

[Home](#) [Press Room](#) [Contact Us](#)

UPDATE

December 2006

Maryland Joins PrePass

On October 26th, PrePass opened its first site in Maryland, on Interstate 95 southbound near Perryville. This opening now brings the PrePass network to 263 sites in 26 states, with more coming in the near future.

After evaluating all the potential benefits, Maryland chose to convert their existing e-screening facilities over to PrePass. The prior system was discontinued in the state this August, and the conversion to PrePass performed in conjunction with recent road improvements near Perryville. Congratulations and thanks to all those who helped with this new deployment!

To view or download an updated PrePass map showing all our locations, visit us at www.PrePass.com.



Why? Because We Care!

We have been very busy "behind the scenes" over the last 18 months developing and implementing a new Customer Service Center designed with you, our valued customer, in mind. We sincerely appreciate your patience as we have worked to escalate our service to a higher level.

To ensure you receive the level of service you deserve, an opinion research firm will be in contact with many of you in the coming weeks. Thank you in advance for your willingness to openly and honestly answer a few questions that will help us continue to enhance the service we provide.

We also encourage you to share your thoughts and opinions with us at our new customer feedback email address: BecauseWeCare@PrePass.com. We welcome your comments and look forward to serving you better.

We understand there is always room for continued improvement. With your help and feedback, we are confident that we will achieve our goal of becoming the top customer service provider in the trucking industry!

Return Your Device, Save \$100

Any PrePass transponder that remains unassigned in your account for more than thirty (30) days will be considered lost and incur an automatic \$100 charge. To avoid this fee, all inactive PrePass devices in your possession should either be reassigned to another vehicle or shipped back to PrePass.

To ensure your account is properly credited for all returned devices, please keep a record of the devices' serial numbers—found beneath the barcode on the back—and retain proof of delivery from the shipper.

Please ship all unused PrePass transponders to:

PrePass Device Returns
510 Parkland Drive
Sandy, UT 84070



For more information contact the PrePass Service Center at:

1-800-PrePass (773-7277) or www.prepass.com



Receive Newsletters by E-mail

This PrePass Update newsletter is typically sent to our customers by fax. If you would prefer to receive future newsletters via e-mail, please let us know at PrePassMarketing@PrePass.com.

[Home](#) [Enroll](#) [Customers](#) [FAQ](#) [Links](#) [Contact Us](#) [About PrePass](#) [How the System Works](#) [Download Forms](#) [Events](#) [Safety Criteria](#)

[Bypass Restrictions](#) [Transponders](#) [Sales Team](#) [In Print](#) [PrePass System Map](#)

Copyright ©2006 Affiliated Computer Services, Inc. All rights reserved

Best viewed at 1024 x 768

