

DATE: 12/13/2024

NON-CONSTRUCTION CONTRACT SOLICITATION NOTICE

MTA- B&T IS NOW ADVERTISING FOR THE FOLLOWING:

SSE #: 0000493661

OPENING/DUE DATE: 2/3/2025

TYPE OF SOLICITATION: RFP

DOCUMENT AVAILABILITY DATE: 12/13/2024

SOLICITATION TITLE: Collection Services for the Recovery of Unpaid Tolls and Fees for all Methods of Toll Collection.

DESCRIPTION: The Contractor shall be expected to make best efforts to perform collection services for the recovery of unpaid tolls and fees, using sophisticated means of contacting and following up with account holders: identifying and tracing account holders who have moved or failed to respond to earlier efforts to communicate with them; as well as providing detailed reports on collection activity and results, periodically and cumulatively.

Funding: 100% Operating Goals: N/A Est \$ Range: \$1 - \$500,000 Contract Term: 5 Years

****PLEASE SEE THE ATTACHED SCOPE OF WORK FOR ADDITIONAL INFORMATION****

PRE-BID CONFERENCE

DATE: 01/7/2025

TIME: 10:00AM

Virtual via Microsoft Teams. Please contact **Robin Golubow**, procurement representative at rgolubow@mtabt.org to register

SITE TOUR N/A

DATE:

TIME:

PLACE:

FOR MORE INFORMATION, PLEASE CONTACT:

PROCUREMENT REPRESENTATIVE: Robin Golubow

EMAIL: rgolubow@mtabt.org

TS-1
SCOPE OF SERVICES

1. Background

The Triborough Bridge and Tunnel Authority, also known as MTA Bridges and Tunnels (hereinafter referred to as “MTA B&T,” “B&T” or the “Authority”) is an affiliate agency of the Metropolitan Transportation Authority (MTA) serving more than one million vehicles daily in the New York metropolitan area. MTA B&T currently operates seven bridges and two tunnels and is poised to operate tolling in the first-in-the-nation congestion relief zone (CRZ), through the program formally referred to as the Central Business District Tolling Program (CBDTP).¹

All B&T facilities operate as cashless open road tolling (ORT) facilities, accepting E-ZPass or by taking images of license plates for those without a valid E-ZPass transponder in the vehicle, and sending invoices via mail (Tolls by Mail or “TbM”) for those without E-ZPass. E-ZPass accounts are typically pre-paid, though there is a “Pay Per Trip” option, while Tolls by Mail are paid through billing. Both types of accounts are maintained through a Back Office System (BOS), currently operated by Conduent Inc. on behalf of MTA B&T, Port Authority of New York and New Jersey (PANYNJ), New York State Thruway Authority (NYSTA) and New York State Bridge Authority (NYSBA).

MTA B&T presently has over 4.3 million E-ZPass accounts, with approximately 6.8 million transponders in use. Where no E-ZPass transponder is detected, either because one is not present or the transponder is inoperable, the system captures a license plate image and searches the back-office account management system for an associated E-ZPass account. If a license plate is not associated with an E-ZPass account, or if the E-ZPass account that the plate is associated with is unfunded or revoked, a toll bill, via MTA B&T’s Tolls by Mail (TbM) program, is sent by USPS mail to the registered vehicle owner at the address on file with the associated state motor vehicle department.²

For those with E-ZPass, if the account becomes negative, several levels of escalated warnings are sent; if still not paid, the negative balance account will be revoked, and the negative E-ZPass account balance (which includes unpaid tolls and account fees) will be sent for collection. Once revoked, any subsequent toll transactions for the customer will post to a TbM account as noted above.

For those using TbM, the initial toll bill is sent to the registered owner of the vehicle, requesting payment of the tolls owed; customers have thirty (30) days to remit payment, after which a \$5.00 late fee is applied. ³ After an additional thirty (30) days without payment (60 days in all) the late fee is dropped, and each toll transaction escalates to violation status, with administrative violation fees applied to each toll transaction. MTA B&T violation fees are currently set at fifty dollars (\$50) per toll transaction for all facilities after a total of sixty (60) days without payment, TbM transactions are sent for collection for recovery of tolls and fees.

¹ MTA B&T current facilities include the Robert F. Kennedy, Throgs Neck, Bronx Whitestone, Verrazzano-Narrows, Henry Hudson, Marine Parkway-Gil Hodges Memorial, and Cross Bay Veterans Memorial bridges, and the Hugh L. Carey and Queens Midtown tunnels. On average, over 900,000 vehicles use these facilities each day. The CRZ, for which tolling will begin in first quarter 2025, consists of the area of Manhattan south, and inclusive of, 60th Street, excluding the FDR Drive and West Side Highway/9A, along with several connecting streets. MTA B&T anticipates 60,000 trips per day into the CRZ once operational.

² An E-ZPass account may become unfunded if a customer fails to replenish the account, resulting in a negative balance.

³ When paid, this late fee is split among the New York tolling agencies that have toll transactions on the bill to which the fee is assigned.

As noted, TBTA is scheduled to begin tolling vehicles entering the CRZ in the first quarter of 2025. The tolls owed for the CRZ will be collected by E-ZPass and TbM; there is also potential for future payment and vehicle identification options using third-party providers. Further, a per-trip toll for taxis and app-based for hire vehicles (FHVs) that enter, leave, or remain in the CRZ will be collected through a process separate from the toll system.

Importantly, although CBDTP tolls and any fees owed will show on the same E-ZPass statements and TbM bills as tolls and fees owed for TBTA’s bridges and tunnels, the CBDTP tolls must be accounted for separately when paid as, by law, they must flow to a separate lockbox. The toll and fee amount to be collected for ORT and CBDTP tolling will be identified separately in the file provided by the BOS and should be identified for collections activity separately. However, collection correspondence shall be based on E- ZPass Negative Balance, ORT (TbM) and CBDTP violation combined account activity.

In January 2016, New York State (NYS) passed legislation allowing MTA B&T to request motor vehicle registration suspensions from the NYS Department of Motor Vehicles (“DMV”) for persistent toll violators, defined as customers who failed to pay tolls, fees or other charges related to three or more violation notices of the Tolling Authority’s toll collection regulations committed within a five (5) year period, or for the failure to pay such tolls, fees or other charges in the amount of two hundred dollars (\$200) or more within a five (5) year period, committed by the registrant of an affected commercial motor vehicle. In December 2018, NYS DMV entered into a reciprocity agreement with the State of Massachusetts (“MA”) to place holds on MA motor vehicle registration renewals for MA residents who are MTA B&T persistent toll violators. It is MTAB&T’s business practice to cease collection efforts on customer accounts that are associated with either the NYS DMV Suspension or MA Reciprocity Agreement programs.

In addition to the collection activities derived from negative balance E-ZPass accounts and TbM violations described above, TbM customer accounts for whom MTA B&T does not have a current address will also be sent for collection, as will TbM accounts where tolls have been paid but for which accumulated violation fees remain unpaid. In the circumstance where a TbM account is sent for collection because of no valid address, the Collections Agency (“Contractor”) shall not only perform the collections process but also, acting on MTA B&T’s behalf, provide the BOS with a valid address when found, so that future toll transactions may be billed to the correct address.

Currently MTA B&T estimates that collection placements for E-ZPass Negative Balance accounts, TbM and CBDTP violation accounts will be as follows:

| Account Type | 2021-2023 Actuals | | 2024 Projections | | 2025 Projections | | 2026 Projections | |
|---|-------------------|-------------------------|-------------------|-------------------------|-------------------|-------------------------|-------------------|-------------------------|
| | Placements | Toll/Fee Value (\$) | Placements | Toll/Fee Value (\$) | Placements | Toll/Fee Value (\$) | Placements | Toll/Fee Value (\$) |
| E-ZPass Negative Balance Accts | 332,645 | \$29,601,952 | 142,471 | \$11,408,266 | 162,987 | \$12,834,299 | 186,458 | \$14,438,587 |
| Open Road Tolling Violation Accts | 39,694,411 | \$3,757,078,948 | 15,580,613 | \$1,417,399,512 | 17,824,221 | \$1,195,930,838 | 20,390,909 | \$1,345,422,193 |
| Central Business District Tolling Program Accts | | | | | 13,200,000 | \$778,800,000 | 12,900,000 | \$761,100,000 |
| Totals | 40,027,056 | \$ 3,786,680,900 | 15,723,085 | \$ 1,428,807,778 | 31,187,209 | \$ 1,987,565,137 | 33,477,367 | \$ 2,120,960,779 |

Assumptions:

1. Average Growth Rate to placements is 14.4% for 2021-2023 Actuals.

2. Average Growth Rate to Toll/Fee Valuation is 12.5% for 2021-2023 Actuals. Violation Fees for major facilities dropped from \$100 to \$50 in September 2024, which effects lower value placed in latter projected years.
3. Central Business District Toll Program calculations were based on projections of 22,000,000 estimated trips within the first year of operation using passenger vehicle rate of \$9. Estimate placements in latter months are expected to decline due to future customers adding plates to their active E-ZPass accounts.

2. General Requirements

The Contractor shall be expected to make best efforts to perform collection services for the recovery of unpaid tolls and fees, using sophisticated means of contacting and following up with accountholders; identifying and tracing account holders who have moved or failed to respond to earlier efforts to communicate with them; as well as providing detailed reports on collection activity and results, periodically and cumulatively.

The Contractor shall be expected to have a highly developed and trained workforce able to deal expeditiously with large volumes of accounts; as well as the technical capacity to receive, process and return electronic files to the BOS, as explained below. In particular, the Contractor shall be required to develop and maintain a cooperative working relationship with the BOS to ensure that all information transmitted between the two parties is always consistent.

While it is solely at the Contractor's discretion to determine when to cease collection efforts on an account, the Contractor will be expected to indicate at what point an account is deemed uncollectible.

The Contractor shall have the inbound and outbound call center, financial management and software management experience and tools to enable it to deal successfully with high volume businesses; the capacity to accept all forms of payment including major credit cards, check, cash, money order and ACH; and banking and legal relationships appropriate to the nature and scope of this RFP. Multilingual call center staff shall be required.

The Contractor shall provide documentation demonstrating how much of the original placed unpaid tolls and fees they have recovered over given periods of time. For example, taking all the unpaid tolls and fees placed in January, show the percent of that monies owed that was recovered as of the end of the first, second, third and fourth quarters in that year, or any 12-month period of the Contractor's choosing. This information will be considered significant when choosing the desired Contractor. The Authority reserves the right to request additional reporting, or changes in reporting, at any time during the contract period.

Upon execution of an agreement with MTA B&T, the Contractor shall immediately implement an automated data exchange process to be used for passing all data to and from the BOS. The data exchange shall follow the Interface Control Document(s) (ICD) supplied by MTA B&T, samples of which are attached to this document (Exhibit A and Exhibit B). The Contractor shall confirm, in the proposal, that the required ICD interface shall be implemented and maintained consistent with MTA B&T needs. The Contractor shall indicate in the proposal how quickly the interface will be implemented after agreement execution, such date to allow for full testing with the BOS.

Contractor Performance on Similar Projects

The Contractor shall provide, in their proposal, details of other collection activities they perform that are similar in nature to that required by MTA B&T. At a minimum, details shall include volumes, average amount to be collected, accurate/actual recovery rates achieved together with the length of time the Contractor has been performing service.

Pricing

This contract will be on a contingency basis. Compensation will be paid solely based on dollar amounts recovered. Tag returns, which will automatically reduce a customer collection amount, are ineligible for commission payments. Remittances shall be made daily. Electronic transfer is required.

Payment Options

Although the goal is to collect the entire balances, the Contractor will be authorized to accept partial payments and general payment plans and will include these in the daily file transmissions and reports detailed below.

File Transmissions

The Contractor shall be capable of the following kinds of file transmissions and interactions with the New York E-ZPass Customer Service Center (NYCSC):

- Receive daily file of revoked accounts.
- Reconcile accounts where customers have inadvertently paid both the collection agency (the Contractor) and the NYCSC.
- Receive from the NYCSC, updated customer or account information that may become known after accounts have been sent to collection, e.g., bankruptcies or information about tags returned to the NYCSC resulting in a change to the debt owed.
- Request that the NYCSC to provide or verify information, as needed, to facilitate pursuing unpaid balances.
- Return files to the NYCSC which will include:
 - Final settlements resulting in full payment of amounts due.
 - Final settlements resulting in less than full payment of amounts due (partial payments)
 - Bankruptcies, deceased account holder, etc.

For all the above, full mutual and reciprocal cooperation is expected of both the Contractor and the NYCSC.

Reporting

All reports required of the Contractor should be delivered electronically in Excel file format and CSV Tab Delimited format.

The Contractor will be asked to provide reports with the following data, as well as ad-hoc reports that may be requested from time to time. Additionally, MTA B&T staff at the appropriate level must be provided on-line access to the Contractor's database (on a read-only basis) to handle such customer inquiries as may be directed to MTA B&T, or to enable MTA B&T to have real-time information on the status of any given account. The Contractor must obtain approval from MTA B&T prior to changing the format, data-retention period, or any other aspect of any reports.

Legal Requirements

The Contractor shall comply with all applicable laws, codes, rules, and regulations including but not limited to the Fair Debt Collection Practices and the Fair Credit Reporting Act.

Security of Customer Information

Customer Data, including but not limited to name, address, phone number, plate number etc., are hereby deemed to be Protected Materials whose confidentiality is to be kept and maintained by the Contractor in accordance with Article XXXVIII, Documentation and Confidentiality of Protected Materials. Proposers shall describe the methodologies they will employ to protect system communications, programs, and Customer Data. Proposers shall describe how access and other security arrangements will be monitored, and how the Contractor proposes to protect Customer Data from unauthorized disclosure and use as follows:

- Describe how the Customer Data will be secured in accordance with Article XXXVIII, Documentation and Confidentiality of Protected Materials.
- Describe how the system will be secured and protected against unauthorized use or access. This should include telephone and internet inquiries.
- Describe how the Contractor's employees will protect data and maintain the confidentiality of Customer Data.
- The Contractor shall comply with every applicable federal, state, and local laws, codes, rules and regulations regarding privacy and confidentiality, including but not limited to legal requirements governing personal information such as Customer Data.
- Describe how the confidentiality and security of payment processing information will be addressed, e.g., credit card, etc.

3. System Requirements

The Contractor shall establish an account management system to maintain an account for each customer. MTA B&T will be provided access to the database for real-time information and to query summary level information. For E-ZPass and the TbM, any E-ZPass Accounts, E-ZPass Violations and unpaid TbM Toll Bills incurred by a single customer, may be grouped together as directed by MTA B&T. The database shall also provide for readily accessible data on credit card authorizations, written correspondence to and from the customer payment history, payment plan information (specified in the payment plans section). The system shall provide for some

method to combine and consolidate customer open balances in a variety of ways other than those outlined above.

- A toll-free phone number is required for customer use to address all written correspondence and to make inquiries and/or disputes. The Contractor is required to maintain an automated phone system that:
 - Provides basic customer information including transaction count and total amount owed.
 - Payment Options
 - Easily provides for the request of a live customer service staff member in the automated phone system's menu options.
 - Provide MTA B&T with the ability to listen to calls relating to collection efforts either live or via recorded calls.
- The customer shall be provided a website that is available to view basic information on unpaid toll amounts, license plates, and provide the ability to make payments. Payments collected shall follow guidelines set by MTA B&T including the prioritization of payment towards unpaid amounts that were placed in collections at an earlier date.

4. Payment Plan Requirements

The Contractor shall offer and manage payment plans for account holders who request this type of mechanism to resolve their unpaid amounts. MTA B&T will provide guidelines and policies on the minimum requirements for customers to be eligible for a payment plan. The following is a non-exhaustive list of minimum program administration requirements:

- Offer toll customers the option to pay tolls and fees over time via structured payment plans.
- Payment plan administration system shall be effective, professional, and scalable.
- Customers must have the ability to apply for a payment plan online via a user-friendly application and/or portal.
- Ability to document customer payment plan applications electronically or manually.
- The Contractor shall provide a web interface for customers with payment plans to submit payments, perform account maintenance, and monitor the status of their payment plan. The website will also provide at a minimum the following:
 - Payment Plan Schedule view:
 - Payment Agreement and the terms. Ability to digitally sign approval of payment plan terms.
 - Notifications shall be generated to the payment plan holder:
 - Payment reminder (SMS, email, and USPS mail)
 - Payment missed (SMS, email, and USPS mail)
 - Payment submitted successfully (SMS, email, and USPS mail)
- Ability to document payment plan agreements electronically or manually.
- Payment plan agreements shall include all terms, conditions, notices, and other attributes required of a payment plan for it to be legally enforceable and binding, including, but not limited to, the amount owed, the payment schedule, a definition of terms, a description of what constitutes default, the consequences of default.
- A method of customer acknowledgement of all payment plan terms, conditions, and other attributes required of a payment plan for it to be legally enforceable and binding.

- Payment plan agreements should be transparent and easy to understand.
- Payment plans shall not be revolving credit agreements.
- The payment plan administration system shall securely maintain an individual customer account for each payment plan established.
- The system shall track customer payments.
- The system shall maintain the current balance due for each customer.
- Payment plan customers should have the ability to easily view their payments and current balances due via a user-friendly online application.
- The system shall have reporting capabilities for MTA B&T such as payment plan metrics (i.e., number of plans; customer account demographics; payment/default status; financial details).
- Payment plan customers shall have the ability to securely make payments online via a user-friendly application (payment portal) via credit card, ACH, or e-check.
- Payment portals must be PCI compliant.
- Lockbox availability for customers who desire to pay via check sent through USPS mail.
- Payment/Information reminders by text, email, and/or USPS mail sent at key intervals such as: before the due date, after a missed payment, at default, etc.
- The system shall have the ability to interface with MTA B&T's BOS so that payment plan remittances can be accurately applied to customer toll accounts.
- An operational customer call center to provide payment plan customers with information about the particulars/status of their payment plan accounts, payments, balance, etc.
- In the event of payment plan default, the system shall have the ability to:
 - Automatically notify the customer of the default.
 - Automatically notify MTA B&T of the default (for re-suspension of DMV registration; commencement/re-instatement of collection actions; litigation/garnishment, etc.).
 - Preclude new payment plans for customers who have defaulted.
- New toll violations that occur after the establishment of a payment plan are not to be added to existing payment plans (as noted above, the payment plan shall not be a revolving credit agreement).

5. Reporting Requirements

MTA B&T requires the Contractor to provide comprehensive, detailed, and transparent reporting. Effective communication and reporting mechanisms between the Contractor and MTA B&T are integral to the success of our revenue recovery collection operations. A well-established reporting framework enhances transparency, accountability, and facilitates informed decision-making. Please see below for an outline of the type of reporting expected by the Contractor.

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- Daily Reports
 - A fully itemized report, including account number, amount paid, commissions paid and remaining balance due by customer, for E-ZPass Negative Balance accounts and TbM Violations (containing MTA and CBDTP agency violations) collections for the previous day that corresponds to the daily invoice amount billed to MTA B&T by the Contractor.

- Bankruptcy and Deceased Report
 - Account number
 - Account name (first & last), Address, City, State
 - Total open balance, broken out for E-ZPass Negative Balance accounts and TbM Violations
- Weekly Reports

The following data shall be reported weekly but rolled up to a total at the end of each month:

- Weekly Report 1 - Placement Information:
 - Placement date
 - File(s) placed, broken out by file name.
 - Total number of accounts placed.
 - Total dollars placed, broken out by tolls and fees for E-ZPass Negative Balance accounts and TbM Violations
- Weekly Report 2 - Collections Information:
 - Collection date
 - File(s) placed broken, out by file name.
 - Revenue recoveries, broken out by tolls and fees for E-ZPass Negative Balance accounts and TbM Violations
- Monthly Reports
 - Placement Analysis Report
 - Number of accounts
 - Amount placed, for E-ZPass Negative Balance accounts and TbM Violations
 - Tolls
 - Fees
 - Number of accounts removed from Placement (Deletion), for E-ZPass Negative Balance accounts and TbM Violations Tolls
 - Fees
 - Amount collected MTD, for E-ZPass Negative Balance accounts and TbM Violations
 - Tolls
 - Fees
 - Amount collected YTD, for E-ZPass Negative Balance accounts and TbM Violations
 - Tolls
 - Fees
 - Commissions MTD, for E-ZPass Negative Balance accounts and TbM Violations
 - Commissions YTD, for E-ZPass Negative Balance accounts and TbM Violations

- Partial Payments Report
 - Account number
 - Account name
 - Placement amount, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Payment, broken out for E-ZPass Negative Balance accounts and TbM Violations

- Payment Plan Report
 - Account number
 - Account name
 - Placement amount, broken out for E-ZPass Negative Balance accounts and TbM Violations.
 - Number of installments, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Installment amount, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Date last installment is due, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Payments, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Balance due, broken out for E-ZPass Negative Balance accounts and TbM Violations

- Other ad-hoc Reports
 - As needed.

- Yearly Reports- (Includes demographic and financial information)
 - Tolls vs Fees Report is broken up by:
 - Total dollars placed broken out by tolls, fees, and commissions, for E-ZPass Negative Balance accounts and TbM Violations.
 - Total dollars recovered, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Year in which the account was placed, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Cumulative for the year, broken out for E-ZPass Negative Balance accounts and TbM Violations

 - Account Closed Report – (Uncollectible)
 - Account number
 - Account name (first & last), Address, City, State
 - Total open balance, broken out for E-ZPass Negative Balance accounts and TbM Violations
 - Reason code
 - Uncollectible dollars amount, broken out by tolls and fees, for E-ZPass Negative Balance accounts and TbM Violations.

- Ad-Hoc and Excel Exports

At a minimum, the Contractor shall provide MTA B&T with all the reports cited above in Excel and CSV Tab Delimited formats. At any time, the Contractor may be asked to provide ad-hoc reports.

MTA B&T reserves the right to require other Ad-Hoc reports relating to, but not exclusively limited to:

- Contractor Staffing
- Customer Disputes
- Skip Tracing Activities

6. Settlements Requirements

The Contractor is required to implement account settlement options and parameters, which must be in accordance with MTA B&T's approval. Settlements for unique cases that deviate from the general settlement guidelines must receive explicit approval from MTA B&T, which may include on-line authorization to the collection case file.

The settlement guidelines are designed to establish a framework that prioritizes the recovery of 100% of toll amounts owed while concurrently incorporating a strategic provision for the dismissal of a specific percentage of fees. This approach seeks to strike a balance between maximizing toll recovery and providing a reasonable allowance for the dismissal of fees, contributing to a fair and equitable settlement process.

The Contractor shall include provisions for various forms of payment, facilitating flexibility for customers:

- Credit/Debit card – via web, phone, or USPS mail.
- ACH – via web, phone, or USPS mail.
- Check – via web, phone, or USPS mail.

The significance of robust reporting mechanisms for settlements offered to collection customers cannot be overstated, as it serves as a crucial component for transparency, accountability, and effective performance evaluation throughout the revenue recovery process. Guidelines will be provided in advance of contract go-live, and MTA B&T retains the right to modify these guidelines and will communicate any changes via written notice to the Contractor, with such modifications applicable at any time.

7. Staffing Requirements

The Contractor, as part of its proposal, must adhere to the following staffing guidelines:

- Project Manager:
 - A responsible full-time project manager who is accountable to actively manage the collection recovery process daily. Should there be personnel changes which affect project management, MTA B&T should be informed and assured that these changes will not affect the collection recovery operations and reporting.
- Establish an adequately full-timed staffed Call Center, Correspondence, Quality Assurance, Finance, Technical, and Legal teams to execute comprehensive collection procedures, ensuring the fulfillment of all outlined tasks and functions.
- Recruit and fully train all staff members before the commencement of operations.
- Provide customer service staff with online access to the Contractor's collections database to enable real-time information retrieval about the status of any given account.
- Assign a designated collections employee to be on-site in MTA B&T's office. This employee shall have access to both BOS and the Contractor's collection system(s) to handle customer disputes, inquiries, etc.
- Maintain a staffing ratio of supervisors to staff that is commensurate with industry standards to ensure adequate customer service and support.
- Provide multilingual staff who are linguistically proficient in the most common languages in MTA B&T's geographical operating area. Additionally, in the event an on-site employee is not present to communicate in a customer's preferred language, additional translating services shall be provided by the Contractor.
- All customer service staff shall have a minimum of five years of experience in collection services.
- The Contractor shall furnish a staffing plan before the commencement of operations and provide MTA B&T with quarterly staffing plan changes, if any.
- Ensure that staff assigned to communicate with customers are fully trained.
- Provide a detailed description of the Contractor employee training program, including allocated hours for initial training, re-training, and MTA-specific training.

8. Dispute Resolution Requirements

The Contractor will establish procedures for handling customer complaints, disputes, and discrepancies. The procedures shall be provided to MTA B&T for review and approval for disputes that exceed an established threshold by MTA B&T. The Contractor must maintain information about accounts that have been disputed and their outcomes, separated by E-ZPass Negative Balance, TbM and CBDTP violation accounts, including lists specifically identifying which disputes were accepted and rejected according to MTA B&T's matrices. The customer must have the ability to review disputes via an online web interface and an identifier number must be assigned to all disputes. The Contractor must immediately place a hold on disputed accounts, and customers disputing their liability shall not be sent additional collection notices related to the disputed toll transactions until resolution.

From time to time, upon receiving notification from MTA B&T, the Contractor will be directed to cease all or specific collection activities. MTA B&T retains the right to reevaluate, modify, cancel, or retract any

placements designated for collections. The Contractor is required to close recalled accounts promptly and without any associated costs or commissions. No fees or commissions shall be levied by the Contractor for collections related to recalled, cancelled, or retracted accounts.

9. Bankruptcy Case Handling Requirements

The Contractor is expected to adhere to the following protocols in managing bankruptcy cases:

- **Bankruptcy Notification and Collection Cessation:** Upon receiving notification from MTA B&T that a customer has filed a petition for relief under any chapter of the federal bankruptcy laws, the Contractor is required to promptly notate all related accounts to reflect the bankruptcy filing. Additionally, all collection activities associated with the respective accounts must be immediately ceased.
- **Discharge Notification and File Return:** Upon receiving a notice or order of discharge in the customer's bankruptcy case, the Contractor shall return the file to MTA B&T, as applicable, marked as uncollectible due to the bankruptcy discharge. The returned file should encompass all pertinent information related to the customer's bankruptcy case.
- **Daily Reporting:** The Contractor is required to submit comprehensive reports to MTA B&T on a weekly basis. These reports, provided in Excel file format, should include details of all bankruptcy filings, notices, orders of discharge, and dismissals. This regular reporting mechanism ensures transparency and enables timely updates on the status of bankruptcy cases.

10. Skip Tracing Requirements

The Contractor is expected to provide a detailed plan encompassing the following aspects of the skip tracing tool:

- **Techniques and Strategies:** Clearly articulate the skip tracing techniques employed for collection attempts.
- **Software and Technologies:** Specify the software and technologies utilized to identify customers' addresses during the skip tracing process.
- **Frequency of Updates:** Outline the frequency of updates to customers' account(s) for changes and latest information available through skip tracing.
- **Data validity:** Clarify how current the data within the tool is maintained and sustained.
- **Information Sources:** Identify the sources of information that populate the provided address, ensuring transparency regarding data origins.
- **False Positives and Negatives:** Provide the rate of false positives and negatives associated with the skip tracing tools employed.

The skip tracing plan will be evaluated based on the success and comprehensiveness of the plan. The Contractor's ability to employ effective skip tracing techniques while minimizing false positives and negatives will be a key consideration.

11. File Interface with BOS System Requirements

MTA B&T will initiate the referral of accounts for collection by instructing the BOS to transmit two types of "placement" files to the Contractor daily; this shall include files for E-ZPass Negative Balance accounts and TbM Violations (containing MTA and CBDTP agency violations) with respective administrative fees.

The Contractor is required to send and accept these data files as outlined below, demonstrating the capability to manage and adhere to the specified file structures:

- Placement Files
 - Each day, the BOS will transmit an E-ZPass Negative Balance account file and TbM Violation transaction file, inclusive of associated new collection accounts, to the Contractor.
- Update Files
 - Update to Accounts: After the placement of E-ZPass Negative Balance and TbM Violation transaction accounts with the Contractor, daily Update Files will be sent by the BOS. These files to the Contractor will adjust amounts outstanding based on activities such as payments received, tags returned, and other financial adjustments.
- Return Files
 - Upon collection activity related to individual E-ZPass Negative Balance and TbM Violation transaction accounts, the Contractor shall report daily payments, dismissals, updates to addresses, and write-offs in files sent to the BOS.
- Collections Acknowledgement File
 - The Contractor is obligated to acknowledge the receipt of Placement and Update files within two (2) hours of receiving them from the BOS. Any discrepancies must be reconciled promptly, with unresolved issues being escalated to MTA B&T.
- BOS Acknowledgement File
 - The BOS will acknowledge the receipt of the Return File through an acknowledgement file, confirming proper transmission and the Contractor's ability to process the records. Any discrepancies must be immediately reconciled between the Contractor and BOS provider, with unresolved issues escalated to MTA B&T.
- File Transfer Protocol
 - The Contractor shall execute the receipt and transfer of all data files between its systems and the BOS using Secure Files Transfer Protocol, as mandated.

12. Multiple Collection Agent Model

MTA B&T reserves the right to expand its collection program to include multiple collection agencies if MTA B&T deems it feasible. In a multi-collection agency environment, the Contractor (as primary) must have the ability to communicate and interact with secondary and/or tertiary collection agents. Such interactions and communications include the ability to transfer and receive file and account data between or among multiple collection agents.

This can take the form of the primary agent directly managing the transaction flow of the placement and update files with a secondary and/or tertiary collection agent. The primary would

take on gatekeeper responsibilities with the secondary and/or tertiary agent. The gatekeeper would move appropriately aged cases to the secondary and/or tertiary collection agent. Current collection tolls associated with a secondary and/or tertiary case would also be moved by the gatekeeper to the secondary and/or tertiary agent. As payments are collected the gatekeeper would be updated by file exchange from the secondary and/or tertiary collection agent. The gatekeeper would communicate directly with the BOS at least daily as all collection tolls and fees are paid. A shared commission arrangement will be required between the gatekeeper and the secondary and/or tertiary agent. MTA B&T will have to review and approve the agreement between the primary and the secondary and/or tertiary agent; to include that MTA B&T will pay the primary and the primary will be responsible for remitting payments to the secondary and/or tertiary collections agency.

13. Collection Level Status and Variable Commission Fees

Tolls and fees that have been placed with the collection agency may be subject to escalated levels of collections (see Table I) based upon an action or actions taken by MTA B&T intended to incentivize the payment of outstanding tolls and fees. Accordingly, when MTA B&T's actions have contributed to the payment urgency, a lower commission fee is to be paid to the collection agency on the successful collections of the escalated tolls and fees. For example, MTA B&T suspending a vehicle registration with a state motor vehicle commission or enforcing a civil judgment will compel a payment and clearance of the suspension or satisfying the judgment. In such cases the commission rate of the collection agency will be lower than those for a standard past due or violation notice, which may simply be a reminder of unpaid tolls and fees.

A variable commission fee schedule is required to be provided based upon the following collection level status.

Table I

| Disposition Code | Collection Level Status | Description |
|------------------|--|--|
| 1 | General Collections | Tolls and fees that are placed with the collection agent for servicing as a standard past-due of unpaid violation tolls and administrative fees. |
| 2 | Judgments | Tolls and fees that have been placed with the collection agent for servicing but have been escalated by the Authority as a General Judgment. The Authority's sending of a Judgment warning notice signals that legal action has been taken to recover unpaid tolls and associated penalties. |
| 3 | DMV (Suspension, Hold, or Exclusions) | Tolls and fees that have been placed with the collection agent for servicing and have also been designated by the Authority as a NYS DMV registration suspension, out-of-state registration hold, or out-of-state notice of exclusion. |
| 4 | Combo (Code 2 and 3 combination) | A prior Disposition Code 2 or 3 transaction that receives a second disposition of Judgment or DMV. For example, a code 2 Judgment transaction is subsequently part of a DMV registration suspension action. Or, a code 3 DMV suspension transaction gets included in a Judgment action. |

14. Incentivized General Collections

To incentivize the collection agent to recover General Collection unpaid tolls and fees that are more challenging.

- Collections on General Collection transaction tolls and fees 18 months from placement will be paid the Contractor's fee plus 1% higher commission.
- Collections on General Collection transactions that exceed a monthly collection goal, agreed upon with MTA B&T, will be paid a percentage of the exceeded monthly collection goal, at a rate agreed upon with MTA B&T.

15. Dedicated Payment Plan Administrator

MTA B&T reserves the right to expand its collection program to include a dedicated Payment Plan Administrator if MTA B&T deems it feasible. The Contractor must have the ability to communicate and interact with the Payment Plan Administrator. Such interactions and communications include the ability to transfer and receive file and account data to and from the Payment Plan Administrator.

Exhibit A



New York

**Violation Collection File
Interface Control Document
Version 2.3**

November 20, 2023

Prepared By:
Conduent Inc

Conduent Inc.

Revision history

Revisions of this document are listed in chronological order. There is no relationship between the document release number and the software release number.

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Important: This document has been through a formal review process. To the best of our knowledge it is accurate. CONDUENT reserves the right to make further modifications as necessary.

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1. Violation Collection File Interface Control Document

1.1 Overview

This document describes in detail the file types, file layouts and file descriptions about the collection file exchange between New York E-Zpass and the Collection agency.

1.2 File Generation Frequency

1. CONDUENT will generate a new file in every X number of days.
2. CONDUENT will generate an update file in every X number of days.
3. The Collection Agency should generate a payment file in every week

1.3 New File Specifications: From CONDUENT – Collections

1.3.1 Description

1. The file contains the information for the accounts where the citation_level is in (PACOLL) and citation_status is in (PAIDPART or OPEN). There are 5 types of records. The fields are length delimited and the length of each field is indicated in the tables below. All fields that do not fill the entire field will be padded with filler **Spaces**.

1.3.2 File Name

AAAA_COLL_YYYYMMDDHHMMSS.NEW

Where: AA[AA] is Agency ID (see table 1.9.1), AA is mandatory and additional 2 characters [AA] are optional, and YYYYMMDDHHMMSS is file creation date and time.

1.3.3 File Layout

1.3.3.1 File Header Record

| Field # | Field | Length | Data Type | Description |
|---------|------------|--------|-----------|---------------------|
| 1. | RECORDTYPE | 1 | Char | Always 'H' |
| 2. | DATETIME | 14 | Char | e.g. 20040304000000 |

1.3.3.2 Demographic Information: File Detail Record

| Field # | Field | Length | Data Type | Description |
|---------|--------------|--------|-----------|--|
| 1. | RECORDTYPE | 1 | Char | Always 'A' |
| 2. | ACCOUNTNO | 16 | Char | NY E-Zpass Account Number. RPAD spaces |
| 3. | FIRSTNAME | 40 | Char | First Name |
| 4. | LASTNAME | 40 | Char | Last Name |
| 5. | COMPANYNAME | 50 | Char | Company Name - For Account_type COML or Business |
| 6. | STREET_1 | 40 | Char | Address Line1 |
| 7. | STREET_2 | 40 | Char | Address Line1 |
| 8. | CITY | 30 | Char | City |
| 9. | ZIPCODE | 6 | Char | Zip Code |
| 10. | STATE | 2 | Char | State |
| 11. | ACCOUNT_TYPE | 2 | Char | 2 PRIVATE 02 COMMERCIAL 03 BUSINESS 09 NONREVENUE 11 PVIDEOUNREG 12 BVIDEOUNREG |

1.3.3.3 Transaction Information: File Detail Record

| Field # | Field | Length | Data Type | Description |
|---------|-------------------|--------|-----------|---|
| 1. | RECORDTYPE | 1 | Char | Always 'V' |
| 2. | ACCOUNTNO | 20 | Char | NY E-Zpass account number |
| 3. | CITATIONNUMBER | 20 | AlphaNum | Notice Number begins with 'T' |
| 4. | CITATIONDETAILSEQ | 5 | Char | Violation sequence # in the notice |
| 5. | CITATIONDATE | 8 | Char | First notice issuance date |
| 6. | AGENCYID | 2 | Char | Agency where the violation occurred (See Table 1.9.1) |
| 7. | TXDATE | 8 | Char | Violation Occurrence Date |
| 8. | TXTIME | 8 | Char | Violation Occurrence Time |

| Field # | Field | Length | Data Type | Description |
|---------|----------------|--------|-----------|--|
| 9. | PLAZA | 5 | Char | External Plaza where the violation occurred |
| 10. | LANE | 5 | Char | External Lane where the violation occurred |
| 11. | PLATE_STATE | 2 | Char | License plate State |
| 12. | PLATE_NUMBER | 10 | AlphaNum | License plate number |
| 13. | PLATE_TYPE | 4 | CHAR | License plate Type |
| 14. | PLATE_COUNTRY | 4 | Char | License plate country |
| 15. | DEVICE_NO | 13 | CHAR | Device Number. Blank if not available. |
| 16. | SIGN_INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 17. | TOLL_BALANCE | 8 | Number | Toll Balance on the violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 18. | SIGN_INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 19. | FEE_BALANCE | 8 | Number | Fee balance on the Violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 20. | SIGN_INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 21. | NSF_BALANCE | 8 | Number | NSF balance on the Violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 22. | SIGN_INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 23. | TOLL_PAID | 8 | Number | Toll Paid on the violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 24. | SIGN_INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 25. | FEE_PAID | 8 | Number | Fee Paid on the Violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 26. | SIGN_INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 27. | NSF_PAID | 8 | Number | NSF Paid on the Violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 28. | SIGN_INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 29. | TOLL_DISMISSED | 8 | Number | Sum of Toll Write-Off on the violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |

| Field # | Field | Length | Data Type | Description |
|---------|--|--------|-----------|--|
| 30. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 31. | FEE_DISMISSED | 8 | Number | Sum of Fee Write-Off on the violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 32. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 33. | NSF_DISMISSED | 8 | Number | Sum of NSF Write-Off on the violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 34. | IMAGE_NAME | 35 | AlphaNum | Violation Image Name |
| 35. | COLLECTION AGENCY DISPOSITION CODE / VECTOR STATUS | 4 | Numeric | Collection Agency Disposition Code/ vector Status (See 1.9.2) |
| 36. | LANE_TX_ID | 22 | Numeric | Numeric with leading zeros |

1.3.3.4 Transaction Information: Account Summary Record

| Field # | Field | Length | Data Type | Description |
|---------|--------------------|--------|-----------|--|
| 1. | RECORDTYPE | 1 | Char | Always S |
| 2. | ACCOUNTNO | 20 | Char | NY E-Zpass account number |
| 3. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 4. | TOTAL_TOLL_BALANCE | 9 | Number | Total of Toll Balance on Violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 000003000 |
| 5. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 6. | TOTAL_FEE_BALANCE | 9 | Number | Total Fee balance on the Violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 000003000 |
| 7. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 8. | TOTAL_NSF_BALANCE | 9 | Number | Total of NSF Balance on Violation LPAD zeros for remaining NUMERIC fields. |

Note: Indicator shall be (-) always for New File and (+) always for Update file sent to Collections

1.3.3.5 File Trailer Record

| Field # | Field | Length | Data Type | Description |
|---------|----------------|--------|-----------|---|
| 1. | RECORDTYPE | 1 | Char | Always E |
| 2. | RECORD_COUNT | 6 | Numeric | Number of Violations |
| 3. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 4. | TOTAL_AMOUNT | 10 | Number | Total Amount on Violations LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 0000003000 |

1.4 Update File Specification: From CONDUENT to Collection

1.4.1 Description

The file contains the payment and/or dismissal information for the accounts where the citation_level is in (PACOLL). There are 5 types of records.

1.4.2 File Name

AAAA_COLL_YYYYMMDDHHMMSS.UPD

1.4.3 File Layout

1.4.3.1 File Header Record

| Field # | Field | Length | Data Type | Description |
|---------|------------|--------|-----------|---------------------|
| 3. | RECORDTYPE | 1 | Char | Always 'H' |
| 4. | DATETIME | 14 | Char | e.g. 20040304000000 |

1.4.3.2 Demographic Information: File Detail Record

| Field # | Field | Length | Data Type | Description |
|---------|------------|--------|-----------|--|
| 12. | RECORDTYPE | 1 | Char | Always 'A' |
| 13. | ACCOUNTNO | 16 | Char | NY E-Zpass Account Number. RPAD spaces |
| 14. | FIRSTNAME | 40 | Char | First Name |
| 15. | LASTNAME | 40 | Char | Last Name |
| Field # | Field | Length | Data Type | Description |

| | | | | |
|-----|--------------|----|------|--|
| 16. | COMPANYNAME | 50 | Char | Company Name - For Account_type COML or Business |
| 17. | STREET_1 | 40 | Char | Address Line1 |
| 18. | STREET_2 | 40 | Char | Address Line1 |
| 19. | CITY | 30 | Char | City |
| 20. | ZIPCODE | 6 | Char | Zip Code |
| 21. | STATE | 2 | Char | State |
| 22. | ACCOUNT_TYPE | 2 | Char | 2 PRIVATE 02 COMMERCIAL 03 BUSINESS 09 NONREVENUE 11 PVIDEOUNREG 12 BVIDEOUNREG |

1.4.3.3 Transaction Information: File Detail Record

| Field # | Field | Length | Data Type | Description |
|---------|-------------------|--------|-----------|---|
| 37. | RECORDTYPE | 1 | Char | Always 'V' |
| 38. | ACCOUNTNO | 20 | Char | NY E-Zpass account number |
| 39. | CITATIONNUMBER | 20 | AlphaNum | Notice Number begins with 'T' |
| 40. | CITATIONDETAILSEQ | 5 | Char | Violation sequence # in the notice |
| 41. | CITATIONDATE | 8 | Char | First notice issuance date |
| 42. | AGENCYID | 2 | Char | Agency where the violation occurred (See Table 1.9.1) |
| 43. | TXDATE | 8 | Char | Violation Occurrence Date |
| 44. | TXTIME | 8 | Char | Violation Occurrence Time |
| 45. | PLAZA | 5 | Char | External Plaza where the violation occurred |
| 46. | LANE | 5 | Char | External Lane where the violation occurred |
| 47. | PLATE_STATE | 2 | Char | License plate State |
| 48. | PLATE_NUMBER | 10 | AlphaNum | License plate number |
| 49. | PLATE_TYPE | 4 | CHAR | License plate Type |
| 50. | PLATE_COUNTRY | 4 | Char | License plate country |
| 51. | DEVICE_NO | 13 | CHAR | Device Number. Blank if not available. |
| 52. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 53. | TOLL_BALANCE | 8 | Number | Toll Balance on the violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 54. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 55. | FEE_BALANCE | 8 | Number | Fee balance on the Violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. |

| Field # | Field | Length | Data Type | Description |
|---------|--|--------|-----------|---|
| | | | | E.g., a positive amount of \$30.00 is represented as 00003000 |
| 56. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 57. | NSF_BALANCE | 8 | Number | NSF balance on the Violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 58. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 59. | TOLL_PAID | 8 | Number | Toll Paid on the violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 60. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 61. | FEE_PAID | 8 | Number | Fee Paid on the Violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 62. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 63. | NSF_PAID | 8 | Number | NSF Paid on the Violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 64. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 65. | TOLL_DISMISSED | 8 | Number | Sum of Toll Write-Off on the violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 66. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 67. | FEE_DISMISSED | 8 | Number | Sum of Fee Write-Off on the violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 68. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 69. | NSF_DISMISSED | 8 | Number | Sum of NSF Write-Off on the violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 70. | IMAGE_NAME | 35 | AlphaNum | Violation Image Name |
| 71. | COLLECTION AGENCY DISPOSITION CODE / VECTOR STATUS | 4 | Numeric | Collection Agency Disposition Code/ vector Status (See 1.9.2) |
| 72. | LANE_TX_ID | 22 | Numeric | Numeric with leading zeros |

| Field # | Field | Length | Data Type | Description |
|---------|-------|--------|-----------|-------------|
| | | | | |

1.4.3.4 Transaction Information: Account Summary Record

| Field # | Field | Length | Data Type | Description |
|---------|--------------------|--------|-----------|--|
| 9. | RECORDTYPE | 1 | Char | Always S |
| 10. | ACCOUNTNO | 20 | Char | NY E-Zpass account number |
| 11. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 12. | TOTAL_TOLL_BALANCE | 9 | Number | Total of Toll Balance on Violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 000003000 |
| 13. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 14. | TOTAL_FEE_BALANCE | 9 | Number | Total of Fee balance on the Violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 000003000 |
| 15. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 16. | TOTAL_NSF_BALANCE | 9 | Number | Total of NSF Balance on Violation LPAD zeros for remaining NUMERIC fields. |

Note: Indicator shall be (-) always for New File and (+) always for Update file sent to Collections

1.4.3.5 File Trailer Record

| Field # | Field | Length | Data Type | Description |
|---------|----------------|--------|-----------|---|
| 5. | RECORDTYPE | 1 | Char | Always E |
| 6. | RECORD_COUNT | 6 | Numeric | Number of Violations |
| 7. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 8. | TOTAL_AMOUNT | 10 | Number | Total Amount on Violations LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 0000003000 |

1.5 Response File Specification: From Collection to CONDUENT

1.5.1 Description

The file contains payment received by the collection agency. Frequency of file transfer from Collection agency to CONDUENT will be weekly

1.5.2 File Name

Each response file will contain a common file header record, Account Detail record, Violation trailer record, Transaction Summary record, and file trailer record. The file will be created using the name: **COLL_AAAA_YYYYMMDDHHMMSS.PMT**

Where: AA[AA] is Agency ID (see table 1.9.1), AA is mandatory and additional 2 Agency characters [AA] are optional, and YYYYMMDDHHMMSS is file creation date and time.

1.5.3 File Layout

1.5.3.1 File Header Record

| Field # | Field | Length | Data Type | Description |
|---------|------------|--------|-----------|---------------------|
| 5. | RECORDTYPE | 1 | Char | Always 'H' |
| 6. | DATETIME | 14 | Char | e.g. 20040304000000 |

1.5.3.2 Demographic Information: File Detail Record

| Field # | Field | Length | Data Type | Description |
|---------|--------------|--------|-----------|--|
| 23. | RECORDTYPE | 1 | Char | Always 'A' |
| 24. | ACCOUNTNO | 16 | Char | NY E-Zpass Account Number. RPAD spaces |
| 25. | FIRSTNAME | 40 | Char | First Name |
| 26. | LASTNAME | 40 | Char | Last Name |
| 27. | COMPANYNAME | 50 | Char | Company Name - For Account_type COML or Business |
| 28. | STREET_1 | 40 | Char | Address Line1 |
| 29. | STREET_2 | 40 | Char | Address Line1 |
| 30. | CITY | 30 | Char | City |
| 31. | ZIPCODE | 6 | Char | Zip Code |
| 32. | STATE | 2 | Char | State |
| 33. | ACCOUNT_TYPE | 2 | Char | 2 PRIVATE 02 COMMERCIAL 03 BUSINESS 09 NONREVENUE 11 PVIDEOUNREG 12 BVIDEOUNREG |

1.5.3.3 Transaction Information: File Detail Record

| Field # | Field | Length | Data Type | Description |
|---------|-------------------|--------|-----------|---|
| 73. | RECORDTYPE | 1 | Char | Always 'V' |
| 74. | ACCOUNTNO | 20 | Char | NY E-Zpass account number |
| 75. | CITATIONNUMBER | 20 | AlphaNum | Notice Number begins with 'T' |
| 76. | CITATIONDETAILSEQ | 5 | Char | Violation sequence # in the notice |
| 77. | CITATIONDATE | 8 | Char | First notice issuance date |
| 78. | AGENCYID | 2 | Char | Agency where the violation occurred (See Table 1.9.1) |
| 79. | TXDATE | 8 | Char | Violation Occurrence Date |
| 80. | TXTIME | 8 | Char | Violation Occurrence Time |
| 81. | PLAZA | 5 | Char | External Plaza where the violation occurred |
| 82. | LANE | 5 | Char | External Lane where the violation occurred |
| 83. | PLATE_STATE | 2 | Char | License plate State |
| 84. | PLATE_NUMBER | 10 | AlphaNum | License plate number |
| 85. | PLATE_TYPE | 4 | CHAR | License plate Type |
| 86. | PLATE_COUNTRY | 4 | Char | License plate country |
| 87. | DEVICE_NO | 13 | CHAR | Device Number. Blank if not available. |
| 88. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 89. | TOLL_BALANCE | 8 | Number | Toll Balance on the violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 90. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 91. | FEE_BALANCE | 8 | Number | Fee balance on the Violation. This includes surcharge fees (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 92. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 93. | NSF_BALANCE | 8 | Number | NSF balance on the Violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 94. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 95. | TOLL_PAID | 8 | Number | Toll Paid on the violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 96. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 97. | FEE_PAID | 8 | Number | Fee Paid on the Violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |

| Field # | Field | Length | Data Type | Description |
|---------|--|--------|-----------|---|
| 98. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 99. | NSF_PAID | 8 | Number | NSF Paid on the Violation. LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 100 | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 101 | TOLL_DISMISSED | 8 | Number | Sum of Toll Write-Off on the violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 102 | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 103 | FEE_DISMISSED | 8 | Number | Sum of Fee Write-Off on the violation. This includes surcharge fees if applicable (NYSTA only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 104 | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 105 | NSF_DISMISSED | 8 | Number | Sum of NSF Write-Off on the violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 00003000 |
| 106 | IMAGE_NAME | 35 | AlphaNum | Violation Image Name |
| 107 | COLLECTION AGENCY DISPOSITION CODE / VECTOR STATUS | 4 | Numeric | Collection Agency Disposition Code/ vector Status (See 1.9.2) |
| 108 | LANE_TX_ID | 22 | Numeric | Numeric with leading zeros |

1.5.3.4 Transaction Information: Account Summary Record

| Field # | Field | Length | Data Type | Description |
|---------|--------------------|--------|-----------|--|
| 17. | RECORDTYPE | 1 | Char | Always S |
| 18. | ACCOUNTNO | 20 | Char | NY E-Zpass account number |
| 19. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 20. | TOTAL_TOLL_BALANCE | 9 | Number | Total of Toll Balance on Violation LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 000003000 |
| 21. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 22. | TOTAL_FEE_BALANCE | 9 | Number | Total of Fee balance on the Violation. This includes surcharge fees if applicable (NYSTA |

| Field # | Field | Length | Data Type | Description |
|---------|-------------------|--------|-----------|---|
| | | | | only) LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 000003000 |
| 23. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 24. | TOTAL_NSF_BALANCE | 9 | Number | Total of NSF Balance on Violation LPAD zeros for remaining NUMERIC fields. |

Note: Indicator shall be (-) always for New File and (+) always for Update file sent to Collections

1.5.3.5 File Trailer Record

| Field # | Field | Length | Data Type | Description |
|---------|----------------|--------|-----------|---|
| 9. | RECORDTYPE | 1 | Char | Always E |
| 10. | RECORD_COUNT | 6 | Numeric | Number of Violations |
| 11. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 12. | TOTAL_AMOUNT | 10 | Number | Total Amount on Violations LPAD zeros for remaining NUMERIC fields. E.g., a positive amount of \$30.00 is represented as 0000003000 |

1.6 Acknowledgement File – From Collection Agency to CONDUENT

1.6.1 Description

The collection agency will acknowledge the receipt of the SEND files (both NEW and UPD files) through acknowledgement files. The intent is to confirm proper transmission of the SEND file and the ability to open, read and process the records in it.

1.6.2 File Name

{*DAT file name w/o .DAT extension being acknowledged*}.ACK

1.6.3 File Layout

1. The record in the acknowledgement file will be a single line.
2. All fields in the trailer record are mandatory.
3. The fields are length delimited and the length of the fields is indicated in the table below.
4. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Description |
|---------|--|--------|-----------|---|
| 1. | ORIGINAL FILE NAME BEING ACKNOWLEDGED | 28 | STRING | |
| 2. | FILE PROCESSING STATUS | 2 | NUMBER | 00 = Success, 01 = Failure to read. |
| 3. | ACKNOWLEDGEMENT FILE CREATION TIMESTAMP | 14 | DATE | YYYYMMDDHHMNSS in 24-hour format |
| 4. | TOTAL NO. OF TRANSACTIONS FROM SEND FILE | 9 | NUMBER | LPAD zeros |
| 5. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 6. | TOTAL DOLLAR AMOUNT FROM SEND FILE | 11 | NUMBER | First field is sign indicator (-), then LPAD zeros for remaining NUMERIC fields. E.g., a negative balance of \$150,000.25 is represented as 00015000025 |

1.7 Acknowledgement File – From CONDUENT to Collection Agency

1.7.1 Description

CONDUENT will acknowledge the receipt of the RCVD file through an acknowledgement file. The intent is to confirm proper transmission of the RCVD file and the ability to open, read and process the records in it.

1.7.2 File Name

{DAT file name w/o .DAT extension being acknowledged}.ACK

1.7.3 File Layout

1. The record in the acknowledgement file will be a single line.
2. All fields in the record are mandatory.
3. The fields are length delimited and the length of the fields is indicated in the table below.
4. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Description |
|---------|---|--------|-----------|---|
| 1. | ORIGINAL FILE NAME BEING ACKNOWLEDGED | | STRING | |
| 2. | FILE PROCESSING STATUS | 2 | NUMBER | 00 = Success, 01 = Failure to read. |
| 3. | ACKNOWLEDGEMENT FILE CREATION TIMESTAMP | 14 | DATE | YYYYMMDDHHMNSS in 24-hour format |
| 4. | TOTAL NO. OF TRANSACTIONS FROM TRAILER IN PMT FILE | 9 | NUMBER | LPAD zeros |
| 5. | SIGN INDICATOR | 1 | Sign | (-) for Receivable Amount/ (+) for Paid Amount |
| 6. | TOTAL \$\$ AMOUNT FOR PAYMENTS FROM TRAILER IN PMT FILE | 11 | NUMBER | LPAD zeros for remaining NUMERIC fields. E.g., a positive balance of \$150,000.25 is represented as 00015000025 |

1.8 File Transmission

CONDUENT will put and get all files from designated directories, on the collection agency's file server. A FTP process on NYEPS1 will connect to the collection agency's file server once per day and move the files to or from their proper directories for further processing.

1.9 Tables

1.9.1 Agency ID Mapping Table

| Agency ID | Agency Short Name | Agency Name |
|------------------|--------------------------|---------------------------|
| 1 | NY | NEW YORK STATE THRUWAY |
| 2 | TB | MTA B&T |
| 3 | PA | PORT AUTHORITY OF NY & NJ |
| 4 | NB | NYSBA |

1.9.2 COLLECTION AGENCY DISPOSITION CODE / VECTOR STATUS

| Collection Agency Disposition Code/ vector Status (See 1.9.2) | Action | Collections Active / Inactive |
|---|---------------------------------------|-------------------------------|
| 0011 | Collecting | Active |
| 0012 | Paid in Full | Inactive |
| 0013 | Paid Part / Active | Active |
| 0014 | Paid Part / Dismissed | Inactive |
| 0015 | Paid Part / Uncollectable | Inactive |
| 0016 | Paid Part / Dismissed / Uncollectable | Inactive |
| 0017 | Paid Part / Returned | Inactive |
| 0018 | Paid Part / Dismissed / Returned | Inactive |
| 0019 | Unpaid / Dismissed | Inactive |
| 0020 | Unpaid / Uncollectable | Inactive |
| 0021 | Unpaid / Dismissed / Uncollectable | Inactive |
| 0022 | Unpaid / Dismissed / Returned | Inactive |
| 0023 | Unpaid / Returned | Inactive |

1.9.3 Plaza description

1.9.3.1 NYSTA Plaza Description

| PLAZA ID | EXTERN PLAZA ID | PLAZA ABBREVIATION | PLAZA NAME |
|----------|-----------------|--------------------|----------------------|
| 1 | YK | 06 | Yonkers |
| 2 | HA | 08 | Harriman |
| 3 | MCB | 09 | Gov Mario Cuomo Br |
| 4 | SV | 14 | Spring Valley |
| 5 | 15 | 15 | Woodbury |
| 6 | 16 | 16 | Harriman Entry |
| 7 | 16H | 16H | Harriman Exit |
| 8 | 16W | 16W | Harriman Entry |
| 9 | 16X | 16X | Harriman Exit |
| 10 | 17 | 17 | Newburgh |
| 11 | 18 | 18 | New Paltz |
| 12 | 19 | 19 | Kingston |
| 13 | 20 | 20 | Saugerties |
| 14 | 20E | 20E | Saugerties |
| 15 | 20W | 20W | Saugerties |
| 16 | 21 | 21 | Catskill |
| 17 | 21B | 21B | Coxsackie |
| 18 | 22 | 22 | Selkirk |
| 19 | 23 | 23 | Albany I-787 |
| 20 | 24 | 24 | Albany I-87 |
| 21 | 25 | 25 | Schenectady I-890 |
| 22 | 25A | 25A | Schenectady I-88 |
| 23 | 26 | 26 | Schenectady I890 |
| 24 | 27 | 27 | Amsterdam |
| 25 | 28 | 28 | Fultonville |
| 26 | 29 | 29 | Canajoharie |
| 27 | 29A | 29A | Little Falls |
| 28 | 30 | 30 | Herkimer |
| 29 | 31 | 31 | Utica |
| 30 | 32 | 32 | Westmoreland |
| 31 | 33 | 33 | Verona |
| 32 | 34 | 34 | Canastota |
| 33 | 34A | 34A | Syracuse I-490 |
| 34 | 35 | 35 | Syracuse Rt 298 |
| 35 | 36 | 36 | Syracuse I-81 |
| 36 | 37 | 37 | Syracuse Liverpool |
| 37 | 38 | 38 | Syracuse Electron Pk |
| 38 | 39 | 39 | Syracuse I-690 |
| 39 | 40 | 40 | Weedsport |

| PLAZA ID | EXTERN PLAZA ID | PLAZA ABBREVIATION | PLAZA NAME |
|----------|-----------------|--------------------|--------------------|
| 40 | 41 | 41 | Waterloo |
| 41 | 42 | 42 | Geneva |
| 42 | 43 | 43 | Manchester |
| 43 | 44 | 44 | Canandaigua |
| 44 | 45 | 45 | Rochester I-490 |
| 45 | 46 | 46 | Rochester I-390 |
| 46 | 47 | 47 | Rochester I-490 |
| 47 | 48 | 48 | Batavia |
| 48 | 48A | 48A | Pembroke |
| 49 | 49 | 49 | Depew |
| 50 | 50 | 50 | Williamsville Toll |
| 51 | 55 | 55 | Lackawanna Toll |
| 52 | 56 | 56 | Blasdell |
| 53 | 57 | 57 | Hamburg |
| 54 | 57A | 57A | Eden |
| 55 | 58 | 58 | Silver Creek |
| 56 | 59 | 59 | Dunkirk |
| 57 | 60 | 60 | Westfield |
| 58 | 61 | 61 | Ripley Toll |
| 59 | CL | 71 | City Line |
| 60 | BR | 78 | Black Rock |
| 61 | GIS | 86 | South Grand Island |
| 62 | GIN | 89 | North Grand Island |

1.9.3.2 MTA B&T Plaza Description

| PLAZA ID | EXTERN PLAZA ID | PLAZA ABBREVIATION | PLAZA NAME |
|----------|-----------------|--------------------|----------------------|
| 201 | 1 | TBB | TRIBOROUGH BRONX |
| 202 | 2 | TBM | TRIBOROUGH MNHTN |
| 203 | 3 | BWB | BRONX WHITESTONE BR |
| 204 | 4 | HHB | HENRY HUDSON BR |
| 205 | 5 | MPB | MARINE PARKWAY |
| 206 | 6 | CBB | CROSS BAY BR |
| 207 | 7 | QMT | QUEENS MIDTOWN |
| 208 | 8 | BBT | BROOKLYN BATTERY |
| 209 | 9 | TNB | THROGS NECK BR. |
| 210 | 10 | TNB | THROGS NECK BR |
| 211 | 11 | VNB | VERRAZANO NARROWS BR |
| 212 | 12 | VNB | VERRAZANO NARROWS BR |

| PLAZA ID | EXTERN PLAZA ID | PLAZA ABBREVIATION | PLAZA NAME |
|----------|-----------------|--------------------|------------------|
| 213 | 13 | CBB | CROSS BAY BR |
| 214 | 14 | MP | MARINE PARKWAY |
| 215 | 15 | TB | TRIBOROUGH BRONX |
| 216 | 16 | TM | TRIBOROUGH MNHTN |
| 217 | 17 | BWB | BRONX WHITESTONE |
| 218 | 18 | HH | HENRY HUDSON BR |
| 219 | 19 | QMT | QUEENS MIDTOWN |
| 220 | 20 | BBT | BROOKLYN BATTERY |
| 1155 | 908 | 908 | MTA-Overcharge |

1.9.3.3 Port Authority of NY & NJ Plaza Description

| PLAZA ID | EXTERN PLAZA ID | PLAZA_ABBREVIATION | PLAZA NAME |
|----------|-----------------|--------------------|----------------------|
| 301 | BB | BB | BAYONNE BRIDGE |
| 302 | GB | GB | GOETHALS BRIDGE |
| 303 | GWL | GWL | GWB LOWER |
| 304 | GWP | GWP | GWB PALISADES |
| 305 | GWU | GWU | GWB MAIN |
| 306 | HT | HT | HOLLAND TUNNEL |
| 307 | LT | LT | LINCOLN TUNNEL |
| 308 | OBX | OBX | OUTERBRIDGE CROSSING |
| 1154 | 905 | 905 | PA-Overcharge |

1.9.3.4 NYSBA Plaza Description

| PLAZA ID | EXTERN PLAZA ID | PLAZA ABBREVIATION | PLAZA NAME |
|----------|-----------------|--------------------|---------------------|
| 63 | 91 | RVW | RIP VAN WINKLE |
| 64 | 92 | KRB | KINGSTON-RHINECLIFF |
| 65 | 93 | MHB | MID-HUDSON |
| 66 | 94 | NBB | NEWBURGH-BEACON |
| 67 | 95 | BMB | BEAR MOUNTAIN |

1.10 Revision Details

| Editor | Date | Sections | Details |
|------------------|-------------|--|----------------|
| Ashish R. Sawant | 04/16/2008 | Initial write-up | Draft |
| Ashish R. Sawant | 04/18/2008 | Added ACK file section, Collection Levels | 0.1 |
| Ashish R. Sawant | 04/24/2008 | Formatting changes | 1.0 |
| Rajesh Kumar | 02/11/2010 | COLLECTION AGENCY DISPOSITION CODE / VECTOR STATUS | 2.0 |
| Naveen Beeram | 11/11/2021 | Included Surcharge verbiage in Fees for NYSTA in all NEW, UPD & PMT files | 2.2 |
| Naveen Beeram | 11/20/2023 | Changes were made to section 1.7 Acknowledgement File format (from CONDUENT to Collection Agency). | 2.3 |



New York



**Negative Account Balance
Collection - Interface Control
Document (ICD)**

Rev. 4

April 19, 2024



Document Ownership

| | |
|---------------|----------|
| Owner | Conduent |
| Author | Conduent |

Important: This document has been through a formal review process. To the best of our knowledge, it is accurate. Conduent reserves the right to make further modifications as necessary.

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1.1 Term Definitions

| | |
|----------------------|---|
| LPAD | Field is left-padded with spaces or zeros as indicated in the description column. |
| RPAD | Field is right-padded with spaces or zeros as indicated in the description column. |
| CHAR | A single character field. |
| STRING | A field that will support alphanumeric and special characters supported under Unicode. |
| DATE | A sequence of digits representing the date (and in some cases the time also). |
| NUMBER | A sequence of digits only. |
| SIGNED NUMBER | A sequence of digits only preceded by the + / - sign. |
| 1,6,2 | This format represents a signed field in which the leftmost position is the sign indicator. The next 6 digits indicate the integral part of a floating-point number. The last 2 digits indicate 2 positions to the right of the decimal. The decimal is not displayed on the field. |

1.2 Collection Send File – New Accounts

1.2.1 Description

1. After an account has gone to RVKF (Revoked Final) status, the customer is given an additional 15 days (actual no. of days is parameter driven) to respond, failing which the account is sent for collections. The following sections describe the file name and structure for the header, detailed and trailer records of the file that will be sent to the collection agency.
2. A separate file will be created for each agency. There are three home agencies for E- ZPass New York – *New York State Thruway*, *MTA B&T*, and *Port Authority of NY & NJ*. An account could be associated with only one of the three agencies. So, a single run of the **Collection Send** batch job could potentially create up to three NEW files.

1.2.2 File Name

1. {AGENCY SHORT NAME, max 4 chars} COLLNEW {8-digit sequence no.} MMDDYYYY. {AGENCY SHORT NAME, max 4 chars}DAT
2. *AGENCY SHORT NAME* – E.g., **NY** for accounts belonging to *New York State Thruway*, **TB** for accounts belonging to *MTA B&T*, and **PA** for accounts belonging to *Port Authority of NY & NJ*.
3. **8-digit sequence no.** – This will be a unique no. which will be determine the chronological order in which files should be processed by the recipient. This will be unique across all files (both NEW and UPD files) sent for collection.
4. *MMDDYYYY* – 2-digit month (MM), 2-digit day (DD), 4-digit year (YYYY) of the date the file was created. E.g., File name created on May 15, 2003 for *New York State Thruway* will have the format **NY_COLLNEW_00000001_05152003.NYDAT**

1.2.3 File Layout

1.2.3.1 Header Record

1. The header record will be a single line and will appear as the first line in the file.
2. The header record will start with an H as indicated in the field details below. All fields in the header record are mandatory.
3. The fields are length delimited and the length of each field is indicated in the table below.
4. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|-------------------------|--------|-----------|-----------------------------------|--|
| 1 | Transaction Type | 1 | CHAR | | Value = H |
| 2 | File Name | 35 | STRING | See section 1.2.2 | RPAD spaces. |
| 3 | File Creation Timestamp | 14 | DATE | YYYYMMDDHHMNSS | Hours in 24-hour format |
| 4 | File Sequence No. | 8 | NUMBER | | This sequence no. will be shared across both NEW and UPD files being sent to the collection agency. E.g., The first file sent will have the sequence no. 00000001. The second file sent, which could be a NEW or UPD file will have the sequence no. 00000002 |

1.2.3.2 Detail Record

1. All detail records will begin with an N denoting a new record.
2. The fields are length delimited and the length of each field is indicated in the table below.
3. All fields, that do not fill the entire field, or are optional, will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Optional | Format | Description |
|---------|------------------|--------|-----------|----------|--------|---|
| 1 | Transaction Type | 1 | CHAR | | | Value = N (New record) |
| 2 | Account Number | 16 | STRING | | | RPAD spaces |
| 3 | Account Type | 2 | NUMBER | | | LPAD zeros; Values = 01 for Private Accounts, 02 for Commercial Accounts, 03 for Business Accounts. |
| 4 | Agency Code | 4 | STRING | | | Values = NY, TB, PA; RPAD spaces |
| 5 | First Name | 25 | STRING | | | RPAD spaces; Contact First Name for Business Accounts |
| 6 | Middle Name | 25 | STRING | Y | | RPAD spaces; Contact Middle Name for Business Accounts |
| 7 | Last Name | 25 | STRING | | | RPAD spaces; Contact Last Name for Business Accounts |
| 8 | Company Name | 50 | STRING | Y | | RPAD spaces. Business accounts only. |
| 9 | Address Line 1 | 40 | STRING | | | RPAD spaces |
| 10 | Address Line 2 | 40 | STRING | Y | | RPAD spaces |
| 11 | City | 28 | STRING | | | RPAD spaces |
| 12 | State | 2 | STRING | | | |
| 13 | Zip Code | 6 | STRING | | | RPAD spaces |
| 14 | ZipPlus4 | 4 | NUMBER | Y | | Spaces if not available. |
| 15 | Country | 4 | STRING | | | RPAD spaces |

| Field # | Field Name | Length | Data Type | Optional | Format | Description |
|---------|--|--------|---------------|----------|--------|---|
| 16 | Day Phone | 10 | NUMBER | Y | | No special characters. E.g., 2403141553 or spaces |
| 17 | Evening Phone | 10 | NUMBER | Y | | No special characters. E.g., 2403141553 or spaces |
| 18 | Original Balance When Revocation Process Started | 9 | SIGNED NUMBER | | 1,6,2 | First field is sign indicator (-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative balance of \$75.25 is represented as -00007525 |
| 19 | Date Revocation Process Started | 8 | DATE | | | YYYYMMDD |
| 20 | Tag Deposit Forfeited | 9 | SIGNED NUMBER | | 1,6,2 | This field will reflect the existing tag deposit for the account when it was revoked. First field is sign indicator (+), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a positive amount of \$30.00 is represented as +00003000 For Successor (Rebid) contract, this field will always be zero |
| 21 | Lost Tag Fees | 9 | SIGNED NUMBER | | 1,6,2 | This field will reflect the lost tag fees charged to the account when it was revoked. First field is sign indicator (-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative amount of \$50.00 is represented as -00005000 |
| 22 | Account Revocation Fee | 9 | SIGNED NUMBER | | 1,6,2 | This field will reflect the account revocation fee that was charged to the account when it was revoked. First field is sign indicator (-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative amount of \$25.00 is represented as -00002500 |
| 23 | Account Balance After RVKF | 9 | SIGNED NUMBER | | 1,6,2 | Current balance before after account goes to RVKF status without any including fees being applied. For Successor (Rebid) contract, <ol style="list-style-type: none"> Will no longer match field 25 (Collection Balance) No longer includes the amount of field 21 (Lost Tag Fees). It is the sum of field 18 (Original Balance When Revocation Process Started) + field 22 (Account Revocation Fee) First field is sign indicator (-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative balance of \$90.25 is represented as -00009025 |
| 24 | Date Went RVKF | 8 | DATE | | | YYYYMMDD |
| 25 | Current Balance For Collection | 9 | SIGNED NUMBER | | 1,6,2 | This reflects the most recent collection amount before account goes to collection agency. This amount is inclusive of all fees and credits applied. For Successor (Rebid) contract, <ol style="list-style-type: none"> Remains the amount to be collected. |

| Field # | Field Name | Length | Data Type | Optional | Format | Description |
|---------|--|--------|---------------|----------|--------|--|
| | | | | | | 2. Will no longer match field 23 (Account Balance after RVKF) 3. No changes: Includes the sum of field 18 (Original Balance When Revocation Process Started), field 21 (Lost Tag Fees), and field 22 (Account Revocation Fee) A -ve balance is amount customer owes, a +ve value is the balance refundable to the customer. First field is sign indicator (-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative balance of \$188.25 is represented as -00018825 |
| 26 | Violation Balance When Sent For Collection | 9 | SIGNED NUMBER | | 1,6,2 | Current violation balance before account goes to collection agency. First field is sign indicator (+ / -), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative balance of \$15.25 is represented as -00001525 |

1.2.3.3 Trailer Record

1. The trailer record will be a single line and will appear as the last line in the file.
2. The trailer record will start with an E as indicated in the field details below.
3. All fields in the trailer record are mandatory.
4. The fields are length delimited and the length of each field is indicated in the table below.
5. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|--|--------|----------------|--------|--|
| 1 | Transaction Type | 1 | CHAR | | Value = E |
| 2 | Total no. of NEW transactions | 9 | NUMBE R | | LPAD zeros |
| 3 | Total dollar amount – NEW Transactions | 12 | SIGNED NUMBE R | 1,9,2 | First field is sign indicator (-), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a negative balance of \$150,000.25 is represented as -00015000025 |

1.3 Collection Send File – Update Accounts

1.3.1 Description

1. After an account has gone to the collection agency, transactions on the account will be sent to the collection agency for them to adjust the proper balance for collection. This would include tag returns and other financial adjustments to pre-paid toll deposit – payments, adjustments (debits & credits), reversals, etc. The following sections describe the file name and structure for the header, detailed and trailer records of the file that will be sent to the collection agency.
2. A separate file will be created for each agency. There are three home agencies for E- ZPass New York – *New York State Thruway*, *MTA B&T*, and *Port Authority of NY & NJ*. An account could be associated with only one of the three agencies. So, a single run of the **Collection Send** batch job could potentially create up to three UPD files.

1.3.2 File Name

1. {AGENCY SHORT NAME, max 4 chars} COLLUPD {8-digit sequence no.} MMDDYYYY. {AGENCY SHORT NAME, max 4 chars}DAT
2. *AGENCY SHORT NAME* – E.g., **NY** for accounts belonging to *New York State Thruway*, **TB** for accounts belonging to *MTA B&T*, and **PA** for accounts belonging to *Port Authority of NY & NJ*.
3. **8-digit sequence no.** – This will be a unique no. which will determine the chronological order in which files should be processed. This will be unique across all files (both NEW and UPD files) sent for collection.
4. *MMDDYYYY* – 2-digit month (MM), 2-digit day (DD), 4-digit year (YYYY) of the date the file was created. E.g., File name created on May 15, 2003 for *New York State Thruway* will have the format **NY_COLLUPD_0000002_05152003.NYDAT**

1.3.3 File Layout

1.3.3.1 Header Record

1. The header record will be a single line and will appear as the first line in the file.
2. The header record will start with an H as indicated in the field details below. All fields in the header record are mandatory.
3. The fields are length delimited and the length of the fields is indicated in the table below.
4. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|-------------------------|--------|-----------|-----------------------------------|--|
| 1 | Transaction Type | 1 | CHAR | | Value = H |
| 2 | File Name | 35 | STRING | See section 1.3.2 | RPAD spaces. |
| 3 | File Creation Timestamp | 14 | DATE | YYYYMMDDHHMNSS | Hours in 24-hour format |
| 4 | File Sequence No. | 8 | NUMBER | | This sequence no. will be shared across both NEW and UPD files being sent to the collection agency. E.g., The first file sent will have the sequence no. 00000001. The second file sent, which could be a NEW or UPD file will have the sequence no. 00000002 |

1.3.3.2 Detail Record

1. All detailed records will begin with a U denoting an UPD record.
2. The fields are length delimited and the length of each field is indicated in the table below.
3. All fields, that do not fill the entire field, or are optional, will be padded with zeros or spaces as indicated under the *Description* column. Fields 3 & 4 below will be used to adjust the collectible balance for the tag returns, payments, adjustments (debits & credits) and reversals.
4. It is possible that due to the net adjustment of the existing collectible balance with the amounts in fields 3 & 4 the collectible balance becomes zero or positive.
 - a. The collection agency will cease all collection proceedings on the account when this happens.
 - b. The same day they will also report the account in an RCVD file with a zero or positive amount (preceded by a '+' sign) indicating acknowledgement of the account moving out of collection status. The time lag between the determination of an account going zero or positive and the reporting back of such an account in a RCVD file should be minimized.

| Field # | Field Name | Length | Data Type | Optional | Format | Description |
|---------|--|--------|---------------|----------|--------|---|
| 1 | Transaction Type | 1 | CHAR | | | Value = U (Update record) |
| 2 | Account Number | 16 | STRING | | | RPAD spaces |
| 3 | Tag Return Amount | 9 | SIGNED NUMBER | | 1,6,2 | Amount being adjusted because of a tag return after an account was sent to collection. By definition this will be +ve values as it is a credit to customer. First field is a sign indicator (+/-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a credit of the lost tag fee of \$188.25 due to a tag return is represented as +00018825. |
| 4 | Adjustments at CSC to Pre-paid Toll Deposit | 9 | SIGNED NUMBER | | 1,6,2 | Any adjustment to customer balance other than due to tag return or payments originating at CSC. This is not eligible for commission. A +ve values is credit applied to the customer balance and a -ve values is debit applied to the customer balance in Vector. First field is a sign indicator (+/-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a net credit of \$188.25 due to a payment is represented as +00018825. Similarly, a net debit of \$188.25 due to a reversal of a check payment of the same amount is represented as -00018825. |
| 5 | Payments at CSC to Pre-paid Toll Deposit | 9 | SIGNED NUMBER | | 1,6,2 | Net payment received and applied to account at the CSC. A payment applied will be + indicating it is credit to customer and is eligible for commission calculation by collection agency. A -ve value indicate that the original payment applied is reversed and there fore is debit to account. Any commission issues against the original payment should be returned. This is net amount. In case where 2 payments were applied and one payment is reversed, the value will be equal to the one payment that is not reversed. First field is a sign indicator (+/-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a net credit of \$188.25 due to a payment is represented as +00018825. Similarly, a net debit of \$188.25 due to a reversal of a check payment of the same amount is represented as -00018825. |
| 6 | Adjustments to Pre-paid Toll Deposit due to receipts from Collection agency. | 9 | SIGNED NUMBER | | 1,6,2 | Any payment, write-off reported by collection agency. After the processing of payments reported by Collection agency. This will not include the uncollected amount if that is not applied to customers PPTL balance based on agencies business rule. First field is a sign indicator (+/-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a net credit of \$188.25 due to a payment is represented as +00018825. Similarly, a net debit of \$188.25 due to a reversal of a check payment of the same amount is represented as -00018825. |

| Field # | Field Name | Length | Data Type | Optional | Format | Description |
|---------|----------------------------|--------|---------------|----------|--------|--|
| 7 | New Balance For Collection | 9 | SIGNED NUMBER | | 1,6,2 | Latest prepaid balance of the customer at CSC. A -ve values is the balance customer owes and +ve values is the balance that is refundable to customer. First field is sign indicator (-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative balance of \$188.25 is represented as -00018825 |

1.3.3.3 Trailer Record

1. The trailer record will be a single line and will appear as the last line in the file.
2. The trailer record will start with an E as indicated in the field details below.
3. All fields in the trailer record are mandatory.
4. The fields are length delimited and the length of the fields is indicated in the table below.
5. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|--|--------|---------------|--------|--|
| 1 | Transaction Type | 1 | CHAR | | Value = E |
| 2 | Total no. of UPD transactions | 9 | NUMBER | | LPAD zeros |
| 3 | Total dollar amount – UPD Transactions | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (-), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a negative balance of \$150,000.25 is represented as -00015000025 |

1.4 Collection Posting (RCVD) File

1.4.1 Description

1. Collection Agency will report any payments, write-off or uncollectable amount to the CSC using this file.
2. Collection agency can report partial payments.
3. Collection Agency has to report the remaining balance on the account in each payment reported to the CSC.
4. There will be separate files for each agency that the accounts being reported back belong to. Accounts will be rejected if they are not associated with the proper agency file.
5. If an account's collectible balance becomes zero or positive the collection agency will report the account in an RCVD file with a zero or positive amount (preceded by a '+' sign) indicating acknowledgement of the account moving out of collection status.

The following describes the file name and structure that we will be receiving from the collection agency.

1.4.2 File Name

1. *{AGENCY SHORT NAME, max 4 chars}_COLLRCVD_{8-digit sequence no.}_MMDDYYYY.DAT*
2. *AGENCY SHORT NAME* – E.g., **NY** for accounts belonging to *New York State Thruway*, **TB** for accounts belonging to *MTA B&T*, and **PA** for accounts belonging to *Port Authority of NY & NJ*.
3. *8-digit sequence no.* – **This will be a unique no. which will determine the chronological order in which files should be processed. This will be unique across all files received from collection.**
4. *MMDDYYYY* – 2-digit month (MM), 2-digit day (DD), 4-digit year (YYYY) of the date the file was created. E.g., File name created on May 15, 2003 for **NY_COLLRCVD_00000003_05152003.DAT**

1.4.3 File Layout

1.4.3.1 Header Record

1. The header record will be a single line and will appear as the first line in the file.
2. The header record will start with an H as indicated in the field details below.
3. All fields in the header record are mandatory.
4. The fields are length delimited and the length of the fields is indicated in the table below.
5. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|-------------------------|--------|-----------|-----------------------------------|--|
| 1 | Transaction Type | 1 | CHAR | | Value = H |
| 2 | File Name | 35 | STRING | See section 1.4.2 | RPAD spaces. |
| 3 | File Creation Timestamp | 14 | DATE | YYYYMMDD HHMNSS | Hours in 24-hour format |
| 4 | File Sequence No. | 8 | NUMBER | | This sequence number will be unique for each file that is sent to Conduent from the collection agency. E.g., The first file will have the sequence no. 00000001, the second file will have the sequence no. 00000002, ... and so on. |

1.4.3.2 Detail Record

1. All fields in this file are mandatory. If the collectible balance is negative then the sum total of fields 3, 4, 5 and 6 should be \$0.00. If this condition is not satisfied, the record will be rejected.
2. If an account's collectible balance becomes zero or positive the collection agency will report the account in an RCVD file with a zero or positive amount (preceded by a '+' sign) indicating acknowledgement of the account moving out of collection status.
 - a. For all such accounts the *Payments*, *Dismissals* and *Uncollectibles* fields will have zeros in them.

The fields are length delimited and the length of the fields is indicated in the table below. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|--------------------------|--------|---------------|--------|--|
| 1 | Transaction Type | 1 | CHAR | | Value = D |
| 2 | Account Number | 16 | STRING | | RPAD spaces |
| 3 | Payments | 9 | SIGNED NUMBER | 1,6,2 | Payment made by the account holder to the collection agency. Always will be +ve A positive amount in this field reduces the debt A negative amount in this field increases the debt Payments reduces the debt. First field is sign indicator (+), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a positive balance of \$188.25 is represented as +00018825 |
| 4 | Dismissals | 9 | SIGNED NUMBER | 1,6,2 | Amount that was written off after mutual agreement between Conduent and collection agency because of the inability to pay or some other reason. Handled on a case-by-case basis. Always will be +ve A positive amount in this field reduces the debt A negative amount in this field increases the debt Payments reduces the debt. First field is sign indicator (+), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a positive balance of \$188.25 is represented as +00018825 |
| 5 | Uncollectable / Returned | 9 | SIGNED NUMBER | 1,6,2 | The account holder could not be reached. So, the entire amount is a write-off as uncollectable. Always will be +ve Uncollectable or Returned does not reduce the debt First field is sign indicator (+), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a positive balance of \$188.25 is represented as +00018825 |
| 6 | Remaining Balance | 9 | SIGNED NUMBER | 1,6,2 | The remaining balance with the collection agency. A -ve value indicates that customer still owes balance on the account. A value of \$0.00 indicates that customer has paid all the dues. A +ve indicates that customer has made overpayment. CSC will process this record only if below condition is met as explained with an example above. Field 6 = Vector Balance +Field4+Field5+Field6. First field is sign indicator (-), then LPAD zeros for remaining 8 NUMERIC fields. E.g., a negative balance of \$188.25 is represented as -00018825. |
| 7 | Settlement Date | 8 | DATE | | YYYYMMDD. |
| 8 | Description | 100 | String | | First four characters in description field reflect Collection Agency Disposition Code/ vector Status (eg; 0011). See Collection Agency Disposition Code/ vector Status codes in table 1.4.3.2.1 (below). Leading zeros must be included with each four character code. The code may be followed by additional remarks from the collection agency that will be displayed for the CSC to review. |

1.4.3.2.1 COLLECTION AGENCY DISPOSITION CODE / VECTOR STATUS

| Collection Agency Disposition Code/ vector Status (See 1.9.2) | Action | Collections Active / Inactive |
|---|---------------------------------------|-------------------------------|
| 0011 | Collecting | Active |
| 0012 | Paid in Full | Inactive |
| 0013 | Paid Part / Active | Active |
| 0014 | Paid Part / Dismissed | Inactive |
| 0015 | Paid Part / Uncollectable | Inactive |
| 0016 | Paid Part / Dismissed / Uncollectable | Inactive |
| 0017 | Paid Part / Returned | Inactive |
| 0018 | Paid Part / Dismissed / Returned | Inactive |
| 0019 | Unpaid / Dismissed | Inactive |
| 0020 | Unpaid / Uncollectable | Inactive |
| 0021 | Unpaid / Dismissed / Uncollectable | Inactive |
| 0022 | Unpaid / Dismissed / Returned | Inactive |
| 0023 | Unpaid / Returned | Inactive |

1.4.3.3 Trailer Record

1. The trailer record will be a single line and will appear as the last line in the file.
2. The trailer record will start with an E as indicated in the field details below.
3. All fields in the trailer record are mandatory.
4. The fields are length delimited and the length of the fields is indicated in the table below.
5. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|--------------------------------------|--------|---------------|--------|--|
| 1 | Transaction Type | 1 | CHAR | | Value = E |
| 2 | Total no. of transactions | 9 | NUMBER | | LPAD zeros |
| 3 | Total \$\$ amount for payments | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (+), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a positive balance of \$150,000.25 is represented as +00015000025 |
| 4 | Total \$\$ amount for dismissals | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (+), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a positive balance of \$150,000.25 is represented as +00015000025 |
| 5 | Total \$\$ amount for uncollectibles | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (+), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a positive balance of \$150,000.25 is represented as +00015000025 |
| | | | | | |

1.5 Acknowledgement File – From Collection Agency to Conduent

1.5.1 Description

The collection agency will acknowledge the receipt of the SEND files (both NEW and UPD files) through acknowledgement files. The intent is to confirm proper transmission of the SEND file and the ability to open, read and process the records in it.

1.5.2 File Name

{DAT file name w/o .DAT extension being acknowledged}.ACK

1.5.3 File Layout

1. The record in the acknowledgement file will be a single line.
2. All fields in the trailer record are mandatory.
3. The fields are length delimited and the length of the fields is indicated in the table below.
4. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|--|--------|---------------|---|--|
| 1 | Original File Name being Acknowledged | 35 | STRING | See Section 1.2.2 & 1.3.2 | |
| 2 | Original File Sequence Number | 8 | NUMBER | | |
| 3 | File Processing Status | 2 | NUMBER | | 00 = Success, 01 = Failure to read. |
| 4 | Acknowledgement File Creation Timestamp | 14 | DATE | | YYYYMMDDHHMNSS in 24-hour format |
| 5 | Total no. of transactions from SEND file | 9 | NUMBER | | LPAD zeros |
| 6 | Total dollar amount from SEND file | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (-), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a negative balance of \$150,000.25 is represented as -00015000025 |

1.6 Acknowledgement File – From Conduent to Collection Agency

1.6.1 Description

Conduent will acknowledge the receipt of the RCVD file through an acknowledgement file. The intent is to confirm proper transmission of the RCVD file and the ability to open, read and process the records in it.

Any unprocessed records will be sent back with the remarks column indicating the reason for rejecting. The collection agency has to send the corrected information in the new file.

If the whole file is rejected due to not meeting the ICD specification then only header information will be sent that indicates the file reject in which case the same or new file can be sent after correcting the file.

1.6.2 File Name

{DAT file name w/o .DAT extension being acknowledged}.ACK

1.6.3 File Layout

1.6.3.1 Header Record

1. The record in the acknowledgement file will be a single line
2. All fields in the record are mandatory.
3. The fields are length delimited and the length of the fields is indicated in the table below.
4. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|--|--------|---------------|-----------------------------------|--|
| 1 | Transaction Type | 1 | STRING | | VALUE=H |
| 2 | Original File Name being Acknowledged | 35 | STRING | See Section 1.4.2 | |
| 3 | Original File Sequence Number | 8 | NUMBER | | |
| 4 | File Processing Status | 2 | NUMBER | | 00 = File is successfully processed. Any rejected payments will in detail record. 01 = Failure to read. The file is not processed. No detail records will be sent |
| 5 | Acknowledgement File Creation Timestamp | 14 | DATE | | YYYYMMDDHHMNSS in 24-hour format |
| 6 | Total no. of transactions from trailer in RCVD file | 9 | NUMBER | | LPAD zeros |
| 7 | Total \$\$ amount for payments from trailer in RCVD file | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (+), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a positive balance of \$150,000.25 is represented as +00015000025 |
| 8 | Total \$\$ amount for dismissals from trailer in RCVD file | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (+), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a positive balance of \$150,000.25 is represented as |

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|--|--------|---------------|--------|--|
| | | | | | +00015000025 |
| 9 | Total \$\$ amount for uncollectibles from trailer in RCVD file | 12 | SIGNED NUMBER | 1,9,2 | First field is sign indicator (+), then LPAD zeros for remaining 9 NUMERIC fields. E.g., a positive balance of \$150,000.25 is represented as +00015000025 |

1.6.3.2 Detail Record

Any payments sent in the RCVD file that is not processed will returned in the ACK file as is. Only the description filed is modified to indicate the reason for rejection

The fields are length delimited and the length of the fields is indicated in the table below. All fields that do not fill the entire field will be padded with zeros or spaces as indicated under the *Description* column.

| Field # | Field Name | Length | Data Type | Format | Description |
|---------|-------------------|--------|---------------|--------|---------------------------|
| 1. | Transaction Type | 1 | CHAR | | Same As received |
| 2. | Account Number | 16 | STRING | | Same As received |
| 3. | Payments | 9 | SIGNED NUMBER | 1,6,2 | Same As received |
| 4. | Dismissals | 9 | SIGNED NUMBER | 1,6,2 | Same As received |
| 5. | Uncollectable | 9 | SIGNED NUMBER | 1,6,2 | Same As received |
| 6. | Remaining Balance | 9 | SIGNED NUMBER | 1,6,2 | Same As received |
| 7. | Settlement Date | 8 | DATE | | Same As received |
| 8. | Description | 100 | String | | The reject reason as test |

1.7 File Transmission

Conduent will put and get all files from designated directories, on the collection agency's file server. A FTP process on NYEPS1 will connect to the collection agency's file server once per day and move the files to / from their proper directories for further processing.

1.8 Revision History

Revisions of this document are listed in chronological order along with the description of the changes made to the document.

| Rev # | Date / By | Description |
|-------|------------------------|---|
| 1.2 | 3/26/2004 Braja | Updated the text in section 1.3.1. To include other financial transactions in addition to tag return in the update file. |
| 1.2 | 3/26/2004 Braja | Updated the text and the ICD table structure in section 1.3.3.2. Added field # 4 in detail record, This field will contain the net of other financial transactions. |
| 1.2 | 3/26/2004 Braja | Updated the text in section 1.4.1. Updated text to reflect the signage in field #3 of detail record in section 1.4.3.2 |
| 1.2 | 3/26/2004 Braja | Updated the text and the ICD table structure in section 1.4.3.2. Update the description to reflect change in signage for field # 3. |
| 1.3 | 4/16/04 Carlton | Added additional numbering schema to sections. |
| 2.0 | 2/10/2010 Shashidar | The ICD is enhanced to support multiple payments for collection agency as well as automate the communication of rejected payments from collection agency. |
| R3 | 1/24/2024 | From this version, the changes are made to support Rebid Contract. EZ-Pass in item 2 of Section 1.2.1 & 1.3.1 has been corrected as E-ZPass. Also section 1.4.1 processing logic has been corrected. |
| R4 | 4/15/2024 | Below field descriptions have been updated in section 1.2.3.2 Field 20 (Tag Deposit Forfeited) Field 23 (Account Balance after RVKF) Field 25 (Collection Balance) |