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Louisville Southern Indiana Ohio River Bridges Project

Business Rules

Version: 04.02

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1   Introduction

This document contains the Business Rules for the Louisville Southern Indiana Ohio River Bridge (LSIORB) Toll Collection System.

1.1   Document Scope

The scope of the **Business Rules** document is to describe the expected outcomes of the sub-systems that make up the Toll Collection System.

1.2   Document Objectives

These Business Rules, developed from the Statement of Work, contractual documents, and all applicable appendices/attachments, are the framework for the design, implementation, and operational protocols for the LSIORB Project.

2 Terminology

2.1 List of Acronyms

ACRONYM	DEFINITION
ACD	Automatic Call Distributor
ACH	Automated Clearing House
ACHA	National Automated Clearing House Association
AET or AETS	All Electronic Tolling System
AVC	Automatic Vehicle Classification
AVDC	Automatic Vehicle Detection and Classification
AVI	Automatic Vehicle Identification
BOS	Back Office System
BR(s)	Business Rule(s)
CMS	Call Management System
CSC	Customer Service Center
CSR	Customer Service Representative
CSS	Customer Service System
EFT	Electronic Fund Transfer
IAG	InterAgency Group (E-ZPass)

ACRONYM	DEFINITION
IVR	Interactive Voice Response
LP	License Plate
LPN	License Plate Number
LSIORB	Louisville Southern Indiana Ohio River Bridge and its Tolling Body, contextually
MWUC	Mobile Walk-Up Center
RiverLink	The Tolling System for the Louisville-Southern Indiana Ohio River Bridges Project.
RJDP	Duplicate E-ZPass Transaction
RSS	Road Side System
TAG	Tolling Transponder
TARC	Transit Authority of River City
TCS	Toll Collection System
TSP	Toll Services Provider (Kapsch)
TVL	Transponder Validation List
TZC	Toll Zone Controller
WUC(s)	Walk-Up Center(s)

2.2 References

NUMBER	REFERENCE
Ref.1	The Louisville-Southern Indiana Ohio River Bridges Joint Board "To Provide, Operate, Manage, And Maintain A Toll Collection System And Provide Back Office Toll Collection And Customer Service For Louisville- Southern Indiana Ohio River Bridge TOLL SERVICES AGREEMENT"
Ref.2	"Resolution Adopting Rates" passed by the LSIORB Tolling Body on May11, 2016
Ref.3	"Resolution TB-2013-1" passed by LSIORB Tolling Body on September 5, 2013
Ref. 4	E-ZPass OPERATIONS INTERAGENCY AGREEMENT and all amendments.
Ref. 5.	InterAgency (IAG) Reciprocity Agreement (current version)
Ref. 6	E-ZPass InterAgency Group Reimbursement of Credit Card Fees (current version)
Ref. 7	E-ZPass Inter-Customer Service Center Interface File and Reporting Specifications version O1.51e
Ref. 8	E-ZPass Inter-Customer Service Center Interface File and Reporting Specifications version 1.51i

2.3 Definitions

TERM	DESCRIPTION
Account	A RiverLink Account established by a Customer for the payment of tolls.
Agency	Any Agency that is a member of the Interagency Group
Agency ID – E-ZPass	The Agency ID- E-ZPass is the three digit agency code as recorded in the Transponders.
Away Agency	Any Agency that is not the customer's Home Agency
Away Customer License Plate Table	Table that contains a list of valid license plates from customers (Home and Away)
Business Day	The term "business day" shall mean a day or days on which the IFA is officially open for business.
Cash	All references to cash refer to U.S. currency.
Commercial Account	A RiverLink Transponder Account with more than 4 vehicles assigned to it.
Conditional Settlement	An interim Settlement between IAG or other interoperable tolling agencies prior to final Settlement.
Customer	A party that properly pays tolls for the use of RiverLink facilities
Customer Account Information	The Account holder's name, address, and any other identifying characteristics; the make, model, year and plate number of such vehicles; all photographs, microphotographs, videotapes and other recorded images of such vehicles created by E-ZPass equipment; and itemized statements of Account deductions for the use of such system.
Customer License Plate File	File with Customer license plates for each Away Agency
Day	Unless otherwise noted, the use of "day" shall mean calendar day.
ETC	Electronic Toll Collection; a method of paying tolls electronically without human intervention in the lane.
Final Settlement	A Settlement between IAG or other interoperable tolling agencies after Reconciliation has been completed and accepted by the two Agencies.
Frequent User Program	A discount program for frequent users as defined in Section 4.4.1 of these Business Rules

TERM	DESCRIPTION
Home Agency	The agency that holds the customer's account and provided the customer its Transponder.
Home Transactions	A toll transaction which occurs using a LSIORB Transponder on a RiverLink tolling facility.
Interface Control Document (ICD)	Document that describes the data interface and the specifics of fields, files, naming conventions, etc., with which each party must comply when exchanging data through the interoperable interface.
Inter-Agency Group (IAG)	Organization consisting of other toll operators that processes E-ZPass transactions. Otherwise known as E-ZPass Group.
Inter-Agency CSC	Away Agency or CSC that is part of the E-ZPass Group and exchanges data to process interoperable Toll Transactions
Invalid Transponder	Not Valid Transponder issued by the CSS and provided in the TVL.
Invalid Transponder Customer File	E-ZPass File with list of invalid transponders from Home or Away Agency.
Mobile Application	(Mobile App) A software application developed specifically for use on small wireless computing devices (such as smart phones or tablets) running the Apple IOS environment or the Android environment. The application will provide the ability to manage a Customer's Account – pay a one-time toll, make an Account payment, add/remove vehicles, request Transponders/report Transponders missing, update Account information, and provide basic toll information – location and rates.
RiverLink User	The driver of any vehicle using a RiverLink enabled toll lane.
Personal Account	A RiverLink Transponder Account with 4 or fewer vehicles assigned to it.
Posting	The recording of a toll transaction against a customer's Account and deducting the toll charge from the customer's Account balance
Pre-Paid Accounts	Customer Accounts that require money be on deposit in advance for their Transponder transaction to be accepted as valid.
Reconciliation	The process whereby a Home Agency and an Away Agency resolve any discrepancies in arriving at Final Settlement.

TERM	DESCRIPTION
Rejected Transaction	Toll Transactions that are rejected by the CSS. The specific conditions for the rejection of a Toll Transaction is assigned a code. Some examples include (the specific codes will be defined in the ICD): "D" – Duplicate Toll Transaction, Posting failed "I" – Invalid Transponder, Posting failed "C" – Transponder Not Found "O" – Transaction too old
Retail Location	Any location where Unregistered Transponder Accounts can be opened.
RiverLink	The TCS for the Louisville-Southern Indiana Ohio River Bridges.
Settlement	The transfer by a Home Agency of United States dollars representing the gross toll revenues due to an Away Agency for Valid Transponder Transactions incurred on the Away Agency's facilities by the Home Agency's customers.
Transponder	A radio frequency identification (RFID) device.
Transponder (RiverLink Transponder)	A radio frequency identification (RFID) device issued by RiverLink that is used to identify a vehicle.
Transponder Status File	also known as Transponder Status Update File is a file with information stating if the Transponder is in a Valid or Invalid state.
Transponder Transaction	A Toll Transaction received by the BOS to the CSS for a vehicle which is equipped with a Valid Transponder.
Transponder Validation File	A file maintained by each Agency of Transponders issued by that Agency which denotes the status of each Transponder issued as having one of four values (valid, low balance, invalid, or lost/stolen) consistent with IAG technical guidelines
Transponder Validation List (TVL)	A partial or full (comprehensive) list containing mainly the Transponder identifiers, the associated license plate and classification. This list is issued by the BOS.
Transponder Validation List Update	A list of Transponder Validation List changes since the last Transponder Validation List or Transponder Validation List Update and issued by the CSS.

TERM	DESCRIPTION
Unregistered Transponder Account	An account opened at a Retail Location which does not require that personal information be provided by the Customer other than that information required to collect payment. Sometimes referred to as a Temporary Account.
The Tolling Body	The Tolling Body for the Louisville Southern Indiana Ohio River Bridges Project, created by the Bi-State Development Agreement and the Interlocal Agreement
Tolling Body Representatives	Employees for Indiana and Kentucky designated to manage the TSP Agreement on behalf of the Tolling Body.
Toll(ing) Point	Designated location or locations where tolls are collected.
Toll Transaction	A Transaction created by the BOS by the passage of a vehicle and sent by the BOS to the CSS.
Transaction Reconciliation File	Also known as Correction File or Correction Reconciliation File, is a file that contains corrected Transaction Records made by the Away Agency to be processed by the Home Agency
User Agreement	The Agreement related to the use of the RiverLink ETC system and accepted by the Customer with the first use of the RiverLink Transponder
Valid ID (Identification)	Any identification acceptable per the guidelines provided by PCI and ACHA or as otherwise defined in these Business Rules.
Valid Transponder	RiverLink Transponder issued by the CSS and provided in the TVL.
Valid Transponder – E-ZPass	The passage of a Valid Transponder, or a transaction from a valid Account, through an activated E-ZPass lane.
Valid Transponder Transaction	The passage of a Valid Transponder, or a transaction from a valid Account, through an activated E-ZPass lane.
Customer Website	The Customer Website is the website which provides RiverLink Account management functions to the customer and which is accessible on traditional computers and mobile devices including but not limited to smart phones and tablets.

1 General Business Rules

1.1 Vehicle Classifications (CLA)

ID	DESCRIPTION	[VARIABLE VALUE]
GEN-CLA-001 (Passenger Vehicle) (Vehicle Class 1)	Vehicle Class 1 shall include all vehicles which have **no more than two (2) axles and are 7'6" or less in height as measured at the tallest part of the Vehicle**. This class applies equally to vehicles used for commercial and non-commercial purposes.	
GEN-CLA-002 (Medium Vehicle) (Vehicle Class 2)	Vehicle Class 2 shall include all vehicles which have **two (2) axles and are taller than 7'6", all vehicles which have three (3) axles, and all vehicles which have four (4) axles,** including any axles after a trailer hitch, if present. This class applies equally to vehicles used for commercial and non-commercial purposes.	
GEN-CLA-003 (Large Vehicles) (Vehicle Class 3)	Class 3 shall include all vehicles which have **five (5) or more axles**, including any axles after a trailer hitch, if present. This class applies equally to vehicles used for commercial and non-commercial purposes.	
GEN-CLA-004 (placeholder)	Class 4 shall be reserved for future use by the LSIORB Tolling Body, if it chooses to create one additional vehicle class, drawn from those that can be independently identified to the required accuracy by each of the two classification methods cited in RS-026 of the RFP.	

ID	DESCRIPTION	[VARIABLE VALUE]
GEN-CLA-005	The 10 billing categories presently in effect are as follows: 1 ETC Account, Vehicle Class 1 2 ETC Account, Vehicle Class 2 3 ETC Account, Vehicle Class 3 4 Registered Video Account, Vehicle Class 1 5 Registered Video Account, Vehicle Class 2 6 Registered Video Account, Vehicle Class 3 7 Unregistered Video Account, Vehicle Class 1 8 Unregistered Video Account, Vehicle Class 2 9 Unregistered Video Account, Vehicle Class 3 10 ETC Account with Frequent User Discount, only applicable to Vehicle Class 1 when assigned to a personal account Additional billing categories may be created if additional Account types or vehicle classifications are later adopted.	

1.2   Toll Rates

The Tolling Body may change any toll rate at any time. Toll rates in the TCS are configurable amounts. The following Toll Rates shall apply as excerpted from the referenced "Resolution Adopting Rates" passed by the Tolling Body which specifies the initial toll pricing as follows:

INITIAL TOLL RATES (LOCAL TO RIVERLINK TOLL ZONES)			
	VEHICLE CLASS 1	VEHICLE CLASS 2	VEHICLE CLASS 3
Transponder	$2.00	$5.00	$10.00
Video (Registered)	$3.00	$6.00	$11.00

Video (Unregistered)	$4.00	$7.00	$12.00

Per the Resolution, each of the above listed toll rates will be effective upon tolling commencement and will increase annually, beginning July 1st 2018, and thereafter on each July 1st for as long as tolls are in force, by the greater of (a) the rate of inflation as measured by the Consumer Price Index (CPI), or (b) 2.50%.

The calculated toll rates (rounded up to the nearest cent ($0.01) shall be provided to the TSP and any other relevant entities (marketing, IAG, etc.) by the LSIORB Tolling Body no later than sixty (60) Days prior to the effective date of the toll rate change. At no time will the TSP have responsibility for toll rate calculations.

The toll rate change shall be effective at 12:00:01 on the morning of July 1st of each year.

Notification of an upcoming toll rate change shall be communicated to Customers via e-mail, Website, printed materials (statements, invoices, etc.), and TSP-provided signage as instructed by the LSIORB Tolling Body.

1.3   Administrative Fees

It is understood that the Tolling Body intends for administrative fees to be "reasonable" (e.g. cost-basis justified and not punitive). The LSIORB Tolling Body may elect to change the fees at any time in order to maintain reasonable cost recovery and shall do so with sixty (60) Days advance written notice to the TSP. The following table lists initial specific administrative fees.

INITIAL ADMINISTRATIVE FEES	
DESCRIPTION	AMOUNT
1st Toll Notice	No Fee
2nd Toll Notice	$5.00 Administrative fee per invoice
Account Statement – Upon Request (E-mailed)	No Fee
Collection Fee	$30.00 Administrative Fee per Violation Notice
Violation Invoice Administration	$25.00 Administrative Fee per notice

INITIAL ADMINISTRATIVE FEES	
DESCRIPTION	**AMOUNT**
Inactivity Fee	The lesser of $5.00 or the remaining Account balance applied on a monthly basis while Account funds remain available.
Monthly Account Statement (E-Mailed)	No Fee
Monthly Account Statement (Web)	No Fee
Non-Commercial Monthly Account Statement (Mailed)	$2.00 / month flat fee
Commercial Monthly Account Statement (Mailed)	$2.00 for the first four (4) pages, and $0.20 for each additional page / monthly
Reversal Fee (Returned Check/NSF Fee)	(Amount charged by custodian bank) + ($5 to cover reversal and notification costs)
Transponder (6C – RiverLink local)	$0 Customers may receive one (1) free 6C Transponder per vehicle when opening an Account and making the minimum required deposit.
Transponder (6C – RiverLink local) Replacement	$0 First replacement per vehicle $5.00 Second or more replacement per vehicle.
Transponder (E-ZPass – RiverLink)	$15.00

INITIAL ADMINISTRATIVE FEES	
DESCRIPTION	**AMOUNT**
Transponder (Replacement – Defective during warranty period E-ZPass – RiverLink)	$0.00
Transponder (Replacement – Damaged, Lost, Stolen, or defective outside of warranty period E-ZPass – RiverLink)	$15.00

1.4 Discounts

All discounts shall be implemented at the BOS (and not on any Roadside System(s)).

1.5 Frequent User Program

The referenced "Resolution Adopting Rates" specifies a discount for "frequent users" and was enacted only for "passenger vehicle" classifications with a personal Account; other vehicle classifications are not eligible for this discount. For purposes of implementation, "Passenger Vehicle" shall be interpreted to mean a Class 1 vehicle on a personal ETC Account.

The discount described in this section shall be applied as a Toll Transaction discount for transparency and Accountability. A customer is eligible for this discount when:

a) A Customer has forty (40) Transponder Transactions on RiverLink facilities to a single RiverLink 6C Transponder with the appropriate vehicle classification within a calendar month. When eligibility is reached the Account shall receive the appropriate discount(s) for the qualifying Toll Transactions within that month and Toll Transactions charged to that Transponder shall be assigned the Frequent User rate for the remainder of that calendar month; or

b) A Customer has forty (40) Transponder Transactions on RiverLink facilities to a single RiverLink E-ZPass Transponder while crossing in any of the vehicles correlated with the Transponder (up to four vehicles) with the appropriate vehicle Classification within a calendar month. When eligibility is reached the Account shall receive the appropriate discount(s) for the qualifying Toll Transactions and the Toll

Transactions charged to that Transponder shall be eligible for the Frequent User rate for the remainder of that calendar month.

c) Account holders may see the Toll Transactions which qualify towards their frequent-user discount by viewing their account online.

Once an Account Holder becomes eligible for the Frequent User rate with one of the conditions above, the Frequent User toll pricing is applied to Toll Transactions charged to the eligible Transponder in that month as described in the table below. The Frequent User rate shall increase along with other toll pricing as stipulated in 1.2 Toll Rates.

The Frequent User toll pricing is as follows:

DESCRIPTION	VEHICLE CLASS 1	VEHICLE CLASS 2	VEHICLE CLASS 3
Frequent Users with RiverLink Transponder (Registered) RiverLink Account	$1.00	N/A	N/A

1.6   TARC

The LSIORB Tolling Body has passed an EJ Mitigation Plan which includes a commitment to allow TARC buses to cross without charge.

The discount described in this section shall be applied as a per Toll Transaction discount for transparency and accountability. In order to be eligible for this discount, **all** of the following conditions shall apply:

a) TARC shall work with the Tolling Body Representatives to obtain approval of a list of vehicles eligible for the discount. Only vehicles owned by TARC shall be included on the list. Once approved by the Tolling Body Representatives, TARC shall provide the list to the TSP. TARC shall periodically update the list and obtain approval of any changes as vehicles are added or retired. The list shall include license plate numbers for the vehicles on the list.

The TSP shall provide to TARC from the inventory purchased by the LSIORB Joint Board, local 6C Transponders. TARC shall property install these Transponders in the vehicles on the approved list. As vehicles are removed from the approved list, the TSP shall retire the Transponders associated with those vehicles.. TARC vehicles which do not meet the above conditions are not eligible for the discount (e.g. vehicles whose LPs are not on the approved list with the TSP, and/or vehicles without a corresponding assigned Transponder, etc.).

DESCRIPTION	CLASS 1 (2 AXLE VEHICLES)	CLASS 2 (3 AXLE VEHICLES)	CLASS 3 (4+ AXLE VEHICLES)
TARC vehicles with a valid RiverLink Transponder	Transponder rate with a 100% discount	Transponder rate with a 100% discount	Transponder rate with a 100% discount

ID	DESCRIPTION	[VARIABLE VALUE]
GEN-TAR-001	Reporting will be provided every *[1 month]* for TARC usage to facilitate the comparison of the TARC master list of Transponders to the plates from Toll Transactions with TARC Transponders receiving the discount via images.	*# of Days/weeks periodic definition.*
GEN-TAR-002	Every *[1 month]*, the TSP shall report time of day and frequency of use for TARC Transponders.	*# of Days/weeks periodic definition.*

2 CSC and BOS Business Rules

2.1 Account Types (ACT)

CSC-ACT-001 The various Account Types for the RiverLink Tolling System (where pa = per Account and pv = per vehicle) operate according to the following parameters:

Account Type	Account Subtype	Minimum Opening Account Balance	Transponder Required (Y/N)	Transponder Type(s)	Transponder per LP	Vehicle Limitation	Eligible for Discount (Y/N)
ETC Account	Personal	$20.00p**a**	Y	6C or EZP	1:1 or 1:4	Max 4	Y
ETC Account	Commercial	$20.00p**v**	Y	6C or EZP	1:1 or 1:4	Unlimited	N
ETC Account	Temporary	$20.00pa	Y	6C	1:1	1	N
ETC Account	Government	$0	Y	6C	1:1	Unlimited	N
Registered Video Account	Personal	$20.00pa	N	n/a	n/a	Max 4	N
Registered Video Account	Commercial	$20.00pv	N	n/a	n/a	Unlimited	N
Unregistered Video Account	n/a	n/a	N	n/a	n/a	Unlimited	N

2.2   Account Establishment (AES)

The RiverLink provides multiple methods to establish any type of Account. An Account can be established by completing a paper application, a web-based application, or by applying over the phone. The table below describes the methods for each Account type to establish an Account.

Method	Mode(s)	ETC Account	Registered Video Acct	Unregistered Video Acct	Government Acct	Commercial Acct	Temporary Acct
Paper Application	▪ WUC ▪ Mail-In ▪ Fax-In ▪ MWUC	Yes	Yes	N/A	Yes	Yes	N/A
Online	▪ Website ▪ Mobile App	Yes	Yes	N/A	No	No	N/A
Telephone	▪ Telephone	Yes	Yes	N/A	No	Yes	N/A

Note: Customers may use a designated Retail Location to open an Unregistered Transponder Account.

ID	Description	*[Variable Value]*
CSC-AES-001	If a vehicle passes through a toll zone on an RiverLink system, for which a registered Home or Away Account does not exist, and there is sufficient data captured to identify the registered owner of the vehicle, then an Unregistered Account is established in the name of that registered owner.	
CSC-AES-002	A registered customer must acknowledge a User Agreement (RiverLink Customer Agreement, or RiverLink Agreement) prior to that customer establishing any Pre-Paid Account.	
CSC-AES-003	Registered Accounts are pre-paid/pre-funded Accounts with a minimum per-Account balance for personal accounts and a per-Vehicle balance for commercial accounts required prior to Account establishment.	
CSC-AES-004	Registered (personal) Accounts shall have a minimum opening balance of: [**$20**] per Account	*$ per Account;*

ID	Description	[Variable Value]
CSC-AES-004(a)	A Registered Commercial Account shall have a minimum opening balance of: • [**$20**] per vehicle up to (but not to exceed) [$**unlimited**], or • [**Three (3)**] times the estimated monthly usage, whichever is greater	*$ per Account;* *$ max threshold;* *xx times estimated monthly usage*
CSC-AES-005	A customer may open a Registered or Temporary Account at the IVR, Walk-Up Centers (WUCs) or Retail Locations by paying with the following payment options: • a valid credit card • a debit card (with Visa/MC logo) • a check (except at certain Retail locations) or money order • Cash	*Payment option types*
CSC-AES-006	If a RiverLink User opens a Registered Account over the telephone by speaking to a Customer Service Representative (CSR), then payment may be made with one of the following payment options: • a valid credit card • a debit card (with Visa/MC logo) • ACH or EFT payment	*Payment option types*
CSC-AES-007	If a RiverLink User opens a Registered Account by mailing a completed enrollment application, then payment may be made with one of the following payment options: • a valid credit card • a debit card (with Visa/MC logo) • a check or money order • cash (although customers are encouraged to use the other payment methods via mail if at all possible).	*Payment option types*

ID	Description	[Variable Value]
CSC-AES-008	A customer may open a Registered Account via the RiverLink Customer Website with one of the following payment options: • a valid credit card • a debit card (with Visa/MC logo) • ACH or EFT payment	*Payment option types*
CSC-AES-009	To open a Registered Account, the customer is required to provide: • Driver's License or Valid Government ID (optional) (for customers opening Accounts in person, either at the WUC or MWUC), • Account Owner contact information, • one or more license plate(s), • an acknowledgement of the User Agreement, and • the required minimum balance or more • a replenishment method (including cash as an option) • Vehicle type • Vehicle model, make, year, color, and nickname	*Minimum information and payment requirements for establishing a Registered Account*
CSC-AES-009a	To open a Temporary Account, the customer is required to provide the cost as indicated on the transponder packaging plus the minimum account balance or more.	*Held for PAC*
CSC-AES-010	A Registered Personal Account may be associated with up to four Transponders and vehicles regardless of Transponder type (6C or E-ZPass).	*Can elect to limit Account types to Transponder-only or to limit the number of vehicles and/or Transponders per Account.*

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ID	Description	*[Variable Value]*
CSC-AES-011	An E-ZPass Transponder may be used in any of the four vehicles associated with a Personal Account or up to four vehicles assigned to it on a Commercial Account. A 6C Transponder may only be used in the vehicle for which it is assigned. If a customer uses a Transponder outside of these parameters a toll equal to the video toll rate will be charged to that customer's pre-paid Account.	
CSC-AES-012	A Temporary Account may be associated with a single 6C Transponder with a single vehicle.	*Can elect to limit Account types to Transponder-only or to limit the number of vehicles and/or Transponders per Account.*
CSC-AES-013	An Unregistered Account may be associated with a single Registered Owner (and multiple vehicles, if same Registered Owner). Consolidation of a registered Account with another is automatic.	
CSC-AES-014	Any pre-paid Account holder shall be liable for the payment of all tolls charged through the use of any Transponder(s) and vehicle(s) associated with that pre-paid Account.	
CSC-AES-015	When a toll transaction cannot be applied to an active or eligible Registered, Temporary, or interoperable account, then the toll shall be used to create an Unregistered Account. If an Unregistered Account already exists for the registered owner of the vehicle associated with the toll, the toll shall be charged to the existing Unregistered Account.	

2.3   Account Management (ACC)

CSC-ACC-001R	A Registered or Temporary Account shall have one or more of the following statuses:
	
	• **Active** (able to apply tolls)
	• **Closed** (not able to apply tolls)
	• **Hold** / Suspended (able to apply tolls but escalation of unpaid tolls/invoices is suspended). This is applied to an Account when:
	   • Customer is disputing toll charges/invoices. Hold is placed while dispute is being processed so customer avoids incurring any additional charges in the interim.
	   • Customer has requested an administrative hearing for Home Transactions (Away Toll Transactions are not eligible for administrative hearings). Hold is placed while administrative hearing is scheduled and heard. The hold is placed so customer avoids incurring any additional charges while he awaits the hearing.
	   • Violation Account has been placed on Payment Plan, in order to allow time for customer to make timely payments toward their plan without the violation escalating further.
	• **Pending Close** (able to apply tolls and/or payments, but transponders/vehicles are Ineligible)
	• **Pending Close** – Inactivity
	• **Eligible** (pertains to interoperability)
	• **Ineligible** (pertains to interoperability)	

CSC-ACC-002R	**VTOLL** When a customer has an ETC Account and the transponder is not read at the time the Toll Transaction occurs in the lane, a VTOLL posts to the Account at the ETC rate indicating that the Toll Transaction has posted but the transponder was not read.	
CSC-ACC-003R	If a customer has [**10**] consecutive VTOLL post to their Account associated with the same vehicle, a notice is sent to the customer advising them to confirm proper mounting of their transponder and/or advising them to have the transponder tested if it is mounted correctly.	*# of consecutive Toll Transactions*

CSC-ACC-004R	Once a VTOLL notification is sent, if the customer continues to incur VTOLLs, after 10 additional ([**20**] total) consecutive Toll Transactions, all subsequent VTOLL Toll Transactions will post to the customer's Account at the Registered Video Rate.	*# of consecutive Toll Transactions*
CSC-ACC-005R	If the VTOLL are not consecutive, then the count to determine notification to customer restarts.	
CSC-ACC-006R	A VTOLL (including VTOLL Toll Transactions applied to an Account at the ETC rate) are not counted toward the Frequent Users Program eligibility.	
CSC-ACC-007R	CSRs **will** be able to navigate to and view the digital video audit system Toll Transaction from the BOS.	*Will / Will Not*

2.4   Account Maintenance (ACM)

The CSC shall support the maintenance of ORB Accounts, updating Customer Accounts, and processing customer requests made via telephone, storefront, mail, fax, e-mail, or web.

ID	Description	[Variable Value]
CSC-ACM-001	The CSC shall support customer service functions through the following interface(s): • WUCs • CSC Call Center / IVR • Web Site • Mobile app • Fax • E-Mail • Standard Mail • SMS Messaging • Chat • MWUC • Retail Location(s)	

ID	Description	[Variable Value]
CSC-ACM-002	The CSC shall support the following minimum functions as part of maintaining RiverLink Accounts: • Demographic Updates • Change Account's authorized contact • Add, modify or end date vehicle information • Change status • Request additional • Returning or replacing damaged or defective • Update replenishment information • Update statement generation method • Post payments • Post payment reversals • Review previous payments • Review Account balance • PIN requests • Support for returning or requesting replacement of damaged or defective transponder(s) • Closing Accounts • Updating Account notes • Account Conversion • Transfer and/or Merge an Account from one Account owner to another Account owner • Document management • Work flow management • Disputes and escalation • Add/Dismiss/amend Fees • Apply goodwill credit	

ID	Description	[Variable Value]
CSC-ACM-003	Account Holders whose Accounts do not have sufficient funds to cover the cost of toll expenses shall be given until [**12:00 noon**] on the [**first**] business day following their Account having a negative balance to replenish the Account before the Account type is changed to an Unregistered (non-pre-paid) Account. Account Holders whose Accounts do not have sufficient funds to cover the cost of toll expenses shall remain liable for any toll expenses incurred by any vehicle registered to the Account until 12:00 noon on the first business day following their Account having a negative balance.	*Time of Day; Number of Business Days*
CSC-ACM-004	Customers whose Accounts have a balance of less than $0.00 are considered to have a negative balance. These customers will receive an Account Replenishment Required notification, indicating that the net balance on their Account has gone negative and advising them to replenish their Account in order to bring their Account back into good standing and avoid additional toll costs associated with having an Unregistered (non-pre-paid) Account. The Account Replenishment Required notification will be sent to the customer the day after their Account went negative and will be sent to the customer, via the preferred delivery method indicated on their Account (mail, SMS or email). Account Replenishment Required notifications shall include a payment coupon (remittance document) at the bottom of the notification.	
CSC-ACM-005	The CSC System shall allow a customer to set-up a Personal Identification Number (PIN) for their Account. The PIN is used for identification purposes when calling or logging into their Account via IVR, web or mobile app.	
CSC-ACM-006	The PIN Request Notification will be sent to the customer with a temporary PIN when customer requests a PIN reset.	

2.5   Account Closure (ACL)

ID	Description	Variable Value
CSC-ACL-001	An Account with a negative balance (at or below $0.00) shall have its marked as "Invalid." An Account with a negative balance (at or below $0.00) cannot be marked for closure. In order for an Account with a negative balance to be closed, either: ▪ The customer must pay the negative balance, or; ▪ The RCM and/or the Joint Board must approve the write-off of the negative balance.	
CSC-ACL-002	A customer may request to close their pre-paid Account via: ▪ WUCs ▪ MWUC ▪ Customer web site ▪ Mail ▪ e-mail ▪ fax ▪ Mobile app	
CSC-ACL-003	An Account closure may be requested by: • The Account holder, • the Joint Board representatives for: ○ Accounts of customers that are inappropriate or disruptive to CSRs ○ Any other Account that the Joint Board representatives feel should be closed pursuant to the terms of the Customer Agreement, and • a person or entity authorized by the Account holder	
CSC-ACL-004	An Account not maintained per User Agreement terms may result in Account suspension or closure.	

ID	Description	Variable Value
CSC-ACL-005	An Account that has been closed, where the balance is greater than $0.00, shall be refunded. Promotional tolls credited to an Account shall not be refunded but shall be cancelled, making the balance ($0).	
CSC-ACL-006	Refunds shall be made no sooner than [**fifteen (15)**] business days from the date the is made inactive to allow for Toll Transaction posting time.	*xx # of business days*
CSC-ACL-007	Accounts shall be placed in a "Pending Closed" status from the time the Account closure request is made until the date the Account is closed.	*# of days in Pending Closed status*
CSC-ACL-008	Account status shall be updated to "Closed" after all refunds have been provided or the Account balance has been written off.	*# of days after being in Pending Closed status*
CSC-ACL-009	When an Account is placed in a "Pending Closed - Inactivity" status, then any vehicles or (s) assigned to that Account are changed to an "Invalid" status. and Toll Transactions occurring after the Pending Closed-Inactivity date/time stamp shall not be applied.	
CSC-ACL-010	A customer's Account status will automatically change to "Pending Closed - Inactivity" status after [**three hundred sixty-five (365)] days** of inactivity.	*# of days of inactivity*
CSC-ACL-011	If the TSP is unable to refund the remaining balance to the customer, the Account will remain in "Pending Closed – inactivity" status and will be charged an Inactivity Fee until such time as the customer provides valid information allowing a refund to be made successfully or until the Account has a ($0) balance, at which time the Account will be closed. Under no circumstances shall the Inactivity Fee be allowed to take an Account to a negative (less than $0.00) balance. If the Account does not have sufficient funds to deduct the Inactivity Fee, the Inactivity Fee shall be adjusted to equal the amount remaining in the Account.	

ID	Description	Variable Value
CSC-ACL-012	CSR may reverse Inactivity Fees without managerial approval within the first invoice period after the fee has been applied.	
CSC-ACL-012a	Customers may place their Registered Account in Suspended (Hold) Status at no charge, if they will be away for an extended period of time during which there can be made inactive and they can avoid being placed in inactive status. Customers requesting a Suspension of their Account must: • Have a positive balance on their Account. • Total time requesting that their Account be suspended cannot exceed 365 days. • The minimum time for an Account to be suspended is 30 days.	
CSC-ACL-013	Requests for Account closure must be submitted in writing. Requests should include Account holder name, address, listing of Account(s) that they are requesting be closed, an effective date for the closing (at a minimum the effective date would be fifteen (15) calendar days from the receipt of the request) and contact information should there be a need to contact the customer regarding the request.	
CSC-ACL-014	When an Account closure is requested and includes a, then the will be marked inactive and the Account will remain in pending close status for [**fifteen (15)** to fully settle.	*Number of days; calendar or business days*
CSC-ACL-015	Once the Account has been closed and is no longer in Pending Close status, any subsequent Toll Transactions that are received by the BOS for processing will be rejected on the Closed Account.	*Rejected; applied to Other Video; other*

2.6   Tag Management (TRM)

The Toll System Provider shall provide a TCS that includes Tag inventory and fulfillment application services. The TCS Tag inventory and fulfillment services shall include Tag purchasing, distribution, tracking, warranty data, returns to manufacturer, and reporting interfaced with the INDOT procurement process. The TCS shall import Tag manifest lists from common file formats to be used in the TCS without additional manipulation. The TCS shall

include bar code processing which results in automatic entry of Tag identification numbers into the TCS. The TCS shall track the full life cycle of a Tag from the time it is purchased through allocation to each of the centers for distribution, through the fulfillment process and finally through the end life of the Tag when it is removed from inventory. The TCS shall provide a report of the total number of Tags, the locations of those Tags, where the Tags are in the distribution process, the customer Account to which they have been assigned, shipping information, and information for final delivery to the Customer. The inventory process shall Account for the locations (both physical and within the distribution process) of all Tags during their life cycle. The TCS shall produce reports that detail the number of Tags distributed, the number of Tags requested to date, the number of Tags fulfilled, the number of Tags shipped, and the number of requests in progress. The TCS shall track and provide reporting for warranty information on the Tags, returns to the manufacturer warranty expiration dates, and number of Tags in inventory.

ID	Description	Variable Value
CSC-TRM-001	Customers shall be able to use a valid Tag to make toll payments on all ORB Tolling Points.	
CSC-TRM-002	Each Tag on a pre-paid ETC Account must be associated with one active license plate on the Account. For E-ZPass pre-paid ETC Accounts, each Tag may be used in other vehicles associated with the Account, one active primary license plate for the Tag is required.	
CSC-TRM-003	A maximum of one active license plate to one active 6C Tag is allowed.	
CSC-TRM-003(a)	A maximum of four active license plates to one active E-ZPass Tag is allowed.	
CSC-TRM-003(b)	A license plate may only be active on a single Account but can be associated with multiple Accounts.	

ID	Description	Variable Value
CSC-TRM-004	The CSC system assigns a status to each Tag in the system. They are: ▪ Inventory: Tag has been placed into inventory in the system, awaiting assignment to a Customer Account. While Tag is in inventory, it remains invalid. ▪ Assigned: Tag is valid, assigned to a Customer Account, and is available for use ▪ Damaged: Tag is invalid and not available for use ▪ Lost. Tag is invalid. Can be reactivated ▪ Stolen. Tag is invalid. Can be reactivated ▪ Invalid. Tag is invalid. Can be reactivated	
CSC-TRM-005	A Tag can only be active (assigned) on one Account at a time.	
CSC-TRM-006	Tags are inactive when received by the vendor.	
CSC-TRM-007	Tags may be issued and distributed from multiple venues.	
CSC-TRM-008	An active Tag will be issued to a Customer opening an Account in person (WUCs, Retailer or MWUC).	
CSC-TRM-009	An inactive Tag will be issued to a customer opening an Account remotely (via mail or retail location). Via mail, customer must take steps to activate Tag. Via retail, the activation of the Tag occurs upon point of sale.	
CSC-TRM-010	A Tag must be active in order for a Toll Transaction to post against the Tag.	

ID	Description	Variable Value
CSC-TRM-011	A customer may report a Tag as lost, stolen, or damaged via: ▪ WUCs ▪ telephone (with a CSR) ▪ ORB Customer Website ▪ E-mail ▪ fax ▪ chat ▪ Mobile Application ▪ MWUC	
CSC-TRM-012	A customer can request an additional Tag or replacement Tag: ▪ At the WUCs ▪ Over the telephone (with a CSR) ▪ By using the ORB Customer Website ▪ By mailing a completed request form ▪ By emailing a completed request form ▪ By faxing a completed request form ▪ Via chat ▪ Mobile Application ▪ MWUC	

2.7 Financial Processing

ID	Description	Variable Value
CSC-PAY-001	Payments shall be accepted via: ▪ WUCs ▪ MWUCs ▪ Telephone (with a CSR) ▪ RiverLink Customer Website ▪ Mail (lockbox) ▪ IVR ▪ Retail location(s) ▪ Mobile Application	

ID	Description	Variable Value
CSC-PAY-002	Customer are able to make payments via the following payment methods: ▪ Cash (WUCs, Retail) ▪ Check/Money Order (WUCs, MWUs, Mail, Retail) ▪ Credit Card (WUCs, MWUCs, Retail, CSC, Phone, IVR, Web/Mobile) ▪ Debit Card (WUCs, MWUCs, Retail, Phone, IVR, Web) ▪ ACH/EFT (Phone, IVR, Web)	
CSC-PAY-003	The following credit cards may be used: ▪ Visa ▪ MasterCard ▪ American Express	
CSC-PAY-004	The following information is required to process a credit card/debit card payment: ▪ Cardholder Name (as it appears on card) ▪ Credit/Debit Card # ▪ Expiration Date ▪ CVV security code (Visa/MC-3 digit; AmEx-4 digit) ▪ LPN/Jurisdiction and/or RiverLink Account Number	
CSC-PAY-005	The following information is required to process a check payment: ▪ Account Holder Name ▪ Mailing address ▪ Telephone Number (optional) ▪ Valid ID (only required when accepting check at WUCs) ▪ RiverLink Account Number (optional) ▪ LPN/Jurisdiction	
CSC-PAY-006	The following information is required to process an ACH as per the ACHA: ▪ Account Holder Name ▪ Mailing Address ▪ Telephone Number ▪ RiverLink Account Number (optional) ▪ Routing and Bank Account Number ▪ Check Number ▪ LPN / Jurisdiction	

ID	Description	Variable Value
CSC-PAY-007	Payments shall be applied to the Account number that is indicated on the payment or accompanying remittance document.	
CSC-PAY-008	If payment information is received without an Account number, the payment will be applied to the Account to which the LPN/jurisdiction is associated. If payment information is received without an Account number or LPN/jurisdiction information, every effort will be made to identify the Account to which the payment was intended to be applied. If possible, will send the customer the Unapplied Payment notification to verify to which Account the payment should be applied to.	
CSC-PAY-009	If payment is received without enough information to associate the payment with an Account, an attempt will be made to return the payment to the sender with an Unapplied Payment notification, using mailing information available. If it is not possible to return the payment to the sender, the system shall hold the payment for [*(2) years*]. If, after (2) years, the payment source or appropriate Account has not been discovered then the payment shall be deemed miscellaneous revenue.	*Number; days/months/years*
CSC-PAY-010	Customers may choose to make payments as a one-time payment to an Account, either paying the balance for an unregistered Account, a portion of the balance for an unregistered Account or adding pre-paid funds to pre-paid Accounts; or may choose to provide an automatic replenishment method of payment to a registered or temporary Account.	
CSC-PAY-011	Payments will be applied to Toll Transactions in the following order: FIFO (first in, first out according to order of posting to the Account).	

ID	Description	Variable Value
CSC-PAY-012	Partial Payments When a payment amount cannot cover the full amount of a Toll Transaction or fee, it is applied to the account balance. Customers do not need to pay their full balance to make a payment. Payments are applied to Financial Transactions and fees in FIFO order, using the posting date of the Financial Transaction or fee.	

2.7.1   Auto Replenishment (REP)

The credit card auto replenishment process is a method by which the funds on a customer's pre-paid Account are automatically replenished when the Account reaches a predetermined threshold amount.   The CSC back office system identifies those Accounts with balances that have fallen below their preset threshold amount. Credit card and replenishment information for these Accounts are gathered and sent to the financial institution for payment processing.

Credit Card services which allow continued billing despite updated numbers or expirations will be enabled.

ID	Description	Variable Value
CSC-REP-001	Auto-replenishment is available to Customers who have a registered or temporary Account.	
CSC-REP-002	A credit or debit card or ACH is required in order to establish auto – replenishment on an Account.	

ID	Description	Variable Value
CSC-REP-003	The following information is required to set-up a credit card/debit card auto-replenishment method: ▪ Cardholder Name (as it appears on card) ▪ Credit/Debit Card # ▪ Expiration Date ▪ CVV security code (Visa/MC-3 digit; AmEx-4 digit) Authorization to charge credit card when Account balance meets minimum threshold balance *(Note: Authorization can be given via phone agent as calls are recorded and retained and serve as record of authorization).* The following information is required to set-up an ACH auto-replenishment method: • Account holder name ▪ Mailing Address ▪ Telephone Number ▪ ORB Account Number (optional) ▪ Routing and Bank Account Number ▪ Check Number ▪ LPN / Jurisdiction	
CSC-REP-004	Minimum replenishment amount is ▪ [**$20.00**] per Account up to (but not to exceed) [**$unlimited**], or; ▪ [**Three (3)**] times the estimated monthly usage, whichever is greater.	*$ per plate;* *$ max threshold;* *xx times estimated monthly usage*
CSC-REP-005	Minimum threshold balance to trigger auto-replenishment will be set to 1/3 the authorized replenishment amount.	*% of replenish amount*
CSC-REP-006	A Customer may elect to set an Account replenishment amount greater than their initial balance	

ID	Description	Variable Value
CSC-REP-007	A Customer may elect to have a primary and secondary replenishment method (credit card) on file	
CSC-REP-008	A Customer may change their auto-replenishment instrument(s), including adding/deleting: • At the WUCs • Over the telephone (with a CSR) • By using the ORB Customer Website • By mailing a completed request form • By emailing a completed request form • By faxing a completed request form	
CSC-REP-009	A customer may change their auto-replenishment threshold and/or amount: ▪ At the WUCs ▪ Over the telephone (with a CSR) ▪ By using the ORB Customer Website ▪ By mailing a completed request form ▪ By emailing a completed request form ▪ By faxing a completed request form	
CSC-REP-010	A Customer's automatic replenishment date occurs when the Account reaches a minimum threshold amount of 33.3% of the minimum balance.	
CSC-REP-011	When a Customer's primary replenishment method is declined by the issuing financial institution, the primary replenishment method will be tried again the next Day For Accounts in which there is a single replenishment method, this will be attempted two (2) more times every other Day. If the additional attempts fail, a Replenishment Required notification is generated. For Account in which there is both a primary and secondary replenishment method, the primary will be attempted 1 more time and then the secondary will be attempted. If either or both attempts fail, a replenishment decline notification is generated.	

ID	Description	Variable Value
CSC-REP-012	Registered Account holders who sign up for auto-replenishment will have their monthly statement fees waived as an incentive to maintain their Account balance by using the auto-replenishment method.	

2.7.2   Returned Checks

A check that is not paid by the bank on which it is written (drawn) is referred to as a returned check. Often the reason a check is not paid is that the Account on which the check was drawn did not have a sufficient balance. In that case the check is returned as "NSF" or not sufficient funds. Processing of a returned check reverses payments applied to Customer's Accounts and the Returned Check Notice must go out advising them of the change in funding to their Account.

ID	Description	[Variable Value]
CSC-RET-001	When checks are returned to the CSC from a bank, then the Reversal fee of [**($custodian charge) + ($5)**] will be added to an invoice and will follow the normal billing / collections process if unpaid.	$ NSF Fee
CSC-RET-002	Checks that are returned to the CSC from a bank shall be reversed. The payment is reversed and the Account balance shall reflect the reversal fee and the returned check fee.	
CSC-RET-003	Returned checks shall be processed by the CSC's finance department. It is the department's responsibility to pursue collection of these items and to maintain good records and documents supporting collection activities and resolution. All returned items (notices and checks) shall be stored in a secure location to ensure Customer Account information remains secure as item is being processed.	

ID	Description	[Variable Value]
CSC-RET-004	For returned ACH Financial Transactions a note is automatically created and added to the Customer's Account indicating the date of the reversal, the return result code returned from the custodian bank, the amount that was returned and transaction ID associated with the attempted payment. For returned checks, the Support Specialist will manually input the notes onto the customer's Account, indicating that the returned item was processed, including date notice was received, amount of returned item, and item#.	
CSC-RET-005	Upon notification from the bank that a check has been returned, the CSC shall send the Returned Check Notice to the Customer advising that the check payment has been reversed, an NSF fee has been applied to the Account and the returned check may be submitted to the collections for resolution if not paid within [**xx**] Business Days	*# of days provided to make payment*
CSC-RET-006	Payment of returned check and NSF fee shall be made with secured funds (either a credit/debit card, cashier's check, money order, or cash as accepted at WUCs, Website, and Retailers).	
CSC-RET-007	After [**three (03)**] NSF occurrences for the same ACH/Account, that Account shall no longer be accepted as a payment method.	*[number] of NSF occurrences*

2.7.3   Refunds (REF)

ID	Description	[Variable Value]

ID	Description	[Variable Value]
CSC-REF-001	For Pre-paid Accounts, an Account is eligible for a refund after the customer has requested an Account closure, the Account was in a "pending closed" status for [**fifteen (15)**] Days to allow for any additional Account activity For Government Accounts, a refund shall be provided if a customer makes a request approved by the Tolling Body Representatives. An additional [**fifteen (15)**] Days is allowed for any additional Account activity to process before the customer's Account is refund eligible	*# of days that elapse prior to becoming refund-eligible*
CSC-REF-002	Once the refund is eligible, a refund shall be processed within [**one (1)**] Business Day. The refund will be generated, posted to the Account, Account notes added and mailed to the Customer by CSC operations. Refunds shall only be made by check. The RCM shall be notified if the refund meets or exceeds the [**one thousand dollars ($1,000.00)**] refund threshold	*Processing timeframe for refund;* *RCM Approval Threshold $*
CSC-REF-003	When a refund check is issued, then a refund check notification shall be sent to the customer along with the refund check.	*Optional Refund Fee $*
CSC-REF-004	For refund eligible Accounts replenished by credit card or debit card, refunds will be made to the credit card or debit card on the Account. If a refund cannot be made to the credit card or debit card on file, a check will be sent to the name and address on the Account.	
CSC-REF-005	For refund eligible Accounts replenished by cash or check, refund checks will be sent to the name and address on the Account, unless otherwise directed by the customer. Such direction shall be recorded by the CSR in the TCS.	
CSC-REF-006	If a Customer owes tolls or fees, no refund is to be provided.	

2.8   IVR, Customer Website and Mobile Application

ID	Description	[Variable Value]
BO-IVR-001	The IVR system, Customer Website and Mobile Application shall provide customers 24/7 access to a toll-free automated phone system for payment and customer support services and information. Additionally, we will offer person-to-person customer service support from 7:00am to 7:00pm, E.S.T., Monday through Friday.	
BO-IVR-002	The IVR system will be used to answer all customer calls.	
BO-IVR-003	The IVR, Customer Website and Mobile Application will be fully integrated with the CSC system to allow customers to self-serve.	
BO-IVR-004	IVR, Customer Website, and Mobile Application self service functions completed by the customer shall be in near real-time (within 2 seconds), auditable and reported separately as an IVR, Web, or Mobile App Financial Transaction accordingly.	
BO-IVR-005	Customers calling into the IVR shall be able to: • Review Account Information/Activity • Replenish Balances • Make a Payment (Video Bill/Violation) • Request a Transponder • Obtain Information (i.e. Hours of Operations/Locations/After Hour, Holiday, Emergency Recordings) • Review FAQs • Change Password/PIN • Request to speak to an Agent • Request a Call Back • Transfer to one or more interoperable agencies.	
BO-IVR-006	All IVR functions shall be provided in both English and Spanish.	

ID	Description	[Variable Value]
BO-IVR-007	The IVR/ACD system will route customers to CSC agents based on the customer selection of queues for routing and based on responses to menus presented through the IVR system.	
BO-IVR-008	The IVR menus, selections, and actions are programmable so that the menu tree can be adjusted as directed by the Tolling Body Representatives.	
BO-IVR-009	When using the IVR to access Customer Accounts, the user must validate Account information including password/PIN created at time of Account opening, Account number, notice ID (for paying of video bill/violation notice), and/or license plate number (LPN).	
BO-IVR-010	The IVR shall accept the following payment methods from Customers who are processing payments thru the system: • Credit Cards (Visa, MasterCard, American Express) • Debit Cards (carrying the Visa or MC logo) • ACH (Electronic Check)	

2.9   Unregistered Video Accounts

ID	Description	[Variable Value]
CSC-VID-001	When a vehicle crosses a Tolling Point without a Registered Account, the registered owner is liable for that toll. An Account will be generated and a Video Toll Transaction shall be posted to the Account for the toll.	
CSC-VID-002	An unassigned Video Toll Transaction shall be queued in a grace period workflow for [**fifteen (15)**] [**calendar**] days from the date of the Toll Transaction occurrence, and is payable individually during that period without invoicing processes.	# of days; calendar or business

ID	Description	[Variable Value]
CSC-VID-003	After the grace period has expired, the Minimum toll balance to trigger an initial invoice for the [*year*] following a crossing for an unregistered video Account will be set to a [*$5.00*] invoice trigger threshold balance.	*Timing; $ threshold balance*
CSC-VID-004	Once the minimum invoice threshold balance is met, and the Toll Transaction(s) grace period has elapsed, a 1st Toll Notice is sent to the registered owner containing any additional tolls that the vehicle owner may have accumulated during that period. This establishes the monthly billing cycle for this Customer.	*Initial Invoice trigger(s)*
CSC-VID-005	Invoice and collection or related notices will contain at minimum: • Amount of toll(s) due • Listing of any additional fees • Image of vehicle, including LPN • Toll Information (date/time/location/LPN) • Due date for payment • Instructions for remitting payment • Reference to the legal authority to collect the toll • Notice of the right to request an administrative hearing to challenge the fact that the toll is owed • Notice of additional fees and possible violation fees and their amounts that will be due and payable if the motorist fails to pay timely The lower cost, pre-paid Account options available to them for the avoidance of invoices, convenience, etc.	
CSC-VID-006	The invoice due date will be [*35* Days from the notice generation date. This allows for 5 Days for invoice generation, quality control and review, and mailing + 30 Days for Customer to make payment.	*# of days* *Calendar (or Business) Days*

ID	Description	[Variable Value]
CSC-VID-007	If owner fails to pay 1st Toll Notice, the 2nd Toll Notice is sent within [**7**] Days of the initial invoice due day, adding the 2nd Unregistered Video Account Invoice Administration fee to the second invoice. New payment due date is [**20**] Days from generation of second invoice. The notice will advise the motorist of any additional administrative fee(s) which may be added upon failure to pay by such date. The notice will state that failure to pay by the date specified will result in the declaration of a "violation" (notice of the laws violated under failure to pay)	*# of days to generate 2nd notice;* *$ admin fee;* *Due date calculation*
CSC-VID-008	If payment is not made after the 2nd Toll Notice, a Violation (failure to pay) Notice shall be generated within 7 Days of the payment due date from the 2nd invoice. This notice will assess a violation invoice administration fee per violation invoice, totaling the cumulative, combined amount of tolls and fees, and requiring payment within [**30 Calendar**] Days of violation notice generation. The Violation Notice will state that failure to pay by the date specified will result in additional enforcement actions by the toll operator or the Tolling Body Representatives, including notification of the DMV and a hold on registration renewal, collection agency referrals, and possible court actions.	*$ administrative fee* *$ violation fee;* *Due date calculation*
CSC-VID-009	If payment is not made at the violation notice level, then the Account becomes "collections eligible" and is pursued through the collection process. When an Account is sent to collections an additional collections fee is added to the collections notice.	

ID	Description	[Variable Value]
CSC-VID-010	When payment is made for a Toll Transaction during the initial [**15 Calendar**] Days or before the payment due date on the 1st Toll Notice, no administrative fee will be assessed.	*# of days* *Calendar or* *Business days*
CSC-VID-011	If a Customer with an Unregistered Account converts to a pre-paid ETC Account, at any time prior to the specific Toll Transactions entering the collections process, then any fees shall be waived and the toll rate for the current outstanding tolls shall be reduced to the rate for one time during the lifetime of the [**vehicle**].	*$x.xx; Vehicle / customer Account*
CSC-VID-012	If a motorist fails to pay the combined amounts, then on [**the Day after**] the due date of the violation invoice, the TSP shall immediately notify the applicable DMV of the unpaid amounts and request withholding or suspension of vehicle registrations or renewals. TSP shall also refer the motorist's balances to a collection agency for further action if no payment is received [**twenty (20)**] [**Calendar**] Days after the violation notice has elapsed.	*# of days; calendar or business*
CSC-VID-013	DMV holds will only be requested/released from KY DMVs and IN BMVs and those DMVs in other states with which the project has established reciprocal enforcement mechanisms.	
CSC-VID-014	Invoices may be: **mailed** (hardcopy) or **e-mailed** (when a known associated e-mail is present for the vehicle).	*Invoice methodology*

2.10 Disputes (DIS)

Consistent with LSIORB's intention to be customer-friendly, when dealing with customers who receive video billing and/or violation notice(s), the following business rules shall be applied in resolving their issue(s):

ID	Description	[Variable Value]

ID	Description	[Variable Value]

CSC-DIS-001	When a customer feels that they were invoiced for Toll Transactions erroneously, they have the option of initiating a dispute, for review and determination.
	
	A dispute is categorized into one of the following:
	  • ORB Pre-Paid Tag Account Holder
	  • IAG Customer Dispute
	  • Leased Rentals
	  • Sold Vehicle
	  • Stolen Vehicle
	  • Billing Error	

CSC-DIS-002	**ORB ETC (Tag-based) Account Holders** An ETC Account holder may submit a dispute for Toll Transactions that were video billed to them, that they claim should have posted as Transponder Transactions to their pre-paid Account, as follows:	
CSC-DIS-003	*Via WUCs or Call Center providing their Account information*. The dispute will be processed and if the Account is in good status the appeal will be accepted and the video tolls and/or violations will be adjusted to the AVI rate and posted to the customer's Account using the same rules as for a VTOLL. If the Account is not in good standing the appeal will be rejected. The agent handling the customer dispute will inform the customer that the Account must first be funded to process a dispute.	
CSC-DIS-004	*Submit a dispute via the Web.* The dispute will be processed and if the Account is in good status the dispute will be accepted and the Video Toll Transactions and/or violations will be adjusted to the AVI rate and posted to the customer's Account. If the Account is not in good standing the appeal will be rejected. The Account Holder will be advised to contact the Service Center for assistance.	

ID	Description	[Variable Value]
CSC-DIS-005	_Mail dispute to Service Center for processing._ As a one-time courtesy, the dispute will be processed and if the Account is in good status the dispute will be accepted and the violations will be adjusted to the AVI rate to the customer's account. Subsequent violation notices received by the Account holder will be upheld and not adjusted on his/her Account. If the Account is not in good standing the appeal will be rejected. Customer will be advised via a Review Complete – Payment Required notification.	
CSC-DIS-006	When the dispute request is received, those requests along with supporting documentation will be scanned and attached to the customer's Account as part of Account notations by an Operations Support Service (OSS) team member.	
CSC-DIS-007	When a dispute is received via web or mail, a case is opened in the CSC system, placing the Account in a "Dispute Status" and categorizing by "Dispute Type". The customer is sent a Toll Review Request Received Notification.	
CSC-DIS-008	When an Account is placed in a "Dispute Status", collection activity, including subsequent invoices, escalation of tolls (i.e. additional fees) and collection activities are held for [**30**] days to allow OSS to review the dispute and work with the client toward resolving the dispute.	_# of days_
CSC-DIS-009	IAG Customer Dispute / Reciprocity Agreement _See Section 21. Inter-CSC Dispute Policy_	
CSC-DIS-010	**Leased Rentals** Dispute must be submitted for review in writing either via: ▪ Mail ▪ Web ▪ E-Mail ▪ Fax	

ID	Description	[Variable Value]
CSC-DIS-011	If a customer requests to initiate a Leased Rental dispute by any other contact channel (phone, WUCs, chat) they will be advised that their request must be made in writing, using one of the aforementioned methods.	
CSC-DIS-012	For leased rental disputes the appellant (leasing or rental agency) must provide a lease or rental contract or copy to the Service Center via mail.	
CSC-DIS-013	When the dispute request is received, those requests along with supporting documentation will be scanned and attached to the customer's Account as part of Account notations by an OSS team member.	
CSC-DIS-014	When a dispute is received, a case is opened in the CSC system, placing the Account in a "Dispute Status" and categorizing it by "Dispute Type". The customer is sent a Toll Review Request Received Notification.	
CSC-DIS-015	When an Account is placed in a "Dispute Status", collection activity, including subsequent invoices, escalation of tolls (i.e. additional fees) and collection activities are held for 30 days to allow OSS to review the dispute and work with the client toward resolving the dispute.	# of days
CSC-DIS-016	If the violations occurred during the lessee contract period, the violations will be reassigned to the renter or lessee and the rental agency or lessor's violation notice will be dismissed. Affidavits will be manually processed by back-office agents to transfer qualifying Toll Transactions to a new or existing account that belongs to the signee of the affidavit. A Dispute Resolution Notification will be sent to the customer initiating the dispute. The notification states that they have provided sufficient supporting documentation and are not liable for the tolls.	

ID	Description	[Variable Value]
CSC-DIS-017	If the lease contract is not provided or if the violations occurred outside of the contract period, the dispute will be rejected. The customer will receive a Review Complete – Payment Required notification.	
CSC-DIS-018	**Sold Vehicles** Dispute must be submitted for review in writing either via: - Mail, - Web, - E-Mail - Fax	
CSC-DIS-019	If a customer requests to initiate a Sold Vehicle dispute by any other contact channel (phone, WUCs, chat) they will be advised that their request must be made in writing, using one of the aforementioned methods.	
CSC-DIS-020	Sold Vehicle Disputes must be accompanied with a signed vehicle title or receipt of sale as record of vehicle sale.	
CSC-DIS-021	When the dispute request is received, those requests along with supporting documentation will be scanned and attached to the Customer's Account as part of Account notations by an OSS team member.	
CSC-DIS-022	When a dispute is received, a case is opened in the CSC system, placing the Account in a "Dispute Status" and categorizing it by "Dispute Type". The customer is sent a Toll Review Request Received Notification.	
CSC-DIS-023	When an Account is placed in a "Dispute Status", collection activity, including subsequent invoices, escalation of tolls (i.e. additional fees) and collection activities are held for 30 days to allow OSS to review the dispute and work with the client toward resolving the dispute.	# of days

ID	Description	[Variable Value]
CSC-DIS-024	For tolls to be waived, a vehicle owner must demonstrate that the vehicle was sold or transferred to another party before the referenced Toll Transaction(s) occurred.	
CSC-DIS-025	If the violations did not occur after the vehicle was sold or no proof of sale is provided the dispute will be rejected. The customer will receive a Review Complete – Payment Required notification.	
CSC-DIS-026	The registered owner must provide the name and address of the person to whom the vehicle was sold or transferred so that the Toll Transactions and associated fee(s) can be reassigned to the new owner. A Dispute Resolution Notification will be sent to the customer initiating the dispute. The notification states that they have provided sufficient supporting documentation and are not liable for the tolls.	
CSC-DIS-027	If the name and address of the new owner is known, the Toll Transactions will be moved to an Account created for the new owner.	
CSC-DIS-028	Transactions that are reassigned to a new owner as a result of the sale of the vehicle shall be invoiced to the new owner through the video billing process.	
CSC-DIS-029	**Stolen Vehicles** Dispute must be submitted for review in writing either via: - Mail, - Web, - E-Mail - Fax	
CSC-DIS-030	If a customer requests to initiate a Stolen Vehicle dispute by any other contact channel (phone, WUCs, chat) they will be advised that their request must be made in writing, using one of the aforementioned methods.	
CSC-DIS-031	Stolen Vehicle Disputes must be accompanied with a police report or copy.	

ID	Description	[Variable Value]
CSC-DIS-032	When the dispute request is received, those requests along with supporting documentation will be scanned and attached to the customer's Account as part of Account notations by an OSS specialist.	
CSC-DIS-033	When a dispute is received, a case is opened in the CSC system, placing the Account in a "Dispute Status" and categorizing it by "Dispute Type". The customer is sent a Toll Review Request Received Notification.	
CSC-DIS-034	When an Account is placed in a "Dispute Status", collection activity, including subsequent invoices, escalation of tolls (i.e. additional fees) and collection activities are held for 30 days to allow OSS to review the dispute and work with the client toward resolving the dispute.	*# of days*
CSC-DIS-035	If the violations on the notice occurred after the vehicle was stolen this dispute will be accepted and the notice will be closed. A Dispute Resolution Notification will be sent to the customer initiating the dispute. The notification states that they have provided sufficient supporting documentation and are not liable for the tolls.	
CSC-DIS-036	If the violations did not occur after the vehicle was stolen or no police report is provided the dispute will be rejected. The customer will receive a Review Complete – Payment Required notification.	
CSC-DIS-037	**Billing Error** Billing error disputes (i.e. double-billed and/or previously paid) must be submitted for review in writing either via : ▪ Mail, ▪ Web, ▪ E-Mail ▪ Fax	
CSC-DIS-038	If a customer requests to initiate a Billing Error Dispute by any other contact channel (phone, WUCs, chat) they will be advised that their request must be made in writing, using one of the aforementioned methods.	

ID	Description	[Variable Value]
CSC-DIS-039	If customer claims that the Toll Transaction(s) were previously paid, they will need to submit a copy of their cancelled check, bank or credit card statement, for review to determine where/when payment was posted and whether the payment satisfied the Toll Transactions in dispute.	
CSC-DIS-040	When a dispute is received, a case is opened in the CSC system, placing the Account in a "Dispute Status" and categorizing it by "Dispute Type". The customer is sent a Toll Review Request Received Notification.	
CSC-DIS-041	When an Account is placed in a "Dispute Status", collection activity, including subsequent invoices, escalation of tolls (i.e. additional fees) and collection activities are held for 30 days to allow OSS to review the dispute and work with the client toward resolving the dispute.	# of days
CSC-DIS-042	If the dispute received does not contain the supporting documentation needed for processing, the customer will be notified via all contact channels available (mail, phone, e-mail) informing them that additional documentation is needed in order to process their dispute request and alerting them as to the timeframe in which they need to provide the information requested (30 days).	
CSC-DIS-043	If the dispute filter hold expires and no required information is received, the hold is removed and subsequent invoicing and collection efforts resume.	
CSC-DIS-044	When a dispute has been processed and completed, a response notification will be sent to the customer accordingly once a disposition with regard to their dispute is reached. If the customer provides sufficient supporting documentation, a Dispute Resolution Notification will be sent. The notification states that they have provided sufficient supporting documentation and are not liable for the tolls.	
CSC-DIS-045	Registered Account holders must dispute Toll Transaction charges within [**sixty (60)**] days of Toll Transaction posting to the Account.	# of days

2.11   Administrative Hearings

ID	Description	[Variable Value]
CSC-ADH-001	An administrative hearing request can only be initiated by a customer.	
CSC-ADH-002	Prior to requesting an administrative hearing, the customer must have gone through the dispute process.	
CSC-ADH-003	A request for an administrative hearing must be submitted via: • mail, • web, • email, • fax	
CSC-ADH-004	When a request for an administrative hearing is received, the state responsible for the hearing is notified within 1 business day, so that a hearing officer can be assigned.	# of days

2.12   Collections (COL)

When a customer fails to respond to the 1st and 2nd Toll Notices, and a Violation Notice, a Collection Notice will be generated. The notice will state that failure to pay by the date specified will result in additional enforcement actions by the toll operator or the States' parties, including notification of the DMV and a hold on registration renewal, collection agency referrals, and possible court actions. If payment is not made at the violation notice level, then the Account becomes "collections eligible" and is pursued through the collection process. All aspects of any collections actions taken shall follow the FDCPA and any related state laws, as applicable.

3 E-ZPass Business Rules

3.1 Processing Time (PRO)

ID	Description	[Variable Value]
EZP-PRO-001	When a Transaction File is received from an away CSC then process the file within the [same] business day.	Same, 1, 2, etc.
EZP-PRO-002	When a correction file is received from an away CSC then process the file within the [same] business day.	Same, 1, 2, etc.
EZP-PRO-003	When an IAG Transponder from any agency is detected then the system shall determine its status. If the status is anything other than valid or low balance then the System(s) [will] collect both front and rear images and transfer the E-ZPass Group Toll Transaction to the back office for processing, verification, collections, adjudication, retention, and/or deletion as deemed fit.	will / will not
EZP-PRO-004	When a valid E-ZPass Toll Transaction is created then the back-office will send the transaction to the relevant IAG CSC for processing within [the same] business day.	Same, 1, 2, etc.
EZP-PRO-005	When valid E-ZPass Toll Transactions produces a classification mismatch then send the E-ZPass Toll Transactions to manual review for confirmation or correction within [the same] business day(s).	Same, 1, 2, etc.
EZP-PRO-006	When an invalid E-ZPass Toll Transactions with associated images that has a low LPN confidence then the E-ZPass Toll Transactions will be sent for manual review for confirmation or correction within [2] business day(s).	Same, 1, 2, etc.

3.2 LookUp Process (LUP)

Lookup Goal(s): First exhaust all known addresses from home agencies before performing DMV look-ups.

ID	Description	[Variable Value]
EZP-LUP-001	When an E-ZPass Toll Transactions without a valid status for which the vehicle plate is identified, the subsystem will first check (and process for payment) the associated Invalid Transponder Customer File for name and address information.	
EZP-LUP-002	When a IAG violation notice is returned as address unknown from the information provided from the customer plate file or the invalid customer file then a Request for Information (RFI) on the E-ZPass Toll Transactions is to the Department of Motor Vehicles (DMV) or the analogous department or agency of the state or country to determine the name and address of the vehicle's registered owner.	

3.3   Valid E-ZPass Toll Transactions Corrections

Valid E-ZPass Toll Transactions Correction Goal(s): Out-of-State plate reads without an AVI read may be valid E-ZPass Tags, ensure that E-ZPass is properly allocated.

ID	Description	[Variable Value]
EZP-TXN-001	When a valid E-ZPass Toll Transaction has no AVDC detection information then flag transaction for cross- check for out-of-state license plate video transactions prior to sending to IAG CSC(s) to ensure no duplicate transactions.	
EZP-TXN-002	When a E-ZPass Toll Transactions without a for which an out-of-state license plate is captured and identified, then the subsystem will first check the E-ZPass Customer License Plate files for information.(in case their E-ZPass was not read). If the found on the customer license plate file and it is not an invalid IAG then the E-ZPass Toll Transactions will be modified to include the information and the E-ZPass Toll Transactions flagged per IAG rules (that the was missed) and sent to the relevant IAG CSC for processing.	*True*

ID	Description	[Variable Value]
EZP-TXN-003	When a E-ZPass Toll Transactions without a for which an out-of-state license plate is captured and it is not found in the E-ZPass Customer License Files then the subsystem will check all registered license plates on file to determine if it is tied to a LSIORB Account, if the plate is not found then the transaction will be processed as a violation.	

3.4   Miscellaneous

ID	Description	[Variable Value]
EZP-MSC-001	When an invalid E-ZPass Toll Transaction is captured then process as a violation and retain violation data per violation retention rules.	True

3.5   Reciprocity Agreement

The following Business Rules are extracted from the Inter-Agency Group Reciprocity Agreement.

ID	Description	[Variable Value]
IAG-RA-001	When scheduling and generating the Inter-CSC files and reports then all files must be transmitted, received, acknowledged, and processed in accordance with IAG Inter-Customer Service Center Interface File Specifications.	True
IAG-RA-002	When scheduling and processing the Transponder validation file then the file must be processed and transmitted in accordance with the agreements between two agencies or at least one per day.	
IAG-RA-003	When receiving Transponder validation files then the file must be received, acknowledged, processed and downloaded to the lanes in accordance with the agreements between two agencies or at least one per day.	

ID	Description	[Variable Value]
IAG-RA-004	When creating the Transponder Validation File then denote the status of each Transponder as having one of four values (valid (01), low balance (02), invalid (03) or lost/stolen (04)) consistent with the IAG technical guidelines, as detailed in the Inter-Customer Service Center Interface File Specifications	
IAG-RA-005	When an Away Agency acknowledges receipt of a Transponder Validation File detailing a Transponder status as lost or stolen then the Home Agency is no longer obligated for E-ZPass Toll Transactions that occur with that Transponder.	
IAG-RA-006	When scheduling and processing the all Valid Transponder Transactions then all data must be consistent with IAG technical guidelines and the file must be processed and transmitted in accordance with the agreements between two agencies or at least one per day.	
IAG-RA-007	When receiving Valid Transponder Transactions files then the file must be received, acknowledged, and processed in accordance with the agreements between two agencies or at least one per day.	
IAG-RA-008	When processing the transaction file then post the E-ZPass Toll Transactions to the proper Accounts within one business day of the receipt of the file.	
IAG-RA-009	When generating the Settlements of a Valid Transponder Transactions then do not base the Settlement on transaction posting as Settlement is not dependent on transaction posting.	
IAG-RA-010	When posting E-ZPass Toll Transactions to a customer Account then the class as determined by the Away Agency (e.g. from the Transponder, AVC system, collector determination) will be used to determine the amount of toll to be posted and honored for Settlement purposes.	

ID	Description	[Variable Value]
IAG-RA-011	When posting E-ZPass Toll Transactions to the customer Account and as long as the Away Agency transfers Valid Transponder Transactions within 60 days then honor the E-ZPass Toll Transactions if the Account is open.	
IAG-RA-012	When posting E-ZPass Toll Transactions to a customer Account that is closed and E-ZPass Toll Transactions is older than 10 days then reject the transaction.	
IAG-RA-013	When a manual Toll Transactions is recorded in the lane due to a "no read", then that Toll Transactions will be converted into an electronic Valid Transponder Transaction as detailed in the Inter-CSC Interface File Specifications.	
IAG-RA-014	When generating Transponder Transaction files then do not include Invalid Transponder Transactions for transfer to the Agencies for payment unless otherwise agreed upon by those Agencies.	
IAG-RA-015	When an away agencies customer has violated the operating policies then notify the Away Agency that its customer's Valid Transponder will be denied E-ZPass use on that Away Agency's facilities because of an infraction of its operating or administrative policies.	
IAG-RA-016	When an away agencies customer has violated the operating policies then provide the data needed to the Away Agency for customer notification. The Away Agency will notify the customer that his/her Transponder will no longer be valid on its facilities. The Transponder should be placed on the lost and stolen list by the away agencies and all agencies will be notified of the lost or stolen Transponder. The Agencies will process these Lost or Stolen Transponders as violations according to the rules and regulations of the Away Agency.	

ID	Description	[Variable Value]
IAG-RA-017	When resolving a Customer Disputed Transaction due to cost/benefit or other considerations and the customer Accounts is credited for the disputed amount without further research, then such credits will not affect Settlement or Reconciliation between Agencies.	
IAG-RA-018	When a customer disputes a E-ZPass Toll Transactions that occurred on an Away Agency's facility, and such E-ZPass Toll Transactions are researched, acknowledged and agreed to be an error of the Away Agency, then the resulting adjustment will become part of the Reconciliation and Settlement between the two agencies and no payments will be made for such transactions.	
IAG-RA-019	When generating Settlements then transfer the gross toll amount due for Valid Transponder Transactions as reported by an Away Agency in United States dollars. All transfers will be calculated on a gross basis.	
IAG-RA-020	When scheduling and processing Settlements then transfers will occur in a manner and frequency as determined by the agreement between the Home and Away Agency but will occur at least monthly. Final Settlement will be based on Valid Transponder Transactions as reported by the Away Agency regardless of Account status at time of Posting	
IAG-RA-021	When scheduling and processing Settlements then the actual or estimated revenue as reported by the Away Agency may be used as a basis for Conditional Settlement as agreed between the Home and Away Agencies.	
IAG-RA-022	When generating Settlements then only the Valid Transponder Transactions tolls are obligated to be remitted to the Away Agency regardless of the status of the Account at the time of Posting. In the case of lost or stolen Transponders, the Home Agency is no longer obligated for E-ZPass Toll Transactions that occur after notification to the Away Agency.	

ID	Description	[Variable Value]
IAG-RA-023	When distributing Transponders for Home non-revenue Accounts, then issue LSIORB non-interoperable Transponders.	
IAG-RA-024	When processing toll evasion violation images and the identified customers' Accounts is in good standing then create a Valid Toll Transaction.	

3.6   Reimbursement of Credit Card Fees

Extracted from the IAG Credit Card Equity Policy.

ID	Description	[Variable Value]
IAG-CC-001	When Settlements are complete and within 25 days of the end of the month during which toll revenues are transferred then generate statements for each Away Agency for the reimbursement of credit card fees.	True

ID	Description	[Variable Value]

IAG-CC-002	When generating the statement for credit card reimbursement then the following calculations will apply:
	
	1) RATIO of replenishment made with credit cards
	      i.e.; credit card replenishment $ amount / total $ amount of Account replenishments
	
	2) RATE = Total credit card processing fees / Total credit card revenues
	
	Formula:
	
	Toll Revenue x RATIO x RATE = Reimbursement
	
	Toll Revenue (paid by Home to Away) x Home's RATIO x Home's RATE = Amount due Home for credit card fees (reimbursement)
	
	Calculation:
	
	a) RATIO - Credit Card $ replenishments as % of total $ replenishments
	$1,000,000 / $1,400,000 = 71.4%
	b) RATE - Credit Card Replenishment Rate: $22,000/$1,000,000 = 2.2% (.022) Tolls transferred to Away Agency = $50,000;
	RATIO - 71.4% Credit Card = $35,700
	RATE - 2.2% = $785.40 payable by Away to Home
	
	Toll Revenue x RATIO x RATE = Reimbursement
	              $50,000 x 71.4% x 2.2% = $785.40
		True

3.7   E-ZPass Inter-CSC Interface File Specification Business Rules

These Business Rules are extracted from E-ZPass Inter-Customer Service Center Interface File and Reporting Specification Version CSC 01 51i dated 2014-04-08. Pages 1 through 98.

Assumptions:

- No discount plans will be offered or honored for E-ZPass Tags issued by LSIORB.
- No permit plans will be available or honored for E-ZPass Tags issued by LSIORB.
- There will be no Non-Toll transaction (E-ZPass Plus) processing or reconciliations.
- Agreements will be made to allow for the maximum grace period allowable for acknowledgements. Noted requirements state that we are required to update lane controllers every 2 hours. Back-office processing may take longer.
- All IAG inter-CSC Settlement reports will be generated as per ICD.
- All Inter-CSC files will be generated as per ICD.
- Permit, Discount Plans and E-ZPass Plus and their related status bits are not supported and will not be changed, set or adjusted in any manner under any circumstance.

3.7.1   Inter-CSC Interface File Specification Introduction General (GEN)

ID	Description	[Variable Value]
IAG-GEN-001	When processing files from an Inter-Customer Service Center then validate all files according to the Interface and Reporting Specification document	*True*
IAG-GEN-002	When the creation of the Transponder Status File is complete then create an Invalid Transponder Customer File as per IAG specifications and send to all Away CSCs for processing.	
IAG-GEN-003	When processing for E-ZPass Account changes then scan E-ZPass customer Accounts for a status change of existing Transponders associated with an Account or for the creation of new E-ZPass Accounts and create a Transponder Status Update File as per AIG specifications and send to all Away CSCs for processing.	

ID	Description	[Variable Value]
IAG-GEN-004	When processing "end of day" then create a Transaction File for all Toll Transactions occurring at Home Agency facility for valid Transponders and license plates belonging to the Away Agencies. In the event that a Customer Service Center services multiple agencies or administers a Transponder inventory containing multiple Agency IDs, a single FROM_AGENCY_ID shall be assigned to that CSC.	
IAG-GEN-005	When the processing of a Transaction File from Away agencies is complete then create a Transaction Reconciliation file detailing the disposition of each Toll Transaction and return to the Away CSC for reconciliation.	
IAG-GEN-006	When processing "end of day" then scan E-ZPass Accounts for any allowed toll rate adjustments (for example when a misclassified Toll Transaction that has been determined to be a valid E-ZPass Toll Transaction) and create a correction File for the Away Agency/CSC.	

3.7.2 General File and Report (GFR)

ID	Description	[Variable Value]
IAG-GFR-001	When creating the IAG inter-CSC Settlement reports and inter-CSC Files for Away agencies that service multiple agencies or administers a Transponder inventory containing multiple Agency IDs E-ZPass then assign a single FROM_AGENCY_ID to that CSC as per ICD specification.	
IAG-GFR-002	When creating all IAG inter-CSC Settlement reports and inter-CSC Files (except the acknowledgement file) then compress the files using standard Lempel-Zif compression algorithm yielding a compression rate of at least 75%.	

ID	Description	*[Variable Value]*
IAG-GFR-003	When compressing all IAG inter-CSC Settlement reports and inter-CSC Files (except acknowledgement file) then rename the file from {FILE_NAME}.{FILE_TYPE} to {FILE_NAME}_{FILE_TYPE}.ZIP using uppercase characters only.	
IAG-GFR-004	When the Settlement period has ended then generate Settlement reports for IAG-1, IAG-2 and IAG-3 and IAG-6 through IAG-8 for each Away Agency and IAG-11A, IAG-11B and IAG12 for internal use.	
IAG-GFR-005	When the Settlement reports are acknowledged by the away agencies then initiate the transfer of the Settlement funds.	
IAG-GFR-006	When creating all IAG inter-CSC Settlement reports and inter-CSC Files then the date/time values contained in a file name represent the creation date/time of the file and match the date/time value contained in the file's header record.	

3.7.3   Transponder Status File (TSF)

ID	Description	*[Variable Value]*
IAG-TSF-001	When transmitting a file to the Away Agencies/CSCs then transmit following the Inter-CSC Transmission Methodology.	
IAG-TSF-002	When creating a Transponder Status File then create the Invalid Transponder Customer File for the Transponders with a status of "Invalid" that contains the name and address information of the associated customer.	
IAG-TSF-003	When pre-processing (validating) a Transponder Status List and an invalid header record is encountered then reject the file and notify the Away Agency via the Acknowledgement File.	
IAG-TSF-004	When pre-processing (validating) a Transponder Status List and an invalid detail record is encountered then reject the file and notify the Away Agency via the Acknowledgement File.	

ID	Description	[Variable Value]
IAG-TSF-005	When performing sanity check on a Transponder Status File prior to transmission then ensure that there is no unusual growth in the number of Transponders from previous versions or unusual changes in the number of Transponders with a particular Transponder status	
IAG-TSF-006	When creating a Transponder Status file then include only E-ZPass Transponders issued by LSIORB.	
IAG-TSF-007	When creating a Transponder Status File for CSC that issues Transponders for more than one Agency ID-E-ZPass then send only a single Transponder Status File containing all Transponders.	

3.7.4   Transponder Status Update File (TSUF)

ID	Description	[Variable Value]
IAG-TSUF-001	When generating a Transponder Status Update file then do not generate an Invalid Transponder Customer File.	
IAG-TSUF-002	When generating a Transponder Status Update file then include all Transponder status changes made since the last full Transponder Status File, and not just changes since the last update file.	
IAG-TSUF-003	When attempting to generate a Transponder Status Update file then scan for new Accounts or changes hourly and if any are found then process the file.	
IAG-TSUF-004	When processing a Transponder Status Update List and an invalid header record is encountered then reject the file and notify the Agency/CSC via the Acknowledgement File.	
IAG-TSUF-005	When processing a Transponder Status Update List and an invalid detail record is encountered then reject the file and notify the Agency/CSC via the Acknowledgement File.	

ID	Description	*[Variable Value]*
IAG-TSUF-006	When processing a Transponder Status Update List and the PREV_FILE_DATE or PREV_FILE_TIME do not agree with the date and/or time of the previous full Transponder Status File, then reject the file and notify Agency/CSC via the Acknowledgement File.	
IAG-TSUF-007	When generating a TAG Status Update List then only include information for Transponders which it issued.	

3.7.5   Invalid Transponder Customer File (ITC)

ID	Description	*[Variable Value]*
IAG-ITC-001	When generating an Invalid Transponder Customer File then only include the name/address information of the customers associated with Transponders whose status is "Invalid" (TAG_STATUS = '3'.	
IAG-ITC-002	When an E-ZPass Account is closed then all data relating to the Account will be retained for a period of no less than 120 days.	
IAG-ITC-003	When generating a transaction file for an Away agency then include all toll transactions for valid and low balance status Transponders (TAG_STATUS ='1' or '2') as well as license plates belonging to the Agency/CSC that do not have companion Accounts with LSIORB.	

3.7.6   Transaction File (TFBR)

ID	Description	*[Variable Value]*
IAG-TFBR-001	When generating a Transaction Tile then check for duplicate two (or more) license plate Toll Transaction for the same ETC_TAG_AGENCY/ ETC_TAG_SERIAL_NUMBER combination in the same ETC_EXIT_PLAZA within a one (1) minute period.	

ID	Description	[Variable Value]
IAG-TFBR-002	When receiving a Transaction File from an Away Agency then validate the file to ensure it does not contain duplicate two (or more) non-license plate Toll Transactions for the same ETC_TAG_AGENCY/ ETC_TAG_SERIAL_NUMBER combination in the same ETC_EXIT_PLAZA within a one (1) minute period.	
IAG-TFBR-003	When duplicate checking a transaction file for Toll Transactions that contain license plate data then not utilize the Transponder data for any duplication checking. The Transponder data in license plate Toll Transactions is solely for informational purposes and to aid in identifying the correct E-ZPass Account.	
IAG-TFBR-004	When posting a license plate based violation with Transponder data retrieved from a Customer License Plate file to a customer Account then the customer's statement should reflect only the license plate information to avoid potential confusion with another Toll Transaction for the same Transponder.	
IAG-TFBR-005	When processing a credit Financial Transaction then check if it has a unique ETC_TRX_SERIAL_NUM, the Financial Transaction may share the same agency, plaza, lane and date/time information so that it may be accurately reflected on the customer Account and statement. This duplication of agency, plaza, lane and date/time information should not be considered a duplicate.	
IAG-TFBR-006	When posting a license plate Toll Transaction then check for duplicates to ensure that a Transponder Transaction does not already exist for the given Account at the same plaza within one (1) minute of the license plate Toll Transaction.	
IAG-TFBR-007	When checking for a duplicate license plate Toll Transaction and a duplicate is found then use the appropriate Reconciliation code of RJDP.	

ID	Description	[Variable Value]
IAG-TFBR-008	When validating that received Toll Transaction files are unique then compare the combination of FROM_AGENCY_ID, TO_AGENCY_ID and ICTX_FILE_NUM to verify that each Transaction File was received without any gaps.	
IAG-TFBR-009	When If the ICTX_FILE_NUM of the current transaction file does not equal the prior ICTX_FILE_NUM received from that FROM_AGENCY_ID plus one (1), then set a RETURN_CODE of '06' in the acknowledgement file to signify that a gap in sequence numbers was found and process the transaction file.	
IAG-TFBR-010	When the ICTX_FILE_NUM of the current transaction file is equal to the ICTX_FILE_NUM of a previous Transaction File, then the acknowledgement file shall contain a RETURN_CODE of '05' and the current transaction file will not be processed.	
IAG-TFBR-011	When processing an E-ZPass transaction then first check the LSIORB customer base to see if the transaction can be applied to an Account (possibly a companion Account) before including the transaction in a Transaction File destined for another Agency/CSC.	
IAG-TFBR-012	When processing E-ZPass Toll Transactions for CSCs which issue Transponders with multiple Agency IDs then process all of the Toll Transactions destined for them included in a single Transaction File and not in a separate Transaction File for each Agency ID E-ZPass.	
IAG-TFBR-013	When a transaction file is processed then create a Transaction Reconciliation File as to the disposition of the Toll Transactions which occurred at the Away Agency's/CSC's facilities.	

3.7.7   Transaction Reconciliation File (TRF)

ID	Description	[Variable Value]
IAG-TRF-001	When processing a Transaction File and generating the associated Reconciliation File then indicate the association by the ICTX_FILE_NUM field in the Header record.	

ID	Description	[Variable Value]
IAG-TRF-002	When generating the Reconciliation File then include Reconciliation information for each and every Toll Transaction that was sent in the original Transaction File.	
IAG-TRF-003	When a Toll Transaction is rejected with a code of INSU or ACCB then use the Invalid Transponder customer file to look up customer name/address information and use the violation process for collection.	
IAG-TRF-004	When processing monthly Settlements between agencies then use the dates embedded within the acknowledgement files for the corresponding Transaction Reconciliation Files and Correction Reconciliation Files. Settlement occurs in the current month for the records dated in the previous month on the agreed upon Settlement date.	
IAG-TRF-005	When processing monthly Settlements then process only those Toll Transactions reconciled with ETC_POST_STATUS values of 'POST', 'PPST' or 'NPST'.	
IAG-TRF-006	When reconciling transaction files then ensure that each The ICTX_FILE_NUM related to the Transaction File matches the ICTX_FILE_NUM in the header of the Transaction Reconciliation File.	
IAG-TRF-007	When reconciling transaction files then verify the report sequence numbers for gaps, then process the file and record data for contact with the Away Agency or possible inclusion in the Toll Transaction aging report for the Agency missing sequence numbers.	
IAG-TRF-008	When reconciling transaction files and a duplicate ICTX_FILE_NUM is detected (implying that a Transaction File which has already been reconciled is now being reconciled again),then the Acknowledgement File shall contain a RETURN_CODE of '05' and the current Transaction Reconciliation File should not be processed nor included in the monthly Settlement.	

ID	Description	[Variable Value]
IAG-TRF-009	When the RECORD_COUNT in the Transaction Reconciliation File header record does not equal the number of Toll Transactions in the Transaction File referred to by ICTX_FILE_NUM then the file should not be processed and the associated Acknowledgement File shall contain a RETURN_CODE of '04 nor should the file be included in the monthly Settlement.	
IAG-TRF-010	When the Transaction Reconciliation File contains references to Toll Transactions which were not included in the Transaction File referred to by ICTX_FILE_NUM then the file should not be processed and the associated acknowledgement file shall contain a RETURN_CODE of '04 and the file should not be included in the monthly Settlement.	

3.7.8   Correction File (CFBR)

ID	Description	[Variable Value]
IAG-CFBR-001	When a Toll Transaction previously sent to the Away Agency was in error then use the Correction File to updated and/or correct information.	
IAG-CFBR-002	When validating that received transaction files are unique then compare the combination of FROM_AGENCY_ID, TO_AGENCY_ID and ITCX_FILE_NUM to verify that each Transaction File was received without any gaps.	
IAG-CFBR-003	When it is found that the ITXC_FILE_NUM of the current Correction File does not equal the prior ITXC_FILE_NUM received from that FROM_AGENCY_ID plus one (1), then the Acknowledgement File shall contain a RETURN_CODE of '06' to signify that a gap in sequence numbers was found.	
IAG-CFBR-004	When it is found that the ITXC_FILE_NUM of the current Correction File does not equal the prior ITXC_FILE_NUM received from that FROM_AGENCY_ID plus one (1), then process the current Correction File.	

ID	Description	[Variable Value]
IAG-CFBR-005	When the ITXC_FILE_NUM of the current Correction File is equal to the ITXC_FILE_NUM of a previous Correction File, then the Acknowledgement File shall contain a RETURN_CODE of '05' and Correction File will not be processed.	
IAG-CFBR-006	When processing Toll Transactions for CSCs that issue Transponders with multiple Agency IDs then all the Toll Transactions destined for them will be included in a single Correction File.	
IAG-CFBR-007	When processing Toll Transactions via a Correction File then they must never be transferred automatically again and must be handled manually.	
IAG-CFBR-008	When the processing of a Correction File is complete then generate a Correction Reconciliation File for the Away Agency indicated in the correction file.	

3.7.9   Correction Reconciliation File (CRF)

ID	Description	[Variable Value]
IAG-CRF-001	When generating the reconciliation file then associated the file to a specific Correction File by indicating the ITXC_FILE_NUM field in the Header record.	
IAG-CRF-002	When generating a reconciliation file include each and every Toll Transaction sent in the original Correction File.	
IAG-CRF-003	When processing monthly Settlements between agencies then use the dates embedded within the Acknowledgement Files for the corresponding Correction Reconciliation Files as Settlement occurs in the current month for the records dated in the previous month on the agreed upon Settlement date.	
IAG-CRF-004	When generating Settlements Reports then base them solely on Toll Transactions reconciled with ETC_POST_STATUS values of 'POST', 'PPST' or 'NPST'.	

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ID	Description	[Variable Value]
IAG-CRF-005	When reconciling correction files then verify the report sequence numbers for gaps, then process the file and record data for contact with the Away Agency or possible inclusion in the Transaction Aging Report for the Agency missing sequence numbers.	
IAG-CRF-006	When reconciling transaction files and a duplicate ITCX_FILE_NUM is detected (implying that a Correction File which has already been reconciled is now being reconciled again),then the Acknowledgement File shall contain a RETURN_CODE of '05' and the current Correction Reconciliation File should not be processed nor included in the monthly Settlement.	
IAG-CRF-007	When the RECORD_COUNT in the Correction Reconciliation File header record does not equal the number of Toll Transactions in the Correction File referred to by ITCX_FILE_NUM then the file should not be processed and the associated Acknowledgement File shall contain a RETURN_CODE of '04 nor should the file be included in the monthly Settlement.	
IAG-CRF-008	When the Correction Reconciliation File contains references to Toll Transactions which were not included in the Correction File referred to by ITCX_FILE_NUM then the file should not be processed and the associated acknowledgement file shall contain a RETURN_CODE of '04 and the file should not be included in the monthly Settlement.	

3.7.10 Customer License Plate File (CLPF)

ID	Description	[Variable Value]
IAG-CLPF-001	When generating a Transponder Status List then generate a Customer License Plate File containing the vehicle license plate numbers of all valid customers (customers with at least one Transponder with a TAG_STATUS of '1' or '2').	

ID	Description	[Variable Value]
IAG-CLPF-002	When generating a Customer License Plate File then only include the license plates associated with the E-ZPass Transponders issued by LSIORB.	
IAG-CLPF-003	When generating a Customer License Plate File then do not include any license plates associated with companion Accounts where the Transponders were issued by other agencies.	
IAG-CLPF-004	When generating a Customer License Plate File then the Transponder information provided will be the first valid Transponder for the Account.	
IAG-CLPF-005	When processing Away Agency license plate information then utilize a table to maintain a date for each license plate which would be updated each time information was received for that license plate. License plate data would be purged from the table if no data for the license plate was received for 120 days.	
IAG-CLPF-006	When performing a look-up for license plate information then first check all home Accounts before searching the Away Customer License Plate table for license plate information.	
IAG-CLPF-007	When performing a lookup against the Away Customer License Plate table then use the Transponder information associated with the license plate to perform a lookup on the Transponder Status File it received from the Agency/CSC for the date corresponding to the date on which the violation took place so as to determine the status of the Account on that date.	
IAG-CLPF-008	When performing a lookup against the Away Customer License Plate table and the TAG_STATUS was for a valid Account (value of 1 or 2), then the violation Toll Transaction would be sent to the Agency/CSC with the license plate information as well as the Transponder information found in the table and the Agency/CSC would attempt to post the transaction to the customer's Account.	

ID	Description	[Variable Value]
IAG-CLPF-009	When performing a lookup against the Away Customer License Plate table and the TAG_STATUS was for an invalid Account (value of 3), then send the customer a violation notice using the name/address information retrieved from the Invalid Customer File (by using the Transponder information from the Customer License Plate File and finding the associated name/address information on the Invalid Customer File).	
IAG-CLPF-010	When performing a lookup against the Away Customer License Plate table and the TAG_STATUS was for a lost/stolen Transponder (value of 4), the Away Agency/CSC would treat this violation as a standard non-customer violator and retrieve the name/address information from the appropriate DMV.	
IAG-CLPF-011	When processing the Customer License Plate file and an invalid detail record is encountered (e.g., inappropriate LIC_STATE or LIC_NUMBER, etc.), then skip that record and notify the Agency/CSC via the acknowledgement file with a RETURN_CODE value of '02'and continue to process the file.	
IAG-CLPF-012	When processing the Customer License Plate file into the Away Customer License Plate Table and the same LIC_STATE and LIC_NUMBER combination is received from more than one Agency/CSC, then use the information from the lowest numerical FROM_AGENCY_ID.	
IAG-CLPF-013	When processing Customer License Plate files and it is determined that a complete Customer License Plate File is missing from an Agency/CSC then utilize the most recent Customer License Plate File received prior to the missing Customer License Plate File.	
IAG-CLPF-014	When processing Customer License Plate files and it is determined that a complete Customer License Plate File is missing and has been missing for over 120 Days then all license plates from that Agency/CSC shall be considered invalid.	

3.7.11 Acknowledgement File (AFBR)

ID	Description	[Variable Value]
IAG-AFBR-001	When the pre-processing (validation checks) of each received Inter-Agency CSC file is complete then generate an Acknowledgment File to inform the Away Agency/CSC that the file transmitted was received in its entirety.	
IAG-AFBR-002	When the pre-processing (validation checks) of each received Inter-Agency CSC file is complete then generate an Acknowledgment File with a return code of "00" to inform the Away Agency/CSC that the file transmitted was received and verified in its entirety.	
IAG-AFBR-003	When the pre-processing (validation checks) of each received Inter-Agency CSC file is complete and it is found that the Header record count does not match the number of detail records found in the file then generate an acknowledgment file with a return code of "01" to inform the Away Agency/CSC.	
IAG-AFBR-004	When the pre-processing (validation checks) of each received Inter-Agency CSC file is complete and it is found that there are Detail record(s) found with invalid data then generate an acknowledgment file with a return code of "02" to inform the Away Agency/CSC.	
IAG-AFBR-005	When an acknowledgement file with a return code of "02" is created then generate a report showing any detail records that were skipped due to invalid data and have this report available for the Agency/CSC if needed.	
IAG-AFBR-006	When the pre-processing (validation checks) of each received Inter-Agency CSC file is complete and it is found that the update file date/time does not match the full file date/time then generate an acknowledgment file with a return code of "03" to inform the Away Agency/CSC.	

ID	Description	[Variable Value]
IAG-AFBR-007	When the pre-processing (validation checks) of each received Inter-Agency CSC file is complete and it is found that the – Transaction Reconciliation File (or Correction Reconciliation File) does not match corresponding Transaction File (or Correction File) then generate an acknowledgment file with a return code of "04" to inform the Away Agency/CSC.	
IAG-AFBR-008	When the pre-processing (validation checks) of each received Inter-agency CSC file is complete and it is found that there is a duplicate file sequence number then generate an Acknowledgment File with a return code of "05" to inform the Away Agency/CSC.	
IAG-AFBR-009	When the pre-processing (validation checks) of each received Inter-agency CSC file is complete and it is found that there is a Gap in sequence number then generate an Acknowledgment File with a return code of "06" to inform the Away Agency/.	
IAG-AFBR-010	When the pre-processing (validation checks) of each received Inter-Agency CSC file is complete and it is found that there is an invalid ZIP file format or other file structure defect then generate an acknowledgment File with a return code of "07" to inform the Away Agency.	
IAG-AFBR-011	When generating the acknowledgement file then include the maximum allowable grace period. (Or as negotiated) This parameter is not currently configurable by various Away Agencies, but is ubiquitously applied.	

3.7.12   Inter CSC Transmission Methodology (ICTM)

ID	Description	[Variable Value]
IAG-ICTM-001	When generating the inter-customer service center files then all files will be transmitted nightly to each Away Agency except for Transponder status update files which will be generated every 2 hours.	

ID	Description	*[Variable Value]*
IAG-ICTM-002	When transferring the inter-customer service center Files then use the File Transfer Protocol.	
IAG-ICTM-003	When transmission of an inter-customer service center file is complete then transmit a 'check' file whose name shall be comprised of the name and file type of the file to which it is associated but with a file extension of 'CHECK' (e.g., {FILE_NAME}_{FILE_TYPE}.CHECK).	
IAG-ICTM-004	When receiving an inter-customer service center file the process will wait until it detects the presence of the 'check' file to signify transmission is complete then the process can begin processing the associated data file.	
IAG-ICTM-005	When a check file is encountered then it signifies the transmission of the associated file is complete and can be processed.	

3.8   IAG Inter-CSC Interface File Specification Business Rules

These business rules are extracted from E-ZPass Inter-Customer Service Center Interface File and Reporting Specification Version CSC 01 51i dated 2014-04-08. Pages 40 through 98.

3.8.1   IAG-1: Inter-CSC Settlement Report (SRBR)

ID	Description	*[Variable Value]*
IAG-SRBR-001	When the calendar reaches the agreed upon Settlement date for each Agency then generate an IAG-1: Inter-CSC Settlement Report. This report indicates the actual amount of funds wire transferred from the Home Agency to the Away Agency at the end of the Settlement period.	
IAG-SRBR-002	When generating the IAG-1 Inter-CSC Settlement Report then include all the line items that are detailed in the IAG-2 through IAG-6 reports.	
IAG-SRBR-003	When generating the IAG-1 Inter-CSC Settlement Report then the line item for IAG-4 Inter-CSC Discount Plan Revenue will reflect $0.00 as Away Agency discount plans are not supported.	

ID	Description	[Variable Value]
IAG-SRBR-004	When generating the IAG-1 Inter-CSC Settlement Report then the line item for IAG-5 Inter-CSC Permit Plan Fees will reflect $0.00 as Away Agency Permit Plan Fees are not supported.	
IAG-SRBR-005	When generating the IAG-1 Inter-CSC Settlement Report then the line item for Disputed Tolls and Adjustments will reflect only those Toll Transactions which both the Home and Away agencies have agreed to change.	
IAG-SRBR-006	When reconciling reports then the IAG-1 Inter-CSC Settlement Report then the IAG-11A: Casual Use By Reconciliation File Range Report total amount when added to the NPST total from report IAG-12 (NPST Report) should equal the Toll Transactions amount in IAG-1 (Inter-CSC Settlement Report).	

3.8.2   IAG-2: Inter-CSC Toll Transaction Reconciliation Report (TTRR)

ID	Description	[Variable Value]
IAG-TTRR-001	When the calendar reaches the agreed upon Settlement date for each Away Agency then generate one IAG-2: Inter-CSC Toll Transaction Reconciliation Report from all Transaction Reconciliation files that were acknowledged by the Away Agency in the Settlement period. This report indicates the amount of funds due to the Away Agency due to Toll Transactions.	
IAG-TTRR-002	When generating the Inter-CSC Toll Transaction Reconciliation Report then the total amount paid and matching IAG-1 equals the total of amounts for transaction Reconciliation Posting outcomes of POST, NPST and PPST. The amounts in Rejects are not included.	
IAG-TTRR-003	When generating the Inter-CSC Toll Transaction Reconciliation Report then only those Reconciliation files acknowledged in the Settlement period will appear in the report.	

ID	Description	[Variable Value]
IAG-TTRR-004	When generating the Inter-CSC Toll Transaction Reconciliation Report then include all columns as defined in the Inter-CSC Interface File and Reporting Specification.	
IAG-TTRR-005	When generating the Inter-CSC toll Transaction Reconciliation Report column for rejected Toll Transaction then include all Toll Transactions with a resolution code of INSU, NPST, RINV, TAGB, ACCB, RJDP, OLD1, OLD2 and RJPL. A definition of the E-ZPass Resolution codes are below: • INSU - E-ZPass resolution code for account with insufficient funds • NPST - E-ZPass resolution code for posted Toll Transaction • RINV-E-ZPass resolution code for invalid Transponder status • TAGB - E-ZPass resolution code for Transponder in bad status • ACCB - E-ZPass resolution code for Account in bad status • RJDP - E-ZPass resolution code for duplicate Toll Transaction • OLD1 or OLD2 - E-ZPass resolution code for Toll Transactions that are too old to process RJPL - E-ZPass resolution code for rejected plate	

3.8.3   IAG-3: Inter-CSC Toll Correction Reconciliation Report Business Rules

ID	Description	[Variable Value]
IAG-TCRR-001	When the calendar reaches the agreed upon Settlement date for each Away Agency then generate one IAG-3 Inter-CSC Toll Correction Reconciliation Report from all correction Reconciliation files that were acknowledged by the Away Agency in the Settlement period. The report details the toll corrections from the line item found on IAG-1.	

ID	Description	[Variable Value]
IAG-TCRR-002	When generating the Inter-CSC Toll Correction Reconciliation Report then only those correction Reconciliation files acknowledged in the Settlement period will appear in the report.	
IAG-TCRR-003	When generating the IAG 3 Inter-CSC Toll Correction Reconciliation Report then detail the original amounts of the Toll Transactions that were reconciled previously in the ORG column for each resolution code of POST, NPST and PPST.	
IAG-TCRR-004	When generating the IAG 3 Inter-CSC Toll Correction Reconciliation Report then detail the new corrected amounts of the Toll Transactions in the NEW column for each resolution code of POST, NPST and PPST.	
IAG-TCRR-005	When generating the IAG 3 Inter-CSC Toll Correction Reconciliation Report then detail the amount due which is the difference between the old and the new and shown in the 'NET' column for each resolution code of POST, NPST and PPST.	
IAG-TCRR-006	When generating the IAG 3 Inter-CSC Toll Correction Reconciliation Report then the "Total Count" column represents the number of Toll Transactions in the corresponding Correction Reconciliation file including rejects.	
IAG-TCRR-007	When generating the IAG 3 Inter-CSC Toll Correction Reconciliation Report then detail the number of rejected correction Toll Transactions for each Correction Reconciliation File in a the column Total Reject.	
IAG-TCRR-008	When generating the IAG 3 Inter-CSC Toll Correction Reconciliation Report then balance the Settlement Report (IAG-1) line item with the Total NET amount, they should be the same and does not include the Total Rejected Amounts.	
IAG-TCRR-009	When reconciling the IAG-3 Toll Correction Reconciliation Report the rejected amounts will reconcile with the subtotaled rejected amounts in the IAG-8: Inter-CSC Rejected Corrections Report.	

3.8.4   IAG-4: Inter-CSC Discount Plan Revenue Report

There are no discount plans that apply to any away agencies nor will any discounts impact any away agencies therefore the IAG-4: Inter-CSC Discount Plan Revenue report will not be generated.

3.8.5   IAG-5: Inter-CSC Permit Plan Fees Report

There are no Permit Plan Fees programs that apply to any away agencies nor will any permit plans impact any away agencies therefore the IAG-5: Inter-CSC Permit Plan Fees Report will not be generated.

IAG-6: Inter-CSC Disputed Toll & Adjustments Report (DTAR)

ID	Description	*[Variable Value]*
IAG-DTAR-001	When the calendar reaches the agreed upon Settlement date for each Away Agency then generate the IAG-6: Inter-CSC Disputed Toll & Adjustments Report detailing the amount of funds due to, or withheld from, the Away Agency due to disputed tolls previously paid to the Away Agency and subsequently credited to the customer's Account. This report will reflect only those Toll Transactions which both the Home and Away agencies have agreed to change.	

3.8.6   IAG-7: Inter-CSC Rejected Transactions Report

ID	Description	*[Variable Value]*
IAG-RTR-001	When generating the IAG-7: Inter-CSC Rejected Transactions report then detail each Toll Transaction rejected from each acknowledged IRXC files that have resolution codes of RINV, INSU, TAGB, ACCB, RJDP, OLD1, OLD2.	
IAG-RTR-002	When generating the IAG-7: Inter-CSC Rejected Transactions Report then reconcile the Total amount shown on the report with the line item amount reflected for rejected amounts on the IAG-1 Settlement Report.	

ID	Description	[Variable Value]
IAG-RTR-003	When generating the IAG-7: Inter-CSC Rejected Transactions Report then reconcile the subtotals for each reconciliation file number to ensure it equals the rejected amount for that file shown in the IAG-2 Toll Transaction Reconciliation File.	
IAG-RTR-004	When reconciling the IAG-7: Inter-CSC Rejected Transactions Report to the IAG-2 Toll Transaction Reconciliation Report the column TOTAL REJECT & AMT columns on both reports will be the same.	

3.8.8   IAG-8: Inter-CSC Rejected Corrections Report (RCR)

ID	Description	[Variable Value]
IAG-RCR-001	When generating the IAG-8: Inter-CSC Rejected Corrections Report then detail the individual Toll Transaction corrections for each toll correction Reconciliation file that were not accepted by the Home Agency with the amount of funds represented by those Toll Transactions and the applicable rejection codes of RINV, INSU, TAGB, ACCB, RJDP, OLD1, OLD2 .	
IAG-RCR-002	When generating the IAG-8: Inter-CSC Rejected Corrections Report then detail each Toll Transactions rejected from each acknowledged IRXC files that have resolution codes of RINV, INSU, TAGB, ACCB, RJDP, OLD1, OLD2.	
IAG-RCR-003	When reconciling the IAG-8: Inter-CSC Rejected Corrections Report the subtotal rejected amounts will reconcile with the rejected amounts in the IAG-3 Toll Correction Reconciliation Report.	

3.8.9   IAG-9: Inter-CSC Reconciliation Aging Report (RAR)

ID	Description	[Variable Value]

ID	Description	*[Variable Value]*
IAG-RAR-001	When there are transaction files and transaction correction files that have been sent to an Away Agency in a past week period that not been reconciled then generate an IAG-9: Inter-CSC Reconciliation Aging Report. This report should be followed up with contact to the Away Agency for resolution.	
IAG-RAR-002	When generating the IAG-9: Inter-CSC Reconciliation Aging Report then detail all ICTX and ICTX files names the associated dollar amounts outstanding.	

3.8.10   IAG-10: Inter-CSC Discount Plan Analysis Report

There are no discount plans that apply to any away agencies nor will any discounts impact any away agencies therefore the IAG-10: Inter-CSC Discount Plan Analysis Report will not be generated.

3.8.11   IAG-11A: Casual Use By Reconciliation File Range Report (CURF)

ID	Description	*[Variable Value]*
IAG-CURF-001	When required then generate the IAG-11A: Casual Use By Reconciliation File Range Report to break down reconciled Toll Transactions by Posting date and plaza.	
IAG-CURF-002	When generating the IAG-11A: Casual Use By Reconciliation File Range Report then the total amount indicated in this report should equal the total POSTED amount indicated in IAG-2 (Inter-CSC Toll Transaction Reconciliation Report).	

3.8.12   IAG-11B: Casual Use By Posting Date Range Report (CUPD)

ID	Description	*[Variable Value]*
IAG-CUPD-001	When required then generate the IAG-11B: casual use by Posting date range report to break down reconciled Toll Transactions by Posting date and plaza.	

ID	Description	*[Variable Value]*
IAG-CUPD-002	When generating the IAG-11B: Casual Use By Posting Date Range Report then the report is organized by Posting regardless of Toll Transaction date or Reconciliation file number, therefore it will not tie directly to reports based on Reconciliation files.	

3.8.13   IAG-12: Not Posted Report (NPST)

ID	Description	*[Variable Value]*
IAG-NPST-001	When required then generate the IAG-12: NPST Report to break down reconciled Toll Transactions which were not posted (NPST) but will be paid to the Away Agency because the Transponder status list indicated the Transponder was valid but the Account has a different status or is closed.	
IAG-NPST-002	When generating the IAG-12: NPST Report then the total amount indicated in this report should equal the amount shown in the NPST column of report IAG-2 (Inter-CSC Toll Transaction Reconciliation Report).	

3.8.14   IAG-13 A,B,C,D: Local Use Reports (LUR)

ID	Description	*[Variable Value]*
IAG-LUR-001	When required then generate the IAG-13 A,B,C,D: Local Use Reports detailing all received Toll Transactions which occurred on the Away facilities including those that were rejected.	
IAG-LUR-002	When generating the IAG-13 A and B Local Use Reports then the total toll amount should equal the amount shown in the posted plus NPST columns of the IAG-2 report received by the Away Agency which is the same amount as the Toll Transactions shown on the IAG 1 Settlement Report received by the Away Agency.	

ID	Description	[Variable Value]
IAG-LUR-003	When generating the IAG-13 C and D Local Use Reports then process all Toll Transactions which occurred on away facilities including those rejected by collection data or by date range, these reports do not tie to payments due.	

3.8.15   IAG-1N through IAG 16N: Inter-CSC Non-Toll Report

There are no non-toll related usage that applies to any away agencies therefore the IAG-1N through IAG 16N: Inter-CSC Non-Toll Reports will not be generated.

4   Inter-Customer Service Center Interface File and Reporting Specification Appendices

These Business Rules are extracted from E-ZPass Inter-Customer Service Center Interface File and Reporting Specification Version CSC 01 51i dated 2014-04-08. Appendices A through H.

5   Agency Codes

ID	Description	[Variable Value]
IAG-AC-001	When processing Transponder Agency IDs E-ZPass then refer to the Agency Code table for lookups.	

6   Plaza Codes

ID	Description	[Variable Value]
IAG-PC-001	When referencing Away Agency Plaza Codes then refer to the Plaza Code Reference Table for lookups	

7   Class Codes

ID	Description	[Variable Value]
IAG-CC-001	When referencing or mapping Away Agency Class codes then refer to the Class Code Lookup Table for lookups	

8 Network Topology Business Rules

ID	Description	[Variable Value]
IAG-NT-001	No known Business Rules related to network topology	

9 CSC/Agency Cross Reference

ID	Description	[Variable Value]
IAG-CR-001	When processing Agency ID EZ-Pass then refer to the Agency Code Cross Reference table for where the "From/To ID" corresponds to the {FROM_AGENCY_ID} and {TO_AGENCY_ID} fields used in the file naming convention for file processing	

10 Non-Toll Transaction Flow

ID	Description	[Variable Value]
IAG-PP-001	No Non-Toll Business Rules.	

11 Acknowledgement File RETURN_CODE Values

ID	Description	[Variable Value]
IAG-AK-001	When pre-processing and validating the Inter-Agency Files (ICTX, ITXC, ICRX, IRXC, ITAG, ITGU, IITC and ICLP) and the outcome is successful then set the acknowledgement return code to a status of "00".	
IAG-AK-002	When pre-processing and validating the Inter-Agency Files (ICTX, ITXC, ICRX, IRXC, ITAG, ITGU, IITC and ICLP) and there is a header/detail count discrepancy then set the acknowledgement return codes to a status of "01" and do not process the file.	

ID	Description	[Variable Value]
IAG-AK-003	When pre-processing and validating the Inter-Agency Files (ICTX, ITXC, ICRX, IRXC, ITAG, ITGU, and IITC) and there is an invalid detail record found then set the acknowledgement return code to "02" and do not process the file.	
IAG-AK-004	When pre-processing and validating the Inter-Agency File (ICLP) and there is an invalid detail record found then set the acknowledgement return code to "02" and process the file	
IAG-AK-005	When pre-processing and validating the Inter-Agency Files (ICRX, IRXC) and the Reconciliation File does not match the Transaction File then set the acknowledgement return code to "04" and do not process.	
IAG-AK-006	When pre-processing and validating the Inter-Agency Files (ICTX, ITXC, ICRX, IRXC) and there is a duplicate file sequence number then set the acknowledgement return codes to a status of "05" and do not process the file.	
IAG-AK-007	When pre-processing and validating the Inter-Agency Files (ICTX, ITXC) and there is a gap is sequence numbers then set the acknowledgement return code to "06" and process the file.	
IAG-AK-008	When pre-processing and validating the Inter-Agency Files (ICTX, ITXC, ICRX, IRXC, ITAG, ITGU, IITC and ICLP) and there a bad zip file or file structural issue is found then set the acknowledgement return code to "07" and do not process the file.	