

How do I get e-toll ready?



All Gauteng e-road users (South African and non-South African) will be required to pay toll.

- 1 get an e-tag
- 2 register an e-toll Account
- 3 fit the e-tag

 **e-toll**
Quick Easy Excellent

How do I pay toll on the Gauteng e-road?

In order to pay toll on the Gauteng e-road, users have the choice to have their vehicles recognised with the Vehicle Licence Plate Number or with an e-tag, combined with the Vehicle Licence Plate Number.

Option A: With an e-tag

An e-tag is a small electronic device that needs to be fitted to the inside of a vehicle's windscreen. The e-tag is linked to a Vehicle's Licence Plate Number, vehicle type and e-toll Account.

The e-tag entitles road users to a 48% discount on the toll tariffs as well as other discounts. It also has an added benefit of reducing the chance of someone cloning your vehicle licence plate.

Where do I get an e-tag?

Gauteng e-road users can get an ICASA approved e-tag:

- at **Checkers, Pick n Pay** and **Shoprite (R49.95)**; or
- at an **e-toll Customer Service Outlet**, located at a mall or along the Gauteng e-road; or
- by ordering it online at **www.sanral.co.za**; or
- **0800 SANRAL (726 725)**; or
- by using their existing **Bakwena e-tag**.

The Electronic Toll Equipment and e-tags have been approved by the Independent Communications Authority of South Africa (ICASA) under Type Approval numbers TA-2008/27 and TA-2011/571. ICASA approved e-tags are available at SANRAL appointed outlets / stockists only.



Option B: With a Vehicle Licence Plate Number (VLN)

Road users who choose to have their vehicles recognised by number plate only, are still required to register an e-toll Account.

What is the cost of e-toll Account registration?

The relevant costs that might apply:

- R49.95:** Initial Deposit per vehicle registration (however this will not apply if you have already paid the R49.95 for your e-tag at Checkers, Pick n Pay and Shoprite).
- +R00.05:** Initial Top-up per vehicle registration (or the minimum financial transaction amount as prescribed by your Bank).
- R50.00:** Credit to your e-toll Account per vehicle registration (the total amount credited to your e-toll Account, will include the **Initial Deposit** amount and the **Initial Top-up** amount paid).



Where do I register an e-toll Account?

Gauteng e-road users can register their e-toll Account:

- at an **e-toll Customer Service Outlet**, located at a mall or along the Gauteng e-road; or
- online at **www.sanral.co.za**; or
- by printing the Registration Form available from the e-toll website and **faxing** it to **0800 SANRAL (726 725)** or **e-mailing** it to **info@sa-etoll.co.za**; or
- by **phoning** into the e-toll Call Centre at **0800 SANRAL (726 725)**.

More than one vehicle can be linked to one e-toll Account.

Bakwena e-tag holders can only register their e-toll Account, online at www.sanral.co.za. Self help terminals are available at selected e-toll Customer Service Outlets.

What information is needed to Register?

The following details will be required for registration:

- **Valid ID.**
- **Physical and postal address .**
- **Contact details (telephone, fax, e-mail).**
- **Make, model and colour of vehicle.**
- **Vehicle licence plate number.**
- **Account payment details.**
(either cash, bank account or credit card details).
- If you already have an e-tag, obtained from **Checkers, Pick n Pay or Shoprite**, and want to link the e-tag to your e-toll Account, you would also need the **Customer Account ID Card number**, or **e-tag barcode number** contained in the e-tag package.
- If you want to link a **Bakwena e-tag** to your e-toll Account, you would need to supply the Bakwena e-tag number, located on the side of the e-tag.



What method of payment can I use?

Gauteng e-road users can choose to have a **Pre-paid Account**, or a **Credit Card Settlement Account**.

Option A: Credit Card Settlement Account

The Gauteng e-road user can pay their tolls by linking the e-toll Account to a credit card. Transactions are “rolled-up” daily and one amount is deducted from the pre-registered credit card. This is by far the easiest as you can drive knowing that your tolls are taken care of.

Option B: Pre-paid Account

This e-toll Account requires the account holder to maintain a minimum (positive) balance in the e-toll Account and when the minimum amount is reached, it would need to be topped-up.

Top-up can be done in two ways:

(i) Automatic

The Gauteng e-road user can link the e-toll Account to a credit card or bank account. Once the minimum amount is reached the e-toll Account will be topped-up to a pre-defined balance, from the nominated credit card or bank account.

(ii) Manually

The Gauteng e-road user can top-up the e-toll Account by making a payment into the account at an **e-toll Customer Service Outlet** or a **Checkers***, **Pick n Pay***, **Shoprite***, or with Electronic Funds Transfer (EFT).

**Keep an eye out in the media, for the date from when top-ups can be made at these retailers.*



Where can I find an e-toll Customer Service Outlet?

- **e-toll Customer Service Outlets located in Gauteng**

Outlets for the initial registration phase only:

Atterbury Value Mart, Boulders Shopping Centre, Brightwater Commons, Carlton Centre, Caltex N1 North, Caltex N1 South, Centurion Lifestyle Centre, East Rand Mall, Killarney Mall, Lakeside Mall, Mahube Maxcity, Mall @ Reds, Meadowdale Mall, Moreleta Shopping Plaza, Morning Glen Mall, Northpark Mall, Northmead Mall, Quagga Centre, Rosettenville Junxion, Southgate Mall, Sunward Park Shopping Centre, Sunninghill Village Mall, Sunnypark Centre, The Grove Shopping Centre, Vaal Mall, Village Mall, Wonderpark Shopping Centre.

Permanent outlets located at these Malls:

Alberton City, Benmore Shopping Centre, Bonaero Centre, Centurion Mall, Cedar Square, Cresta Mall, Eersterus Plaza Shopping Centre, Irene Village Mall, Jakaranda Shopping Centre, Kolonnade, Maponya Mall, Menlyn Park Shopping Centre, San Ridge Square, The Glen, Trade Route Mall, Westgate Shopping Centre.

Operating hours are those of the mall where it is located.

Centres located along the Gauteng e-road:

Near these interchanges:

- Rigel Avenue (Exit 136)
- Rivonia Road (Exit 100)
- Modderfontein (Exit 119B)
- Grey Avenue (Exit 101).

Please follow the road signs.

Operating hours will be from 06:00 until 22:00, seven days a week.

Mobile outlets:

Located at selected filling stations along the Gauteng e-road.

DID YOU KNOW?

After toll commencement on the Gauteng e-road, registered e-toll Account holders with an e-tag can make use of the e-tag lanes at Bakwena Toll Plazas.



How do I register my fleet of vehicles?

Special registration options are available for organisations with fleets.

A number of fleet management services will be offered:

(1) For an individual with more than one vehicle:

Multiple vehicles can be linked to one e-toll Account. The normal registration channels can be utilised to register any number of vehicles.

(2) For large organisations, independent groups of 50 and more:

A bulk e-toll Account registration and e-tag delivery option is available for organisations or independent groups of 50 and more. Simply phone the **e-toll Call Centre 0800 SANRAL (726 725)**, select a venue of your choice and we will initiate e-toll Account registration and e-tag delivery.

Terms and conditions apply.

How do the toll transactions work?

The Vehicle's Licence Plate Number, e-tag, vehicle type and e-toll Account are all linked to each other.

When a vehicle enters the toll area, the equipment on the toll gantry reads the e-tag, takes photographs from the front and the rear of the vehicle and measures the vehicle for classification. The system verifies that the Vehicle Licence Plate Number, vehicle class and e-tag are in accordance with the e-toll Account registration details, and then deducts the toll fee from the e-toll Account.

Should any of the information not correspond, it will be flagged and manual verification will be done. Should it still not correspond, the vehicle will be flagged as a potential violator and an administrative and law enforcement process will be initiated.

How can I manage my e-toll Account?

e-toll Accounts can be managed online, by the account holder. The e-toll Account holder will be able to view and print transaction details, as well as a host of other customer services that are offered on the e-toll website **www.sanral.co.za**, from Toll Commencement.

What if I am an infrequent Gauteng e-road user or do not want an e-tag?

Infrequent Gauteng e-road users can pay their toll by registering their Vehicle Licence Plate Number or by buying a Day Pass at an **e-toll Customer Service Outlet**, online at **www.sanral.co.za** by phoning the **e-toll Call Centre 0800 SANRAL (726 725)**.

Infrequent users, however, may also choose to get an e-tag and register an e-toll Account, in order to qualify for the applicable discounts.



o800 SANRAL (726 725)
www.sanral.co.za
info@sa-etoll.co.za

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