

Electronic Toll Collection and Cashless Tolling

- 1. What is cashless tolling?** Cashless tolling means that tolls are collected electronically, with no cash used.
- 2. How do I pay electronically?** E-ZPass™ or Visa and Mastercard credit and debit cards (excluding cards that require the use of a PIN) can be used to pay tolls electronically on Pocahontas 895.
- 3. What parts of Pocahontas 895 are cashless?** The Laburnum Avenue and Airport Connector toll points, located on the eastside ramps, are cashless. In addition, at the Main Plaza, toll collection is electronic and cashless overnight, from 11 p.m. to 5 a.m. daily. At those points payment can be made using E-ZPass™ and Visa/Mastercard at automated toll collection machines.
- 4. Does this mean that Pocahontas 895 no longer accepts cash at all?** No. Cash is still accepted at manned Main Plaza toll booths from 5 a.m. to 11 p.m. daily.
- 5. When did Pocahontas 895 implement cashless tolling?** The Laburnum Avenue ramp became cashless on July 20, 2010. The Airport Connector road opened on Jan. 14, 2011, as a cashless toll point. Cashless toll collection at Main Plaza during overnight hours is effective July 31, 2011.
- 6. Why is Pocahontas 895 implementing cashless tolling?** We have upgraded to new toll equipment with improved technology. Electronic payments are safer and more secure than cash payments. Electronic payments also are convenient and eliminate the need to keep cash in the car and fumble for coins.
- 7. How do I get E-ZPass™?** You can get E-ZPass™ by calling 1-877-762-7824 or going to the Web site www.ezpassva.com. We recommend payment via E-ZPass™ as the most convenient and secure payment method.
- 8. How does cashless tolling work?** If using E-ZPass™, you simply drive through the toll area as always. If using a credit or debit card, you pull up to the toll machine as always and stop. The toll collection machine will have a screen similar to an ATM machine. Follow the on-screen instructions, using the buttons beside the screen and the keypad below. Use these steps, in this order:

- **STEP 1: Enter your vehicle's number of axles.** (A standard passenger car or pickup truck has TWO AXLES.)
 - **STEP 2: You'll be asked if you want a receipt; select YES or NO.**
 - **STEP 3: Swipe your card** (Visa or Mastercard credit or debit **ONLY.**) **WAIT UNTIL PROMPTED TO SWIPE YOUR CARD.**
 - **Step 4: Confirm the toll amount** that appears on the screen after swiping your card.
 - **STEP 5: The machine will process your payment and indicate to you when the transaction is complete.** The light at the toll point will turn to green and you can proceed.
9. **What is an axle?** An axle is the connector between a vehicle's wheels. Passenger vehicles (cars and light trucks) have two axles – one connecting the two front wheels, and one connecting the two rear wheels. A passenger vehicle hauling a trailer or boat has multiple axles. Large trucks such as tractor-trailers also have multiple axles.
10. **What if I make a mistake during the payment process?** There are a couple of options for canceling the current transaction and restarting. Look for the button labeled "Cancel" on the number keypad or for the "Cancel" button as indicated by the on-screen prompts.
11. **What if my card is denied?** Call the number on the toll collection machine within 48 hours (preferably the next business day). That number is 804-822-3458 (or toll free at 1-866-428-6339). We will have a record of your travel and can assist you with payment.
12. **What if there's a problem with my payment?** Call the number on the toll collection machine within 48 hours (preferably the next business day). That number is 804-822-3458 (or toll free at 1-866-428-6339). We will have a record of your travel and can assist you with payment.
13. **Will the machine give me a receipt?** Yes. If for some reason you don't get a receipt and need one, please call our office, 804-822-3458 (or or toll free at 1-866-428-6339).
14. **Are the cashless toll points manned with a toll collector?** No. The cashless toll points use automatic toll collection without a toll collector. If you need assistance paying a toll, call 804-822-3458 (or or toll free at 1-866-428-6339). If you're calling after business hours, please leave us a message with your name and phone number and we will call you back.
15. **What happens if I don't have E-ZPass™ and my credit/debit card doesn't work at a cashless toll point?** If this happens, call the number on the toll collection machine within 48 hours (preferably the next business day). That number is 804-822-3458 (or or toll free

at 1-866-428-6339). We will have a record of your travel and can help you pay over the phone, through the mail or at our office, 501 Pocahontas Parkway.

- 16. What if I don't receive on-screen payment approval?** If this happens, for your safety, do not exit your vehicle. Instead, proceed with your journey and call our office as soon as possible, preferably the next business day. Our telephone number is displayed on each toll collection machine and on informational signage at the automated toll point. That number is 804-822-3458 (or toll free at 1-866-428-6339). We will have a record of your travel and will work with you as appropriate.
- 17. If I use a debit card, will I enter a PIN?** Debit cards that require PINs will not work with the Pocahontas 895 electronic toll equipment. Only debit cards that act as a credit card, without use of a PIN, will work with the equipment. You may use Visa or Mastercard debit cards with the equipment.
- 18. Can I use any credit or debit card?** Only Visa and Mastercard credit and debit cards will be accepted at Pocahontas 895 automated electronic toll collection machines. Also, only debit cards that don't require a PIN will work on the toll collection machines.
- 19. Will there be a restraining arm or gate?** No, there are no restraining arms or gates.
- 20. What if I don't have a credit/debit card and I don't want an E-ZPass™, but I want to use Pocahontas 895?** Customers facing these circumstances should call our office at 804-822-3458 (or toll free at 1-866-428-6339). E-ZPass™ continues to be the most convenient way to pay for travel on Pocahontas 895.
- 21. If I mistakenly drive through and don't have E-ZPass™, Visa or Mastercard, will I be fined?** We value all our customers, and we realize that sometimes drivers are unprepared to pay a toll. In such instances, we ask customers to please call our office as soon as possible, preferably the next business day, to avoid incurring any fines. Please call 804-822-3458 (or toll free at 1-866-428-6339).
- 22. What are the benefits of electronic toll equipment?** Electronic payments are safer and more secure than cash payments. Electronic payments also are convenient and reduce the need to fumble for coins. Paying electronically with E-ZPass™ reduces stopping and thus increases mobility. With the new equipment, we are increasing operational efficiency to serve our customers better.

23. What is the easiest way to pay a toll? E-ZPass™ is the most convenient way to pay a toll for using Pocahontas 895.