



# **Toll Management:** How Toll Management Can Eliminate Four Challenges Impacting Your Fleet

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## About Bestpass

Bestpass provides a comprehensive payment platform with a focus on nationwide toll management for commercial fleets of all shapes and sizes. Bestpass ensures data accuracy, consolidates payments, delivers invaluable industry expertise, and saves its users time and money. Founded in 2001 by truckers for truckers, Bestpass is now a trusted partner on the road and in the back office for customers, tolling authorities, and related organizations.

# Executive Abstract

There are many challenges that come with running a trucking company, and a lot of them revolve around tolling. With more than 50 tolling authorities covering more than 6,000 miles in the U.S., toll management is one of the biggest headaches facing interstate fleets today.

While cashless toll transactions have increased 76 percent in the past five years, promising to simplify the tolling process for fleets, the opposite has occurred. The complexity of toll management—including frustrations with tolling interoperability, license misreads, and unnecessary payments—continue to plague those fleets that have opted to manage tolling on their own.

In fact, there are four specific challenges related to self-managed tolling that will continue to hurt fleets' businesses:

1. Dealing with overwhelming administrative tasks and paperwork
2. Juggling too many transponders
3. Navigating the customer service maze
4. Missing out on volume discounts

Each of these headaches will affect your business' efficiency in specific ways, including in wasted time and loss of revenue. Today, it is more important than ever to have a streamlined toll management process in place to keep your business thriving.



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## Headache #1: Too Much Paperwork

By going it alone, fleets will find themselves having to deal with multiple tolling agencies individually. Multiple tolling agencies mean multiple invoices, violations that need to be addressed and paid, and overwhelming amounts of paperwork that will take you and your staff away from the primary mission of the fleet: supporting the company's bottom line.

When you have accounts with multiple tolling authorities, you can spend hours or even days every month shuffling invoices and submitting payments through multiple interfaces.

By using a toll management provider, you can not only save time and expenses by cutting down on administrative work related to managing multiple tolling accounts. By consolidating all of them into a single bill, you'll have a more meaningful picture of toll usage across the entire fleet.

Toll management providers such as Bestpass provide their clients with consolidated billing, with all tolling data gathered on a single, reconciled statement. This cuts down on the paperwork burden, while flagging possible violations that can be better monitored and investigated to avoid paying for inaccurate toll.

## Headache #2: Juggling Too Many Transponders

Not only can having too many individual tolling accounts be overwhelming, but juggling a large number and variety of transponders can also add to your administrative burdens.

And it doesn't matter if you're a small, medium, or a large fleet. If you're managing your toll alone, you're likely managing a variety of transponders. Keeping track of this transponder data can be as confusing and overwhelming as handling the paperwork coming in from the tolling authorities.

By doing it yourself, you'll need to stay on top of toll usage, and, more specifically, if the truck has the correct transponder or transponders for its given route. This will apply particularly in cases of determining misreads and violations that go along with the transponder.

By using an industry leading toll management provider such as Bestpass, you'll have access to on-demand reporting, which permits you to filter through toll data by transponder, truck, state, day, and month. And with just a few clicks of a mouse, you'll have the ability to assign, activate, and deactivate transponders as your business needs change.



## Headache #3: Navigating Customer Service

Having to deal with a tolling authority's customer service portal can be frustrating and challenging. Bestpass simplifies this complexity with one consolidated dashboard. Some tolling authorities only have automated customer service, and mistakes can only be reconciled in person at a local office. This can be highly inconvenient for a fleet operation headquartered in another state.

The result: lost time and the potential for the payment of an unnecessary toll or violation.

Using a toll management provider allows you to bypass this headache, by relying on the provider's expertise and connections with the individual tolling authorities.

Bestpass was created by the Trucking Association of New York and understands the hardships and challenges fleets experience, particularly, in relation to toll management. The company's industry knowledge allows it to represent the fleet's account with the agencies, making future issues easier and quicker to resolve without fleet personnel having to endure the headache on by trying to manage it on their own.

## Headache #4: Missing Out on Discounts

By managing their tolls on their own, small and even mid-size trucking companies can miss out on volume toll discounts that mega-fleets with thousands of vehicles receive.

This is one of the clear advantages of using a tolling management provider. In addition to passing on transponder discounts, many tolling authorities will offer commercial fleets volume discounts based on frequency of travel or volume of toll transactions. Bestpass gives small and mid-size fleets access to the highest possible volume discounts, which many fleets may not qualify for on their own. These discounts, which are available in New York, New Jersey, Pennsylvania, Colorado, and other jurisdictions, can top 20 percent.

While saving money on tolls directly is an attractive goal for the bottom line, improving overall efficiency should be a fleet manager's paramount aim when managing toll needs. Resolving these challenges head on with a tolling management provider is often the quickest route to success.





## Curing Your Headaches with Bestpass

Bestpass delivers a combination of four specific set of values that, taken together, will be your tolling headache cure.

### 1. Accuracy

- Daily transaction audits
- Misread identification and correction
- Violation mitigation and processing

### 2. Expertise

- Team of toll experts for all toll-industry questions
- Valuable tools to empower toll data analysis
- Notification of industry updates that will impact your business

### 3. Consolidation

- Simplified toll reporting with one account
- Single monthly statement, that facilitates easier toll transaction reconciliation
- Comprehensive toll data in one easy-to-access location

### 4. Savings

- Back-office efficiency, allowing you to get back to your core business
- Highest possible discounts at all tolling facilities
- Reduced amount of money tied up in multiple toll deposits and bonds

While fleets of any size can manage tolls on their own, they'll likely face serious headache-inducing inefficiencies that will cost precious administrative time and money. Turning to a tolling management provider such as Bestpass will not only eliminate the headaches of inefficiency, but also deliver the benefit of a streamlined, robust handling of the entire fleet's tolling needs.

*Ready to learn more about how Bestpass can help you save time and money on toll management? Give us a call at (888) 410-9696 or email [sales@bestpass.com](mailto:sales@bestpass.com)*