Contractor	The Contractor with whom New Jersey E-ZPass Group contracts to perform the CSC Services.
Customer Service Representative (CSR)	An individual who has base level of access to the New Jersey E-ZPass System as necessary to perform common operational tasks to service the Customer.
Cut-Over	The event at which the New Jersey E-ZPass System / LPR System/ Collections Systems / Merchant Services System that is developed, designed, implemented, tested, and certified by the Contractor has met the entry criteria for Go-Live, completed the migration process, and successfully transitioned New Jersey E-ZPass Program operations from the existing system and operations to the new New Jersey E-ZPass System / LPR System/ Collections Systems / Merchant Services System and operations.
Cut-Over Date	The date on which the new New Jersey E-ZPass CSC Services Contractor has successfully completed the transition and Cut-Over activities and is in operations servicing Customers. This will commence the 8-year Operations and Maintenance Phase. Also referred to as Go-Live.

Defined Term	Definition
Dashboard	A visual display of collected information that is consolidated, arranged, and displayed on a screen(s) in an intuitive manner so that the information can be monitored, trended, and interpreted at a glance.
Data Migration Plan	A document that demonstrates an understanding of the scope of the data migration effort and the activities necessary to assure accuracy and completeness of the migrated data.
Data Migration Procedures	The detailed step-by-step actions to be taken to migrate data from the Existing New Jersey E-ZPass System to the new New Jersey E-ZPass System.
Data Warehouse	An NJTA-provided system used to store data for the purpose of reporting and data analysis.
Debit Network	An electronic network that permits several types of financial transactions, debit card transactions and online bill pay.
Department of Motor Vehicles (DMV)	The motor vehicle agency of a state (other than New Jersey) with which Contractor may need to interact in the performance of the Services.
DevOps	An approach that combines software development (Dev) and IT operations (Ops) in an effort to shorten the systems' development life cycle and provide continuous delivery of high-quality software functionality.
Digital Wallet	An electronic device, software program or online application that allows an individual to make electronic commerce transactions. This can include purchasing items online with a computer or using a smartphone for store purchases (e.g., Apple Pay and Google Pay).
Disaster Recovery Plan	A document that describes the approach and activities to take place to ensure the ability to restore data and applications and continue operations after an interruption of Services, critical failures, or complete disruption.
Disaster Recovery Procedures	The detailed step-by-step actions to be taken, during Disaster Recovery Testing or in response to an actual disaster, to resume restore data and application and continue operations.
Disaster Recovery Test/Testing	A scheduled execution of the Disaster Recovery Procedures.

Defined Term	Definition
Dispute A	<p>Dispute type A is a dispute by a Customer who claims non-responsibility for an unpaid transaction; Dispute A type is separated into two categories, as follows:</p> <p>A-1 - Transaction dispute by a Customer claiming that Customer is not responsible for the violation. Reasons include: Customer surrendered license plate prior to transaction date; vehicle or license plate was reported stolen prior to the transaction date; the toll was Posted to an E-ZPass Account; the vehicle was sold prior to the transaction date; the vehicle does not belong to the Customer; or the Customer paid the toll in cash or paid directly to the Toll Agency.</p> <p>A-2 - Transaction dispute related to a rental car or leased vehicle, where Customer requests transfer of responsibility to the vehicle lessee or renter.</p>
Dispute B	<p>Dispute type B is a dispute by a Customer claiming an inadvertent toll violation. For a Dispute type B, the Customer must certify that they took every reasonable action to pay the toll but were prevented from doing so and must describe in detail all such actions taken to support their claim of an inadvertent toll violation.</p>
Dispute C	<p>Dispute type C is a dispute by a Customer who claims that they are a New Jersey E-ZPass or non-New Jersey E-ZPass Customer; Dispute C type is separated into two categories, as follows:</p> <p>Dispute type C is separated into two categories, as follows:</p> <p>C-1 – Transaction dispute by a Customer that allows Customers to authorize the deduction of the toll from an existing New Jersey E-ZPass Account and request that the administrative fee be waived. Customers must select whether or not to add the vehicle to the Account and must provide the New Jersey E-ZPass Account or transponder number.</p> <p>C-2 – Transaction dispute by non-New Jersey E-ZPass Customers within a Configurable number of days of the transaction date. This allows Interoperable Account holders to authorize the deduction of the toll from an existing Interoperable Account and request that the administrative fee be waived. Customers must provide the Interoperable Account or transponder number.</p>
Driver's License Suspension	<p>The process of temporarily suspending the driver's license held by the registered owner of a vehicle associated with toll violations, which suspension would continue until the tolls and fees associated with the violations are satisfied or otherwise disposed.</p>
Duly Approved Change Order	<p>A Change Order that has been Approved by NJTA.</p>

Defined Term	Definition
Early Warning Services	The provision of real-time verification of the validity of bank account numbers for accounts held with participating banks.
e-Commerce Payment System	A system that facilitates the acceptance of electronic payments for online transactions (e.g., PayPal).
Effective Date	The date, stated in the Agreement for each of the Categories of Services, on which NJTA executes the Agreement.
Electronic Document Management System (EDMS)	Contractor-provided file repository that is accessible to the Contractors, Toll Agencies and any NJTA-designated representatives of the Project.
Electronic Interface Portal	The application Software, hardware and network developed by the Contractor to provide for the exchange of data between the System and NJTA's Third-party Service Providers, the Toll Agency Host and Image Capture Systems, IAG/Interoperable Agencies, and other Third-party Entities.
Eligible Bank	A commercial bank or financial institution organized under the laws of the United States or a political subdivision thereof or a U.S. branch of a foreign bank with an office located in New York or New Jersey (provided that such bank is not an affiliate of the Successful Proposer) with a credit rating of: (i) at least "A-" by S&P and "A3" by Moody's if such entity is rated by both S&P and Moody's or "A-" by S&P or "A3" by Moody's if such entity is rated by either S&P or Moody's but not both, and (ii) having a tangible net worth (total shareholders' equity net of intangible assets) of at least ten billion dollars (\$10,000,000,000) and that is Approved by NJTA in its sole discretion.
Email Distribution Service Provider	A Third-party Service Provider that provides email marketing services.
Email Validation Service Provider	A Third-party Service Provider that verifies email addresses to identify any nonexistent, invalid, or undeliverable addresses.
End of Agreement Succession Plan	A plan developed by the Contractor detailing their approach, tasks and activities required for the transition of data and Services in accordance with the Scope of Services.
e-Payment	The payment for goods or services without the use of physical cash (e.g., credit card, debit card, ACH).
Escheatment Service Provider	A Third-party Service Provider responsible for the escheatment of unclaimed property in accordance with New Jersey statutes and regulations.

Defined Term	Definition
Escrow	The depository for Contractor Intellectual Property and Third-Party Intellectual Property agreed upon in accordance with the terms of the Agreement.
Escrow Agent	An Escrow company engaged in the business of receiving and maintaining escrows of software source code and/or other intellectual property and with whom NJTA and the Contractor enter into an Escrow Agreement.
Escrow Agreement	Agreement entered into with Escrow Agent, Contractor, and NJTA for purposes of depositing the Intellectual Property in accordance with the Agreement.
Evaluation Committee	A team of a minimum of five (5) members comprised of NJTA representatives who will initially determine responsiveness of Proposals received, will evaluate all responsive Proposals based on the criteria in the Agreement, and will ultimately recommend award to the Successful Proposer.
Evidence Package	Documentation used to provide the evidence needed to allow the Toll Agencies to pursue a Customer through the judicial process.
Executive Coordination Meetings	Meetings held between NJTA and the Contractor to discuss the high level status of the Project and address any escalated issues with Project delivery.
Executive Leadership	The management personnel which have authority and responsibility for overseeing, planning, directing, and controlling the activities of the organization.
Existing New Jersey E-ZPass Services Contractor	The vendor that currently provides the Existing New Jersey E-ZPass System and operations services for the New Jersey E-ZPass CSC.
Existing New Jersey E-ZPass System	The current hardware, equipment, Software, interfaces, and Third-party Service Provider services, that, in combination, provide the technology, functionality and processes required to operate the New Jersey E-ZPass Program.
E-ZPass®	The service mark utilized by the IAG.
E-ZPass Plus	A program that allows E-ZPass Account holders to use their E-ZPass Account to pay for parking or other services at participating facilities.
Facility Operator	The operator of a non-tolling facility (e.g., a parking garage) with which a Toll Agency has an agreement that allows New Jersey E-ZPass Customers to use their transponder and their New Jersey E-ZPass Account-based Payment Method(s) to pay for the service provided.

Defined Term	Definition
Final Document	A clean version of a document submitted to NJTA with all previously received comments addressed and closed to the satisfaction of NJTA. Note: "Document" may be replaced with the name of the document. For example, Final Project Implementation Schedule.
Final System Acceptance	Approval of the New Jersey E-ZPass System awarded after completion of Phase 1 and Phase 2 System Acceptance and the completion and submission of all required documents as set forth in the Documentation Requirements section of the Scope of Services and in the Agreement.
Finance Meeting	Bi-weekly meeting between the CSC Services Contractor and NJTA to review any material financial and reconciliation-related discrepancies, discuss proposed process or reporting changes, and other finance-related topics, in accordance with the Scope of Services.
Fingerprinting	See Vehicle Signature Recognition.
Fiscal Year	A year as reckoned for taxing or accounting purposes. The New Jersey E-ZPass Program uses a December 31 Fiscal Year end.
Flag(s)	A designation that is related to a specific Account(s) or Collections Account(s) and relays information to Authorized Users accessing the Account/Collections Account or directs the System to take some form of action. The information is generally in regard to an unusual or relevant status related to that Account/Collections Account and may prompt the Authorized User to take action.

Defined Term	Definition
Force Majeure/Force Majeure Event	<p>Any event or series of related events that materially impair the Contractor's ability to perform its obligations under the Agreement, which are not within the reasonable control of the Contractor or due to its fault, including terrorism, acts of God, unusual inclement weather, riots, acts of the public enemy, fires, explosion, and war (declared or undeclared). If an event is anticipated by and accounted for in Contractor's Disaster Recovery Plan and/or Business Continuity Plan, the event will not be deemed a Force Majeure Event where the Disaster Recovery Plan and/or Business Continuity Plan, if properly prepared and implemented, would enable Contractor to resume full performance of Services within the timeframe contemplated by the Disaster Recovery Plan and/or the Business Continuity Plan. Further, if Contractor fails to implement its Disaster Recovery Plan and/or Business Continuity Plan, then the underlying event will not excuse Contractor's performance under the Agreement even if it otherwise would have been a "Force Majeure Event." As related to NJTA or other members of the New Jersey E-ZPass Group, a "Force Majeure Event" means any event or series of related events that materially impair the ability of NJTA, or other members of the New Jersey E-ZPass Group, to perform their respective obligations under the Agreement, which are not within the reasonable control of NJTA, or other members of the New Jersey E-ZPass Group, or due to their respective fault, including terrorism, acts of God, unusual inclement weather, riots, acts of the public enemy, fires, explosion, and war (declared or undeclared). The term shall also include, as to NJTA, or other members of the New Jersey E-ZPass Group, changes in applicable law or orders of any court or regulatory agency of competent jurisdiction that materially impair the ability of NJTA, or other members of the New Jersey E-ZPass Group, to contract for the Services.</p>
Freeze / Frozen	<p>A status of a Collections Placement that suspends all collection activities for that debt.</p>
Frequently Asked Questions (FAQ)	<p>A list of questions most commonly asked about the New Jersey E-ZPass Program.</p>
Funds Management / Funds Management Module	<p>A component of the New Jersey E-ZPass System financial system that manages funds, including funds tracking, balancing, and reconciliation.</p>

Defined Term	Definition
Future AET Program	<p>The future plan for AET on New Jersey E-ZPass Toll Agency facilities at which time the New Jersey E-ZPass CSC will transition to an Account-based billing and payment system where Post-paid Statements are issued to unregistered License Plate Accounts.</p> <p>The plan includes NJTA, SJTA, DRJTBC and CMCBC moving towards AET on the New Jersey Turnpike, Garden State Parkway, Atlantic City Expressway, DRJTBC toll facilities and CMCBC toll bridges. When implemented, the conversion would occur in phases that would overlap with the Contract Term for the CSC Services.</p>
Go-Live	<p>The event at which the new New Jersey E-ZPass CSC System has successfully completed the transition activities and is in operation servicing Customers.</p>
Grace Period	<p>Period of time allowed for the Customer to take action before transactions and/or Accounts escalate to the next step of a process.</p>
Grey List	<p>A list of license plates for which Image-Based Transactions are not to escalate to a Violation Notice or Toll Bill. A license plate's presence on the Grey List may apply to transactions from all Toll Agencies or only those from specific Toll Agencies.</p>
Gross Class Mismatch	<p>Transactions flagged in the lane due to a difference in IAG class. for example, truck and car from the transponder and the lane system (Automatic Vehicle Classification) class. Such transactions are transmitted to the New Jersey E-ZPass System along with the image files.</p>
Holidays	<p>The days designated by NJTA as holidays, including New Year's Day, Martin Luther King Day, Lincoln's Birthday, President's Day, Good Friday, Easter Sunday, Easter Monday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve and Christmas Day.</p>
Host System / Host and Image Capture System	<p>The roadside toll system utilized by a Toll Agency.</p>
Hot List	<p>List for each Toll Agency that includes license plates of interest, usually from a law enforcement perspective, that qualify for inclusion based on Configurable criteria determined by the Toll Agency. For example, the license plate has a Configurable amount owed on open Toll Bills.</p>

Defined Term	Definition
IAG/Interoperable Agencies	Agencies and entities that enter into agreements with NJTA that permit the acceptance of transponders and license plates from these agencies and entities in the Toll Agencies' toll lanes. An interface connects the New Jersey E-ZPass System with the IAG Agencies through a Regional Hub for data exchange.
IAG Reciprocity	Reciprocal relationships between IAG/Interoperable Agencies that provide each agencies' customers the convenience of using their transponders and registered license plates at other IAG/Interoperable Agencies' toll facilities without establishing another electronic toll collection Account.
Image-Based Transaction	Transaction generated in the lanes when a vehicle drives through a toll lane without a transponder in good standing or the transponder is not read. An Image-Based Transaction could result in an IToll, VToll, Toll Bill or Violation. An Image-Based Transaction has an associated image(s) that is captured by the Toll Agency Host and Image Capture System.
Image Review Services Manual	A document submitted by the LPR Services Contractor and Approved by NJTA that details the procedures to operate the LPR System and to provide automated and manual LPR Services.
Image Toll (IToll)	The process used to check a license plate obtained from an image associated with an Image-Based Transaction to determine whether it matches an Account and if so, the Image-Based Transaction is converted to an IToll posting to the Account instead of the issuance of a Violation Notice or Toll Bill. An IToll can also occur when the System performs frequent checks of the license plate against Accounts before escalating an unpaid transaction to Violation Notice or Toll Bill.
IMpb and Imb	The Intelligent Mail® package barcode (IMpb) used by the U.S. Postal Service® to bridge between physical packages and digital information, helping to track the delivery of a package. In the New Jersey E-ZPass Program, it is used to track transponder packages mailed to Customers.

Defined Term	Definition
Implementation Phase	<p>The period of Services beginning and ending at certain events depending on the Category Scope of Services, as follows:</p> <p>For the Category A, CSC Services, Implementation Phase 1 begins at Notice to Proceed and ends at Phase 1 New Jersey E-ZPass System Acceptance.</p> <p>For the CSC Services, Implementation Phase 2 begins at Phase 1 New Jersey E-ZPass System Acceptance and ends at Phase 2 NJ E-ZPass System Acceptance.</p> <p>For Category B, License Plate Review Services, Implementation Phase begins at Notice to Proceed and ends at LPR System Acceptance.</p> <p>For Category C, Collections Services, Implementation Phase begins at Notice to Proceed and ends at Collections System Acceptance.</p> <p>For Category D, Merchant Services, Implementation Phase begins at Notice to Proceed and ends at Merchant Services System Acceptance.</p>
Incident Response Plan	A document that details the Contractor's internal procedures for responding to security and cybersecurity incidents.
Including	Wherever the term "including" or a variation thereof, e.g., "include," appears it shall mean "including but not limited to."
Innovations and Program Improvement Meetings	Meetings held on a quarterly basis in accordance with the Contractor's enterprise-wide Continuous Improvement program, in which the Contractor shall present recommendations for innovative improvements based on industry advancements that could benefit the New Jersey E-ZPass System and operations, improve revenue collection, reduce Operations and Maintenance costs, enhance customer service and strengthen security.
Integration Engine	An interface management software tightly integrated to the System that manages incoming and outgoing messages and data between the System and various third-party interfaces providing consistency in data formats and ease in managing the interfaces. It serves as a management tool for scheduling and monitoring interfaces, web services, and APIs allowing for efficient detection of problems and their resolution.
Intellectual Property	See definition in Section 16.0 of the Agreement.
Interactive Voice Response (IVR) / Interactive Voice Response (IVR) System	An automated phone system technology that allows incoming callers to access information via a voice response system of pre-recorded messages without having to speak to an agent, as well as to utilize menu options via touch tone keypad selection or speech recognition to have their call routed to specific departments or Authorized Users.

Defined Term	Definition
InterAgency Group (IAG)	A group of toll agencies collectively known as the InterAgency Group (IAG), consisting of 38 members as of December 2022, including the New Jersey E-ZPass Group and other toll agencies, that coordinates the operations of E-ZPass, setting the necessary business and technology Requirements to make the members' systems Interoperable.
InterAgency Group (IAG) Agency	A member of the IAG.
Interoperable (Interoperability)	A general term used to describe a relationship between tolling agencies or entities where their systems are capable of capturing and transmitting transactions generated on an agency's toll facilities by customers of the other agency or entity. The relationship must be formalized through reciprocity agreements between agencies and entities that are in place to govern payments and reconciliation.
Interoperable Agency	An agency that is Interoperable with the Toll Agencies.
Interoperable Transponders	Transponders that are recognized by the New Jersey E-ZPass System as belonging to the customer of an agency or entity with which NJTA has a reciprocity agreement. Currently, these transponders include time-division multiplexing (TDM) IAG protocol, ISO 18000-6C protocol, and SeGo protocol transponders.
Inventory Items	Unique items that are identified in the inventory system and would have their own SKU number (for example, flat pack transponder, sticker transponder, \$20 gift card, \$50 gift card). A single specific inventory item (such as one unique transponder, one unique gift card) shall be referred to as an "individual inventory item."
Inventory Type	General inventory categories (transponders, gift cards)
Jurisdiction	The governing entity that controls the issuance of vehicle license plates for a specific state, and provides registered vehicle owner information.
Key Personnel	Contractor staff designated as key resources to the Project who must meet the minimum criteria set forth in the Requirements.
LAN (Local Area Network)	A group of computers and other devices dispersed over a relatively limited area and connected by a communications link that enables any device to interact with any other on the network.
Letter(s) of Credit	The Approved form of irrevocable, transferable, standby letter of credit, issued by an Eligible Bank and delivered by the Successful Proposer(s) to NJTA in accordance with Section 1.30 of the RFP and Section 34 of the Agreement. Approved Letters of Credit may be provided by Successful Proposer(s) as performance security in lieu of Contract Bonds.

Defined Term	Definition
Level 3 Data	The maximum amount of information about the financial transaction that can be passed by the System to the Merchant Services Contractor
License Plate-Based Account	An Account with no associated transponder.
License Plate Review (LPR) Operations Services	The provision of image review staffing and services to perform manual image review and Gross Class Mismatch reviews in accordance with and as further set forth in the Category B - LPR Services Scope of Services.
License Plate Review (LPR) Services	The provision of image review systems and services for automated and manual review of Image-Based Transactions and performance of Gross Class Mismatch reviews, all as further described in the Category B - License Plate Review Services Scope of Services.
License Plate Review (LPR) Services Audit Manual	A document prepared by the LPR Services Contractor and Approved by NJTA that details the procedures used to audit and reconcile the LPR System.
License Plate Review (LPR) Services Contractor	An entity with whom NJTA contracts to provide image review services, including automated image processing and manual image review services, for Image-Based Transactions, and perform Gross Class Mismatch review for Toll Facilities. Also referred to as Category B Contractor
License Plate Review (LPR) System	All hardware, hosted services, cloud-based services, equipment, Software, interfaces, Third-party Service Providers services, and other Services, that in combination provide the technology, functionality and processes required in the Requirements for LPR Services.
License Plate Review (LPR) System Support and Administration Service Manual	A document prepared by the LPR Services Contractor and Approved by NJTA that describes the Contractor's approach to services, staffing and resources to fulfill the System Maintenance, Administration and Software Support Services Requirements throughout the Operations and Maintenance Phase of the LPR Services.
Lockbox Service Provider	A Third-party Service Provider that receives and processes mailed payments related to Customer Accounts and violations.

Defined Term	Definition
Losses	The term “Losses” and its variations (e.g. Loss”) refer to all direct, indirect, actual, consequential damages, and punitive damages, and disgorgements, diminution in value, including related to any personal or economic injury, or impairment of any right of NJTA or any other New Jersey E-ZPass member, whether at law or equity, suffered by NJTA or any other New Jersey E-ZPass member themselves or by virtue of any claim by any third party, including all demands, claims, actions or causes of action, costs, expenses, liabilities, judgments, awards, fines, sanctions, penalties, charges, and amounts paid in settlement , including reasonable attorneys' fees and costs, incident to any of the foregoing.
Maintenance Online Management System (MOMS)	An automated, fully integrated system that performs tasks including monitoring the status of hardware, Software, processes, and systems in real time; recording failures; notifying maintenance personnel; generating and tracking work orders and repair history; and maintaining preventative maintenance schedules, parts inventory, and asset management; all in accordance with the Category B – License Plate Review Services Scope of Services.
Master Test Plan	A document, prepared by the Contractor and Approved by NJTA, that comprehensively describes the different tests that will be conducted, the Contractor's testing concept and approach, and the plans for administration of each test.
Maximum Tolerable Downtime (MTD)	The duration of time the New Jersey E-ZPass System can be disrupted before a partial or full System failover must be triggered in accordance with the Requirements.
Merchant Identification Number (Merchant ID)	A unique identification number attached to a business/entity that informs the payment processing systems involved in a transaction where to send which funds.
Merchant Services	The provision of a payment gateway (via Payment Orchestration Platform), payment tokenization and hosted third-party storage, and credit card and automated clearinghouse (ACH) payment processing for the New Jersey E-ZPass Program.

Defined Term	Definition
Merchant Services Contractor	An entity with whom NJTA contracts to provide a Payment Orchestration Platform (POP) that integrates with the New Jersey E-ZPass System and provides payment gateway for CSC Customers, allowing for multiple payment service providers, including credit card and automated clearinghouse (ACH) payment processing. Provide payment Tokenization and hosted third-party storage for all payment processing. Also referred to as Category D – Merchant Services Contractor.
Merchant Services System	All hardware, hosted services, cloud-based services, equipment, Software, interfaces, Third-party Service Providers services, and other Services, that in combination, provide the technology, functionality and processes required in the Requirements for Merchant Services.
Milestone Date	Date upon which assessment of liquidated damages will begin, if the applicable milestone has not been met.
Milestone Deliverable	The tasks and associated deliverables to be performed in accordance with the Payment Milestone Schedule in Exhibit B-1 and B-2, Pricing Sheets and Instructions. Upon completion, these tasks shall be noted along with the associated costs on all Implementation Phase invoices.
Milestone Payment	Payments to be made to the Contractor based on Approval of the associated Agreement deliverables identified for each Milestone Deliverable.
Mobile Application	The Project mobile application that provides New Jersey E-ZPass Account creation and Account management capabilities, and Toll Bill and Violation Notice related capabilities to Customers.
Mobile Wallet	A type of electronic payment that is accessible through an application on a mobile device (for example, Apple Pay, Google Pay).
Module	A group of functions developed simultaneously for specific tasks, such as a reporting module, a security module, or a maintenance module.
Monthly Fee Adjustments	A reduction in the monthly invoice during the Operations and Maintenance Phase based on fees assessed for not meeting the System and Operations Performance Requirements, as described in the Scope of Services.
Monthly Operations Management Report Package	Document submitted by the Contractor each month during the Operations and Maintenance Phase that include the operational and staffing statistics and performance for the prior month, in accordance with the Requirements in the Scope of Services.

Defined Term	Definition
Monthly Performance Scorecard	A document reflecting the non-compliance points applied to the CSC Services Contractor for a given month.
New Jersey (NJ) E-ZPass Account	See Account.
New Jersey (NJ) E-ZPass Customer Service Center (CSC)	Also referred to as the New Jersey E-ZPass CSC or CSC. The location(s) from which Contractor shall process images and transactions, provide transponder management services, provide customer service, process, track and collect unpaid transactions, and provide all other Services under the Agreement.
New Jersey (NJ) E-ZPass Group	See Toll Agencies.
New Jersey (NJ) E-ZPass Program	The System, Services, resources and operations that make up all of the components necessary to provide electronic toll collection on Toll Facilities, including customer service centers that provide simplified Customer support, streamline interoperability with other IAG/Interoperable Agencies, and provide other Customer benefits. NJTA serves as the lead agency and administers the Program for the New Jersey E-ZPass Group.
New Jersey (NJ) E-ZPass System	All hardware, hosted services, cloud-based services, equipment, Software, interfaces, Third-party Service Providers services, and other Services, that in combination provide the technology, functionality and processes required to provide the functionality of the New Jersey E-ZPass Program, as described in the Requirements and the Agreement for CSC Services. Also referred to as "System."
New Jersey (NJ) E-ZPass Web and Mobile Application Terms of Use	The rules and requirements for the use of the Self-Service Website and Mobile Application.
New Jersey Turnpike Authority (NJTA)	The entity that operates and maintains the New Jersey Turnpike (NJTP) and Garden State Parkway (GSP) (collectively referred to as "NJTA Toll Roads") individually and in its capacity as designated lead agency for the New Jersey E-ZPass Group for administering the CSC. To avoid unnecessary repetition of expressions, whenever in the Agreement the term "Authority" or "NJTA" is used, it shall be deemed to be followed by the phrase "individually and in its capacity as lead agency of the Toll Agencies," except where the context indicates that the specific reference is meant to apply to the Authority. Unless the context indicates otherwise, "NJTA" includes its successors and assigns, officers, officials, employees, servants, agents, and consultants. Also referred to as "the Authority."
Nixie	A Correspondence Item of undeliverable mail as addressed.
Non-sufficient Funds (NSF)	A banking expression indicating a bank account lacks the necessary funds to honor a check.

Defined Term	Definition
Notice of Intent	Pre-approval request submitted by the Contractor indicating that criteria for submission of an invoice has been met and contingent on NJTA Approval of documentation and request, an invoice will be submitted for payment.
Notice of Succession	Written notice informing the Contractor of a Succession Event.
Notice of Termination	Written notice informing the Contractor of the termination the Agreement.
Notice to Proceed (NTP)	Written Approval issued by NJTA to proceed with a specific portion of the Services as prescribed in the subject NTP.
Notification-Related Costs	The New Jersey E-ZPass Group members' internal and external costs associated with addressing and responding to an actual, attempted or suspected data breach including, without limitation (a) preparation and mailing or other transmission of legally-required notifications; (b) preparation and mailing or other transmission of such other communications to Customers, agents or others as NJTA deems reasonably appropriate; (c) public relations and other similar crisis management services; (d) legal and accounting fees and expenses associated with the New Jersey E-ZPass Group members' investigation of and response to such event; (e) costs for commercially reasonable credit reporting services that are associated with legally required notifications or are advisable under the circumstances; and (f) court costs, reasonable fees and expenses of attorneys, accountants and other experts and all other reasonable fees and expenses of litigation or other proceedings.
One-Stop Shop	A single location or source where all customer service needs are fulfilled, and all customer service features are offered.
Open Road Tolling (ORT)	Toll collection system where tolls are collected electronically while vehicles travel at highway-speed on Toll Facilities that also have cash-paying lanes. Customers using the ORT facilities without a transponder in good standing, or if the transponder is not read, are issued a Violation Notice.
Operational Alerts	Electronic alerts conveyed to Authorized Users when events are identified by the System that are related to operations, for example when an item monitored by operational Dashboards reaches a Configured threshold or when potentially fraudulent behavior is detected.
Operations and Maintenance Phase	The Agreement period beginning on the Cut-Over Date and extending through the end of the Agreement.

Defined Term	Definition
Operations Business Continuity Plan	A document that describes the Contractor's staffing capabilities and approaches to supporting business continuity and the resumption of Services and operational processes after unplanned disruptions.
Operations Business Continuity Procedures	The detailed step-by-step actions to be taken, during Business Continuity Testing or response to an actual disaster, to resume Services and operational processes.
Operations End-to-End Validation Plan	A document prepared by the CSC Services Contractor and Approved by NJTA that details the CSC Services Contractor's procedures for annual validation and certification of the CSC operations functions.
Operations Performance Report Package	See Performance Report Package.
Operations Quality Assurance Plan	A document prepared by the CSC Services Contractor and Approved by NJTA that details how the Contractor will plan and implement the QA program for the Project, how it will address errors (quality-related events), and how it will make improvements before an error occurs (continuous quality improvement).
Operations Staffing and Human Resource Management Plan	A document prepared by the CSC Services Contractor and Approved by NJTA that details the Contractor's staffing program and how it complies with the Requirements.
Operations Update Meeting	Weekly meeting between the CSC Services Contractor and NJTA in which the CSC Services Contractor reports on all aspects of operations, including staffing/hiring, operational statistics, and other items in accordance with the Scope of Services.
Optical Character Recognition (OCR)	Technology used to electronically determine the license plate number and Jurisdiction on a license plate.
Optional Services	Services that are described and included in the Price Proposal that shall be provided only upon request of NJTA.
Payee Positive Pay	A standard cash management service used by most banks to detect fraud by comparing the payee name to the bank's information.
Payment Gateway Services	The provision, maintenance, and operation of an electronic transfer of payment information from the Customer and the Payment Network.
Payment Method	The manner in which the payment is presented, for example, credit card, debit card, ACH, cash, check, gift card.
Payment Network	An association of member banks that facilitates the payment of transactions between the merchant and the issuer (source of funds).

Defined Term	Definition
Payment Orchestration Platform	A tool which provides integration with multiple payment service providers and payment methods, providing payment options to the customer via a singular website.
Payment Plan	A plan that sets forth a schedule for Customer repayment of amounts owed to Toll Agencies over an agreed upon period of time.
Payment Transaction	The actual payment processing event.
Performance Management and Monitoring System (PMMS)	An automated, fully integrated system that performs tasks including but not limited to: monitoring the status of hardware, Software, processes, and systems in real time; recording failures; notifying maintenance personnel; generating and tracking work orders and repair history; and maintaining preventative maintenance schedules, parts inventory, and asset management; all in accordance with the Scope Services.
Performance Report Package	A collection of reports and analyses, to be developed monthly by the Contractor, detailing the Contractor's performance against each Performance Requirement (System and/or Operations, as applicable), with details related to the failure events that resulted in the non-compliance, provided in accordance with the Scope of Services.
Performance Requirements	The performance measurements and reporting methodologies used to ensure that KPIs are properly and accurately measured and reported, as described in Appendix T to the Scopes of Services.
Performance Review Meetings	Meetings between NJTA and the Contractor during which Contractor demonstrates compliance to all System and Operations Performance Requirements.
Personally Identifiable Information	Any data that could potentially identify a specific individual.
Placement Type	The category of Collections Placement as defined by whether the debt was associated with a negative balance on a Registered Account or unpaid amount on Unregistered Account.
Plate Corrections List	A list of license plates, to be maintained by the System, that have been identified incorrectly through the plate correction process (automatic), during the dispute process or during the quality control process (manually). Filtering is performed against the list and subsequent Image-Based Transactions for license plates on the list are forced into the Plate Corrections List review queue for manual inspection and possible update.
PMMS Alerts	Electronic alerts sent to specified recipients when Configured events are identified by the PMMS, for example when a hardware issue is detected.

Defined Term	Definition
Point of Sale	Electronic terminal that allows processing of electronic payments.
Positive Pay	A standard cash management service used by most banks to detect fraud by comparing the dollar amount, check number and account number to a list of issued checks.
Post-paid Account	Account that does not require pre-funding. Payments are made based on Toll Bills, Post-paid Statements, Violation Notices, or invoices sent to the customer for activity which has met a time and/or dollar amount threshold.
Post-paid Statement	A Correspondence Item periodically sent to Customers detailing transaction activity, payments, and Account balances for Private or Business Post-paid Accounts (also known as Account-based Statement). This Correspondence Item will be implemented in coordination with the Future AET Program.
Pre-paid Account	Account that requires funds be on deposit in advance for Customer's toll transactions to be accepted as valid.
Pre-paid Statement	A Correspondence Item periodically sent to Customers detailing monthly activity on Private or Business Pre-paid Accounts.
Price Proposal	The final pricing forms submitted by the Contractor that become part of the Agreement.
Primary Rate Interface (PRI)	A telecommunications connection that allows for multiple concurrent transmissions of voice, data, or video traffic between the network and the user.
Print/Mail Service Provider	Firm(s) that holds the contract(s) for the printing and mailing of Customer-related Correspondence.
Prioritized Approach	The Payment Card Industry Data Security Standards prescribed method to help stakeholders understand where they can act to reduce risk earlier in the compliance process.
Priority (Priority 1, 2, 3, and 4)	A level assigned to a defect, change/improvement, malfunction, fault, or preventive maintenance activity in accordance with the Requirements.
Privacy Policy	A document that explains how the New Jersey E-ZPass Program handles any Customer information gathered in its operations.
Processing Day	The day the Merchant Services Contractor processes an authorized payment card transaction submitted by the New Jersey E-ZPass CSC. The Merchant Services Contractor's Processing Days are 365 Calendar Days a year.

Defined Term	Definition
Production Readiness Test/Testing (PRT)	Verification that the Contractor's System operates in accordance with and meeting all Requirements and is ready for Cut-Over.
Production Readiness Testing (PRT) Procedures	The detailed step-by-step actions to be taken to conduct the Production Readiness Test.
Production Readiness Testing (PRT) Report	The report prepared by the Contractor and Approved by NJTA that details the actions and results of the Production Readiness Test.
Project	The Services, including the work and all other components thereof, as more fully described in the Scope of Services or in the Agreement generally.
Project Implementation Schedule	The schedule provided by the Contractor that details the Implementation Phase Services, containing all tasks including but not limited to the design, development, testing, installation, and deployment of the New Jersey E-ZPass CSC Services/ LPR Services / Collections Services/ Merchant Services Systems as further defined in the Scope of Services.
Project Management Plan (PMP)	A document prepared by the Contractor and Approved by NJTA that describes how the Contractor shall deliver, implement, and manage the Project, including staffing, scheduling, and communication procedures for controlling all workshops, meetings, demonstrations, testing, data migration and transition activities, submittals, communications between the Contractor and the Toll Agencies, and communications with Third-party Service Providers
Project Manager	Key Personnel with duties as defined in the Scope of Services.
Project Reporting and Progress Meetings	Weekly meetings held between the CSC Services Contractor and NJTA during the Implementation Phase of the CSC Services Project.
Proposal	A Proposer's complete response to the RFP.
Proposal Bond	The Approved form of bond, issued by an eligible Surety, as Proposal Security.
Proposal Security	The Proposal Bond, certified check or cashier's check required to be submitted by Proposer in accordance with RFP Section 1.3, which will be held as a guarantee that, in the event the Proposal is accepted, the Successful Proposer will promptly execute the Agreement and provide the Contract Bonds or Letters of Credit, as the case may be, required by RFP Section 1.30 and Section 41.0 of the Agreement.
Proposer	The firm that submits a Proposal in response to the RFP.

Defined Term	Definition
Protected Materials	All documentation, Intellectual Property, and IP Materials, Business Rules, plans, drawings, designs, data, including Confidential Personal Information, business and domain names, inventions, solutions embodied in technology, and applications of or for any of the foregoing, subsisting in, relating to, or arising from the Software, work, Project and/or Services, and any related communications, in any form or location.
Protocol	A standardized set of rules that specify format, timing, sequencing, and/or error checking for data transmissions.
Public Access to Court Electronic Records (PACER)	The service with which the System will interface that provides electronic public access to federal court records.
Punch-list	A list determined by NJTA of anomalies or defective items and changes tracked by severity and priority during testing for the purpose of ensuring all items are successfully tested and closed prior to Approval of each test.
Quality Assurance (QA) Plan	A document prepared by the CSC Services Contractor and Approved by NJTA that describes the Contractor's quality assurance program and process for System development, design, and operations.
Quarterly Business Review (QBR)	A document prepared by the Merchant Services Contractor that reflects monthly, quarterly, and year-over-year comparative processing statistics and summary data showing trend analyses.
Quarterly Senior Executive Meetings	Quarterly meetings facilitated by the CSC Services Contractor which provide the CSC Services Contractor's and NJTA's senior executives to review Project progress, to discuss any escalated Project issues, to review the effectiveness of CSC Services Contractor's Project team, and to assure the Project is progressing in a manner that supports the New Jersey E-ZPass Program's strategic direction. These meetings shall be conducted during all Project phases.
Quarterly Software Release Test	Formal testing conducted during software design and development to verify that Software released during each Sprint is working in accordance with the design documentation and meets the Requirements.
Quick Response (QR) Code	A machine-readable matrix barcode used to provide access to information via mobile tagging using a smartphone device.
Quick Response (QR) Reader	An optical scanning device used to read QR codes.
Recall / Recalled	The return of a Collections Placement to the New Jersey E-ZPass System and cessation of all collections activities pertaining to that Collections Placement.

Defined Term	Definition
Recovery Point Objective (RPO)	The maximum acceptable amount of data loss measured in time. It is the age of the files or data in backup storage required to resume normal operations if a computer system or network failure occurs.
Recovery Time Objective (RTO)	The duration of time and a service level within which a business process must be restored after a disaster in accordance with the Requirements.
Regional Hub	An IAG interoperability system that streamlines exchange of transaction data between IAG/Interoperable Agencies and other national tolling regions.
Registered Account	Private or Business Accounts that are proactively established by the Customer by providing information such as name, address, vehicle(s) information, license plate(s), and automatic Payment Method.
Reissue (related to Correspondence)	Sending a piece of Correspondence that is directly related to a previous piece of Correspondence, but is not an exact duplicate, for example a notice that is sent to a new forwarding address and with a new due date. (Also see Resend)
Release	See Software Release.
Report on Compliance (ROC)	Form to be completed by a Contractor undergoing a PCI DSS audit. The ROC form is used to verify that the Contractor being audited is compliant with the PCI DSS standards.
Reports Design Document	A document prepared by the CSC Services Contractor and Approved by NJTA that describes each report that the System shall generate and includes a detailed description of each data element on each report and all calculations performed in the creation of the report.
Reports Review Meeting	A meeting to be facilitated by the CSC Services Contractor with the NJTA, no less frequently than every two months, to review the status of the current reports provided by the System. The meeting will cover accuracy of data, issues with current reports, proposed report changes and modifications and any requests for new reports.
Requirement(s)	Obligation to perform a service or function or provide a component, set forth as an individual numbered line item in the Scope of Services.
Requirements Conformance Matrix	A matrix listing all Requirements upon which the Contractor will input the phase, Sprint, and method by which the Requirement will be met, whether with base functionality, newly developed design or otherwise. This matrix will be filled out as part of the Proposal submittal.

Defined Term	Definition
Requirements Traceability Matrix (RTM)	The structured collection of information that identifies and tracks each of the Requirements in the Scope of Services, which is submitted by the Contractor for Approval by NJTA and serves to track completion of design, development, and testing.
Resend (related to Correspondence)	Sending an unaltered piece of Correspondence that was previously sent, for example sending as an email attachment, at the Customer's request, an exact copy of a piece of Correspondence that was previously mailed. (Also see Reissue)
Retail Cash Payment Processor	The retail organization contracted by the Contractor to take remote cash payments for Account setup, replenishments, and payments of Toll Bills and Violation Notices. An interface between the New Jersey E-ZPass System and the service provider will allow payments to be electronically applied and the funds to be properly reconciled.
Retail Distributor of Inventory	The contracted distributor of New Jersey E-ZPass inventory that manages the distribution of inventory to Customers via retail sites, for example transponders and gift cards.
Revenue Day	The twenty-four (24) hour period of toll collection expressed from 06:30:00 to 06:29:59 in military time except as set forth in the Business Rules and transmitted in the transaction.
Reward Programs	Programs which offer Customers discounts, toll credits or other benefits based on Configurable parameters.
Root Cause Analysis	An investigation into a failure or defect.
Root Cause Analysis Report	A summary report of a Root Cause Analysis.
ROV Lookup Service Provider	Contractor-selected vendor that provides out-of-state registration lookup services to obtain information (such as name, address, vehicle make/model) about the non-paying registered owner of vehicles not registered in the state of New Jersey or other states with whom a direct relationship is established. The Contractor is responsible for establishing the relationships.
Scope of Services	The document that defines the Services to be performed by the Contractor in association with the Agreement.
Secure File Transfer Protocol (SFTP)	A fast, application-level protocol widely used for copying encrypted files to and from remote computer systems on a network, such as the Internet. This protocol allows users to use SFTP commands to work with files, such as listing files and directories on the remote system.

Defined Term	Definition
Security Incident	Any attempted or actual unauthorized access, use, disclosure, modification, or destruction of information. Examples include System breach, unauthorized access to, or use of, systems, Software, or data.
Self-Service Portal	Role-based, external, secure, browser-based access to the System that provides Third-party Service Providers (e.g., rental car/fleet agencies and Collections Services Contractor) the potential, based on their user role, to access; view; add; delete; update, and modify information specific to the service that they provide.
Self-Service Website	The Project website that provides Account creation and Account management capabilities, and Violation Notice-related capabilities to Customers.
Server	A computer providing shared resources, such as files or printers, to a network. A computer, process, or sub-system that provides a well-defined service to client processes.
Services	All work that, in the judgment of NJTA, is necessary for completion of the Requirements under the Agreement and includes, without limitation, all plant, labor, materials, equipment, systems, services and Software, and other facilities, installation, testing, operations and maintenance and other things necessary or proper for or incidental to the carrying out and completion of the terms of the Agreement.
Skip Trace / Skip Tracing	Process by which alternative contact information for a Customer is gathered from third-party sources, for example Collection Services Contractor.
SMS Distribution Service Provider	A Third-party Service Provider that provides SMS marketing services.
Software	All computer programs, media, procedures, rules, and associated documentation pertaining to the control and operation of the data processing and data storage for New Jersey E-ZPass System, LPR System, Collections System, or Merchant Services System. Software includes all associated features and functions described in the Scope of Services and Requirements, including all Agreement Change Orders, updates, derivative works, enhancements, modifications, or upgrades thereto, and all error corrections, patches and bug fixes provided by the Contractor and which is made part of the New Jersey E-ZPass System, LPR System, Collections System, or Merchant Services System, as well as all related or ancillary data files, modules, libraries, tutorial, and demonstration programs, and other components thereof, all source and object code, firmware and all documentation.

Defined Term	Definition
Software Development Kit (SDK)	A set of software tools and programs provided by the Contractor that NJTA can use to build the New Jersey E-ZPass System / LPR System.
Software Development Plan (SDP)	A document prepared by the Contractor and Approved by NJTA that describes the Contractor's plans for conducting the Software development.
Software Release	The distribution of the latest version of the Software into the test and production environment.
Software Support and System Administration Service Manual	A document prepared by the Contractor and Approved by NJTA that details the information required for properly trained technical personnel to support the New Jersey E-ZPass System in accordance with the Scope of Services.
Software Support Services	The technical support provided by the Contractor to ensure the Software is operated and maintained in accordance with the Requirements.
Sprint	Short, defined period when a scrum team works to complete a set amount of work.
Standard Operating Procedures (SOPs)	A set of written instructions that describes the step-by-step process that must be taken to properly perform a routine function.
Statements and Notices	Customer Correspondence Items related to financial and toll transactions, specifically Toll Bills, Pre-paid Statements, Post-paid Statements, Commercial Post-paid Invoices and Violation Notices.
Stratum 1	A completely autonomous source of timing, which has no other input other than a yearly calibration.
Subconsultant	See Subcontractor.
Subcontractor	Any person or entity (other than an affiliated company of the Contractor) who has contracted with the Contractor to provide or perform any part of the Services, for or on behalf of the Contractor and who has been Approved by NJTA in accordance with the Agreement. Unless specifically noted elsewhere Subconsultants are considered as Subcontractors.
Successful Proposer	The Proposer(s) selected in accordance with the RFP to perform the Services upon award of the Agreement(s).
Succession	The transition of the System maintenance and operations in accordance with the End of Agreement Succession Plan option selected by NJTA.
Succession Event	The termination of the Agreement at the end of the Contract Term or at any time prior as determined by NJTA.

Defined Term	Definition
Successor	The entity assuming responsibility for System maintenance and operations in accordance with the End of Agreement Succession Plan option selected by NJTA.
Summary Statements	A Correspondence Item sent to Customers that provides a consolidated summary of the current financial status of the Account and all unpaid Correspondence Items that were transmitted to the Customer (typically a Toll Bill or Violation Notice).
Surety	A surety that is authorized to do business in the State of New Jersey, that satisfies the requirements of N.J.S.A. 2A:44-143, and is listed in the United States Treasury Department Circular 570.
System	See New Jersey E-ZPass System.
System Detailed Design Document (SDDD)	A document prepared by the Contractor and Approved by NJTA that describes the design specifications of all hardware and Software provided as part of the New Jersey E-ZPass System / LPR System / Collections Systems to meet the Requirements.
System Integration and Interface Test (SIIT)	Validation that the interfaces between individual components and the completely integrated New Jersey E-ZPass System/LPR System/Collections System/Merchant Services System meets its Requirements. The Contractor shall also conduct load/performance testing as part of SIIT.
System Integration and Interface Test (SIIT) Procedures	The detailed step-by-step actions to be taken to conduct the System Integration and Interface Test.
System Integration and Interface Test (SIIT) Report	The report prepared by the Contractor and Approved by NJTA that details the actions and results of the System Integration and Interface Test.
System Maintenance, Administration and Software Support Plan	A document prepared by the CSC Services Contractor and Approved by NJTA describing how the Contractor plans to perform the maintenance of the System and all hardware, Software, and systems at the New Jersey E-ZPass facilities and CSC throughout the Operations and Maintenance Phase.
System Maintenance, Administration and Software Support Services	The Contractor's responsibility as it relates to maintaining and providing administrative and software support services for the New Jersey E-ZPass System / LPR System / Collections Systems, communications, and operations.
System Operational Acceptance Test (SOAT)	Verification of full New Jersey E-ZPass / LPR System / Collections Systems / Merchant Services System operations post Go-Live, meeting all Requirements.

Defined Term	Definition
System Operational Acceptance Test (SOAT) Procedures	The detailed step-by-step actions to be taken to conduct the System Operational Acceptance Test.
System Operational Acceptance Test (SOAT) Report	The report prepared by the Contractor and Approved by NJTA that details the actions and results of the System Operational Acceptance Test.
System Security Plan	A document prepared by the Contractor and Approved by NJTA that describes the Contractor's general approach to meeting all cybersecurity, user security, and other relevant Requirements.
Terminal Identification Number (Terminal ID)	A unique identifier that can be used to identify the source of the transaction.
Terms and Conditions	The document governing the contractual relationship between the New Jersey E-ZPass Program and Private and Business Account holders.
Third-party Entity	Service provider that provides consolidated toll management services such as BestPass, PlatePass, or vehicle original equipment manufacturer (OEM).
Third-party Licenses	Licenses, agreements, obligations or other commitments under which a product or software can be used in connection with the business.
Third-party Service Providers	General term that refers to all of the New Jersey E-ZPass CSC external service providers/entities. This includes any Toll Agency-selected third parties, as well as Contractor-selected third parties.
Tier 3	A classification of a data center as defined by the Uptime Institute.
Token Migration Test/Testing	The act of testing the migration of existing Tokens and primary account number (PAN) data to the Merchant Services Contractor's repository, testing retrieval of transactions that occurred using the old Token, and performing actions on transactions that occurred prior to Token migration.
Token/Tokenization	A randomized generated set of numbers that replaces a primary credit card, debit card, or bank account number, rendering sensitive data unreadable.
Tokenization Services	The provision of randomized numerical Tokens in substitution for primary account numbers (credit card and bank account numbers).

Defined Term	Definition
Toll Agencies	Collectively or individually, the New Jersey Turnpike Authority, the South Jersey Transportation Authority; the Delaware River Port Authority, the Delaware River and Bay Authority, the Burlington County Bridge Commission, Delaware River Joint Toll Bridge Commission, and the Cape May County Bridge Commission. Individually each of the Toll Agencies shall be referred to in the singular as "Toll Agency." Toll Agencies, collectively, may also be referred to as the New Jersey E-ZPass Group.
Toll Agency Host	The central computer system at each participating Toll Agency used to collect, aggregate, and pre-process all lane transaction data, with which the System will interface for exchanging toll related data. Each Toll Agency has their own Host with separate interface specifications.
Toll Agency Image Capture Systems	The Toll Agency roadway systems that collect images. Each Toll Agency has their own Image Capture Systems with separate interface specifications.
Toll Bill	A Correspondence Item periodically sent to customers who use current AET facilities and do not already have a Transponder-Based Account. Toll Bills detail previous activity and request payment of amounts owed. Each Toll Bill escalates independently if Customer does not pay or resolve the Toll Bill.
Toll Enforcement Coordination Meetings	Monthly meetings facilitated by the CSC Services Contractor to review any identified issues with coordination, processes, communication, or systems related to toll enforcement and the collection of revenue.
Toll Facility	A tolled highway/roadway or bridge operated by one of the Toll Agencies.
Training Manual	A document prepared by the Contractor and Approved by NJTA that guides the instruction of applicable users on how to perform tasks associated with the applicable topic.
Training Materials	Documents prepared by the Contractor and Approved by NJTA that are used in the instruction of applicable users during training sessions.
Training Plan	A document prepared by the Contractor and Approved by NJTA that describes the Contractor's plan for training new personnel and outlines required operational and (applicable) System knowledge, for each position, to be gained from the training.

Defined Term	Definition
Transition Plan	A document prepared by the CSC Services Contractor and Approved by NJTA that identifies the implementation and transition of all activities, data, and NJTA-owned materials associated with the implementation of the CSC from the Existing New Jersey E-ZPass Services Contractor to the CSC Services Contractor.
Transponder-Based Account	Account with one or more active transponders.
Transponder-Based Transaction	Transaction generated in the lanes when a vehicle drives through the toll lane with a transponder in good standing.
Transponder Status File	A file transmitted from the New Jersey E-ZPass System to the Toll Agency Host systems containing the status of transponders issued by the New Jersey E-ZPass CSC and the IAG/Interoperable Agencies and Third-party Entities.
Trial Data Migration Testing	The act of testing the migration (including cleansing and anonymization) of a sample of data, successfully and repeatedly, for the purpose of validating the Data Migration Procedures and supporting other System testing.
Trial Data Migration Testing Report	An organized summary of the Trial Data Migration Testing objective, activities, and results.
Truthing or Truth	Process by which the vehicle signature database (where the correlation between a vehicle signature and a specific license plate is recorded) is established and repeatedly verified.
Unidentified License Plate Database	A repository for license plates with certain characteristics that could cause transactions associated with the license plate to be posted incorrectly, for example, a license plate that has been physically altered or a license plate with certain ROV lookup results, such as 'plate does not exist' or 'plate is canceled'.
Uniform Resource Locator (URL)	A unique address used to locate information on the web.
Uninterruptible Power Supply (UPS)	A device, connected between a computer (or other electronic equipment) and a power source (usually an outlet receptacle), that ensures that electrical flow to the computer is not interrupted because of a blackout and, in most cases, protects the computer against potentially damaging events, such as power surges and brownouts.
Unregistered Account	Created using the information provided by the MVC or Registered Owner Lookup Provider. May include more than one vehicle if the ROV information matches the parameters defined in the Business Rules.

Defined Term	Definition
User Acceptance Test (UAT)	The phase of testing conducted by using Authorized User roles to make sure the New Jersey E-ZPass System/LPR System/Collections System/Merchant Services System can handle required tasks and workflows in real-world operational scenarios, according to the Requirements, design, Business Rules, and specifications.
User Acceptance Test (UAT) Procedures	The detailed step-by-step actions to be taken to conduct the User Acceptance Test.
User Acceptance Test (UAT) Report	The report prepared by the Contractor and Approved by NJTA that details the actions and results of the User Acceptance Test.
Users Manuals	Documents prepared by the CSC Services Contractor and Approved by NJTA that are used by CSC Services Contractor's staff to operate the New Jersey E-ZPass System.
Vehicle Make/Model Database Service Provider	Third-party Service Provider who maintains updated list of applicable vehicle makes and models.
Vehicle Registration Suspension/Hold	The process of temporarily suspending the validity of a motorist's vehicle registration or placing a hold on the vehicle registration until debt is cleared.
Vehicle Signature Recognition (VSR)	Functionality that attempts to identify a vehicle, when the vehicle license plate cannot be accurately determined, by comparing and attempting to match the vehicle and plate image(s) with a database of previous vehicle and plate images. Also called Fingerprinting.
Violation Notice	The Correspondence Item sent by the CSC Services Contractor on behalf of a Toll Agency to the registered owner, lessee, or renter of a vehicle, notifying them of an alleged violation of the Toll Agency's rules and requesting payment for unpaid tolls and potential associated administrative fees.
Virtual Desktop Infrastructure (VDI)	Virtualization software technology that separates the desktop environment and associated application software from the physical client device that is used to access it, typically from outside of the secure network.
VToll	The process used to check a transponder with negative balance status associated with the Image-Based Transaction to see if it matches a Customer Account and if so, and the Account is in good standing, the process converts what would have been an image-based/violation transaction to a VToll posting to the Customer's Account.
Walk-in Center (WIC)	Location for Customers, without an appointment, to conduct business face to face with CSC representatives.

Defined Term	Definition
Wide Area Network (WAN)	A geographically widespread network that relies on communication capabilities to link the various network segments. A WAN can be one large network, or it can consist of a number of linked LANs (local area networks). See LAN.
Zip Code Update Service Provider	The Third-party Service Provider that provides updated USPS zip code information to the Contractor.

ACRONYMS

Acronym	Term
ACD	Automatic Call Distributor
ACE	Atlantic City Expressway
ACH	Automated Clearing House
ACE	Atlantic City Expressway
ACM	Automatic Coin Machine
ADA	Americans with Disabilities Act
AES	Advanced Encryption Standard
AET	All Electronic Tolling
AI	Artificial Intelligence
AIR	Automated Image Review
AOC	Attestation of Compliance
API	Application Program Interface
AVI	Automatic Vehicle Identification
AVS	Address Verification Services
BCBC	Burlington County Bridge Commission
CAP	Corrective Action Plan
CCV3	Cloud Controls Matrix Version 3.0
CFPB	Consumer Financial Protection Bureau
CIO	Chief Information Officer
CMCBC	Cape May County Bridge Commission
COTS	Commercial off the Shelf
CPA	Certified Public Accountant
CPU	Central Processing Unit
CRF	Customer Review Form
CSA	Cloud Security Alliance
CSC	Customer Service Center
CSR	Customer Service Representative
CSV	Comma Separated Values

Acronym	Term
CVSS	Common Vulnerability Scoring System
CVV	Card Verification Value
CX	Customer Experience
DBA	Doing Business As
DMV	Department of Motor Vehicles
DoS	Denial of Service
DPPA	Driver Protection Policy Act
DRBA	Delaware River and Bay Authority
DRJTBC	Delaware River Joint Toll Bridge Commission
DRPA	Delaware River Port Authority
DTMF	Dual-Tone Multi-Frequency
EDMS	Electronic Document Management System
EEOC	Equal Employment Opportunity Commission
EMV	Europay, Mastercard, and Visa
ETL	Extract, Transform, and Load
FAQ	Frequently Asked Questions
FCRA	Federal Fair Credit Reporting Act
FDCPA	Fair Debt Collection Protection Act
FedRAMP	Federal Risk and Authorization Management Program
FHWA	Federal Highway Administration
FIFO	First-in First-out
FIPS	Federal Information Processing Standards
GAAP	Generally Accepted Accounting Principles
GASB	Governmental Accounting Standards Board
GL	General Ledger
GPS	Global Positioning System
GSP	Garden State Parkway
HTML	HyperText Markup Language
HTTPS	Hypertext Transfer Protocol Secure
IAG	InterAgency Group

Acronym	Term
ICD	Interface Control Document
ID	Identification
IEC	International Electromechanical Commission
IEEE	Institute of Electrical and Electronics Engineers
IMb	Intelligent Mail® Barcode
IMpb	Intelligent Mail® Package Barcode
INCITS	International Committee for Information Technology Standards
IP	Internet Protocol
IRS	Internal Revenue Service
ISA	Internal Security Assessor
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Information Technology
IToll	Image Toll
IVR	Interactive Voice Response
KPI	Key Performance Indicator
LAN	Local Area Network.
LIFO	Last-in Last-out
LOS	Level of Service
LPR	License Plate Review
MIB	Management Information Base
MIR	Manual Image Review
MOMS	Maintenance Online Management System
MTBF	Mean Time Between Failures
MTD	Maximum Tolerable Downtime
MVC	New Jersey Motor Vehicle Commission
NACHA	National Automated Clearing House Association
NCOA	National Change of Address
NFC	Near-Field Communication
NIST	National Institute of Standards and Technology

Acronym	Term
NJTA	New Jersey Turnpike Authority
NJTP	New Jersey Turnpike
NLP	Natural Language Processing
NSF	Non-Sufficient Funds
NTP	Notice to Proceed
OCR	Optical Character Recognition
OEM	Original Equipment Manufacturer
OFA	Oracle® Financial Application
OPRA	Open Public Record Act
ORT	Open Road Tolling
OSHA	Occupational Safety and Health Administration
OWASP	Open Web Application Security Project
PACER	Public Access to Court Electronic Records
PA-DSS	Payment Application Data Security Standard
PAN	Primary Account Number
PBMOK	Project Management Body of Knowledge
PBX	Private Branch Exchange
PCI	Payment Card Industry
PCI DSS	Payment Card Industry Data Security Standards
PCI SSC	Payment Card Industry Security Standards Council
PDF	Portable Document Format
PII	Personally Identifiable Information
PIN	Personal Identification Number
PMBOK	Project Management Book of Knowledge
PMI	Project Management Institute
PMMS	Performance Management and Monitoring System
PMP	Project Management Plan
POP	Payment Orchestration Provider
PRI	Primary Rate Interface
PRT	Production Readiness Testing

Acronym	Term
PTS	PIN Transaction Security
QA	Quality Assurance
QBR	Quarterly Business Review
QC	Quality Control
QR	Quick Response
QSA	Qualified Security Assessor
RBAC	Role-based Access Control
RCA	Root Cause Analysis
RDBMS	Relational Database Management System
RFP	Request for Proposal for New Jersey E-ZPass Services
RMA	Return Merchandise Authorization
RMF	Risk Management Framework
ROC	Report on Compliance
ROI	Region of Interest
ROV	Registered Owner of Vehicle
RPO	Recovery Point Objective
RTM	Requirements Traceability Matrix
RTO	Recovery Time Objective
SDDD	System Detail Design Document
SDK	Software Development Kit
SDLC	Software Development Lifecycle
SDP	Software Development Plan
SFTP	Secure File Transfer Protocol
SIIT	System Integration and Interface Testing
SJTA	South Jersey Transportation Authority
SKU	Stock Keeping Unit
SL	Subsidiary Ledger
SME	Subject Matter Expert
SMS	Short Message Service
SNMP	Simple Network Management Protocol

Acronym	Term
SOAT	System Operational Acceptance Test
SOC	System Organization and Controls
SOP	Standard Operating Procedures
SoT	Source of Truth
SSAE	Statement on Standards for Attestation Engagements.
STK	Systems Tool Kit
SWAC	Secure Workers Access Consortium
TCP	Transmission Control Protocol
TDM	Time-Division Multiplexing
TOR	Transfer of Responsibility
UAT	User Acceptance Testing
UI	User Interface
UPS	Uninterruptible Power Supply or United Parcel Service
URL	Uniform Resource Locator
USPS	United States Postal Service
UX	User Experience
VDI	Virtual Desktop Infrastructure
VIN	Vehicle Identification Number
VPN	Virtual Private Network
VSR	Vehicle Signature Recognition
VUI	Voice User Interface
W3C	World Wide Web Consortium
WAI	Web Accessibility Initiative
WAN	Wide Area Network
WCAG	Web Content Accessibility Guidelines
WIC	Walk-in Center
XML	Extensible Markup Language
ZBA	Zero Balance Account