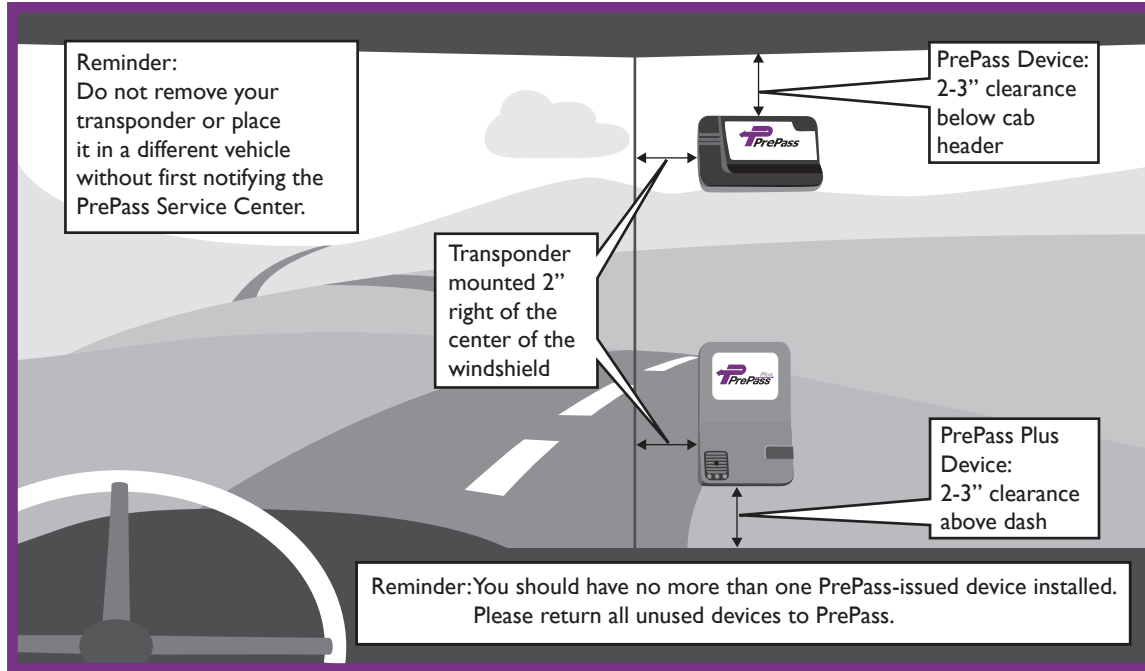




Driver Information Guide



Transponder Mounting





Transponder Mounting

LOCATION

The transponder is designed to be mounted directly onto the interior windshield where it can be observed by the driver without obstructing their view of the road. As shown in the diagram, installation for each type of device is as follows:

- PrePass Device:** The transponder must be mounted at least two inches (but not more than three inches) from the top center of the windshield and positioned so that the PrePass label and red and green lights face the driver.
- PrePass Plus Device:** The transponder must be mounted at least two inches (but not more than three inches) from the bottom center of the windshield and positioned so that the PrePass Plus label and lights are visible to the driver.

MOUNTING PROCEDURE

Before securing the transponder onto the windshield, make sure the area has been thoroughly cleaned. Remove the backing tape from the adhesive strips and then firmly press the transponder onto the interior windshield surface so that the adhesive affixes to the glass.

IMPORTANT NOTES

Proper mounting of your transponder is critical! A transponder mounted incorrectly can lead to problems reading the device and may result in your vehicle not bypassing or being issued violations at PrePass Plus facilities. Do not remove the adhesive strips from your windshield or transponder and reuse them. If you need additional adhesive strips or have any questions or problems installing your transponder, please call the PrePass Service Center at 1-800-PrePass (773-7277).



Transponder Types



TELEMATICS PREPASS TRANSPONDER

When a signal is received, the red or green LED flashes:

- Once per second for the first 30 seconds, then
- Twice every 15 seconds for 14.5 minutes.



MARK IV PREPASS PLUS TRANSPONDER

When a signal is received, the red or green LED flashes:

- Continuously for 5 seconds, then
- Once every second for 25 seconds, then
- Once every 10 seconds for 14.5 minutes.

Note: No light will display at toll facilities.



MARK IV PREPASS TRANSPONDER

When a signal is received, the red or green LED flashes:

- Continuously for 5 seconds, then
- Once per second for 25 seconds, then
- Once every 10 seconds for 14.5 minutes.

Notes: Transponder number on front. Certain models feature battery test button.



The Rules

RULES FOR WEIGH STATION BYPASSING (PrePass)

- Drivers must operate their vehicles safely, adhere to the size and weight regulations of each state, and carry valid operating credentials at all times.
- Drivers must pull into any weigh station, inspection facility, or port-of-entry when their vehicle's PrePass transponder displays a red light or fails to emit a signal as they approach. All vehicles are subject to random pull-ins.
- Drivers must pull into all open weigh stations, inspection facilities, and ports-of-entry if their vehicle's cargo satisfies any of the bypass restrictions for the state in which they are travelling. Failure to comply may result in fines and increased pull-in rates. A copy of these bypass restrictions is included with your transponder; additional copies may be obtained by contacting the PrePass Service Center at 1-800-PrePass (773-7277) or accessing the PrePass website at www.PrePass.com.
- Drivers must have no more than one PrePass-issued transponder installed in their vehicle. The transponder installed must match the transponder assignment on record with the PrePass Customer Service Center.
- Drivers must use the lanes designated for PrePass users when approaching a PrePass facility.
- Drivers must pull into all open weigh stations, inspection facilities, and ports-of-entry that do not participate in PrePass.

RULES FOR ELECTRONIC TOLL COLLECTION (PrePass Plus)

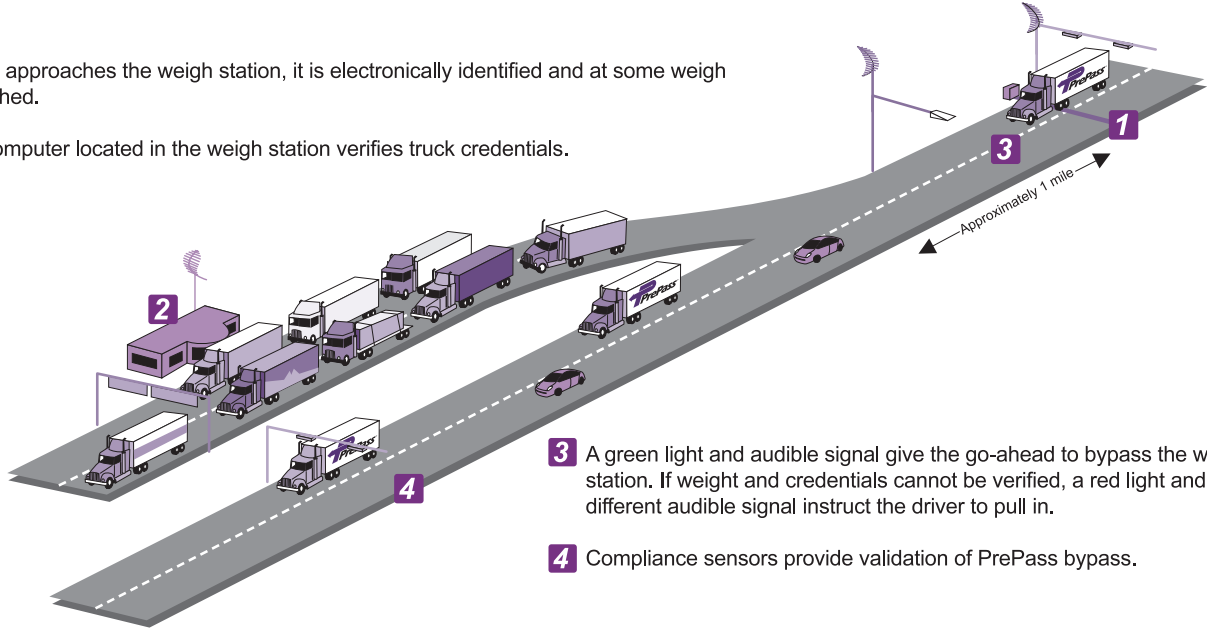
- Drivers must follow all toll signs, signals, and messages.
- Drivers must proceed through toll facilities at the required lane speed of 5 MPH or less.
- Drivers must use the lanes designated for E-ZPass when approaching toll facilities, or else pay the toll in cash.



How It Works



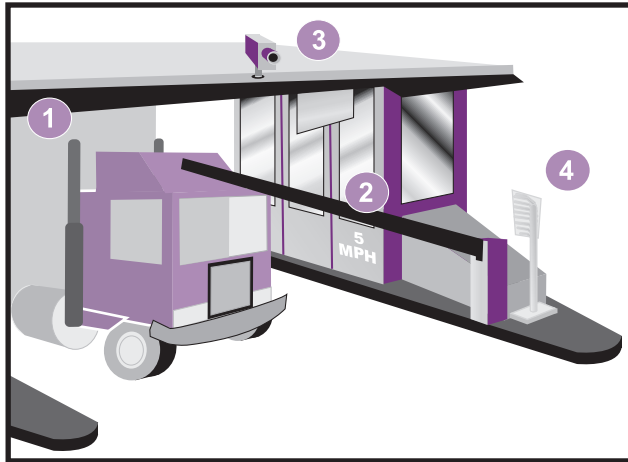
- 1** As your truck approaches the weigh station, it is electronically identified and at some weigh stations weighed.
- 2** A PrePass computer located in the weigh station verifies truck credentials.



- 3** A green light and audible signal give the go-ahead to bypass the weigh station. If weight and credentials cannot be verified, a red light and a different audible signal instruct the driver to pull in.
- 4** Compliance sensors provide validation of PrePass bypass.



How It Works



- 1 As you slowly pass through the toll lane (5 MPH), your PrePass Plus transponder is read instantly by an antenna and the proper toll is billed to your PrePass Plus account.
- 2 At some facilities, there are gates that will go up when a valid transponder is read.
- 3 A video enforcement system is in place to identify violators.
- 4 A traffic signal and message is immediately displayed to you just beyond the toll booth.

NOTE: The transponder will not light up or provide an audible signal at toll facilities.





FAQs

HOW WILL I KNOW I AM APPROACHING A SITE THAT HAS PREPASS?

States have placed signs on the highway to advise when you are nearing a PrePass-equipped or “Automated Vehicle Identification (AVI)” facility. Always stay in the right lane one mile prior to approaching the facility to ensure an accurate reading of your transponder.

If you are enrolled in PrePass Plus, your transponder can also be used to pay tolls at sites equipped with E-ZPass. Look for the distinctive purple and white E-ZPass signs at these toll plazas to direct you to the correct lane.

Please see the PrePass and PrePass Plus Service Maps for a complete list of sites or visit www.PrePass.com.

DO I EVER HAVE TO PULL IN AT A PREPASS FACILITY?

You are required to pull in at inspection facilities if you fail to receive a signal from your transponder or if the transponder displays a red light as you approach. All carriers will be pulled in a small percentage of the time for random inspections. If you continually receive red lights, there may be a problem with your account; we suggest contacting the PrePass Service Center at 1-800-PrePass (773-7277).

If you haul any of the load types specified in the enclosed Bypass Restrictions by State, you are required to pull in at the facility even if you receive a green light on your transponder. Failure to do so may result in citations.

CAN I USE SOMEONE ELSE’S TRANSPONDER?

No, you should only have one transponder in your vehicle at a time. The vehicle information associated with each transponder in PrePass must coincide with the vehicle in which it is actually installed, or else you may be subject to citations or higher pull-in rates. If you have questions about transponder assignments, please contact the PrePass Service Center.





FAQs

WHAT SHOULD I DO IF MY TRANSPONDER IS NOT WORKING PROPERLY?

You must always pull in if you do not receive a signal from your transponder.

Ensure the transponder is properly mounted on the windshield. Some facilities may have some slight variation in the setup of their overhead antennas, so you may try to adjust the placement of the transponder slightly to see if it improves communication. If you continue to have problems, please call the PrePass Service Center at 1-800-PrePass (773-7277).

WHAT IF MY TRANSPONDER IS LOST, STOLEN, OR DAMAGED?

There is a processing fee of \$100 for each lost, stolen or damaged transponder. To report a lost, stolen or damaged transponder, visit www.PrePass.com, select 'My PrePass' and log into your account. If you need assistance, please contact the PrePass Service Center at 1-800-PrePass (773-7277).

HOW DO I BYPASS FLORIDA AGRICULTURAL INTERDICTION FACILITIES?

Carriers must apply for PrePass Ag service in order to bypass at these sites. Applications are submitted to the Florida Department of Agriculture and Consumer Services (FDACS) and notification is sent by mail. Until your carrier is approved, your vehicles will receive red lights at these sites and must pull in for inspection.

HOW DO I UPDATE MY ACCOUNT INFORMATION?

To make changes to your account, call 1-800-PrePass (773-7277) or email PrePassUpdates@PrePass.com. For faster processing, we recommend you visit www.PrePass.com and use the 'My PrePass' link to access and update your account information online.

For answers to additional questions, please visit www.PrePass.com





About HELP, Inc.

PrePass® is provided through a not-for-profit, public-private partnership called Heavy Vehicle Electronic License Plate (HELP), Inc. established to deploy intelligent transportation systems that benefit the government and motor carrier industry.

To ensure that HELP, Inc.'s activities balance the needs of both parties, HELP's board of directors is comprised of an equal number of government and industry directors.

Using its unique public-private approach, HELP, Inc. is able to deliver advanced transportation technologies faster and more cost effectively than traditional government approaches. Public and private officials on the board play the critical role of authorizing HELP, Inc. services, pricing and related policies while ensuring safety and regulatory compliance.

For more information about HELP, Inc., please visit www.helpinc.us.

To find out more about the PrePass suite of services, please visit www.PrePass.com.



Contact Us

CUSTOMER SERVICE

Phone: 1-800-PrePass (773-7277) Option 6

Fax: 1-801-352-3633

Email: PrePassUpdates@PrePass.com

Mail: 510 Parkland Drive
Sandy, UT 84070

BILLING AND PAYMENT

Phone: 1-800-PrePass (773-7277) Option 5

Mail: 23566 Network Place
Chicago, IL 60673-1235

Email: PrePassBilling@PrePass.com

TRANSPONDER RETURNS

Customers are responsible for all transponders shipped to them, whether assigned to a vehicle or in held in account inventory. Unassigned transponders should be reassigned or returned to PrePass within 30 days to avoid a \$100 fee. If you need to maintain an inventory of unassigned transponders for longer periods, please contact Customer Service.

Send transponders to:

PrePass Transponder Returns
510 Parkland Drive
Sandy, UT 84070





1.800.PrePass

www.PrePass.com

