



# **OPERATIONAL CHECKLIST**

For Delaware E-ZPASS Commercial Accounts

**STEP #1)** Confirm all appropriate fleet license tags are loaded into your E-ZPass online account database. If required, update tag numbers in the online E-ZPass database as needed, even after the mobilization is underway.

- a. An E-ZPass form with the correct format is provided at the website to add and update your entire fleet (vehicles and trailers).

**STEP #2)** Place a laminated card in the glove compartment of each vehicle when the fleet is mobilized to present to government officials (if needed or if vehicles get pulled over) when vehicles are driving in participating E-ZPass states.

- a. Laminated card to be kept in the glove compartment that contains the information on it:
  - i. Your E-ZPass commercial **account number** (provided in your letter from E-ZPass office)
  - ii. Your E-ZPass account **transponder number** (provided in your letter from E-ZPass office OR on the single transponder they sent you with the letter)
  - iii. Your corporate logo and a contact person w/phone number for anyone to call if they want to validate any information
- b. A Letter of invite is recommended to be on each vehicle being mobilized.  
NOTE: "Letter of invite" is a letter from the requesting electric company that has that company's logo with a contact number and signature if there are any questions

**STEP #3)** Prior to any fleet movement, check your E-ZPass account prepaid toll balance to assure there is enough prefunding for tolls incurred for round trip movement through multiple states. Pre-fund your E-ZPass commercial account with your credit card.

- a. After creating an account and prior to mobilizing resources for mutual assistance, review your account and the pre-fund amount. It will be important to have adequate funds in your account prior to departure with an Auto-Replenishment amount adequate for the size of the fleet to respond and return.
- b. Review your account's Auto-Replenishment amount to make sure it is adequate for the size of the fleet and expected tolls from both the responding and return trips.
  - i. Auto-replenishment amounts will recalculate downward automatically when account is inactive.



**STEP #4)** Direct your drivers to drive through the E-ZPass lane(s) at the **designated speed** and proceed to their destinations.

- a. Remind your drivers and personnel that it is important that both vehicle and trailer license plates are unobstructed and clearly visible to allow pictures to be taken when passing through the toll gates in the E-ZPass lane
- b. Passage through the E-ZPass lane will give drivers a "Toll Not Paid" or other violation indication, however through the VTOLL process, the picture of the license plate will be associated with the E-ZPass account and the toll will be posted to the account and paid via the account's prepaid balance.
- c. This process works for the following E-ZPass states list in the graphic to the right.
- d. If drivers encounter a "swing arm" based E-ZPass station, simply have them use a lane that has a person/agent in it. Follow the instructions in Step 5 below.

**STEP #5)** You will generally find the armed toll collection points in locations where the toll authority does not have a sophisticated violation processing system or VTOLL (Video Toll) process. There are two types of swing arm toll collection points where no through electronic toll collection exists.

1. The first is a barrier where the designated toll must be paid. The toll is a fixed rate for that tolling location. These points will generally have manned toll booths to accept cash/credit card payments. Instruct your drivers to use the manned lane and present their documents.
2. The second is an entrance/exit based toll where the entrance will generally include an armed ticket machine or armed manned lane to provide a ticket. Either can be used. At the point of exit, the toll is calculated based on the distance between the entrance and exit point. These points will generally have manned toll booths to accept cash/credit card payments. Instruct your drivers to use the manned lane and present their documents.
3. For questions, they can contact the Delaware E-ZPass Commercial Account Customer Service desk at **1-888-397-2773**.

**REMINDER:** It is strongly recommended that the laminated card or placard you have in each vehicle include not only the company name and E-ZPass account number, but the transponder number as well. It may be that the toll collector in the manned lane is able to input the transponder number into his system based on the level of sophistication of his toll station's technology. While we are attempting to cover every scenario, unfortunately there is no easy answer to the issue of the swing arm tolling location.