

Suburban Express  
PO Box 17221  
Urbana, IL 61803

February 20, 2017

Kevin R Thompson  
670 Cole Drive  
South Elgin, IL 60177

Phone: (847) 997-7866  
Email: krthmps2@illinois.edu

Hello,

When you made your Suburban Express ticket purchase, you agreed to our standard terms and conditions, which appear on the check-out page of our web store and the attached confirmation email.

You are now indebted to us because:

\* You used ticket 1427868 to ride on 2/12/17 although it was only valid on 2/19/17

Therefore you owe us:

\$ 23.95 fare for ride taken on 2/12/17  
\$ 25.00 minimum collection expense

\$ 48.95 total

Formal demand for payment of \$48.95 is hereby made. Please furnish a certified check or money order no later than March 5, 2017.

If payment is not received at the address above by then, we will be filing suit to collect this debt. You will be held responsible for not only the debt listed above, but also:

- filing fees
- cost of serving you with lawsuit
- attorney's fees

Typically, these fees add up to \$200 or more.

PLEASE NOTE THAT THIS IS THE ONLY COMMUNICATION YOU WILL RECEIVE BEFORE THIS IS SENT TO COLLECTION ATTORNEY.

Govern your actions accordingly.

Regards,

Suburban Express

S 6th Street Champaign, IL 61820. Postage guaranteed.

Date 2/12/17  
 Schedule 741  
 Company Imai  
 Driver Mellow

Released by Mark  
 Counted by \_\_\_\_\_

Stop	Purdue	ISU	IA	UI	Total
<u>WFD</u>	_____	_____	_____	<u>(UI)</u>	_____
<u>WDJ</u>	_____	_____	_____	_____	_____
<u>TPT</u>	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	Total ->	_____

-----DRIVERS: DO NOT WRITE ABOVE THIS LINE-----

S 6th Street Champaign, IL 61820. Postage guaranteed.

Illini Shuttle | 1427868 | O'Hare Woodfield Oakbr...

[https://www.busline.com/checkout\\_done.php](https://www.busline.com/checkout_done.php)



1427868.2  
18

Busline.com - Ticket 2 of 2

3552292480

TRIP: 731is 2/19/17 Suburban Express

DEPART: Woodridge Jewel 7:30 PM

ARRIVE: UIUC - PAR (Virginia) 10:45 PM

PAID: \$34.00/2 at 2017-02-06 9:59 PM

TICKET #: 1427868.2 2 of 2

NAME: Kevin R Thompson

1427868.2

3 5 5 2 2 9 2 4 8 0

YOU MUST GIVE DRIVER A PRINTED TICKET TO BOARD BUS. PLEASE NOTE THAT:  
 1) Ticket must be printed in PORTRAIT orientation, and folded in half to speed collection, 2) ALL four sides of frame around ticket MUST print, 3) Ticket must be a CLEAN, ORIGINAL print - NO faxes, photocopies, or blurry/pixelated images, 4) BARCODE MUST SCAN.

1427868 Show Reset

<< 1427867

**Kevin R Thompson**  
krthmps2@illinois.edu

1427869 >>

**Phone:** (847) 997-7866 **Conf #:** DNGYE-6J1KN-IXKM4-E4D4D  
**Timestamp:** 2017-02-06 21:59:38 (2017-02-07 03:59:38 GMT) **Fare:** 34.00  
**Round Trip:** TRUE **Paid By:** CREDIT\_CARD  
**Sold By:** web (4) **Refunded:** ()  
**Reason:** coupon [EZNDEQ-YNESSA-QSDXHS-TRNSZS] **Refunded on:**

**Event History**

Time	Event	Clerk	Customer ID	Data	Date
21:59:38 (03:59:38 GMT)	HOLD	4	660074		2017-02-06 (2017-02-07)
22:03:54 (04:03:54 GMT)	SALE	4	660074		2017-02-06 (2017-02-07)

**Web Event**

**Stamp**

**Script/IP**

**Notes/Data:**

**CREATE** 2017-02-06 21:59:38 /payment.rb (130.126.223.123 / far4563.urh.uiuc.edu)  
 Kevin R Thompson  
**CC\_PROCESSING** 2017-02-06 22:03:52 /payment.rb (130.126.223.123 / far4563.urh.uiuc.edu)  
**SALE\_COMMIT** 2017-02-06 22:03:54 /payment.rb (130.126.223.123 / far4563.urh.uiuc.edu)  
 CREDIT\_CARD  
**TICKET\_DISPLAY** 2017-02-10 16:00:59 /checkout\_done.php (128.174.187.211 / eceb-3070-08.ews.illinois.edu)  
 Displaying ticket from printmyticket  
**ADMIN\_TICKET\_DISPLAY** 2017-02-19 17:07:19 /subex\_checkout\_done.php (10.1.10.170 / dennis.busline.com)  
 Displaying ticket from checkout

**Tickets**

(Check for scans...)

Leg #/Bucket #	From	To	Date/Journey	Status	ID
1	ALT	OAK	2017-02-11	SALE	40236
--	ALT	OAK	900a	SALE	50461/953172 (tear 0)
2	WDJ	PAR	2017-02-19	SALE	39893
--	WDJ	PAR	731is	SALE	50118/953173 (tear 1)

**Resend Email**

**CC Transactions**

Type	Auth #	User Ref	Trans ID	Text
auth/cap	020359 [OK]		A26HN3sib0	APPROVED 020359

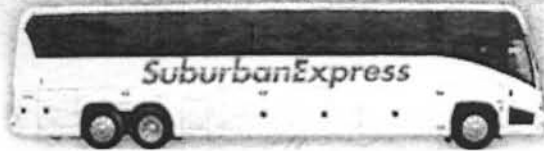
**User Info**

**Customer 660074**

**Name:** Kevin R Thompson **Phone:** (847) 997-7866  
**Email:** krthmps2@illinois.edu () **Alt. Phone:** (847) 997-7866  
**Address:** 670 Cole Drive  
 South Elgin, IL 60177

Ban Reason:  yes:  Ban Customer

Case notes for this reservation:



# Suburban Express / Illini Shuttle Online Ticket Store

1427868.2  
18

## Busline.com - Ticket 2 of 2

2852782346

TRIP: 731is 2/19/17 Suburban Express

DEPART: Woodridge Jewel 7:30 PM

ARRIVE: UIUC - PAR (Virginia) 10:45 PM  
1427868.2

PAID: \$34.00/2 at 2017-02-06 9:59 PM

TICKET #: 1427868.2 2 of 2



2 8 5 2 7 8 2 3 4 6

NAME: Kevin R Thompson

1427868.2

### YOU MUST GIVE DRIVER A PRINTED TICKET TO BOARD BUS. PLEASE NOTE THAT:

- 1) Ticket must be printed in PORTRAIT orientation, and folded in half to speed collection, 2) ALL four sides of frame around ticket MUST print, 3) Ticket must be a CLEAN, ORIGINAL print - NO faxes, photocopies, or blurry/pixelated images, 4) BARCODE MUST SCAN.

### READ IMMEDIATELY -- IMPORTANT POLICIES WHICH APPLY TO YOU

#### TICKET VALIDITY

Ticket is valid ONLY for the schedule #, origin, destination, and date indicated above. Ticket is not refundable or exchangeable. If ticket is used for a different schedule #, destination, or date, you will be charged full fare PLUS \$100 service charge.

#### HOW TO BOARD A BUS

BOARD BUS AT LEAST TEN MINUTES PRIOR TO SCHEDULED DEPARTURE TIME. Buses do not stop once they are rolling.

- 1) Stay away from bus until you are ready to get on and stay on. 2) When you are ready to get on and stay on, put your bag in the luggage compartment and proceed DIRECTLY to driver without stopping for anything. 3) Give the driver your folded ticket. 4) BOARD BUS IMMEDIATELY AND STAY ON BOARD. 5) Do not attempt to save a seat for a friend or block the seat next to you.

PARENTS AND NON-PASSENGERS MUST STAY AT LEAST 100 FEET FROM BUSES DURING LOADING PROCESS. Say your goodbyes at your car where you will not interfere with or slow down boarding process.

#### LUGGAGE LIMIT

To/From Suburban Stops: ONE MEDIUM SUITCASE and one personal item. NO appliances, desktop computers, televisions, bicycles, scooters, paper bags, plastic bags, cardboard boxes, laundry bags, etc. Want to know if your suitcase is too big? If you have to ask, it is.

To/From Chicago airports: Two medium suitcases and one personal item.

Drivers and loading supervisors are instructed to turn away passengers with non-compliant luggage and are rewarded for doing so.

From: noreply@net66.net  
Subject: Reservation #1427868 - Please Read Carefully and Save  
Date: February 6, 2017 at 11:03 PM  
To: cc-mgr@net66.net

THIS IS NOT YOUR TICKET - THIS IS NOT YOUR TICKET - THIS IS NOT YOUR TICKET

This is an automated message. Please do not reply, as your response will not reach a human. If you need assistance, please call our office.

===== AWESOME DISCOUNT COUPON =====

Thanks for riding Suburban Express! Use this coupon to save money on your next trip! Just enter D4WRWR-DRW7D3-A4ETYY-E3Z3X4 on the payment page of our web store and receive \$6 off your next one-way or round-trip ticket.

This coupon can be redeemed at any time and is valid for trips which occur between Thursday, December 1, 2016 and Sunday, October 1, 2017. Valid for travel to/from Chicago Area.

Thanks for riding! We look forward to serving you again!

===== AWESOME DISCOUNT COUPON =====

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Woodfield Stop Location Change for 11/27/16  
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Due to holiday parking lot reconfiguration at Woodfield, we plan to load in lot D on 11/27/16 rather than at our regular stop in lot B. We hope nothing disrupts our plan to load in lot D. Thanks for your patience!

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I M P O R T A N T   I N F O R M A T I O N  
-----

Your confirmation code is: DNGYE-6J1KN-IXKM4-E4D4D

If you were unable to print your ticket, please go to:  
<https://busline.com/printmyticket.php>

DO NOT LOSE YOUR CONFIRMATION CODE! It is the only way for you to print your ticket if you lose it.

YOU MUST HAVE PRINTED TICKET(S) in your possession TO BOARD our vehicle. You will not be permitted to board without a printed ticket. Be sure to print out your ticket(s). This confirmation email is NOT YOUR TICKET.

Please visit our website to determine your exact pick-up location:

<http://www.suburbanexpress.com/> -> click on 'stop locations'  
<http://www.illinishuttle.com/> -> click on 'stop locations'

Passengers must be at point of departure at least 15 minutes before scheduled departure time. This allows our drivers to board passengers in an orderly manner and to avoid delays related to loading luggage.

Please note that you have agreed to use only ONE COPY of your ticket for boarding and to pay a substantial additional charge if more than one copy of your ticket is collected.

Should you have any questions regarding Suburban Express / Illini Shuttle, please call us at (217) 344-6700.



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T I C K E T S   C A N   N O W   B E   R E T U R N E D !  
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Tickets purchased after 3/5/16 can be returned for standby credit, EVEN AFTER TRIP HAS OCCURRED. This is HUGE! To obtain standby credit, visit our web page <https://www.busline.com/storecreditrequest> Please note that tickets must be returned within 45 days of first travel date.

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S A V E   1 0 %   -   P A Y   W I T H   D W O L L A  
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Set up a free account, put some money in, and pay for your next Suburban Express ticket with Dwolla. You'll save 10%!

Don't delay - Sign up for Dwolla today - <http://www.dwolla.com/register>

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F A C E B O O K  
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We think Facebook is a huge waste of time. Nevertheless, we often post coupon codes there which are good for big discounts on Suburban Express tickets. If you'd like immediate notice when we post a discount code, like us on Facebook.

<http://www.facebook.com/SuburbanExpressBus>

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Y O U R   R E S E R V A T I O N   S U M M A R Y  
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Note: All times shown are local time in that city.

Purchaser:  
krthmps2@illinois.edu  
Kevin R Thompson ((847) 997-7866)  
670 Cole Drive  
South Elgin, IL 60177

Reservation for 1 passenger  
Total Charge:                 \$34.00

Reservation Number:         1427868

Itinerary:

THIS IS NOT YOUR TICKET - THIS IS NOT YOUR TICKET - THIS IS NOT YOUR TICKET

DATE:    2017-02-11                                 900a  
DEPART: UIUC - Altgeld                            9:35 AM  
ARRIVE: Oakbrook Mall Lot E                     12:00 PM

DATE:    2017-02-19                                 731is  
DEPART: Woodridge Jewel                           7:30 PM  
ARRIVE: UIUC - PAR (Virginia)                   10:45 PM

THIS IS NOT YOUR TICKET - THIS IS NOT YOUR TICKET - THIS IS NOT YOUR TICKET

As a reminder, these are the Terms & Conditions of the contract which you have entered into with Suburban Express Inc:

Suburban Express / Illini Shuttle is offering to sell you a ticket subject to the contract terms below. You do not have to accept our offer. You have the option of choosing another carrier.

You are purchasing a ticket online. Your ticket will be delivered online, at the end of this ordering process. It is mutually agreed that proof that you have downloaded the ticket shall constitute proof of delivery of the ticket - just as if you were to sign for a UPS, Fedex, or USPS delivery.

Your purchase entitles you to a seat. You agree that your obligation to pay for your seat does not depend on you using the seat. We will hold a seat for you regardless of whether you show up to use it, and regardless of whether you notify us in advance that you will not use it. If you need a refundable seat, please book with Greyhound or Amtrak. It is mutually agreed that proof a seat was available at the time and location selected shall constitute proof that service was rendered, whether you choose to use your seat or not.

It is mutually agreed that this online transaction is taking place in Champaign, IL, where Suburban Express / Illini Shuttle web servers are located. It is further mutually agreed that this transaction is not taking place in a location other than Champaign, IL.

It is mutually agreed that tickets are non-refundable, non-exchangeable, and cannot be used on another day or at another time. If tickets were refundable or exchangeable, our prices would have to be higher to compensate for the cost of refunds and exchanges.

It is mutually agreed that it is passenger's responsibility to find and board our bus at the proper time and location. There can be many buses from various companies boarding at locations where our buses pick up. You must find and verify you are boarding the proper bus. If you are confused, approach each bus you see in order to locate your bus. Our buses are all colors of the rainbow.

We do not provide day care. To use our bus service, you must find your bus without assistance and present a paper ticket to board. If you do not put forth sufficient effort to successfully find your bus or if you do not have a paper ticket, we are not obligated to provide you with a refund or other accommodations.

We have a refund request form which you can use in the unlikely event of a service failure. If your bus operates and you do not ride it due to circumstances within your control or due to circumstances beyond your control, your ticket is not refundable. If your flight is cancelled, for instance, we do not owe you a refund because we will still hold a seat for you.

We will send you emails related to this transaction. You will receive a confirmation email. You may also receive emails regarding service changes, service disruptions, stop location changes, delays, and so forth. It is not possible to opt out of these pre-trip emails. If you opt in to promotional emails, you will receive promotional emails approximately twelve times per year. You may opt out of the promotional emails at any time.

We value your feedback. Please contact us regarding any service failures or other issues. Online disparagement will not resolve any problem you may have, and it may lead us to refuse your future business. If we refuse your future business, you will receive no advance notice. Driver will simply turn you away at the bus.

It is mutually agreed that no refunds will be given for duplicate or incorrect reservations. Please inspect the contents of your basket carefully before paying. Please do not press the "Pay" button below unless

you want to make immediate, non-refundable payment.

YOU MUST PRINT OUT YOUR TICKET ON PAPER AND GIVE IT TO THE DRIVER TO BOARD. You will not be permitted to board without a printed ticket. Suburban Express / Illini Shuttle does not grant exceptions to this policy -- ever.

In the event that you tender a ticket which is not valid and driver accepts invalid ticket, you agree to pay company full fare for ride actually taken in addition to fare previously paid.

You agree that Suburban Express / Illini Shuttle liability shall be limited to the cost of your ticket, and that Suburban Express / Illini Shuttle shall not be liable beyond the cost of your ticket under any circumstance.

You agree to direct all questions and concerns pertaining to credit card charges or credits to Suburban Express / Illini Shuttle IN WRITING at PO Box 220, Paxton, IL 60957, so that we can prevent additional fees and costs from being incurred by either party. You agree to reimburse Suburban Express / Illini Shuttle for any fees, penalties, or charges levied against Suburban Express / Illini Shuttle, other than the standard credit card processing discount, as a result of any action you take after making this purchase.

In the event that Suburban Express / Illini Shuttle finds it necessary to pursue you for any such fees, charges, or penalties, OR if collection action of any kind becomes necessary, you agree to pay any and all collection costs, including labor, supplies, postage, filing fees, process server fees, attorney's fees, etc., and you agree to pay a minimum collection charge of \$25.

IMPORTANT: It is mutually agreed that the venue for any legal action arising out this online transaction shall be Ford County, Illinois. Ford County is located about 20 minutes north of Champaign, IL. We have chosen Ford County because of high availability of court dates, efficient court operation, excellent staff work ethic, low costs for both parties, easy parking, and other factors.

IMPORTANT: If you do not wish to select Ford County as the venue for disputes, you may purchase your tickets in person at our Champaign, IL office. The venue for all disputes arising out of purchases made in person in Champaign, IL office is Champaign County, IL.

By proceeding with a purchase, you waive any and all objections to jurisdiction that you may have under the laws of the State of Illinois or the United States of America.

If any provision of this agreement is held to be invalid, such invalidity shall not affect the validity or enforceability of any other provision of this agreement.



HOLD DOCUMENT UP TO THE LIGHT TO VIEW TRUE WATERMARK

# MONEY ORDER

HOLD DOCUMENT UP TO THE LIGHT TO VIEW TRUE WATERMARK

**BMO**  **Harris Bank**

33014127

2-28/710

*THOMPSON*

PAY Forty Eight and 95/100\*\*\*\*\*

NOT VALID OVER \$1,000.00

TO THE  
ORDER OF

Suburban Express

DATE                      AMOUNT  
02/28/2017              \$48.95

670 Cole Dr  
ADDRESS

MEMO

Kevin R Thompson ticket #1427868

South Elgin, IL 60177  
CITY & STATE



*Kevin Thompson*  
SIGNATURE OF REMITTER

BMO Harris Bank N.A., Chicago, IL

⑈ 33014127⑈ ⑆ 071000288⑆

288⑈ 769⑈ 3⑈