



500 New Karner Rd. Albany, N.Y. 12205



PH 888.410.9696 [sales@bestpass.com](mailto:sales@bestpass.com)

## On the Road with Bestpass: Little Rock Tours

### How has the Bestpass service impacted your business?

“Nobody cringes when they hear the word, ‘toll’ anymore. Before Bestpass, nobody wanted to manage toll and the drivers’ money. Now, we don’t worry about it at all – we just make sure the Bestpass transponder is in the window.”

### How much time do you think you save by using Bestpass?

“Before Bestpass, I spent a lot of time on the phone with different tolling authorities. I would call a few times a month and I remember being on the phone for more than 45 minutes to try to straighten out multiple accounts. A big problem was trying to make a payment – I couldn’t just pay with one check! With Bestpass, I save roughly eight to 10 hours a month in accounting and I only have to make one phone call and one payment.”

*- Pam Downing, Administrative Professional, Little Rock Tours*





## Challenge

Little Rock Tours operates sight-seeing tours and charters all over the country. The company needed a flexible but streamlined toll management service to consolidate all of its toll activity.

Their business is unique because their travel patterns change frequently, depending on the customers' wants and needs. Dealing with numerous tolling accounts resulted in multiple frustrating phone calls and confusion when it came to reimbursing drivers each month.

## Solution

Little Rock Tours turned to Bestpass for an affordable toll solution to solve all of its tolling needs. They no longer have to deal with costly violation and late fees, and get to enjoy stress-free violation processing. On top of that, Little Rock Tours has access to toll data that allows them to be able to make more informed business decisions.

## Results

Bestpass has provided Little Rock Tours with streamlined toll management services for its entire fleet. Little Rock Tours now has consolidated accounts and Bestpass is their one-stop shop for everything related to toll. As a result, the eight-10 hours per month of accounting time lost to toll violations and toll issues has been restored so that Little Rock can focus on growing its business.

### Little Rock Tours *at a Glance*

**Founded:** 2003

**Headquarters:** Little Rock, AR

**Services:** Award-winning sight-seeing tours and cross-country charters

**Areas of Operation:** AL, AZ, AR, CA, CO, CT, DE, FL, GA, ID, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MS, MO, MT, NE, NV, NH, NJ, NM, NY, NC, ND, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VT, VA, WA, WV, WI, WY

