

North Carolina Turnpike Authority

2501 Aerial Center Parkway, Suite 200
Morrisville, NC, 27560.

NC QUICK PASS SERVICE AGENT INFORMATION

Those interested in becoming a NC Quick Pass Service Agent (NCQPSA) must meet the following pre-requisites to be considered: (1) operate from a fixed location in North Carolina, (2) have a minimum of one year experience in operating the business for which this application is made or other equivalent business experience or training, (3) have internet connectivity and space for a laptop running the North Carolina Turnpike Authority (NCTA) Backoffice software (BOS), and a printer, and (4) have the ability to connect payment card Europay Mastercard Visa (EMV) readers to the network.

Applicants who meet the above prerequisites should review the NCQPSA requirements listed below and complete the attached application for consideration.

NCQPSA Requirements: Upon approval of the application, NCQPSAs will be required to comply with the following:

1. A minimum of two (2) agents attend a virtual and/or in-person training session at a time and date determined by the North Carolina Turnpike Authority.
2. Be available to the general public during regular weekly business hours, 9:00 to 5:00 pm Monday to Friday.
3. Be willing and able to serve any US-domiciled customer who desires to pay a NC Quick Pass invoice, regardless of the customer's state of residence or if the customer has a Toll Stop (customers cannot renew vehicle registration until all outstanding toll charges are paid in full).
4. Be able to accept and process all forms of payments via NCTA BOS including, but not limited to, the following: cash, check, money order, credit card, or ACH transactions. [NOTE: Checks or money orders must be made payable to NC Quick Pass.]
5. Require customers seeking to pay an NC Quick Pass invoice to pay in full. [NOTE: This means a customer must pay the entire amount including all unpaid tolls and incurred fees and penalties, as shown on the North Carolina Turnpike Authority Backoffice software.]
6. Provide customers with a print and/or email copy of their receipt generated by NCTA BOS showing their Payment.
7. Deposit all payments in one lump sum at the end of the workday into the NCQPSA local bank account (separate from DMV bank account) which is setup for daily sweep into the North Carolina Turnpike Authority short-term investment fund (STIF) account.
8. Comply with specific reporting requirements set by the North Carolina Turnpike Authority, including the ability to report and reconcile all customer payment activities and to perform an end-of-day closeout on NC Quick Pass transactions that show the NCQPSA name, customer account number, payment method (Visa, MasterCard, Cash, Check, etc.), and the full amount paid.
9. Maintain transponder inventory in a secured storage area with access control and security surveillance.
10. Direct all customer disputes to the NC Quick Pass Customer Service Center at (877) 769-7277 or to the NC Quick Pass Toll Dispute form which is located on the NC Quick Pass website (www.ncquickpass.com).
11. Must be registered as a Money Service Business (MSB) with the Financial Crimes Enforcement Network (FinCEN) by electronically filing FinCEN Form 107. Follow this link <https://www.fincen.gov/money-services-business-msb-registration>
12. Comply with North Carolina Turnpike Authority's anti-money laundering (AML) compliance program.
13. Sign the attached NCQPSA Agreement and submit W-9 form.