How to Manage License Plate Information

Step 1: *Log-in to My.Bestpass.com*

- Be sure to use your correct email address, Bestpass account number and password
- Click "Login" when finished

The Login Screen is shown below:

Step 2: *Select "Vehicles/Transponders" then select "Manage Vehicles" from the dropdown (as shown below)*
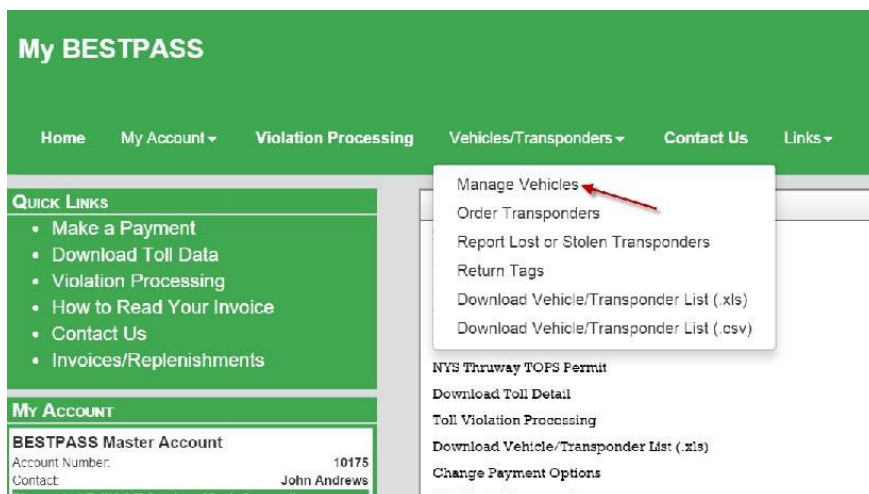
Step 3: *In the "Other Tools" box, click the "Download Your Vehicle Transponder List" link (as shown below). You can choose between downloading in .csv (comma separated values) or .xls (Excel) format. If you are not sure what file type you can open, downloading the .csv file type is the best option.*
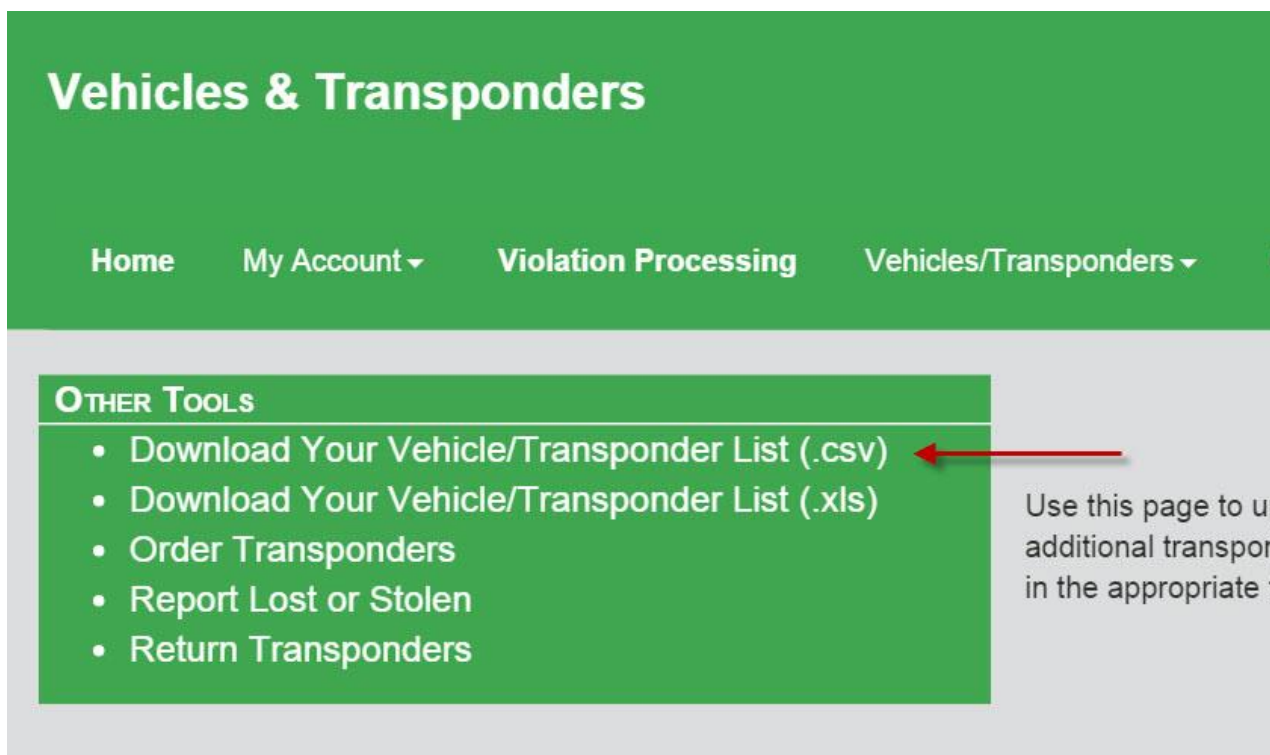
Step 4: *The file will download to your computer. Double click on the file to open it up.*

	A	B	C	D	E	F	G	H	I	J	K
1	Core Devi	Unit Numl	Active Dat	License Pl:	License St:	Vehicle M:	Vehicle M(	Vehicle Ye	Vehicle Re	Last Toll D	VIN
2	4.05E+08	JA	1/1/2010	ANF1620	NY	Nissan	Altima	2010	72	########	BP031234!
3	[not assigr	LA	9/1/2010	CFM8202	NY	Nissan	Murano	2008	72		BP071234!
4	4.05E+08	LA	9/1/2010	GNJ6417	NY	Toyota	Highlande	2014	72	########	
5	4.05E+08	HN,Test	########	CCJ3660	NY	Toyota	Sienna	2009	72	########	BP061234!
6	4.05E+08	CA	########	GKA7213	NY	CHEVY	SILVERAD(	2013	72	########	
7	4.05E+08	RM	########	VGK912	NY	Volkswagc	Passat	2008	72	########	BP151234!
8	4.05E+08	MM	########	FTH6499	NY	Unknown	Unknown		72	########	BP101234!
9	4.05E+08	TH	########	FYD6369	NY	Chevy	Traverse	2012	72	########	BP091234!
10	4.06E+08		########						799		
11	4.06E+08		########						521		
12	4.06E+08		########						727		
13	4.06E+08		########						727		
14	4.06E+08		########						727		
15	4.06E+08		########						727		
16	4.06E+08		########						727		
17	4.06E+08	VACATION	########	BPVAC	NY				72	########	
18	4.06E+08		########						523		
19	4.06E+08		########						523		
20	4.06E+08	AK	########	GAU7584	NY	Toyota	RAV4	2009	72	########	

Step 5: *This file represents all of your current vehicle information stored in the Bestpass system. You will want to review this file to ensure that all of the vehicle information is up to date. It is imperative to makes sure that your license plate information is up to date.*

Step 6: *If you notice that there are license plates missing from this spreadsheet, you should make sure to add them to your Bestpass account. If you have 10 or fewer changes to make, you can do that via the "Manage Vehicles" form on my.bestpass.com.*

- First, make sure that the drop-down menu is set to "Add/Delete/Change Vehicle Assignments."
- Now you can fill out the form. To add a new license plate to the system, choose "Add" from the action drop-down menu. To remove a license plate from your account, choose the "Delete" option from the drop-down menu. *Before you delete any license plates, please verify that the plate(s) are truly no longer registered to you or being leased/rented by you to avoid any potential toll violations.*
- At the very least, fill in the State, License Plate Number and the Vehicle Reference Number. *If you participate in weigh station bypass that we manage for you, you will also*

need to input Year, Make, Unit Number and VIN, and you will also need to provide a copy of the vehicle cab card in order for us to update those systems.

- If you do not know the Vehicle Reference Number, use the link below the form to "Find Your Vehicle Reference Number." This link will open a PDF file in a new window.
- If the plate belongs to a lease or rental, you may fill in the "End Date" and Bestpass will automatically remove the plate from your account when that end date is reached.

Step 7: *When you've finished entering your changes into the form, click the "Submit Changes" button at the bottom of the screen. Your change request(s) will be sent to our Customer Support Team to be processed. Please note that it can take up to 24 hours for requests to be processed.*

Step 8: *If you have more than 10 changes to make, please consider contacting our Customer Support Team at 1-888-410-9696 or support@bestpass.com so that they can assist you with a bulk upload into the system.*