Offices with personnel who use toll roads in the performance of their duties should obtain a TxTag to facilitate the efficient payment and billing for the toll charges. The following information and guidelines are provided.

1. **TxTag**

The TxTag sticker is a thin device that goes on the inside of the windshield behind the rearview mirror. TxTag uses an electronic chip and the windshield´s glass to send its signal to the electronic equipment above toll lanes. The TxTag must be permanently placed on the windshield and cannot be moved between vehicles without damaging the chip inside.

1. **Setting up a TxTag account**

For TxTag accounts with more than five vehicles or with a tandem axle vehicle:

* 1. Set up a Commercial Account. Commercial accounts cannot be set up online; they must be set up through a toll-free phone call (888/468-9824) to the TXDOT Customer Service Center. Commercial accounts can have an unlimited number of active TxTags. The account will be set up in the name “Texas A&M Forest Service” and the office location.
  2. Provide the office location, contact person, mailing address, phone number, agency vehicle information (i.e., year, make, model and license plate number) for each vehicle to be registered on the account. Charges are assessed to an agency procurement card. There should be three contacts on the account; the procurement card holder, the business associate, and the card holder’s supervisor. Request to have the account automatically replenished.
  3. Request to receive a monthly itemized statement detailing the transactions (tolls and other transactions) posted during the respective time period. Note: If you choose to receive the statement by fax or regular mail, a $1.00 per five sheet fee will be accessed.

For TxTag accounts with five vehicles or less and none are tandem axle:

1. Set up a Registered Account. The procedure and required information is the same as for setting up a commercial account.
2. As with commercial accounts, registered accounts can be replenished automatically, and monthly usage statements can be acquired via email, fax or regular mail.
3. **TxTag Account Activity**
   1. For a commercial account, an initial deposit of $30.00 per vehicle registered is charged to the procurement card. For a registered account, the initial deposit amount is $20.00 per vehicle.
   2. When the TxTag account reaches the low balance threshold and TXDOT charges the procurement card to replenish the TxTag, that payment is treated as an expense.
   3. Depending on the toll road usage, there may be more than one replenishment transaction in a month. Accounts will be periodically analyzed for toll usage. If the monthly usage is consistently more than the automatic replenishment amount, this amount will be adjusted to approximately one-month’s level of use.
4. **Processing credit card charges**
5. The initial deposit amount and the replenishment charges to the TxTag account are recorded as toll charge expenses (object code 5231).
6. The itemized monthly statement provides detail transactions by vehicle to show the toll road usage. Due to the timing of the activity, the credit card charges will appear on one statement and the subsequent toll road usage transactions may appear on multiple statements. The credit card voucher preparer needs to verify that the license number for each toll road usage transaction agrees to the vehicles on the TxTag account.
7. If a trailer is pulled by a vehicle with a TxTag,sensors in the road will detect the trailer and post an additional toll road usage transaction for the trailer to the account.
8. If there is a need to allocate credit card charges to multiple accounts, the credit card voucher preparer will use a basis for allocating charges similar to other common charges such as fuel, vehicle repairs, etc.
9. The vehicle license number related to each tag must be referenced on the procurement card transaction log.
10. **Closing an account**
    1. The TxTag account can be closed at any time by written request to the TXDOT Customer Service Center.
    2. Once the request to close the account is received by TXDOT, the TxTag(s) will no longer be valid.
    3. A credit to the procurement card for any remaining account funds (after all applicable fees and charges have been applied) will be issued after the closing process is complete. This credit should be applied to the same expense as the original toll charge expense.
11. **Placement and Use of TxTag**
    1. Mount and use the TxTag according to TXDOT’s instructions. The TxTag may not be transferred between vehicles.
    2. Use TxTag as a method of payment only in toll lanes that are open and designated for TxTag use.
    3. When using the TxTag as a method of payment in these toll lanes, a non-refundable toll will be charged to the TxTag account.
    4. If the toll lane is equipped with an exit traffic signal, do not pass through the toll lane until the traffic signal turns green or yellow. If the signal does not turn green or yellow, the system has not accepted the TxTag and you must pay the applicable toll in cash before you pass through the toll lane. A yellow light is an indication that the account balance is low. This should not happen using the automatic replenishment method.
    5. If you pass through a toll lane without paying the proper toll, you may be fined and/or have the TxTag account suspended, resulting in violations, administrative fees, and other penalties.
    6. Use TxTag as a method of payment at any public or private entity that is designated for TxTag use. As long as there are sufficient funds in the TxTag account, you may use the TxTag on most toll roads in Texas. Just look for the TxTag logo or the following symbols:

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| --- | --- | --- |
| Texas Tag Road Sign | Dallas Tag Road Sign | Houston Tag Road Sign |

1. **Damaged, Defective, Lost or Stolen TxTag:**
   1. If a TxTag is damaged or defective, notify the TXDOT Customer Service Center immediately.
   2. If a TxTag is lost, if a vehicle that is registered to the TxTag account is to be sold as surplus, or if a TxTag and/or vehicle is stolen, notify the TXDOT Customer Service Center immediately so that the TxTag and/or vehicle on the account can be deactivated.
   3. If the vehicle is transferred to another office, make a determination whether the TxTag will be needed at the new location. If it isn’t, then notify TXDOT Customer Service Center to cancel the tag.
   4. Until TXDOT receives notice, the agency is liable for any incurred tolls, fees, and/or charges that may be deducted from the account and for the necessary charges to the procurement card.

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