

Booth Time

Our monthly newsletter to keep you informed.

BESTPASS signs agreement with BATA!

Final testing in progress for Bay Area Toll Authority coverage.

We are excited to announce that we've signed an agreement with the Bay Area Tolling Authority (BATA) to begin offering coverage on their seven bridges in the California Bay Area. We are undergoing final testing - the last step in the process before we are able to offer the service to all of our customers. There will be no need to sign up for this additional service - watch your email for notification when your account is ready to begin accepting BATA tolls!



Welcome New Clients!

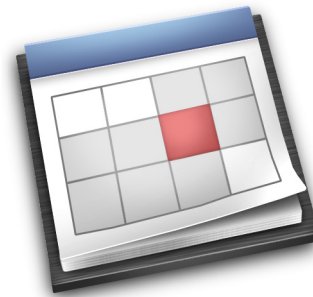
Welcome to our new clients who joined us in December!

- Denka Trucking, Inc
- Pride Pak Canada LD
- LaPell's Trucking
- Jericho Trucking of Minnesota
- IGS Trucking LTD
- Allen Badman
- Soal, Inc
- Barlas Transportation, LLC
- Steven H. DiDonna
- Charles & Sarah Hobbs
- Paul Hughes
- Conner Trucking, Inc
- Point to Point LLC
- Chris Howard Trucking
- Gary Piatt
- Transport Alex Surprenant, Inc.
- Central Kentucky Logistics, LLC
- Transport Serge Beauregard, Inc.
- A&D Trucking Service LLC
- Steve and Lorraine Richardson
- Global Transportation Express, LLC
- Road King & Logistics, Inc.

A Reminder from our Customer Support Team...

Submit your toll misread credit requests to us within 90 days!

Have you identified mis-reads/maximum tolls on your invoice that you'd like BESTPASS to assist you with? It's important that you submit them to our support team within 90 days of the posting date. While BESTPASS is authorized to submit on your behalf, tolling agencies reserve the right to accept or reject any and all credit requests - and the number one denial reason we receive is that the request was not submitted within the required timeframe.



While our policy is to receive requests within a 90 day timeframe, ideally requests should be submitted within 30 days of invoice date. This allows for processing time between all parties involved as well as time to request/receive any additional information that may be required to complete the credit request. If you have any questions, please contact one of our friendly BESTPASS Customer Support Representatives - who are always ready to help!



New Tolls in Virginia

All-electronic tolling will begin February 1st on the Norfolk-Portsmouth Midtown and Downtown tunnels in Virginia. There are no toll booths to go through, and your BESTPASS issued transponder will automatically begin working for tolls on these tunnels. For more information, visit the Virginia Department of Transportation web page [here](#).

Toll Rate Changes for 2014

Below is a summary of toll rate or discount changes that we are aware of for 2014. For more information regarding a specific toll rate, please follow the link for the appropriate tolling authority website.

Tolling Authority	Rate Change	Effective Date
Port Authority of NY/NJ	increased by \$2 per axle	12/1/2013
Colorado	increased	1/1/2014

<u>E470</u>	by 10¢ - 15¢	
<u>Chesapeake Bay</u>	increased by \$2 to \$6	1/1/2014
<u>NC Quickpass Triangle Expressway</u>	increased an average of 5%	1/1/2014
<u>PTC Volume Discount</u>	Decreased to 3%	1/1/2014



MyBESTPASS Client Portal

Don't forget, in our client portal you can:

- [Access account information](#)
- [Make a payment](#)
- [View/download Toll Activity](#)
- [Manage your tags](#)

We're Here for You!

Have a question? Need help making changes to your account? Need to order more tags? We're here to help you! [Chat live](#) with us by clicking the image above; email us at support@bestpass.com; or call us at 1-888-410-9696.

Employee Spotlight

Meet Scott Blood, Customer Account Manager

Scott Blood joined our team in October as the Customer Account Manager. Despite his slightly creepy last name, Scott is one of the nicest guys you'll ever talk to!

Scott brings over 20 years of technical customer support experience and loves helping clients and "fixing" things. He's a tinkerer at heart and enjoys taking things apart and putting them back together - starting with his desk here in the office which he raised two feet higher so he can stand all day!



Scott lives with his wife, their daughter, a hamster, and way too many guppies. He's a military history buff and enjoys books and movies of that

genre - especially anything aviation related. Welcome aboard, Scott!

Stay Connected



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Try it FREE today.