



Driver Information Guide – Weigh Station Bypass and Tolling



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Driver Information Guide for Weigh Station Bypass and Tolling

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Welcome to PrePass

Welcome to the PrePass family of integrated vehicle bypass and tolling management solutions! Together with over 800,000 PrePass users, you can gain visibility and insights into your vehicle bypasses and tolling charges that will help you make data-based decisions.

This guide will introduce you to what you need to know about weigh station bypass and tolling management, as well as how to contact PrePass.

Transponders

How to Mount Your Transponder

Please follow the information below to easily mount your transponder to the inside of your vehicle windshield. A few things to remember about your transponder:

1. Do not remove your transponder or place it in a different vehicle without first notifying PrePass Customer Support.
2. You should only have one PrePass-issued device installed in each vehicle.
3. Please return all unused transponder devices to PrePass; unreturned devices will be billed at \$100 per device.
4. To report a lost, stolen or damaged transponder, visit PrePass.com, select “My PrePass” and log into your account. If you need assistance, please contact PrePass Customer Support at 1-800-PREPASS (773-7277).
5. You can use both the PrePass Mobile App and a transponder – this will help you to get more bypasses at fixed and mobile-only weigh stations.
6. Download the PrePass Mobile App from [Google Play](https://play.google.com/store/apps/details?id=com.prepass) store for Android devices, and [Apple Store](https://apps.apple.com/us/app/prepass/id1046104444) for iOS devices.



Where to Mount Your Transponder

PrePass transponders are designed to be mounted directly onto the interior of a windshield using the adhesive Velcro tabs shipped with the device. Please note:

- 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.

Installing Your Transponder

Installation instructions for each type of device are listed below.

1. PrePass Transponder

- 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 with a 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 on the windshield and you are successfully receiving signals, there is no need to move it to the lower placement position.

2. Fusion Transponder (PrePass Plus)

- 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.
- Transponder 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.

3. PrePass Mobile App on a Mobile Phone or Tablet

- When using the PrePass Mobile App on a mobile device, you may mount the device from the floor, dash or windshield.
- Consider locations convenient to the driver's line of sight. If placed on the windshield, according to FMCSA it must be:
 - "Mounted not more than 100 mm (4 inches) below the upper edge of the area swept by the windshield wipers, or
 - Not more than 175 mm (7 inches) above the lower edge of the area swept by the windshield wipers, and outside the driver's sight lines to the road and highway signs and signals".

4. ElitePass Transponder (PrePass Plus) –

- 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.
- Transponder 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.
- When replacing batteries:
 - ElitePass 1.0 use two (2) AAA lithium batteries.
 - ElitePass 2.0 uses two (2) AA lithium batteries.

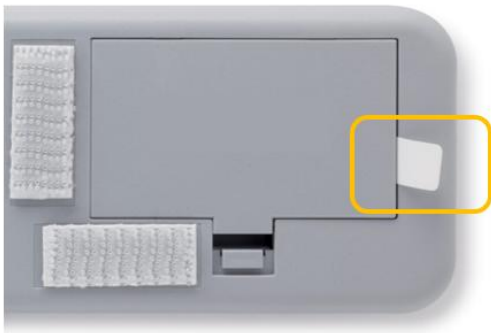
5. Toll Sticker Tag

- If using a sticker transponder, carefully peel the backing from the sticker.

- Avoid touching the adhesive and keep the sticker as flat as possible and avoid bending it as it may break the antennae.
- Place the sticker transponder in one of these locations:
 - Lower left-hand or right-hand corner of the inside of the windshield, or
 - Place it behind the rearview mirror on the inside of the windshield

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.
- For the ElitePass devices, you must remove the plastic tab in the battery case for the weigh station features to light up and function correctly. The tab is visible in the yellow box below:



Transponder Installation - 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 PrePass Customer Support at 1-800-PREPASS (773-7277).

Transponder Types – What to Expect When Receiving a Bypass Signal



PrePass Transponder	Fusion Transponder (PrePass Plus)	PrePass Mobile App	Elite Transponder 1.0 and 2.0 (PrePass Plus)
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	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	When the device receives a signal, a decision screen appears: - Once clear of the site, the app will return to driving mode - Last decision recall is available from the selection menu	1.0: 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.	NOTE: No lights will display when going through toll plazas.	NOTE: Toll payment services are not available when using the app only.	2.0: When the device battery is low, the green, red and yellow lights will flash: - Continuously until batteries are replaced or removed - Low battery indication is accompanied by audible short beeps. NOTE: Tolls are recorded whether or not the lights display. On occasion, lights may display when driving through CA toll plazas. 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.

Bypassing

Rules for Weigh Station Bypassing

Note: Please refer to the [Weigh Station Bypass Restrictions by State](#) document for important bypass information.

- Drivers must operate their vehicles safely and adhere to the size, height and weight regulations of each state where they travel. They must also always carry valid operating credentials.

- Drivers must pull into any weigh station, inspection location or port-of-entry when the PrePass mobile app displays “Pull In” or the 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 DOT fines and increased pull-in rates.
- We suggest printing a copy of the [Weigh Station Bypass Restrictions by State](#) document for each of your drivers so they become familiar with the state-based restrictions. It is sized to print at 8.5” wide x 11” high and can be printed on any printer front and back or as two sheets.
- Drivers must only have one PrePass-issued transponder installed in their vehicle and the installed transponder must match the vehicle’s transponder assignment on record in their PrePass account.
- 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.

How Bypass Works

1. **Communication** - As a truck approaches the weigh station, it is electronically identified and, at over half of the weigh stations, weighed at highway speeds.
2. **Screening** - A PrePass computer located in the weigh station verifies the truck and/or motor carrier credentials.
3. **Notification** - Green “bypass” signal instructs the driver to bypass the weigh station. Red “pull-in” signal instructs the driver to enter the weigh station.
4. **Random Selection** - To maintain system integrity, some vehicles are randomly selected to pull into the weigh station to confirm compliance.
5. **Compliance and Last Recall** - At applicable sites, the PrePass system verifies that drivers complied with their bypass or pull-in signal. The results are displayed on the PrePass software in the weigh station and via remote access. The transponder signal will continue to flash for 15 minutes after passing the weigh station, and the PrePass app will display the last bypass result for drivers and law enforcement.

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Bypass – Need to Know

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

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 fleets will be pulled in a small percentage of the time for random inspections.

If you haul **any of the load types specified** in the [Bypass Restrictions by State](#) guide, 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.

It seems like I'm getting a lot of red lights at PrePass locations

If you continually receive red lights at PrePass locations, there may be a problem with your account or device. Contact PrePass Customer Support at 1-800-PREPASS (773-7277) for assistance.

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

You must always pull into a weigh station 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 PrePass Customer Support 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.

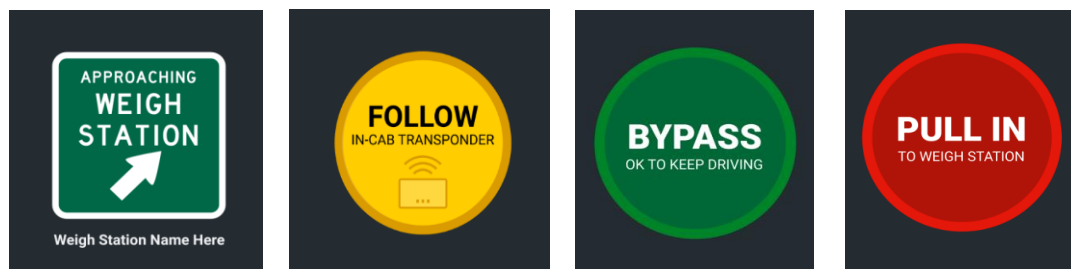
You can find the application [here](#).

Mobile App

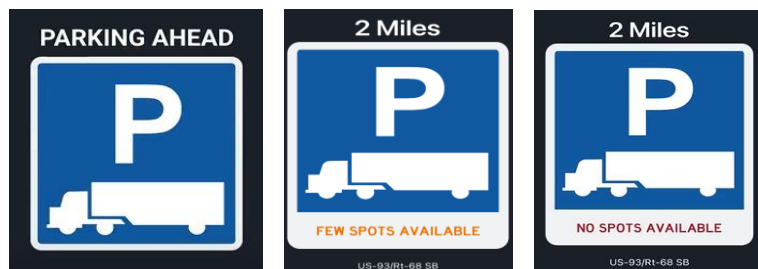
What a Driver Sees

The PrePass Mobile App is free and can be easily downloaded for [Android](#) or [Apple iOS](#). When using the PrePass Mobile App, drivers may both hear audio sounds and see displayed images for bypassing, parking*, safety, traffic, or weather. Here is a sampling of the images a driver may see:

Bypassing



Parking*



*Note that parking is currently only available in Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Ohio, Wisconsin.

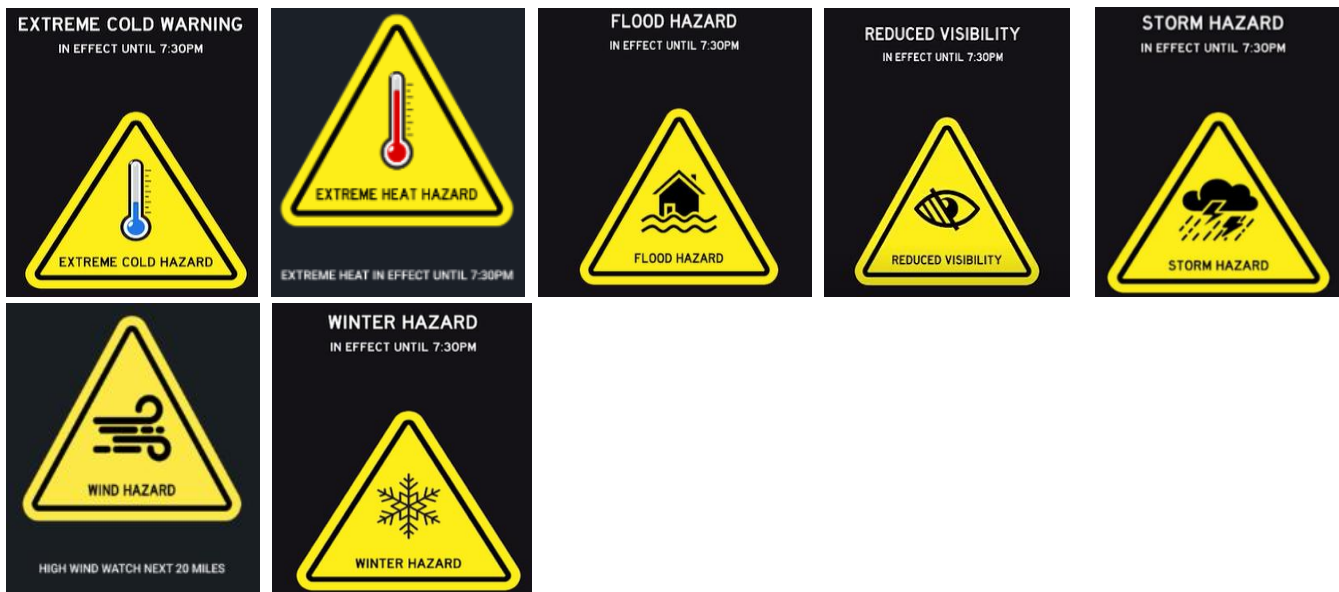
Safety



Traffic



Weather



Tolls

If you are enrolled in PrePass Plus, your ElitePass or Fusion transponder can also be used to electronically pay tolls at plazas throughout the E-ZPass network and on toll roads. Please see the PrePass service maps for a complete list of [bypass](#) or [tolling](#) sites.

Rules for Electronic Toll Collection

- 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.
- Drivers using a PrePass Plus device must always use PrePass-specific lanes.

How Tolling Works

Gated Tolling

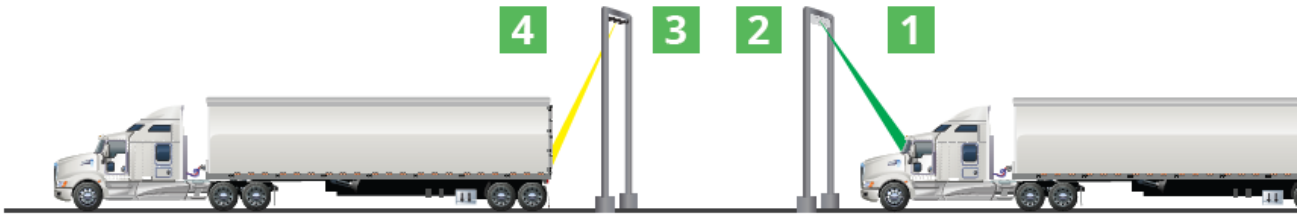
1. As you pass through the toll lane at the posted speed, your PrePass transponder is read by an antenna, and the proper toll is billed to your PrePass account.
2. Some toll booths have gates that will go up when a valid transponder is read. **Note:** If the gate does not go up in Kansas, you will need 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, but it may light up and / or provide an audible signal 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-enrolled truck as it passes through the open road toll plaza at normal highway speeds.
2. The appropriate toll is billed to the fleet's PrePass 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, PrePass will work with them to resolve the dispute.
4. The truck continues down the highway at normal speeds.



Reporting

Bypass

From your INFORM™ Safety dashboard, scroll to ‘Reports’ on the left-hand side of your screen. Select the report that you want to see:

Active Equipment

Bypass Event Details

Carrier Eligibility Report

Device Activity Report

PrePass Benefits

Toll Details

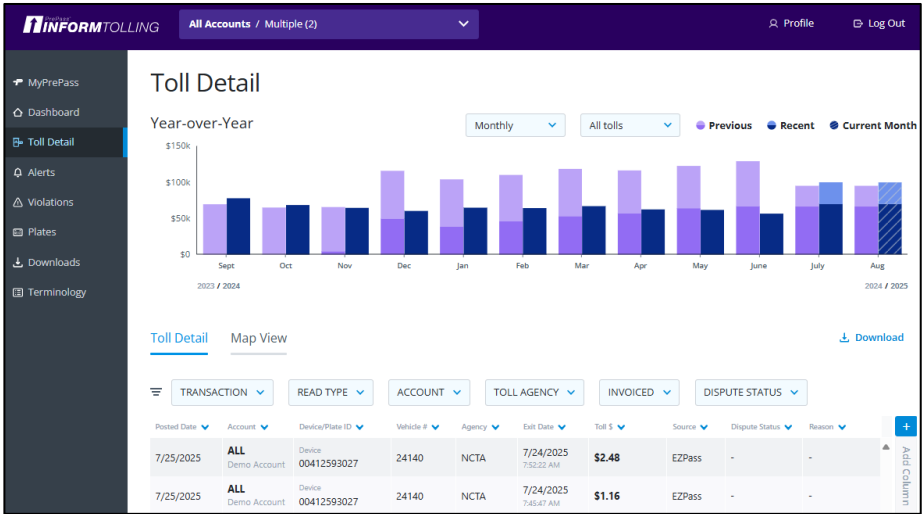
Unassigned Transponders

Vehicle Inspection Report

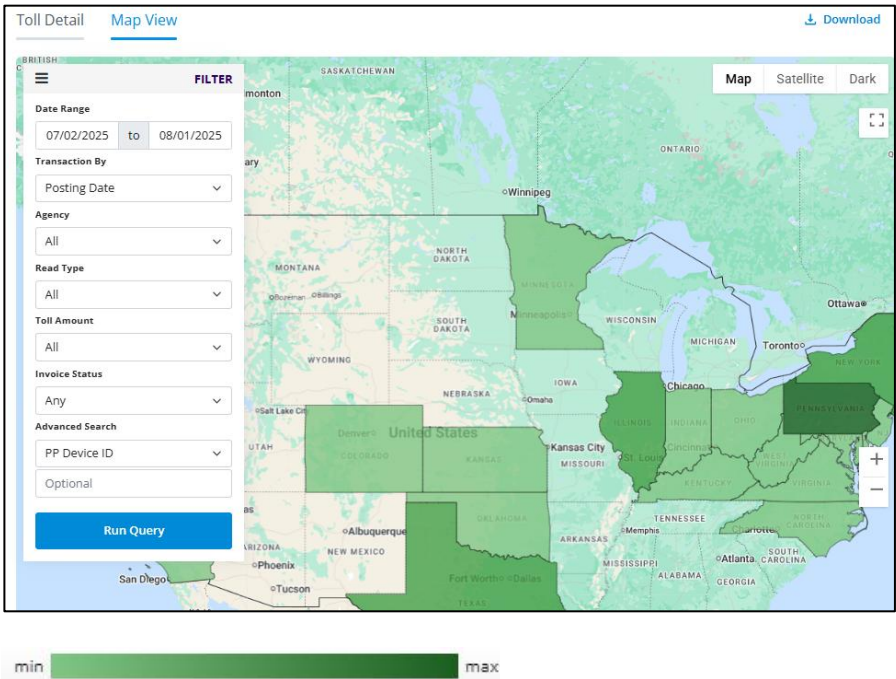
Tolls

From your INFORM™ Tolling dashboard, you can scroll down to ‘Toll Detail’ and then pull reporting based on time, transactions, read type, account, toll agency, invoiced, dispute status or map view.

Toll Detail:



Map View:



Contact PrePass

Customer Service and Billing Inquiries

Phone: 1-800-PrePass (1-800-773-7277)

Email: PrePassUpdates@PrePass.com

Fax: 866-437-2301

Business Hours: Mountain Standard Time

Monday to Friday: 6 am to 6 pm

Saturday to Sunday: Closed

Billing

Phone: 1-800-PrePass (1-800-773-7277)

Email: PrePassInvoicing@PrePass.com

Mailing Address:

PrePass

P.O. Box 932588

Atlanta, GA 31193-2588

Business Hours: Mountain Standard Time

Monday to Friday: 6 am to 6 pm

Saturday to Sunday: Closed

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 PrePass Customer Support.

All billed Alliance Devices, with PrePass® Plus or PrePass Tolls, are eligible for return credit and are subject to a \$20 refurbishment fee.

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

PrePass Device Returns

1670 South 5500 West

Suite 300

Salt Lake City, UT 84104

