



Flex CSC is the industry's first low-cost, virtually "shrink-wrapped" ETC Customer Service Center software package. It is a feature-rich system that is specially designed to meet the needs of small to mid-size toll agencies and toll road concessionaires.

It provides all of the functions needed to securely manage personal and corporate accounts, tags, toll transaction histories, automated account replenishments, customer service operations, cases, notes, and more!

Accounts: Will Adamson Print Help

[Edit](#) [Duplicate](#) [Delete](#)

[View Change Log](#)

Acct. Type	Personal	Phone	(545)207-2438
Account Name	Will Adamson	Fax	Not Specified
Account Number	15896	Other Phone	Not Specified
Driver's License Number	555555	Email	Not Specified
License Expiry Date	2011-09-15	Other Email	Not Specified
Government ID	Not Specified	Low Balance Threshold	\$ 15.00
Active	Yes	Auto Replenishment Amount	\$ 35.00
Account Balance Amount	\$ 46.00	Last Modified:	2010-09-06 22:43:42 by admin
Account Status	OK	Date Created:	2010-09-03 17:26:40 by admin
Assigned to:	admin	Primary Address	4876 Elm Street, Lunenburg, Nova Scotia, 354765, Canada
		Shipping Address	4876 Elm Street, Lunenburg, 354765, Canada

Replenishment

[Create](#) [Replenish Account](#)

Name on Card	Active	Address 1	Expiry Month	Expiry Year
Will Adamson	Y	4876 Elm Street, Lunenburg, Nova Scotia, 354765	Jan	2014

Tag Details

[Add](#)

Tag ID Number	Tag Agency	Active	Tag Status	Tag Class	Tag Location	Vehicle Plate Number
4587	CAPC	Y	OK	Class 2 - Automobile	Issued to Customer	7216-222

Payment History

Trans. No	Amount	Date / Time	Credit/Debit	Payment Method	A / M	Modified By
207	35.00	2010-09-03 10:35:30	Debit	Americanexpress	Automatic	Admin

Toll Transaction Details

Tag Num	Account No	Date/Time	TPS	Rec.No	Trans. No	Plaza	Lane	Coll. ID	Prev Bal(\$)	Toll(\$)	New Bal(\$)
4587	15896	2010-09-04 21:35:23	0	4088	8776885	CAPC	8		46.00	2.00	44.00
4587	15896	2010-09-02 19:03:00	0	4087	1974581	CAPC	8		48.00	2.00	46.00
4587	15896	2010-08-25 16:50:34	0	4086	5337212	CAPC	8		50.00	2.00	48.00

Easy-to-use browser-based GUI screens allow your CSC staff to provide fast and accurate customer service. Also included, is a fully integrated and extremely powerful Customer Relationship Management (CRM) system which serves as the "platform" for all CSC activities.

Toll Transactions :

[Toll Transactions](#) [Account](#)

Account No	15896	Member Agency	CHBA
Transaction No	1974580	Plaza Received Date	2010-09-02 19:02:00
Account Name	Will Adamson	Sent to CSC	2010-09-02 19:02:00
Agency	Pacific Highways	CSC Posted Date	0000-00-00 00:00:00
Tag Num	4587	Initial Toll Amount	2.00
Toll Transaction Source	Lane	Adj. Toll Amount (\$)	2.00
Date/Time	2010-09-02 19:02:00	Pre Account Balance (\$)	46.00
Plaza	Cross Harbor Bridge	Post Account Balance (\$)	46.00
Lane	8	Violation	None
Coll. ID	0	Current Account Status	-
Current Lane Mode	ETC-Only	New Account Status	-
Tag Stat	-	Tag Axles	2
Tag Class	Class 2 - Automobile	Reg Axles	2
Reg Class	2	Avc Axles	2
Avc Class	2	Posted Result Id	3
Trans Post Status Id	6	Post Result	Rejected
Trans Post Status Descr.	Duplicate Transaction		

Additional Features:

- Fully internationalized (currencies, time-zones, etc.)
- The CSC Software can be hosted by your ISP, or on your own server
- Powerful Case and Task Management functions
- Configurable application and database security levels for different employees
- Automated credit card processing with interfaces to secure payment gateways and clearinghouses
- Reciprocity feature allows multiple “member” toll agencies and/or concessionaires to share one CSC and thus provide better service for motorists
- Operates with standard web-browsers
- Member agencies can upload toll transactions to the CSC in both *individual* and *batch* formats
- Secure, Linux-based software with powerful remote service and support capabilities
- Integrated email, contact management, call logging,
- Built-in reports

The screenshot displays the E-Transit software interface. At the top, the title bar reads "Cases: Needs a new tag". Below this, there are navigation buttons: "Edit", "Duplicate", and "Delete". A "View Change Log" section is visible, showing details for Case Number 43. The case is assigned to "mgrossman", has a priority of "Medium", and a status of "Closed". The subject is "Needs a new tag" and the description is "Please issue a new tag to Mr. Li.". The resolution is "I sent it out today" with a response by ".grossman" at 17:47. Below the case details, there are sections for "Activities" and "History". The "Activities" section includes buttons for "Create Task", "Schedule Meeting", "Schedule Call", and "Compose Email". The "History" section includes buttons for "Create Note or Attachment", "Archive Email", and "View Summary". The interface also features a sidebar with "Shortcuts" and a "Cases" list.

All specifications subject to change without notice.

E-Transit provides innovative solutions for toll collection and transportation agencies, transit systems, retailers, ports and customs agencies, and more. For more information, contact us at:

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