



January 2017

Booth Time

Our monthly newsletter to keep you informed

Bestpass Goes Above and Beyond

The story: Kevin, from Starbird Xpress LLC, was in a bind. He was running a load near Bestpass headquarters and had ordered a transponder that he wanted to use on his trip back down to Florida. He was on a tight schedule and didn't want to drive his rig off-route to come to headquarters to pick up the transponder. Kevin was thinking about taking a cab to Bestpass, but Bryan decided that he could hand deliver it the next morning on his way into work.



Kind words: Bryan met up with Kevin and brought him some Bestpass goodies, as well as his Horizon transponder. Kevin was thrilled and had this to say, "Thanks you for going above and beyond on service, Bryan! You made an old road dog happy again. Life in the fast toll lanes for me!"

Bryan, like the rest of our team at Bestpass, loves to go above and beyond for our customers! Since the delivery, Bryan has been promoted to an Account Manager. Way to go, Bryan!

"The secret of change is to focus all of your energy, not on fighting the old, but on building the new."

- SOCRATES

The Month of January

The Season of Change

New Year's Resolutions... remember those? If you already feel like those are a thing of the past, don't worry - only 8% of people actually achieve their New Year Resolutions! Here's some tips to successfully achieving your goals this year:

1. 66 days. That's how long, on average, it takes to change a habit. Some research suggests that 21 days would do the trick, but a major lifestyle change or activity will take longer. Habit change is a complex psychological process that is different for each person and every habit - stick with it!

2. Make your goals specific. SMART goals are specific, measurable, achievable, relevant and time-bound. If you want to lose weight or exercise more, take it a step further - is there a certain body-fat percentage that you would like to lose? Do you want to run a mile without stopping? Keep the goals specific and you will be more likely to crush them!

3. Measure your progress. Getting feedback, whether it is good or bad, is helpful and motivating! Let the feedback serve as a tool to help you know when you need to adjust your efforts.

4. Share your goals! Having a support system is crucial! Find someone who can hold you accountable - someone that you can check in with daily or weekly. It's easier to break a promise to yourself, but it's much harder to break one with a friend. Don't have anyone that you would feel comfortable checking in with? Try one of these [fitness apps](#) to help hold yourself accountable.



4. Don't give up! Temporary slip ups happen. It's what you do after that really counts. Acknowledge the mistake and recommit to the process to reach your goals!

BP News

Bestpass Gets Healthy and Fit

The new year is all about resolutions. We noticed that many of our employees already had goals and visions for the upcoming year, so we figured why not make a fun challenge here at Bestpass? Our Bestpass challenge isn't necessarily about "winning" or "losing", but supporting each other in our health and fitness goals for the year.

There are little workout competitions that are posted on our social media channels, along with trucker-friendly recipes and tips for staying healthy while on the road. We encourage anyone and everyone to participate. Don't forget to use the hashtags #bestpassfit and #roadtohealth in your posts so that we can see

your journey too!

[Take a look at Max from our Finance team and read about her fitness journey here.](#)



If you want to participate, there's still time! Send an email to social@bestpass.com and you will receive your starter bag.

Bestpass Portal Outage

The Bestpass customer service portal at my.bestpass.com will be unavailable due to routine system maintenance on Friday, Jan. 20, 2017, from approximately 5:00 p.m. to 11:00 p.m.

Bestpass in the News



Bestpass has reached several milestones in 2016, including expanding toll coverage to include Oklahoma and completing the first truly national tolling solution; hiring 13 new employees; and adding more than 1,000 new accounts and more than 100,000 new active transponders. Check out what [Toll Roads News](#) had to say.

[Fleet Owner](#) and [American Trucker](#) picked up our Year in Review as well.

Welcome to our new clients who joined us in December!

- | | | |
|------------------------------|--------------------------------------|--|
| • Rainbow Transportation Inc | • PSSI Global Services | • PACLEASE Dallas - Rental |
| • Mr. Bult's Inc | • Golden Coast Enterprise Inc | • Kohler Transport Inc - Flower Mound |
| • Eco Trucking LLC | • 1718987 AB Inc | • 9155-3073 Quebec, Inc dba DG Express |
| • Copeland Truc-King Inc | • Kohler Transport Inc - Spartanburg | • Harold Nobles |
| • ARS Trucking LLC | • Montrose International Inc | |
| • S&R Gladden Inc | | |

- Rick McCall
- Thomas Kinsey
- Shouaib Koubai
- Sandy Jones
- Pavel Tarasyuk
- ClearCut AG Service, LLC
- GI Super Service, Inc
- M&M Total Resources LLC
- Express RLE Inc
- Jeff Ten-Kate
- Keith Case
- Premier Freight Inc
- Justin Concepcion
- Mark R Newell
- William McAnelly
- Robert Kummer
- Baus Transportation Logistics Inc
- Suburban Relocation Systems
- Super J Trans LLC
- RFG Transport Inc
- Kohler Transport Inc - Kohler
- Global Effects Expediting Service
- Adrian Brooks
- Lino Logistics
- Phillip Hankins
- David Harkcom
- Anibal Ruiz
- Kennard Trucking
- Roger Fort
- Wayne Bennett
- Kond Szentgyorgyi
- PK Transport
- Christopher Chin
- Eugene A Seifried Jr
- VEYSEL Trucking LLC
- Patrick C. Foster
- Jordan Ilea
- James Walton
- SL Dudley Transportation Inc
- Beacon Logistics Inc
- Kohler Transport Inc - Huntsville
- Olen Smith Jr
- TJ & Sons Transport
- Muhammad Jones
- Thomas Musser
- Bama Kar Express LLC
- Damion Gordon
- Yellow Flag Trucking LTD
- John Ellis Trucking LLC
- Ricky Sosoo
- Marvin Turnmire Jr
- IGYND Equipment LLC
- Willy Corbett
- Ahmad Collins
- PACLEASE Tyler - Rental
- Diane Sader
- Neatherly Trucking
- DMA Trucking LLC
- Veronica Laursen
- Denver Tiller
- Akuamoah Ntashah
- Texas Transeastern Inc
- Stevens Transport, Inc



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.

Layover Fun

Last Month's Riddle

Q. What is harder to catch the faster you run?

A. Your breath.

Congratulations to those who answered correctly!

Al Zetler, Michael Lamb, Dawn Porter, Janet Groen, Ruth Phillips, Rob Huntington, Bob Clayson, Linda Organski, Rachele Wright, Mary Brochu, Janet Zlotnicki, Marissa Kline, Brian Radder and Koreen Buck.

Honorable Mention:

Theresa Hoffman

#BPPuzzle

Know the answer to our riddle? Email your answer to social@bestpass.com and we will recognize you in next month's newsletter! We'll give out the answer then, too.

Q. THE MORE YOU TAKE,
THE MORE YOU LEAVE
BEHIND. WHAT AM I?



Stay Connected



500 New Karner Road, Suite 5, Albany, NY 12205 · 888.410.9696