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Call Center Hours of Operation:  
Monday – Friday, 7:00AM – 7:00PM  
Saturday, 8:30AM – 5:00PM  
Closed Sundays

[www.SunPass.com](http://www.SunPass.com)





# User Manual

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# WELCOME TO SUNPASS

## Florida's Prepaid Toll Program



SunPass® is Florida's Prepaid Toll Program. Many toll roads in Florida are converting to all-electronic, no cash tolling. Driving Florida's toll roads with a SunPass transponder means no hassle no matter what toll road you drive. There are many benefits to being a SunPass customer:

- Customers will always pay the lowest toll amount
- Works on all Florida toll roads and most bridges
- Also works in Georgia and North Carolina with more states coming soon
- Pay for parking at most major airports in Florida and the Hard Rock Stadium in Miami, with more coming soon
- Access and manage your account on the free mobile applications for iOS and Android



In this User Manual, you will find detailed instructions on how to use your SunPass and manage your Prepaid Account. Getting started is easy.

- 1) Create an account**
- 2) Activate your SunPass**
- 3) Add funds**
- 4) Mount your transponder**

Your responsibilities as a SunPass customer are described in the SunPass Customer Agreement located online at [www.sunpass.com/customerAgreement](http://www.sunpass.com/customerAgreement).

Visit the [SunPass website](#) or the Mobile App for more detailed information.

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## PRIVACY POLICY

We respect the privacy of all account holders. The Florida Department of Transportation does not sell or share its customer list with outside marketers. In addition, customer account information is generally exempt from disclosure under Florida's public records law, pursuant to Section 338.155(6), Florida Statutes, and accordingly, information concerning a SunPass account is provided only by subpoena or court order.

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## GETTING STARTED

### Transponder Purchase

SunPass transponders can be purchased from retail locations, online, by phone or in person. The two most commonly used transponders are the Mini and Portable. The Mini transponder is permanently mounted to the windshield and not for use with motorcycles. The Portable transponder can be moved from vehicle to vehicle. Specific vehicle models may require an external mounted transponder. To determine which transponder type best suits your needs, go to [www.sunpass.com/specialWindshields](http://www.sunpass.com/specialWindshields).

#### SUNPASS MINI



- **Price: \$4.99**

- Must be permanently adhered to inside of windshield
- Will NOT work if removed from windshield
- Not for motorcycles
- SunPass Plus Parking

#### SUNPASS PORTABLE



- **Price: \$19.99**

- Sticks to the inside of windshield with suction cups
- Can carry it with you when you travel
- Works on motorcycles
- SunPass Plus Parking

## Account Creation

SunPass offers a variety of account types designed to meet your needs. For account type details, go to [www.sunpass.com/openaccount](http://www.sunpass.com/openaccount). You can create an account by visiting [www.sunpass.com](http://www.sunpass.com), the Mobile App, by phone or in person. For walk in locations, go to [www.sunpass.com/contactus](http://www.sunpass.com/contactus)

Your transponder has no funds and will not work unless you establish a Prepaid Account with a minimum balance. Tolls are collected electronically through the use of a Transponder with this type of account.

A Postpaid Account utilizes toll collection electronically through image-based license plate transactions. Transponders are not required. Customers receive an invoice to pay for tolls with this type of account, which includes an administrative charge plus the toll amount.

Two or more accounts may be linked by customer request, one identified as the primary account and the other(s) as the secondary account(s). Linked accounts will remain separate with individual account numbers and balances, allowing only the primary account holder to view and make changes to all secondary account(s). Secondary accounts can view and make changes only to their own account. Go to [www.sunpass.com/linkedaccounts](http://www.sunpass.com/linkedaccounts) for additional feature details.

## Payment Options

At the time of enrollment, you will need to fund your Prepaid Account using a credit card, debit card or ACH. You may elect to enroll in [SunPass Easy Pay](#).



This feature links a credit, debit card or ACH to your Prepaid Account and will automatically add funds to your account balance by a pre-set amount whenever the balance falls below a pre-established threshold. For more information, go to [www.sunpass.com/howReplenishmentWorks](http://www.sunpass.com/howReplenishmentWorks).

## Installing Your SunPass Mini Transponder

Many SunPass customers utilize the SunPass Mini, even though it no longer works after it is removed from their vehicle's windshield.

### Installation Steps:

1. Choose location from illustration shown on page 8.
2. Clean area using window cleaner.
3. Peel off backing and apply.



The graphic above shows the preferred mounting locations for SunPass transponders.

## Installing Your SunPass Portable Transponder

The SunPass Portable Transponder is now easier than ever to install on the inside of your vehicle's windshield due to the attached suction cups.

### Installation Steps:

1. See diagram (above) for the placement of your transponder.
2. Clean the area where you will be placing your transponder with rubbing alcohol or glass cleaner.
3. Press your transponder against the windshield to enable the suction cups to stick. Transponder must be placed a minimum of 2 inches below the windshield frame. If the windshield has a solar strip, install the transponder at least 2 inches below the strip.
4. Each suction cup has a "tab" that can be lifted to facilitate the removal of your portable transponder.

The transponder must be mounted correctly in order to work properly. Some vehicles have special mounting requirements. For a list of these vehicles, go to [www.sunpass.com/specialWindshields](http://www.sunpass.com/specialWindshields).

## WHERE CAN YOU USE SUNPASS

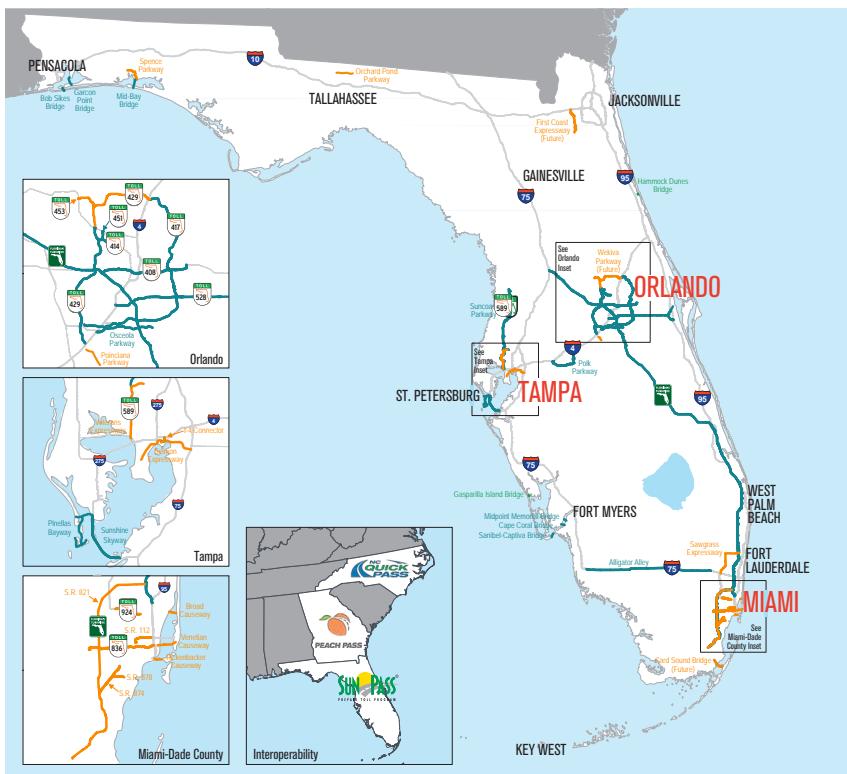
You can use your SunPass to pay for tolls throughout Florida, wherever these logos appear:



Throughout Florida, there are four types of tolling lanes:

Open Road Tolling Lanes		A large overhead gantry allows you to travel at highway speeds while the tolls are deducted from your Prepaid Account. If no transponder is detected, the toll will be billed on a Toll Enforcement Invoice and includes an administrative charge.
SunPass Only Lanes		Exclusive use for customers with a transponder. Posted speed is 25 mph, tolls are deducted from your Prepaid Account.
Exact Change Lanes		Is only for cars (two axle vehicles). Trucks (3+ axles) and trailers are not permitted in this lane.
Change/Receipt/Ticket Lanes		Attended lanes that can be used by all customers.

As a SunPass customer, you always pay the lowest toll amount on all toll roads and most bridges in Florida. SunPass transponders also work in Georgia and North Carolina with more states coming soon. The Toll Road Map on page 10 shows where you can use your SunPass.

**TOLL PAYMENT OPTIONS**SunPass Only  
(cash not accepted)SunPass and  
cash acceptedCash Only  
(SunPass not accepted)

The toll road map above shows where SunPass is accepted.

## SunPass Plus

Enjoy the ease and convenience of using your SunPass to pay for parking at designated SunPass Plus parking facilities.

When you enroll in the Easy Pay feature, you automatically become a SunPass

Plus customer. Look for the SunPass Plus logo when entering and exiting a designated SunPass Plus parking facility. Parking fees of \$10.00 or less will be deducted from your Prepaid Account balance, if the balance is sufficient. Parking fees greater than \$10.00, and any charges not covered by the account balance, will be charged directly to the credit/debit card on your account. Visit [www.sunpass.com](http://www.sunpass.com) or the Mobile App for additional program details.





SunPass Plus customers can pay for parking at several major Florida airports as well as Hard Rock Stadium.

## Florida Express Lanes

Express lanes are optional travel lanes, located on an interstate or toll road, that customers can choose to use when they want a more predictable travel time. Customers in the express lanes pay a dynamically priced toll that increases as traffic begins to build in the express lanes and decreases as traffic reduces. Express lanes are designed with a limited number of entrance and exit points to serve longer, more regional trips. Travelers must have an active and properly mounted SunPass or other interoperable transponder, as no cash or TOLL-BY-PLATE is accepted in the express lanes. Travelers who do not have an active transponder will be charged a \$25.00 violation charge plus tolls each day the express lanes are used. Visit [www.FloridaExpressLanes.com](http://www.FloridaExpressLanes.com) to learn more.

School buses, public transit, over-the-road buses or vanpools may be eligible for toll exemptions when traveling on Florida Express Lanes. Go to [www.FloridaExpressLanes.com/bus-registration/](http://www.FloridaExpressLanes.com/bus-registration/) for details of the Express Lanes Bus Exemption program.



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## HOW TO MANAGE YOUR ACCOUNT

### Account Updates

You will need to maintain your account and update any information that may change including address, payment information, vehicles and transponder status. You can update account information online, by phone, or in person. Keeping your account information current will prevent receiving toll invoices.

### Adding Funds

Your funds are available immediately as long as your Prepaid Account is active at the time of replenishment. You can add funds to your account using a credit card, debit card, or ACH. You can also replenish with cash at authorized locations throughout the state of Florida. Refer to [www.sunpass.com/cashReplenishment](http://www.sunpass.com/cashReplenishment) to locate a convenient authorized merchant.

The Easy Pay feature offers the convenience of automatically adding funds according to preset conditions that you establish. By linking a credit card, debit card, or ACH to your Prepaid Account, funds will be added to your account when the preset conditions are met.

You also have the option to add funds to your account as needed. It is your responsibility to monitor the status of your Prepaid Account balance to ensure there are sufficient funds to cover all applicable tolls and other charges.

### Transaction Activity

All transaction activity appears on your SunPass account. You will see toll activity, replenishments, purchases, and adjustments. You can view the information online or request monthly statements through the mail for a fee.

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## UNPAID TOLLS

Failure to pay a toll is a violation which may result in the issuance of a Uniform Traffic Citation, referral of any unpaid balance to a collection agency and/or lead to DHSMV imposing a vehicle Registration Hold. As the SunPass account holder, you are responsible for all tolls charged to your account, and notification of any charges believed to be in error must be submitted within 90 days of the transaction posted date.

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## ACCOUNT INFORMATION

For easy reference:

Your SunPass Account Number

Your SunPass Transponder Number