



Toll Management Recommended Practices IEPs



The problem

U.S. tolling is moving to all-electronic systems. When tractor transponders fail, chassis plates get billed instead. You own the plate, the carrier controls the transponder. When their equipment fails, you pay the price.

Cost Reality: A \$3 toll becomes \$60+ with violations. Example: E-ZPass \$34.27 → Toll by Mail \$60.56 → +\$5 late fee → +\$50 additional fee → registration suspension.

Core principles

- **Assign responsibility clearly:** Contracts must state motor carriers are responsible for all tolls while in possession of IEP equipment. Require active transponder IDs at lease initiation.
- **Act fast on invoices:** Review toll agency mail weekly. Transfer or dispute within 15-30 days. Speed beats perfection - violations multiply costs.
- **Use evidence:** Maintain timely, accurate gate and interchange records that identify the chassis plate, responsible motor carrier, out-gate location, and timestamp. Use GPS or ELD data, where available, to confirm custody and equipment location when the toll occurred.
- **Escalate repeat issues:** If carriers repeatedly cause violations, apply administrative fees or compliance reviews.

Real example: Pennsylvania Turnpike

What Happens: Say a motor carrier's E-ZPass isn't mounted properly and the toll cameras capture the chassis plate. PA Turnpike bills IEP with a \$10 "V-Toll" surcharge. At \$250+ unpaid, registration gets suspended.

Your Response:

1. Weekly audit catches chassis plate bill
2. Gate log proves which carrier had custody
3. Invoice carrier with payment deadline
4. If unpaid, cover toll to avoid suspension, pursue recover

Technology priorities

- **Fleet File Accuracy:** Transmit the Plate/Fleet data to the respective toll agencies (or via Toll Management Companies) timely and accurately.
- **Automated toll payments:** Real-time payment at plate rates prevents violations entirely. Eliminates surprise notices.
- **GPS-based reconciliation:** Cross-reference agency charges against actual routes. Validates responsibility and catches overbilling.
- **Interchange data validation:** Ensure timely access to complete out-gate EDI or interchange records linking the chassis plate, motor carrier, location, and timestamp. Use these records with GPS data to validate custody, support disputes, and assign delayed toll charges correctly.
- **Automated rebilling:** Generate invoices immediately with GPS evidence. Reduces recovery time from months to days.
- **Carrier dashboards:** Give lessees real-time toll visibility. Reduces disputes and accelerates payments.

Implementation

- **Month 1:** Review lease agreements for toll-liability language and confirm access to timely out-gate and interchange records. Establish a weekly toll-review process.
- **Month 5:** Start automated payments for high-risk routes. Implement GPS reconciliation.
- **Month 11+:** Deploy automated carrier billing and dashboards.

Bottom line

Most carriers (90%+) pay when billed properly. The challenge is speed, not collection. Industry experience shows operators using automated workflows typically achieve recovery in days vs. months, report violation reductions of 70-80%, and administrative cost savings of 60-80%.



Focus on prevention (automated payments), attribution (GPS reconciliation), and acceleration (automated rebilling). The goal: the right party pays promptly, every time.