



# New Electronic Toll Collection System in Poland

e-TOLL is an advanced, user-friendly Global Navigation Satellite System (GNSS) based, wireless data transfer solution. It will offer payments of electronic toll for HGVs (DMC >3.5 tonnes and buses) driving on toll sections of motorways, expressways and national roads in Poland.

Accordingly, e-TOLL will be launched in June 2021. We will offer a transition period in which both e-TOLL and viaTOLL will be enabled for toll collection.



## e-TOLL offers the following user advantages:

- real-time toll history viewing and account management
- integrated online service, without any visits at Customer Service Points
- all data, documents and services at a single spot

---

## Who are the intended users of e-TOLL?

Drivers of:

- a vehicle or a combination of vehicles with a maximum permissible weight exceeding 3.5 tonnes
- a bus of any maximum permissible weight, with +9 seats are required to pay e-tolls for driving on toll roads

---

## How to use e-TOLL - step by step

### 1. Registration

To use the toll road network covered by the e-TOLL system, you will not need to sign any agreement.

**Just register and set up your Online Customer Account (OCA).**

You can do this:

- online, at [etoll.gov.pl](http://etoll.gov.pl); or
- personally, at the Customer Service Points; or
- via selected fleet card operators offering e-TOLL services

## 2. Uploading data to the system

You can choose from the following methods to enable e-TOLL charging:

### e-TOLL PL Mobile app

- downloadable for free from Google Play or AppStore  
You can use the application to make a prepayment to your account, track your account balance and fulfill the obligations of carriers of sensitive goods in SENT-GEO.

### OBU – On-Board Unit

- You can buy it at a Customer Service Point or in one of the OBU operators' distribution network

### External Location System (ELS)

- make sure the ELS system installed in your vehicle will be compatible with e-TOLL
- to track your account balance, you will have to pair your ELS device with the mobile app, or use your Online Customer Account (OCA)

## 3. Payments

You can choose either of the following electronic payment methods for driving on toll road sections:

- **Prepaid Account** – you will make a prepayment to your account during registration, so that the account will be debited on an ongoing basis for driving on toll roads
- **Postpaid Account with Collateral** – during the registration process, you will have the option to set up a collateral on your account, i.e. a deposit (cash payment), a bank/insurance guarantee, or a third party surety. Until the validity of a properly submitted collateral is approved you will be able to continue using e-TOLL in prepaid mode

You can register multiple vehicles for every single account.

**IMPORTANT: With the expiry of viaTOLL, your prior collaterals set up for your postpaid accounts will no longer be valid. If you used a bank/insurance guarantee, you will have to submit that document on a new form in e-TOLL**

---

You can also use the European Electronic Toll Service (EETS).

### Online Customer Account (OCA)

On sign-up to your account in e-TOLL, you will be able to access all your data, documents and services on your dedicated user site

#### With your Online Customer Account in e-TOLL:

- You can complete your registration process in e-TOLL without signing an agreement
- You have such user management options as assigning access permissions to representatives and employees with various profiles, such as administrator, accountant, driver
- You can handle payments and prepayments to your account, including:
  - on-line payments, quick transfers, BLIK payments
  - bank card/fleet card payments
  - calculation of travel costs and minimum security amounts
  - defining regular automatic prepayments to your account, with customized settings
  - managing notifications
- You can manage your vehicles and assign them to a specified billing account
- You can manage the registered geolocation devices on-line, also by transferring them between vehicles without having to visit a Customer Service Point
- You can contact the e-TOLL system operator or file complaints on dedicated forms

Look for more information on [www.etoll.gov.pl](http://www.etoll.gov.pl)

Toll Charger: **Head of the National Revenue Administration**  
Ministry of Finance, ul. Świętokrzyska 12, 00-916 Warszawa