

INSTRUCTIONS FOR REGISTRATION ON THE WEB PLATFORM FOR ELECTRONIC TOLL COLLECTION

The web platform for electronic toll collection enables *online* toll payment at tollbooths in the Republic of Serbia and other member countries of the Toll4ALL initiative with the same TAG device. It is currently possible to use the service in North Macedonia and Montenegro, and the plan is to connect with the following countries: Croatia, Bosnia and Herzegovina and Greece.

The web platform for electronic toll collection implies the following:

1. You register on the web platform for ETC located at <http://enp.posta.rs/> or via the QR code located on the document (Contract) on the purchase of the TAG device;
2. You register your payment card;
3. Upon ETC, the service is charged from the registered payment card.

The prerequisite for activating the service in Serbia is that the user has a TAG device and owns a MasterCard, Visa, DINA or UnionPay payment card. The condition for using the service in other countries is to have a VISA or MasterCard payment card.

Registration process:

1. The user **scans the QR code** from the contract and gets directed to the web platform for ETC located at <http://enp.posta.rs/> if the account is created via computer;
2. The user **fills in personal data in the application form** (first and last name, address, phone number, e-mail, vehicle registration number, etc.);
3. The user **enters the serial number of the TAG device** (or it is already entered automatically);
4. The user **is redirected to the bank's portal** in order to register their payment card to pay for the ETC service;
5. After the successful registration of the payment card, **access parameters for logging into the ETC user portal** are sent to the user's e-mail;
6. After successful registration, the TAG is active and the user can use the ETC service.

Note: If the user wants to use the same TAG device in the Republic of North Macedonia, Montenegro or the countries of the region when they join this collection system, the procedure is always the same. It is necessary to access the user portal through one's account, select the "Cards" option, then the "North Macedonia" tab or the corresponding country of the region and on that page, through the "Add Card" option, to register a payment/debit card for electronic toll collection for that country, here it is necessary for the user to familiarize themselves with and agree to the general terms and conditions of business operations and the privacy policy that apply to the selected country.

This procedure completes the registration of the TAG device on the *web* platform for electronic toll collection.

Note: 15 minutes after registering on the *web* portal for electronic toll collection, the user can use the TAG device to pass through tollbooths in the Republic of Serbia, and 30 minutes after registering the card through tollbooths in the Republic of North Macedonia and Montenegro.

After using certain sections of the highway, the toll will be automatically charged to the user from the registered payment/debit/credit card the following day.

In the event that the user has reconfigured the existing TAG device, which has reduced the funds from it, they can refund the reduced funds by accessing their account on the web platform for electronic toll collection. By selecting the "Request for Refund" option on the portal and entering appropriate data, the user will submit a request for a refund to PE Roads of Serbia.