



myeztoll Owner Portal — User Guide

Portal	https://owner.myeztoll.com
Guide version	2026-08-11
Source language	English. This file is the translation source for all other languages.

How to use this guide

This guide has two parts.

- **Part 1 — Quick Start.** Read this first. It explains what the portal does, who does what, and the exact order of the first setup steps.
- **Part 2 — Reference.** One section per screen. Every section lists the buttons, the fields, and the click path.

Formatting rules used everywhere:

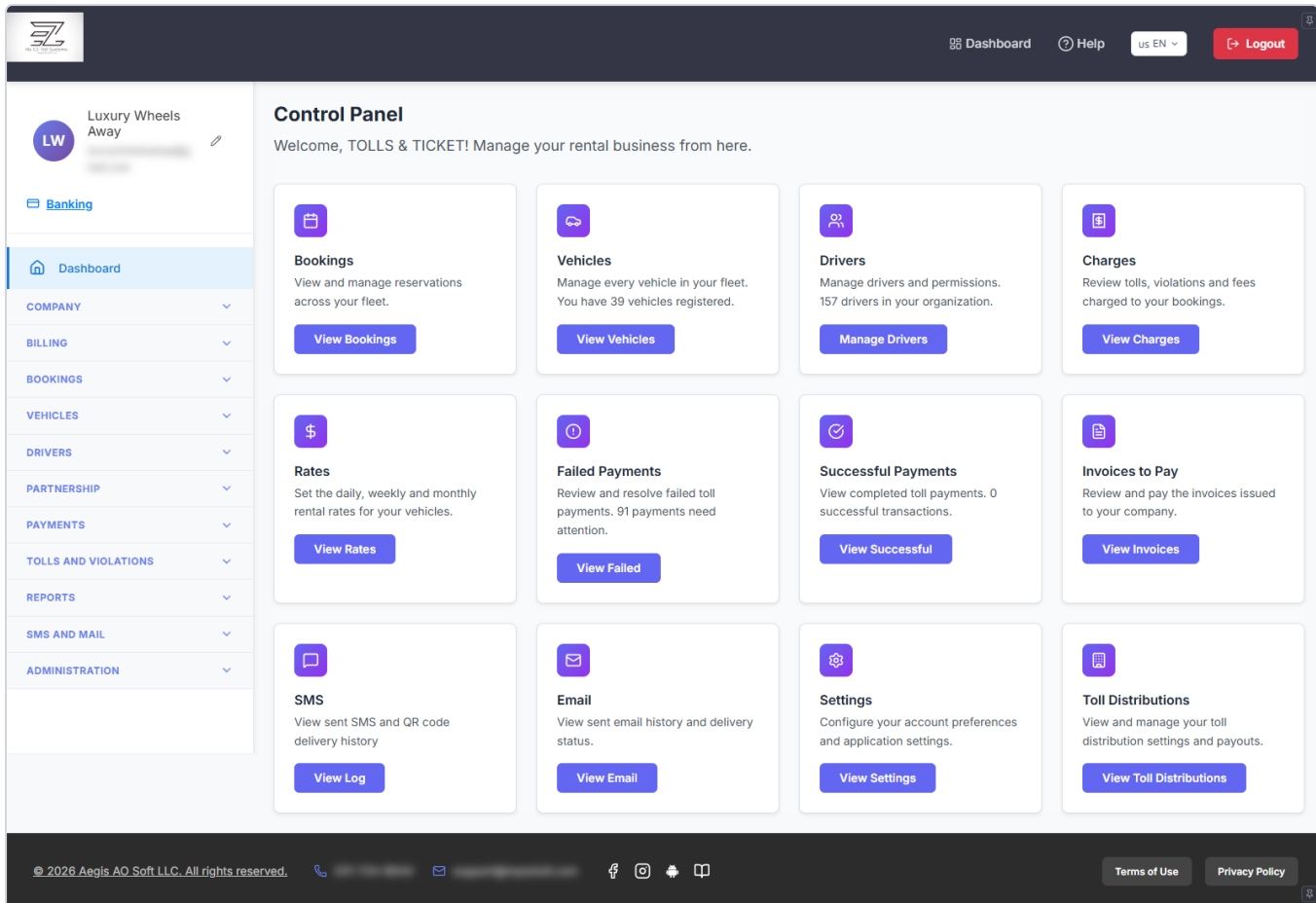
- **Bold** text is exactly what you see on the screen (a button, a tab, a field label).
 - `Menu → Submenu → Page` is a navigation path in the left sidebar.
 - Numbered lists are click-by-click instructions. Follow them in order.
 - Screenshots show the portal in English. If you use another portal language, the layout is identical and only the labels change.
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PART 1 — QUICK START

1.1 What the portal does

myeztoll manages a rental, car-sharing, or TLC fleet end to end:

1. **Fleet.** Vehicles arrive from toll agencies, CSV/Excel files, GPS providers, booking platforms, or manual entry — all into one vehicle list.
2. **Bookings.** Bookings you create in the portal, plus bookings pulled from external platforms such as Turo, HQ Rental, and Renteon.
3. **Tolls and violations.** The system signs in to toll agency portals every day, downloads transactions, works out who was driving at that moment, and charges the renter's card.
4. **Money.** Markup, service fee, Stripe fee, owner share, platform share, partner share, and automatic payouts.
5. **GPS.** Live fleet map, trip history, driver alerts, and toll amounts calculated from the GPS track itself.



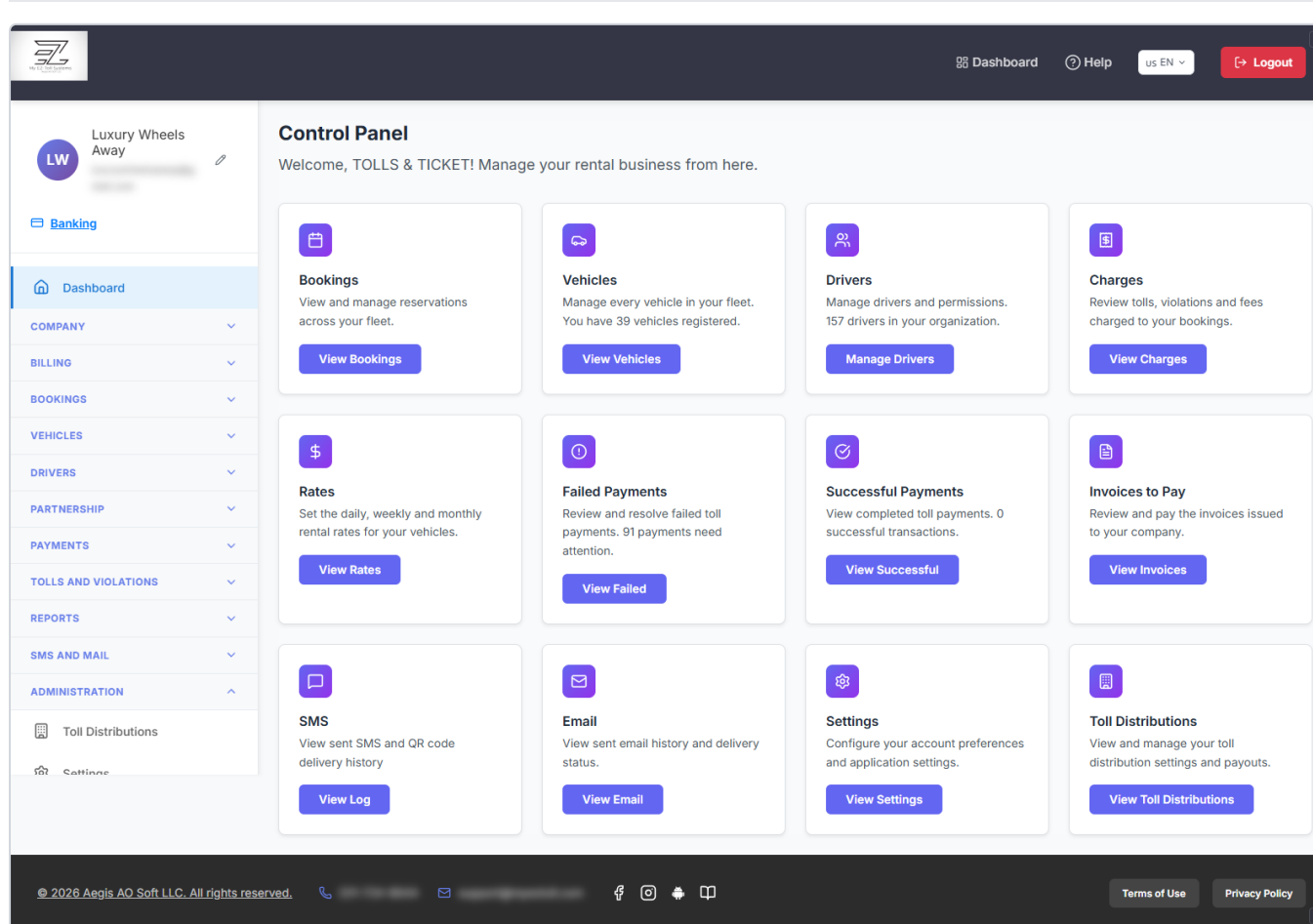
1.2 Roles

Role	Sees	Can do that others cannot
Admin	everything, for any owner	connect booking plugins, edit platform settings, Twilio, toll configuration, plugins, workers, commissions
Owner	own vehicles, bookings, tolls, money	own toll accounts, own GPS systems, own services, own invitation templates
Partner	the owners they registered	receives a share of the platform's toll revenue
Driver / Renter	own data only	sees SMS Log , own Tolls , own Stripe Cards

Admins and partners work **on behalf of an owner**. Pick the owner in the owner selector at the top of the page. A banner then reads **Viewing as owner:**

If a page looks empty, check the owner selector first. It is the most common cause.

1.3 The navigation menu



Group	Pages
Bookings	Bookings, Pending Bookings (<i>one entry per P2P platform</i>)
Vehicles	All Vehicles, Rates, Pricing Seasons, Car Sharing, Commercial Cars, License Plates, GPS Tracking
Drivers	Drivers, Create Driver
Payments	Charges, Tolls, Violations, Failed Payments, Successful Payments, Stripe Dashboard, Disputes
Tolls and Violations	Transactions, Violations, and one entry per toll account
Reports	Account Statement Report, Annual Report
Company	Locations, Settings, Storefront Design
Billing	Banking, Invoices To Pay
SMS and Mail	SMS Log, Mail
Partnership	Create Owner, Partners
Administration	Owners, Settings, Platform Stripe Dashboard, Common Locations, Plugins, Plugins Settings, Workers, Platform Invoices

The menu depends on your role **and** on the **Page Visibility** settings. A hidden page also disappears from context menus. **GPS Tracking** is hidden automatically when no vehicle has a tracker.

1.4 First-time setup — do these 12 steps in order

1. **Company → Settings → Owner Settings** — set registration fee, minimum deposit, driver-licence requirement, rental agreement mode, message delivery method, and the defaults for new vehicles.
2. **Company → Settings → Toll Accounts** — add each toll agency account. Press **Test connection**. If the agency asks for a code, press **Verify device (MFA)**.
3. **Vehicles → All Vehicles** — load the fleet. Use **Get from platform**, **Import**, **Add Vehicle**, or the toll account page.
4. **Vehicles → All Vehicles → Assign Providers** — link transponders from the agency portals to the vehicles in the database.
5. **Company → Settings → GPS Systems** — add each telematics provider, then **Test** → **Sync vehicles** → clear the review queue.
6. **Vehicles → Rates** and **Pricing Seasons** — set rental prices.
7. **Company → Locations** — add pickup locations, if you use them.
8. **Billing → Banking** — connect the owner's Stripe account. Payouts are impossible without it.
9. **Company → Settings → Owner Settings → Billing & payment method** — choose how you pay the platform.
10. **Administration → Owners → <owner>** — set distribution mode, owner share, payout period and threshold, who gets charged, and the toll amount source.
11. **Company → Settings → GPS Alerts** — choose who is notified about which tracker event.
12. Run one live test: create a booking, confirm the driver receives the agreement and card links, wait for a toll, then check it on **Tolls** and on **Charges**.

If you rent on Turo, add two more: the **Turo Agent** on an Android phone (A.5.5) and the **Email Relay** alias with Turo's mail forwarded into it (A.5.5) — the first lets the portal read Turo, the second lets Turo's notifications reach the portal within a minute.

1.5 Five ways to add a vehicle

Method	Where	Use it when	You also get
1. Toll agency	Toll Providers → <account> → Vehicles	the fleet is already registered with E-ZPass, SunPass, and similar	the transponder link — the most valuable part
2. CSV / Excel	All Vehicles → Import	migration, bulk load	many vehicles at once, auto-mapped columns, VIN decoding
3. GPS provider	Settings → GPS Systems → Sync vehicles	you have telematics	the tracker link (IMEI)
4. Manual	All Vehicles → Add Vehicle	one or two vehicles	full control of every field
5. Booking platform	All Vehicles → Get from platform	HQ Rental, Renteon, RENTALL, TSD, Turo	the link to the platform listing

All five write into the same vehicle list, and each recognises an already-known car by its own key — the toll-agency path by **plate only**, a B2B platform by remembered link → plate + state → VIN, a P2P platform by remembered link → plate + state → make/model/year, GPS by plate or VIN. The exact order is the plugin's to declare; A.0.1 has the table.

1.6 Rules that save hours

- **A car without a transponder link collects nothing.** Some agencies keep the tag inside the vehicle record and hand you the pairing; many keep two separate lists and leave it to you. Run **Assign Providers**, then look at the account page: cars still marked *No transponder in DB* are yours to finish (A.1).
- **A toll belongs to a vehicle, not to a booking.** Who pays is decided from the interval history of "which vehicle was with which driver at that moment". Changing the vehicle on a booking, or closing the booking, never loses a late toll.
- **Tolls arrive late.** The daily collection runs at **06:00 US Eastern** and **re-reads the last 14 days**, because some agencies publish a crossing days later.
- **A GPS toll is priced at the full rate with no transponder discount.** It is often higher than the agency invoice. That is expected.
- **All API dates are UTC.** The screen shows them in your browser's time zone.
- **Nothing on screen?** Check, in this order: owner selector, date filter, **Page Visibility**, and whether the toll account is active and its plugin is loaded.

PART 2 — REFERENCE

A. VEHICLES

A.0 The vehicle list

Vehicles → All Vehicles is the main working page. The type-specific pages (**Car Sharing**, **Commercial Cars**, **License Plates**) are the same page with a type filter and a different column set.

The screenshot displays the 'All Vehicles' page. The left sidebar shows a navigation menu with 'Vehicles' selected. The main content area has a title 'All Vehicles' and a subtitle 'View and manage all your vehicles across all categories'. Below this are filter buttons for 'All Types', 'All Statuses', and 'All Toll Setups', along with a search bar. The vehicle list table has columns: *LICENSE PLATE, VEHICLE TYPE, BOOKING STATUS, PAYMENT STATUS, *TITLE, and LOCATIONS. The table lists 10 vehicles, including Volvo CX40 2026, Hyundai 2026, HYUNDAI SONATA 2023, BMW X5 2025, Acura OTHER 2026, MAZDA CX50 2024, HYUNDAI SONATA 2023, JEEP GRAND CHERKEE 2025, TOYOTA CAMARY 2023, and NISSAN ALTIMA 2023. The bottom of the page shows pagination: 'Showing 1 to 10 of 39 results' and '10 / page'.

Header buttons, left to right

Button	What it does
Get from <i>platform</i>	pulls vehicles from one configured booking platform. One button per platform. Turo has no such button — see A.5.5
Import	opens the CSV/Excel importer (A.2)
Add Vehicle	opens the manual vehicle form (A.4). Disabled when the connected booking plugin does not allow creating vehicles
Show Details / Hide Details	adds the wide column set: prices, deposit, colours, insurance, minimum days, published, address
Reload	re-reads the list
Assign Providers	scans all toll accounts and links transponders to matching vehicles (A.1.5)

Filters: **All Types** (multi-select), **All Statuses**, and a search box — *Enter plate, name, email, type*.

Default columns: License Plate, Vehicle Type, Booking Status, Payment Status, Title, Locations. **Show Details** adds Plate State, VIN, prices, deposit, colours, insurance, minimum days, published, and address. The page is paginated — set the page size with the **/ page** selector at the bottom right.



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All Vehicles

View and manage all your vehicles across all categories

ImportAdd VehicleHide DetailsReloadAssign Providers

All Types

All Statuses

All Toll Setups

Enter plate, name, email, type

QX

	LICENSE PLATE	VEHICLE TYPE	BOOKING STATUS	PAYMENT STATUS	TITLE	LOCATIONS	PLATE STATE	VIN
: 📄 🔄 🗑️ ⓘ		CarSharing	-	-	Volvo CX40 2026	Office		
: 🗑️ ⓘ		CarSharing	-	-	Hyundai 2026	Office		
: 📄 🔄 🗑️ ⓘ		CarSharing	-	-	HYUNDAI SONATA 2023	Office		
: 📄 🔄 🗑️ ⓘ		CarSharing	-	-	BMW X5 2025	Office		
: 🗑️ ⓘ		CarSharing	-	-	Acura OTHER 2026	Office		
: 📄 🔄 🗑️ ⓘ		CarSharing	-	-	MAZDA CX50 2024	Office		
: 🗑️ ⓘ		CarSharing	Approved	No tolls	HYUNDAI SONATA 2023	Office		
: 📄 🔄 🗑️ ⓘ		CarSharing	-	-	JEEP GRAND CHERKEE 2025	Office		
: 📄 🔄 🗑️ ⓘ		CarSharing	-	-	TOYOTA CAMARY 2023	Office		
: 🗑️ ⓘ		CarSharing	Approved	No tolls	NISSAN ALTIMA 2023	Office		

Showing 1 to 10 of 39 results

10 / page<<<1234>>>

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Row actions. Right-click a row, or press the **:** button on the row.

Luxury Wheels Away

Banking

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- BOOKINGS
- VEHICLES
- DRIVERS
- PARTNERSHIP
- PAYMENTS
- TOLLS AND VIOLATIONS
- REPORTS
- SMS AND MAIL
- ADMINISTRATION

All Vehicles

View and manage all your vehicles across all categories

[Import](#)
[+ Add Vehicle](#)
[Show Details](#)
[Reload](#)
[Assign Providers](#)

All Types
All Statuses
All Toll Setups

*LICENSE PLATE	VEHICLE TYPE	BOOKING STATUS	PAYMENT STATUS	*TITLE	LOCATIONS
	CarSharing	-	-	Volvo CX40 2026	Office
		-	-	Hyundai 2026	Office
		-	-	HYUNDAI SONATA 2023	Office
		-	-	BMW X5 2025	Office
		-	-	Acura OTHER 2026	Office
		-	-	MAZDA CX50 2024	Office
		Approved	No tolls	HYUNDAI SONATA 2023	Office
	CarSharing	-	-	JEEP GRAND CHERKEE 2025	Office
	CarSharing	-	-	TOYOTA CAMARY 2023	Office
	CarSharing	Approved	No tolls	NISSAN ALTIMA 2023	Office

Showing 1 to 10 of 39 results

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Action	What it does
Book Reservation	starts a booking for this vehicle. Replaced by a greyed-out Unavailable for booking when the platform marked the vehicle unusable
View Bookings	all bookings of this vehicle
All EZ Tolls	all tolls of this vehicle for the last 30 days, across every connected toll system
Trip	GPS track. Shown only when the vehicle has a tracker
Diagnostics	GPS device health. Shown only when the vehicle has a tracker
Edit	opens the vehicle form
Hard delete	admin only, irreversible. Normal delete is a soft delete and keeps history

Rows highlighted in pink have a problem. Hover the row to read what it is.

A.0.1 Where vehicles come from, and what each path joins on

Every path below writes into this one list. What differs is the key each uses to decide "this is a car I already have" — and that key is the whole explanation for a stubborn duplicate, or for a car that refuses to link.

Path	Joins an existing car by	Also gives you
Toll agency (Assign Providers)	licence plate, and nothing else	the transponder link
B2B booking platform (HQ Rental and similar)	remembered listing link → plate + state → VIN	the platform listing link
P2P booking platform (Turo)	remembered listing link → plate + state → make + model + year	the listing link
GPS provider (Sync vehicles)	plate or VIN (VIN compared with O/I/Q folded)	the tracker (IMEI)
CSV / Excel Import	the columns you map	many cars at once
Add Vehicle	nothing — you are creating it	full control

Each booking plugin declares its own key order, and the first key that hits wins. Nothing merges two rows afterwards: if a platform created a second car because a plate was typed differently, fix the plate and re-link rather than leaving both.

A.1 Method 1 — from a toll agency, with transponder assignment

This path creates vehicles **and** links each transponder (tag) to a vehicle. Without that link, tolls cannot be attributed.

Two kinds of toll account — this decides how much work you have.

What the agency's portal knows	What that means for you
the tag is part of the vehicle record — the portal already knows which tag is in which car	the pairing arrives with the scan. Assign Providers links your whole fleet in one pass, and there is nothing to type
the portal knows its tags, not its cars — vehicles and tags are two separate lists	the pairing is yours. Until you make it, a toll cannot reach a vehicle, a booking or a driver

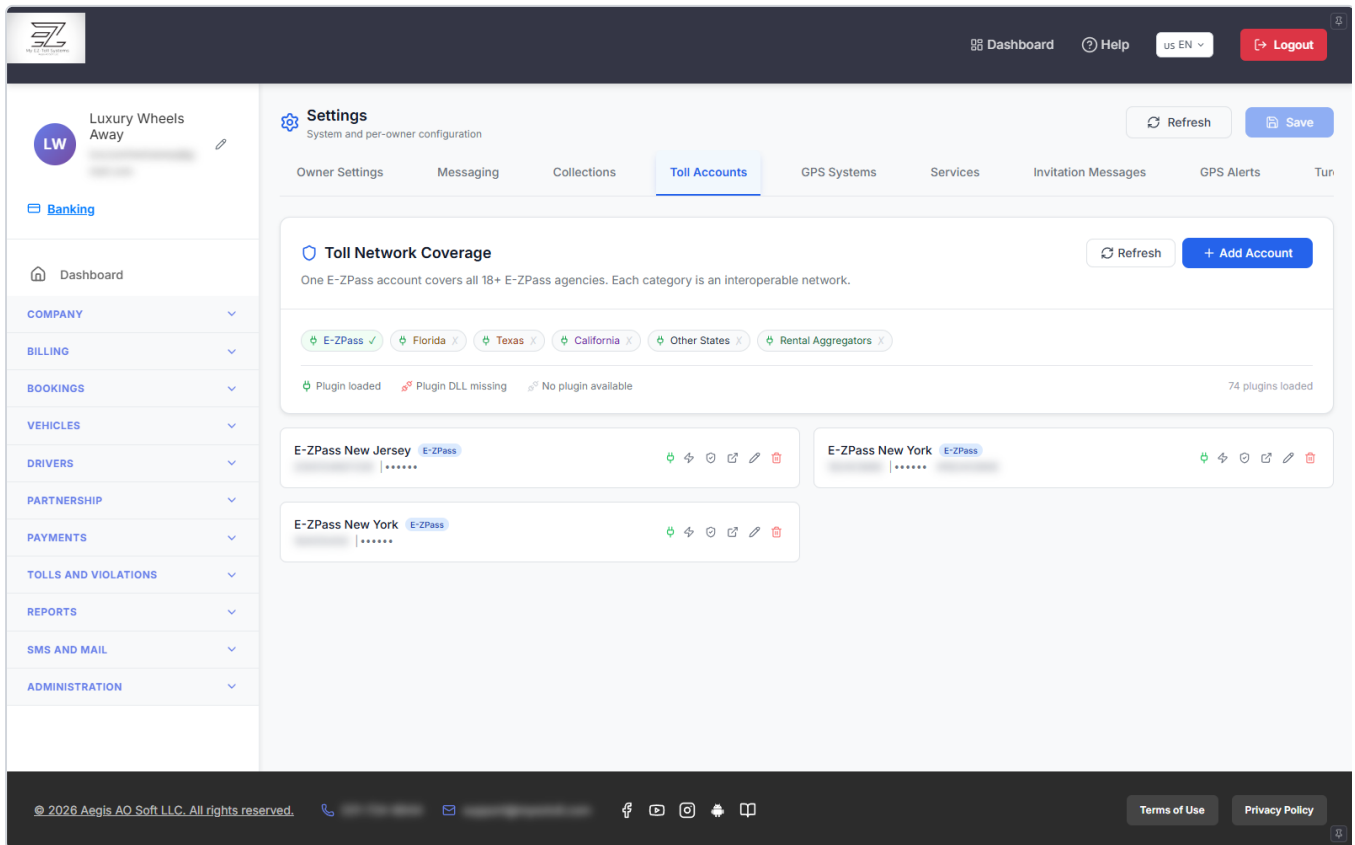
Which kind an account is depends on the agency, and the account page tells you within one scan rather than requiring you to know in advance — read the status icons on the **Vehicles** tab (A.1.3). Green checks straight after the first scan mean the agency handed over the pairing; purple *No transponder in DB* rows mean it did not, and A.1.3–A.1.5 are how you finish the job.

A few agencies — **Bestpass (Fleetworthy), FasTrak, GeauxPass, HCTRA EZ TAG, LA Metro ExpressLanes, NTTA TollTag, The Toll Roads (TCA)** — are additionally marked as *managed by the provider*: their transponder row on the vehicle form is greyed out with a padlock, because editing it in the portal would only disagree with the agency. Every other row is editable, whether or not the scan happened to fill it in for you.

A.1.1 Step 1 — add the agency account

1. Go to [Company → Settings](#).
2. Open the **Toll Accounts** tab.

3. Press **Add Account**.

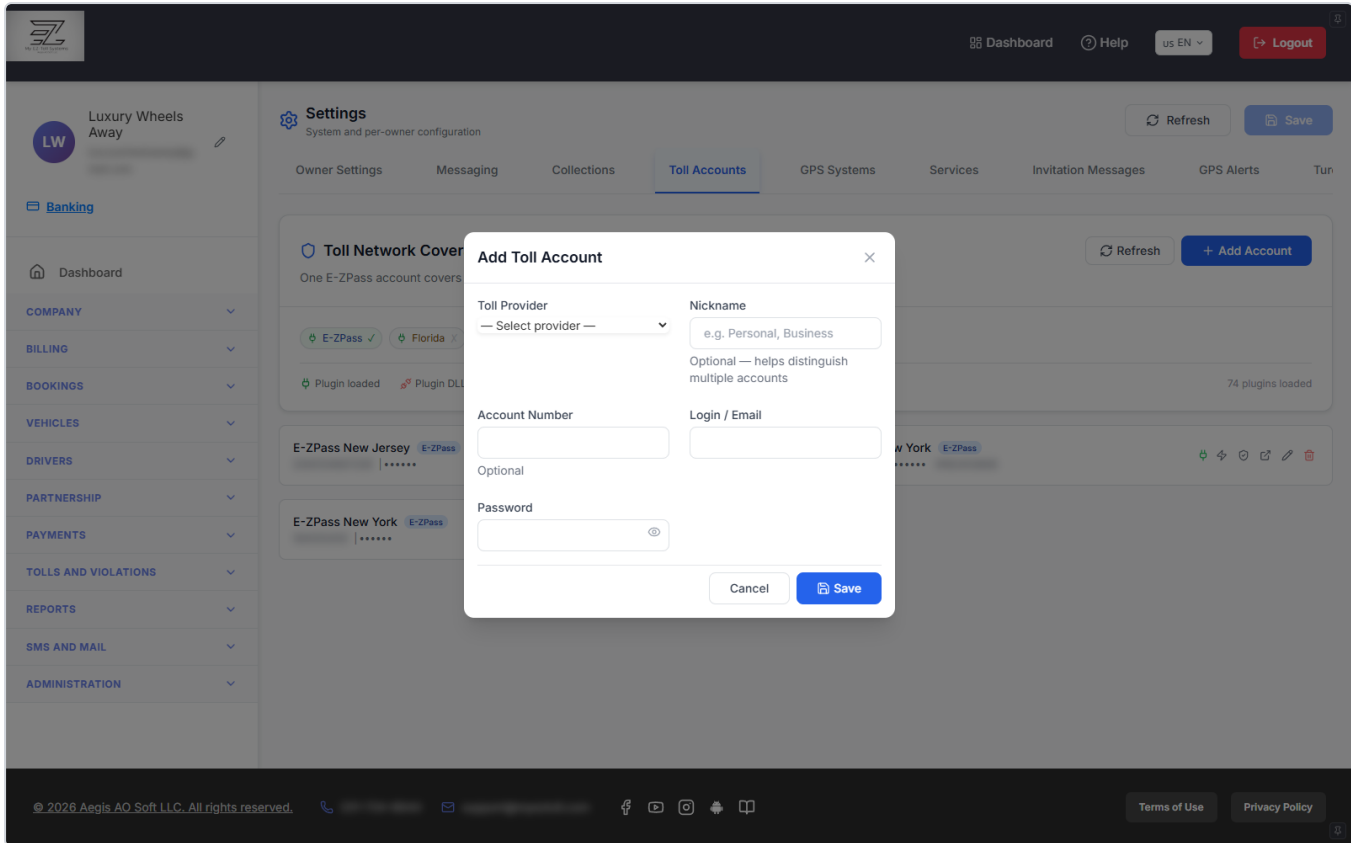


The top card, **Toll Network Coverage**, shows one chip per network category: **E-ZPass**, **Florida**, **Texas**, **California**, **Other States**, **Rental Aggregators**. Each chip tells you two things:

- ✓ / X — whether you have credentials for that network;
- **plug icon** — whether the provider's plugin is loaded on the server:
 - green plug — plugin loaded;
 - red unplugged — plugin DLL missing (ask an admin, see [Administration → Plugins](#));
 - grey unplugged — no plugin exists for this provider.

One E-ZPass account covers all 18+ E-ZPass agencies. Do not create a separate account per state.

Fields in the Add Account dialog



Field	What to enter
Provider	the agency: E-ZPass NJ/NY/PA/MA/..., SunPass, FasTrak, NCTA, HCTRA, PeachPass, GoodToGo, I-PASS, RiverLink, PikePass, ExpressToll, LeeWay, GeauxPass, NC Quick Pass, E-PASS, The Toll Roads, DriveEzMD, DriveKS, MetroExpressLanes, A25 / A30 / ETR407 (Canada), SemPar / ConectCar / Veloe (Brazil), ETC Meisai (Japan), Bestpass
Login / Password	your credentials for the agency portal
Account Number	if the agency uses one
Nickname	the name shown in the sidebar. Without it the provider name is used
MFA email	the mailbox that receives the agency's device-verification codes. Required for unattended collection
Active	inactive accounts are skipped by the daily collection

Buttons on a saved account card

Button	What it does
Test connection (lightning)	signs in to the portal right now
Verify device (MFA) (shield)	checks whether a code is required and, if so, opens the code dialog. It shows the masked email or phone the code was sent to
Open portal	opens the agency site in a new tab
Edit / Delete	change or remove the account
Eye	reveals the stored password

Every active account becomes its own entry under **Toll Providers** in the sidebar.

When the agency asks for a code (MFA)

Some agencies verify the device at every login. **Verify device (MFA)** opens a dialog that offers the channels the agency has on file for you — **SMS Text Message** or **Email**, each showing the masked destination — and then asks for the code. If neither is available, the dialog says so: fix your contact details on the agency's own website first.

E-ZPass Pennsylvania sends that code by **text**, to the phone number registered with the agency. Since only that phone receives it, a scrape would otherwise stop and wait for you to type it in. For this case there is an Android app, **My E-Z Toll Authenticator**:

1. Get it from the portal's app download page (Android 8.0+, about 6 MB, no Play Store involved).
2. **Install it on the phone whose number E-ZPass PA texts** — on any other phone it cannot see the message.
3. Sign into the app with this portal account, so the codes it reads are tied to your company.
4. Allow it to read SMS and to run in the background. Aggressive battery savers can kill it; the app has a button that opens the right screen on your phone to let it run.

After that a code that arrives is submitted for you and the scrape continues. Typing the code by hand keeps working as the fallback, and this app is only for that one agency — do not install it otherwise.

A.1.2 Step 2 — open the toll account page

Toll Providers → <account name>

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E-ZPass New Jersey

Toll Provider Account

Refresh Vehicles and Transponders List

Transponder list is served from cache
Last refreshed from the provider: 9/6/2026, 10:58:33 PM Transponders added at the agency since then are missing — press Refresh to reload the list.

Vehicles (49)

Transponders (64)

Linked
 No transponder in DB
 Transponder differs from DB
 No provider assigned
 Not in DB

5 selected

Search by plate, make, model...

		STATUS	PLATE	VEHICLE	COLOR	TRANSPONDER	NICKNAME
:		Active		2024 ACURA RDX	Black		
:		Active		2023 HYUNDAI ELANTRA	—		
:		Active		2024 NISSAN SENTRA	—		
:		Active		2019 CHEVROLET OTHER	—		
:		Active		2025 MITSUBISHI OUTLANDER	—		
:		Active		2012 BMW 328 I	—		
:		Active		2021 PORSCHE PANAMERA	—		
:		Active		2021 PORSCHE PANAMERA	—		
:		Active		2021 PORSCHE PANAMERA	—		
:		Active		2021 PORSCHE PANAMERA	—		

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The page has two tabs, each with a live count — for example **Vehicles (49)** and **Transponders (55)**:

- Vehicles** — the vehicles the agency portal reports;
- Transponders** — the full tag inventory: tag number, type, status, and the plate it is assigned to in the portal.

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Toll Provider Account

Refresh Vehicles and Transponders List

Loaded 0 vehicles — loading full transponder inventory 55%

Vehicles (49) Transponders (64)

Linked
No transponder in DB
Transponder differs from DB
No provider assigned
Not in DB

5 selected
Search by plate, make, model...

		STATUS	PLATE	VEHICLE	COLOR	TRANSPONDER	NICKNAME
⋮	🔄	Active		2024 ACURA RDX	Black		
⋮	⊗	Active		2023 HYUNDAI ELANTRA	—		
⋮	⊗	Active		2024 NISSAN SENTRA	—		
⋮	⊗	Active		2019 CHEVROLET OTHER	—		
⋮	⊗	Active		2025 MITSUBISHI OUTLANDER	—		
⋮	⊗	Active		2012 BMW 328 I	—		
⋮	⊗	Active		2021 PORSCHE PANAMERA	—		
⋮	⊗	Active		2021 PORSCHE PANAMERA	—		
⋮	⊗	Active		2021 PORSCHE PANAMERA	—		
⋮	⊗	Active		2021 PORSCHE PANAMERA	—		

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When you open the page, a **background scan** of the portal starts and a progress bar appears. The scan runs on the server, so you can leave the page and come back. Returning re-uses a finished scan; **Refresh** forces a new one. If the agency requires a code, the MFA dialog opens by itself.

Columns: status icon, **Status** (Active / Inactive / Pending / Rental), **Plate** with state, **Vehicle** (year, make, model — missing values are filled in from your database), **Color**, **Transponder**, **Nickname**.

Above the table: a status multi-select that reads *N selected*, a search box — *Search by plate, make, model...* — and a counter on the right showing how many rows pass the filter, for example *39 of 49*.

A.1.3 Step 3 — resolve the five statuses

The legend under the table lists all five.

Icon	Status	What to do
 green check	Linked — vehicle exists, transponder matches	nothing
 purple broken link	No transponder in DB	if the account has exactly one tag, double-click the row to link it. Otherwise right-click the row and pick the tag from the list
 orange triangle	Transponder differs from DB	right-click → Update to tag . The old link for this provider is removed and replaced with the tag from the portal
 yellow triangle	No provider assigned — vehicle exists but this provider is not attached to it	attach the provider on the vehicle form: Edit → Basic Info → Toll Systems
 red cross	Not in DB	right-click → Create vehicle (or double-click). The vehicle form opens pre-filled

What "Create vehicle" pre-fills: plate, plate state, make, model, year, colour, the toll provider, the account, and the transponder number. When the account holds 50 tags or fewer, the form also offers a dropdown of free tags — active or assigned tags that are not yet used by another vehicle in your database.

The tag list deliberately excludes tags already linked to another vehicle, so one tag cannot be attached to two vehicles.

A.1.4 Linking a transponder by hand

1. **All Vehicles** → right-click the vehicle → **Edit**.
2. Stay on the **Basic Info** tab.
3. In **Toll Systems**, press **Add**.
4. Choose the toll system and type the **Transponder Number**.
5. Press **Save Vehicle**.

One vehicle can hold several systems at once, for example E-ZPass and SunPass.

Related flags on the same tab: **Verra Toll Tag Attached** (the tag is physically on the car), **Renters Tag** (the tag belongs to the renter), **Request Ship Tag** (a tag needs to be posted).

A.1.5 Assign Providers — bulk auto-linking

1. Go to **Vehicles** → **All Vehicles**.
2. Press **Assign Providers**.

The action walks every **active** toll account, builds a map of **plate** → **tag** from both the portal's vehicle list and any standalone tag that names a plate, then walks your cars. It is **idempotent** — running it again changes nothing. The result reads **Linked: N · Already: M · Errors: K**.

What that means when it does not link what you expected:

- **The licence plate is the only join key.** Not the VIN, not make and model. A car with an empty plate is skipped, and so is a plate the agency does not list.
- Spaces and dashes are ignored, so `LLC 2809` and `LLC2809` are the same plate. Anything else — a typo, a previous plate, a plate the agency holds under a different vehicle — is a miss, and the car stays unlinked.
- A car that already has a tag for that provider is left alone and counted under *Already*.
- If the agency returns no plates at all, the run links nothing. That is not a failure: it is the *agency only knows its tags* row of the table in A.1, and the pairing is yours to make (A.1.6).

Run it after every bulk vehicle load, and whenever an agency issues new tags.

A.1.6 When the agency's tags are not tied to plates

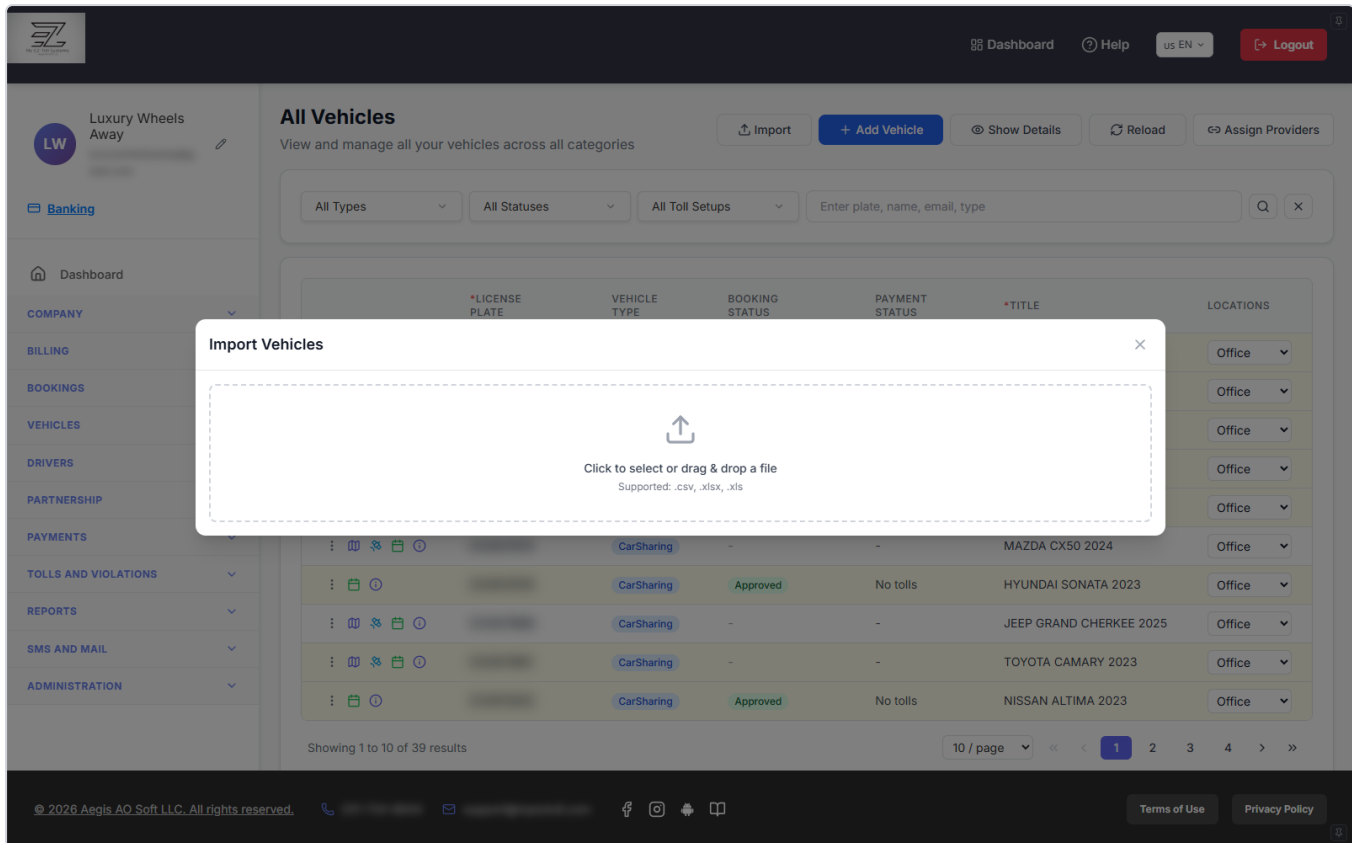
This is the second row of the table in A.1, and it is common: the portal lists tags, and which car each tag sits in is knowledge only you have.

1. Open the **Transponders** tab to see the full inventory and the status of each tag.
2. Create or locate the vehicles by any method from A.2 to A.5.
3. Return to the **Vehicles** tab. The vehicles now show  **No transponder in DB**.
4. Right-click each one and pick the correct tag.

Alternatively, attach the tag on the vehicle form (A.1.4). That single link is the minimum needed for that tag's tolls to reach the right vehicle.

A.2 Method 2 — import from CSV or Excel

1. Go to `Vehicles → All Vehicles`.
2. Press **Import**.
3. Drop the file on the upload area, or click it and choose a file. Accepted: `.csv`, `.xlsx`, `.xls`.



A.2.1 What happens next

- **Multi-sheet Excel** is parsed sheet by sheet. Sheets without a header row are skipped with a warning: *Skipped N tabs without column headers*. For CSV the first row **must** be the header row.
- **Columns are mapped automatically**, first by exact name, then by keyword. The counter at the top reads *N / M columns matched*.
- **To fix a mapping:** click the column header → **Map to database field** (there is a field search box) or **Unmap column**.
- **Validation is per row.** Bad cells are highlighted. Use the **All / Errors / Valid** filter. The counter reads *N row(s) with validation errors*.
- **You can edit values in place** in the preview table before saving.
- Press **Save**. The result reads *Import complete: X created, Y updated, or partial: ... Z errors*.

A.2.2 Required fields

- **Plate Number**
- **Plate State**

If the file has no plate-state column, a banner appears: *Plate state column not found*. Press **Fill plate state**, choose the state, then **Fill empty** or **Fill all**. An unknown value is reported as *"XX" is not a valid state*.

Before saving you can also set two values for the whole file:

- **Vehicle Type** — Car Sharing, Commercial, License Plate, or Taxi/Uber/Lyft.
- **Toll Provider** — transponder numbers in the file are then linked to this provider.

A.2.3 Recognised column names

Header matching ignores case and spaces.

Database field	Accepted headers
Title	title, car title, listing, listing title
Description	description, desc
Brand	brand, make, manufacturer, car make
Model	model, car model
Year	year, model year, mfg year
Color	color, colour, exterior color
Interior Color	interior color, int color
Plate Number	plate, plate number, license plate, plate no, tag, tlc plate, registration plate
Plate State	plate state, plate number state, registration state
VIN	vin, vin number, chassis number, vin code
Address Line 1	address, street, garage address, parking address
Address Line 2	address2, apt, suite, unit
City / State / Zip	city / state, province / zip, postal code
Phone Number	phone, tel, mobile, cell
Price/Week (Full Time)	price per week, weekly rate, weekly price, rate, price
Price/Week (Day Shift)	day shift price, day shift rate
Price/Week (Night Shift)	night shift price, night shift rate
Security Deposit	deposit, security deposit
Min Reservation Days	min days, minimum reservation days, min booking days
TLC	tlc, is tlc
Published	published, active, visible
Rental Type	rental type, lease type, booking type
Pricing Period	pricing period, billing period
Allow Negotiating Price	negotiable, price negotiable
Vehicle Type	vehicle type, car type, category
Liability Insurance	liability, liability insurance
Full Coverage Insurance	full coverage, comprehensive insurance
Pedicab / Monthly Car	pedicab / monthly
Kill Switch ID	kill switch, gps, tracker, tracker id

Database field	Accepted headers
Toll Tag Attached	toll tag, has toll tag
External	external, is external
Renters Tag / Request Ship Tag	renters tag / ship tag
Engine Type	engine, fuel type
Seater Type	seats, seater, passenger count
Latitude / Longitude	lat / lng, lon, long
Transponder Number	transponder, transponder number, tag number, ez pass tag, toll tag number, tag#

Insurance values are checked against the catalogue. An unknown value is reported as "X" *not found in Liability Insurance*, and you can pick the correct one.

Then link the tag. An import fills the fleet, not the toll link. Map the **Transponder Number** column if your file has one; otherwise finish with **Assign Providers** (A.1.5) or attach the tag by hand (A.1.4), and check the account page for cars still showing purple *No transponder in DB*.

A.2.4 VIN decoding

When the file has a VIN column:

1. Press **Decode VINs**. The system queries the NHTSA database and fills in make, model, and year.
2. The result reads *VINs decoded: N vehicle(s) identified*, or reports how many were not found.
3. **Mismatches are highlighted**, for example *Year: file says "2019", VIN says "2020"*. A banner appears: *Some rows have make/model/year that differ from VIN data*.
4. Press **Fix with VIN data** on one row, or **Fix all with VIN data**.
5. Invalid VINs are marked *This VIN was not recognised by NHTSA*. Press **Fix all VINs (N)**.
6. **Re-decode VINs** runs the whole pass again.

Decoding a VIN column is the fastest way to clean up a messy fleet file.

A.2.5 Import errors

Message	Cause and fix
<i>This CSV file has no column headers</i>	the first row holds data. Add a header row
<i>No sheets with column headers found in the file</i>	every sheet lacks headers
<i>No rows to import (all rows have errors)</i>	fix the highlighted cells, or unmap the offending column
<i>This sheet is empty</i>	the sheet has no rows and is skipped
<i>Could not parse the file</i>	corrupted file or encoding. Re-save as CSV UTF-8 or xlsx

A.3 Method 3 — from a GPS provider

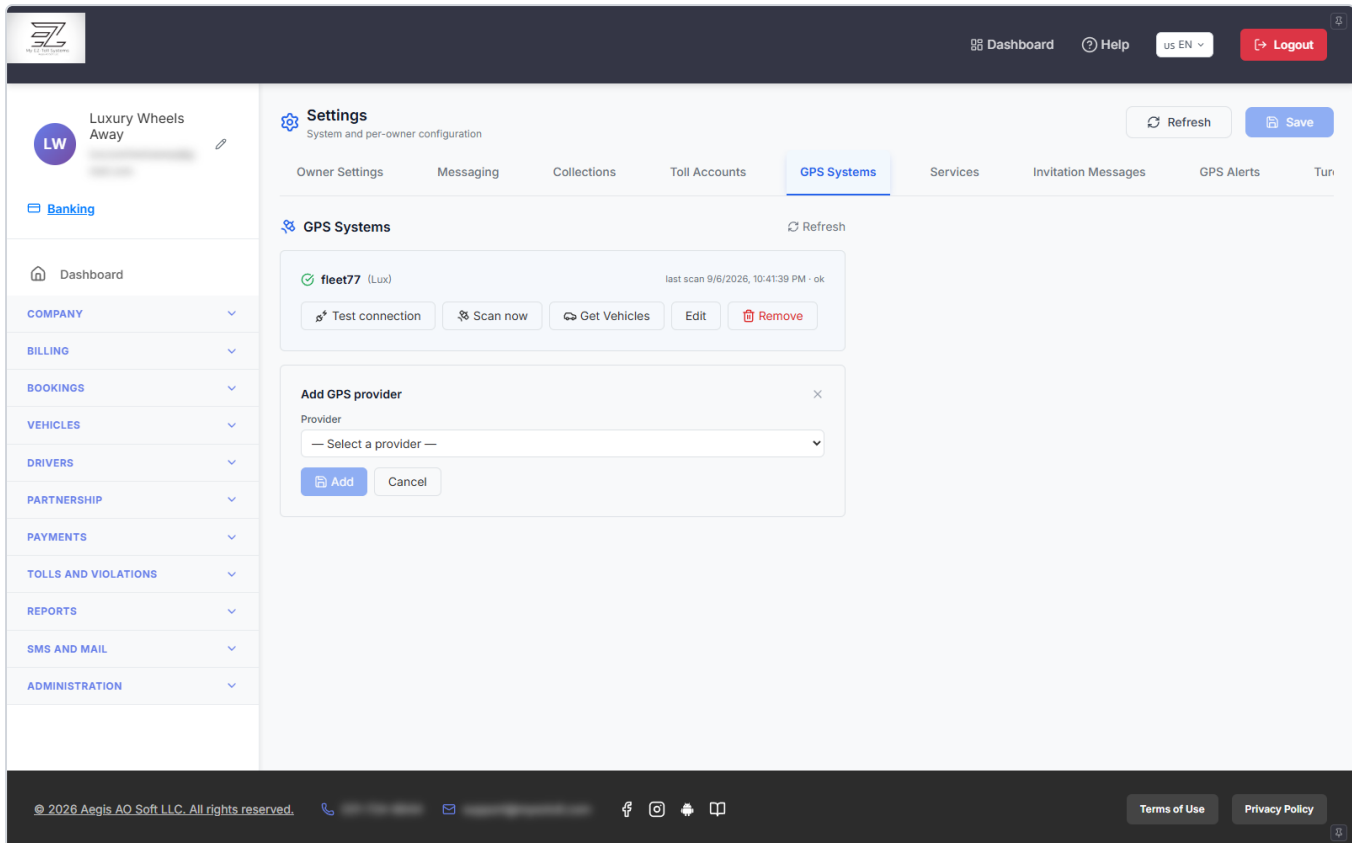
Company → Settings → GPS Systems

The screenshot shows the 'Settings' page of the myeztoll Owner Portal. The left sidebar contains a user profile for 'Luxury Wheels Away' and a menu with options like Banking, Dashboard, and various system settings. The main content area is titled 'Settings' and includes tabs for Owner Settings, Messaging, Collections, Toll Accounts, GPS Systems (selected), Services, Invitation Messages, GPS Alerts, and Tun. The 'GPS Systems' tab shows a list of providers, with 'fleet77 (Lux)' currently active. It displays a 'last scan' timestamp and several action buttons: 'Test connection', 'Scan now', 'Get Vehicles', 'Edit', and 'Remove'. A '+ Add GPS provider' button is also visible. The footer contains copyright information, social media links, and links to Terms of Use and Privacy Policy.

A.3.1 Connect a provider

Available plugins depend on what is loaded on the server: **Fleet77, Samsara, Zubie, Geotab, Invers, HQ Rental**. If none are loaded you see *No GPS plugins are loaded on the host* — an admin must upload the DLL under **Administration → Plugins**.

1. Press **Add GPS provider**.
2. Choose the **Provider**.
3. Fill in the credential fields. The plugin declares them itself: API key, login and password, account id, and so on.
4. Optionally set a **Nickname**.
5. Press **Save**.



Secrets are never displayed again. When editing, leave a field blank to keep the stored value, or type a new value to overwrite it.

A.3.2 The four buttons on a provider card

Button	What it does
Test	checks the connection now
Scan	pulls coordinates for the last 48 hours. Reports <i>N vehicles</i> , <i>M coordinates</i> (<i>K new</i>)
Sync vehicles	matches the provider's vehicles to your vehicle list
Edit / Remove	change credentials, or delete the integration

Card status: green check — last scan succeeded; red cross — consecutive failures; grey plug — never scanned. The card also shows the time and status of the last scan.

A.3.3 Sync vehicles and the review queue

The result reads: **Vehicles: A assigned, B AI-matched, C to review, D already set.**

- **assigned** — matched on plate or VIN, tracker linked automatically. VINs are compared with the usual O/I/Q confusions folded to digits, so a hand-typed VIN still matches a vendor one;
- **AI-matched** — the plain keys could not line up (a provider id sitting in the VIN column, a plate typo, a model-name variant) and the match was made among **your own cars that have no device yet**. It can never reach another owner's car;

- **to review** — could not be matched confidently, or the vehicle arrived with **no plate**. These rows are **not written to the database**;
- **already set** — the tracker was already linked.

A vendor vehicle that turns out to be **another owner's car** is counted separately and skipped — the sync never moves a car or a device between owners on its own.

When rows need review, the **Review provider vehicles** dialog opens. Each row shows make, model, year, plate, plate state, VIN, IMEI, and the reason (**no plate** or **unmatched**).

For each row:

1. Open the dropdown.
2. Choose **+ Create as new car**, or pick an existing vehicle from the list.
3. Press **Write to DB**, or press **Discard** to drop the row.

The review button stays in the tab header until the queue is empty, so you can come back later.

A tracker is not a toll tag. Syncing from GPS gives you the vehicle and the device, never the transponder. The tag still has to be linked per A.1.4 or A.1.5.

A.3.4 Attaching a tracker by hand

1. **All Vehicles** → right-click the vehicle → **Edit** → **Basic Info** tab.
2. Enter the **GPS tracker IMEI**, for example **356938035643809** . The device and its last-seen time appear underneath.
3. If the IMEI already belongs to another account, a **Move GPS device?** confirmation appears and shows the current account. The move happens only if you confirm.
4. Press **Save Vehicle**.

This is how "our own" devices are attached. The portal marks them **Ours**, as opposed to **Third party** devices imported from an external system, shown as *via provider*.

A.3.5 What the system does automatically

The GPS worker polls live positions about every 5 minutes, scans history every 6 hours, and densifies the last 20 minutes every 5 minutes. Raw coordinates are kept for 30 days on a rolling window. Calculated GPS tolls are kept permanently. The toll-to-booking history is kept for 130 days.

A.4 Method 4 — manual entry

1. Go to **Vehicles** → **All Vehicles** .
2. Press **Add Vehicle**.
3. Fill in the three tabs.
4. Press **Save Vehicle**.

Basic Info

The screenshot shows the 'Add New Vehicle' form in the myeztoll Owner Portal. The form is titled 'Add New Vehicle' and has three tabs: 'Basic Info', 'Pricing', and 'Location'. The 'Basic Info' tab is active. It contains the following fields and options:

- Title:** Vehicle listing title
- Description:** Describe your vehicle...
- Publish listing:** ☐
- Show on My E-Z Wheels:** ☐
- Toll Systems:** No toll systems assigned. [+ Add](#)
- Renter's tag:** ☐
- Request ship tag:** ☐
- Vehicle Information:**
 - Vehicle Type:** CarSharing
 - Country:** United States
 - Brand:** Select...
 - Model:** e.g., Camry
 - Year:** e.g., 2023
 - Exterior Color:** Black
 - Interior Color:** Black
 - Plate Number:** e.g., ABC1234
 - Plate State:** Select state...
 - VIN:** 17-character VIN
 - Mileage (mi):** Odometer reading
 - GPS Tracker IMEI:** e.g. 356938035643809

Buttons: [Back](#), [Save Vehicle](#) (top right), [Cancel](#), [Save Vehicle](#) (bottom right).

The form has three tabs: **Basic Info**, **Pricing**, **Location**.

Title, **Description**, **Publish Listing**, **Toll Systems** (provider + transponder number, repeatable) with **Renter's Tag** and **Request Ship Tag**, then **Vehicle Type**, **Country**, **Brand**, **Model**, **Year**, **Exterior Color**, **Interior Color**, **Plate Number**, **Plate State**, **VIN** (17 characters), **Mileage** and **GPS Tracker IMEI**.

Do not leave the car without its tag. **Toll Systems**, on this same **Basic Info** tab, is the manual version of the link from A.1: press **Add**, pick the toll account, and type the transponder number. The number field is a filter-as-you-type list of the tags that account has and no other car has taken, so you rarely have to type the whole thing. One car can hold several rows — E-ZPass and SunPass, for instance. A row greyed out with a padlock instead of a bin — *managed by the provider* — you cannot edit and do not need to (A.1). Everything else is yours to fill in, and a car with no tag gets no tolls.

Location

The screenshot shows the 'Add New Vehicle' form in the myeztoll Owner Portal. The form is titled 'Add New Vehicle' and has a subtitle 'Enter vehicle details'. It features three tabs: 'Basic Info', 'Pricing', and 'Location', with 'Location' currently selected. The form is divided into two columns. The left column contains fields for 'Address Line 1' (with the value '162-28 CROSSBAY BLVD'), 'City' (with the value 'Howard Beach'), 'ZIP Code' (with the value '11414'), and 'Phone Number'. The right column contains fields for 'Address Line 2' (with the value 'Apartment, suite, etc.'), 'State' (with a dropdown menu showing 'NY — New York'), 'Country' (with a dropdown menu showing 'Select country...'), and 'Pickup location (booking plugin)' (with a dropdown menu showing '— None —'). At the top right of the form, there are buttons for 'Back' and 'Save Vehicle'. At the bottom right, there are buttons for 'Cancel' and 'Save Vehicle'. The footer of the page includes the copyright notice '© 2026 Aegis AO Soft LLC. All rights reserved.', social media icons, and links to 'Terms of Use' and 'Privacy Policy'.

Add New Vehicle
Enter vehicle details

Basic Info Pricing **Location**

Location & Contact

Address Line 1
162-28 CROSSBAY BLVD

Address Line 2
Apartment, suite, etc.

City
Howard Beach

State
NY — New York

ZIP Code
11414

Country
Select country...

Phone Number

Pickup location (booking plugin)
— None —

Cancel Save Vehicle

Address Line 1, Address Line 2, City, State, Zip Code, Phone Number.

Fill in the coordinates when you can. Violation plugins are filtered by distance from the vehicle, so a vehicle without coordinates can be skipped.

Pricing

The screenshot shows the 'Add New Vehicle' form in the myeztoll Owner Portal. The form is titled 'Add New Vehicle' and has a subtitle 'Enter vehicle details'. It is divided into three tabs: 'Basic Info', 'Pricing', and 'Location'. The 'Pricing' tab is currently selected. The form contains several input fields and dropdown menus for configuring vehicle pricing and insurance. The 'Pricing' section includes a 'Rental Type' dropdown set to 'Full Time', 'Rental rates' for Day (1), Week (0.00), and Month (0.00), and a 'Weekly Price (Day Shift)' field set to 0.00. There is also a 'Weekly Price (Night Shift)' field set to 0.00, a 'Security Deposit' field set to 0, and a 'Minimum Reservation Days' field set to 3. An 'Allow negotiating price' checkbox is checked. The 'Insurance' section includes a 'Liability Insurance' dropdown set to 'Select...' and a 'Full Coverage Insurance' dropdown set to 'No coverage'. The form has a 'Back' button and a 'Save Vehicle' button at the top right. The footer of the page includes the copyright notice '© 2026 Aegis AO Soft LLC. All rights reserved.' and links to 'Terms of Use' and 'Privacy Policy'.

Add New Vehicle
Enter vehicle details

Basic Info **Pricing** Location

Pricing

Rental Type: Full Time

Rental rates: Day: 1, Week: 0.00, Month: 0.00

Weekly Price (Day Shift): 0.00

Weekly Price (Night Shift): 0.00

Security Deposit: 0

Minimum Reservation Days: 3

☒ Allow negotiating price

Insurance

Liability Insurance: Select...

Full Coverage Insurance: No coverage

Cancel Save Vehicle

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Rental Type (Full Time / Day Shift / Night Shift), the weekly price for each type, **Security Deposit**, **Minimum Reservation Days**, **Allow Negotiating Price**.

If the deposit is below the owner-level minimum it is raised automatically, with the warning *Security deposit was below the minimum (\$X). It has been adjusted.*

Liability Insurance and **Full Coverage Insurance**, chosen from the catalogue, are on this tab as well.

Defaults save time

Many fields are pre-filled from **Company → Settings → Owner Settings** : minimum reservation days, pricing period, price per week, liability insurance, full coverage insurance, exterior colour, interior colour. Set them once.

Pre-filled forms

The same form opens pre-filled when you create a vehicle from a toll account page (A.1.3).

A.5 Method 5 — from a booking platform

A.5.1 Two plugin families

Family	Platforms	Flow
Rental (P2P)	Turo , Getaround	consumer, host account
BookingPlatform (B2B)	HQ Rental, Renteon, RENTALL, Rent Centric, TSD, Easy Rent Pro, Wheelbase	corporate SaaS, API keys

Connecting a plugin is **admin only**: `Administration → Settings → Booking Plugins`, for the selected owner.

A.5.2 Configure a booking plugin

1. Open the **+ Add booking plugin** dropdown and pick the platform.
2. Fill in the plugin's own fields — API key, subdomain, login and password, and so on.
3. Set the shared options:
 - **Tenant ID (optional)** — for multi-tenant platforms;
 - **Auto-sync every (minutes)** — background sync interval, default 60;
 - **Also sync vehicles (off = bookings only)**;
 - **Charge tolls to the renter (off = you absorb this platform's tolls)**.
4. Press **Add integration** (or **Save changes**).
5. Press **Verify** to check access. The toast shows the account summary.
6. Press **Sync now** to pull vehicles, drivers, and bookings immediately.

All three shared options are stored **per owner**, so two owners on the same platform can poll at different cadences, and one can sync vehicles while the other reads bookings only. Where a plugin needs a **region**, set it here as well — a wrong region reads an empty fleet and looks like a broken integration.

Remove deletes the integration for this owner.

Secrets are not displayed again: *Leave a field blank to keep its existing value; type a new value to overwrite.*

A.5.3 Plugin capabilities

Platforms differ in what they allow. When something is not supported, the button is disabled and explains why:

- *Adding vehicles is not supported by your connected booking plugin.*
- *Saving / Deleting vehicles is not supported...*
- *Adding drivers is not supported...*

- *Creating / Editing bookings is not supported...*

If the platform handles the rental agreement itself, for example HQ Rental, our agreement is not requested at all.

A.5.4 Pulling vehicles — Get from *platform*

1. Go to **Vehicles** → **All Vehicles**.
2. Press **Get from platform**.

The result reads *N created, M updated, K skipped*, or *no new vehicles*. There is one button per configured platform that supports manual fetching.

Turo has no such button. Its vehicles arrive differently.

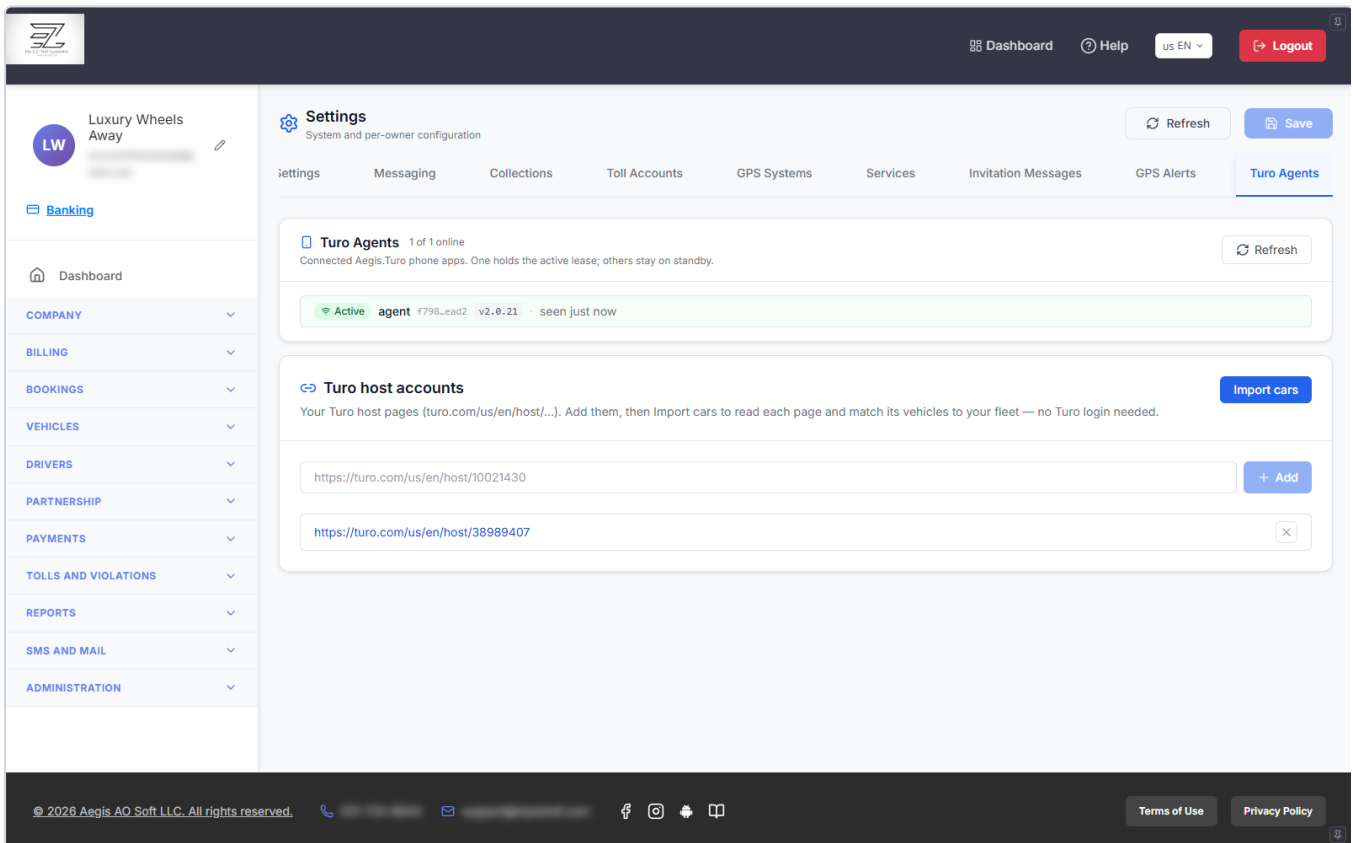
A platform pull is not a toll link either. Whatever the platform gave you, the transponder still comes from the toll agency — run **Assign Providers** afterwards (A.1.5).

A.5.5 Turo in detail

Turo has no server-side API for reading a host account. Everything is read **through the Aegis.Turo agent app** on the owner's phone. The server never contacts Turo directly.

Turo Agents

Company → **Settings** → **Turo Agents** — the tab appears when the owner has the Turo plugin configured.



The table lists connected devices: **Device** • **Status** • **First connected** • **Last seen** • **Actions**.

- Statuses: **Active** (the current lease holder), **Standby**, **Offline**.
- **Make active** — promote a device. **Only one agent per owner can be active.**
- **Remove from list** and **Remove offline (N)** — clean up the registry.
- *Device is offline — it must be running to transfer* means no read is possible until the phone is back online.

Which cars need linking, and what you need for it

A booking arriving from Turo is matched to one of your cars by the platform's own vehicle id first, then the plate, then make + model + year. A car that is the only one of its make, model and year is therefore found **with no link at all** — you do not have to link anything to start taking Turo bookings.

Linking is what settles **identical cars**: two or more of the same make, model and year. That last key fits all of them at once, so their bookings keep coming back **ambiguous** until each listing is tied to one specific car.

There are two ways to tie one:

- **From the host page** — the block below. The page is read **on the phone**, and the block is offered **only while an agent is Active**: Turo answers the phone and refuses our servers.
- **From a booking** — in the confirm dialog, tick **Remember this Turo listing for the selected car** (B.1.4). This needs no phone, but it can only link a listing that has already sent you a booking.

Without an active agent there is no **Unlink**. The booking checkbox can still move a listing onto a different car — tick it again on the next booking of that listing — but only the host-page dialog can clear a link completely.

Importing cars from Turo host pages

This block appears **only when an agent is active**.

1. Type your host page URL, for example `https://turo.com/us/en/host/10021430`, and press **Add**. You can add several.
2. Press **Import cars**. The **Import cars from Turo host pages** dialog opens.
3. Pick one host page, or **All host pages (slower)**.
4. Press **Scan host page**. The page is read **on your phone**, one host at a time. Progress reads *Scanning host X of Y on your phone....*
5. Review each vehicle's status:
 - **linked** — already matched;
 - **already-linked** — the link existed before;
 - **ambiguous** — several candidates;
 - **no-match** — nothing matched.
6. For **ambiguous** and **no-match**, open **Choose a car...**, pick the vehicle, and press **Link**.
7. For linked rows you can press **Re-link** or **Unlink**. Both ask for confirmation and state the consequence:
 - Re-link: *Future Turo bookings for this vehicle will be created on the newly selected car. Existing bookings, history and tolls stay on the current car and are not changed.*

- Unlink: *New Turo bookings for this vehicle will no longer map to this car automatically. Existing bookings, history and tolls are not changed.*

The summary reads *N linked · M need a car*. No Turo login is required — the public host page is read.

One physical vehicle can be listed on several Turo accounts. The system supports many external vehicles mapping to one vehicle in your database.

Pending Turo bookings

Bookings → Pending Bookings – Turo . See B.1.4.

Sync controls on that page: **Re-read from Turo**, plus separate **Bookings**, **Vehicles**, and **Drivers** buttons. Each reports *+X new, Y updated, Z skipped*.

Vehicles and drivers are always applied immediately — driver licence photos are uploaded here. The **Queue for review / Apply directly** switch affects **bookings only**.

Turo emails → the portal

Turo has no webhook, so its notification emails are the only thing it pushes at you. Redirect them to the portal and it reacts to a trip within a minute instead of waiting for the agent's next read. The parsed messages are: **booking requested**, **booking approved**, **booking modified**, **booking cancelled**, **trip started**, **trip completed**, **a message from the guest**, and **"the guest has been charged for your reimbursement invoice"** — the last one marks those tolls paid, because Turo has collected them (C.3).

Set up your relay address. Company → Settings → Owner Settings , the **Email Relay** card:

1. **Public alias** — a name of 3–40 characters, lowercase letters, digits, `.` `-` `_` . You get `<alias>@mail.myeztoll.com` ; the toast *That alias is already taken* means someone got there first.
2. **Forward to (your real email)** — your own address. Everything that arrives at the alias is forwarded to it, so nothing is hidden from you, and a reply you send from there goes back to the original sender without exposing your address. Keep **Forwarding enabled** on — off makes inbound mail bounce.
3. Save, and use **Recent senders** on the same card to confirm mail is arriving.

Redirect Turo's mail into it, in Gmail. These are Gmail's own screens and their wording changes from time to time; only two things matter — the forwarding address and the filter.

1. Settings → See all settings → Forwarding and POP/IMAP → Add a forwarding address , and paste the alias. Gmail sends a confirmation code to it, the relay forwards that to your real inbox, and you confirm with the code (or the link) from there.
2. Do **not** switch on "Forward a copy of incoming mail" — that would send your whole mailbox. Instead Settings → Filters and Blocked Addresses → Create a new filter , **From:** `mail.turo.com` , then **Create filter** → **Forward it to** the alias. Repeat for `turo.com` and `notifications.turo.com` if you also want support, claim, and rating mail.
3. Leave Gmail's own copy in the inbox — the filter forwards, it does not move mail away from you.

Two details make forwarding work rather than half-work:

- The portal decides what a message **is** from its original **From:** header, not from the envelope, and that header survives a Gmail forward. So forwarded Turo mail is still recognised as Turo mail and not as mail from your own mailbox.
- It reads the original **To:** header to tell **which Turo account** the message belongs to. Several Turo accounts can therefore share one alias — each stays attributed to the account Turo addressed.

Configure the Turo plugin first (A.5.2). Notification mail for an owner who has no Turo integration is deliberately ignored, so forwarding set up before the plugin looks like it does nothing.

Collecting a toll a Turo guest never paid

A Turo guest has no card in the portal, so a failed toll charge is recovered through Turo: open the booking, choose **Invoice**, export the **PDF** (or the image), and attach it to a reimbursement request in Turo. Turo charges the guest and reimburses you. See E.3 for what the invoice contains.

When a sync fails

A **Sync failed** dialog appears: *The platform returned an error page. This is usually a temporary block — try again in a minute.* Press **View source** or **View rendered page** to see exactly what came back: a captcha, a block, or a redirect.

B. BOOKINGS

B.0 Booking statuses

Code	Status	Meaning
0	Init	being created
1	PendingApproval	waiting for approval
2	CompletedEarly	closed before the end date
3	RequestExpired	request expired
4	RequestDenied	declined
5	ApprovedWaitingForInsuranceApproval	approved, insurance pending
6	Approved	active
7	Completed	finished
8	Draft	draft
9	DepositFailed	deposit declined
10	PaymentFailed	payment declined
11	RefundFailed	refund failed
12	TollCardMissing	no card for tolls
13	NotBooked	not booked
14	WaitingNewDriverInfo	waiting for driver data
15	WaitingForAgreement	waiting for the signed agreement
16	WaitingForCC	waiting for a card
17	Canceled	cancelled

Statuses 14, 15, and 16 mean "waiting for the driver". They clear automatically when the driver completes that step through the link they were sent.

B.1 Creating a booking

B.1.1 From a vehicle — the main path

1. Go to **Vehicles** → **All Vehicles**.
2. Right-click the vehicle and choose **Book Reservation**, or double-click the row.
3. Enter the driver's **email**. An existing driver is loaded; otherwise you can create a new one.

4. Set the **start** and **end** dates. The vehicle's minimum reservation days are enforced.
5. Handle the card. If there is no active card you see *No active card found. Please select or add a card before booking.* Select an existing card, or send the driver a card link.
6. Press the confirm button. The system checks for overlaps:
 - an **approved** conflicting booking blocks you: *This vehicle is already booked: (,). Cannot create an overlapping booking.;*
 - a **not yet approved** conflict offers a way out: *This booking is not approved yet. Cancel it and continue?;*
 - the driver is checked too: *This renter already has an active booking on this vehicle / ...on a different vehicle. Cancel it first.*
7. The rest runs automatically, following the owner settings: the booking is created, approved, insurance is approved, the agreement is generated, and the signing link is sent by SMS, email, or QR code.

Messages you will see: *Creating booking and agreement..., Agreement link sent to , Agreement SMS sent, Could not send SMS. QR code shown., Booking created successfully.*

If the pre-check says the vehicle is unusable, **Book Reservation** is replaced by a disabled **Unavailable for booking**.

B.1.2 From a driver — the wizard

1. Go to **Drivers → Drivers**.
2. Right-click the driver and open the booking wizard.
3. Select the dates.
4. Select the vehicle. There is a search box.
5. Confirm. The result is either *approved* or *agreement sent*.

Use this when the customer already exists and you are choosing a vehicle for them.

B.1.3 Inviting a driver to complete their data

1. Go to **Drivers → Drivers** and press **Invite Driver**, or open a booking and press **Send invitation to driver**.
2. Choose SMS, email, or **Copy link**.

The invitation is a link to a wizard where the driver completes only what is missing:

- **driver licence** — front, or front and back, depending on **Driver licence requirement**;
- **rental agreement**;
- **bank card**.

If nothing is missing you see *Driver has already completed everything*.

Invitation wording is configurable: **Company → Settings → Invitation Messages** holds owner-editable, multi-language templates.

Luxury Wheels Away

Banking

Dashboard

- COMPANY
- BILLING
- BOOKINGS
- VEHICLES
- DRIVERS
- PARTNERSHIP
- PAYMENTS
- TOLLS AND VIOLATIONS
- REPORTS
- SMS AND MAIL
- ADMINISTRATION

Dashboard
Help
us EN
Logout

Settings
System and per-owner configuration

Owner Settings
Messaging
Collections
Toll Accounts
GPS Systems
Services
Invitation Messages
GPS Alerts
Tur

Invitation Messages
Customize the default SMS and email texts drivers and renters receive when you invite them. Edit each language, then click Auto-translate to fill in the rest.

Message
Driver invite — SMS

Language
English — base language

This is your base language. After editing it, click "Auto-translate all languages" to refresh the others.

Message body

Thank You for booking Your Turo Vehicle
Vehicle: {vehicle}
Dates: {dateFrom} - {dateTo}

All renters are required to sign a rental agreement acknowledging and accepting all terms and conditions.

Click to insert. Available placeholders: {platform} {owner} {company} {firstName} {lastName} {url} {vehicle} {dateFrom} {dateTo}

{platform} {owner} {company} {firstName} {lastName} {url} {vehicle} {dateFrom} {dateTo}

Save
Reset to default
Preview
Auto-translate all languages

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B.1.4 Confirming an external booking (P2P)

Bookings → Pending Bookings – <platform>

Luxury Wheels Away

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Turo pending bookings

Bookings awaiting confirmation (0)
Drivers awaiting review (59)
Turo Cars (17)
History (165)

No bookings to review

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The page has four tabs, each with a live count:

myeztoll Owner Portal — User Guide

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Tab	Contents
Bookings awaiting confirmation	bookings queued for you to confirm. Empty state: <i>No bookings to review</i>
Drivers awaiting review	drivers pulled from the platform that need checking
Turo Cars	every vehicle imported from the platform: plate, VIN, type, with a search box
History	everything already processed, with search and a trip-start date filter

Reload re-reads the queue.



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Turo pending bookings

Reload

Bookings awaiting confirmation (0)Drivers awaiting review (59)Turo Cars (17)History (165)

NAME	PHONE	EMAIL	CANDIDATE	REASON	ACTIONS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Fuzzy match	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Fuzzy match	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject
[REDACTED]	[REDACTED]	[REDACTED]	-	New driver	ApproveReject

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Bookings awaiting confirmation (0)
Drivers awaiting review (59)
Turo Cars (17)
History (165)

Search cars...

	LICENSE PLATE	VEHICLE	VIN	TYPE
		2023 Nissan Altima		CarSharing
		2026 HYUNDAI ELANTRA		CarSharing
		2020 BMW X3		CarSharing
		2025 Volvo XC-90		CarSharing
		2023 HONDA ACCORD		CarSharing
		2024 MAZDA CX50		CarSharing
		2025 TOYOTA OTHER		CarSharing
		2026 Hyundai Elantra		CarSharing
		2024 MAZDA CX90		CarSharing
		2023 HYUNDAI SONATA		CarSharing

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Turo pending bookings

Bookings awaiting confirmation (0)
Drivers awaiting review (59)
Turo Cars (17)
History (165)

Trip start
mm/dd/yyyy
mm/dd/yyyy

Search history...

	RESERVATION	STATUS	VEHICLE	TRIP START	TRIP END	UPDATED
	#6069767	AutoCancelled	2023 Dodge Challenger	11/16/2026, 3:00:00 PM	11/18/2026, 3:00:00 PM	8/22/2026, 11:51:19 AM
	#61094129	Confirmed	2023 Hyundai Sonata	9/7/2026, 12:30:00 AM	9/8/2026, 7:00:00 PM	9/6/2026, 9:12:27 PM
	#61092997	Confirmed	2023 Hyundai Sonata	9/6/2026, 9:30:00 PM	9/8/2026, 9:30:00 PM	9/6/2026, 8:58:12 PM
	#61089478	Confirmed	2023 Nissan Altima	9/6/2026, 6:30:00 PM	9/8/2026, 1:00:00 PM	9/6/2026, 5:02:11 PM
	#61035577	Confirmed	2023 Nissan Altima	9/6/2026, 12:30:00 PM	9/7/2026, 8:00:00 PM	9/6/2026, 4:44:42 PM
	#61029675	Confirmed	2023 Hyundai Sonata	9/5/2026, 1:00:00 PM	9/7/2026, 1:00:00 PM	9/5/2026, 1:37:00 PM
	#61038191	Confirmed	2024 Hyundai Elantra	9/4/2026, 10:00:00 PM	9/7/2026, 10:00:00 PM	9/6/2026, 11:23:24 PM
	#61029081	Confirmed	2023 Toyota Camry	9/4/2026, 9:00:00 PM	9/6/2026, 9:00:00 PM	9/5/2026, 9:53:38 PM
	#61036020	Confirmed	2025 Toyota Camry Hybrid	9/4/2026, 8:00:00 PM	9/6/2026, 11:30:00 PM	9/4/2026, 7:49:35 PM
	#61027741	Confirmed	2026 Nissan Altima	9/4/2026, 6:00:00 PM	9/7/2026, 6:00:00 PM	9/4/2026, 9:04:30 PM

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Two processing modes are available for bookings:

- **Queue for review** — bookings wait for you to confirm them. Safe, manual control.

- **Apply directly** — bookings are created automatically.

In the **Confirm pending booking** dialog:

1. Choose the **Vehicle**.
2. Choose the **Driver**, or press **New driver**.
3. Check the indicators: **Credit card on file**, **Agreement signed (previous booking)**.
4. If needed, press **Add card to driver**.
5. Read **Booking will be created as** — it shows the resulting status.
6. Tick **Remember this platform listing for the selected car** so future bookings of that listing map automatically.
7. Press **Create booking**.

Link to Turo booking is a separate tool. Turo sometimes sends only a name, with no contact details, so the booking carries a placeholder driver. Open the tool, pick the booking that belongs to your driver, and the placeholder is merged into them. Hints shown: *Same phone, Vehicle unknown, A previously sent card/agreement link has been invalidated — send a new one to this driver.*

B.2 Editing a booking

Bookings → Bookings . Two tabs: **List** and **Scheduler**.

The screenshot displays the 'Bookings' section of the myeztoll Owner Portal. The page is titled 'Bookings' and includes a 'View all bookings' link. There are two tabs: 'List' (active) and 'Scheduler'. The 'List' tab shows a table of bookings with the following columns: RENTAL AGREEMENT, SOURCE, STATUS, TOLL PAYMENTS, RENTER, PHONE, and CAR. The table contains 10 rows of data, showing various booking statuses such as 'Approved', 'Completed', 'Waiting for Card', and 'Failed'. The footer of the page includes copyright information for 2020 Aegis AO Soft LLC and links to Terms of Use and Privacy Policy.

RENTAL AGREEMENT	SOURCE	STATUS	TOLL PAYMENTS	RENTER	PHONE	CAR
⋮	Turo	Approved	Succeeded			HYUNDAI SONATA WHI
⋮	Turo	Approved	Succeeded			NISSAN ALTIMA WHITE
⋮	Turo	Waiting for Card 0/1 conditions	No tolls			HYUNDAI SONATA GRE
⋮	Our booking	Approved	Succeeded			NISSAN /
⋮	Turo	Completed	Payment stuck			Hyundai Elantra Grey
⋮	Turo	Completed	Succeeded			TOYOTA CAMARY 2023
⋮	Turo	Completed	Failed			TOYOTA /
⋮	Turo	Waiting for Card 0/1 conditions	No tolls			HYUNDAI SONATA WHI
⋮	Turo	Completed	Failed			MAZDA CX90
⋮	Turo	Completed	Failed			HYUNDAI EBAUTO /

Columns: **Rental Agreement, Source, Status, Toll Payments, Renter, Phone, Car, Plate, Date From, Date To, Toll Amount, Type.** Above them sit an **All Sources** filter (which booking platform the reservation came from), a status filter, date filters and a search box. **Source** names the platform on the booking itself, so a reservation keeps the origin it was created with. **Toll Payments** shows the money state of the trip: *Succeeded, Failed, Payment stuck, Not charged, or No tolls.*

Each row shows condition flags and how many are met: **User confirmed · Card · Payment · Agreement · Insurance · Driver data.** Some may be marked *optional*.

Row actions. Right-click the row or press ⌘.

The screenshot displays the 'myeztoll Owner Portal' interface. On the left is a sidebar with a user profile 'Luxury Wheels Away' and a 'Banking' link. Below this is a navigation menu with categories like 'COMPANY', 'BILLING', 'BOOKINGS', 'VEHICLES', 'DRIVERS', 'PARTNERSHIP', 'PAYMENTS', 'TOLLS AND VIOLATIONS', 'REPORTS', 'SMS AND MAIL', and 'ADMINISTRATION'. The main area is titled 'Bookings' and includes a 'View all bookings' link. A filter bar shows 'All Sources' and '9 selected'. Below this is a table with columns: RENTAL AGREEMENT, RENTER, PHONE, CAR. A context menu is open over the first row, showing actions: Edit Reservation, Cancel Booking, Cancel From The Start, Change Car, Charges, Booking Info, View Tolls, View Violations, Charge booking, and Send Rental Agreement. The footer contains copyright information and links to Terms of Use and Privacy Policy.

Action	What it does
Approve Booking	<i>Approve booking? A payment flow will be created and the registration fee becomes chargeable.</i>
Send Driver Invitation	resume an unfinished registration. With nothing left to do: <i>Driver has already completed everything</i>
Edit Reservation	change the driver (by email — <i>change the email to assign a different driver</i>), the start date , and the end date
Complete Early	close the booking before the end date. Asks for confirmation
Cancel Booking	cancel from now on. Tolls already incurred stay billable
Cancel From The Start	cancel as if the booking never ran. Unpaid tolls attached to it are released, so they can be re-matched to the booking that really covered the crossing
Change Car	see B.3
Return Deposit	settle the held deposit back to the driver
Reopen Booking	put a completed booking back into an active state
Restore Booking	bring back a cancelled booking. Restoring through this action re-creates the registration fee; setting the status by hand in the database does not
Charges	jump to the money of this booking
Booking Info	summary: driver, owner, rental period in days, and every vehicle the rental used — not just the current one
View Tolls	the crossings attached to this booking
Create Invoice (unpaid tolls)	issue a driver invoice for the tolls still unpaid
View Violations	the tickets attached to this booking
Trip	the GPS track of the rental on a map, where the vehicle is tracked
Charge booking	charge the outstanding amount of this booking now
Rental Agreement	open the signed agreement, or <i>No signed agreement found for this booking</i>
Send Rental Agreement	re-send the signing link. There are also Send agreement by SMS , a QR option (<i>Scan the QR to send the agreement by SMS</i>), and Print
Send Card Registration Link	send the driver a link for adding a bank card. Where there is no card on file: <i>This driver has no card on file — send them a card registration link</i>
Retry Payment	retry failed charges. With none pending: <i>No failed charges to retry for this booking</i>
Failed Payment Details	the Stripe decline reason, or <i>No Stripe error record (the charge may not have reached Stripe)</i>

What you may edit depends on the plugin. A booking pulled from an external platform can be read-only: *Editing bookings is not supported by your connected booking plugin.*

Scheduler shows the same data as a calendar grid, which makes overlaps and idle gaps obvious.

The screenshot displays the 'Scheduler' view within the 'Bookings' section of the myeztoll Owner Portal. The interface features a sidebar with navigation options and a main calendar grid. The calendar grid shows bookings for various vehicles, with each booking represented by a colored bar indicating its status: blue for 'Completed Early', green for 'Approved', blue for 'Completed', and orange for 'Waiting for Card'. The bookings are for vehicles such as 'Dzhonik...', 'MYLES BAILEY', 'YAZMIN RIC...', 'Shawn...', 'RONAL...', 'Jyenna...', 'jessica', 'Lavo...', 'MATTHEW CASEY', 'J.Anthony Darrell', 'JOSE...', and 'DANA...'. The bottom of the interface includes a footer with copyright information and links to 'Terms of Use' and 'Privacy Policy'.

B.3 Changing the vehicle on a booking

1. Go to **Bookings** → **Bookings**.
2. Right-click the booking and choose **Change Car**.
3. Pick the new vehicle from the list. Columns: **Car** · **Plate** · **Year**, with a search box and a **Current** badge on today's vehicle.
4. The toast reads *Car changed successfully*. With no alternatives you see *No other vehicles available*.

What happens to the tolls

The system keeps an **interval history** of which vehicle served the booking and when. Therefore:

- tolls from **before** the change stay on the **previous** vehicle and on the same booking;
- tolls from **after** the change go to the new vehicle;
- **late tolls** — published by the agency days later — land on the vehicle and the driver that were active at the moment of the crossing, even if the booking is already closed and the vehicle has since changed.

The same rule covers vehicle substitution performed on an external platform.

Do not fix a "wrong driver on a toll" by deleting or moving the booking. Check the vehicle history of the booking first.

C. TOLLS

Tolls come from two independent sources: the **agency** (portal or official API) and **GPS** (calculated from the track). Both are described below, together with how they turn into money.

C.1 Agency tolls

C.1.1 How they arrive

1. **Schedule.** Every day at **06:00 US Eastern**, the scheduler queues one collection job per **active** toll account.
2. **Window.** From "last successful collection minus **14 days**" to now. The overlap is deliberate: some agencies — PANYNJ bridges including the George Washington Bridge, the New York CBDTP congestion zone, and sometimes MTA — publish a crossing days later. Duplicates are dropped on the pair (provider, external transaction id), so re-reading is safe.
3. **Workers** (`Administration` → `Workers`) take jobs from the queue, run the provider plugin, sign in, pass MFA if required, and store **every** transaction found in the raw layer.
4. **Matching.** A transaction is tied to a vehicle by **transponder number**, or by **plate number and state**.
5. **Payer resolution.** The crossing time is compared with the interval history of vehicle → booking → driver.
6. **Charging.** A payment and an invoice are created and the renter's card is charged, subject to the "who gets charged" policy in C.3.

Retention rule. All raw transactions are kept, including unmatched ones. An unmatched toll is not junk — it is a signal that a link is missing. A toll belongs to the **vehicle** and is kept permanently.

C.1.2 Where to look

Page	What it shows
Payments → Tolls	every toll invoice: date, time, plate, VIN, authority, description, amount, adjusted amount, payment id, booking id, status. Has Show Details , status and date filters, and search by plate or VIN
Toll Providers → Transactions	agency transaction tools. Reload re-reads saved rows from the database. Load transactions queries the providers directly without saving . Import loads an Excel/CSV file as if it came from a provider. Save to system persists what is displayed. Excel and PDF export
All Vehicles → right-click → All EZ Tolls	every crossing of one vehicle for the last 30 days, across all connected systems
Booking → Tolls	tolls of one booking, with tabs Tolls , Payments , Stripe Charges , totals, the GPS trip block, and Retry charge
Payments → Tolls (driver view)	the driver's unpaid tolls, with Pay this record and Pay all unpaid and a card selector
Administration → Owners → <owner> → Charges	the full money breakdown, see C.4



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Tolls

View all toll invoices

8 selected
Search by plate, VIN...

TOLL DATE	TOLL TIME	PLATE NUMBER	TOLL AUTHORITY	DESCRIPTION	AMOUNT	ADJUSTED AMOUNT	STATUS
Sep 6, 2026	02:30:41		n/a	Registration Fee	\$0.00	\$0.50	Success
Sep 5, 2026	22:14:41		n/a	Registration Fee	\$0.00	\$0.50	Success
Sep 5, 2026	02:44:00		GSP	GSP	\$0.79	\$0.00	Owner Trip
Sep 5, 2026	02:29:00		NJTP	NJTP	\$7.50	\$0.00	Owner Trip
Sep 5, 2026	01:47:00		NJTP	NJTP	\$7.50	\$0.00	Owner Trip
Sep 5, 2026	01:07:00		MTAB&T	MTAB&T	\$12.03	\$33.12	New
Sep 5, 2026	01:00:00		MTAB&T	MTAB&T	\$12.03	\$0.00	Owner Trip
Sep 4, 2026	23:31:00		NJTP	NJTP	\$7.50	\$28.47	Failed
Sep 4, 2026	22:08:00		MTAB&T	MTAB&T	\$12.03	\$33.12	New
Sep 4, 2026	21:10:00		PANYNJ	PANYNJ	\$16.79	\$37.76	Failed

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Toll Transactions

Accounts: All Accounts From: To: [Load Transactions](#) [Save to System](#) [Excel](#) [PDF](#)

Found: Total: \$248.11

Search by plate, facility, agency...

DATE	TIME	PROVIDER	PLATE	TRANSPONDER	FACILITY	ENTRY	EXIT	AMOUNT
Sep 5, 2026	22:44:00	ezpassnj			Bloomfield North	-	BLN	\$0.79
Sep 5, 2026	22:29:00	ezpassnj			I-278/ELIZ/GOETHAL/V	7	13	\$7.50
Sep 5, 2026	21:47:00	ezpassnj			BORDENTOWN/TRENTON	13	7	\$7.50
Sep 5, 2026	21:07:00	ezpassnj			THROGS NECK BR.	-	TNB	\$12.03
Sep 5, 2026	21:00:00	ezpassnj			VERRAZANO NARROWS BR	-	VNB	\$12.03
Sep 5, 2026	19:31:00	ezpassnj			LINCOLN TUNNEL/NJ 3/	13	18E	\$7.50
Sep 5, 2026	18:08:00	ezpassnj			THROGS NECK BR.	-	TNB	\$12.03
Sep 5, 2026	17:10:00	ezpassnj			GOETHALS BRIDGE	-	GB	\$16.79
Sep 5, 2026	17:08:00	ezpassnj			I-278/ELIZ/GOETHAL/V	16E	13	\$5.71
Sep 5, 2026	16:19:00	ezpassnj			I-78/NEWARK AIRPORT	18W	14	\$5.71

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Reload and **Load transactions** are different. The first reads our database. The second is a live portal query: slow, and it stores nothing until you press **Save to system**.

C.1.3 A toll is missing — check in this order

1. **Is the account active?** Inactive accounts are skipped by the daily collection.
2. **Is the plugin loaded?** A red unplugged icon in Toll Network Coverage means an admin must upload the DLL.
3. **Is the transponder linked?** Statuses ●, ●, and ● on the toll account page (A.1.3). This is the most common cause.
4. **Is it simply too early?** Publication can take days. The 14-day re-read will pick it up.
5. **Did the job fail?** Administration → Workers → **Job List**: status, attempts, error. Use **Reset failed** and **Schedule now**.
6. **Did every plugin fail at once?** That points at the shared proxy pool, not at the agencies.

C.2 GPS tolls

C.2.1 How they are calculated

The track itself is used to detect crossings:

- **barrier tolls** — the track passes a toll booth location;

- **ticket systems** — entry and exit, priced from a distance matrix;
- **zones** — for example the Manhattan congestion zone.

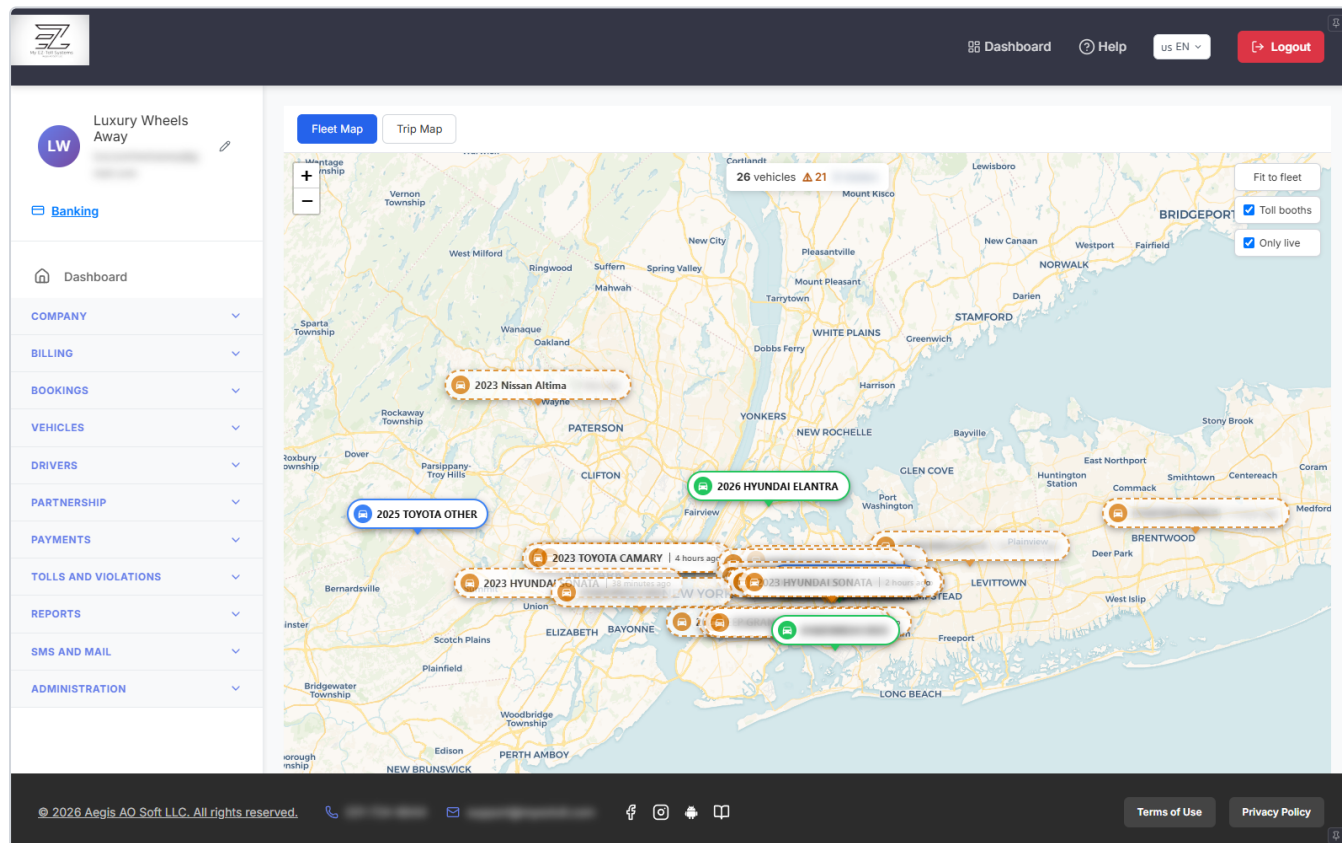
Calculated tolls are stored in their own table and kept **permanently**, unlike raw coordinates which are pruned after 30 days. Pricing accounts for **axle class**.

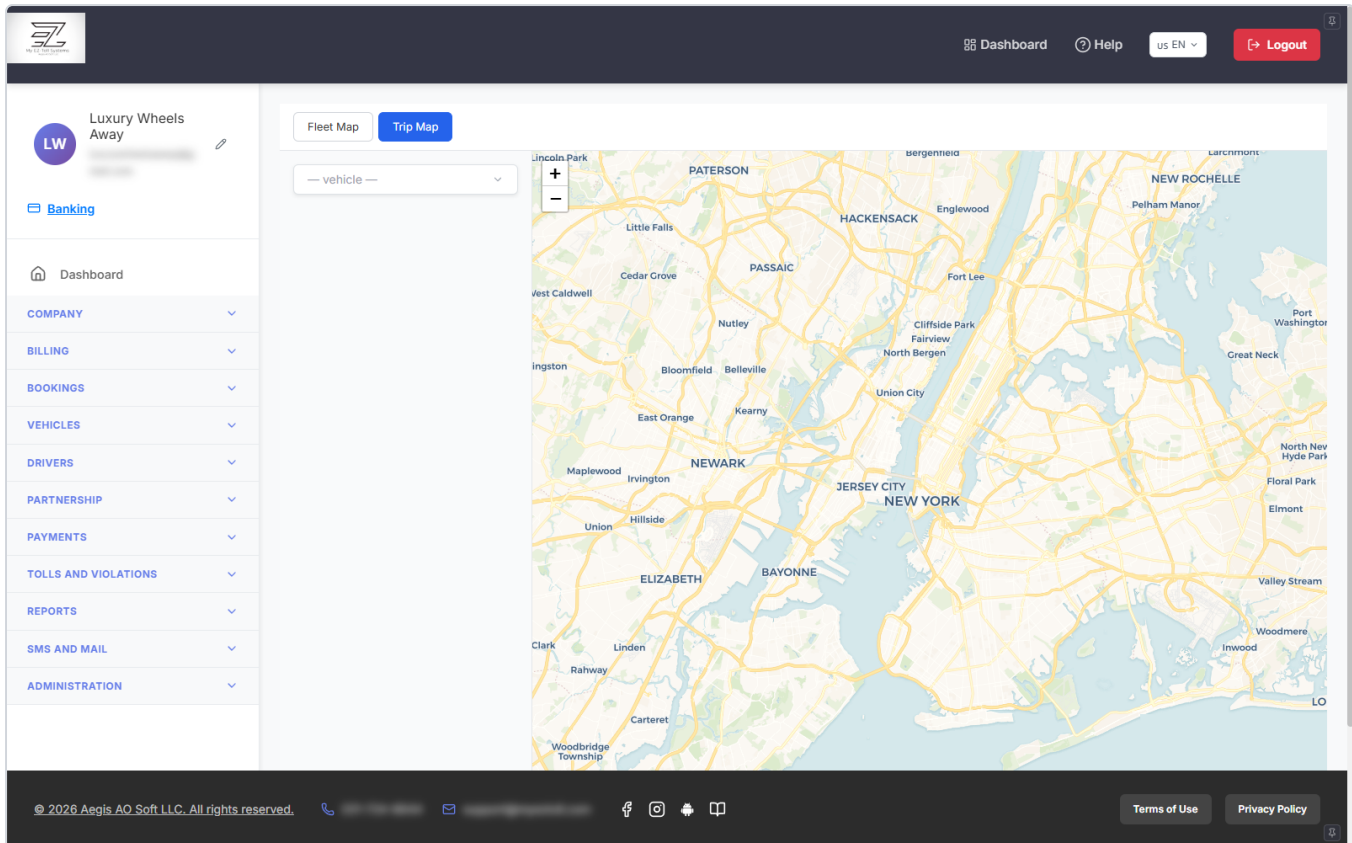
Cases already handled:

- **a bridge crossed inside one sparse track hop** — if the vehicle crossed a bridge between two track points, the crossing is still detected, because the segment is tested for intersection. Under a GPS-first approach, recall matters as much as precision;
- **mixed point density** — sparse and dense stretches no longer split one trip into fragments;
- **double counting of one structure** — two nearby booths belonging to the same structure are collapsed into a single event.

C.2.2 Where to look

- Booking → **Tolls** — the **GPS trip** block and the **GPS total**, plus **Parking** and **Reg. fee** shown separately.
- **All Vehicles** → right-click → **Trip** — the track with toll booths.
- **Vehicles** → GPS Tracking — **Fleet Map** and **Trip Map**. The map has a **Toll booths** layer showing *tolls matched*.
- **All Vehicles** → right-click → **Diagnostics** — live state (speed, ignition, heading, satellites, coordinates), 24-hour activity (pings, max speed, ignition-on pings, moving pings), last trip, recent alerts, geofence events.





C.2.3 Why the GPS amount is higher

The portal states it directly: *GPS tolls are priced at the full rate with no discount, so they can be higher than a discounted agency toll.* GPS does not know about your transponder discount, and it prices to the upper bound when the rate depends on class.

C.2.4 A GPS toll is missing

This is usually a **gap in the toll booth reference data**, not a calculation failure. The gap is closed by adding the booth to the reference table, which is an admin task, after which the calculation can be re-run.

A booking that has already ended is **not** recalculated automatically.

C.3 Who gets charged

Administration → Owners → <owner> → **Settings** tab.

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Toll Distribution Settings

Balance Overview

PENDING TOLLS
109

GROSS AMOUNT
\$366.88

STRIPE FEES
\$44.25

NET AMOUNT
\$322.63

PENDING OWNER SHARE
\$0.00

PENDING PARTNER SHARE
\$0.00

PLATFORM SHARE
\$355.61

TOLL COMMISSION
\$0.00

Last Payout: Never
Next Scheduled Payout: Apr 16, 2026, 5:57 PM
Total Paid Out (All Time): \$0.00

Settings
Payouts
Charges

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Setting	Values	Meaning
Charge target	Driver — charge the renter's card / Owner absorbs — no charge / Platform invoice — bill the rental platform	Applies only to bookings from fleet and rental platforms (HQ, Renteon, ExternalFleet). P2P bookings always charge the renter
Toll charge source	Toll agency amount / GPS estimate	Which amount to bill. On a crossing both sides reported, the amount always follows the mode — the other side is not recalculated into it
Charge missing GPS tolls	on / off	In agency mode, also bill a crossing only GPS saw
Charge missing agency tolls	on / off	In GPS mode, also bill a crossing only the agency reported. Off by default, and then such a toll is not billed at all — it is not silently charged at the agency amount

In short:

- **Agency mode** — bill the agency invoice. GPS extras are added only when that flag is on.
- **GPS mode** — bill GPS. Agency tolls GPS did not confirm are held until you enable **Charge missing agency tolls**, or until GPS confirms them later.

Admin note. The fully independent "GPS-first" toll lifecycle — where a GPS toll is billed on its own without waiting for the agency — runs as a separate half-hourly job and is controlled by the platform switch `GpsFirstTollLifecycleEnabled`, which is **off by default**. While it is off, GPS is used as an amount source and for display, but not as a charging trigger.

Two more switches live in `Company → Settings → Owner Settings`, both **off** by default:

- **Charge uncertain GPS tolls.** Some GPS hits are low-confidence by construction — a gantry with a free lane running alongside it, where a car in the free lane can false-match. While this is off, such a hit is never billed on its own; a crossing the agency also confirms is billed regardless of it.
- **Retry declined toll charges.** When a toll charge is declined for a transient reason (do-not-honour, insufficient funds), retry it a few times over the following days instead of leaving it failed. Either way the renter gets a link to fix their card.

There is also a per-plugin flag, **Charge tolls to the renter**. Turn it off and you absorb that platform's tolls.

C.4 The money breakdown

`Administration → Owners → <owner>` opens **Toll Distribution Settings**. It has a **Balance Overview** card and three tabs: **Settings**, **Payouts**, **Charges**.

C.4.1 Balance Overview

Eight tiles: **Pending Tolls**, **Gross Amount**, **Stripe Fees**, **Net Amount**, **Pending Owner Share**, **Pending Partner Share**, **Platform Share**, **Toll Commission**. Underneath: **Last Payout**, **Next Scheduled Payout**, **Total Paid Out (All Time)**.

Manual payout asks: *Trigger a manual payout for this owner? The accumulated share will be transferred to their Stripe account.* It is disabled without a connected Stripe account or with a zero balance.

C.4.2 Distribution settings

Field	Range and meaning
Distribution mode	Platform pays tolls — paid from the platform account, the owner is not reimbursed. Owner pays tolls — the owner pays through their own transponders and is reimbursed plus a share of the markup
Owner share (%)	0–80 %. At least 20 % stays with the platform
Payout period (days)	1–30. How often payouts trigger automatically
Payout threshold (\$)	minimum \$1.00. A payout triggers when the accumulated share reaches it
Stripe connected account ID	acct_... . Leave empty to use the account from the owner record
Active / Is partner	enable the setting; grant the Partner role

A live calculator, **Example: \$10.00 toll**, shows Toll → Markup → Gross → Stripe fee → Net → Owner gets / Platform keeps. Change the percentages and watch the result.

C.4.3 Partner assignment

Select partner, then **Partner share (%)** from 0 to 50, default 20. This is a percentage **of the platform's share**, not of the toll. The preview shows Platform share → Partner gets → Platform keeps.

Earning term is either **Limited term** (in days; 365 = 1 year) or **Unlimited**. The clock starts on the day the partner registered each owner. The partner's own account is not limited. When it runs out: *Term expired — partner share is 0.*

C.4.4 Admin-only cards

- **Toll service settings (Admin)** — **Service fee (\$)**, a fixed amount added to every toll, and **Use maximum rate for toll ranges**.
- **Violation fee settings (Admin)** — enable violation charging for this owner (**off by default**), fee mode (fixed amount or percentage), the amount, and a preview: *For a \$100 violation, the driver pays \$100 + fee.*

C.4.5 The Charges tab

Luxury Wheels Away

Banking

Dashboard

COMPANY

BILLING

BOOKINGS

VEHICLES

DRIVERS

PARTNERSHIP

PAYMENTS

TOLLS AND VIOLATIONS

REPORTS

SMS AND MAIL

ADMINISTRATION

Toll Distribution Settings

Back

Balance Overview

PENDING TOLLS

109

GROSS AMOUNT

\$366.88

STRIPE FEES

\$44.25

NET AMOUNT

\$322.63

PENDING OWNER SHARE

\$0.00

PENDING PARTNER SHARE

\$0.00

PLATFORM SHARE

\$355.61

TOLL COMMISSION

\$0.00

Last Payout: Never

Next Scheduled Payout: Apr 16, 2026, 5:57 PM

Total Paid Out (All Time): \$0.00

SettingsPayoutsCharges

Charge Log

From To Search Export Excel

	TYPE	PAYMENT DATE	DRIVER CHARGE	STRIPE FEE	GROSS	ACTUAL AMOUNT	PAYOUT STATUS	SOURCE
	ⓘ	Sep 6, 2026, 10:31 PM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE
	ⓘ	Sep 6, 2026, 6:15 PM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE
	ⓘ	Sep 6, 2026, 6:02 AM	\$63.32	\$2.14	\$61.18	\$118	DirectPaid	ezpassnj
	ⓘ	Sep 4, 2026, 9:56 PM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE
	ⓘ	Sep 4, 2026, 5:19 PM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE
	ⓘ	Sep 4, 2026, 3:32 PM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE
	ⓘ	Sep 3, 2026, 2:52 PM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE
	ⓘ	Sep 3, 2026, 1:16 PM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE
	ⓘ	Sep 3, 2026, 11:29 AM	\$90.02	\$2.91	\$87.11	\$27.11	DirectPaid	ezpassnj
	ⓘ	Sep 3, 2026, 10:41 AM	\$0.82	\$0.32	\$0.50	\$0.00	PlatformOnly	STRIPE

Showing 1 to 10 of 50 results

10 / page<<<12345>>>

Show Details

ⓘ Toll charge ⓘ Registration fee ⓘ Violation charge

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Columns: **Payment date, Charged to driver, Actual amount, Amount, Markup, Service fee, Gross, Stripe fee, Net, Owner share, Partner share, Platform share, Payout status, Source, Type.** The legend covers Toll payment, Registration fee, and Violation payment. From a row you can jump **To booking** and **To charges**. This page answers "why was this exact amount charged".

myeztoll Owner Portal — User Guide

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C.4.6 The Payouts tab

The screenshot shows the 'myeztoll' Owner Portal interface. The top header includes a logo, user name 'Luxury Wheels Away', and navigation links for Dashboard, Help, and Logout. The sidebar on the left contains a 'Banking' link and a list of menu items: Dashboard, COMPANY, BILLING, BOOKINGS, VEHICLES, DRIVERS, PARTNERSHIP, PAYMENTS, TOLLS AND VIOLATIONS, REPORTS, SMS AND MAIL, and ADMINISTRATION. The main content area is titled 'Toll Distribution Settings' and features a 'Balance Overview' section with a grid of six boxes showing financial data: PENDING TOLLS (109), GROSS AMOUNT (\$366.88), STRIPE FEES (\$44.25), NET AMOUNT (\$322.63), PENDING OWNER SHARE (\$0.00), and PENDING PARTNER SHARE (\$0.00). Below this, a 'PLATFORM SHARE' box shows \$355.61 and a 'TOLL COMMISSION' box shows \$0.00. Status information at the bottom of the overview includes 'Last Payout: Never', 'Next Scheduled Payout: Apr 16, 2026, 5:57 PM', and 'Total Paid Out (All Time): \$0.00'. The 'Payout History' section below has tabs for Settings, Payouts, and Charges, and a search bar with the text 'No payouts yet.' The footer contains copyright information, social media icons, and links to Terms of Use and Privacy Policy.

Date, Owner share, Partner share, Toll count, Period, Trigger, Status, Stripe transfer, Retry, Attempts.

How the money actually moves — and why most of it never appears here.

Once the owner has a connected Stripe account and a non-zero share, a toll is **one charge on the driver's card that is split at the moment it is taken**: the owner's share is transferred straight to their Stripe account inside that payment, and our fee is retained from the same charge. Nothing queues, and the owner never pays us separately for those.

What lands in the accumulated balance — and therefore on this tab — is only what cannot be split that way:

- earnings from before the Stripe account was connected;
- owners on **PlatformOnly** distribution;
- **the partner's share, always**. A partner is paid as a **separate Stripe transfer** in the same payout run, never inside the driver's charge. The exception is an owner who is their own partner: then both shares ride along in the direct transfer.

A payout run fires on whichever comes first, the **payout period** or the **payout threshold**, and each share must be at least **\$1** to go out. From the owner's Stripe balance, Stripe pays the bank on its own schedule — **daily, with about a 2-day delay** while each payment settles.

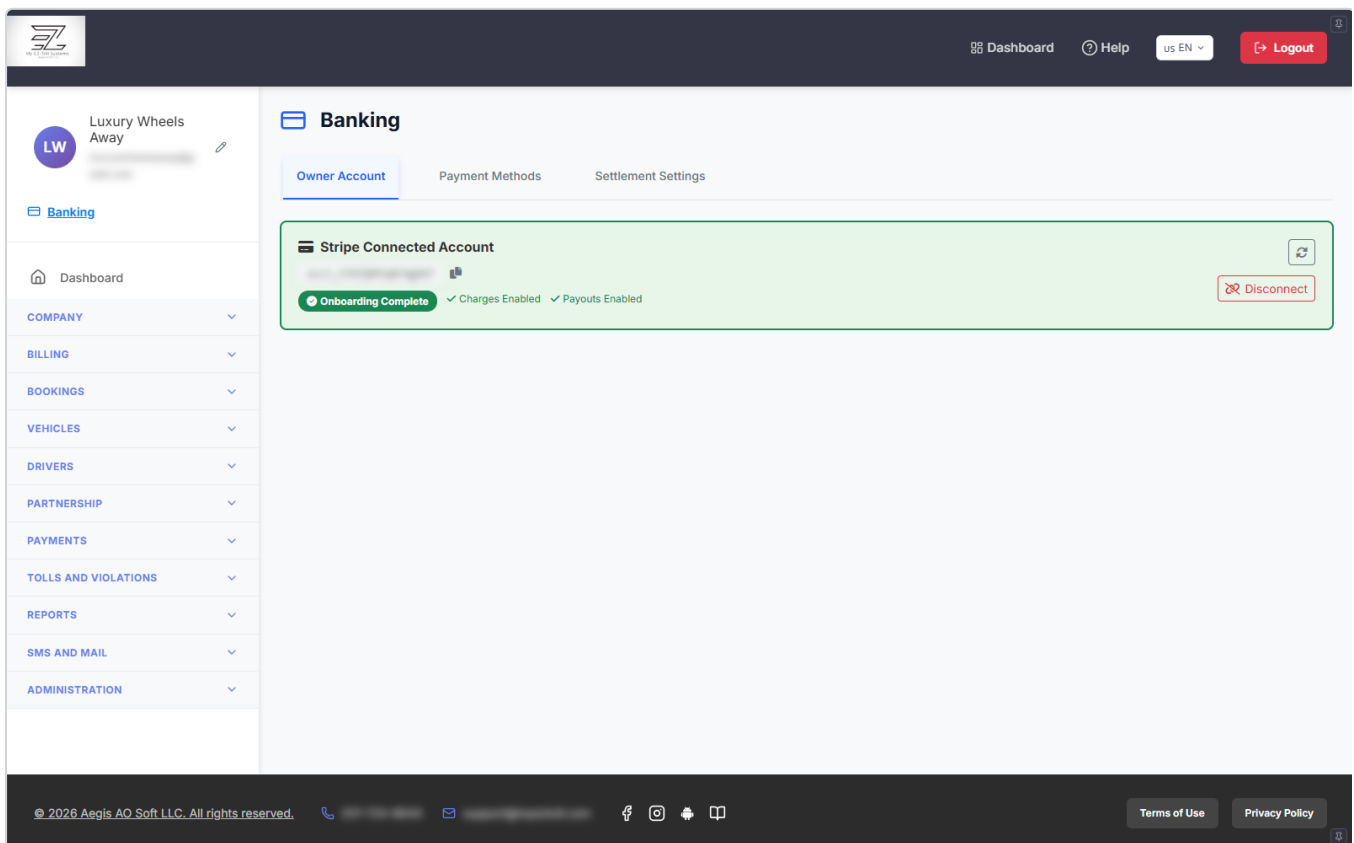
C.4.7 The owner's Stripe account

Connect Stripe account / Complete onboarding, the status flags (onboarding complete or pending, charges enabled, payouts enabled), **Refresh status**, **Copy Account ID**, **Disconnect** and **Reconnect** with explicit warnings — disconnecting keeps the accumulated balance but suspends payouts — and the **Actions required** block from Stripe with past due, currently due, and eventually due requirements and their deadline.

What the portal opens for the owner is a Stripe **Express** account, created as an **individual** in **the owner's own country**, so identity checks and the payout bank account are local rather than cross-border. Everything after the button belongs to Stripe: it asks for the identity details and the bank account, and its screens are Stripe's to change. The portal never asks for or stores bank numbers — only the Stripe account id, which is the value behind **Copy Account ID**.

Practical points owners get wrong:

- Both **Charges Enabled** and **Payouts Enabled** must be on. *Onboarding Pending* means Stripe is still missing something from them.
- Closing the Stripe window early loses nothing — the button becomes **Complete onboarding** and resumes.
- Details must match what the bank and the government hold. A mismatch is the usual reason payouts sit blocked while charges keep working.



C.5 Toll system configuration (admin)

Administration → **Settings** → **Toll Configuration** — *System-wide toll payment configuration.*

1. Press **Add Configuration**.
2. Fill in **System Name** (for example `STRIPE`), **Payment Model** (*Platform Account* or *Owner Account*), **Stripe Fee (%)**, **Stripe Fixed Fee (\$)**, **Active**.
3. Press **Save**.

These percentages and fixed amounts feed the calculator in C.4.2 and the Charges journal in C.4.5.

D. ALL SETTINGS

D.1 Company → Settings (owner)

Tabs: **Owner Settings** · **Toll Accounts** · **GPS Systems** · **Services** · **Invitation Messages**, plus **GPS Alerts** when the owner has a tracker, and **Turo Agents** when Turo is configured.

Page buttons: **Refresh**, **Reset** (appears once you change something), **Save**. Leaving with unsaved changes asks *Save before leaving?* with **Save and leave**, **Discard**, and **Cancel**.

LW

Luxury Wheels Away

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Dashboard

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SMS AND MAIL

ADMINISTRATION

Settings

System and per-owner configuration

Owner Settings

Messaging

Collections

Toll Accounts

GPS Systems

Services

Invitation Messages

GPS Alerts

Turo

Settings for: TOLLS & TICKET MANAGEMENT (77f911c9-6b04-4d3d-b668-0e68f3099245)

Company & Domain

Company Name

Your company name shown on your storefront.

Domain

Your storefront address: <name>.myezwheels.com

mycompany.myezwheels.com

Save

Create domain

Configuration

Minimum Security Deposit (\$)

Minimum security deposit amount charged to the renter. Default is \$0.00.

0

Charge uncertain GPS tolls

When billing from GPS, also bill low-confidence GPS-only tolls (gantries with a parallel free lane, which can false-match). Off by default — a safeguard against over-charging the renter on a false detection. Tolls the agency also confirms are billed regardless.

Retry declined toll charges

When a toll charge is declined for a transient reason (e.g. do_not_honor, insufficient funds), automatically retry it a few times over the following days. Off by default — a declined toll is left as failed for manual handling. The renter is still emailed/texted a link to fix their card either way.

Cleaning Fee

Fee charged for vehicle cleaning. Default is \$0.00.

0

Smoking Fee

Fee charged if smoking is detected in the vehicle. Default is \$0.00.

0

Default Min Reservation Days

Default minimum reservation period (in days) for new vehicles. Default is 1.

3

Default Pricing Period

Default pricing period for new vehicles. Default is Day.

Day

Default Liability Insurance

Default liability insurance for new vehicles.

— None —

Default Full Coverage Insurance

Default full coverage insurance for new vehicles.

No coverage

Default Price per Week

Default rental price per week for new vehicles. Default is \$400.00.

1

Default Exterior Color

Default exterior color for new vehicles.

Black

Default Interior Color

Default interior color for new vehicles.

Black

Email Relay

Register a public alias <your-name>@mail.myeztoll.com. All inbound mail is forwarded to your address; replies you send back are routed to the original sender, so your real email is never exposed.

Active

Public alias

luxurywheelsaway@luxurywheelsaway@mail.myeztoll.com

@mail.myeztoll.com

Forward to (your real email)

Only this address can reply through your alias.

Forwarding enabled

Disable to bounce all inbound mail without forwarding.

Recent senders

Sender	Last subject	In	Out	Last
		1	0	6/17/2026

Save

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D.1.1 Owner Settings — fees

Field	Default and meaning
Registration fee (\$)	\$5.52. Charged to the driver when a booking is registered
Registration fee mode	Per booking (fixed) or Per day (fee × rental days). Charged once either way
Minimum security deposit (\$)	\$0.00. Vehicle deposits below it are raised automatically
Cleaning fee	\$0.00
Smoking fee	\$0.00
Desired price	\$1.00. The booking price charged at creation

D.1.2 Owner Settings — registration and documents

Field	Meaning
Sign-up flow	Flow A requires email confirmation before booking. Flow B skips it
Require email verification	the driver must confirm their email before the booking is confirmed
Rental agreement	Not needed / Required — sent, but does not block the booking / Mandatory — the booking waits for the signature. Only <i>Mandatory</i> blocks
Shortened agreement	use the short version
Send agreement only to new users	returning drivers are approved without an agreement
Require agreement on driver registration	show the short agreement during registration. On by default
Driver licence requirement	Not required / Front required / Both sides required
Always fill new driver manually	the owner enters the driver's data instead of sending them a link

If the booking plugin owns the agreement, the field is locked with an explanation.

D.1.3 Owner Settings — messaging

Field	Meaning
Message delivery method	SMS (Twilio) / Email / QR code (manual)
SMS delivery method	Twilio (automatic) or QR code (the owner sends it)
Booking end reminder — hours before	0 disables it. Default 1
Booking end reminder — SMS	to your phone, through the platform's Twilio. On by default
Booking end reminder — email	to the owner's email. On by default

D.1.4 Owner Settings — defaults for new vehicles

Default minimum reservation days (1), **Default pricing period** (Day / Week / Month; day), **Default price per week** (\$400.00), **Default liability insurance**, **Default full coverage insurance**, **Default exterior colour**, **Default interior colour**.

Fields marked **Set by administrator** are visible to owners but not editable by them.

D.1.5 Toll Accounts

See A.1.1 — including which agencies keep the tag↔vehicle pairing themselves and which leave it to you (A.1), and what to do when an agency wants a login code (A.1.1, *When the agency asks for a code*).

D.1.6 GPS Systems

See A.3 — connecting a provider (A.3.1), the four buttons on a provider card (A.3.2), and what **Sync vehicles** matches on (A.3.3). Alerts for those trackers are configured separately, in D.1.9.

D.1.7 Services

Extra options offered to drivers at booking time (insurance, child seat, GPS...), in your currency.

The screenshot shows the 'Services' configuration page in the myeztoll Owner Portal. The page is titled 'Settings' with a subtitle 'System and per-owner configuration'. It features a sidebar with navigation links: Banking, Dashboard, COMPANY, BILLING, BOOKINGS, VEHICLES, DRIVERS, PARTNERSHIP, PAYMENTS, TOLLS AND VIOLATIONS, REPORTS, SMS AND MAIL, and ADMINISTRATION. The main content area is titled 'Additional services' with a note: 'Add-ons offered to drivers at booking (insurance, child seat, GPS...), priced in your currency. Mandatory services are added to every booking.' The form includes fields for 'Name' (e.g., Child seat), 'Price' (0), 'Currency' (USD), 'Pricing' (per day), and 'Description'. There are checkboxes for 'Mandatory' and 'Active' (checked). An 'Add service' button is at the bottom right. The footer contains copyright information: '© 2026 Aegis AO Soft LLC. All rights reserved.' and links for 'Terms of Use' and 'Privacy Policy'.

Fields per service: **Name** · **Price** · **Currency** · **Pricing** · **Description** · **Mandatory** · **Active**. Pricing options: per minute, per hour, per day, per week, per month, percent, one time.

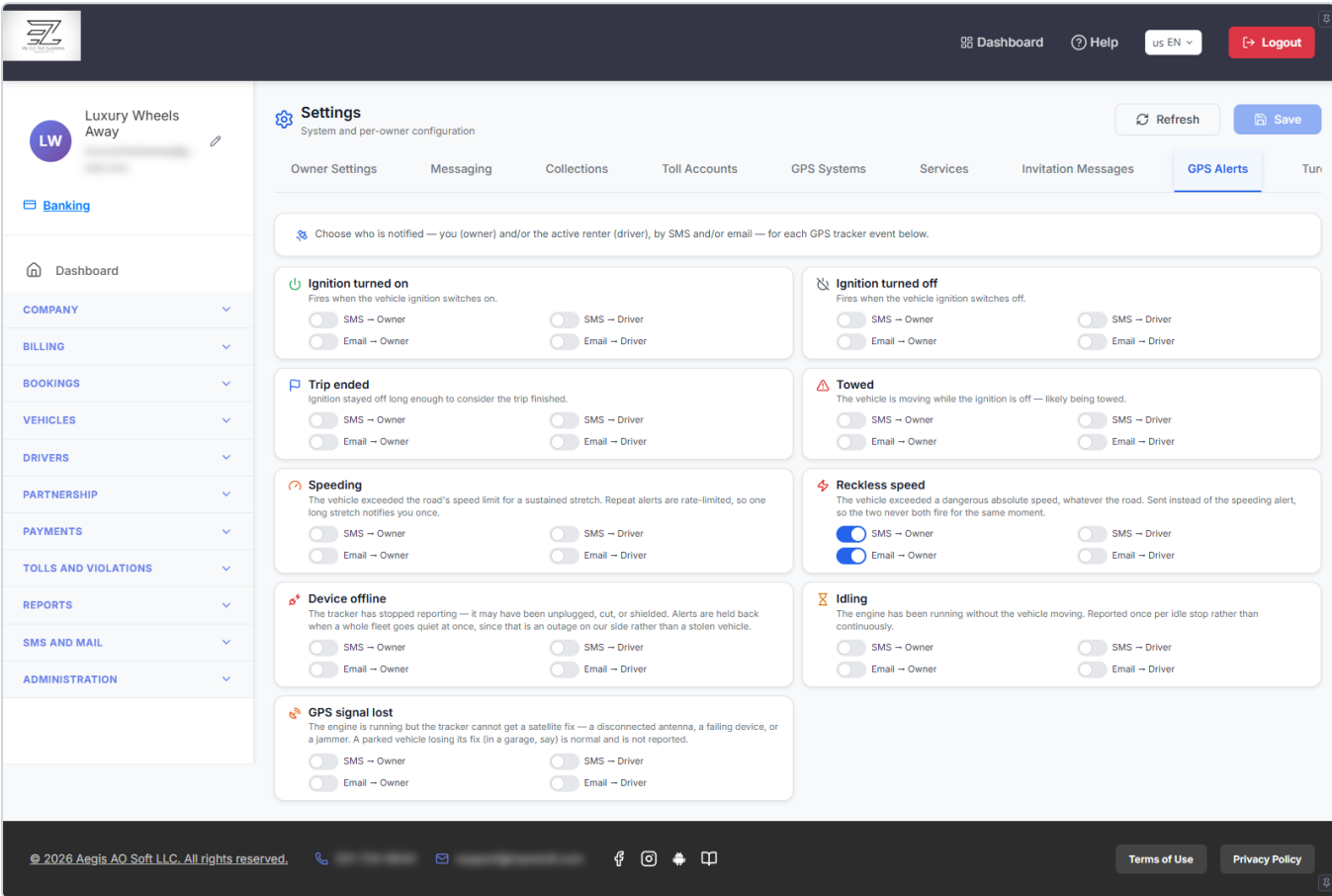
There is an **Import from platform** action. If the platform cannot invoice extras, the section is blocked: *Additional services are unavailable because cannot bill extras. Manage them on the platform side.*

D.1.8 Invitation Messages

Owner-editable, multi-language templates for driver invitations, used at every send point.

D.1.9 GPS Alerts

Choose who to notify — you (the owner) and/or the current renter (the driver), by SMS and/or email — for each GPS tracker event below.



Four switches per event: **SMS → Owner · SMS → Driver · Email → Owner · Email → Driver.**

Event	Fires when
Ignition on	the ignition is switched on
Ignition off	the ignition is switched off
Trip ended	the ignition has been off long enough to close the trip
Towed	the vehicle moves with the ignition off
Speeding	the vehicle was consistently over the road's speed limit. Repeat alerts are rate-limited, so one long stretch produces one notification
Reckless speed	an absolute dangerous speed was exceeded, regardless of the road. Sent instead of the speeding alert, so you never get both

Enabling delivery sends messages to **real phones**. Confirm you are on the intended environment first.

D.1.10 Turo Agents

See A.5.5.

D.2 Administration → Settings (platform)

Tabs: **Owner Settings** · **Booking Plugins** · **Page Visibility** · **Toll Configuration**, plus **Platform** and **Twilio Settings** for admins only. Partners do not see the last two.

D.2.1 Booking Plugins

See A.5.2. Adding, changing, and removing a booking plugin is **admin only**, and every integration — its credentials, its sync interval, its vehicle-sync switch, its region — belongs to **one owner**. Always check which owner is selected before you change anything here.

D.2.2 Page Visibility

Configure which pages are visible in the navigation menu.

1. Pick a **Visibility preset**: **Minimal**, **Medium**, or **Full**. A preset **overwrites** the visibility of every page below it.
2. Then fine-tune any individual page with its switch.

A hidden page disappears from the menu and from context menus. Hide **Tolls**, for example, and **All EZ Tolls** leaves the vehicle context menu too.

D.2.3 Toll Configuration

See C.5.

D.2.4 Platform

Setting	Meaning
Share driver notes between owners	every owner can see notes other owners left about a driver
Deduplication window (minutes)	transactions within this window for one vehicle count as duplicates
Valid booking statuses	comma-separated status codes used to resolve the payer, for example 2=CompletedEarly, 4=RequestDenied, 6=Approved, 7=Completed
Stripe connect reminder (hours)	how long after registration to send a reminder. 0 disables it
Notification cooldown (min)	minimum interval between identical emails to one driver. Anti-spam
Violation plugin search radius (miles)	default radius for filtering violation plugins around each vehicle. Nationwide plugins are never filtered out

D.2.5 Twilio Settings

Account details (**Status**, **Phone number**, **Account SID**) and the **Webhook URL setup**: the current URL with a **Correct / Mismatch / Not set** verdict, a field for the new URL, and **Update**. *This URL receives STOP/START messages from Twilio to keep SMS consent in sync.*

D.3 Other owner-level settings

D.3.1 Rates and Pricing Seasons

Vehicles → Rates holds the base prices. **Vehicles → Pricing Seasons** holds seasonal uplifts and discounts.

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us EN
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Luxury Wheels Away

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\$ Rates

Daily Weekly Monthly

Set the rate for a whole category, a make, a model, or one car. A value applied to a group is written to every car under it.

> Economic Automatic	different	New rate	Apply
> Luxury	\$1.00	New rate	Apply
> Premium	different	New rate	Apply
> Sports	\$1.00	New rate	Apply
> SUV	different	New rate	Apply
> Unknown	different	New rate	Apply

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Pricing Seasons

Define date ranges with their own rates. Bookings and the storefront use the highest-priority season covering the rental start date; cars with no season use their base price.

Seasons

+ Add season

Name	Start	End	Priority
No seasons yet.			

Car season prices

Create a season first.

Daily Weekly Monthly

Set the season rate for a whole category, a make, a model, or one car. A value applied to a group is written to every car under it.

Create a season first.

Leave a tier blank to fall back to the car's base price for that period. Note: on HQ Rental, a price applies to all cars of the same vehicle class.

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D.3.2 Locations

Company → Locations — pickup and return points, and the vehicles assigned to them. Admins also have Administration → Common Locations, a catalogue shared by all owners.

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Locations
Assign Vehicles

Sync from plugin
Add location

Pickup locations for your company. Synced from your booking plugin and merged into shared locations for search.

Name	Type	Source	Shared location	Active	Actions
Office 162-28 CROSSBAY BLVD , Howard Beach, NY, 11414	—	Manual	—	✓	

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D.3.3 Storefront Design

Company → Storefront Design — the look of your myezwheels storefront. Tabs: **design** · **content** · **sections** · **languages** · **about** · **terms**.

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us EN
Logout

Luxury Wheels Away

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Storefront Design
Customize how your myezwheels storefront looks

Refresh
Save

Main
Design
Content
About
Terms
Languages

How to show your vehicles
Choose how the fleet is listed on your storefront.

☐ By models
One card per make and model.

☐ By cars
Every individual vehicle gets its own card.

☒ Both
Visitors switch between models and cars themselves.

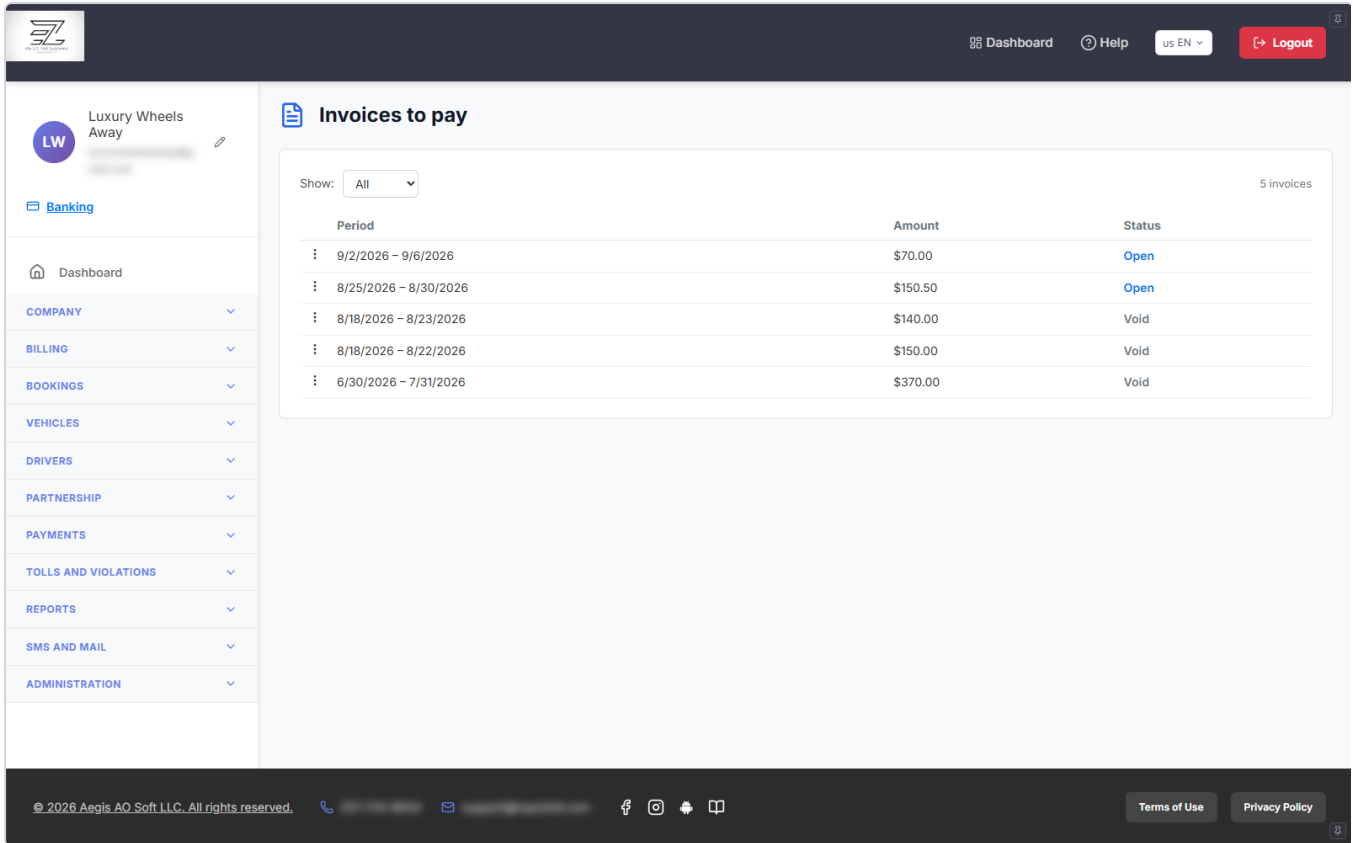
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- Colours: **Primary, Secondary, Accent.**
- Images: **Logo, Favicon, Banner image, Background image, Video.**
- **Tag line** and **Custom CSS**, injected into your storefront to override styles.
- **Contact**: address, email, phone. Shown first on the storefront Contacts page, before office addresses.
- **Languages**: you edit content in one language, and on save it is **translated automatically into all languages**. There is also **Translate from ...** and a bulk translate action.
- **Sections**: section background and text colour, layout, and which settings are shared across languages.

D.3.4 Banking and Billing

- **Billing → Banking** — the owner's Stripe account: connection, statuses, and outstanding requirements.
- **Billing & payment method** — *Payment of service fees for tolls and violations collected through your booking platform*:
 - cards and bank accounts themselves are added on the **Stripe cards** tab, and this card only shows what is linked. With several cards, the **active** one is charged first and the others are tried in turn if it declines.
 - **How to pay invoices**: manual charge (card or bank) or automatic charge (card or bank). An option you have no instrument for is greyed out and says so — *add a card on the Stripe cards tab, link a bank on the Stripe cards tab*. **Auto charge — bank** can also read *not available in your country*: bank debit is not offered everywhere, and then card is your only automatic option.
 - A hint reads *Next invoice around (every N days)*. Sub-daily periods are administrator-only.
- **Billing → Invoices To Pay** — filter **All / Unpaid / Paid**, with Period, Amount, Amount due, Status, and **View / Pay**. Inside an invoice you see the line items with type, system, date, and **our fee**.

Why these invoices exist at all. It depends on who took the driver's money. When we charge the driver's card, the split happens inside that one charge and our fee never has to be billed to you (C.4.6). When the **booking platform** charges the driver instead — the full amount, into the platform's own settlement with you — there is no charge of ours to take the fee out of. Those fees are accrued per booking and invoiced to you here. Which is why the two things go together: link an instrument, or the invoices simply sit unpaid.



D.4 Administration — operations

D.4.1 Plugins

Administration → Plugins — three tabs: **Toll Plugins** · **Violation Plugins** · **Booking Plugins**.

- Drop `.dll` files on the upload area. *Existing files are replaced atomically and reloaded in place* — a hot reload, with no service restart.
- For booking plugins, choose the family on upload: **Rental** (Turo, Getaround) or **FleetMgmt** (HQ Rental, Rent Centric).
- The table lists File, Version, Size, Modified (UTC), with **Download** and **Delete**. The `Core` library cannot be deleted.
- **Rescan** and **Rescan both** re-read the plugin folders.
- **Sync from DB** pulls plugin DLLs from the central `PluginBinaries` table onto this server and hot-reloads them. The result reads *N pulled · M unchanged · K failed*.

D.4.2 Workers

Administration → Workers — three tabs: **Dashboard** · **Workers** · **Job List**.

- **Dashboard**: Total / Queued / Processing / Completed / Failed / MFA skipped, plus breakdowns **By job type** and **By provider** with average duration, and the time of the last scheduled run.

- **Worker control:** **Resume all**, **Pause all**, **Restart all**, **Shutdown all**, and removing a worker from the registry. Workers register themselves on start.
- **Job List:** filters by status, type (**Toll / Violation**), and provider key. Columns: ID, Type, Provider, Status, Worker, Attempts, Found, New, Duration, Created, Error. Actions: **Schedule now** (*Run the daily schedule now? Jobs will be created for all owners.*), **Reset failed**, **Clear old** (completed jobs older than 7 days), **Cancel queued**.

Internal timings: toll job timeout 5 minutes, violation job timeout 10 minutes, stale lock 7 minutes, retry backoff 1 → 5 → 25 minutes, queue health check every 15 minutes with SMS and email alerts to the admin.

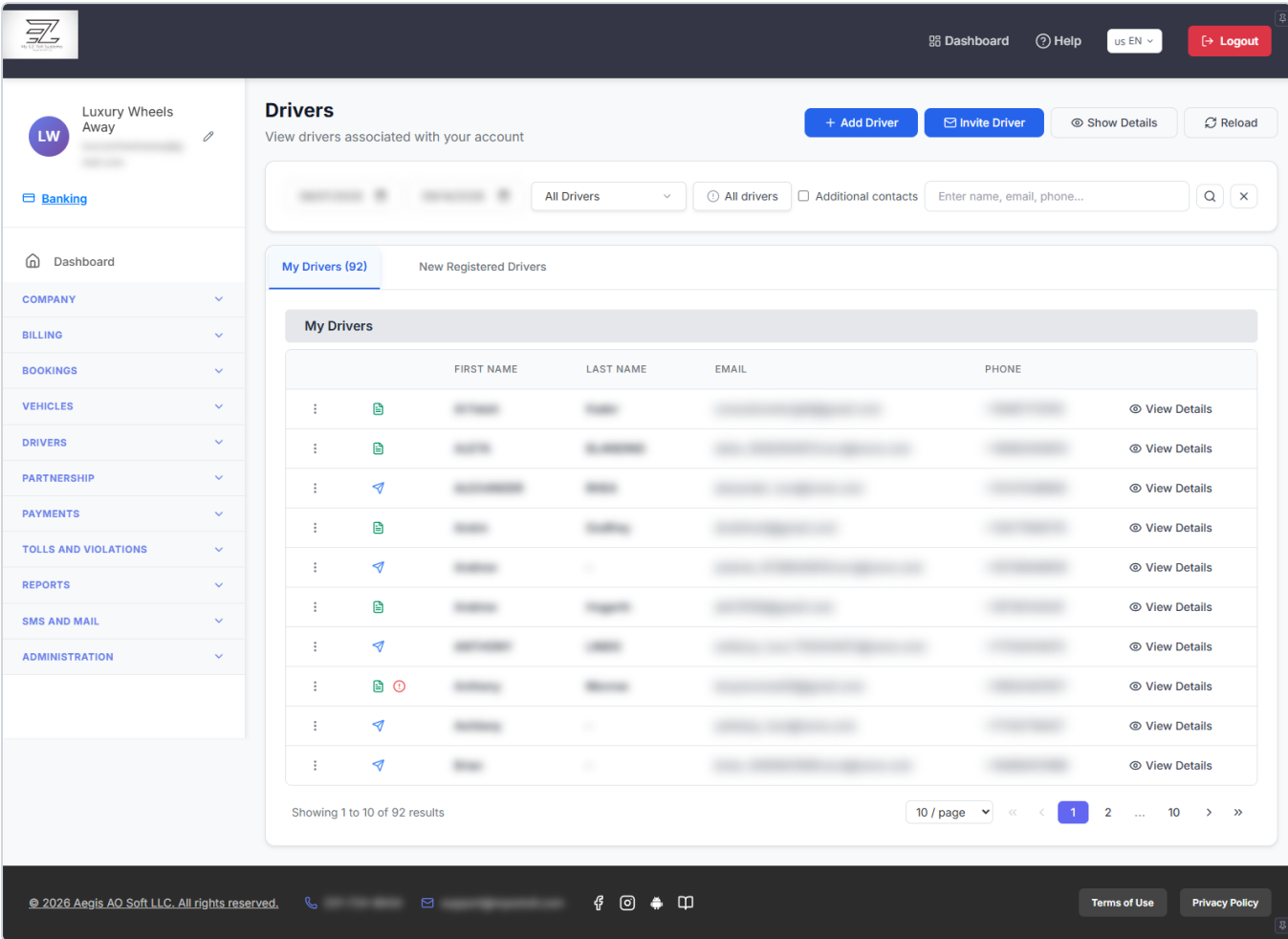
D.4.3 Other admin pages

- **Owners** — the owner list and the way into distribution settings (C.4).
 - **Platform Stripe Dashboard** and **Platform Invoices** — platform money.
 - **Plugins Settings** — platform-level plugin parameters and credentials.
 - **Platform Account Statement Report** and **Platform Annual Report**.
-

E. THE REST OF THE PORTAL

E.1 Drivers

Drivers → **Drivers** — *View drivers linked to your account.* Sections: **My drivers** and **Newly registered drivers**, with a **New** badge.



Columns: First name, Last name, Email, Phone, State, Zip code, Address, Address 2. Filters: email confirmed or unconfirmed, a date range, and search by name, email, or phone.

Right-click a driver for: details, edit details, bookings, payments, agreements, charges, notes, invitation, send card link, send agreement link, the booking wizard, and delete.

Driver Details has tabs: **Licence front**, **Licence back**, **Driver info**, **Driver licence**, **Notes**. Images can be downloaded, rotated, and reset. Licence status is **Complete**, **Partial**, or **Missing**, with a hint about what is missing.

Licence reading (OCR) fills the form from the photo. Source precedence is **back-side barcode** → **manual entry** → **OCR**. Duplicates are caught: *Duplicate licence: () is already registered to .* Uploads must be JPEG or PNG, up to 10 MB.

Deleting a driver is irreversible: This will permanently delete this driver and ALL related records (bookings, agreements, payments...).

E.2 Violations

Payments → Violations — View all violations across vehicles.

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Violations

View all violations for your vehicles

3 selected

Search by plate, state, citation, agency...

ISSUE DATE	PLATE NUMBER	STATE	AGENCY	CITATION	ADDRESS
Aug 25, 2026		MT	Metropolis		
Aug 25, 2026		MT	Metropolis		
Aug 24, 2026		NY	NYC DEPARTMENT OF TRANSPORTATION		
Aug 23, 2026		NY	NYC TRAFFIC		
Aug 22, 2026		NY	NYC TRAFFIC		
Aug 18, 2026		MT	NYC DEPARTMENT OF TRANSPORTATION		
Aug 14, 2026		NY	NYC TRAFFIC		
Aug 7, 2026		NY	NYC DEPARTMENT OF TRANSPORTATION		
-		NY	Data Ticket (citationprocessingcenter.com)		

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1

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Columns: Issue date, Plate, State, Agency, Citation, Address, Amount, Source, Car, Violation ID, Booking ID, **First seen at, Charge status.**

Collection uses the same workers as tolls. Municipal and county plugins are polled per vehicle, filtered by the **violation plugin search radius** (D.2.4). Nationwide plugins are always polled.

Charging violations to drivers is **off by default** and is enabled per owner together with the fee mode — see C.4.4.

Booking → **Violations** shows the violations of the booking period, the last scan time, and a hint when the vehicle has never been scanned.

E.3 Payments, disputes, reports

- **Charges** — every charge by booking and driver.

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Charges

View all charges for your vehicles

2 selected

Search by plate, state, ID...

	PAYMENT STATUS	TYPE	DATE	PLATE NUMBER	PLATE STATE	AMOUNT	ACTUAL AMOUNT	ITEMS	TOTAL COMMIS
⋮	Success	🚗	Sep 6, 2026, 10:30 PM			\$0.00	\$0.00	0	\$0.50
⋮	Success	🚗	Sep 6, 2026, 6:14 PM			\$0.00	\$0.00	0	\$0.50
⋮	Success	🚗	Sep 6, 2026, 6:01 AM			\$1.18	\$1.18	3	\$60.00
⋮	Owner Trip	🚗	Sep 6, 2026, 6:01 AM			\$12.03	\$12.03	1	\$0.00
⋮	Owner Trip	🚗	Sep 6, 2026, 6:01 AM			\$3.04	\$3.04	2	\$0.00
⋮	Owner Trip	🚗	Sep 6, 2026, 6:01 AM			\$27.03	\$27.03	3	\$0.00
⋮	Success	🚗	Sep 4, 2026, 9:55 PM			\$0.00	\$0.00	0	\$0.50
⋮	Success	🚗	Sep 4, 2026, 5:18 PM			\$0.00	\$0.00	0	\$0.50
⋮	Success	🚗	Sep 4, 2026, 3:31 PM			\$0.00	\$0.00	0	\$0.50
⋮	Success	🚗	Sep 3, 2026, 1:15 PM			\$0.00	\$0.00	0	\$0.50

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- Failed Payments and Successful Payments — decline analysis and retries.

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Failed Payments

Review and process failed toll payments

4 selected

Enter plate, name, p...

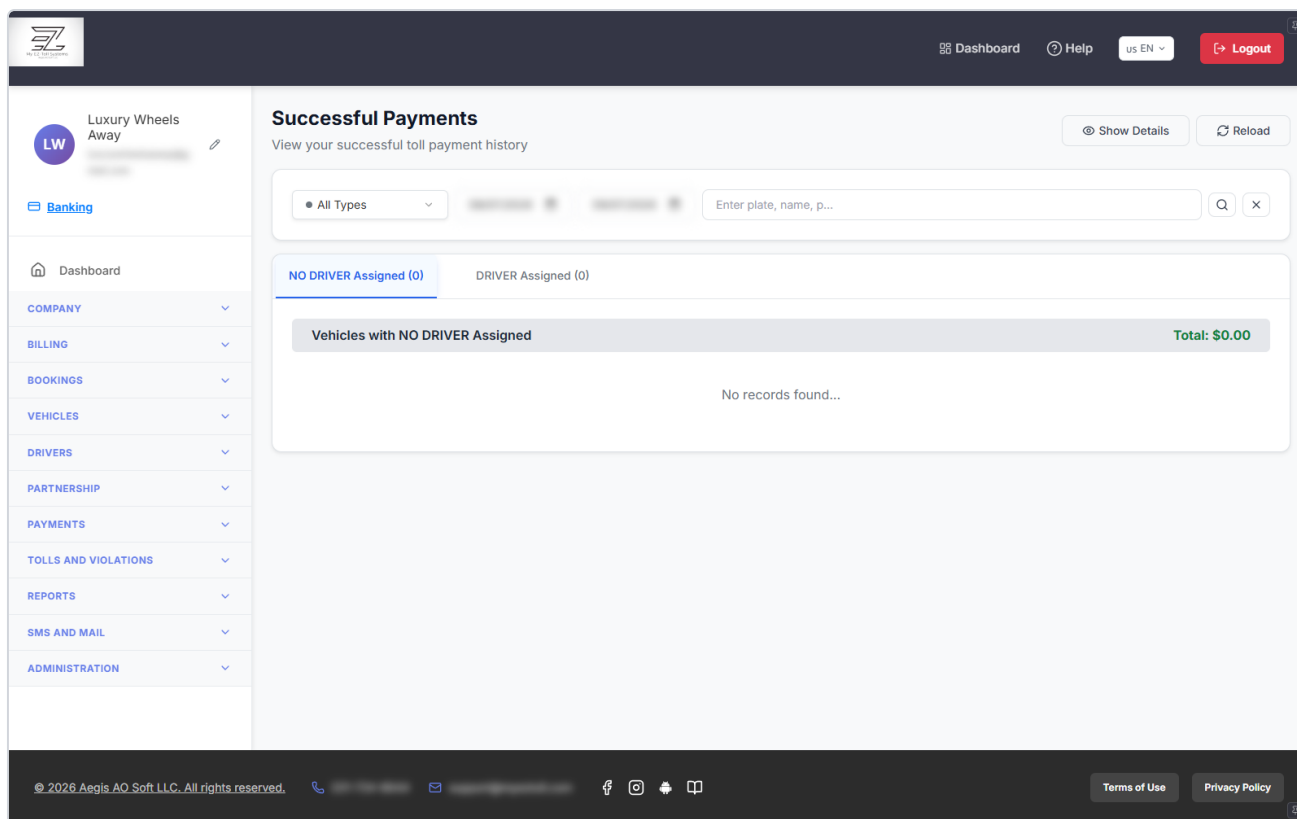
NO DRIVER Assigned (0) DRIVER Assigned (85)

Vehicles with NO DRIVER Assigned Total: \$0.00

No records found...

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- **Invoice for unpaid tolls.** A toll that could not be charged stays owed, and the portal builds the itemised statement for it. Four places open the same document:

Where	What it covers
a booking, action Invoice	the unpaid tolls of that trip
a Failed Payments row	that driver, from the failed charge
Drivers → the row menu → Create Invoice (unpaid tolls)	that driver, from their earliest unpaid charge to today, across their bookings
Charges , filtered to one driver	the same, for the filtered period

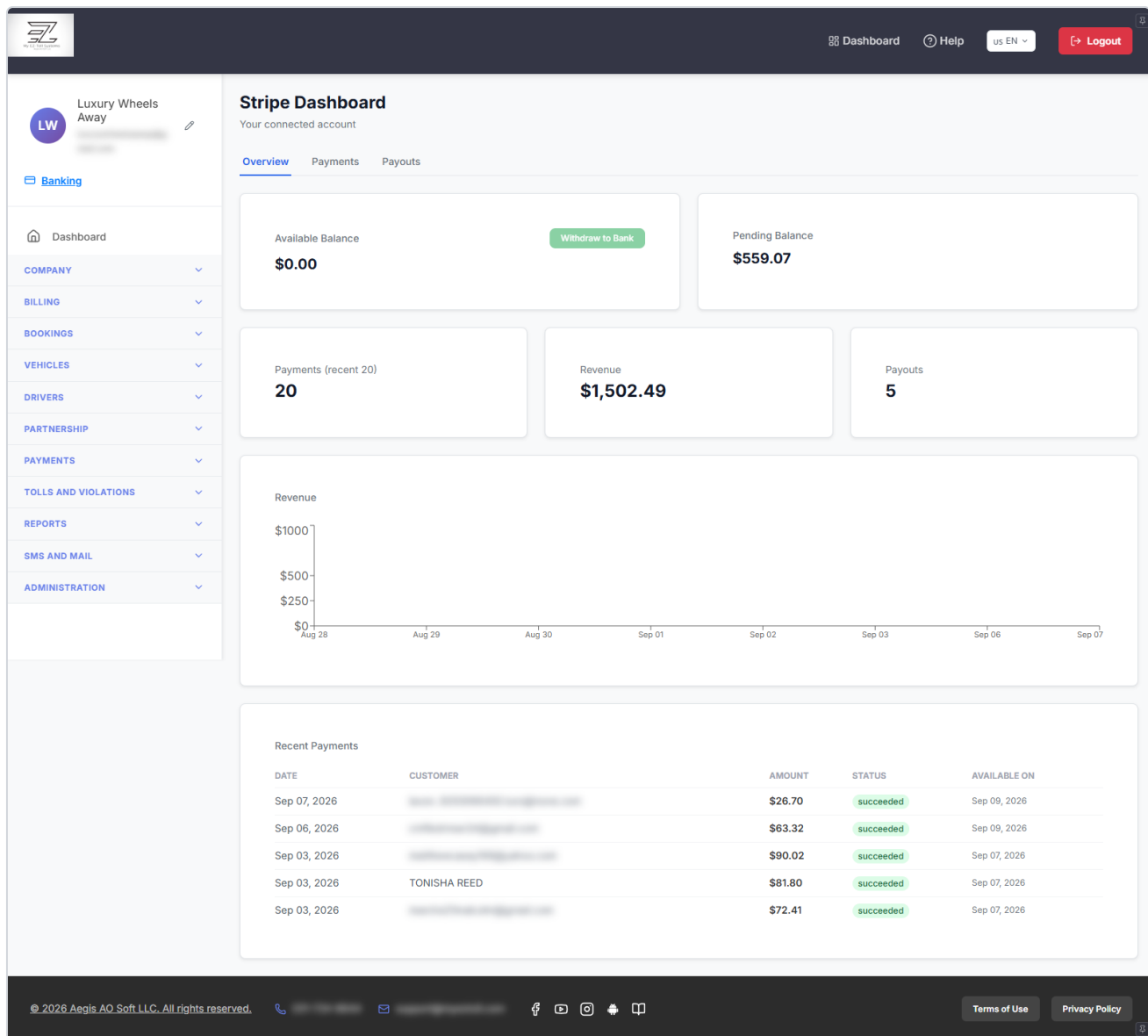
On **Drivers**, a red mark on the row means *has unpaid toll charges and no card*, and the alert button above the list filters to only those drivers — that is the shortest route to everyone who owes you money.

What it contains: one line per unpaid toll — **the real toll date** (not the day we processed it), vehicle, description, amount. Unpaid means the charge is **failed** or **blocked-pending**; violations are billed separately and are not on it. The amount is what you have to receive to be whole, processing fees included, so it sits a little above the raw toll; your internal split never appears on the document.

Export **Excel**, **PDF** or **JPEG**, or press **Send to driver**. The PDF opens in a print window — if nothing happens, allow pop-ups for the portal.

It is a **statement, not a payment page**: it says what is owed and collects nothing by itself. For a Turo guest, that is exactly what Turo wants — attach the PDF or the image to a reimbursement request (A.5.5), and Turo charges the guest and reimburses you.

- **Stripe Dashboard** — your Stripe summary.



- **Disputes** (chargebacks) — **Refresh from Stripe**, the metrics **Needs response**, **Total open amount**, and **Win rate (90 days)**, a deadline with the time left, **Respond** and **View**, and an auto-response indicator. Deadlines are checked hourly; statuses sync and missing disputes are discovered every 6 hours. For a toll dispute, a **GPS tracking report** can be attached automatically as evidence when the vehicle has a navigator.

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0

Needs Response

\$200.28

Total Open Amount

0%

Win Rate (90 days)

Refresh from Stripe

Disputes

Search

Dispute ID, Charge ID...

Status

3 selected

From

mm/dd/yyyy

To

mm/dd/yyyy

Dispute ID	Date	Amount	Status	Reason	Auto Response	Deadline	Owner	Driver	Action
du_1UCC4AC2Qo9ZvGkHj...	Sep 05, 2026	\$23.22	Under Review	Fraudulent	Submitted	14d remaining	TOLLS & TICKET MANAGMENT		View
du_1UC7z8C2Qo9ZvGkMD...	Sep 04, 2026	\$49.43	Under Review	Fraudulent	Submitted	14d remaining	TOLLS & TICKET MANAGMENT		View
du_1UC5ZUC2Qo9ZvGkNz...	Sep 04, 2026	\$26.52	Under Review	Fraudulent	Submitted	14d remaining	TOLLS & TICKET MANAGMENT		View
du_1UC9FAC2Qo9ZvGkNT...	Sep 04, 2026	\$101.11	Under Review	Fraudulent	Submitted	14d remaining	TOLLS & TICKET MANAGMENT		View

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- **Reports** — **Account Statement Report** and **Annual Report**, with PDF export. Admins have platform-wide equivalents.

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Account Statement

Generate monthly account statements suitable for tax submission and record keeping.

Download Excel

Download PDF

Report Parameters

Year

2026

Month

September

Generate Report

Total Income

\$500.00

Total Expenses

\$0.00

Net Amount

\$500.00

Transaction Details - September 2026

Search transactions...

DATE	DESCRIPTION	CATEGORY	TYPE	AMOUNT	TRANSACTION ID
Sep 6, 2026	Owner share - ezpassnj	Owner Share	Income	+\$30.00	ab949c2c-2427-4aed-986a-bf684f4c91c2
Sep 3, 2026	Owner share - ezpassnj	Owner Share	Income	+\$30.00	699ffdf0-af88-463a-98fb-6d8d16bcea02
Sep 3, 2026	Owner share - ezpassnj	Owner Share	Income	+\$30.00	ae3a113e-23b2-4c8d-a21e-08e6c791cce9
Sep 3, 2026	Owner share - ezpassnj	Owner Share	Income	+\$30.00	c298876b-0b64-4816-b16c-d8c5ce5085ea
Sep 3, 2026	Owner share - ezpassnj	Owner Share	Income	+\$170.00	ea8885ce-a770-45b0-a2a3-cf41fd11d81a
Sep 3, 2026	Owner share - ezpassnj	Owner Share	Income	+\$10.00	f1db34d4-4b21-467d-8d36-8473da369734
Sep 2, 2026	Owner share - ezpassnj	Owner Share	Income	+\$20.00	
Sep 2, 2026	Owner share - ezpassnj	Owner Share	Income	+\$50.00	48e269f5-9fcc-4ce6-8d18-453ba3951ab5
Sep 2, 2026	Owner share - ezpassnj	Owner Share	Income	+\$40.00	437f09e3-8e43-40c7-a40d-9d96f7bc9412
Sep 2, 2026	Owner share - ezpassnj	Owner Share	Income	+\$10.00	a63d5f33-0f8d-4942-a33d-6a0cee9f760d

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Tax Information Notice

This report is suitable for tax submission purposes. Please consult with your tax advisor for specific requirements in your jurisdiction.

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myeztoll Owner Portal — User Guide

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Annual Report

Generate comprehensive annual reports with income, expenses, and tax summaries.

Download Excel
Download PDF

Report Parameters

Year

2026

Total Income
\$2,482.75

Total Expenses
\$0.00

Net Income
\$2,482.75

Active Vehicles
39

237 transactions

Monthly Breakdown - 2026

Jul	+\$82.00	-\$0.00	\$82.00
Aug	+\$1,900.75	-\$0.00	\$1,900.75
Sep	+\$500.00	-\$0.00	\$500.00

Category Breakdown

Owner Share

\$2,482.75

100.0%

Annual Tax Summary Notice

This annual report provides a comprehensive summary of your income and expenses for the tax year. Please consult with your tax advisor for specific requirements.

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E.4 SMS and Mail

- **SMS Log** — everything sent and received, including QR deliveries. SMS consent syncs through the Twilio STOP/START webhook (D.2.5).

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SMS & QR Log

Refresh

All SMS QR Code Phone, type, renter ID...

10 records

	DATE	TYPE	PURPOSE	PHONE	STATUS	ERROR	RENTER
:	Sep 6, 2026, 10:45 PM	Sms	GpsAlert		Success	—	
:	Sep 6, 2026, 10:35 PM	Sms	GpsAlert		Success	—	
:	Sep 6, 2026, 10:31 PM	Sms	Agreement		Success	—	
:	Sep 6, 2026, 10:31 PM	Sms	Agreement		Success	—	
:	Sep 6, 2026, 10:11 PM	Sms	Registration		Success	—	
:	Sep 6, 2026, 10:11 PM	Sms	Registration		Success	—	
:	Sep 6, 2026, 9:58 PM	Sms	Registration		Success	—	
:	Sep 6, 2026, 9:58 PM	Sms	Registration		Success	—	
:	Sep 6, 2026, 9:12 PM	Sms	Agreement		Success	—	
:	Sep 6, 2026, 8:21 PM	Sms	Agreement		Success	—	

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- **Mail** — send email from your domain and browse the history. It runs through the platform mail relay.

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Email

Refresh Compose

Inbox (10) Sent Search this page...

9/6/2026, 10:37:34 PM

9/6/2026, 10:36:08 PM

9/6/2026, 10:35:38 PM

9/6/2026, 10:35:03 PM

9/6/2026, 10:33:35 PM

9/6/2026, 10:17:53 PM

9/6/2026, 10:17:38 PM

9/6/2026, 10:17:01 PM

9/6/2026, 10:16:14 PM

9/6/2026, 10:14:55 PM

Select an email to read.

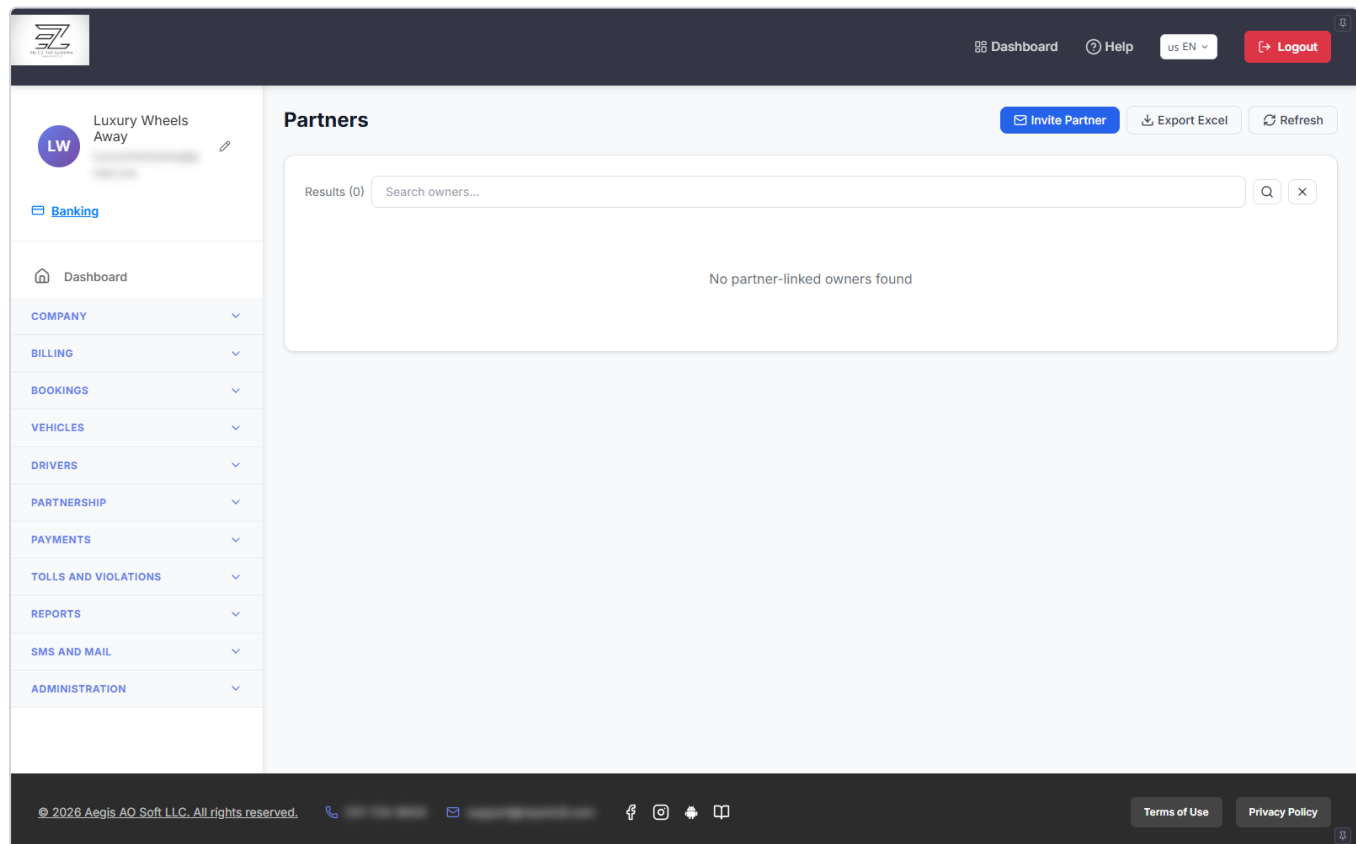
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E.5 Partners

Partnership → Partners and Create Owner . A partner registers owners and receives a share of the platform's toll revenue, subject to the earning term in C.4.3.



E.6 Mobile apps

The **App** download page serves the owner app and the agent app. Turo requires the **Aegis.Turo** agent app (A.5.5).

E.7 Collections — referring an unpaid debt to an agency

When the driver invoice and the whole reminder series have gone unanswered, the debt can be referred to a collections agency. This is a **placement, not a sale**: the debt stays yours, the agency works it in your name and keeps a share of what it collects, and the driver's payment page stays live so they can still pay you directly at any moment.

Everything happens on Payments → Collections , and the agencies are connected on Company → Settings → Collections .

E.7.1 Turning it on

Company → Settings → Messaging , group **Collections agency**. Off by default.

Setting	What it does
Refer unpaid debts to a collections agency	the master switch. Nothing is built until this is on
Referral — who decides	I approve each case (default) queues every case for you; Refer automatically skips the queue but still runs every check
Days to wait after the final notice	at least 14. You may wait longer, never less
Allow agencies that stop only by phone	needed before anything is placed automatically — see E.7.4
Smallest debt worth referring	never below 100. You may raise it
Most the driver may be asked for	a multiple of the debt, capped at 1.5×. You may lower it

A case is built only when **all** of these hold: the reminder series is finished and the invoice still open; the grace period has passed; at least one letter really left our systems to a reachable driver; the driver's country is known (profile or licence); the balance is above the minimum; the charges belong to that booking; no dispute is open; and the debt is inside the limitation period where the driver lives. Anything else is skipped with a named reason.

E.7.2 Connecting an agency

[Company](#) → [Settings](#) → [Collections](#). One block per agency installed on the server, one row per agreement you hold with it — several agreements with the same agency are normal.

1. Sign the agreement with the agency first. This screen records it; it does not replace it.
2. **Add agreement**, then enter **Commission from your agreement, %** exactly as signed. It is loaded on top: at 30% a 200 debt is claimed as 285.71 and you still receive 200. Left empty, the driver is asked only for the debt and the agency's share comes out of your money.
3. Enter the smallest debt they accept, and a name for the agreement if you hold more than one.
4. Fill in the credential fields that agency shows — they differ per agency. A field marked *already set* keeps its value if left blank.
5. Add the **NYC DCWP licence number** if your agreement gives you one. Without it no case from a New York City address is placed with that agency; the number belongs to the agency, not to you.
6. **Check and save** — the credentials are tested against the agency before anything is stored, and the message you get back is the agency's own.

Pause stops new cases while the agreement still answers for placed ones; **Replace credentials** merges rather than overwrites; deleting is refused while live cases depend on it. Where an agency can push status back (**Debitura** today) the webhook button mints an endpoint, header and token — copy all three, the token is stored only as a hash.

Which agency gets a case is not your choice. Routing follows where the **driver** lives: country, inside the US the state, and New York City on its own. A German tourist who signed your rental agreement is collected in Germany. Your part is to connect the agencies you have agreements with.

E.7.3 The approval queue

The tabs follow a case: **Awaiting approval**, **Approved**, **With the agency**, **Part-recovered**, **Declined**, **All**.

- **Owed** is the debt; **Claim** is what the driver will be asked for, commission included.
- **Notices** counts the letters. A warning triangle means none was ever confirmed delivered — the driver may never have been told. That is the fact most likely to change a decision.
- Click the driver's name for the evidence package, **frozen** as at the moment the case opened: the charges, every letter with its delivery status, and the card declines behind them.
- Tick and press **Refer**, or **Decline** with a reason. Both are audited.

E.7.4 Recall, and how the money comes back

Every hour the actual charges are re-read — not the invoice. If the driver pays, if you take cash, if a charge is written off or moved to another booking, the case is **recalled**: the agency is told first, then the case closes. A partial settlement recalls too, because the claim the agency is presenting is no longer the right number.

No agency has a withdrawal API. So nothing is placed automatically unless *Allow agencies that stop only by phone* is on, and then only to **Debitura** or **TrueAccord**; if the driver then pays you, the call to stop them is yours. Every other agency waits at **Approved**: download the case file from its row and send it yourself — an emailed file cannot be un-sent.

When an agency collects, press **The agency collected it** on the row and enter what they actually got. Seven of the nine report nothing back, so this is the only way the money is booked: marking the charges paid instead closes the case as recalled, books no commission, and leaves your accounts claiming you received the whole debt. **Accept and write off the rest** closes a partial recovery for good — the agency's commission comes off first and every share is calculated on the remainder, so only a full recovery leaves you the whole debt.

E.8 The nine collections agencies, one by one

Two take a case over their own API; the other seven have no placement interface, so their cases wait at **Approved** and you send the file. Commission and minimum are blank until you enter them — they are facts from a signed contract, not from an agency's website.

E.8.1 Debitura

The widest reach of the nine: an API-first platform brokering to licensed local agencies in 183 markets, and the only one that reports back by webhook.

- **Where:** North America and Mexico; Latin America and the Caribbean; the whole EU and EEA; the UK, Switzerland, Serbia, Türkiye and Ukraine; plus Australia, New Zealand, Japan, Singapore, the UAE, South Africa, India, Israel and Indonesia.

- **Terms:** success fee only. Their published table starts at 20% in Europe and 30% elsewhere for claims of 100–999, the band nearly every rental debt falls into. Minimum principal 100.
- **You enter:** commission and minimum. The API key belongs to the platform.
- **Watch out:** if the driver pays you directly, tell them within **three business days** — and do **not** withdraw the case to do it. Withdrawal during an active collection period costs the full success fee as if the claim had been paid; a direct payment to you expressly is not a breach. Collection period six months, extended twelve by any payment or promise to pay. debitura.com

E.8.2 TrueAccord

Digital-first consumer collection: they work the debt by email and a self-service payment page rather than by telephone.

- **Where:** the United States, licensed in all 50 states. Claims in USD.
- **Terms:** nothing published; from your signed agreement.
- **You enter:** the **creditor id** from your onboarding, plus commission and minimum. The API key is the platform's; the creditor id is what says whose debt it is inside the shared account and where recoveries are credited. Left empty, your money lands against the account's default creditor.
- **Watch out:** recall is not in their API either; add the NYC DCWP number before a city debtor can be placed. trueaccord.com

E.8.3 Debtist

The German agency covering Europe — and the reason a European debt is collectable at all, since a US agency cannot pursue an EU resident.

- **Where:** Germany, Austria, Switzerland and Liechtenstein at the core, the whole EU and EEA, and the United Kingdom. Claims in EUR, GBP, CHF and the other European currencies.
- **Terms:** from your signed agreement.
- **Handover:** a file you send. They have an API but release its documentation only on request.
- **Watch out:** this is the route for the tourist who signed your agreement and flew home. Confirm in writing that they take consumer debt in each country you intend to use them for. debtist.com

E.8.4 IC System

The general-purpose United States option: a long-established nationwide consumer collection agency, for a debtor no state-specific firm covers.

- **Where:** the United States, Puerto Rico and Guam; licences and/or bonds stated in all 50 states and both territories. Claims in USD.
- **Terms:** from your signed agreement.
- **You enter:** commission, minimum, and the NYC DCWP number if their agreement gives you one.
- **Watch out:** nationwide reach does not imply a New York City licence. icsystem.com

E.8.5 Simon's Agency

Consumer collection since 1965, advertising New Jersey and New York State coverage.

- **Where:** New Jersey. Claims in USD.
- **Terms:** from your signed agreement.
- **You enter:** commission, minimum, and the NYC DCWP number if they hold one.
- **Watch out:** New Jersey does not license collection agencies but does require registration and a 5,000 surety bond under N.J.S.A. 45:18-1. Ask to see both. simonsagency.com

E.8.6 Kaplan Collection Agency

A small New Jersey collection agency, for debtors resident in that state.

- **Where:** New Jersey. Claims in USD.
- **Terms:** from your signed agreement.
- **You enter:** commission and minimum.
- **Watch out:** confirm in writing that they take consumer debt of this kind — a small firm's usual book is commercial. kaplancollectionagency.com

E.8.7 Phoenix Recovery Group

New York State accounts-receivable management and collection.

- **Where:** New York State. Claims in USD.
- **Terms:** from your signed agreement.
- **You enter:** commission, minimum, and the NYC DCWP number — with them it is the difference between covering the city and stopping at its edge.
- **Watch out:** subject to 23 NYCRR 1 across the state; an address outside the five boroughs needs no city number. phoenixrecoverygroup.com

E.8.8 Cedar Financial

A US agency placing through locally licensed firms across Asia, the Middle East and Africa, and one of the few that states in writing that it takes consumer accounts.

- **Where:** East, South-East and South Asia, the Middle East, much of Africa, Australia and New Zealand, plus the gaps nobody else covers in the Americas — Jamaica and Costa Rica.
- **Terms:** no published pricing at all; from your signed agreement.
- **You enter:** commission and minimum.
- **Watch out:** ask which local firm works the file and under what authority — the licence is theirs, not Cedar's. In China only a law firm may collect; in Japan, only an attorney. cedarfinancial.com

E.8.9 Manual export

No agency at all: the case is rendered as a file you send to whoever you choose. This is the floor that is always available, and it is what makes a debtor in an uncovered country collectable.

- **Where:** anywhere. A file has no jurisdiction of its own.
- **Terms:** none of ours; with no commission recorded the claim is exactly the debt.
- **You enter:** nothing — no credentials, no agreement with us.
- **Watch out:** it cannot be recalled, and the file carries a jurisdiction notice naming what the recipient needs, the New York City licence included. That licence is then their concern, which is why an export is never blocked for want of one.

E.9 Invoicing a driver

Everything a driver owes you, and the two documents that come out of it. This is the step *before* E.7: an invoice that goes unpaid is what eventually becomes a collections case.

E.9.1 The page — one driver's whole account

Drivers → the driver's menu → **Invoices**. There is no sidebar entry: the page bills the same money the **Charges** page lists, but for one driver instead of all of them.

- It opens on the last month, the same window the Charges page uses.
- The status filter starts empty, so the whole account is on screen — paid and unpaid together. One label covers several codes: **Failed** is a declined card whichever code carries it.
- Search by plate, description or transponder.
- The arrow at the start of a row opens the individual crossings behind a toll day, or the notice behind a violation.
- **Excel** and **PDF** save exactly what the filters left on screen, with the same total.

E.9.2 How to read a line

What you see	What it means
One row	One day on one vehicle, not one crossing
The row amount	What the driver pays — our card fee included
A detail under the row	The agency's own figure for that crossing
Paid / Outstanding	Two views of the account, not two halves of the total

Two traps worth knowing:

- **Do not total the details.** The row carries the card fee, the details do not, so their sum belongs to nobody.
- **Paid + Outstanding need not equal the total.** A cancelled registration fee is nobody's debt and an unbilled GPS estimate is not yet money, so neither appears in either column.

What an amount actually is depends on how the money moved: cash or a settlement you accepted by hand shows **what you really received** (which may be less than was owed); a charge the booking platform collected in its own gateway shows as it stood there; everything else carries our card fee on top.

E.9.3 Two documents, and the difference between them

	Statement (this page)	Invoice (Create Invoice)
Contains	the whole account, paid and unpaid	only what is still outstanding
Header	Period	Invoice No
Totals	Paid + Outstanding	Balance Due
PAID stamp	no	yes, once settled
Purpose	"what has happened on this account"	"please pay this"

Create Invoice (unpaid tolls) sits in the same driver menu and is offered only to a driver who actually owes something. It goes out by email, SMS or both, with an optional note. Preview it first — what you see is what the driver receives. A toll their card already paid is never on it.

E.9.4 When the portal invoices on its own

Company → Settings → Messaging , group **Unpaid bookings**:

Setting	What it does
Bill drivers for unpaid bookings	the master switch. Off by default
Days after the booking ends before invoicing	how long to keep retrying the card first. Default 30
Reminders — days before the first one	default 3
Reminders — days between messages	default 7, minimum 1
Reminders — how many to send	default 3, maximum 10; the last is a final notice
Reminders — send email / send SMS	email on, SMS off (billed per message)
Smallest balance worth invoicing	default \$1.00

The letters come from you and name only you — no product name, no platform. If the whole series goes unanswered, the debt becomes eligible for a collections agency (E.7).

E.9.5 Watch out

- The page needs a driver. Opened without one it has nobody to bill and stays empty.
- Export takes the **filtered** rows, so a file saved under a narrow filter will not match an unfiltered screen.
- The PDF is built on the server and opens in a new tab — allow pop-ups for the portal once, or the browser swallows it.
- A driver renting from several owners has one account **per owner**; this page is yours only.
- The amounts follow your toll policy (C.3) — which source you bill from, and whether you bill a crossing only one side saw. Change it and the same period totals differently.

F. TROUBLESHOOTING — 12 COMMON CASES

Symptom	Cause	What to do
Every page is empty	no owner selected	check the owner selector in the header
A page is missing from the menu	Page Visibility, role, or an unmet condition	Administration → Settings → Page Visibility . For GPS, check that at least one tracker exists
A toll never arrived	the transponder is not linked	open the toll account page, resolve statuses    (A.1.3), then run Assign Providers
A toll is charged to the wrong driver	vehicle change or a late toll	check the vehicle history of the booking. The "a toll belongs to a vehicle" rule usually resolves this without manual edits
One crossing was billed twice	two booths of the same structure	collapsing is automatic. If you still see a duplicate, report it to an admin — the cleanup order matters
The GPS amount is higher than the agency's	GPS prices at the full rate	expected. To bill the agency amount, set Toll charge source = Toll agency amount
Every toll plugin failed at once	the shared proxy pool	admin: check the proxy pool, not the agencies
<i>Sync failed</i> with an HTML page	a temporary platform block	wait a minute and retry. View source shows whether it was a captcha or a block
Turo reads nothing	the agent phone is offline, or no active agent	Turo Agents : promote an agent and make sure the device is online
The driver gets no SMS	delivery set to QR, Twilio not configured, or the driver sent STOP	check Message delivery method , the Twilio settings, and the SMS log
A payout does not go out	no Stripe account, unmet requirements, or below threshold	open Connected Stripe account → Actions required ; check the payout period and threshold
The importer saves no rows	missing plate or plate state	fill the required fields, use Fill plate state

G. GLOSSARY

- **Toll** — a charge for using a paid road, bridge, or tunnel.
- **Transponder / tag** — the agency device that a crossing is billed against. It is the key that ties a crossing to a vehicle.
- **Toll agency** — the operator of paid roads: E-ZPass, SunPass, FasTrak, and others. One E-ZPass account covers the whole E-ZPass network.
- **GPS toll** — a crossing calculated from the vehicle's track, independently of the agency.
- **Markup** — the uplift added on top of the toll amount.
- **Service fee** — the platform's fixed fee for processing a toll.
- **Gross / Net** — before and after the Stripe fee.
- **Owner / platform / partner share** — how the net amount is split.
- **Booking plugin** — an integration with an external booking platform.
- **Agent (Turo)** — the app on the owner's phone through which Turo is read.
- **Worker** — the background process that collects tolls and violations.
- **Visibility preset** — a named set of enabled menu pages.
- **Storefront** — the owner's public myezwheels site.