



How We Handle Unpaid Tolls

XTRA Lease has contracted with Verra Mobility for TollGuard service to handle unpaid tolls on our behalf. This protects our customers from receiving unpaid toll violations and penalty fees.

Verra Mobility is the leading provider of toll transaction/payment solutions with coverage of most all major U.S. toll regions.



Unpaid tolls

Customers are responsible for all tolls incurred during their rental/lease period. However, unpaid tolls do occur. If your fleet's payment transponder fails at a toll lane, the transaction results in an unpaid toll. The toll authority identifies XTRA Lease via license plate reader as the vehicle owner.

TollGuard pays the unpaid toll immediately, which prevents penalty fees from occurring and protects you from excess costs.*

How it works

Our goal is to handle unpaid tolls promptly, so you don't have to manage this burden.

- Verra Mobility submits a record of our trailers with license plate numbers to toll authorities nationwide.
- When an XTRA Lease trailer is ID'd in an unpaid toll, TollGuard pays the toll swiftly.
- TollGuard invoices XTRA Lease for the unpaid toll. XTRA Lease pays TollGuard.
- XTRA Lease identifies the customer who had the trailer on rent/lease at the time of the toll transaction and auto-bills the customer for the toll, along with a small transaction fee.
- Toll invoices you receive from XTRA Lease will provide the date, time, toll ID transaction number, toll authority and location where each toll occurred.

This prompt handling eliminates violations, admin work and excess costs.

Questions or disputes about a toll invoice?

If you've been improperly charged for a toll, please contact the issuing authority identified on your invoice.

Other questions?

Please contact your account manager.

*Exceptions may occur. Verra Mobility covers most major U.S. tollways.