

Registration in the e-TOLL system has been launched

- **The Ministry of Finance in Poland has launched registration in the e-TOLL system and the Telephone Customer Service Center.**
- **Registration is a short and intuitive process that can be completed online.**
- **Another stage of implementing the new system will be the launch of toll collection in the e-TOLL system in June this year.**

“We are providing our customers with the key module of the e-TOLL system, i.e., the Online Customer Account. It is possible to register users and vehicles in the new system today. We are also launching a helpline that will support e-TOLL users around the clock” informs Magdalena Rzeczkowska, head of the National Tax Administration.

“The e-TOLL system is a great challenge and a revolutionary change for both the administration and its users. This is a big step towards digital transformation in the field of road transport. The solutions we are implementing primarily offer modern and intuitive tools for payments on toll roads, to be a convenience for users” adds the Deputy Minister Rzeczkowska.

How to register

Registration in the e-TOLL system is possible online at etoll.gov.pl and via the e-Tax Office.

Ultimately, users will also be able to do it:

- at e-TOLL Customer Service Points
- through selected fleet card operators

Intuitive online registration will enable quick creation of an Online Customer Account.

Online Customer Account

Users will be able to use the services of the e-TOLL system from the level of an individual Online Customer Account; it will enable the following:

- online registration (authentication methods: Trusted Profile, mObywat, login and password)
- e-TOLL data and service management in one place
- pre-pay and post-pay payment methods available
- full online service management
 - all financial documents available in one place
 - possibility of using fast online payments
 - automatic notifications about required payments
 - communication with the Toll Collector
- different levels of user authorization, e.g., administrator, accountant, driver
- full online management of the registered vehicles

User support

The Ministry of Finance and the National Tax Administration have launched the Telephone Customer Service Center. It will support users when registering in the system and provide

information. The hotline operates 24 hours a day in Polish, English, German and Russian. Users can ask consultants for help at the following telephone numbers:

800 101 101 - free number for landline users in Poland

+48 22 521 10 10 - payable number for mobile phone users and for foreign users - connection fee in accordance with the operator's price list.

Users can also e-mail to kontakt@etoll.gov.pl. Questions can be sent by letter to the address of the Ministry of Finance.

Next stages of the project

Soon, a free e-TOLL PL mobile application will be made available in Google Play and App Store. It will be one of the tools for transmitting geolocation data to the e-TOLL system and data on the transport of sensitive goods to the SENT system. The application will enable payments on toll roads.

In the first half of June this year. The first Customer Service Points for e-TOLL users will be launched and toll collection in the new system will start.