

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

RESOLUTION NO. 20-078

**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

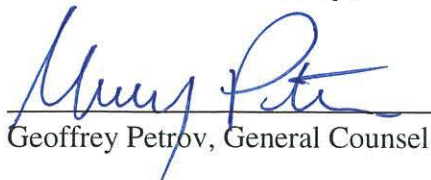
WHEREAS, the Executive director recommends that the Board approve Work Authorization No. 2 with Cofiroute USA, LLC in the form or substantially the same form attached hereto as Exhibit A.

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 18th day of November 2020.

Submitted and reviewed by:



Geoffrey Petrov, General Counsel

Approved:



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

Exhibit A



PAY BY MAIL SERVICES

***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
Total		349	\$40,259.52

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
Total		464	\$53,398.65

* 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

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

6 Final Approvals

CTRMA Representative

Date



Tawnya Freund

Cofiroute USA Representative

11/5/2020

Date



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

EXHIBIT A: BILL REVAMP

Current Design



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

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



<< NOT YOUR CAR?
Please contact us immediately at www.paymobilitybill.com to resolve.

G10
2806-7221704

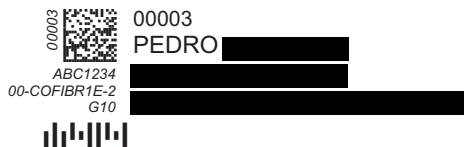
PAYMENT FORM

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



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



7341821045589090000000277100008634973202001012

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.

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). 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

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

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

>>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



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
NEW CHARGES				
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 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

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



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
NEW CHARGES				
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 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-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



EXHIBIT B: REVAMPED PBM WEBSITE Current Design

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

How it Works

Payment
Options

Toll Roads

Rates

Violations
& Fees

Pay Your Toll

español

Contact



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

Invoice Number* *required field

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



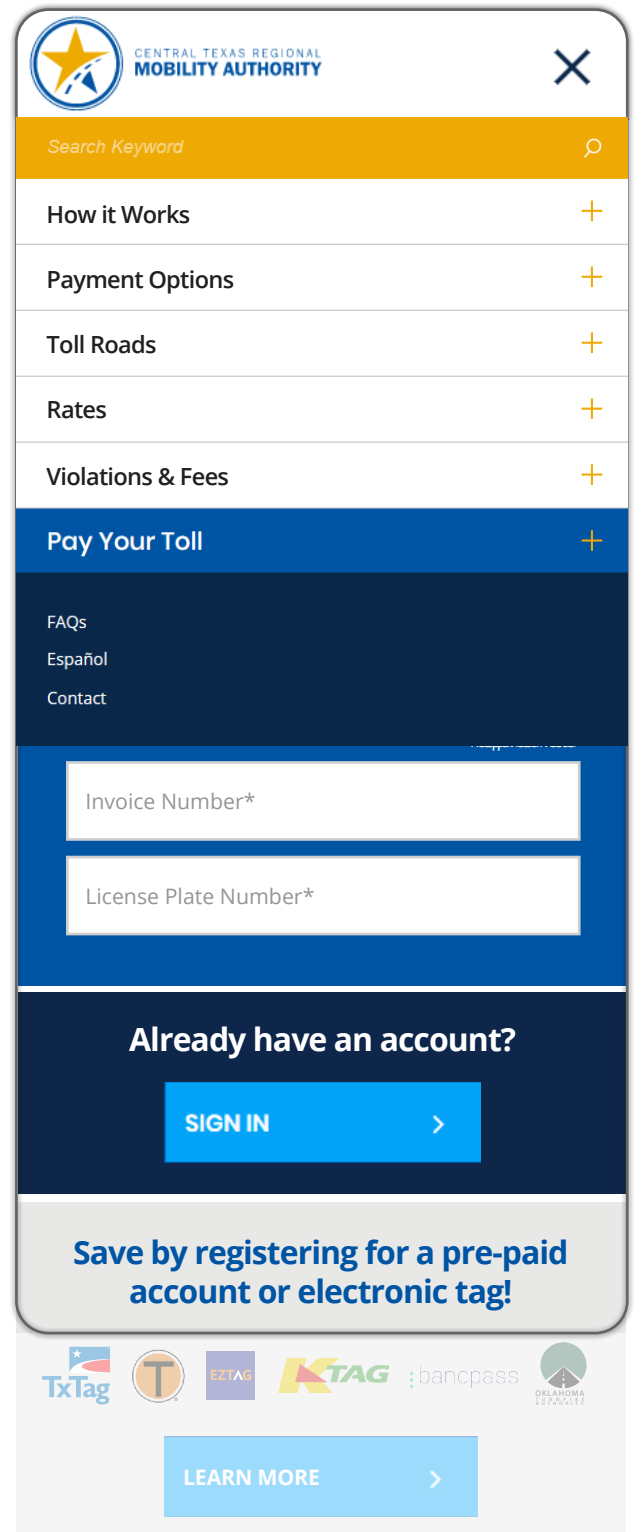
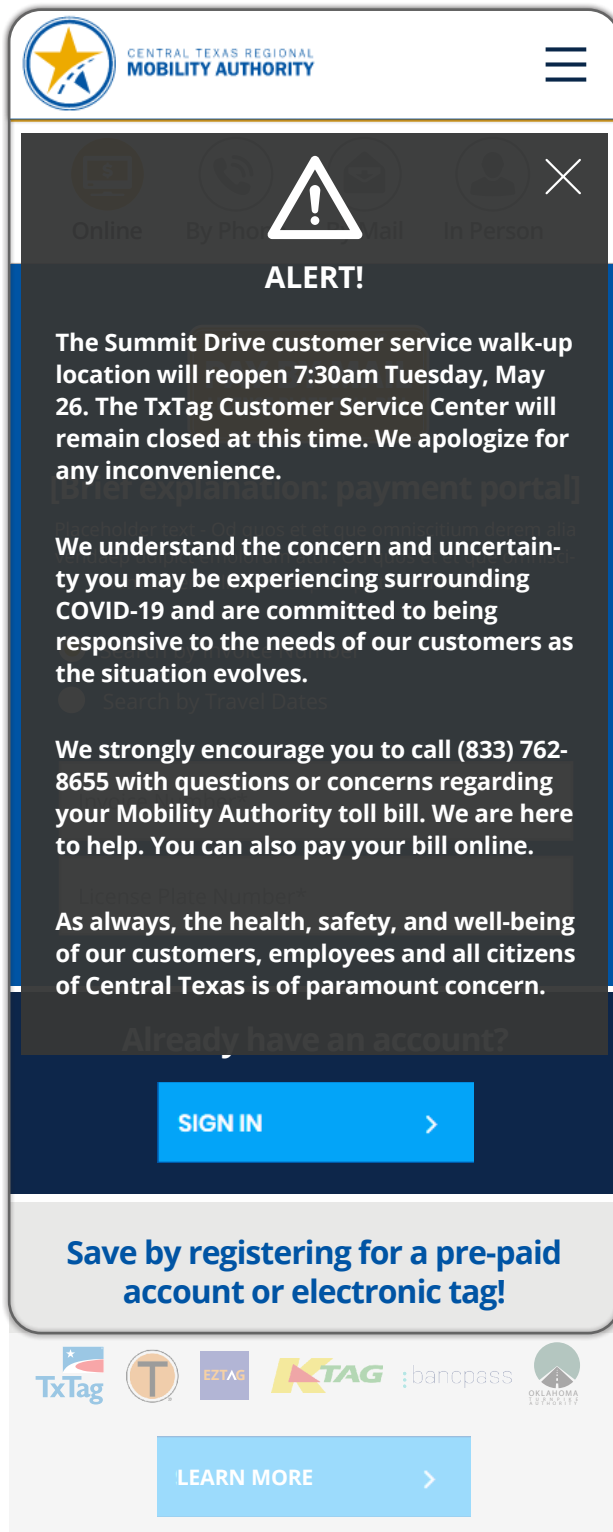
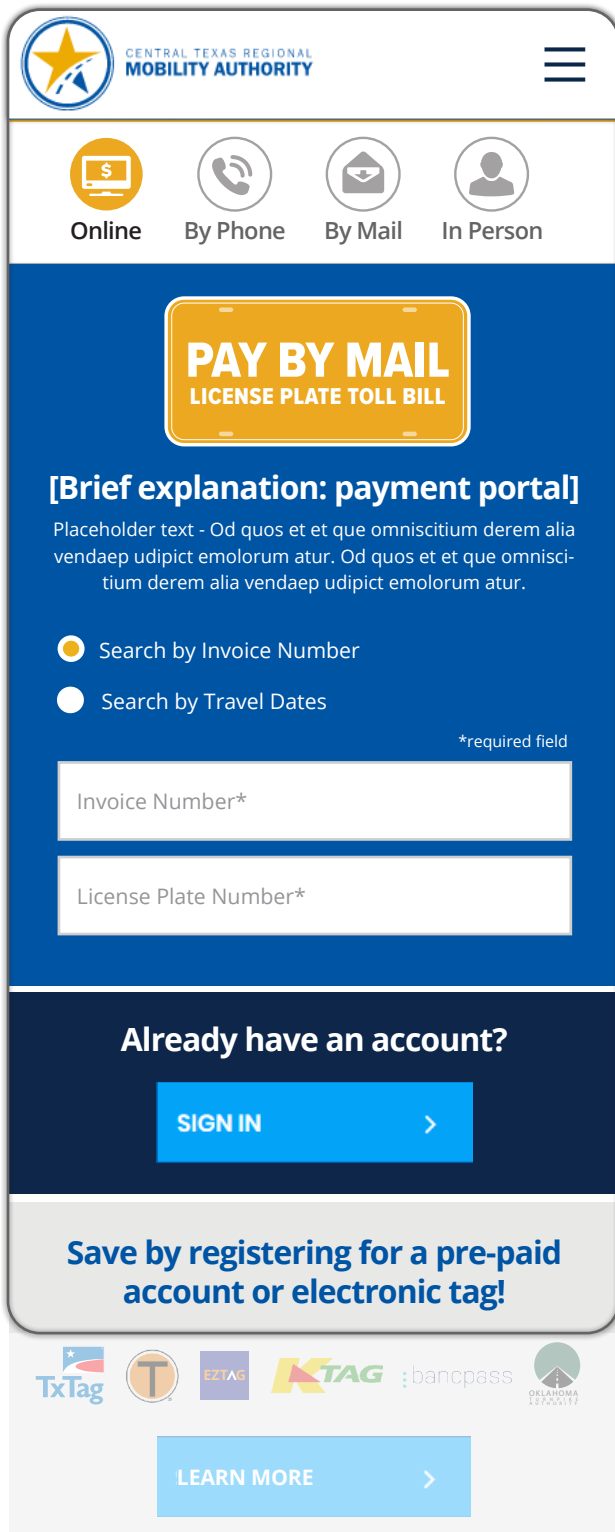
EXHIBIT B: REVAMPED PBM WEBSITE

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



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



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Dallas, Texas 75373-4182



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 payment portal for the Central Texas Regional Mobility Authority. 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 various routes (183A, 290, 1, 71, 45, 183) and 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	\$0.00

[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	View Details
10004883455	08/17/2019	11/17/2019	50	\$0.00	\$70.55	\$45.00	\$0.00	\$115.55	Unpaid	View Details
100004098854	07/17/2019	10/17/2019	47	\$0.00	\$74.74	\$45.00	\$0.00	\$119.74	Unpaid	View Details

Total Due (\$) \$322.90 [View Collections History](#)

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	10000350899	\$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]

Invoice Details

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

Collections Invoice Details (90 Days Past Due)

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	View Details
10004863455	08/17/2019	11/17/2019	50	\$0.00	\$70.55	\$45.00	\$0.00	\$115.55	Unpaid	View Details
100004098854	07/17/2019	10/17/2019	47	\$0.00	\$74.74	\$45.00	\$0.00	\$119.74	Unpaid	View Details
Total Due(\$)								\$322.90		View Collections History

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.

View All Invoices

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

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

Payment Amount: \$198.02

Buttons: Back, Payment History, View Ticket(s), Submit Inquiry

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

View All Invoices

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

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

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	
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	
Total Due(\$)									\$322.90	

Invoice Amount: [REDACTED] Collections Amount: [REDACTED] Total amount to be paid (\$): [REDACTED]

Buttons: Back, Payment History, View Ticket(s), Submit Inquiry

Tooltip: Click here to view payment history

Appendix

1. Hover text legend



HoverOverText.xlsx