

Frequently Asked QUESTIONS

What is **GEAUXPASS**?

GeauxPass is a prepaid account and transponder (toll tag) that allows you to use toll roads like the LA 1 Expressway without having to stop and pay for the toll.

How does **GEAUXPASS** work?

Tolls are collected electronically by overhead gantries located along the toll expressway. The gantries communicate with a transponder located in the inside, upper left corner of the car windshield. The system automatically deducts the appropriate fee from your account. Each time you drive on the LA 1 Expressway, Crescent City Connection or any other future GeauxPass toll facility, a toll fee will be deducted from the balance in your account as your car passes through the toll gantry.

What cost is involved to get a **GEAUXPASS**?

Costs will vary based on the type of GeauxPass you choose for your vehicle.

There are two GeauxPass options:

1. A sticker GeauxPass is \$12.50.
(cannot be removed once installed)
2. A plastic hard case GeauxPass is \$32.00.
(can be removed once installed)

In addition to this one-time charge, a toll pre-payment is required to open an account. This is the fund that the tolls will be deducted from each time you use the facility. This payment may be made by cash, check, debit or credit card.

When my **GEAUXPASS** account gets low, can it automatically be set up to draw funds from my credit or debit card and deposited into my GeauxPass account?

Yes! Simply let us know you would like this feature when signing up for your account. Once the balance in your account reaches a certain threshold, it will automatically be replenished by charging to the card you choose.

Can I use my **GEAUXPASS** on the New Orleans Causeway or Crescent City Connection?

Your GeauxPass may be used on the Crescent City Connection (CCC), but not the Causeway. Your GeauxPass is designed to be used on other future new toll facilities across Louisiana as they may come on line.

I have a CCC account, what do I need to do?

Nothing as long as you have enough funds in your account to cover the LA 1 Expressway toll.

I have a Causeway account, what do I need to do?

You will need to open a separate GeauxPass account to drive on the LA 1 Expressway or the Crescent City Connection, but you will not need to purchase a new transponder.

Where can I find the toll rates for each of Louisiana's toll roads?

Logon to www.geauxpass.com or visit one of our customer service centers for a complete toll rate chart.

Do I need to register any potential trailer(s) or boats which I may be pulling with my vehicle?

Yes. Although you only need a GeauxPass attached to the inside of the windshield of your vehicle, the license plate number of the trailer or boat you are towing needs to be visible and registered to your account.

Where can I find more information?

- Online at www.geauxpass.com
- By phone at 866-662-8987
- You can come in to one of our two customer service locations during office hours
- Follow us on Facebook and Twitter





Payment Options

Cash:

- Accepted in person at our GeauxPass Customer Service Centers located at 2001 Mardi Gras Blvd. in New Orleans and or 1821 S. Alex Plaisance (Hwy. 3235) in Golden Meadow during regular business hours.

Check or Money Order:

- Accepted in person at our GeauxPass Customer Service Centers during regular business hours, or after hours in our night deposit box located at 2001 Mardi Gras Blvd. in New Orleans or 1821 S. Alex Plaisance (Hwy. 3235) in Golden Meadow. Be sure to put your GeauxPass number on your payment. Your payment will be posted on the next business day.

Credit Card:

- Sign up for Auto-Replenish. Your credit card is put on file. Each time the balance on your account drops below \$10, your credit card is charged \$20. You can request a larger amount be charged to your account.

Telephone:

- Call 1-866-662-8987 and follow the prompts to make an automated payment by phone. No receipts are available with this payment option.

GeauxPass Application

Please print all information. **Required.

Account Number (office use only) Clerk ID

**Applicant's Last Name

**Applicant's First Name MI

**Address

**City **State **Zip Code

**Driver's License - State **Number

Email Address

Hard Case Quantity: _____ Sticker Quantity: _____
(Required fees to open a GeauxPass account: \$32.00 per hard case GeauxPass; \$12.50 per sticker GeauxPass plus a minimum of a \$20.00 pre-payment. Total to open account with one hard case is \$52.00; total for one sticker is \$32.50.)

Method of Payment: VISA Mastercard Check

Credit Card Account No. _____ - _____ - _____ Exp. _____

Auto Replenish: Yes No
(Charges credit card \$20 when balance falls below \$10. Only notification is on credit card statement.)

Delivery Method (Check One): Mail Pick Up
(Note: GeauxPass must be picked up within 5 working days after you are notified. We will make one attempt to contact you. If the GeauxPass is not picked up within 5 working days, we will credit your credit card and return the GeauxPass to stock.)

If Pick Up: By Whom _____

Phone Number _____

Which Office New Orleans Golden Meadow

Applications can be mailed to:

GeauxPass
PO Box 6308
New Orleans, LA 70174-6308

Vehicle 1

License Plate No. (State, Number) # Axles/ # Tires

Vehicle 2

License Plate No. (State, Number) # Axles/ # Tires

Vehicle 3

License Plate No. (State, Number) # Axles/ # Tires

Vehicle 4

License Plate No. (State, Number) # Axles/ # Tires

Vehicle 5

License Plate No. (State, Number) # Axles/ # Tires

Vehicle 6

License Plate No. (State, Number) # Axles/ # Tires

Credit Card Applicants

By signing below, I authorize GeauxPass to charge the credit or debit card identified on my application for the necessary charges required to open a GeauxPass account. If I selected the Auto Replenish option on the application, I authorize GeauxPass to maintain my credit or debit card account on file and periodically charge the card for the amounts necessary to keep my account in good standing.

Name _____

Signature _____ Date _____

If you have questions, please call toll free (866) 662-8987 or visit www.geauxpass.com