



Temporary Convoy Account **Policy Questions**

What number of vehicles constitutes a convoy?

Ten is the minimum number for setting up a convoy account, which can include trucks, cars and motorcycles.

If I have an I-PASS, will all the vehicles in the convoy be charged to my I-PASS account?

No, most convoy vehicles will be charged to a temporary convoy account for your convoy event.

If I'm part of a convoy and have an I-PASS account, will my personal account be charged?

Yes, each vehicle in the convoy that uses its own transponder or that has a license plate listed on an existing I-PASS account, will be charged tolls through their I-PASS accounts for that vehicle (and only that vehicle) instead of to the temporary convoy account.

What if I'm an I-PASS customer that's part of a convoy and I don't want to pay the tolls?

If you are unhappy that a convoy-related toll posted to your personal I-PASS account, you may contact the Illinois Tollway after the event so that we can work with you to address your concern.

I'm not an I-PASS user. How do I pay?

A temporary convoy account is set up for your organization or event. The convoy organizer will be asked to list the license plate of each vehicle in the convoy. The convoy organizer's credit card will be charged prior to the event for the estimated tolling costs.

Do members of the convoy need to use transponders?

No. Temporary convoy accounts are unique, as they are set up as video tolling accounts that collect tolls based only on the license plate images.

How do I determine how much money to put on my temporary convoy account to prepay tolls?

You should use the Tollway's online trip calculator to determine the tolls and their rates for your planned route. Multiplying your convoy size by those rates and tolls should give you an accurate estimate of needed funds. Any unused funds will be returned to you as a refund when the temporary convoy account is closed.

How will I know I am not getting charged for vehicles not in my convoy?

Page two of the form requires a list of license plates in the event. You will be charged only for these plates.

What if my convoy gets charged for tolls that occur outside of the date/times of my convoy event?

This is a likely event for any vehicle that travels the Tollway on a regular basis. The convoy accounts are established to remain open for 21 days beyond the end date of the event so that the video tolls will have time to be fully processed and posted. If the vehicles in the convoy travel the Tollway outside of the convoy dates, during the time the temporary convoy account is active, it is possible that the associated tolls will post to the convoy account. It is the responsibility of the convoy organizer to monitor their account usage and to collect payment from convoy members for any unintended tolls posted.

How far in advance do I need to submit my application?

We ask you to submit your request via U.S. Postal Service or fax, at least one week prior to your event.