



NTTA SYSTEM UPGRADE

FREQUENTLY ASKED QUESTIONS



WELCOME TO NTTA'S NEW ACCOUNT MANAGEMENT SYSTEM.

As part of our new system upgrade, any toll road transactions from Jan. 1-10 were delayed in posting to your account. Those transactions will be processed and be posted to your account in the coming days now that our new system is operational.

No late fees will be charged to customers as a result of our system transition during this time.

HOW TO USE OUR NEW SYSTEM TUTORIAL VIDEOS

- How to manage my account
- How to reset my password
- How to get a TollTag
- How to use my TollTag at the airport
- How to change from ZipCash to TollTag
- How to use "Quick Pay" to pay my ZipCash bill
- How to change my account replenishment amount
- How to add a vehicle to my account
- How to close my account
- How to add a vehicle to my account temporarily
- How to change my account preferences

GENERAL

Q. What's new with the system?

- A. Our new system has many new features, including:
- A new, user-friendly way to manage your account
 - An improved, mobile-friendly version, so paying your bill is easy and convenient
 - A new look for our app, Tollmate (available for customer download after Jan. 11)
 - Ability for customers to choose their account replenishment amount based on their average toll road use

TOLLTAG CUSTOMERS

Q. How is my TollTag account affected?

- A. As part of our recent upgrade, we had to delay processing toll transactions from Jan. 1-10. As the new system begins processing transactions from this period, your credit/debit card may see more frequent NTTA charges, depending on how often you used toll roads during this time.

Q. Will the password for my TollTag account change in the new system?

- A. No, your password will remain the same. However, if you can't remember your password, just click "forgot password" on the home page and you will receive an email with instructions on how to set a new password.

Q. Why are you asking me to answer new security questions and create a PIN? Has a PIN been assigned to me?

- A. Our new system has enhanced security. Default PIN is the last four digits of the driver's license number on your account.

Q. How do I download a summary of my account?

- A. Please see detailed instructions at the bottom of the page.

Q. Why haven't I received charges for my recent airport parking?

A. Any airport and toll transactions from Jan. 1-10 will be processed as our new system begins operating on Jan. 11. There may be delays in posting these parking transactions to your account. Thank you for your patience.

Q. I drove in Austin/Houston/Kansas/Oklahoma recently, why haven't I seen charges on my TollTag account yet?

A. As part of our new system upgrade, any toll road transactions from Jan. 1-10 were delayed in posting to your account. Those transactions will be processed and be posted to your account after Jan. 11, when our new system is operational. We appreciate your patience as we resume operations.

Q. I have a TollTag, why am I receiving ZipCash bills?

A. TollTag customers will receive ZipCash invoices if they do not update the account with new vehicle or credit card information, or if there are not enough funds in the account to pay the applicable tolls. TollTag customers will be notified, however, if the account information isn't updated, ZipCash invoices will be sent at the higher toll rate.

ZIPCASH CUSTOMERS

Q. My invoice or a payment was due when your website was unavailable. Will I be charged late fees?

A. No.

Q. I use ZipCash, will my password change in the new system?

A. Yes, the new system will now require you to create a new password. The first time you use the new system, you will be prompted to enter your account number and email associated with your current ZipCash statement, then prompted to create a new password. Your account number can be found at the top of your ZipCash invoice.

**Q. Will I continue receiving my statement via email?
Do I have to do something to ensure that I keep receiving it?**

A. Yes. You will need to re-register for electronic invoices in the new system. Here are the options:

- You can use the same account number you used previously
- If you don't have your ZipCash account number available, you can just create a new account
- If you don't establish an account with our new system, you will receive a paper invoice by USPS mail

Q. I have a payment plan payment due during your upgrade, what should I do?

A. You will be able to make payment to your account now that our new system is operational. There will be no late fees or other penalties assessed for payments due while our system was offline. NTTA Customer Service will now take those payments. Please call us at: 972-818-6882 or 817-731-6882.

Q. Will my ZipCash invoice affected?

A. All toll transactions since your last invoice (most likely from December 2020) will be included in your February invoice. You may see higher invoice balances than normal. You will be given additional time to pay this invoice and no late fees will be assessed during this time. If you are a new car owner or visited from out-of-state in January, your toll transactions during this time will be included in your February invoice.

TOLLPERKS

Q. Was my TollPerks account affected by the upgrade?

A. No. All TollPerks points earned while our account system was offline will be added to your account after Jan. 11. We appreciate your patience.

TOLLMATE

Q. Is Tollmate affected?

A. Tollmate and its new look will be available for download after Jan. 11. Visit the [Apple Store](#) or [Google Play](#) to get the new version.

HOW TO DOWNLOAD A SUMMARY OF YOUR ACCOUNT



You can easily access your annual account summary online by completing the following steps:



1 Log into your account.



2 Click "My Account" from the top menu and choose "Transaction History"

The screenshot shows the NTTA website's 'My Account' dropdown menu. The menu is open, and 'Transaction History' is highlighted. Other options include 'Account Summary', 'Manage My Details', 'View Statements', 'Inquiries', 'Account Preferences', 'Request Account Closure', and 'Manage Vehicles | Manage TollTags'. The background shows the account summary page with a current balance of \$20.00.



3 Enter the date range you would like to view inside the "Transaction Date" field. Next, enter the "Transaction Type" (i.e., payment, tolls, parking).

The screenshot shows the 'Transaction History' search filters. The 'Transaction Date' field is highlighted with a red box and contains the date range '01/01/2020 - 12/31/2020'. The 'Transaction Type' dropdown is set to 'All'. The 'Posted Date' field is set to 'Posted Date'. The 'Search' and 'Reset' buttons are visible below the filters.



4 Choose your preferred file format (PDF, CSV or Excel).

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5 The downloaded file will appear at the bottom of your browser.

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