Original Date: 02/21/2014   (for Designated DMV service locations ONLY)
Revision Date: 12/23/2015

POLICY
Title: Selling E-ZPass Transponders

Effective Date: February 21, 2014	**Revision Date:** December 23, 2015

Authority: DMV Policy

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Policy: Designated CSCs, Mobile Offices and DMV Selects will sell E-ZPass transponders to individuals and/or businesses that request to purchase them. For a listing of DMV service locations that sell E-ZPass transponders, see http://www.dmv.virginia.gov/general/#ezpass.html.

END REVISION>>>>>

- DMV will perform voids and issue refunds only when the transponder:
  - was purchased in error,
  - is being returned the same day to the same DMV service location where it was purchased, **AND**
  - packaging is un-opened.

- DMV accepts out-of-state checks as payment for E-ZPass transponders.

OVERVIEW

- Customers requesting to purchase E-ZPass transponders are **not** required to:
  - Be Virginia residents,
  - Comply with outstanding DMV requirements (returned check stops, suspensions, revocations, etc.).
    Exception: If it is determined that the customer has an outstanding return check stop on his record, DMV will not accept checks from him.
- Businesses located in or outside of Virginia are eligible to purchase E-ZPass transponders.
- Each E-ZPass transaction must be processed separately by the customer service representative (CSR).
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- DMV offers customers two types of transponders - E-ZPass On-The-Go and E-ZPass Flex. Both transponder types can be used on all Virginia toll roads. The E-ZPass Flex transponder has an added HOV switch which allows a customer in certain circumstances to avoid toll charges when the vehicle is traveling the 95 and 495 Express Lanes in northern Virginia. If the vehicle has three or more occupants, the transponder may be switched to "HOV ON" and the customer may travel toll-free.
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CUSTOMER REQUIREMENTS

1. Request E-ZPass transponder type.
   - E-ZPass On-The-Go
   - E-ZPass Flex (available in select DMV service center locations)

2. Pay required fee.
   - The purchase of E-ZPass transponders does **not** waive the $5 service fee charged for in-person renewals (driver's licenses/vehicle registrations).

FRONT COUNTER CSR

Selling E-ZPass Transponder
1. Verify if the customer is requesting an E-ZPass On-The-Go transponder or an E-ZPass Flex transponder (if applicable).
   Note: Only selected DMV service center locations are authorized to carry E-ZPass Flex inventory.

2. Determine if the customer has a Virginia DMV-assigned customer record.
   a. If the customer has a Virginia DMV record, continue processing using that record.

   b. If the customer does **not** have a Virginia DMV record, add his record to the system in accordance with data entry procedures.
   Note: The customer is not required to be a Virginia resident or provide proof of identity to purchase an E-ZPass transponder.
3. Request an E-ZPass transponder from miscellaneous cart/CSC management/designee.

4. Process an E-ZPass sale in the system in accordance with data entry procedures.
   Important:
   - Verify the E-ZPass transponder type being sold (E-ZPass On the Go or Flex Pass) matches the transponder type shown in the system.
   - When entering E-ZPass inventory into the system, enter in inventory using only the last 11 characters of the transponder number, not including any asterisks.

5. Collect fee.
   - DMV accepts out-of-state check payments for E-ZPass transponders.
   - The purchase of E-ZPass transponders does **not** waive the $5 service fee charged for in-person renewals (driver's licenses/vehicle registrations).

6. Issue the E-ZPass transponder to the customer and advise him of the following:
   - An immediate partial credit has been applied to the transponder.
   - He must complete the online activation and registration process (listed on the packaging) to receive the remaining credit.
   - If the customer has any questions, inform him to contact VDOT, using the information listed on the packaging.

Voiding E-ZPass Sales
DMV will NOT void E-ZPass sales or process refunds for E-ZPass sales unless the transponder was purchased in error and the customer is returning the transponder the same day to the same CSC from which it was purchased.

Important: If a customer indicates a purchased transponder is defective or damaged, advise him to contact VDOT. **Do not** accept the transponder.

To process an E-ZPass void:
1. Verify the E-ZPass sale occurred the same day and the customer is returning the **unopened** E-ZPass transponder with the packaging intact.
   - If the transponder is not being returned the same day it was sold and/or the packaging has been opened, it cannot be voided or refunded. Advise the customer to contact VDOT.

2. Verify the ID number listed on the transponder and packaging matches the ID number sold in the system.

3. Void the transaction in accordance with data entry procedures and return the fee paid to the customer.

4. Return the E-ZPass inventory to CSC management/designee for storage.

DMV CONTACT CENTER ACTIONS

- DMV Contact Center cannot issue E-ZPasses to customers or provide specific information regarding E-ZPass transactions conducted at designated DMV service locations that sell E-ZPass transponders.
- Customer inquiries about E-ZPasses must be referred to <u>VDOT</u>.

POINTS TO REMEMBER

- CSC management/designee must maintain and reorder inventory in accordance with <u>CSCOM-306</u>.
- When opening a new box, if transponders are missing or damaged, refer to <u>CSCOM-306 – Missing or Damaged Inventory.</u>
- Customers purchasing E-ZPass transponders are not required to be Virginia residents or provide proof of identity.
- Businesses are eligible to purchase E-ZPass transponders.

CONTACT

For additional information contact :
- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646

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