



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

November 18, 2020  
**AGENDA ITEM #7**

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Approve Work Authorization No. 2 with  
Cofiroute USA, LLC for toll bill and website  
changes

<b>Strategic Plan Relevance:</b>	Deliver on Commitments to Our Customers and Our Investors; Deliver Responsible Mobility Solutions that Respect the Communities We Serve; Deliver Multi-faceted Mobility Solutions
<b>Department:</b>	Operations
<b>Contact:</b>	Tracie Brown, Director of Operations
<b>Associated Costs:</b>	\$93,658.17
<b>Funding Source:</b>	Toll Revenues
<b>Action Requested:</b>	Consider and act on draft resolution

**Summary:**

**Background** – Cofiroute USA, LLC (CUSA) was selected by the Mobility Authority in February 2018 to oversee the Mobility’s Authority’s Pay By Mail (PBM) program after a competitive procurement process. Key services provided under the contract include billing, customer service, collections, and enforcement support. Cofiroute mailed its first bills under the new PBM program in January 2019. To date, CUSA has issued 11,529,766 bills / notices; answered 696,249 calls; handled 75,594 pieces of correspondence; managed 8,739 chat sessions; assisted 20,252 walk-up payment customers; and collected \$37,686,814 in tolls.

**Current Action** – In early 2020 the CTRMA Operations team led a review of the current CTRMA toll bills and non-payment notices to identify improvement opportunities that would streamline processes, reduce support needs, create a better customer experience and promote more timely payment. The team also examined elements of the Mobility Authority’s PBM web page and paymobilitybill.com site as part of this exercise. Assisting in this effort were representatives from the North East Texas Regional Mobility (NET RMA), Fagan Consulting, and Cofiroute as well as user experience subject matter experts from WSP Engineering,

### Key Review Observations

Several of the team's observations regarding the bills, notices and websites are outlined below:

- Statements include both an account number and invoice number, but it is unclear which is necessary to make payments because it varies depending on the payment method. For example, paying by phone requires the invoice number, but paying online requires the account number.
- Current toll bills contain too much unnecessary information that can overwhelm customers.
- All statement information carries the same visual weight, and there is no emphasis placed on important content – this can lead to important payment information being overlooked.
- It is not clear how late fees are calculated or assessed, so customers see no incentive for paying on time.
- It is unclear when the bill was issued and when payment is due.
- An opportunity to convert Pay by Mail customers to account customers is being missed – toll bills should include language that emphasizes the savings power gained by using an account.
- Having to navigate three unique websites – <https://paymobilitybill.com/>, <https://www.mobilityauthority.com/pay-your-toll>, and <https://ct.rmatoll.com/Home/Login> (Online Payment Portal) - can lead to content and messaging inconsistencies, confusion, and frustration resulting in increased drop rates and payment losses.

### Cofiroute Work Authorization #2

After multiple interviews and discovery sessions, WSP Engineering proposed a revamp of the Authority's toll bills, non-payment notices and websites (*Exhibits A & B*). Cofiroute's Work Authorization #2 outlines the scope of the PBM system changes needed to support those recommendations as well as modifications to the payment site (*Exhibit C*). These enhancements will allow a more complete picture for customers of their total balance owed; provide the ability for the Authority's Pay By Mail customers to use their invoice number and license plate to login to the customer portal and to view and pay invoices and collections balances from a single screen and in a single step; and implement changes to the invoice data file generation in support of the redesigned toll bill templates.

**The total cost for Work Authorization #2 is \$93,658.17.** The estimated time to complete the identified tasks is 10 weeks from Notice to Proceed.

**Previous Actions** - In December 2018 the Mobility Authority's Board of Director approved an amendment of the Agreement with Cofiroute, USA outlining expected recompense for processing and collecting Pay By Mail toll transactions paid from post-paid accounts, overpayments and prior to notice generation. The amendment also added two new pay items that to the original pricing schedule, compensation for insufficient funds and compensation for out of state license plate lookups. A second amendment was approved in July 2019 modifying the compensation schedule to support extended call center hours, the administration of the Qualified Veteran Program and habitual violation enforcement support.

Work Authorization #1 was approved by the Board in September 2020. This WA will automate key processes supporting the Authority's habitual violator program.

**Staff Recommendation** - Staff recommends approval of Work Authorization No. 2 with Cofiroute USA, LLC to support changes to Mobility Authority toll bills and website changes.

**Backup Provided** - Draft Resolution

Cofiroute WA-002 - Toll Bill and Website Changes (*dated 10.22.20*)

Exhibit A - Mobility Authority Revamped Toll Bill & Notice

Exhibit B - Mobility Authority Revamped PBM Website

Exhibit C - Payment Site Changes

**GENERAL MEETING OF THE BOARD OF DIRECTORS  
OF THE  
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

**RESOLUTION NO. 20-0XX**

**APPROVING WORK AUTHORIZATION NO. 2 WITH COFIROUTE USA, LLC FOR  
TOLL BILL AND WEBSITE CHANGES**

WHEREAS, by Resolution No. 18-005, dated February 28, 2018, the Board approved an agreement with Cofiroute USA, LLC for pay by mail, violations processing, collections and customer services (the "Agreement"); and

WHEREAS, following a review of the Mobility Authority's Back-Office System including current toll bills, non-payment notices, the Pay By Mail webpage and paymobilitybill.com website, the Operations Department identified multiple enhancements intended to promote timely payments and create a better customer experience; and

WHEREAS, the Executive Director and Cofiroute USA, LLC have negotiated proposed Work Authorization No. 2 under the Agreement in an amount not to exceed \$93,658.17 to implement the enhancements to the Mobility Authority's Back-Office System identified by the Operations Department; and

WHEREAS, the Executive director recommends that the Board approve Work Authorization No. 2 with Cofiroute USA, LLC in the form or substantially the same form attached hereto as Exhibit A.

NOW THEREFORE, BE IT RESOLVED, that the Board approves Work Authorization No. 2 with Cofiroute USA, LLC in an amount not to exceed \$93,658.17 for enhancements to the Mobility Authority's Back-Office System to promote timely payments and create a better customer experience; and

BE IT FURTHER RESOLVED that the Board authorizes the Executive Director to finalize and execute Work Authorization No. 2 with Cofiroute USA, LLC on behalf of the Mobility Authority in the form or in substantially the same form attached hereto as Exhibit A.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 18<sup>th</sup> day of November 2020.

Submitted and reviewed by:

Approved:

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Geoffrey Petrov, General Counsel

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Robert W. Jenkins, Jr.  
Chairman, Board of Directors

**Exhibit A**



**PAY BY MAIL SERVICES**

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***WA-002 – Toll Bill and Website Changes  
October 22, 2020***

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## 1 INTRODUCTION

The Central Texas Regional Mobility Authority (“CTRMA”) has requested certain changes to its Pay by Mail Back-Office System in order to make enhancements to the Toll Bills and customer facing Website. This Work Agreement outlines the scope of these enhancements and agreed upon compensation. Any terms not defined in this Work Agreement will have the meanings defined in the Master Agreement between CTRMA and Cofiroute. This Work Agreement is subject to the terms of the Master Agreement, including without limitation its provisions regarding obligations, variations, coordination, delay and force majeure.

## 2 PURPOSE

The purpose of this work agreement order is to update the website to implement the notice and website enhancements recommended during the User Review process with CTRMA and WSP. These modifications allow a more complete picture for customers of their total balance owed both on Customer Notices and in the Customer Website Portal. These changes will provide the ability for CTRMA Pay By Mail customers to use their invoice number and license plate to login to the customer portal and to view and pay invoices and collections balances from a single screen and in a single step which will apply the payment for the amounts specified for the invoice and collection balance. Additionally, these modifications will implement changes to the invoice data file generation to also include fields for the total previous charges and new total charges fields, in support of the redesigned toll bill templates.

## 3 SCOPE

The PBM Back-Office System needs to be updated to support the following requirements:

1. Implement changes to the invoice data file generation to add the Total Previous Charges and New Total Charges fields to support the redesigned toll bill templates.
2. Update the website to provide the ability for CTRMA Pay by Mail customers to use their invoice number and license plate to login to the customer portal, while preserving the ability for NETRMA customers to continue to login with account number and license plate.
3. Make Captcha visible only after 2 unsuccessful login attempts.
4. Install CTRMA provided HTML pages related to Home page and Account login.
5. Review links to paymobility.com and update any remaining links and references from the paymobility.com site to CTRMA’s site (mobilityauthority.com).
6. Update Training manuals as necessary.



7. Update the CTRMA Pay By Mail customer portal to pay the collections and other invoiced balances in a single step and apply the payment for the amounts specified for the invoice and collections balance as described in Appendix 1 ([Proposed WebSite Changes\\_v1.5\\_CTRMAcomments.docx](#)) for both CTRMA and NETRMA Customer portals.

8. Implement [hover text](#) for the values listed in Appendix 2 for both CTRMA and NETRMA Customer portals.

### 3.1 ACTIONS TO BE TAKEN AND IMPACTED AREAS:

- Update the invoice data file generation to add the two new fields for Total Previous Charges and New Total Charges.
- Perform integration testing with the mail house, CSG, to test the redesigned template changes.
- Include and test the website changes for the new pages.
- Update the website to include collections balance when viewing account and making a payment.
- Review user manuals and update as needed.

### 3.2 AFFECTED SUBSYSTEMS

The following BOS subsystems have been identified as areas that will be impacted by the change in the approach for application of the collections fee. Those systems include:

- Collection Transaction Processor and Batch Creation
- CSC Portal
- TVC Module
- Collections Interface modifications to exchange information between the vendor and the PBM system
- External or Self-service portal
- Court and Habitual Violator modules changes related to collections amount calculations
- Write-off job
- Reports

### 3.3 ASSUMPTIONS

1. CTRMA will provide the Home Page and Account login pages in HTML/CSS/JS without using Bootstrap 4 CSS framework format.
2. No integration efforts will be required to implement the CTRMA provided HTML/CSS pages.
3. The provided pages will be HTML/CSS pages without any content management system integration (i.e. word press) and without any other dependencies that may introduce potential security issues.

4. The HTML pages provided will include all necessary links updates to change references from paymobility.com site to CTRMA’s site (mobilityauthority.com).
5. Account number will remain in the payment coupon scan line to maintain the current functionality for Lockbox payment processing.
6. When the agent or customer initiates a payment and only the invoice is selected, the current functionality applies payment to the transactions on the invoice selected, excluding collections amounts due, in FIFO order. Any remaining amounts will be applied to the account in FIFO order. There will be no changes to the current functionality of payment application.
7. The current remittance reporting, in the Full Amount Collected Report, considers an invoice fully paid when only the balances aged to Toll Bill Notice(TBN), Notice of Non-Payment(NNP) and Notice of Toll Violation(NTV) are paid and does not include collections amounts. This amount is not shown on the proposed invoice template. **NOTE: There will be a discrepancy between the sum of the total due amounts from the printed invoice and the amounts paid in the report.** The remittance reporting will not need to change with this request and no other reporting changes are required.
8. Except for the addition of the 2 new fields, Total Previous Charges and New Total Charges, no other changes to are required to the mail house interface or invoice data file generation.
9. Statement Template Re-Design Modifications & Update
10. The screens in figures in Appendix 3 ([CO#11\\_Operational\\_Assumptions.docx](#)) document, will remain unchanged.

## 4 Costs

Changes described in numbers 1-6 above

	Rate*	Estimated Hours	Cost
Project Manager	\$163.65	52	\$8,509.80
Lead Developer	\$139.15	41	\$5,705.15
Developer	\$118.29	182	\$21,528.78
QA Lead	\$111.47	17	\$1,894.99
QA	\$54.60	48	\$2,620.80
<b>Total</b>		<b>349</b>	<b>\$40,259.52</b>

Changes described in numbers 7-9 above

	Rate*	Estimated Hours	Cost
Project Manager	\$163.65	63	\$10,309.95
Lead Developer	\$139.15	56	\$7,792.40
Developer	\$118.29	250	\$29,572.50
QA Lead	\$111.47	20	\$2,229.40

QA	\$54.60	64	\$3,494.40
<b>Total</b>		<b>464</b>	<b>\$53,398.65</b>

\* Note – Rates identified above have been agreed to between CTRMA and Cofiroute USA as per Appendix D of the PBM Agreement

**Total Cost: \$93,658.17**

#### 4.1 PAYMENT MILESTONES

Milestone	Amount	Date
Notice to Proceed	10%	NTP Date
Development Completed	40%	Per Project Schedule
Testing Completed/Approved	30%	Per Project Schedule
Go Live	20%	Per Project Schedule

**Estimated time to completion: 10 weeks from NTP**

### 5 Acronyms and Definitions

<b>BOS</b>	Back Office System
<b>BR</b>	Business Requirement
<b>CSC</b>	Customer Service Center
<b>CTRMA</b>	Central Texas Regional Mobility Authority
<b>CUSA</b>	Cofiroute USA
<b>DDD</b>	Detailed Design Document
<b>FAT</b>	Factory Acceptance Test
<b>HV</b>	Habitual Violator
<b>NETRMA</b>	North East Texas Reginal Mobility Authority
<b>NTP</b>	Notice to Proceed
<b>PBM</b>	Pay By Mail
<b>PP</b>	Payment Plan
<b>QA</b>	Quality Assurance
<b>QC</b>	Quality Control
<b>Vendor</b>	Cofiroute USA

### 6 Final Approvals

\_\_\_\_\_  
CTRMA Representative

\_\_\_\_\_  
Date



*Tawnya Freund*  
\_\_\_\_\_  
Cofiroute USA Representative

11/5/2020  
\_\_\_\_\_  
Date



**ACCOUNT STATUS:** Current

**ACCOUNT STATEMENT**

Account Number: [REDACTED]  
 Vehicle License Plate: [REDACTED]  
 Invoice Number: 100008634973  
 Payment Due Date: 01/31/2020

**SUMMARY OF (PREVIOUS) CHARGES**

Previous Balance: \$32.77  
 Payments/Credits: \$32.77  
 Non-Payment Fee(s) Assessed: \$0.00  
**Balance Forward: \$0.00**

**NEW (CURRENT) CHARGES**

Tolls: \$1.77  
 Processing Fee(s): \$1.00

**Total (Current) Charges: \$2.77**

Previous + Current Charges = Total Due

**TOTAL DUE: \$2.77**

**HOW TO PAY YOUR BILL**

**EASY PAY ONLINE**  
[www.paymobilitybill.com](http://www.paymobilitybill.com)

**BY PHONE**  
 (833) 762-8655 or (512) 410-0562

**PAY BY MAIL**  
 RMA Toll Processing  
 P.O. Box 734182  
 Dallas, TX 75373-4182

**IN PERSON**  
 14050 Summit Drive Suite 113A  
 Austin, TX 78728

**YOU COULD HAVE SAVED \$1.59 WITH A TAG!**  
 Electronic tags are the simplest, most cost-effective way to pay tolls.  
 Get a tag today and save on tolls.  
 Learn more at [www.paymobilitybill.com](http://www.paymobilitybill.com)



**<< NOT YOUR CAR?**  
 Please contact us immediately at [www.paymobilitybill.com](http://www.paymobilitybill.com) to resolve.

G10  
2806-7221704

**PAYMENT FORM** To pay by mail, please detach this form and return with payment.

CTRMA Processing  
 PO BOX 3649  
 Pflugerville, TX 78691  
 CHANGE SERVICE REQUESTED



License Plate: [REDACTED]  
 Account Number: [REDACTED]  
 Invoice Number: 100008634973  
 Bill Date: 01/01/2020  
 Amount Due: \$2.77  
 Payment Due: 01/31/2020

00003  
 00003  
 PEDRO [REDACTED]  
 ABC1234 [REDACTED]  
 00-COFIBR1E-2 [REDACTED]  
 G10 [REDACTED]

RMA Toll Processing  
 P.O. Box 734182  
 Dallas, TX 75373-4182



## Frequently Asked Questions

### I already paid this bill. Why am I getting another?

CTRMA-issued Pay By Mail bills and notices are unique to a license plate, registered owner address and 30-day billing cycle. Each bill is assigned a different billing invoice number. To confirm payment or check for additional bills, use the Pay by Plate feature at [www.paymobilitybill.com](http://www.paymobilitybill.com).

### I no longer own this vehicle. What do I do?

Under Texas law, you may be able to dispute these charges if you were no longer the legal owner of the vehicle at the time it was on the toll road; the vehicle was leased or rented to another entity at the time it was on the toll road; or the vehicle was stolen prior to its use of the toll road.

To qualify, submit one of the following by mail or email ([CustomerService@rmatoll.com](mailto:CustomerService@rmatoll.com)). Once a review of your account(s) is completed, you will receive a follow-up of on the resolution:

- A copy of the Texas Department of Motor Vehicles (TxDMV's) Transfer Notification Form (VTR-346) confirming sale or transfer of your vehicle

to another owner prior to the toll date;

- A copy of the rental or lease agreement that includes the name & address of the party responsible for the car at the time toll charges were incurred, or;
- A copy of the police report showing your vehicle was reported stolen prior to the time the toll charges were incurred.

### I have an electronic toll tag account. Why am I getting this bill?

There are many reasons why an electronic toll account holder may receive a CTRMA-issued Pay By Mail bill. The most common include insufficient funds at the time of the toll(s) due to an expired credit card or banking issue; an incorrect license plate; an invalid tag. To prevent late fees, pay your toll bill and contact your tag provider's customer service center as soon as possible to update your account.

## Don't Become a Violator.

The following example illustrates how unpaid tolls can lead to serious legal issues if not resolved.

### BILLING STAGE

#### Toll Bill

(5 tolls @ \$0.65 toll + \$1 processing fee)

#### Notice of Non-Payment

(tolls + \$15 Non-Payment fee)

#### Notice of Toll Violation

(tolls + \$30 Non-Payment fee)

#### Final Notice of Toll Violation

(tolls + \$45 Non-Payment fee)

#### Criminal Misdemeanor Charges

(tolls + \$50 enforcement fee + up to \$174 court fee + up to \$250 fine)

#### Habitual Violator

(100+ unpaid tolls within a year may lead to name publication, registration block, vehicle ban, as well as criminal misdemeanor charges, subject to a \$500 fine and impoundment if the ban is violated.)

### TOTAL DUE

\$4.25

\$18.25

\$33.25

\$48.25

Up To \$474.65  
per unpaid toll

Up To \$598.25  
fine

## Save Money on Tolls!

Whether you use toll roads in Austin, Dallas, Houston or anywhere else in Texas, here are some reasons to consider getting an electronic toll tag:

**Savings:** Electronic toll tag customers enjoy a discount on tolls and avoid late fees.

**Convenience:** Tolls paid via electronic tag are debited automatically.

**Easy Sign-up:** Electronic toll tag accounts can be opened online, by mail or by phone. Get your TxTag, TollTag or EZ Tag today!



For more information visit  
[www.mobilityauthority.com](http://www.mobilityauthority.com)

## Important Information Regarding Payments and Refunds

**Mailed Payments:** Please include the account number ID and license plate number on the face of the check or money order to ensure proper posting. DO NOT SEND CASH or temporary checks. Allow five (5) days for mailed payments to reach us.

**Checks:** When you provide a check as payment, you authorize CUSA either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. If your payment is returned unpaid, you authorize CUSA to make two attempts to collect payment and make a one-time electronic funds transfer from your account to collect a fee of \$25 for the returned check.

**Online Bill Pay:** Be sure to update the Automated Phone Payment ID / license plate number through your banking institution's bill pay site to ensure that the payment is applied correctly.

**Electronic Tag Accounts:** Payments made to CTRMA Processing do not credit toll tag accounts. Similarly, payments made to TxTag, TollTag or EZ Tag do not resolve CTRMA-issued Pay By Mail bills.

**Refunds:** Do not overpay. Refunds will not be issued for overpayments of less than \$2.50.

## CheckFreePay In-Person Payment Options

**In-Person payment options are available through CheckFreePay.** Please use the link below to view a list of available retailers by clicking on the "CheckFreePay" button on the site. Please bring the tear-off coupon for in-person payments. Please note fees range from \$1.50 to \$3.00, depending on the agent location assessments.

H-E-B, WalMart, Fiesta\*

<http://cofirouteusa.biz/>

\*(This does not constitute a comprehensive list of available retail entities)



## Toll Transactions

Date	Time	Transaction	Location	You Pay
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77

### NEW (CURRENT) CHARGES

Tolls:	\$1.77
Fees:	\$1.00

**Total (Current) Charges:** \$2.77

Previous + Current Charges = Total Due

**TOTAL DUE: \$2.77**

YOU COULD HAVE SAVED \$1.59 WITH A TAG!

**SIGN UP TODAY!**

## We're Open

<i>Mon</i>	7:30 a.m.	to	7 p.m.
<i>Tue</i>	7:30 a.m.	to	6 p.m.
<i>Wed</i>	7:30 a.m.	to	6 p.m.
<i>Thu</i>	7:30 a.m.	to	6 p.m.
<i>Fri</i>	7:30 a.m.	to	7 p.m.
<i>Sat</i>	8 a.m.	to	12 p.m.
<i>Sun</i>	Closed		

Online payment available 24/7

# New

## Expanded Customer Service Center Hours

Pay your toll bill in person, by phone, or online.

Visit Us:

14050 Summit Dr., Suite 113A, Austin, TX 78728

Call Us:

833-762-8655 or 512-410-0562

Go Online Anytime:

PayMobilityBill.com

CENTRAL TEXAS REGIONAL  
MOBILITY AUTHORITY

### >>HABITUAL VIOLATOR NOTICE

Under Texas Transportation Code §370.177 failure to pay by the date due will result in the issuance of a Notice of Non-Payment with additional administrative fees. (See website for explanation) Habitual Toll Violators, those with 100 or more unpaid tolls within a rolling year, and who have been issued at least two notices of non-payment, may be subject to a vehicle registration block, vehicle ban from Mobility Authority operated toll facilities (fine up to \$500), and / or vehicle impoundment.



**EXHIBIT A: BILL REVAMP**  
*New Initial Bill Design*

CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**



**PAY BY MAIL**  
**LICENSE PLATE TOLL BILL**

**AMOUNT DUE: \$XX.XX**  
**Payment Due Date: JUNE 31, 2020**  
**Vehicle License Plate:** [REDACTED]

**INVOICE# 100008634973**



**INVOICE DATE: JUNE 20, 2020**

**NEW CHARGES**

Tolls . . . . . \$XX.XX  
 Processing Fee(s) . . . . . \$XX.XX  
 Out of State Lookup Fee . . . . . \$XX.XX

**TOTAL NEW CHARGES . . . . . \$XX.XX**

**TOTAL DUE \$XX.XX**

**YOU COULD HAVE SAVED \$XX.XX WITH A TAG!**

Open an account and get the lowest rates.  
 Learn more at [www.paymobilitybill.com](http://www.paymobilitybill.com)



**PAY YOUR BILL**



**EASY PAY ONLINE**  
**WWW.PAYMOBILITYBILL.COM**



**BY PHONE**  
**(833) 762-8655 OR (512) 410-0562**



**PAY BY MAIL**  
**RMA Toll Processing**  
**P.O. Box 734182**  
**Dallas, TX 75373-4182**



**IN PERSON**  
**14050 Summit Drive, Suite 113A**  
**Austin, TX 78728**

**AVOID LATE CHARGES**

See reverse side for details



**TRIP & TRANSACTION INFORMATION**

**LICENSE PLATE** [REDACTED]

DATE	TIME	TRANSACTION	LOCATION	YOU PAY
<b>NEW CHARGES</b>				
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77

Transactions continued on reverse side

**NOT YOUR CAR?**

Please contact us immediately at [www.paymobilitybill.com](http://www.paymobilitybill.com) to resolve.



PLEASE DETACH PAYMENT FORM ON PERFORATION



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

**LICENSE PLATE TOLL  
 PAYMENT FORM**

To pay by mail, please detach at perforation and return with check payable to RMA TOLL PROCESSING. DO NOT SEND CASH

CTRMA Processing  
 PO BOX 3649  
 Pflugerville, TX 78691  
 CHANGE SERVICE REQUESTED

**AMOUNT DUE . . . . . \$XX.XX**  
**Payment Due Date . . . . . JUNE 31, 2020**  
**Vehicle License Plate . . . . . [REDACTED]**  
**Invoice Date . . . . . June 20, 2020**

**Invoice# 100008634973**

00003  
 ABC1234  
 00-COFIBR1E-2  
 G10

00003  
 LAST, FIRST NAME  
 0000 ADDRESS  
 CITY, TX 00000-0000

RMA Toll Processing  
 P.O. Box 734182  
 Dallas, TX 75373-4182



001-001-00000005-00

7341821045589090000000277100008634973202001012



TRIP & TRANSACTION INFORMATION				LICENSE PLATE
DATE	TIME	TRANSACTION	LOCATION	YOU PAY
<i>(new charges continued)</i>				
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
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09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77

**FREQUENTLY ASKED QUESTIONS**

**WHAT IS A TOLL BILL, AND WHY DID I RECEIVE ONE?**

**ANSWER:** Toll bills are mailed to drivers who use Central Texas toll roads without a valid TxTag, TollTag, EZ TAG, K-TAG, Pikepass, or BancPass account. Visit our website for more information.

**I HAVE AN ELECTRONIC TAG (E.G., TXTAG) ACCOUNT— WHY DID I GET A PAY BY MAIL STATEMENT?**

**ANSWER:** If you tag account lacks the funds to cover your tolls, you will receive a Pay by Mail statement. Visit our website for more information.

**FOR MORE QUESTIONS, PLEASE VISIT: WWW.PAYMOBILITYBILL.COM**

**We're Open**

Mon 7:30 a.m. to 7 p.m.  
 Tue 7:30 a.m. to 6 p.m.  
 Wed 7:30 a.m. to 6 p.m.  
 Thu 7:30 a.m. to 6 p.m.  
 Fri 7:30 a.m. to 7 p.m.  
 Sat 8 a.m. to 12 p.m.  
 Sun Closed

Online payment available 24/7

**New Expanded Customer Service Center Hours**

Pay your toll bill in person, by phone, or online.

Visit Us:  
14050 Summit Dr., Suite 113A, Austin, TX 78728

Call Us:  
833-762-8655 or 512-410-0562

Go Online Anytime:  
PayMobilityBill.com

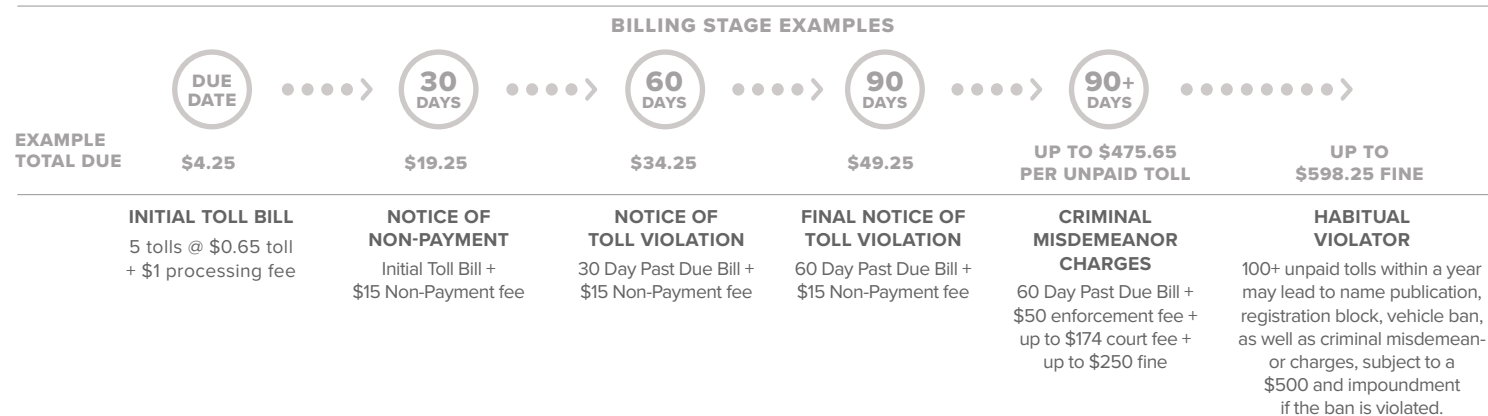
**CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

PLEASE DETACH PAYMENT FORM ON PERFORATION

To pay by mail, please detach at perforation and return with check payable to RMA TOLL PROCESSING. | DO NOT SEND CASH

**AVOID PAST DUE FEES!**

The following example illustrates how unpaid tolls can lead to serious legal issues if not resolved.



>> **HABITUAL VIOLATOR NOTICE:** Under Texas Transportation Code §370.177 failure to pay by the date due will result in the issuance of a Notice of Non-Payment with additional administrative fees. (See website for explanation) Habitual Toll Violators, those with 100 or more unpaid tolls within a rolling year, and who have been issued at least two notices of non-payment, may be subject to a vehicle registration block, vehicle ban from Mobility Authority operated toll facilities (fine up to \$500), and / or vehicle impoundment.

# EXHIBIT A: BILL REVAMP Past Due Notice Design

# 30 DAYS PAST DUE



CENTRAL TEXAS REGIONAL  
MOBILITY AUTHORITY



## LICENSE PLATE TOLL BILL

**AMOUNT DUE:** \$XX.XX  
**Payment Due Date:** JUNE 31, 2020  
**Vehicle License Plate:** [REDACTED]

INVOICE# 100008634973

**INVOICE DATE: JUNE 20, 2020**

### NEW CHARGES

Tolls . . . . . \$XX.XX  
 Processing Fee(s) . . . . . \$XX.XX  
 Out of State Lookup Fee . . . . . \$XX.XX  
 NSF Fee . . . . . \$XX.XX  
**TOTAL NEW CHARGES . . . . . \$XX.XX**

### PREVIOUS CHARGES

Previous Balance . . . . . \$XX.XX  
 Payments/Credits . . . . . \$XX.XX  
 Non-Payment Fee(s) Assessed . . . . . \$XX.XX  
 Balance Forward . . . . . \$XX.XX

**COLLECTIONS BALANCE . . . . . \$XX.XX**

**TOTAL PREVIOUS CHARGES . . . . . \$XX.XX**

**TOTAL DUE \$XX.XX**

Previous + Current Charges

## PAY YOUR BILL



**EASY PAY ONLINE**  
[WWW.PAYMOBILITYBILL.COM](http://WWW.PAYMOBILITYBILL.COM)



**BY PHONE**  
 (833) 762-8655 OR (512) 410-0562



**PAY BY MAIL**  
**RMA Toll Processing**  
**P.O. Box 734182**  
**Dallas, TX 75373-4182**



**IN PERSON**  
**14050 Summit Drive, Suite 113A**  
**Austin, TX 78728**

## AVOID FURTHER LATE CHARGES

See reverse side for details



### TRIP & TRANSACTION INFORMATION

LICENSE PLATE [REDACTED]

DATE	TIME	TRANSACTION	LOCATION	YOU PAY
<b>NEW CHARGES</b>				
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77

Transactions continued on reverse side

## NOT YOUR CAR?

Please contact us immediately at [www.paymobilitybill.com](http://www.paymobilitybill.com) to resolve.



PLEASE DETACH PAYMENT FORM ON PERFORATION



CENTRAL TEXAS REGIONAL  
MOBILITY AUTHORITY

### LICENSE PLATE TOLL PAYMENT FORM

To pay by mail, please detach at perforation and return with check payable to RMA TOLL PROCESSING. DO NOT SEND CASH

CTRMA Processing  
 PO BOX 3649  
 Pflugerville, TX 78691  
 CHANGE SERVICE REQUESTED

**30 DAYS  
PAST  
DUE**

**AMOUNT DUE . . . . . \$XX.XX**  
**Payment Due Date . . . . . JUNE 31, 2020**  
 Vehicle License Plate . . . . . [REDACTED]  
 Invoice Date . . . . . June 20, 2020

Invoice# 100008634973

00003  
 ABC1234  
 00-CO/FIBR1E-2  
 G10  
 00003  
 LAST, FIRST NAME  
 0000 ADDRESS  
 CITY, TX 00000-0000

RMA Toll Processing  
 P.O. Box 734182  
 Dallas, TX 75373-4182



001-001-00000005-00

7341821045589090000000277100008634973202001012

**TRIP & TRANSACTION INFORMATION**

**LICENSE PLATE**

DATE	TIME	TRANSACTION	LOCATION	YOU PAY
<i>(new charges continued)</i>				
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
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09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77
09/24/2019	04:21:53 PM	30113370	Giles Mainline EB 04	\$1.77

**PREVIOUS CHARGES**

INVOICE #	PAYMENTS/CREDITS	TOLL BALANCE	FEE BALANCE	BALANCE DUE
100006551521	\$0.00	\$3.72	\$30.00	<b>\$33.72</b>
100006551521	\$0.00	\$3.72	\$30.00	<b>\$33.72</b>

**FREQUENTLY ASKED QUESTIONS**

**WHAT IS A TOLL BILL, AND WHY DID I RECEIVE ONE?**

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*Call Us:*  
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*Go Online Anytime:*  
PayMobilityBill.com

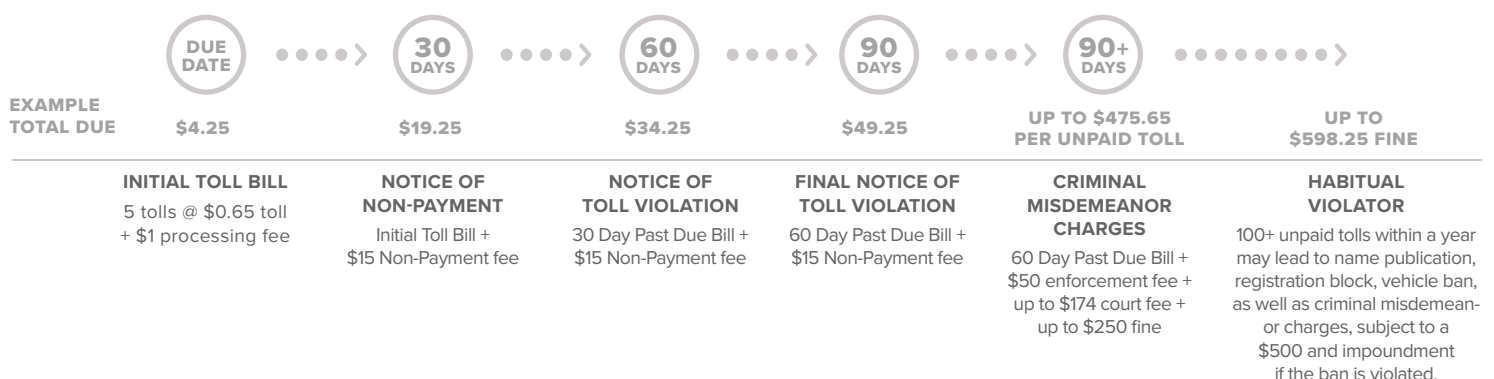
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**AVOID PAST DUE FEES!**

The following example illustrates how unpaid tolls can lead to serious legal issues if not resolved.

**BILLING STAGE EXAMPLES**



>> **HABITUAL VIOLATOR NOTICE:** Under Texas Transportation Code §370.177 failure to pay by the date due will result in the issuance of a Notice of Non-Payment with additional administrative fees. (See website for explanation) Habitual Toll Violators, those with 100 or more unpaid tolls within a rolling year, and who have been issued at least two notices of non-payment, may be subject to a vehicle registration block, vehicle ban from Mobility Authority operated toll facilities (fine up to \$500), and / or vehicle impoundment.



English

# EXHIBIT B: REVAMPED PBM WEBSITE Current Design

Us Contact Us Pay My Toll



Online By Mail In Person By Phone

## Pay Your Toll Online

### Pay Your Bill

Account #  License Plate

Account #

License Plate #

SUBMIT >

RESET

### Register by Plate Account Login

Username  Account #

Username

Password

WUBxT

Captcha

SIGN IN >

Remember me

Need LOG IN Help?

Forgot Username?      Forgot Password?

CREATE AN ACCOUNT



# EXHIBIT B: REVAMPED PBM WEBSITE

## Current Design

				Board Meetings	Contact
About	Traveler Info	Projects & Programs	Business	Resources	Pay Your Toll



### Toll Overview

- Rates
- Rules of the Road
- Payment Options
- Why Am I Getting Multiple Toll Bills?
- Open Toll Roads Map
- Violations & Fees

# Toll Overview

*Mobility Authority roads are modern, all-electronic toll roads, meaning drivers don't have to stop — or even slow down — to pay their tolls. Customers can either pay through their electronic tag account or pay by mail.*

We operate the following toll roads in Travis and Williamson Counties:



183A Toll Road



290 Toll Road



71 Toll Lane



MoPac Express Lane



45SW Toll Road



183 Toll Road

# EXHIBIT B: REVAMPED PBM WEBSITE

## New Combined Design



CENTRAL TEXAS  
MOBILITY AUTHORITY

español

Contact

How it Works

Payment  
Options

Toll Roads

Rates

Violations  
& Fees

Pay Your Toll

183A  
TOLL

290  
TOLL

71  
TOLL

EXPRESS  
1  
TOLL

45  
TOLL

183  
TOLL



Online



By Phone



By Mail



In Person

## Pay Your Toll Online

PAY BY  
Mail

PAY BY MAIL  
LICENSE PLATE TOLL BILL

### [Brief explanation of payment portal]

Placeholder text - Od quos et et que omniscitium derem alia vendaep udipict emolorum atur. Od quos et et que omniscitium derem alia vendaep udipict emolorum atur.

Search by Invoice Number  Search by Travel Dates

\*required field

Invoice Number\*

License Plate Number\*

RESET

SUBMIT



### Save by registering for a pre-paid account or electronic tag!

Register for a pre-paid account or electronic tag and pay 33% instead of regular 50% Pay By Mail rate.



LEARN MORE



### Already have an account?

SIGN IN



By Phone

To pay your invoice using our automated attendant 24 hours a day, 7 days a week, call one of the numbers below.

**Toll Free: (833) 762-8655**

**Local: (512) 410-0562**



DETAILS



By Mail

To pay your invoice by mail, send the payment form and check to the address below.

**RMA Toll Processing  
P.O. Box 734182  
Dallas, Texas 75373-4182**



DETAILS



In Person

To pay your invoice in person, visit our north walk-up center.

**14050 Summit Drive,  
Suite 113A  
Austin, Texas 78728**



DETAILS

RMA Toll Customer Service Center is operated by Cofiroute USA, LLC for the purpose of Toll Bill processing and customer account management on behalf of Central Texas Regional Mobility Authority and Northeast Texas Regional Mobility Authority.

**RMA Toll Customer Service Center**  
14050 Summit Drive, #113A  
Austin, TX 78728  
833-762-8655



CENTRAL TEXAS REGIONAL  
MOBILITY AUTHORITY



Quick Links: [Terms and Conditions](#) | [Privacy Policy](#)

Cofiroute USA, LLC - 200 Spectrum Center Drive, #1850, Irvine, CA 92618 - Telephone: 833-762-8655 - Fax: 949-754-0199 - Website: <https://www.cofirouteusa.com/>



Online



By Phone



By Mail



In Person



### ALERT!

The Summit Drive customer service walk-up location will reopen 7:30am Tuesday, May 26. The TxTag Customer Service Center will remain closed at this time. We apologize for any inconvenience.

We understand the concern and uncertainty you may be experiencing surrounding COVID-19 and are committed to being responsive to the needs of our customers as the situation evolves.

We strongly encourage you to call (833) 762-8655 with questions or concerns regarding your Mobility Authority toll bill. We are here to help. You can also pay your bill online.

As always, the health, safety, and well-being of our customers, employees and all citizens of Central Texas is of paramount concern.

Search by Invoice Number Search by Travel Dates

\*required field



RESET

SUBMIT

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Austin, TX 78728  
833-762-8655



CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY



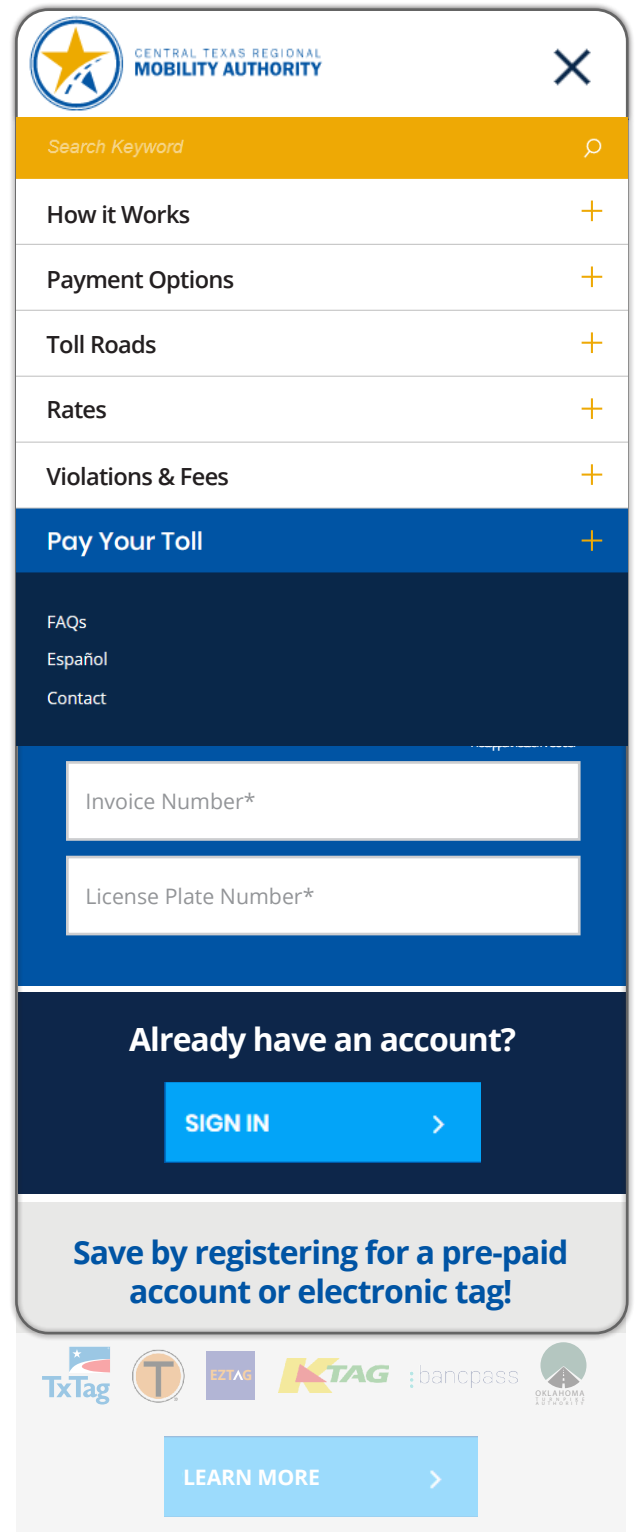
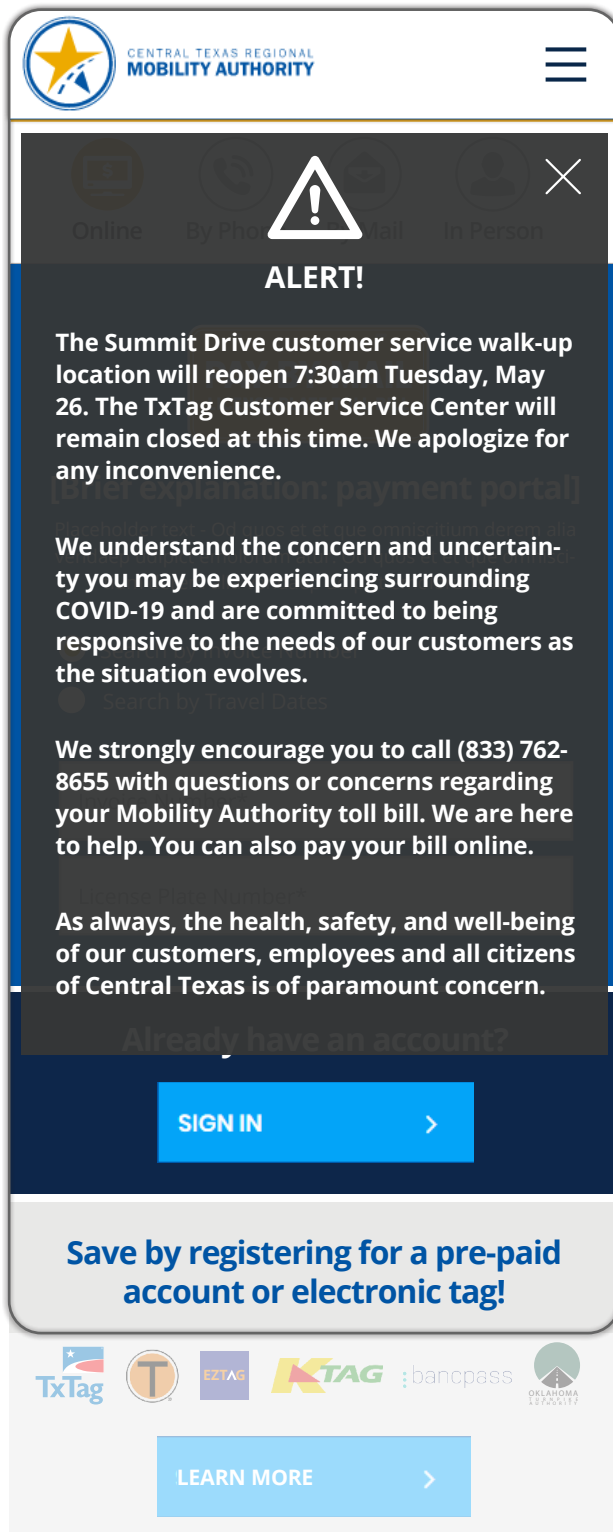
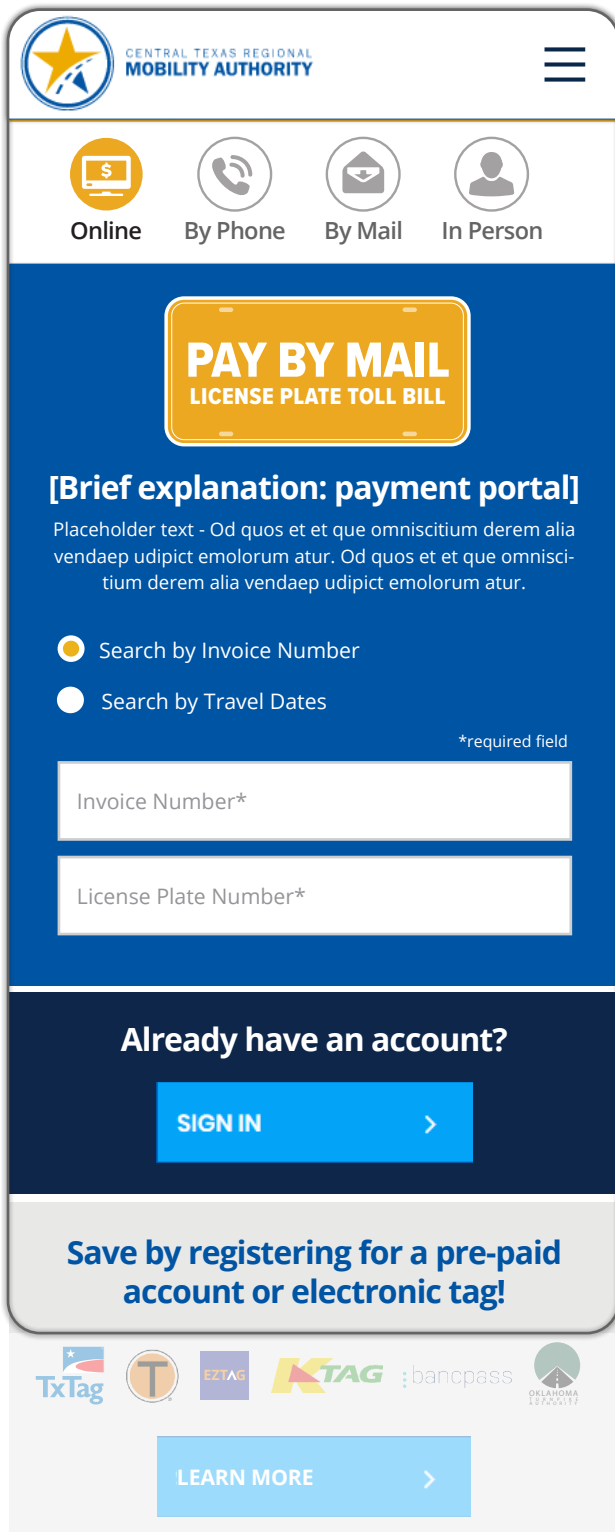
# EXHIBIT B: REVAMPED PBM WEBSITE

## New Combined Mobile Design

Mobile View - Landing

Alert Window

Menu



By Phone

To pay your invoice using our automated attendant 24 hours a day, 7 days a week, call one of the numbers below.

**Toll Free: (833) 762-8655**  
**Local: (512) 410-0562**



DETAILS



By Mail

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**P.O. Box 734182**  
**Dallas, Texas 75373-4182**



DETAILS



By Phone

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DETAILS



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**P.O. Box 734182**  
**Dallas, Texas 75373-4182**



DETAILS



# EXHIBIT #C

## Payment Site Changes

**Use Case 1: Customer has more than 1 Invoice escalated to Collections and have an active Toll bill either in TBN/NNP/NTV Status. Customer would be able to click on the collections invoice and see the details of aging tolls and fee when it was applied. (Customer will have the same view as CSC) Collection invoice details are shown in the top section followed by the active invoice. Customer would be able to click on any of the collections invoice and view all the tolls and fees details and how they were escalated to the collections stage.**

- Customer can make payment for both collections and invoice due at one time.
- Customer have an option to make payment either for collections or invoice due by selecting the checkbox.
- As needed the customer can do partial payment for both collections and invoice due.
- The Collections Invoice details displays the unpaid invoices for last 24 months with an ability to scroll down.
- Clicking on the “**View Collections History**” button would show the last 12 paid Collections invoices similar to Collections Invoice details section.
- Account # and Name will be display when customer search with Invoice # and Licence Plate combination.

The screenshot displays the Central Texas Regional Mobility Authority website interface. At the top, there is a navigation bar with the logo, language selection (English), and links for 'How it Works', 'Resources', 'About Us', 'Contact Us', and a 'Pay My Toll' button. Below the navigation bar, there are toll icons for 183A, 290, 1, 71, 45, and 183, along with payment options: 'Online', 'By Mail', 'In Person', and 'By Phone'.

The main content area is titled 'View All Invoices' and includes search fields for 'Licence Plate #', 'Account #', and 'Name'. Below this, there are two main sections:

### Invoice Details

Invoice #	Invoice Date	Due Date	Invoice Status	Invoice Amount (\$)	Payment(s)/ Adjustment(s)	Toll Amount Due (\$)	Fee Amount Due (\$)	Hold Amount (\$)	Outstanding Amount (\$)
100056758966	12/17/2020	01/17/2020	60 Days Past Due	\$820.85		\$422.83	\$150.02	\$46.00	\$198.02

[View Invoices History](#)

### Collections Invoice Details (90 Days Past Due)

For questions regarding your collections balance, please contact Penn Credit collections agency at 800-900-1380

Original Invoice#	Invoice Date	Collections Date	Transaction Count	Payment(s)/ Adjustment(s)	Toll Amount Due (\$)	Fee Amount Due (\$)	Hold Amount (\$)	Outstanding Amount (\$)	Payment Status	View Details
10005670821	09/17/2019	12/17/2019	31	\$0.00	\$42.61	\$45.00	\$0.00	\$87.61	Unpaid	<a href="#">View Details</a>
10004883455	08/17/2019	11/17/2019	50	\$0.00	\$70.55	\$45.00	\$0.00	\$115.55	Unpaid	<a href="#">View Details</a>
100004098854	07/17/2019	10/17/2019	47	\$0.00	\$74.74	\$45.00	\$0.00	\$119.74	Unpaid	<a href="#">View Details</a>
<b>Total Due (\$)</b>									<b>\$322.90</b>	<a href="#">View Collections History</a>

Invoice Amount:  \$198.02 + Collections Amount:  \$322.90 = Total amount to be paid (\$):  [Back](#) [Payment History](#) [View Ticket\(s\)](#) [Submit Inquiry](#) [Make Payment](#)

Click on View Details button in the Collections Invoice Details section will display with trips and fees associated with a given invoice that escalated to collections.

Collection Invoice Details: 10004863455

Fee Details					
Date	Fee Type	Invoice #	Amount (\$)	Paid/Adjusted (\$)	Outstanding Due (\$)
09/17/2019	Charged CTRMA Toll Bill Processing Fee	10005670821	\$1.00	\$0.00	\$1.00
10/17/2019	Charged CTRMA Notice of Non Payment Fee	10000350889	\$14.00	\$0.00	\$14.00
12/17/2019	Charged CTRMA Notice of Toll Violation Fee	10004098854	\$15.00	\$0.00	\$15.00
11/17/2019	Charged CTRMA Collection Fee		\$15.00	\$0.00	\$15.00

Trip Details			
Trip Date	Amount(\$)	Paid/Adjusted(\$)	Outstanding Due(\$)
09/10/2019	\$0.86	\$0.00	\$0.86
09/11/2019	\$2.31	\$0.00	\$2.31
09/12/2019	\$1.86	\$0.00	\$1.86
09/13/2019	\$2.86	\$0.00	\$2.86
09/14/2019	\$1.86	\$0.00	\$1.86

[Close](#)

**Use Case 2: Customer has more than 3 Invoices escalated to Collections and no active Toll bill either in TBN/NNP/NTV Status.**

Customer with Collections balance logged in with Invoice Number and Plate Information. There is no active invoice for the customer.

View All Invoices

Licence Plate #: [REDACTED] Account #: [REDACTED] Name: [REDACTED]

There is no current outstanding due for the invoices. Click "View Invoices History" to view history details.

**Collections Invoice Details (90 Days Past Due)** For questions regarding your collections balance, please contact Penn Credit collections agency at 800-900-1380

Original Invoice#	Invoice Date	Collections Date	Transaction Count	Payment(s)/ Adjustment(s)	Toll Amount Due (\$)	Fee Amount Due (\$)	Hold Amount (\$)	Outstanding Amount (\$)	Payment Status	View Details
10005670821	09/17/2019	12/17/2019	31	\$0.00	\$42.81	\$45.00	\$0.00	\$87.81	Unpaid	<a href="#">View Details</a>
10004863455	08/17/2019	11/17/2019	50	\$0.00	\$70.55	\$45.00	\$0.00	\$115.55	Unpaid	<a href="#">View Details</a>
100004098854	07/17/2019	10/17/2019	47	\$0.00	\$74.74	\$45.00	\$0.00	\$119.74	Unpaid	<a href="#">View Details</a>
<b>Total Due(\$)</b>								<b>\$322.90</b>		<a href="#">View Collections History</a>

Invoice Amount:  + Collections Amount:  \$322.90 = Total amount to be paid (\$):  [Make Payment](#)

**Use Case 3: Customer has no invoices in Collections and only have Active Toll bill either in TBN/NNP/NTV Status.**

The screenshot shows the 'View All Invoices' page. At the top, there is a navigation bar with the logo, language dropdown (English), and links for 'How it Works', 'Resources', 'About Us', 'Contact Us', and a 'Pay My Toll' button. Below the navigation bar, there are several status indicators: 103A, 290, 1, 71, 45, 183. The main content area includes fields for 'Licence Plate #', 'Account #', and 'Name'. Below these is an 'Invoice Details' table with one row of data. At the bottom, there is a 'Payment Amount' section with a checked checkbox for '\$198.02' and a 'Make Payment' button.

Invoice #	Invoice Date	Due Date	Invoice Status	Invoice Amount (\$)	Payment(s)/ Adjustment(s)	Toll Amount Due (\$)	Fee Amount Due (\$)	Hold Amount (\$)	Outstanding Amount (\$)
100056758966	12/17/2020	01/17/2020	60 Days Past Due	\$620.85	\$422.83	\$150.02	\$48.00	\$0.00	\$198.02

**Sample hover over text on buttons: This would be done for all text and buttons.**

This screenshot shows the 'View All Invoices' page with a 'Collections Invoice Details' table. A red box highlights a tooltip that appears over the 'Payment History' button, containing the text 'Click here to view payment history'. The 'Collections Invoice Details' table has a header for '90 Days Past Due' and a note: 'For questions regarding your collections balance, please contact Penn Credit collections agency at 800-900-1380'. The table contains three rows of collection data and a total due amount of \$322.90.

Original Invoice#	Invoice Date	Collections Date	Transaction Count	Payment(s)/ Adjustment(s)	Toll Amount Due (\$)	Fee Amount Due (\$)	Hold Amount (\$)	Outstanding Amount (\$)	Payment Status	View Details
10005670821	09/17/2019	12/17/2019	31	\$0.00	\$42.61	\$45.00	\$0.00	\$87.61	Unpaid	
10004863455	08/17/2019	11/17/2019	50	\$0.00	\$70.55	\$45.00	\$0.00	\$115.55	Unpaid	
100004098854	07/17/2019	10/17/2019	47	\$0.00	\$74.74	\$45.00	\$0.00	\$119.74	Unpaid	
<b>Total Due(\$)</b>									<b>\$322.90</b>	

**Appendix**

**1. Hover text legend**



HoverOverText.xlsx