



## **Pennsylvania Turnpike Commission Commercial Vehicle Program Information Guide**

The Pennsylvania Turnpike is the best way for commercial vehicles to travel Pennsylvania with easy access to all major Pennsylvania markets and Pennsylvania's Interstate highway system. The Pennsylvania Turnpike Commission (PTC) E-ZPass commercial vehicle program makes travel on the Pennsylvania Turnpike easier for both drivers and companies. With E-ZPass, your drivers will be able to pass through a toll facility without exchanging cash or tickets. It helps ease congestion at busy Pennsylvania Turnpike interchanges and works outside of Pennsylvania for seamless travel to many surrounding states. The PTC's commercial E-ZPass program also provides detailed reports of toll charges, and customers can earn toll discounts up to 20%.\*

### **Who is eligible for the program?**

Commercial vehicle accounts are available to companies that have vehicles used for commercial business. Companies can open prepaid and postpaid accounts based on eligibility criteria. Prepaid accounts deduct toll charges from an opening balance determined by usage and replenish automatically via credit card or bank account draft. Postpaid account holders are billed monthly for their toll usage on the Pennsylvania Turnpike. (See Account Types section.) This program includes fleets of Class 1 vehicles. A commercial vehicle account may be opened for 10 or more Class 1 vehicles, one class 3-9 truck or a fleet of vehicles. A commercial account is required for most motor homes. To be eligible for a postpaid account, a company must charge a minimum of \$1,000\* annually on the Pennsylvania Turnpike.

## Account Types

1. **Prepaid/Postpaid** (CVO1) – This account is for customers not currently enrolled in any other E-ZPass program, that travel on the Pennsylvania Turnpike and other E-ZPass roadways, that want postpaid billing, and who may qualify for toll volume discounts. This option requires annual usage on the Pennsylvania Turnpike of at least \$1,000\* and a **surety bond** in an amount equal to two months of invoices or a minimum of \$3,000\*, whichever is greater. In lieu of a surety bond, the Pennsylvania Turnpike will accept a non-interest bearing certified or cashier's check. Your E-ZPass usage on the Pennsylvania Turnpike will be invoiced monthly. This invoice is only eligible for a toll volume discount if payment is **received by the 24th of each month** (see E-ZPass Commercial Vehicle Addendum – Fees and Charges). Discounts are calculated on Pennsylvania Turnpike tolls only. Service and statement fees are not eligible for discounts. Discounts will not be applied to invoices on accounts with outstanding balances as of the date of the invoice and will not be applied to or include tolls charged to the Customer's prepaid account. The PTC E-ZPass Customer Service Center accepts checks, Electronic Funds Transfers (EFT), cash (walk-in only), or money orders for payment of invoices. Invoices cannot be paid by credit card. Invoices must be paid within 30 days to avoid interest charges (see Commercial Vehicle E-ZPass Terms and Conditions), and will include a monthly service fee (see E-ZPass Commercial Vehicle Addendum – Fees and Charges).

A prepaid balance is required for travel on other agency roadways offering E-ZPass. An initial payment of 45 days worth of charges or \$100\*, whichever is greater, is required. This is the minimum amount needed to replenish your prepaid account. Replenishment automatically takes place when your E-ZPass account balance reaches a low balance value of 20%\* of the replenishment amount or less. **Transactions posted against the prepaid balance are not eligible for toll volume discounts.** The replenishment amount will be increased if an account needs to be replenished more than twice a month for credit card replenishment or three times a month for automatic bank draft from a bank account (ACH). Replenishment must be set up using a primary and a secondary form of automatic payment (either two credit cards, two bank accounts or one of each).

2. **Prepaid Only** (CVO2) – This account is for commercial vehicle customers not currently enrolled in any other E-ZPass program that do not qualify for toll volume discounts or do not want to post surety. The prepaid account balance is valid for travel on the Pennsylvania Turnpike as well as other E-ZPass roadways. An initial payment of 45 days worth of charges or \$500\*, whichever is greater, is required to open your prepaid CVO E-ZPass account. This is the minimum amount needed to replenish your prepaid account. Replenishment automatically takes place when your E-ZPass account balance reaches a low balance value of 20%\* of the replenishment amount or less. **Prepaid only accounts are not eligible for discounts.** The replenishment amount will be increased if an account needs to be replenished more than twice a month for credit card replenishment or three times a month for ACH. The PTC E-ZPass Customer Service Center accepts credit cards, checks, cash (walk-in only), or money orders to open a prepaid account. Replenishment must be set up using a primary and a secondary form of automatic payment (either two credit cards, two bank accounts or one of each).

3. **Companion** (CVO3: Postpaid Only) – This account is for customers with existing accounts with other E-ZPass agencies that want postpaid billing and who may qualify for toll volume discounts. This option requires annual usage on the Pennsylvania Turnpike of at least \$1,000,\* and requires a **surety bond** in an amount equal to two months invoices or a minimum of \$3,000\*, whichever is greater. In lieu of a surety bond, the Pennsylvania Turnpike will accept a non-interest bearing certified or cashier's check. Your E-ZPass usage on the Pennsylvania Turnpike will be invoiced monthly. This invoice is only eligible for a toll volume discount if payment is **received by the 24th of each month**. Discounts will not be applied to invoices on accounts with outstanding balances as of the date of the invoice. The PTC E-ZPass Customer Service Center accepts checks, EFT, cash (walk-in only), or money orders for payment of invoices. Invoices cannot be paid by credit card. Invoices must be paid within 30 days to avoid interest charges and will include a monthly service fee (see E-ZPass Commercial Vehicle Addendum – Fees and Charges).
4. **Companion Plus** (CVO4: Prepaid/Postpaid) – This account is for customers with existing accounts with other E-ZPass agencies that want postpaid billing, may qualify for toll volume discounts, and want to purchase Pennsylvania Turnpike transponders. Annual usage on the Pennsylvania Turnpike must be at least \$1,000.\* This option requires a **surety bond** in an amount equal to two months invoices or a minimum of \$3,000\*, whichever is greater. In lieu of a surety bond, the Pennsylvania Turnpike will accept a non-interest bearing certified or cashier's check. Your E-ZPass usage on the Pennsylvania Turnpike will be invoiced monthly. This invoice is only eligible for a toll volume discount if payment is **received by the 24th of each month**. Discounts will not be applied to invoices on accounts with outstanding balances as of the date of the invoice and will not be applied to or include tolls charged to the Customer's prepaid account. The PTC E-ZPass Customer Service Center accepts checks, EFT, cash (walk-in only), or money orders for payment of invoices. Invoices cannot be paid by credit card. Invoices must be paid within 30 days to avoid interest charges and will include a monthly service fee (see E-ZPass Commercial Vehicle Addendum – Fees and Charges).

A prepaid balance is required for added PTC transponders which are used for travel on other agency roadways offering E-ZPass. An initial payment of 45 days worth of charges or \$100\*, whichever is greater, is required. This is the minimum amount needed to replenish your prepaid account. Replenishment automatically takes place when your E-ZPass account balance reaches a low balance value of 20%\* of the replenishment amount or less. **Transactions posted against the prepaid balance are not eligible for volume discounts.** The replenishment amount will be increased if an account needs to be replenished more than twice a month for credit card replenishment or three times a month for ACH. Replenishment must be set up using a primary and a secondary form of automatic payment (either two credit cards, two bank accounts or one of each). Please note that only other agency transactions for the added PTC transponders will be charged against this prepaid balance.

## Postpaid Surety Requirements

Credit for a postpaid account is secured with the PTC by providing a surety bond. A surety bond is an **insurance policy** that guarantees that the PTC will receive payment in the event the account holder defaults on payment of its invoice. The surety bond must be equal to two months invoices or a minimum of \$3,000\*, whichever is greater. In lieu of a surety bond, the PTC will accept a non-interest bearing certified or cashier's check in the amount of the required bond.

The PTC will review each account on a monthly basis to ensure there is a proper amount of surety. If an increase in surety is required, the company must supply the additional surety within 30 days after being notified.

A blank surety form is included in the CVO Application package. It is also available on the web at [www.paturndpike.com](http://www.paturndpike.com) for downloading or printing. This form may also be emailed to your surety provider for completion. Please do not return applications without the proper surety bond attached.

## Volume Discounts

Commercial vehicle account holders who frequently travel the Pennsylvania Turnpike and meet volume requirements for their travel on the Pennsylvania Turnpike may be eligible for discounts on their **tolls**. These volume discounts provide substantial savings to commercial carriers. **Prepaid only accounts are not eligible for volume discounts.**

### Discount Schedule

<u>Amount of Monthly Tolls</u>	<u>Discount Provided*</u>
\$1,000.00 to \$5,000.00*	10%
\$5,000.01 to \$10,000.00*	15%
\$10,000.01 and over*	20%

In order to take advantage of any eligible discount, payment must be **received by the 24th of each month**. Discounts will not be applied to invoices on accounts with outstanding balances as of the date of the invoice and will not be applied to or include tolls charged to the customer's prepaid account, or any service or statement fees.

## Transponders

The PTC's Commercial Vehicle Program requires the purchase of E-ZPass transponders. The information on transponder types is provided to assist you in purchasing the correct transponder for your vehicle.

**Interior mount transponders** must be purchased at a cost of **\$25\*** plus sales tax where applicable. This transponder can be mounted in the interior of most cars and trucks.

**Exterior mount transponders** must be purchased at a cost of **\$25\*** plus sales tax where applicable. This transponder is physically similar to the interior transponder, but has a

conformal coating to protect against exposure to the elements. It can be mounted on buses, trucks, and motorcycles.

**Bumper mount transponders** must be purchased at a cost of **\$35\*** plus sales tax where applicable. These transponders are for vehicles with special features (i.e. heating elements, metallic oxides, and some tints) that have been installed in or on the windshield preventing the transponder signal from being read. You may be able to confirm whether or not your vehicle is equipped with any of these features by contacting your dealer.

**Roof mount transponders** must be purchased at a cost of **\$35\*** plus sales tax where applicable. This transponder is designed for applications where line-of-sight is an issue and/or an out-of-reach mounting arrangement is desired. This transponder is typically used on heavy trucks and buses.

*If you have any questions regarding the use of any of the transponders listed, please call the Pennsylvania Turnpike Commission Customer Service Center at 1.877.PENNPASS (1.877.736.6727).*

Once an application has been received and processed by the PTC, it should take approximately 4 weeks for the customer to receive their transponder(s).

Transponders cannot be transferred, assigned, sold, or otherwise provided to any other individual or entity without the express written consent of the PTC.

Transponders are non-refundable and non-returnable. However, the services associated with the transponders may be discontinued by the PTC at any time.

Commercial vehicle customers agree to dispose of transponders according to local and/or state regulations. If you need assistance in disposing transponders that were issued to you by the PTC, you may send them to the PTC E-ZPass Customer Service Center for proper disposal. Send your E-ZPass transponders along with a letter on company letterhead giving us the authorization to dispose of your transponders:

PTC E-ZPass Customer Service Center  
Attn: Commercial Vehicle Operations  
7631 Derry Street  
Harrisburg, PA 17111

The letter should include the specific transponder numbers and be signed by an authorized contact on the E-ZPass account. It is highly recommended that when sending your transponders to us that you use a method that can provide proof of delivery. In addition, to prevent your transponders from being read during delivery, we recommend that you enclose the transponders in the original silver packaging that was provided with your transponders or wrap the transponders in aluminum foil.

## Service Fees

A monthly account service fee of \$.50\* will be charged for each transponder to which a transaction was posted during a given month. There will be no service fee for those transponders that were not used in that month. The service fee is calculated and posted on the sixth day of the month for the previous month's transponder activity.

Service fees are added to the monthly postpaid invoice for the following account types: CVO1 – Prepaid/Postpaid; CVO3 – Companion; CVO4 – Companion Plus.

Service fees are deducted from the prepaid account balance for CVO2 – Prepaid accounts.

Service fees are not eligible for discounts.

## Monthly Detailed Statements

Detailed statements help companies maintain records of business expenses and monitor E-ZPass usage. Statements show both transaction and posting dates. The information may be viewed, printed out, or downloaded onto the company's own computer system. The PTC provides all commercial vehicle accounts with a detailed record of their E-ZPass charges on the web ([www.paturndpike.com](http://www.paturndpike.com)) **free of charge**. *Online accounts are password protected. Transactions are available for a limited number of days. Please retain your monthly statement information for year-end purposes.*

Pennsylvania Turnpike transactions are typically posted within 24 to 48 hours. Out of state transactions are posted as soon as they are received.

The following toll information is provided on our website for both Prepaid and Postpaid accounts:

- Posting Date/Time
- Transaction Type
- Individual Transponder Number
- Vehicle Class
- Agency
- Entry Plaza
- Entry Date and Time
- Exit Plaza
- Exit Date and Time
- Amount

Our website also provides information regarding payments, service fees, statement fees, and other miscellaneous account transactions.

Optional printed monthly statements are available for a fee based on the number of transponders on the account:

<u>Number of transponders</u>	<u>Monthly Statement Fee*</u>
1-50	\$10.00
51-100	\$15.00
101 or more	\$20.00

Statement fees are deducted from the prepaid account balance for the following account types: CVO1 – Prepaid/Postpaid; CVO2 – Prepaid; and CVO4 – Companion Plus.

Statement fees are added to the monthly postpaid invoice for CVO3 – Companion accounts.

Statement fees are not eligible for discounts.

## Monthly Invoice

Invoices are mailed monthly to all accounts. The invoice lists a total of all charges for transactions on the Pennsylvania Turnpike, the total discount available and the net due if received by the 24th of each month. **Payments not received by the 24th of each month will result in the loss of any discount for that month. Discounts will not be allowed if an account has an unpaid balance.** Those accounts that did not earn a discount must pay their invoice within 30 days of the date of the invoice. Payments received after the 30 day due date will be assessed a late fee of 1.5%\* per month on any unpaid balance. ***Delinquent accounts may be subject to suspension of their credit privileges.***

## Payment Methods

### Prepaid portion of CVO1, CVO2 and CVO4

Prepaid accounts must be set up with two (2) forms of automatic replenishment. These options include: two credit cards, two bank accounts, or one credit card and a bank account.

Accounts will automatically replenish when they reach a low balance equal to 20%\* of the replenishment amount. The replenishment amount will be increased if an account needs to be replenished more than twice a month for credit card replenishment or three times a month for ACH.

### Postpaid portion of CVO1, CVO3 and CVO4

Postpaid accounts may be paid by automatic draft from a bank account (ACH), cash (walk-in only), EFT, certified check, company check, or money orders. ***The PTC does not accept credit cards for payment of invoices.***

Accounts with insufficient funds on the prepaid account (CVO1 and CVO4) will have their postpaid credit privileges suspended. Accounts with suspended postpaid credit privileges will have their prepaid portion deactivated.

## **Lost or Stolen Transponders**

It is very important to report lost or stolen E-ZPass transponders provided to you by the Pennsylvania Turnpike or from other E-ZPass Agencies (transponders on Companion accounts – CVO3 and CVO4) immediately. Report a lost or stolen transponder by calling the PTC E-ZPass Customer Service Center at 1.877.PENNPASS (1.877.736.6727) and speaking with a Customer Service Representative, reporting it on the phone system (IVR), or sending it over the web at [www.paturndpike.com](http://www.paturndpike.com). Please provide the complete 11 digit transponder number for each individual transponder being reported. The security of transponders is the responsibility of the account holder.

The account holder is responsible for all charges that are incurred prior to your reporting the transponder as lost or stolen to the PTC E-ZPass Customer Service Center. Cost of replacing the transponder is the customer's responsibility.

If you have obtained your transponder from the Pennsylvania Turnpike and register it with another E-ZPass agency, it will be your responsibility to notify that agency in the event that the transponder is lost or stolen.

If you find your transponder after reporting it lost or stolen, please call the PTC E-ZPass Customer Service Center at 1.877.PENNPASS (1.877.736.6727).

## **Commercial Vehicle Classification**

The Pennsylvania Turnpike classifies vehicles and charges tolls based on gross vehicle weight and distance traveled. Visit the toll mileage calculator on our website ([www.paturndpike.com](http://www.paturndpike.com)) for details.

## **Commercial Account Closure**

To close your Commercial E-ZPass account, submit your request in writing on company letterhead signed by an authorized account representative. Upon receipt of the request, the account will remain open for a specified number of days in order to allow all outstanding charges to post to your account. The closing process can take up to sixty (60) days. Any funds that remain on the account at closure will be refunded.

## **E-ZPass Lane Information**

The speed limit through E-ZPass lanes is 5 miles per hour, unless otherwise posted. The 5 miles per hour limit is for the safety of all E-ZPass customers and Pennsylvania Turnpike employees.

If you have any questions, please call the PTC's E-ZPass Customer Service Center at 1.877.PENNPASS (1.877.736.6727) to speak with a Commercial Customer Service Representative.