

Attachment 2

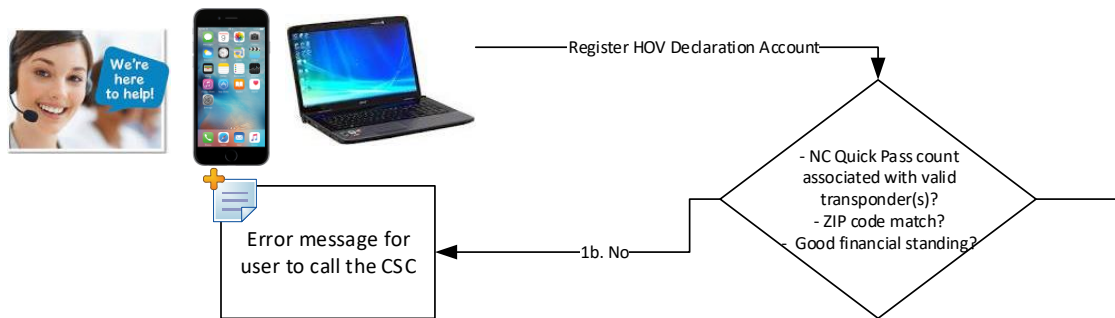
HOV Declaration Application Flow Process
Diagrams

HOV Declaration Process

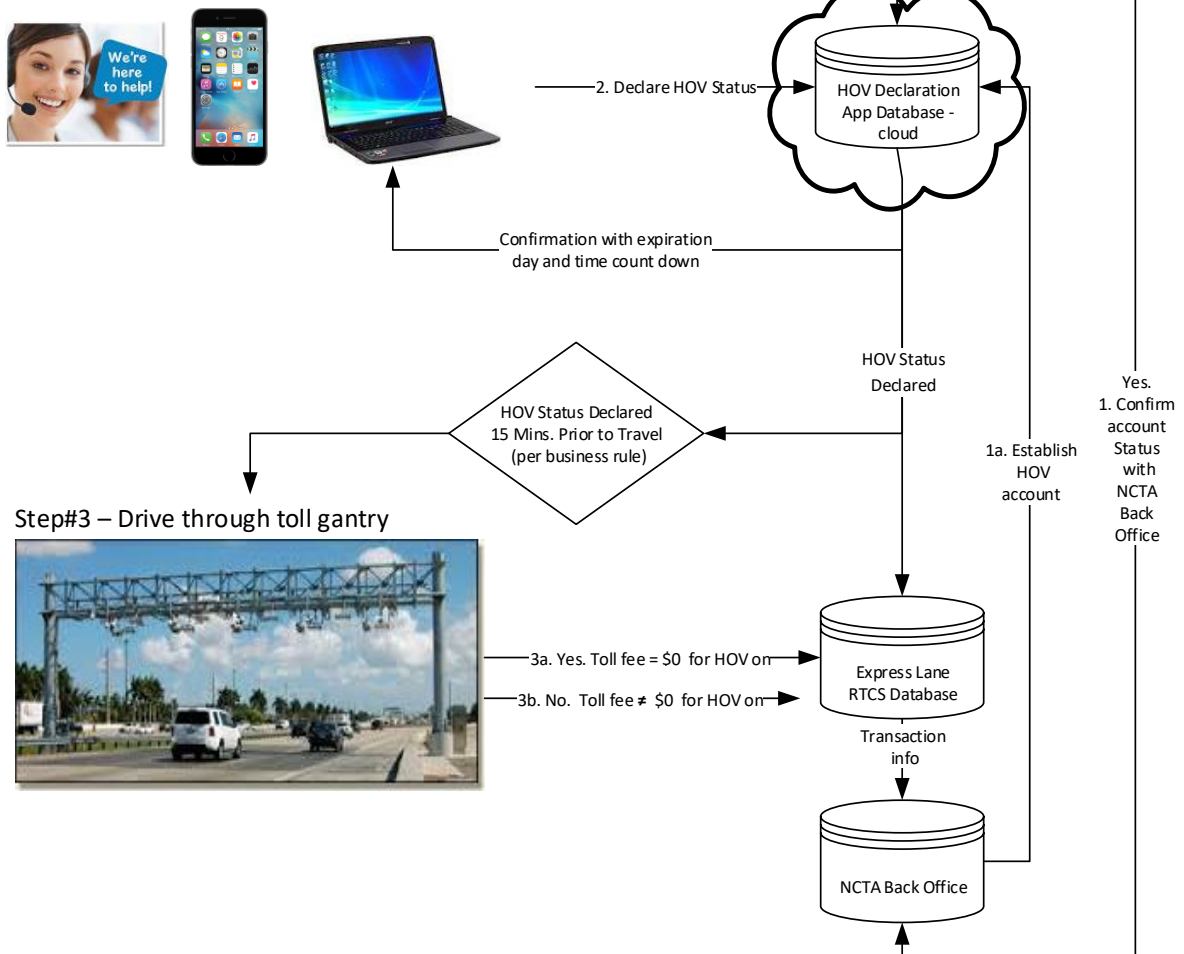
Precondition: User must have an active NC Quick Pass account associated with 1-5 valid transponders.

Note: The process outlined below is only for users without an NC Quick Pass Declarable Tag.

Step#1 – Register an HOV Declaration account using a PC or Mobile Phone or by calling Customer Service Center (CSC).



Step#2 – Declare HOV status using a PC or Mobile Phone or by calling CSC



Step#3 – Drive through toll gantry



3a. Yes. Toll fee = \$0 for HOV on
3b. No. Toll fee ≠ \$0 for HOV on

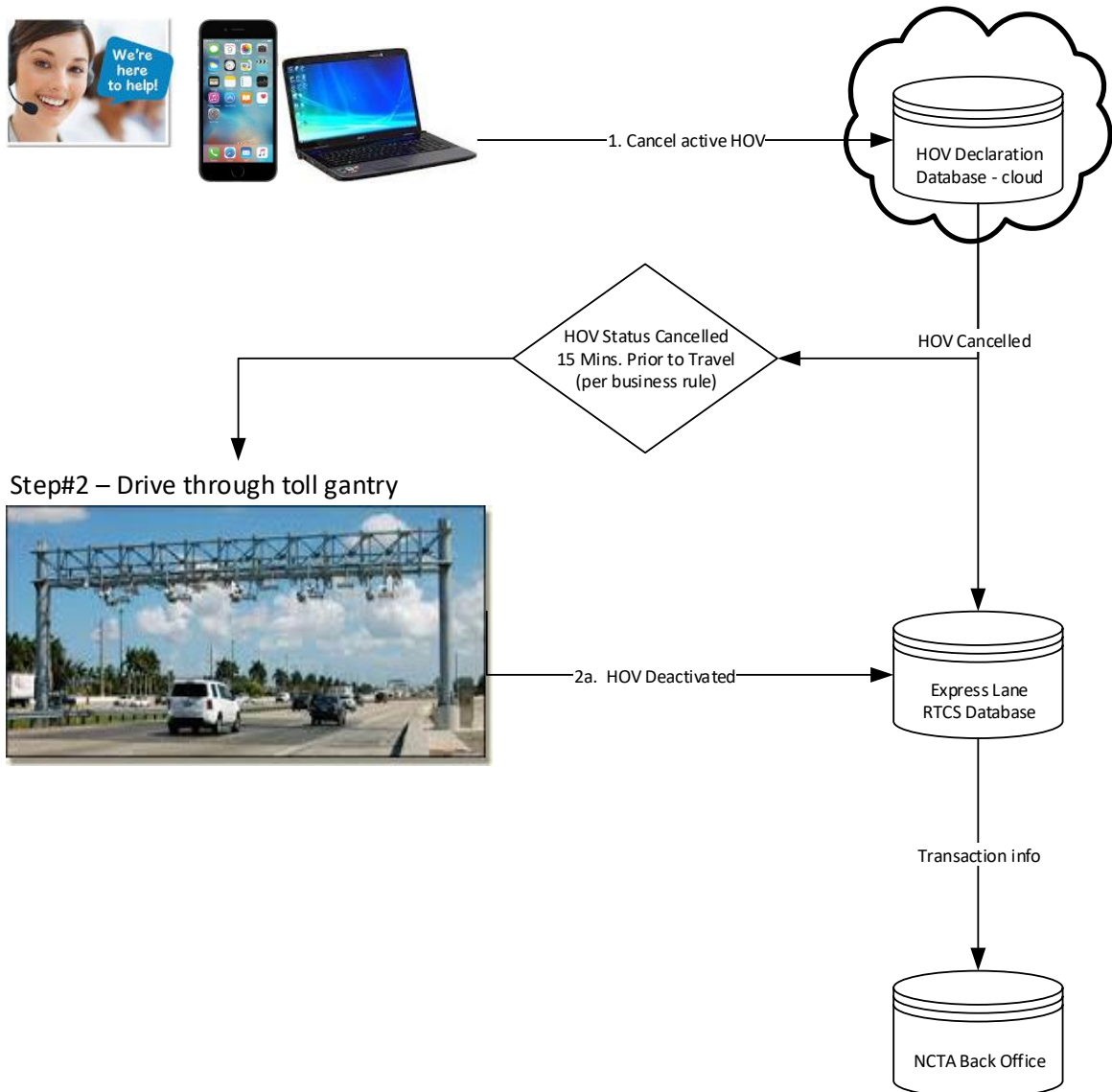
Cancel HOV Declaration Process

Precondition: An active HOV declaration exists.

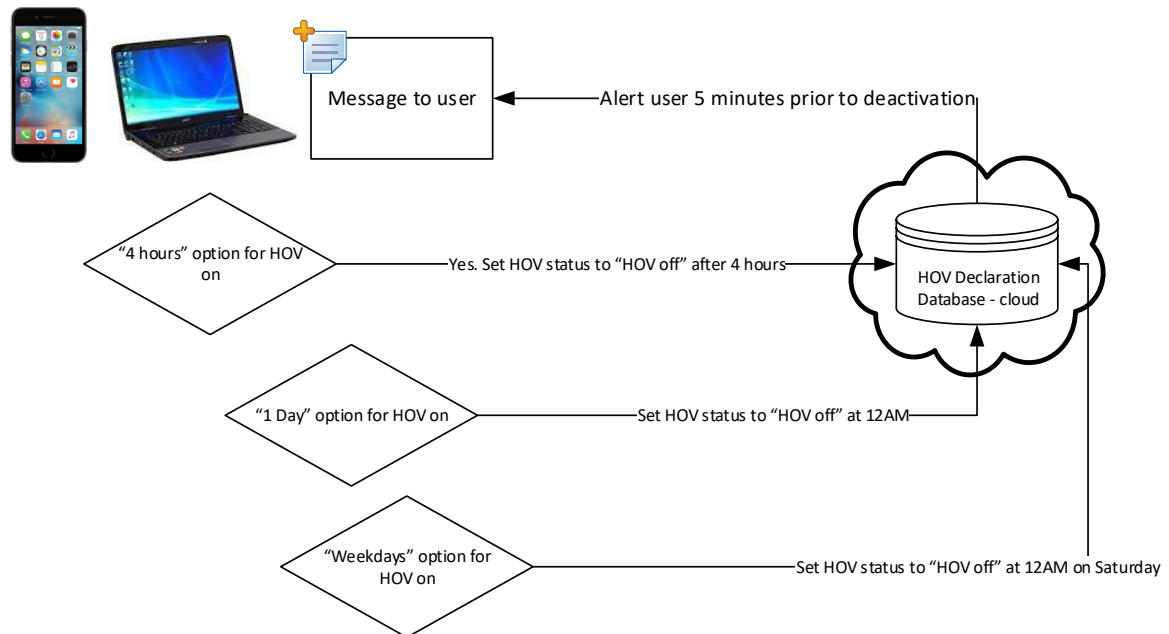
Note: The process outlined below is only for users without an NC Quick Pass Declarable Tag.

Scenario #1 – User cancels an active HOV Declaration using PC or Mobile Phone or by calling CSC

Step#1 – Cancel HOV declaration



Scenario #2 – An active HOV Declaration is canceled by the system automatically per time option selected



Close HOV Declaration Account Process

Precondition: An active HOV declaration account exists.

An active HOV Declaration is canceled by user through PC or Mobile Phone. or calling CSC.

