



Pennsylvania Turnpike Commission  
300 East Park Drive  
Harrisburg, PA 17111

## *We Heard You!*

We launched the TOLL BY PLATE system in 2016 and listened to your feedback. We made some changes to our invoicing system to improve your experience. These changes are effective 05/13/2019.

### **What has changed?**

- Only one license plate will be billed per invoice. If you have multiple vehicles, you will receive separate **invoices** for each vehicle that has TBP travel for the set monthly invoice period, even though they may be for the same name/account number.
- Each monthly invoice will age individually rather than billing you using a running account statement for current and past due balances (As a result, you may receive both a second (past due) invoice and a first (new) invoice for the same plate in the same month. You must pay all unique invoice numbers).
- Invoice cycle:
  - First Invoice # 12345678-1
    - All tolls. No fees. 30 days to pay.
  - Second Invoice # 12345678-2
    - Same tolls. Late Fee. 30 days to pay.
    - If unpaid after 30 days, a collection fee will be added.
- The Appeal Form has been restructured to make it easier for you! *Out of state E-ZPass customers should read the instructions in Section A closely as our process has changed.*
- We may adjust your billing cycle to sync multiple license plates to the same invoice date to simplify things for you.
- We will begin suspending PA registrations for balances of \$500 or more or six more unpaid invoices/violations.
- An image of the vehicle is included on the invoice.

### **What is the same?**

- Toll rates
- TOLL BY PLATE system/locations
- Invoice billing period is typically 30 days
- Payments can be made at [www.paturmpiketollbyplate.com](http://www.paturmpiketollbyplate.com)

### **How does this affect you?**

- You must submit an appeal or payment for every invoice received.
- When sending a check payment, include the Payment Remittance portion for all invoices that you pay.
- Bill Pay: When submitting a payment using your bank's Bill Pay system, the bank must provide the invoice and account number. *Please use the address on the Appeal Form for Bill Pay payments: 300 East Park Drive, Harrisburg, PA 17111*

## Invoice Breakdown:

- Page 1 – TOLL BY PLATE INVOICE SUMMARY:
  - Toll Charges: tolls billed on *this invoice* only
  - Payments: payments applied against *this invoice* only
  - Adjustments: toll adjustments (usually the result of an appeal)
  - Fees: late/collection fees
  - Amount Due: Outstanding balance on *this invoice* only
  - Note: This invoice will not include tolls/fees/payments/adjustments applied to any other invoices! (The “Past Due” balance field has been removed due to the new stand-alone invoice system).
- Page 1 – PAYMENT REMITTANCE:
  - Send with all check payments that do not include an appeal and are not initiated by a bank Bill Pay system.
- Page 2 – ACCOUNT ACTIVITY FOR INVOICE – PLATE AA - ABC1234:
  - All travel that posted to the account for this plate during the Toll Posting Dates indicated. Please note that these are the dates that the tolls posted in our system, not the exit dates.
  - All fees, payments and adjustments applied to this invoice.
- Page 3 – APPEAL FORM:
  - This form varies from the first invoice to the second invoice because of time restrictions for transfer of liability appeals.
  - We have made some changes to the E-ZPass Customer Verification section of the Appeal Form.
  - The Certification section of the Appeal Form must be signed for all appeals.
- Page 3 – APPEAL REMITTANCE:
  - Send with all appeals and checks sent with appeals. This address should be used for all bank Bill Pay payments.

## Note to Lease/Rental companies:

- Although the new invoice process should be easier for you to manage, you must consistently follow one of the following procedures:
  - Submit the Appeal Form with the first invoice (12345678-1) to transfer liability to your customer. A new TOLL BY PLATE invoice will be generated to your customer. **OR**
  - Pay us directly. If you would like to charge your customer, invoice them using your own billing system.
- It is imperative that you follow the standard procedures to resolve TOLL BY PLATE invoices. You may transfer liability for tolls within thirty days of the invoice date. If the appeal is rejected or you choose not to appeal the transaction, you (not the driver) should make payments to the Pennsylvania Turnpike Commission. The driver should only make payments directly to the PTC if liability has been transferred. The driver will then receive a new invoice and should pay accordingly.

If you have any questions concerning the new invoicing system, please contact our Customer Service Center at 877-736-6727, Option 3.

Visit us at [www.paturmpiketollbyplate.com](http://www.paturmpiketollbyplate.com) for more information!