

# Top 10 FAQs

About the Georgia Cruise Card



## CRUISE CARD REFERENCE GUIDE

Everything You Need To  
Know About Installing  
Your Card & FAQs

### 1. How do I apply for a Cruise Card?

- Apply on-line at <http://www.georgiatolls.com>,
- Download the application from <http://www.georgiatolls.com>, complete the application and return to us via fax or mail,
- Contact us by phone, fax, or e-mail to request that we send you an application,
- Apply by phone 404-893-6161, by providing your name, address, credit or check debit card number and expiration, day and night phone numbers, email address, and vehicle information (license plate number, year, color, make, and model) for each vehicle that you would like a Cruise Card.

### 2. How does a Cruise Card work?

You must maintain a pre-paid account with a chargeable credit card or check debit card to cover tolls and charges for the use of your Cruise Card. You will pay the appropriate pre-paid toll when you open your account (\$20 for personal accounts and \$40 or \$125 for commercial accounts). Each time your Cruise Card passes through a toll lane, we will deduct the applicable toll from your account. When the pre-paid toll balance in your personal account falls to the replenishment threshold of \$10, our system automatically charges your credit/debit card the appropriate rebill charge of \$20. For commercial accounts, the rebill amount is from \$40-\$125.

### 3. Is there a cost for a Cruise Card?

Yes. There is a \$10 purchase fee plus applicable sales tax for each Cruise Card. This purchase fee applies to each Cruise Card requested, including Cruise Cards for additional vehicles, replacements for lost, stolen, or damaged Cruise Cards, and also replacement for Cruise Cards no longer working. This purchase fee also applies to replacements for sticker-type Cruise Cards that have been removed from the windshields. Removing these sticker-type cards will damage them, causing the need for a replacement.

### 4. Can I pay by check only?

Yes, but you are still required to submit a valid credit/debit card number and expiration date with your application in order for us to establish and maintain your account. You may make check payments prior to the automatic re-bill, if your account balance is above the \$10 replenishment threshold when we receive your payment. Check payments should be mailed to:

**State Road and Tollway Authority**  
**P.O. Box 2105 / Atlanta, GA 30301-2105**

### 5. How long does it take to get a Cruise Card?

5-7 business days from the date we receive your application.

### 6. Can I use my Cruise Card in more than one vehicle?

No. The Cruise Card is not transferable. You should only use the Cruise Card in the vehicle that it is registered to on your Cruise Card account.

### 7. I have a temporary tag; can I still use the Cruise Card in my new car?

We advise that you use the regular toll lanes until you can provide us with the license plate number assigned to the vehicle. We understand this may be an inconvenience, but the Cruise Card ID# is assigned to the plate number in our system.

### 8. Can the Cruise Card be used in other states like EZ Pass in NY/NJ?

GA Cruise Cards are not yet compatible with other tollways out of state.

### 9. I received a violation notice even though I'm a Cruise Card customer. Why? What should I do?

Current customers may receive violation notices because of outdated billing or vehicle information. Please DO NOT ignore the notice. Contact the Customer Service Center right away for assistance.

### 10. Is there someplace I can come and exchange/return my Cruise Card?

Unfortunately, we no longer offer a customer walk-in site.

Please return the Cruise Card to:

**State Road and Tollway Authority**  
**P.O. Box 2105 / Atlanta, GA 30301-2105**

along with a signed, written statement listing your reason for returning the card

[www.georgiatolls.com](http://www.georgiatolls.com)



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# READ THIS FIRST

## Follow These Easy Steps

You must correctly and permanently install the tag on the windshield before approaching the toll booth. Do not attach the tag to your visor or other temporary location.

Do not wave the tag or hold it inside or outside your vehicle as you approach the toll booth. This will result in a violation.

If you have another type of tag on your windshield, it must be at least 2 inches away from the windshield sticker tag.

If you have a metallized windshield, you must use a license plate tag rather than a windshield tag. Visit [www.georgiatolls.com](http://www.georgiatolls.com) under Cruise Card Central for more information.

Install the tag when the windshield's temperature is above 50°F (10°C). In colder climates, use your heater/defroster to warm the windshield before installing the tag.

### Still have questions?

Call our Customer Service Center (CSC) anytime Monday–Friday, 8AM to 5PM, at 404-893-6161. For out-of-state callers, please dial 1-888-760-6016.

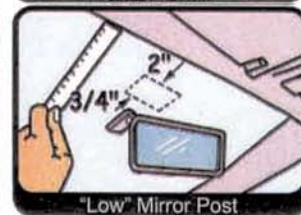
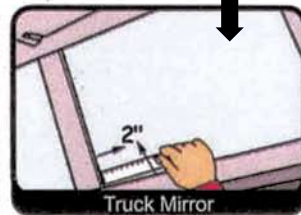
**For quick reference, please note your account information.**

Cruise Card Account #

## Positioning Your Windshield Sticker

- 1** Determine the type of mirror post you have. For cars, measure at least 2" from the top of the window and at least 3/4" from the mirror post. (You may use the ruler on the left)

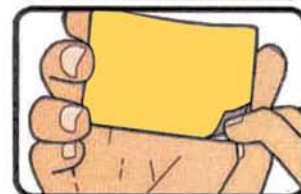
**\*For large trucks without a windshield mirror, measure 2" from the left and 2" from bottom.**



- 2** Clean your windshield with rubbing alcohol (and defrost if frozen).



- 3** With back of Cruise Card facing you, bend any corner until clear piece separates from back.



- 4** Position your sticker with front of Cruise Card facing you.



- 5** Press firmly, starting from center and moving outward in a circular motion to apply (removing air bubbles).

