



PToll™
Powered By:



Partnering
to Improve
Customer
Service



Why do we need alternatives?

- It is the right thing for the consumer
- Competition creates/improves alternatives and improves efficiency.
- Mitigates PR Issues surrounding cost of rental car tolls
- Agencies no longer part of Anti-trust argument.

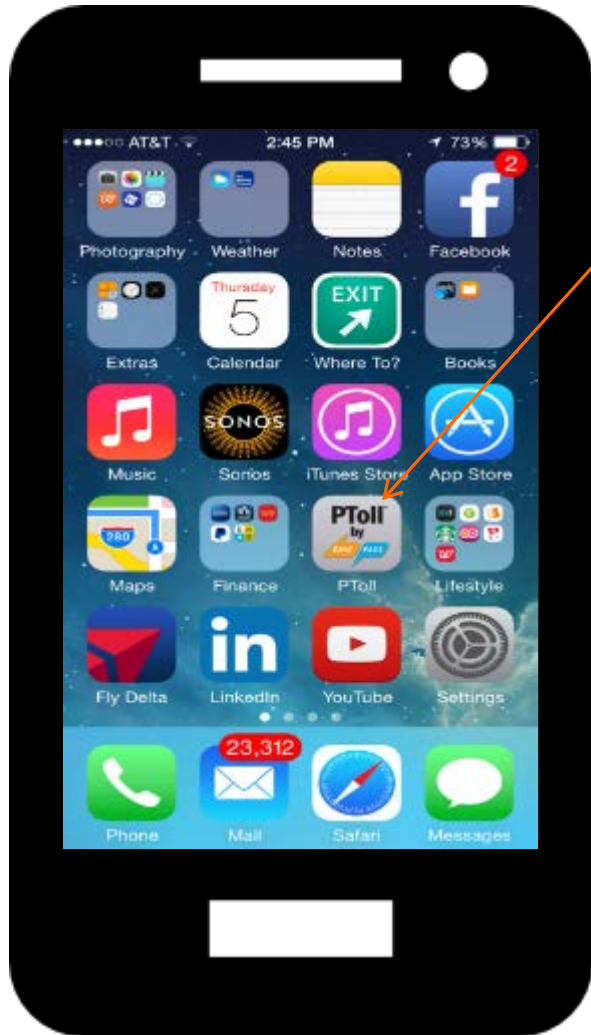
PToll™ 101

App Snap & Drive!

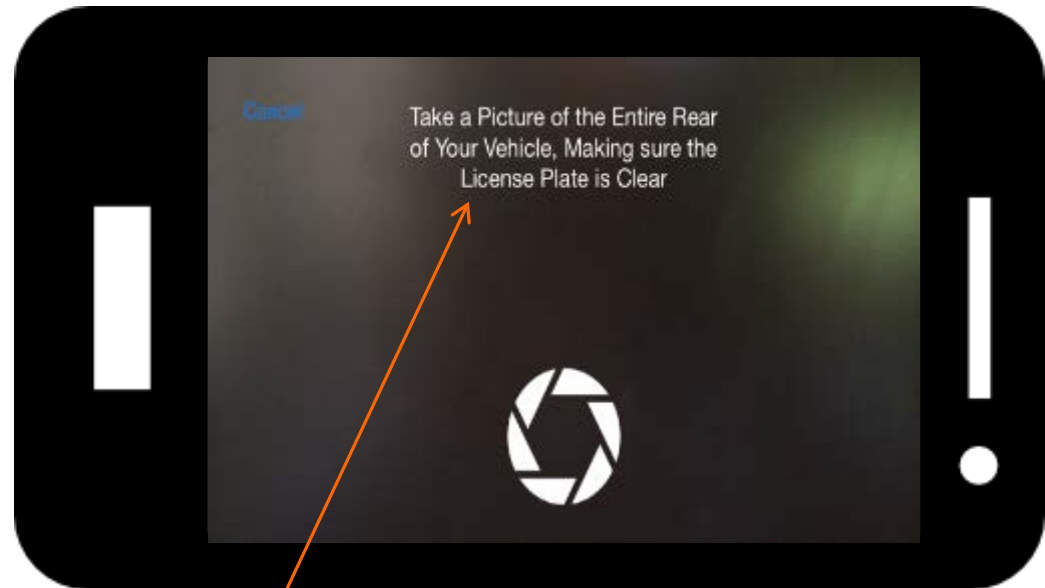


- Tolls are guaranteed to the Operator.
- Consumers are charged a small transaction fee.

App Screen Shots



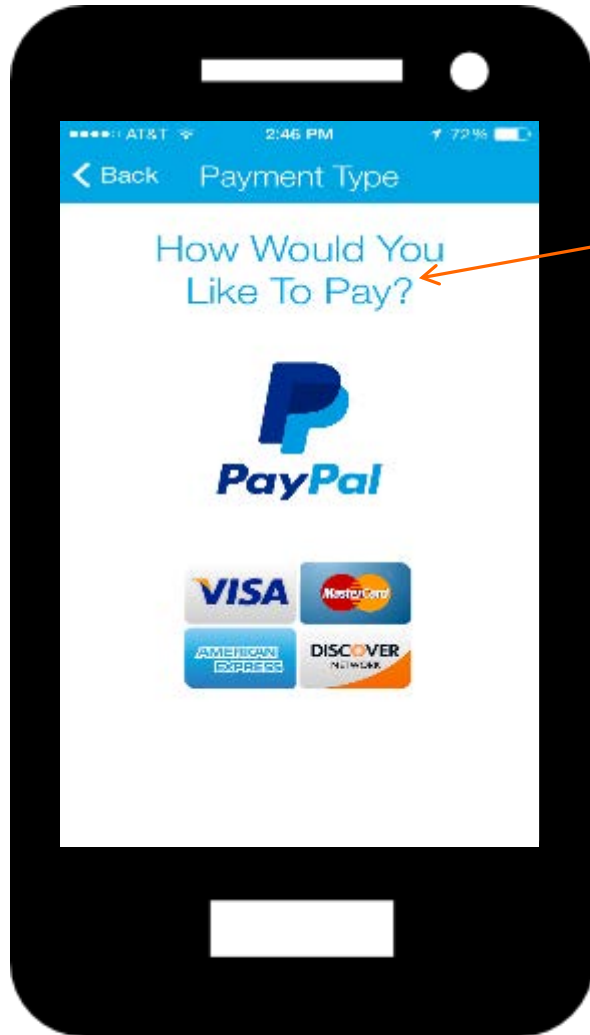
App icon.



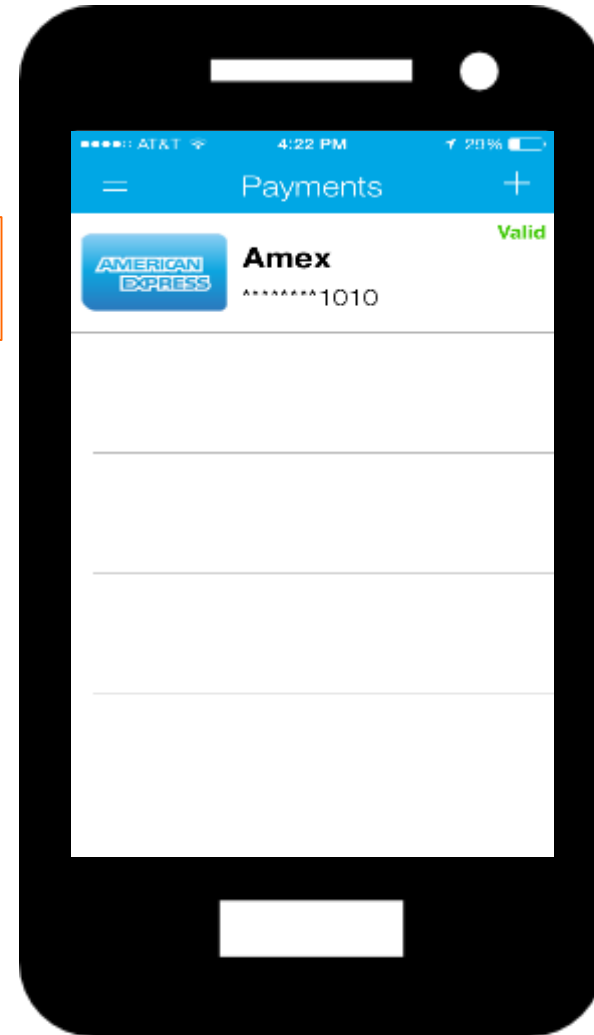
Camera screen instructs users how to take pic.



App Screen Shots

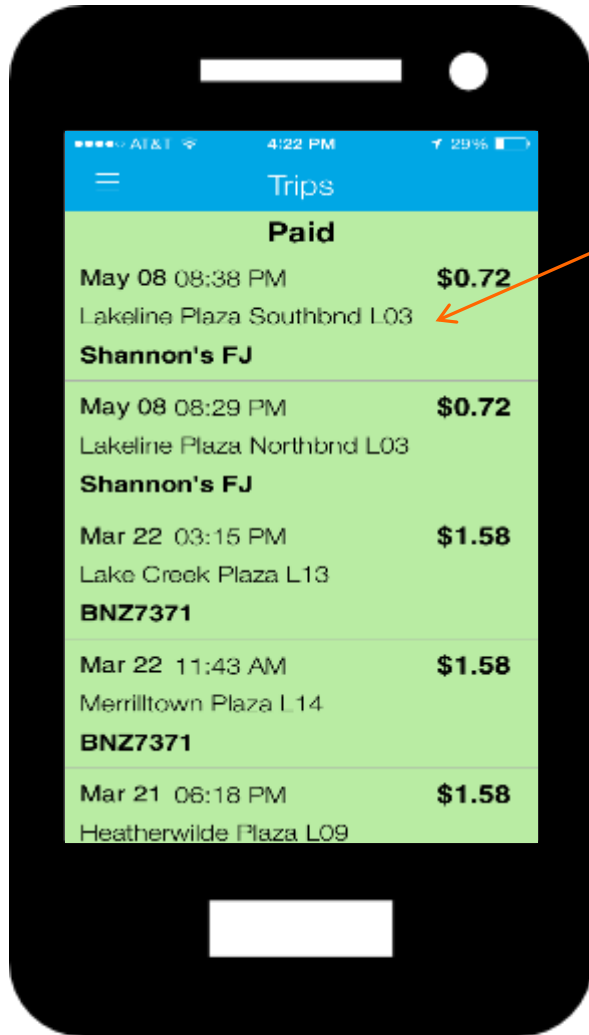


Choose payment.



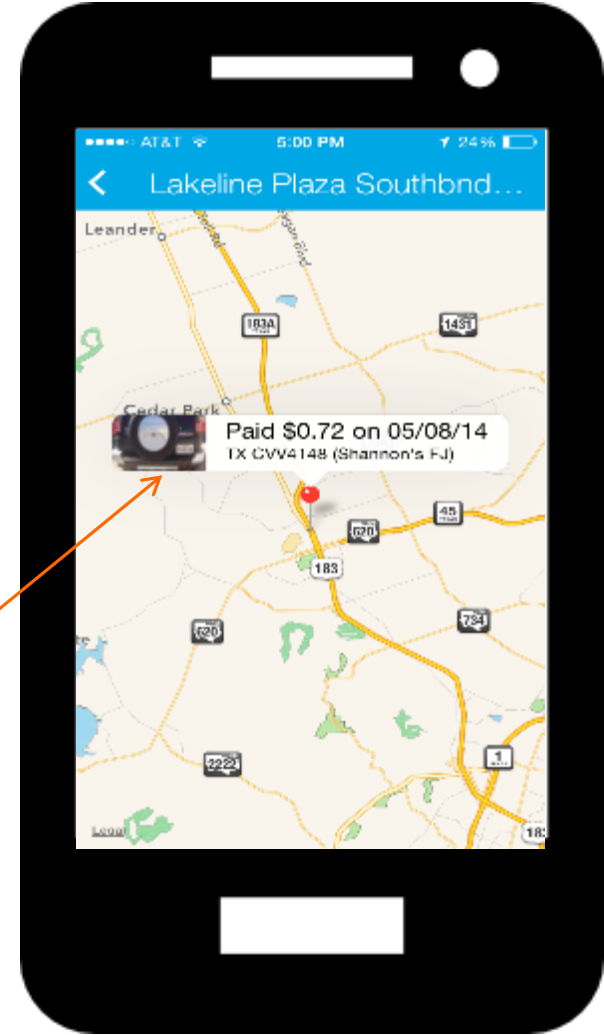


User Transaction Detail



Toll transactions.

Users can drill down for transaction detail.



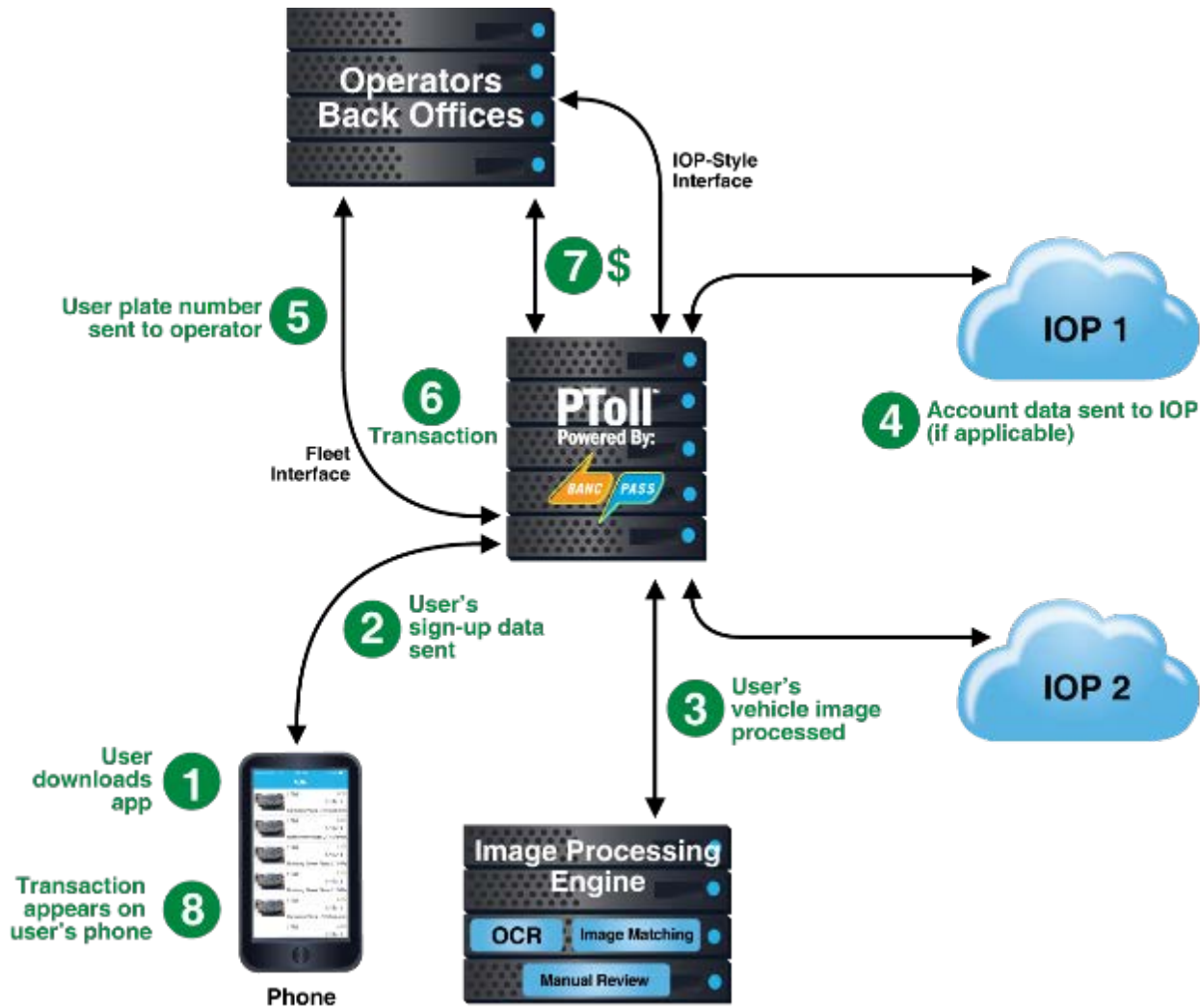
Manage Your Account

- Users can change manage their accounts directly from their phone.
 - Change password
 - Change email address
 - Add a secure PIN code
 - Add vehicles
 - Add payments





Operator Process





Customer Service

- Back Office must be able to honor the will of consumer.
- Plan ahead to deal with customer service issues.
- Users must have a way to dispute transactions and transaction amounts
- Plan to handle Agency violations as well as provider collection efforts.
- Look closely at how IOP rules will affect Customer Service
- And, it is still the right thing to do...