

**FSSI**

Document Outsourcing Specialists

Tolling Services

Application Brief

Driving Timely Tolling Communications Forward
with a Leading Document Outsource Provider.

FSSI is a trusted print and mail partner for tolling service agencies nationwide. We simplify the creation, production and distribution of tolling documents by streamlining communication methods to ensure timely payment collection and improve compliance rates.

WHY IT MATTERS

The tolling industry is growing rapidly as states expand networks to fund highways, ease congestion and support freight movement. This growth is fueled by advances in digital infrastructure and the transition to fully electronic, cashless systems. Today, all-electronic tolling (AET) is operating in 29 states, making travel faster and more convenient for drivers.



CHALLENGE

High transaction volumes, strict billing cycles, and compliant communications for drivers create unique challenges for the tolling industry. Agencies must ensure that statements, notices and payment reminders are delivered on time and with complete accuracy. Delayed communications risk leading to missed payments, revenue loss and additional service demands that strain staff and resources.

SOLUTION



Efficiency

FSSI delivers scalable print, mail and electronic presentment solutions tailored to the tolling industry. Our secure digital platforms combine seamless payment integration, automated and transparent workflows and document archival to simplify operations and reduce costs.

Consistency

With four strategically located, fully redundant facilities, we ensure speed, reliability and uninterrupted service backed by decades of tolling expertise. By standardizing interfaces, we accelerate document development and implementation, helping agencies deliver cost-effective and timely toll communications.

Optimized Results

We assist toll agencies in providing precise, timely statements, violation notices and payment reminders, while offering secure payment portals that simplify toll settlement for motorists. Our solutions accommodate multiple payment methods, enhancing convenience and accelerating collections.

\$6.77B

Projected Tolling
Market Size
by 2033

↑7.80%

Projected Market
Growth Rate
by 2033

29 States

Adopted
All-Electronic Tolling
(AET) Systems

59M

Toll Transponder
Devices in
Use

WHAT WE DELIVER

FSSI's proven solutions give tolling agencies lower costs, faster collections and stronger engagement while meeting strict industry compliance standards.



Industry Expertise: Experienced at implementing solutions with agencies and tolling service providers.



Integrated Production: Streamlined workflows ensure cost-effective compliance with tolling industry standards.



QR Code Payment Integration: Bills include scannable QR codes that enable motorists to pay instantly using their smartphone camera.



Reduced Postage: Address hygiene and presort services lower postage costs and improve delivery.



Online Tracking: Real-time reporting, reconciliation and end-to-end job status provide full visibility and accountability.



Redundant Facilities: Four strategically located facilities provide business continuity and scalability.



Document Archiving: Secure online archives allow quick access to client communications.



Electronic Presentment: Facilitate timely remittance with highly customized portals with seamless payment capabilities.



System Integration: Flexible to integrate with all leading back-office and customer service center systems.

SECURITY AND CONTINUITY

FSSI makes tolling communications secure and seamless. We meet strict compliance standards, SOC 2, HIPAA, HITECH, SOX, Gramm-Leach-Bliley and state privacy laws, backed by physical and digital safeguards, controlled facility access and secure destruction protocols. With built-in business continuity and disaster recovery, tolling agencies can count on uninterrupted, compliant and secure print and mail operations.

SUPPLIER AND TECHNOLOGY PARTNERS



Strategic Partnerships: Strong vendor relationships with technology partners and major paper/envelope suppliers, including Canon, BlueCrest, Bell and Howell, Screen, Domtar, Tension and Artic Wolf.



Processing Solutions: Leveraging systems from Microsoft, Quadient, Crawford Technologies, Solimar and Canon for reliable, efficient operations.