

# DRIVER INFORMATION GUIDE



*Please wait until you are safely parked to call us with any questions you may have regarding your PrePass service.*

# DEVICE MOUNTING

**Reminder:** Do not remove your transponder or place it in a different vehicle without first notifying the PrePass Service Center. You should only have one PrePass-issued device installed in your vehicle. Please return all unused devices to PrePass.



## Location

Our transponders are designed to be mounted directly onto the interior of a windshield using the adhesive Velcro tabs shipped with the device. Do not use glue to attach devices directly to the windshield. The transponder should be mounted in a location where it can be observed by the driver without obstructing their view of the road. If you have a curved windshield, you can order extra Velcro tabs free of charge from PrePass to secure your transponder.

As shown in the images above, installation instructions for each type of device are on the following page.

**PrePass Device:** Transponder must be mounted two inches to the right or left of center and at least two inches (but not more than three inches) from the top of the windshield, or two to three inch clearance above the dash. We recommend the lower placement especially for trucks with visors and/or overhangs. The transponder must be positioned so the PrePass label and red and green lights face the driver. Note: If your transponder is currently placed high and you are successfully receiving signals, there is no need to move it to the lower placement position.

**PrePass Plus Device:** The transponder must be mounted two inches to the right or left of center and two inches (but not more than three inches) from the bottom of the windshield. It must be positioned so the PrePass label and lights are visible to the driver. Note: If your truck has a right fender spot mirror, we recommend placing it to the left of center to prevent blind spots for that mirror.

**ElitePass Device:** The transponder must be mounted two inches to the right or left of center and two inches (but not more than three inches) from the bottom of the windshield. It must be positioned so the PrePass label and lights are visible to the driver. If your truck has a right fender spot mirror, we recommend placing it to the left of center to prevent blind spots for that mirror.

**MOTION Device:** When using the MOTION mobile application on a mobile device, mount the device from the vehicle floor or dashboard.

## Mounting Procedure

Before securing the transponder onto the windshield, make sure the area has been thoroughly cleaned. Remove the backing tape from the Velcro adhesive strips provided and firmly press the transponder onto the interior windshield surface so that the adhesive affixes to the glass. Do not glue transponders directly to the window.

## Important Notes

Proper mounting of your transponder is critical! An incorrectly mounted transponder can lead to problems reading the device and may result in your vehicle not bypassing or being issued violations at PrePass locations.

Do not remove the Velcro adhesive strips from your windshield or transponder and reuse them. If you need additional Velcro adhesive strips or have questions or problems installing your transponder, please call the PrePass Service Center at **1-800-PREPASS (773-7277)**.

# TRANSPONDER TYPES

## PrePass Transponder

When the device receives a signal, the red or green LED flashes:

- Continuously for 5 seconds, then
- Once every second for 25 seconds, then
- Once every 10 seconds for 14.5 minutes.

*Note: The transponder number is on the front. Certain models feature a battery test button.*



## Fusion (PrePass Plus) Transponder

When the device receives a signal, the red or green LED flashes:

- Continuously for 5 seconds, then
- Once every second for 25 seconds, then
- Once every 10 seconds for 14.5 minutes.

*Note: No lights will display when going through toll plazas.*



## ElitePass (PrePass Plus) Transponder

When the device receives a signal, the red or green LED flashes:

- Continuously for 5 seconds, then
- Once every second for 25 seconds, then
- Once every 10 seconds for 14.5 minutes.

*Note: Tolls are recorded whether or not the lights display. On occasion, lights may sometimes display when driving through CA toll plazas. In Colorado, lights may display when traveling on CO 470. Because we are not currently part of the CO program, no tolls will be charged if the lights display. Tampering with or defacing the security tape in any way will result in a charge when the transponder is returned to PrePass. We recommend using a removable sticker if you need to add a fleet ID number or other information to the device.*



## Rules for Weigh Station Bypassing (PrePass)

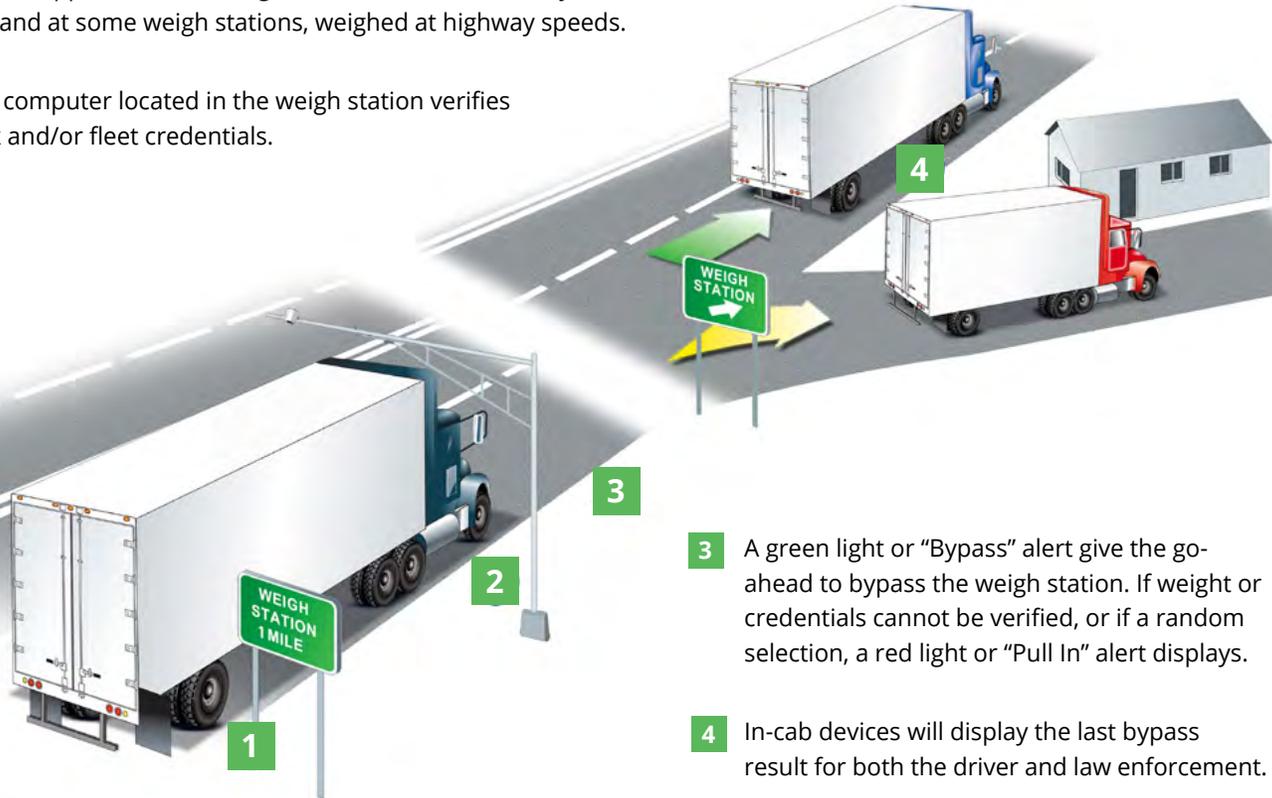
- Drivers must operate their vehicles safely and adhere to the size, height and weight regulations of each state where they travel. They must also carry valid operating credentials at all times.
- Drivers must pull into any weigh station, inspection location or port-of-entry when their vehicle's PrePass transponder displays a red light or fails to emit a signal as they approach. All vehicles are also subject to random pull-ins.
- Drivers must pull into all open weigh stations, inspection locations and ports-of-entry if their vehicle's cargo is identified in any of the bypass restrictions for the state where they are traveling. Failure to comply may result in fines and increased pull-in rates.
- A copy of these bypass restrictions is included with your transponder. You can get additional copies by contacting the PrePass Service Center at **1-800-PREPASS (773-7277)** or by downloading one from the PrePass website at **[www.prepass.com](http://www.prepass.com)**.
- Drivers must only have one PrePass-issued transponder installed in their vehicle. The installed transponder must match the vehicle's transponder assignment on record with the PrePass Service Center.
- Drivers must use the lanes designated for PrePass users when approaching a PrePass location.
- Drivers must pull into all non-PrePass open weigh stations, inspection locations and ports-of-entry.

## Rules for Electronic Toll Collection (PrePass Plus)

- Drivers must follow all toll signs, signals and messages.
- Drivers must proceed through tolling lanes at the required posted lane speed. This may be highway speed in open road tolling locations.
- Drivers must use the lanes designated by signs for electronic toll payments (E-ZPass, KTAG, SunPass, etc.) or be prepared to pay cash.

# HOW IT WORKS – BYPASS

- 1 As your truck approaches the weigh station, it is electronically identified and at some weigh stations, weighed at highway speeds.
- 2 A PrePass computer located in the weigh station verifies your truck and/or fleet credentials.

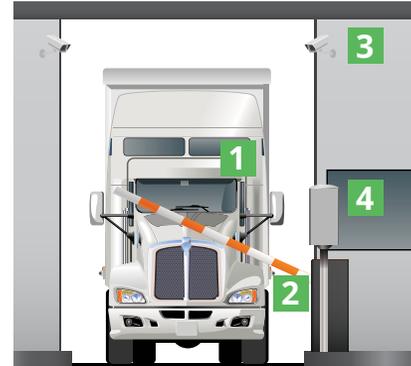


- 3 A green light or "Bypass" alert give the go-ahead to bypass the weigh station. If weight or credentials cannot be verified, or if a random selection, a red light or "Pull In" alert displays.
- 4 In-cab devices will display the last bypass result for both the driver and law enforcement.

## Gated Tolling

- 1** As you slowly pass through the toll lane at the posted speed, your PrePass Plus transponder is read by an antenna and the proper toll is billed to your PrePass account.
- 2** Some toll booths have gates that will go up when a valid transponder is read. Note: If the gate does not go up in Kansas, you will need to read your KTA# (located on the front end of the device) to the toll agent to avoid paying cash.
- 3** The video enforcement system is in place to identify violators.
- 4** A traffic signal and message to proceed may be displayed just beyond the toll booth.

*Note: The transponder will not light up or provide an audible signal at toll booths, except in California. If you have an ElitePass and you toll in California, the transponder may light up and provide an audible signal.*



## Open Road Tolling

- 1** Electronic scanners read and register the transponder in a PrePass Plus enrolled truck as it passes through the open road toll plaza at normal highway speeds.
- 2** The appropriate toll is billed to the carrier's PrePass Plus account.
- 3** In some states, overhead cameras will also read and record the license plates of trucks without transponders or those with non-working transponders. If a customer receives a violation in error, our PrePass Plus Service Center will work with them to resolve the dispute.
- 4** The truck continues down the highway at normal speeds.



## How will I know I am approaching a site that has PrePass?

States have placed signs on the highway to advise when you are nearing a PrePass-equipped or “Automated Vehicle Identification (AVI)” location. If using the MOTION application, an “Approaching Weigh Station” alert will appear on the screen. Always stay in the right lane one mile prior to approaching the station to ensure an accurate reading of your transponder.

If you are enrolled in PrePass Plus, your ElitePass transponder can also be used to electronically pay tolls at plazas throughout the E-ZPass network and on toll roads in California, Florida, Kansas, Oklahoma and Texas. Look for directional signs at these toll plazas to direct you to the correct lane.

Please see the PrePass and PrePass Plus Service Maps for a complete list of sites or visit [www.PrePass.com](http://www.PrePass.com).

## Do I ever have to pull in at a PrePass location?

You are required to pull in at inspection sites if you fail to receive a signal from your transponder or if your transponder displays a red light as you approach. All carriers will be pulled in a small percentage of the time for random inspections. If you continually receive red lights at PrePass locations, there may be a problem with your account or device. We suggest contacting the PrePass Service Center at **1-800-PREPASS (773-7277)** for assistance.

If you haul any of the load types specified in the enclosed Bypass Restrictions by State, you are required to pull in at that station even if you receive a green light on your transponder. Failure to do so may result in citations.

## Can I use someone else’s transponder?

No, and you also should only have one transponder in your vehicle at a time. The vehicle information associated with each PrePass transponder must match the vehicle where it is actually installed, or else you may be subject to citations or higher pull-in rates. If you have questions about transponder assignments, please contact the PrePass Service Center.

## What should I do if my transponder is not working properly?

You must always pull in if you do not receive a signal from your transponder.

Ensure the transponder is properly mounted on the windshield. Some locations may have slight variation in their overhead antenna setup, so you may try to adjust the placement of the transponder slightly to see if it improves communication. If you continue to have problems, please call the PrePass Service Center at **1-800-PREPASS (773-7277)**.

## What if my transponder is lost, stolen, or damaged?

There is a processing fee of up to \$100 for each lost, stolen or damaged transponder. To report a lost, stolen or damaged transponder, visit **www.PrePass.com**, select "My PrePass" and log into your account. If you need assistance, please contact the PrePass Service Center at **1-800-PREPASS (773-7277)**.

## How do I bypass Florida Agricultural Interdiction Facilities?

If you only haul non-Ag products, you must apply for PrePass Ag service in order to bypass at these sites. Applications are submitted to the Florida Department of Agriculture and Consumer Services (FDACS) and notification is sent by mail. Until your carrier is approved, your vehicles will receive red lights at these sites and must pull in for inspection. If you haul any kind of Ag product, you cannot apply to bypass.

## How do I update my account information?

To make changes to your account, call **1-800-PREPASS (773-7277)** or email the information to **PrePassUpdates@PrePass.com**. For faster processing, we recommend that you visit **www.PrePass.com** and use the "My PrePass" link to access and update your account information online.

*For answers to additional questions, please visit [www.PrePass.com](http://www.PrePass.com).*

**PrePass Safety Alliance (formerly HELP Inc.), is the non-profit provider of PrePass® weigh station bypass and toll payment services.**

The Alliance was formed in 1993 by trucking industry leaders, enforcement agencies and state DOTs to improve the safety and efficiency of the trucking industry. The organization's Board of Directors is comprised of an equal number of industry and government representatives to ensure that services are balanced between safety and efficiency.

To date, the Alliance has invested more than \$700 million nationwide to deploy services to improve safety, reduce truck-related emissions and preserve highway infrastructure.

For more details, visit **[www.prepassalliance.com](http://www.prepassalliance.com)**.

To find out more about the PrePass suite of services, please visit **[www.PrePass.com](http://www.PrePass.com)**.

## Payments

**Phone:** 1-800-PREPASS (773-7277)

**Mail:** PrePass  
PO Box 52774  
Phoenix, AZ 85071-2774

**Email:** [PrePassInvoicing@PrePass.com](mailto:PrePassInvoicing@PrePass.com)

## Customer Service and Billing Inquiries

**Phone:** 1-800-PREPASS (773-7277)

**Fax:** 1-866-437-2301

**Mail:** PrePass  
2500 South 3850 West Suite C  
West Valley City, UT 84120

**Email:** [PrePassUpdates@PrePass.com](mailto:PrePassUpdates@PrePass.com)

## Transponder Returns

Customers are responsible for all transponders shipped to them, whether assigned to a vehicle or held in account inventory. Unassigned transponders should be reassigned or returned to PrePass within 30 days to avoid a fee of up to \$100. If you need to maintain an inventory of unassigned transponders for longer periods, please contact Customer Service.

Insure transponders for \$100 each and return via a trackable shipper (USPS Priority, UPS, FedEx) to the following address:

**PrePass Transponder Returns**  
**2500 South 3850 West Suite C**  
**West Valley City, UT 84120**



**PrePass.com • 800.773.7277**

