



Customer Portal User Manual

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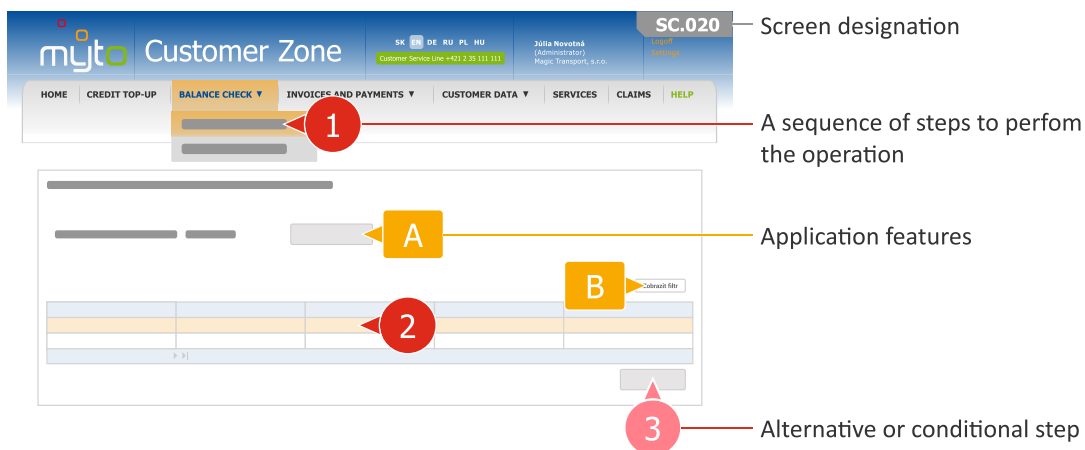
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1 CUSTOMER PORTAL SERVICES OF THE WEB PORTAL

Use the Customer Portal of the web portal www.emyto.sk for convenient credit top-up, checking of balances, invoices and payments, activation of customer services or monitoring of the status of handling your claims, requests and other submissions. You will get access to all of these services after registering a vehicle in the electronic toll system. You will speed up the registration by filling in the registration data.

You will automatically obtain the access to your customer zone on the web portal based on your vehicle registration into the Electronic Toll Collection, whereas you can use the access to the customer zone only during the validity and effect of the Contract on the Use of Specified Road Sections made between you and the Toll Collection Administrator.

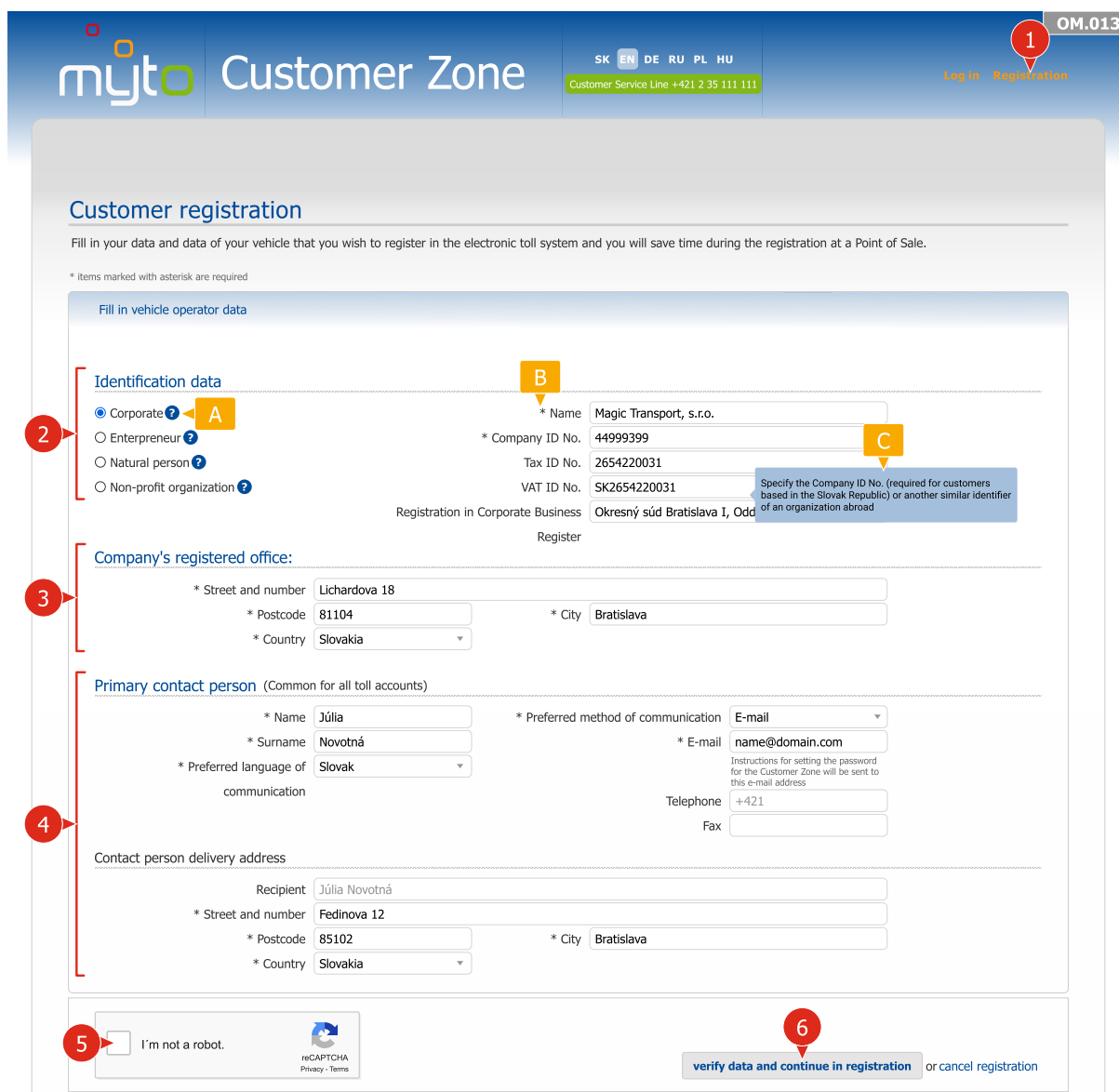
This guide describes individual features of the application and how to perform supported operations using clear marks:



2 FIRST REGISTRATION OF A VEHICLE

Fill in data necessary for registration of a vehicle in the electronic toll system. After filling in the data you will get access in the Customer Portal, where you can use services that save your time.

Step 1 Fill in vehicle operator data



The screenshot shows the 'Customer registration' page in the myto Customer Zone. The page has a blue header with the myto logo, 'Customer Zone', and language options (SK, EN, DE, RU, PL, HU). A red circle with the number 1 is next to the 'OM.013' label. The main content area is titled 'Customer registration' and includes a sub-header 'Fill in vehicle operator data'. The form is divided into several sections: 'Identification data' (with a red circle 2 and an orange box A), 'Company's registered office' (with a red circle 3), 'Primary contact person' (with a red circle 4), and 'Contact person delivery address'. The 'Identification data' section includes fields for 'Corporate' (selected), 'Entrepreneur', 'Natural person', and 'Non-profit organization'. It also has fields for 'Name', 'Company ID No.', 'Tax ID No.', 'VAT ID No.', and 'Registration in Corporate Business'. An orange box B is next to the 'Name' field, and an orange box C is next to the 'Company ID No.' field. A blue tooltip is visible next to the 'Company ID No.' field. The 'Company's registered office' section includes fields for 'Street and number', 'Postcode', 'City', and 'Country'. The 'Primary contact person' section includes fields for 'Name', 'Surname', 'Preferred language of communication', 'Preferred method of communication', 'E-mail', and 'Telephone'. The 'Contact person delivery address' section includes fields for 'Recipient', 'Street and number', 'Postcode', and 'City'. At the bottom, there is a reCAPTCHA section (with a red circle 5) and a 'verify data and continue in registration' button (with a red circle 6) and a 'cancel registration' link.

- 6 After filling in the vehicle operator data, confirm the provided information by pushing the **VERIFY DATA AND CONTINUE IN REGISTRATION** button.

- A While filling in the form, you will also be assisted by hidden help windows, which will show up after clicking on the icon.

- B Required information is marked with asterisk *.

- C After focusing the cursor on a relevant field, pop-up help windows will show up and guide you while filling in the information.

Step 2 Fill in toll account and vehicle data

A Fill in toll account and vehicle data OM.013

1 Toll payment mode
☒ Pre-paid ☐ Post-paid **B**

Contact data
 * Preferred language of documents: Slovak

Address for delivering invoices ☒ Same as registered office address
 Magic Transport s.r.o., Lichardova 18, 81104 Bratislava, Slovakia

Bank account
☒ International format * IBAN: SK611100000002636740267
☐ Domestic format * BIC/SWIFT: TATRSKBX **B**
☐ Unspecified Foreign bank name: Tatra banka

Vehicle
 * LPN: BL929DR **3**
 * Country of registration: Slovakia **4** add vehicle
After entering the LPN and the country of registration, push the Add Vehicle button

Additional vehicle data
 * Type: Lorry **5**
 * Minimum number of axles: 7 axles
 * Emission class: EURO VI
 Coated glass or other modification: ☐ **6**
 * Maximum permissible vehicle mass: 15000 kg
 * Maximum permissible combination mass: 18500 kg **C**
 add more vehicles

Contact person **7** ☐ I wish to fill in the contact person data
 Signing person **D** ☐ I wish to fill in the signing person data

Information necessary to complete registration at a Point of Sale:
 Required amount of the OBU deposit: 50.00 €
 Necessary documents:
 List of Points of Sale:

Announcement
 Your registration via the Customer Zone went successfully.
 Please complete the registration in the electronic toll system at a Point of Sale at the latest by **4/15/2023**. Additional information together with instructions for setting the login password for the Customer Zone of the web portal have been sent to the e-mail address **name@domain.com**.

9 close

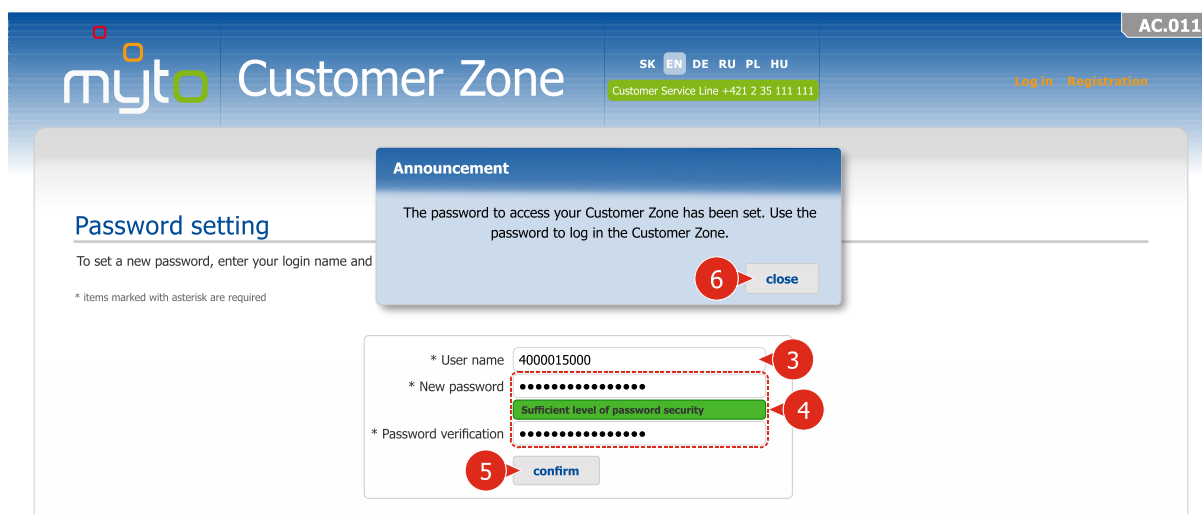
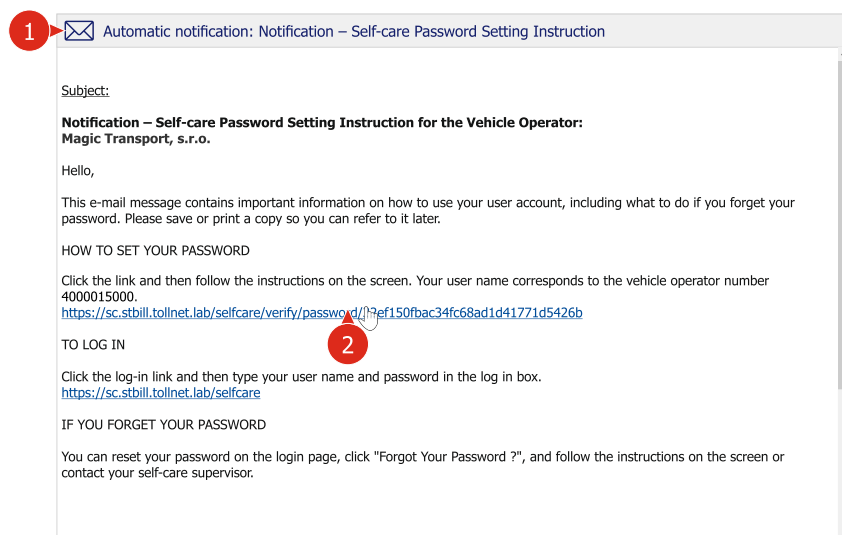
E add next toll account add next toll account with the same data **8** confirm and save data or cancel registration

- 9** After confirming the data, a notification window will appear with instructions for completing the registration. At the same time the application will send instructions for setting the password for the Customer Portal of the portal www.emyto.sk to a specified e-mail address.
- A** The form headers include basic instructions for filling in data and at the same time they divide the form into several logical parts. For clarity it is possible to hide the individual parts of the form or to display them again by clicking on the header.
- B** Grey background fields cannot be changed.
- C** You can register multiple vehicles on one post-paid toll account but only one vehicle on a prepaid toll account.
- D** In the bottom part of the screen you can find important information and instructions necessary to complete the registration at a Point of Sale.
- E** Add another toll account if necessary.

3 FIRST SETTING OF THE PASSWORD FOR THE CUSTOMER PORTAL



After first successful registration of a vehicle, you will receive an e-mail message with *Notification – Self-care Password Setting Instruction*.



- 1 Open the e-mail message with *Notification – Self-care Password Setting Instruction*.
- 2 By clicking on the active link provided in the notification, open the form for setting the password for the Customer Portal.
- 3 As the username enter your assigned vehicle operator number, which is stated in the notification.
- 4 Enter a new password. When choosing a password, observe the instructions of the help window, which will show up after you move the cursor on the *New password* field.

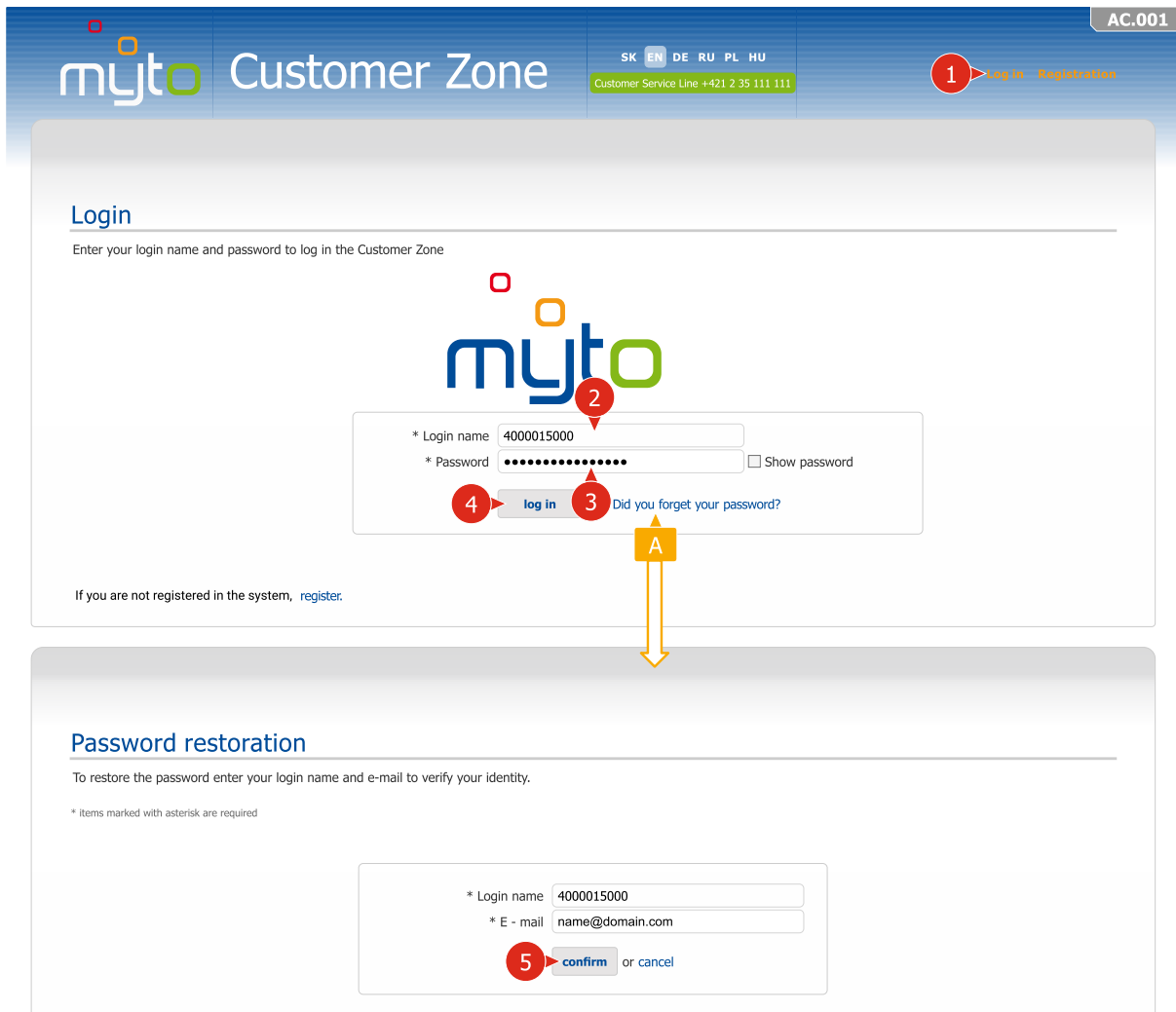


If you still do not have your login for the Customer Portal, you can obtain it at any Contact Point or through the Customer Service Line on **+421 2 35 111 111**. The login data will subsequently be sent to a specified e-mail address.

4 LOGGING IN TO THE CUSTOMER PORTAL



You will automatically obtain the access to your customer zone on the web portal based on your vehicle registration into the Electronic Toll Collection, whereas you can use the access to the customer zone only during the validity and effect of the Contract on the Use of Specified Road Sections made between you and the Toll Collection Administrator.



The screenshot shows the myto Customer Zone interface. At the top, there's a header with the myto logo, 'Customer Zone', and a language selector (SK, EN, DE, RU, PL, HU). A customer service line number (+421 2 35 111 111) is also present. A 'Login' button is highlighted with a red circle and the number 1. Below the header, the 'Login' section is titled 'Enter your login name and password to log in the Customer Zone'. It features a myto logo and a login form with fields for '* Login name' (containing '4000015000') and '* Password' (masked with dots). A 'log in' button is highlighted with a red circle and the number 4. A link 'Did you forget your password?' is highlighted with a red circle and the number 3. A yellow arrow labeled 'A' points from the password restoration link to the 'Password restoration' section below. The 'Password restoration' section is titled 'To restore the password enter your login name and e-mail to verify your identity.' and includes a note '* Items marked with asterisk are required'. It has fields for '* Login name' (containing '4000015000') and '* E - mail' (containing 'name@domain.com'). A 'confirm' button is highlighted with a red circle and the number 5, followed by 'or cancel'.

- 2** If you are the main user, enter the assigned number of the vehicle operator as your login name. If you are a secondary user, enter your assigned login name. (A secondary user is a user whose account can be created by the main user. He/she has the same access rights as the main user except for the ability to create accounts for secondary users).
- 3** Enter your password. The procedure for setting the first password can be found in [previous chapter](#) of this Manual.
- A** If you forget your password, click on the active link [Did you forget your password?](#). After filling in and confirming the required data, you will receive an e-mail message with instructions for password reset.

5 HOME (START PAGE)

After logging in the application, the start page will appear. You will find important information and notices there. Through the speed dial icon as well as through the items of the main menu it provides access to all of the Customer Portal services.



A In the section of *List of your messages* you will find a list of messages by the System Operator delivered to you.

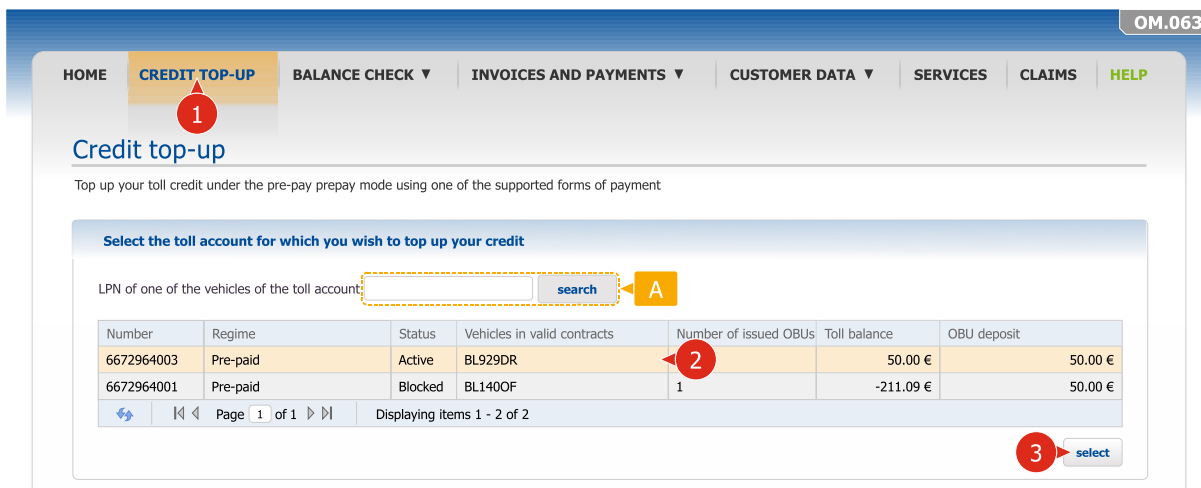
B Transparent indicators enable simple and quick check of the toll balance, invoices, OBUs, toll accounts and the vehicle operator log. They will, for example, notify you of a low toll balance, an insufficient amount of the toll payment guarantee or outstanding liabilities (for example outstanding invoices, unexecuted contracts or contract amendments and so on). By moving the cursor on the individual icons the pop-up help window will appear explaining the displayed status.

C The speed dial icons enable quick activation of the most frequently used actions and services of the Customer Portal.

6 CREDIT TOP-UP

Top-up credit on your prepaid toll account through the internet using one of the supported payment cards. The list of supported payment cards can be found on the web portal www.emyto.sk.

Step 1 Select the toll account for which you wish to top up your credit



OM.063

HOME **CREDIT TOP-UP** BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Credit top-up

Top up your toll credit under the pre-pay mode using one of the supported forms of payment

Select the toll account for which you wish to top up your credit

LPN of one of the vehicles of the toll account: A

Number	Regime	Status	Vehicles in valid contracts	Number of issued OBUs	Toll balance	OBU deposit
6672964003	Pre-paid	Active	BL929DR	1	50.00 €	50.00 €
6672964001	Pre-paid	Blocked	BL1400F	1	-211.09 €	50.00 €

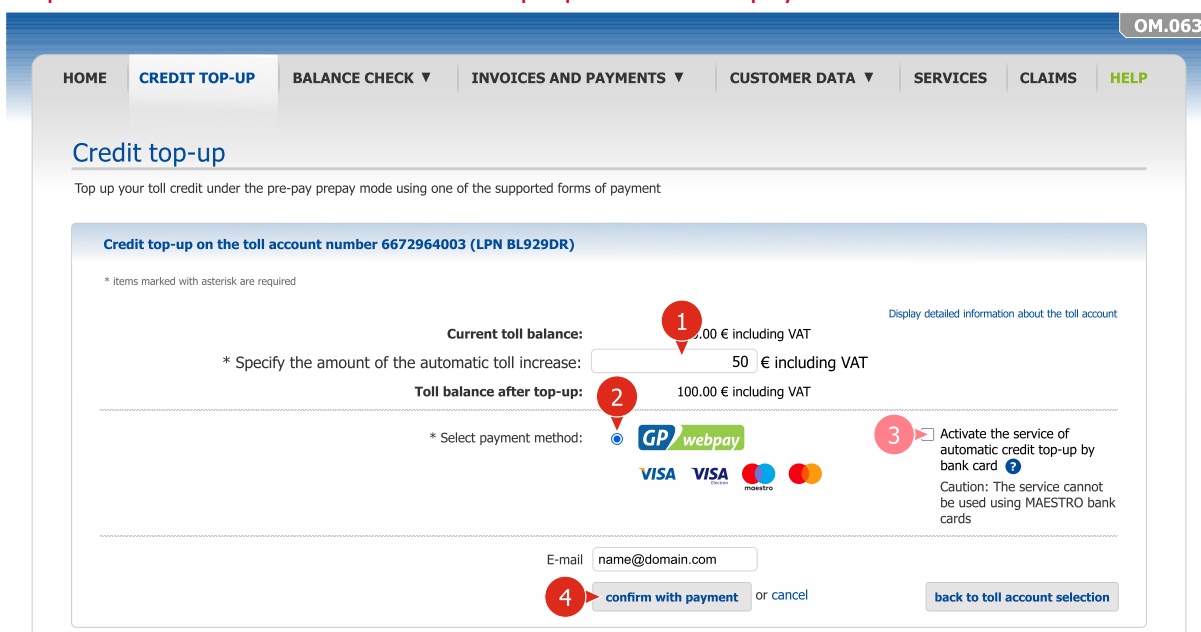
Page 1 of 1 Displaying items 1 - 2 of 2

2 Select a toll account on which you wish to top up credit.

3 Confirm the option by the **SELECT** button.

A In case that you have vehicles registered on several toll accounts, enter a licence plate number for faster search for your toll account.

Step 2 Enter an amount of the credit top-up and select a payment method



OM.063

HOME **CREDIT TOP-UP** BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Credit top-up

Top up your toll credit under the pre-pay mode using one of the supported forms of payment

Credit top-up on the toll account number 6672964003 (LPN BL929DR)

* Items marked with asterisk are required

Current toll balance: 50.00 € including VAT

* Specify the amount of the automatic toll increase: 50 € including VAT

Toll balance after top-up: 100.00 € including VAT

* Select payment method: ☒ GP ☐ webpay ☐ VISA ☐ VISA ☐ maestro ☐

3 Activate the service of automatic credit top-up by bank card ☐
 Caution: The service cannot be used using MAESTRO bank cards


E-mail: name@domain.com

4 or

1 Enter an amount of the credit top-up.

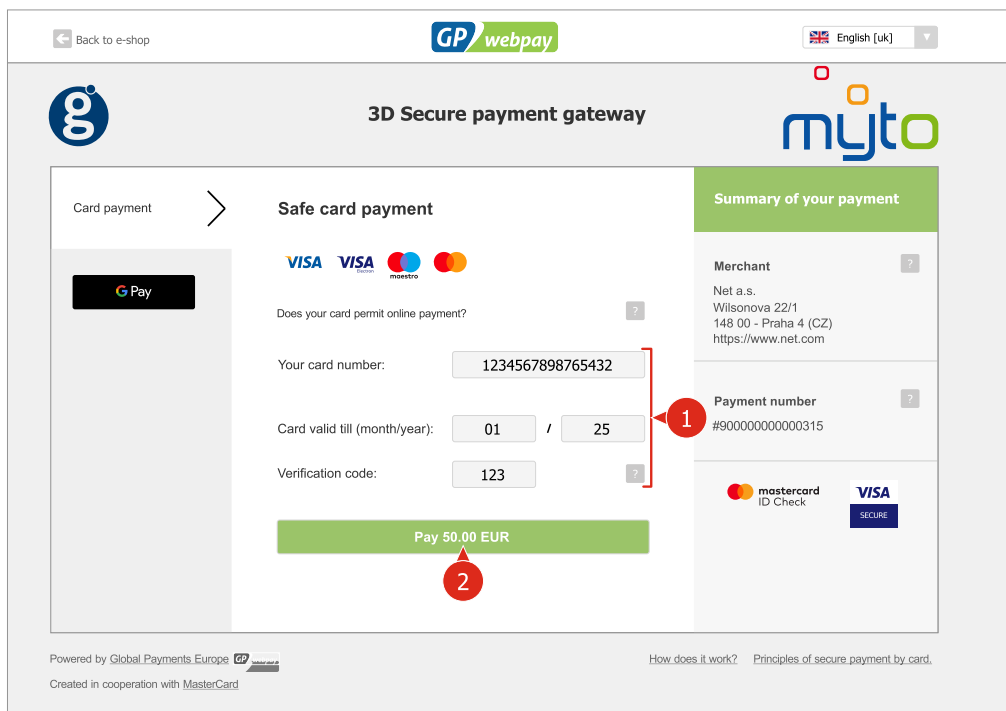
2 Select a payment method.

3 If required, activate the Service of *automatic toll credit top-up by bank card*.

 **Caution:** The service cannot be used using MAESTRO bank cards

4 Confirm the credit top-up. Once confirmed, you will be redirected to the payment gateway website.

Step 3 Make the payment for the credit top-up



Back to e-shop

GP webpay

English [uk]

3D Secure payment gateway

myto

Card payment

Safe card payment

VISA VISA

Does your card permit online payment?

Your card number: 1234567898765432

Card valid till (month/year): 01 / 25

Verification code: 123

Pay 50.00 EUR

Summary of your payment

Merchant
Net a.s.
Wilsonova 22/1
148 00 - Praha 4 (CZ)
https://www.net.com

Payment number
#9000000000000315

mastercard ID Check VISA SECURE

Powered by Global Payments Europe

Created in cooperation with MasterCard

How does it work? Principles of secure payment by card.

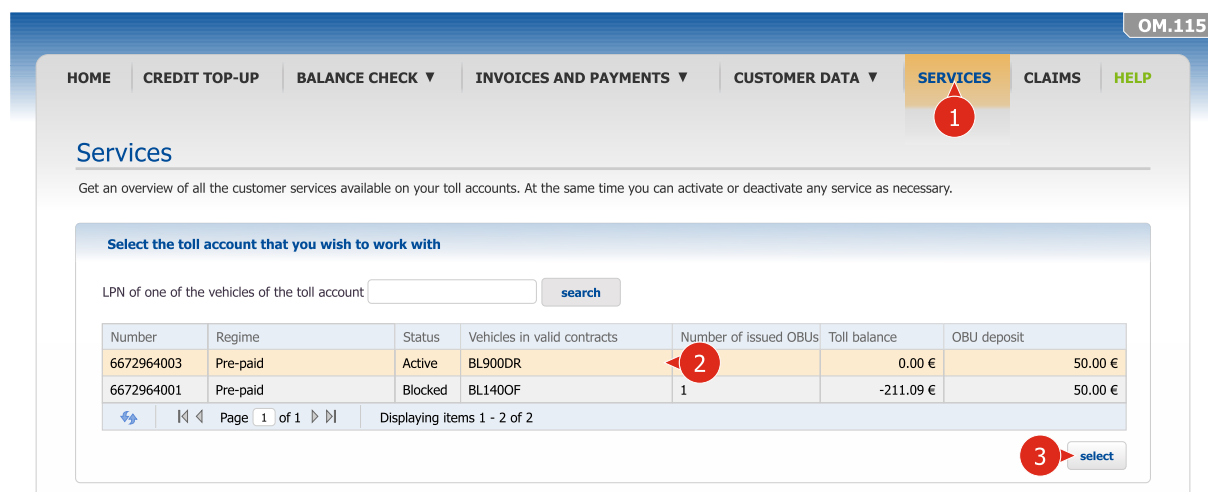


After making the payment an invoice with the payment confirmation will be generated for you, which you can save and print.

7 AUTOMATIC TOLL CREDIT TOP-UP USING BANK CARD

Activate the Service of *automatic toll credit top-up using a bank card* and make the credit top-up easy without having to visit a POS. When the toll balance drops below your specified value, the toll top-up will take place directly from your bank account automatically and non-cash, and only at your specified amount. The service will be activated after successful processing of your first payment.

Step 1 Activate the Service of automatic toll credit top-up



OM.115

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ **SERVICES** CLAIMS HELP

Services

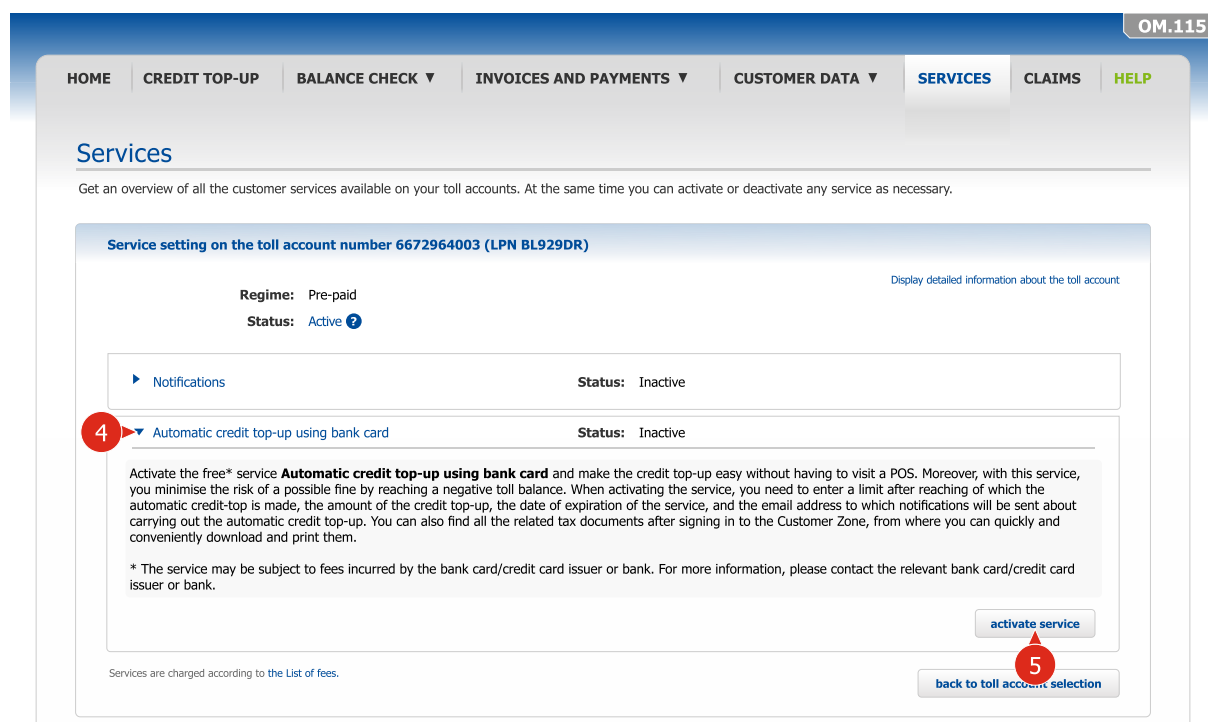
Get an overview of all the customer services available on your toll accounts. At the same time you can activate or deactivate any service as necessary.

Select the toll account that you wish to work with

LPN of one of the vehicles of the toll account

Number	Regime	Status	Vehicles in valid contracts	Number of issued OBUs	Toll balance	OBU deposit
6672964003	Pre-paid	Active	BL900DR	1	0.00 €	50.00 €
6672964001	Pre-paid	Blocked	BL1400F	1	-211.09 €	50.00 €

Page 1 of 1 | Displaying items 1 - 2 of 2



OM.115

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ **SERVICES** CLAIMS HELP

Services

Get an overview of all the customer services available on your toll accounts. At the same time you can activate or deactivate any service as necessary.

Service setting on the toll account number 6672964003 (LPN BL929DR)

Regime: Pre-paid [Display detailed information about the toll account](#)

Status: Active ?

► Notifications Status: Inactive

4 ► Automatic credit top-up using bank card Status: Inactive

Activate the free* service **Automatic credit top-up using bank card** and make the credit top-up easy without having to visit a POS. Moreover, with this service, you minimise the risk of a possible fine by reaching a negative toll balance. When activating the service, you need to enter a limit after reaching of which the automatic credit-top is made, the amount of the credit top-up, the date of expiration of the service, and the email address to which notifications will be sent about carrying out the automatic credit top-up. You can also find all the related tax documents after signing in to the Customer Zone, from where you can quickly and conveniently download and print them.

* The service may be subject to fees incurred by the bank card/credit card issuer or bank. For more information, please contact the relevant bank card/credit card issuer or bank.

Services are charged according to [the List of fees](#).

- 2 Select a toll account in the prepay toll mode on which you want to activate the Service of automatic toll top-up using a debit/credit card.

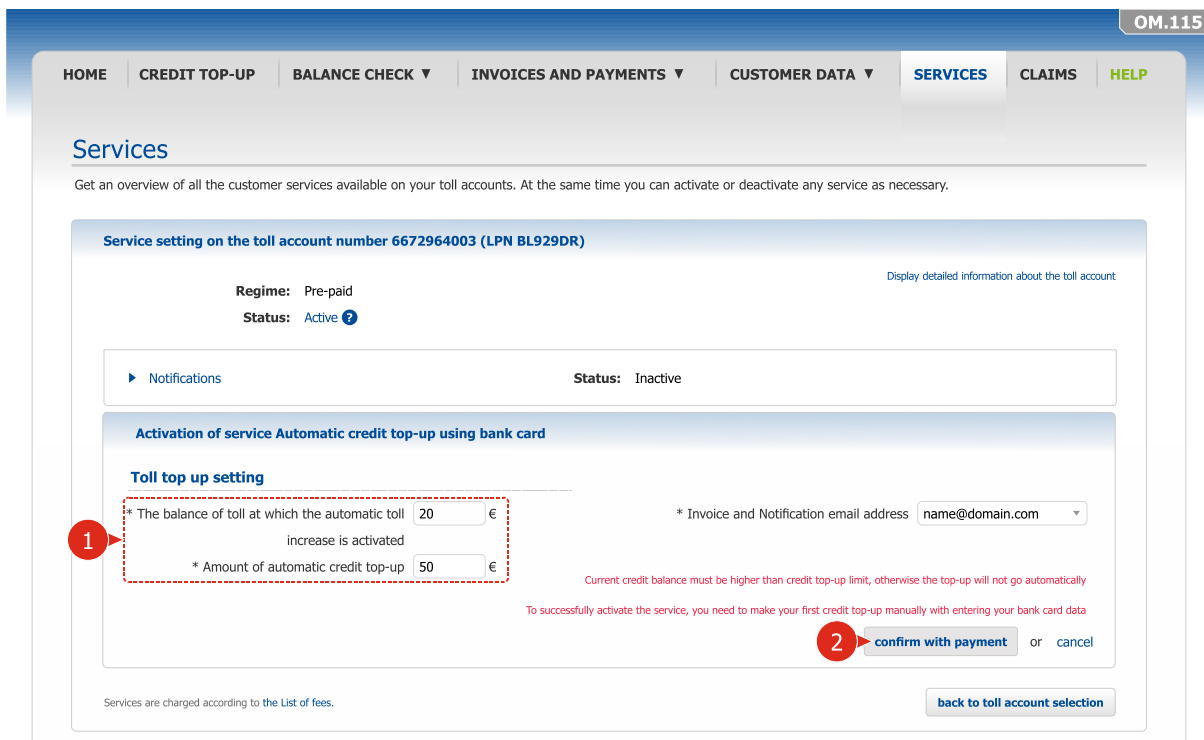
- 4 Click on the header of the Service of the automatic toll top-up by debit/credit card.



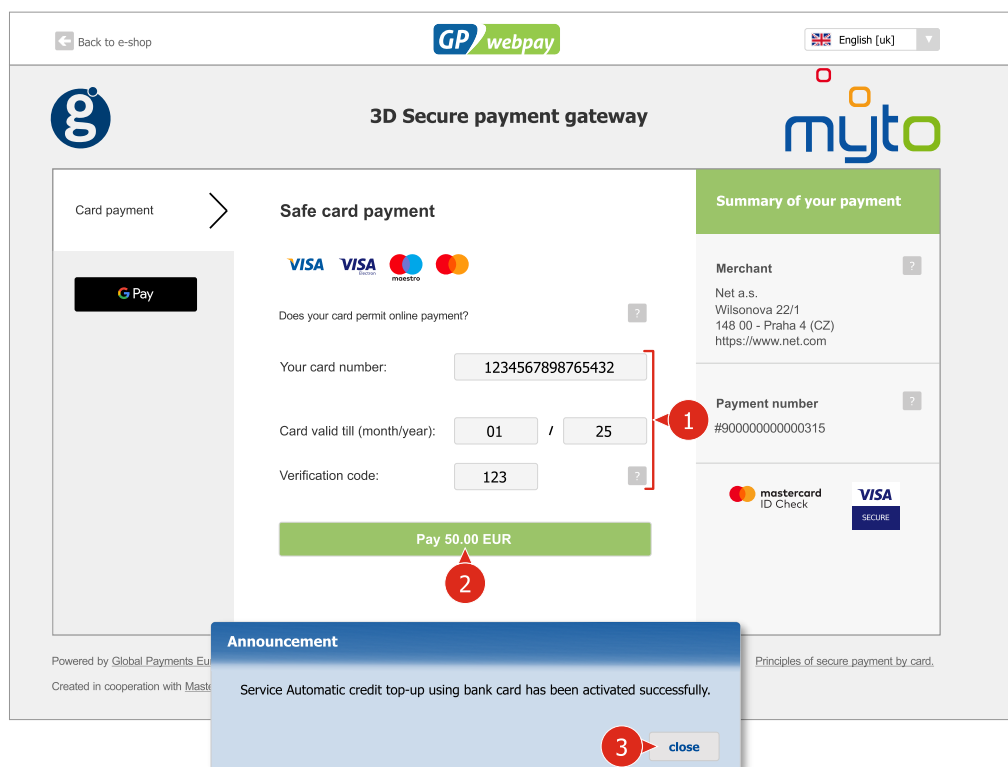
Caution: The service cannot be used using MAESTRO bank cards

- 5 Activate a service by pushing the **ACTIVATE SERVICE** button or deactivate a service by pushing the **DEACTIVATE SERVICE** button.

Step 2 Enter service parameters



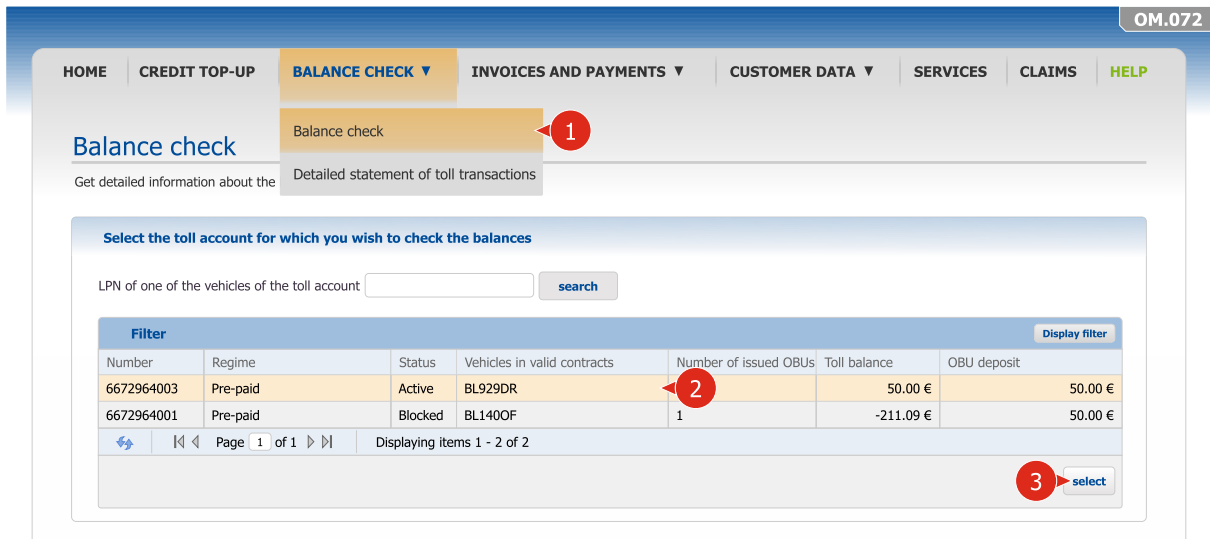
Step 3 Enter and confirm your debit/credit card details



- 1 Enter your debit/credit card details and follow the instructions of the payment zone wizard.
- 3 After you complete all the steps, the Service of automatic toll credit top-up using a debit/credit card will be activated.

8 BALANCE CHECK

Get detailed information about your toll account balances.



Balance check

Get detailed information about the [Detailed statement of toll transactions](#)

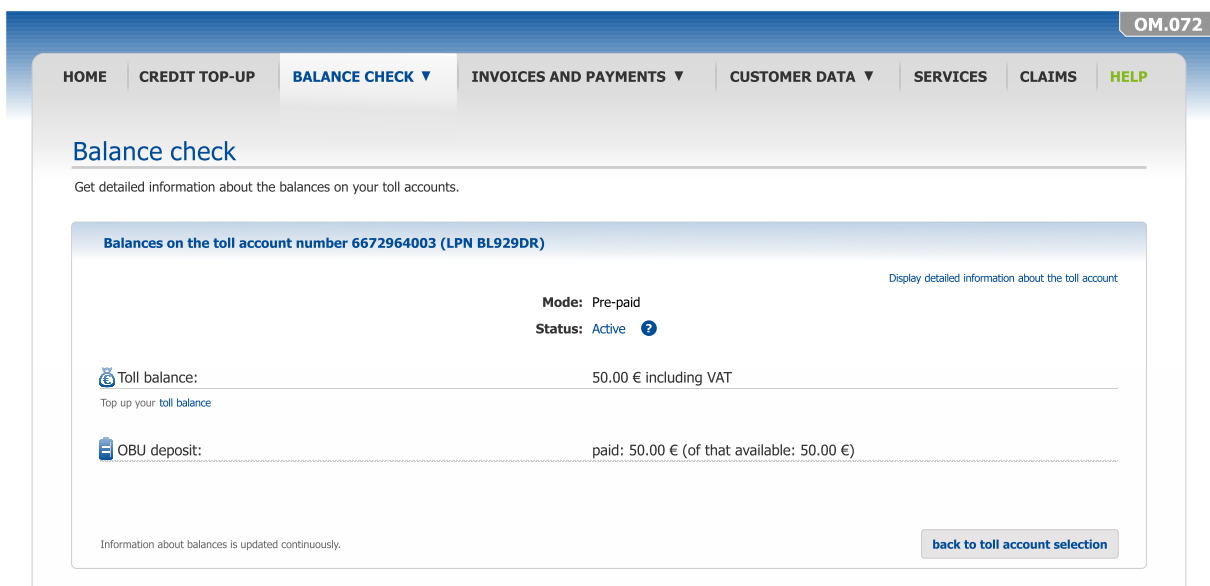
Select the toll account for which you wish to check the balances

LPN of one of the vehicles of the toll account [search](#)

Number	Regime	Status	Vehicles in valid contracts	Number of issued OBUs	Toll balance	OBU deposit
6672964003	Pre-paid	Active	BL929DR	1	50.00 €	50.00 €
6672964001	Pre-paid	Blocked	BL1400F	1	-211.09 €	50.00 €

Displaying items 1 - 2 of 2

[select](#)



Balance check

Get detailed information about the balances on your toll accounts.

Balances on the toll account number 6672964003 (LPN BL929DR)

Mode: Pre-paid
Status: Active

Toll balance: 50.00 € including VAT

OBU deposit: paid: 50.00 € (of that available: 50.00 €)

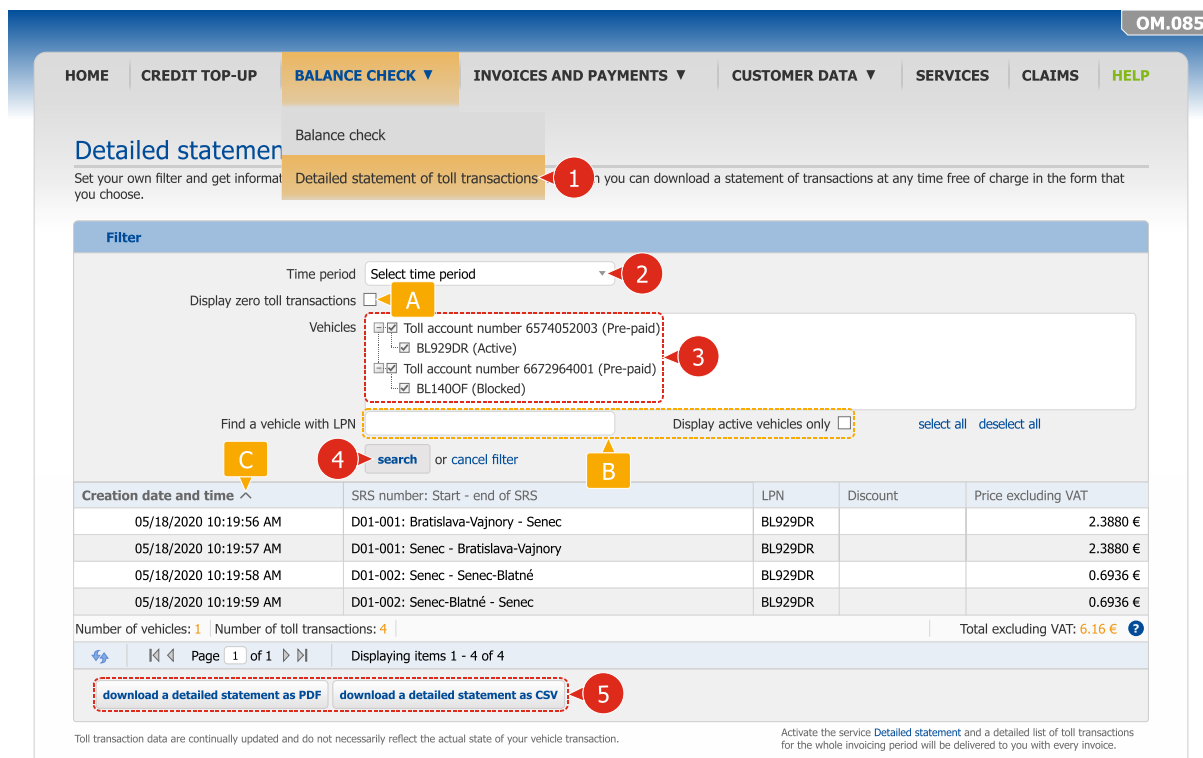
Information about balances is updated continuously.

[back to toll account selection](#)

- 2 Select a toll account or enter a licence plate number of one of the vehicles on the toll account the balance of which you wish to display.
- 3 Confirm the selection by pushing the [SELECT](#) button.

9 DETAILED STATEMENT OF TOLL TRANSACTIONS

Monitor detailed information about the specified road sections that were used by your vehicles by means of a detailed statement of toll transactions.



- 2 If you wish to include in the detailed statement of toll transactions only toll transactions for a certain period of time, select one of the predefined options or enter your own time interval.
 - 3 Mark the toll accounts or logs of specific vehicles that you wish to include in the detailed statement of toll transactions.
 - 4 By pushing the **SEARCH** button, you will display a detailed statement of toll transactions according to selected criteria.
 - 5 By pushing the **DOWNLOAD A DETAILED STATEMENT AS PDF** button or the **DOWNLOAD A DETAILED STATEMENT AS CSV** button, the application will enable you to download an electronic file of *the detailed statement of toll transactions* in the *.pdf* or *.csf* format.
- A If necessary, choose to display zero toll transactions only.
- B To speed up the search enter a vehicle licence plate number, or choose to display active vehicles only.
- C By clicking on the column headers you can sort the items in the overview.



A detailed statement of toll transactions includes the toll transactions that were processed by the toll system, including provided discounts. The time needed to process toll transactions by the toll system depends on its current capacity utilisation and the time of submitting the toll transactions from the On-Board Unit for their further processing.

By means of the Customer Portal it is possible to display or export a detailed statement of toll transactions recorded for the period of the last 6 months. If you wish to have a statement of toll transactions older than 6 months issued, ask for the detailed statement of toll transactions for a specific period in one of the following manners:

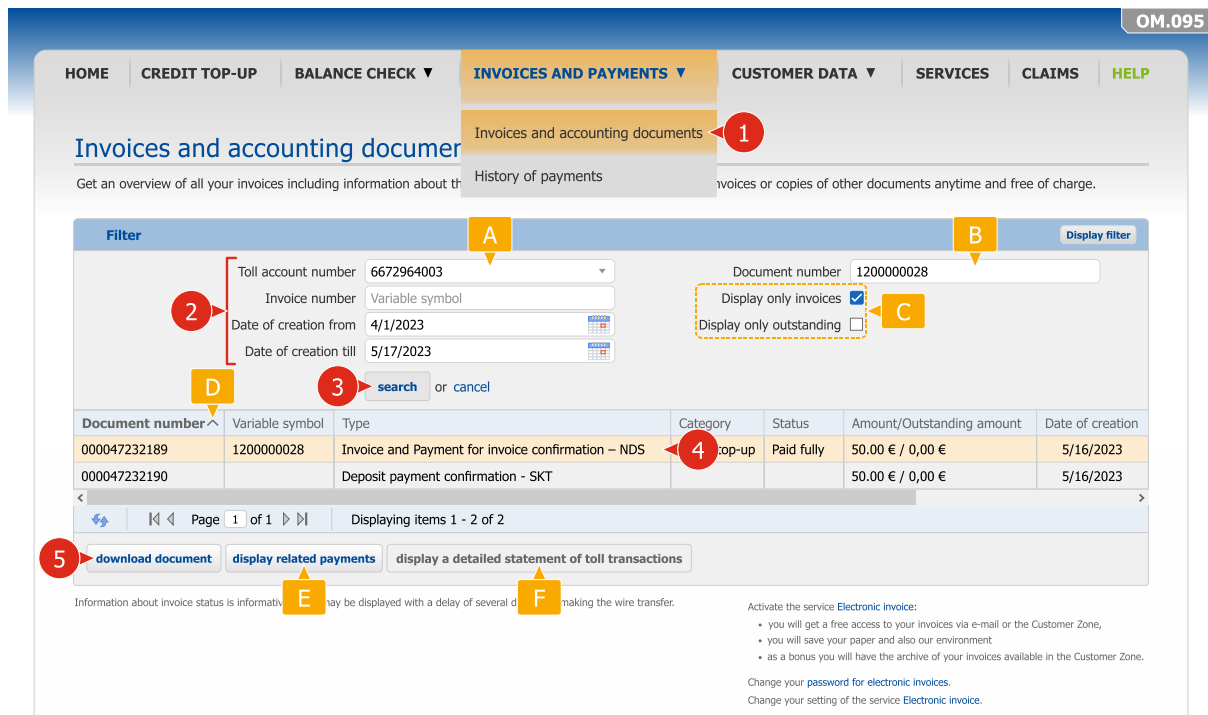
- by submitting a request by means of the Customer Portal (see [Chapter 17 – Claims](#), while you need to select *Request* for the submission type);
- on the phone by means of the Customer Service Line on **+421 2 351 111 11**;
- in person at a Point of Sale or
- in writing at the address of SkyToll, a.s.



Issuance of a detailed statement of toll transactions is charged according to the current list of fees, which can be found on www.emyto.sk in the section *Downloads*.

10 INVOICES AND ACCOUNTING DOCUMENTS

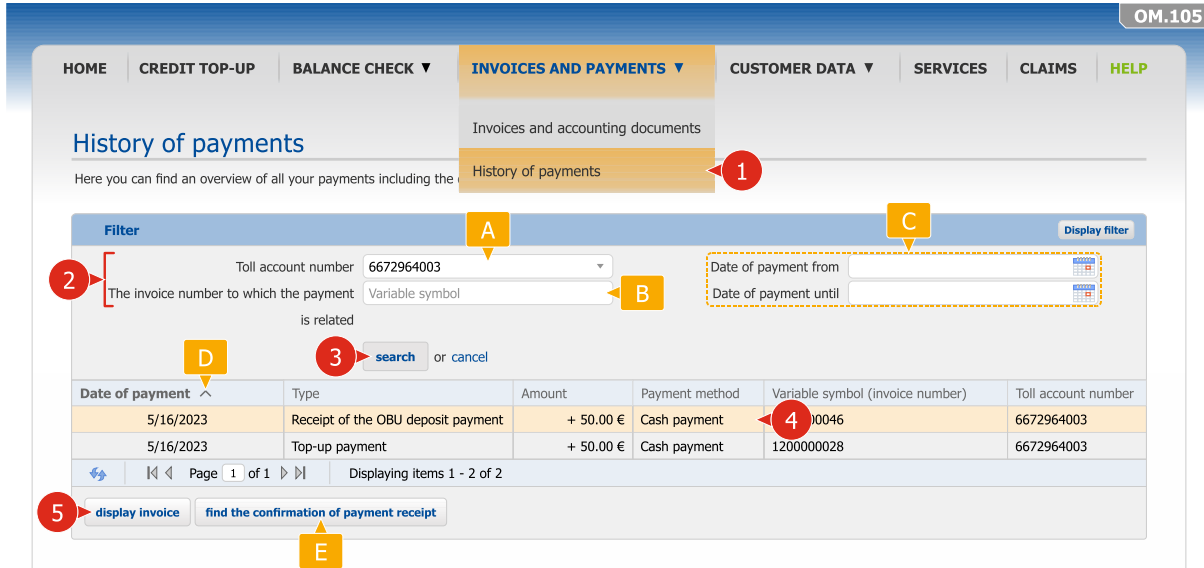
Monitor the status of your invoices and if necessary, download a copy of an accounting document or the original of an electronic invoice.



- 2 Enter search criteria to search for requested accounting documents.
 - 3 After entering the search criteria, search the list of requested invoices by pushing the **SEARCH** button.
 - 4 In an overview select the record of the required document.
 - 5 To download a copy of an accounting document or the original of an electronic invoice, click on the **DOWNLOAD DOCUMENT** button.
- A To display an overview of invoices related to a certain toll account, select a specific toll account number from the menu. At the same by entering the date of issuance of an accounting document (from/until), the application enables to display accounting documents issued within a certain time interval.
 - B If you wish to display a specific invoice, enter the invoice number (variable symbol).
 - C Check the relevant fields if you wish to display only accounting documents such as invoices or only outstanding invoices.
 - D By clicking on column headers, you can line up overview items according to the values in a selected column.
 - E To display a payment related to the selected invoice, click on the **DISPLAY RELATED PAYMENTS** button.
 - F To display the toll transactions related to the selected invoice for toll, click on the **DISPLAY A DETAILED STATEMENT OF TOLL TRANSACTIONS** button.

11 HISTORY OF PAYMENTS

The history of payments allows you to monitor the payments made, to display invoices based on which the individual payments were made or to search for confirmations of the individual payments' receipt.



The screenshot shows the 'History of payments' page in the Customer Portal. The page has a navigation bar with links: HOME, CREDIT TOP-UP, BALANCE CHECK, INVOICES AND PAYMENTS (selected), CUSTOMER DATA, SERVICES, CLAIMS, and HELP. Below the navigation bar, there's a section titled 'History of payments' with a sub-header 'Here you can find an overview of all your payments including the'. The main content area has a filter section with the following fields:

- Filter:** Toll account number (6672964003), Variable symbol (empty), Date of payment from (empty), Date of payment until (empty).
- Search:** A search button and a 'cancel' link.
- Table:** A table with columns: Date of payment, Type, Amount, Payment method, Variable symbol (invoice number), and Toll account number. It shows two rows of payment data.
- Buttons:** 'display invoice' and 'find the confirmation of payment receipt'.

Numbered callouts (1-5) and lettered callouts (A-E) point to specific elements in the interface:

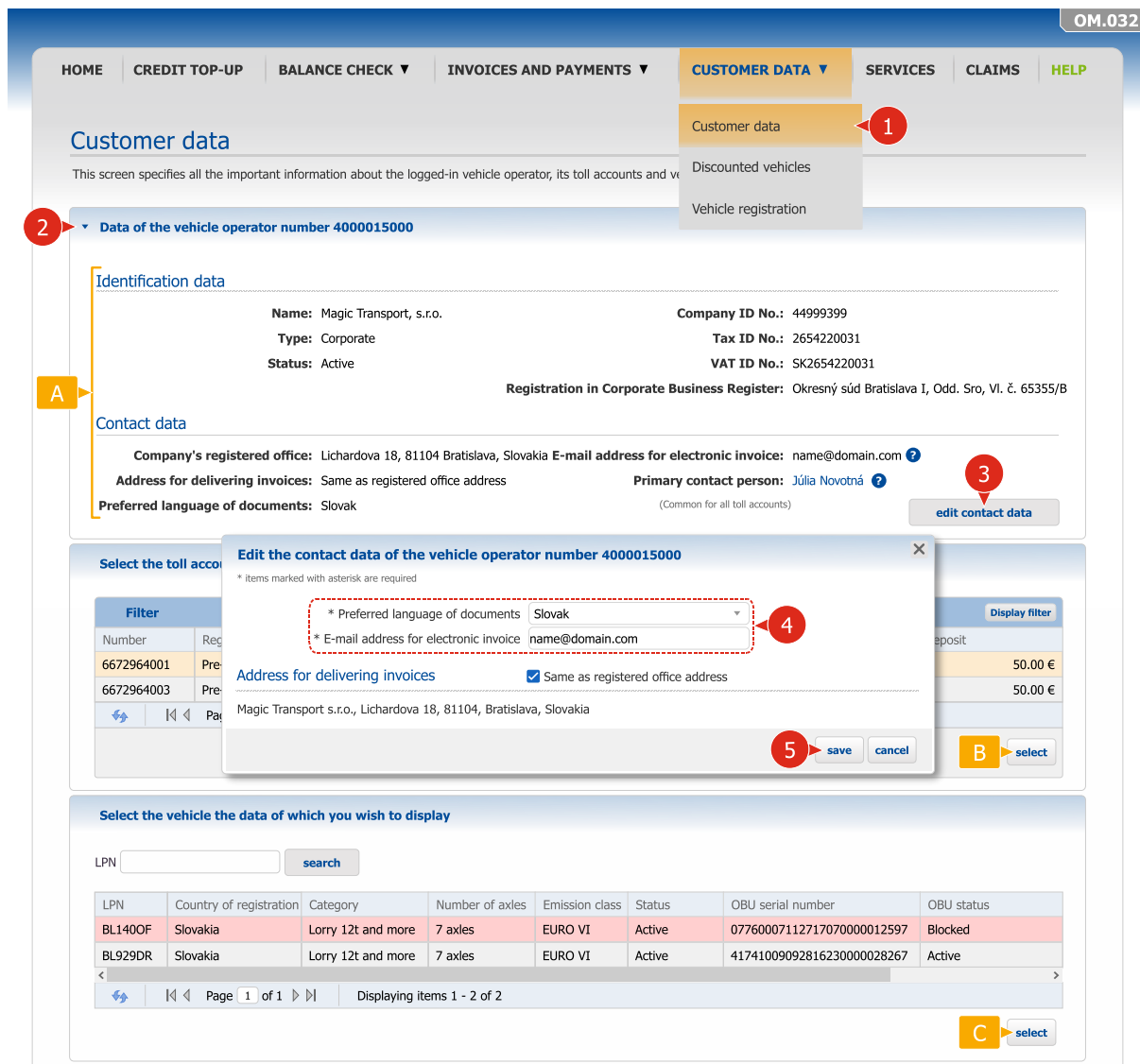
- 1:** Points to the 'History of payments' sub-header.
- 2:** Points to the 'Filter' section.
- 3:** Points to the search button.
- 4:** Points to the 'Variable symbol (invoice number)' column in the table.
- 5:** Points to the 'display invoice' button.
- A:** Points to the 'Toll account number' dropdown.
- B:** Points to the 'Variable symbol' input field.
- C:** Points to the 'Date of payment from' and 'Date of payment until' date pickers.
- D:** Points to the 'Date of payment' column header.
- E:** Points to the 'find the confirmation of payment receipt' button.

- 2** Enter search criteria to search for requested payments.
- 3** Search the list of requested invoices by pushing the **SEARCH** button.
- 4** In an overview select the record of the required payment.
- 5** To display an invoice based on which a certain payment was made, click on the **DISPLAY INVOICE** button.
- A** If you wish to display an overview of payments related to a certain toll account, select a specific toll account number from the menu.
- B** If you wish to display payments made based on a specific invoice, enter the relevant invoice number (variable symbol).
- C** By entering the date of the payment execution (from/until), the application enables you to display only payments made within a certain time interval.
- D** By clicking on column headers, you can line up overview items according to the values in a selected column.
- E** To search for a confirmation of receipt of a certain payment, click on the **A CONFIRMATION OF PAYMENT RECEIPT** button.

12 CUSTOMER DATA

Check the accuracy of your registration data and if necessary adjust the data.

12.1 Customer data



OM.032

HOME CREDIT TOP-UP BALANCE CHECK INVOICES AND PAYMENTS CUSTOMER DATA SERVICES CLAIMS HELP

Customer data

This screen specifies all the important information about the logged-in vehicle operator, its toll accounts and vehicles.

Customer data

Discounted vehicles

Vehicle registration

Data of the vehicle operator number 4000015000

Identification data

Name: Magic Transport, s.r.o. Company ID No.: 44999399

Type: Corporate Tax ID No.: 2654220031

Status: Active VAT ID No.: SK2654220031

Registration in Corporate Business Register: Okresný súd Bratislava I, Odd. Sro, VI. č. 65355/B

Contact data

Company's registered office: Lichardova 18, 81104 Bratislava, Slovakia E-mail address for electronic invoice: name@domain.com

Address for delivering invoices: Same as registered office address Primary contact person: Júlia Novotná

Preferred language of documents: Slovak (Common for all toll accounts)

edit contact data

Select the toll account

Filter

Number	Reg
6672964001	Pre
6672964003	Pre

Display filter

50.00 €

50.00 €

select

Edit the contact data of the vehicle operator number 4000015000

* items marked with asterisk are required

* Preferred language of documents: Slovak

* E-mail address for electronic invoice: name@domain.com

Address for delivering invoices ☒ Same as registered office address

Magic Transport s.r.o., Lichardova 18, 81104, Bratislava, Slovakia

save cancel

Select the vehicle the data of which you wish to display

LPN search

LPN	Country of registration	Category	Number of axes	Emission class	Status	OBU serial number	OBU status
BL1400F	Slovakia	Lorry 12t and more	7 axes	EURO VI	Active	07760007112717070000012597	Blocked
BL929DR	Slovakia	Lorry 12t and more	7 axes	EURO VI	Active	41741009092816230000028267	Active

Page 1 of 1

Displaying items 1 - 2 of 2

select

- 3 If necessary adjust the vehicle operator contact data by clicking on the **ADJUST CONTACT DATA** button and make the required adjustments in the form for adjusting the contact data. The **EDIT CONTACT DATA** button is available in the application only if none of the contact data is at the same time a part of the contractual data.

A Check the accuracy of identification and contact data of the vehicle operator.

B Select a toll account whose data you wish to edit or check and click on the **SELECT** button.

C To display vehicle data, select the record of the required vehicle and click on the **SELECT** button.

12.2 Toll account data

Step 1 Select the toll account the data of which you wish to display

OM.032

HOME
CREDIT TOP-UP
BALANCE CHECK ▼
INVOICES AND PAYMENTS ▼
CUSTOMER DATA ▼
SERVICES
CLAIMS
HELP

Customer data

This screen specifies all the important information about the logged-in vehicle operator, its toll accounts and vehicles.

▶ Data of the vehicle operator number 4000015000

Select the toll account the data of which you wish to display

Filter							Display filter
Number	Regime	Status	Vehicles in valid contracts	Number of issued OBUs	Toll balance	OBU deposit	
6672964001	Pre-paid	Blocked	BL140OF	1	-211.09 €	50.00 €	
6672964003	Pre-paid	Active	BL929DR	1	50.00 €	50.00 €	

Page 1 of 1
Displaying items 1 - 2 of 2

select

Select the vehicle the data of which you wish to display

LPN search

LPN	Country of registration	Category	Number of axes	Emission class	Status	OBU serial number	OBU status
BL140OF	Slovakia	Lorry 12t and more	7 axes	EURO VI	Aktívne	07760007112717070000012597	Blocked
BL929DR	Slovakia	Lorry 12t and more	7 axes	EURO VI	Active	41741009092816230000028267	Active

Page 1 of 1
Displaying items 1 - 2 of 2

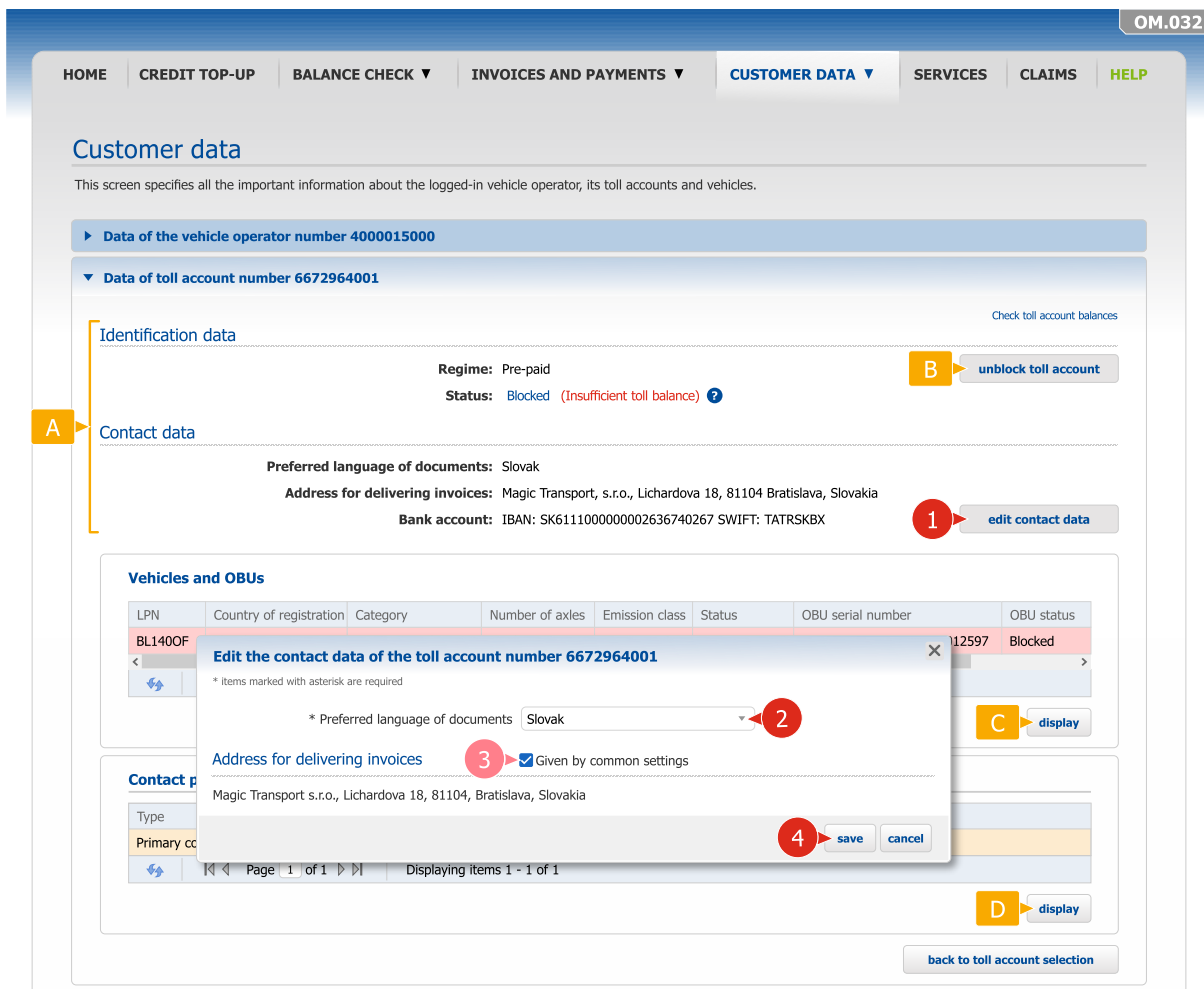
select

Customer data

Discounted vehicles

Vehicle registration

Step 2 Edit the toll account contact data



- 1 Edit the toll account contact data by clicking on the **EDIT CONTACT DATA** button.
- 3 If the toll account address for delivering invoices is identical with the vehicle operator's address for delivering invoices, check the **Given by common setting** field.
- A Check the accuracy of identification and contact data of the vehicle operator.
- B In case a toll account is blocked due to an insufficient toll balance in the prepaid mode, you can unblock the toll account by pushing the button. When unblocking a toll account, you may need to top up credit or pay a contractual penalty for OBU unblocking.
- C To display vehicle data, select the record of the required vehicle and click on the **DISPLAY** button.
- D To display data of a certain contact person on a toll account, select the record of the required contact person and click on the **DISPLAY** button.

12.3 Vehicle data

OM.032

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Customer data

This screen specifies all the important information about the logged-in vehicle operator, its toll accounts and vehicles.

▶ Data of the vehicle operator number 4000015000

Select the toll account the data of which you wish to display

Filter							Display filter
Number	Regime	Status	Vehicles in valid contracts	Number of issued OBUs	Toll balance	OBU deposit	
6672964003	Post-paid FC	Active	BL900DR	1	50.00 €	50.00 €	
6672964001	Pre-paid	Blocked	BL140OF	1	-211.09 €	50.00 €	

Page 1 of 1 Displaying items 1 - 2 of 2

select

Select the vehicle the data of which you wish to display

LPN search

LPN	Country of registration	Category	Number of axes	Emission class	Status	OBU serial number	OBU status
BL900DR	Slovakia	Lorry 12t and more	7 axes	EURO VI	Active	41741009092816230000028267	Active
BL140OF	Slovakia	Lorry 12t and more	7 axes	EURO VI	Blocked	07760007112717070000012597	Blocked

Page 1 of 1 Displaying items 1 - 2 of 2

select

OM.032

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Customer data

This screen specifies all the important information about the logged-in vehicle operator, its toll accounts and vehicles.

▶ Data of the vehicle operator number 4000015000

▶ Data of toll account number 6672964002

Data of vehicle with LPN BL900DR

Country of registration: Slovakia Status: Active

Category: Lorry 12t and more Minimum number of axes: 7 axes

Emission class: EURO VI Coated glass or other modification: No

Check vehicle discounts

4 OBU Fleet card Kilometer counters and discounts

Type: PJ Siemens

Serial number: 41741009092816230000028267

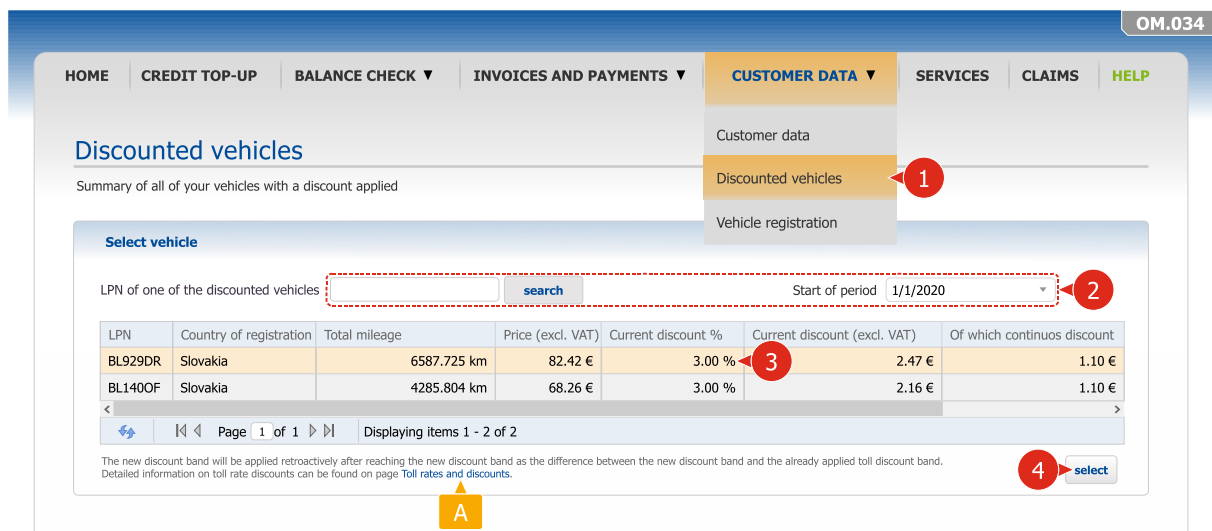
Status: Active

back to vehicle selection

- 4 Select the relevant tab to display the data of an On-Board Unit, a fleet card or kilometer counters and discounts.

13 DISCOUNTED VEHICLES

Display the summary of all of your vehicles with a discount applied.



OM.034

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Discounted vehicles

Summary of all of your vehicles with a discount applied

Select vehicle

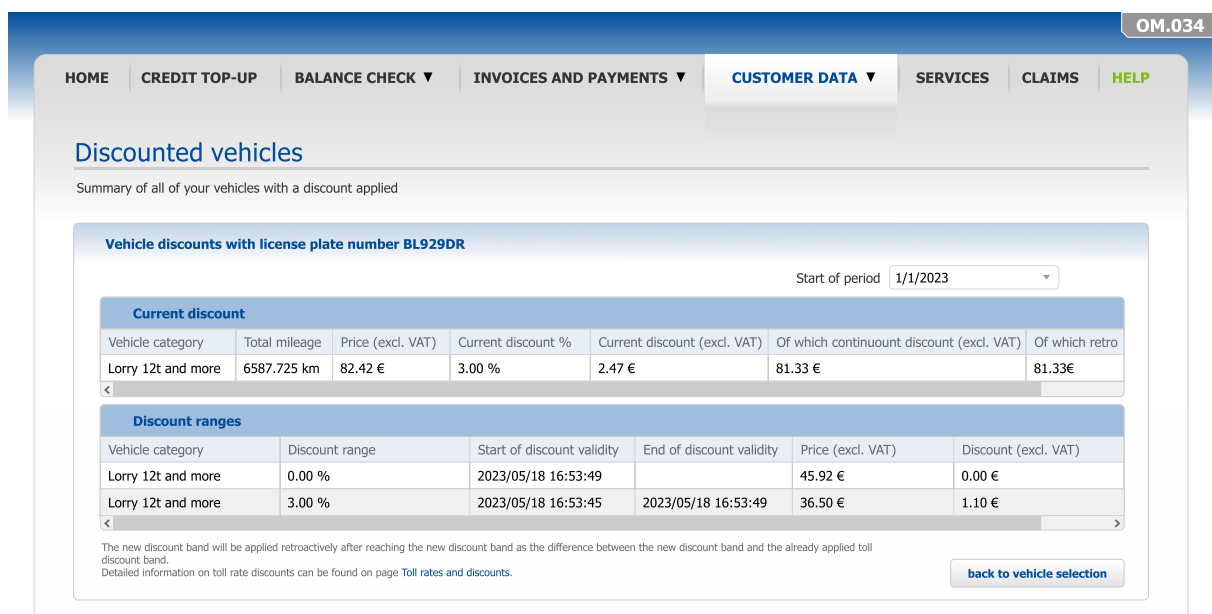
LPN of one of the discounted vehicles Start of period 1/1/2020 ▼

LPN	Country of registration	Total mileage	Price (excl. VAT)	Current discount %	Current discount (excl. VAT)	Of which continuous discount
BL929DR	Slovakia	6587.725 km	82.42 €	3.00 %	2.47 €	1.10 €
BL1400F	Slovakia	4285.804 km	68.26 €	3.00 %	2.16 €	1.10 €

< > Page 1 of 1 >> Displaying items 1 - 2 of 2

The new discount band will be applied retroactively after reaching the new discount band as the difference between the new discount band and the already applied toll discount band.
Detailed information on toll rate discounts can be found on page [Toll rates and discounts](#).

A



OM.034

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Discounted vehicles

Summary of all of your vehicles with a discount applied

Vehicle discounts with license plate number BL929DR

Start of period 1/1/2023 ▼

Current discount						
Vehicle category	Total mileage	Price (excl. VAT)	Current discount %	Current discount (excl. VAT)	Of which continuous discount (excl. VAT)	Of which retro
Lorry 12t and more	6587.725 km	82.42 €	3.00 %	2.47 €	81.33 €	81.33€

Discount ranges						
Vehicle category	Discount range	Start of discount validity	End of discount validity	Price (excl. VAT)	Discount (excl. VAT)	
Lorry 12t and more	0.00 %	2023/05/18 16:53:49		45.92 €	0.00 €	
Lorry 12t and more	3.00 %	2023/05/18 16:53:45	2023/05/18 16:53:49	36.50 €	1.10 €	

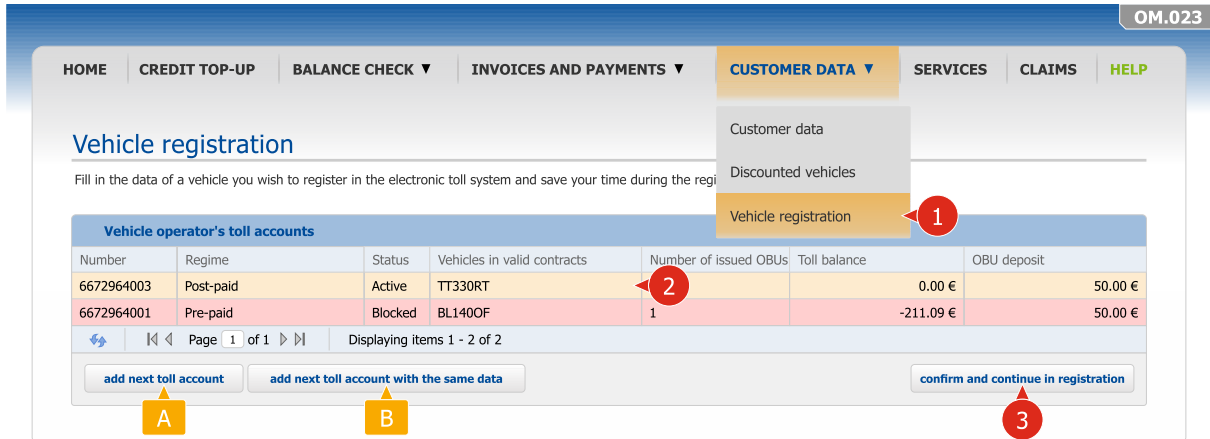
The new discount band will be applied retroactively after reaching the new discount band as the difference between the new discount band and the already applied toll discount band.
Detailed information on toll rate discounts can be found on page [Toll rates and discounts](#).

- A The new discount band will be applied retroactively after reaching the new discount band as the difference between the new discount band and the already applied toll discount band. Detailed information on toll rate discounts can be found on page [Toll rates and discounts](#).

14 NEXT VEHICLE REGISTRATION

Register a next vehicle on a new or existing toll account.

Step 1 Select a toll account on which the vehicle is to be registered



2 If you wish to register a next vehicle on one of your existing post-paid toll accounts, click to check the toll account on which the vehicle is to be registered.

3 Push the **CONFIRM AND CONTINUE IN REGISTRATION** button.

A If you wish to register a vehicle on a new toll account, click on the **ADD NEXT TOLL ACCOUNT** button.

B If you wish to register a vehicle on a new toll account that is supposed to have the same data as one of your existing toll accounts, click to check the required existing toll account and click on the **ADD NEXT TOLL ACCOUNT WITH THE SAME DATA** button. Upon registration the data of the new toll account will be filled in with the data of the selected existing toll account.

Step 2 Fill in the data of new vehicles

OM.013

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Vehicle registration

Fill in the data of a vehicle you wish to register in the electronic toll system and save your time during the registration at a Point of Sale

Fill in the data of new vehicles of the toll account number 6672964003

* Items marked with asterisk are required

Regime: Post-paid Display detailed information about the toll account

Status: Active ?

1

* LPN

* Country of registration A

After entering the LPN and the country of registration, push the Add Vehicle button

* Type

* Minimum number of axles

* Emission class

Coated glass or other modification ☐

* Maximum permissible vehicle mass kg

* Maximum permissible combination mass kg

* Estimated average number of km driven per day km

B

Information necessary to complete registration at a Point of Sale:

Estimated required amount of guarantee: **3,192.00 €** ? Required amount of the OBU deposit: **50.00 €**

Free guarantee: **2,308.00 €**

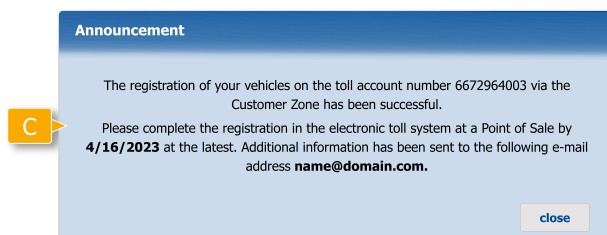
Necessary documents:

- Valid **ID card** or **passport**; if you are an authorized person also **written power of attorney** for representing the vehicle operator
- Original of the vehicle registration certificate** or **vehicle registration certificate** of all the vehicles you wish to register in the electronic toll system; if the vehicle registration certificate does not specify the vehicle emission class, also **the vehicle emission certificate**
- To complete the registration of vehicles assigned on the toll account it is necessary to submit at a Point of Sale a certificate of providing **the bank guarantee** or **of the cash deposit**, namely in the minimum specified amount.
 - Bank guarantee** will be provided by any bank in Slovakia or abroad, while it has to be issued in favor of the toll collection administrator.
 - Cash collateral** can be provided via wire transfer or cash deposit directly on the toll collection administrator's account. After the cash collateral is credited to the toll collection administrator's account, you will be asked to complete the registration at a Point of Sale.
- To have the OBUs that are assigned to the vehicles on the toll account issued, you need to provide **refundable security (deposit) for the OBUs** at a Point of Sale, namely in the minimum amount specified. The deposit can be paid in cash, by an accepted payment card or by bank transfer.
- Other necessary documents:
 - Legal persons: The original or a certified copy of **extract from the business or similar register** not older than 3 months
 - Natural persons - entrepreneurs: The original or a certified copy of **trade certificate** not older than 3 months
 - Legal persons - non-entrepreneurs (non-profit organizations): **Deed of incorporation and/or deed of foundation**

List of Points of Sale: Contact Points

2

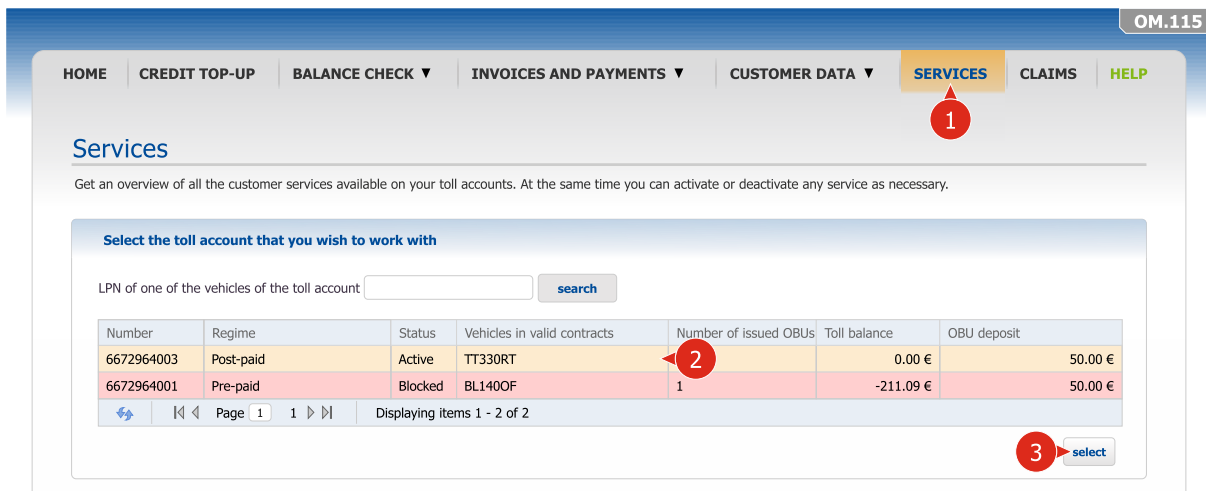
or cancel registration



- A You can register multiple vehicles on one post-paid toll account but only one vehicle on a prepaid toll account.
- B In the bottom part of the screen, you can find important information and instructions necessary to complete the registration at a Point of Sale.
- C After confirming the data, a notification window will appear with instructions for completing the registration. At the same time the application will send additional information to a specified e-mail address.

15 SERVICES

Activate or deactivate customer services on your toll accounts.



Services

Get an overview of all the customer services available on your toll accounts. At the same time you can activate or deactivate any service as necessary.

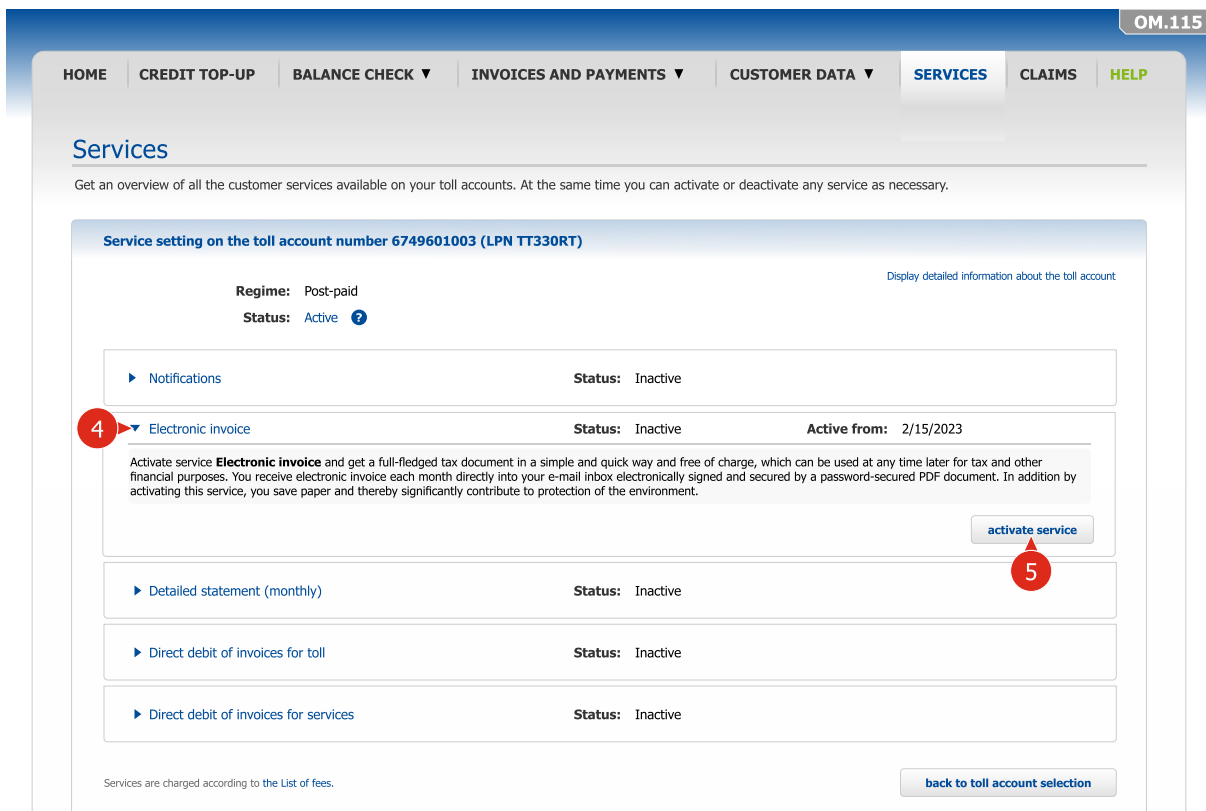
Select the toll account that you wish to work with

LPN of one of the vehicles of the toll account [search](#)

Number	Regime	Status	Vehicles in valid contracts	Number of issued OBUs	Toll balance	OBU deposit
6672964003	Post-paid	Active	TT330RT	1	0.00 €	50.00 €
6672964001	Pre-paid	Blocked	BL1400F	1	-211.09 €	50.00 €

Page 1 1 2 of 2

[select](#)



Service setting on the toll account number 6749601003 (LPN TT330RT)

Regime: Post-paid
Status: Active ?

Display detailed information about the toll account

► Notifications Status: Inactive

4 ► **Electronic invoice** Status: Inactive Active from: 2/15/2023

Activate service **Electronic invoice** and get a full-fledged tax document in a simple and quick way and free of charge, which can be used at any time later for tax and other financial purposes. You receive electronic invoice each month directly into your e-mail inbox electronically signed and secured by a password-secured PDF document. In addition by activating this service, you save paper and thereby significantly contribute to protection of the environment.

[activate service](#)

► Detailed statement (monthly) Status: Inactive

► Direct debit of invoices for toll Status: Inactive

► Direct debit of invoices for services Status: Inactive

Services are charged according to the List of fees.

[back to toll account selection](#)

- 2 Select a toll account on which you wish to activate or deactivate a service or possibly to display the current settings of individual services.
- 4 If you wish to display the settings of the individual services or to activate or deactivate a service, click on the header of the relevant service.
- 5 Activate a service by pushing the **ACTIVATE SERVICE** button or deactivate a service by pushing the **DEACTIVATE SERVICE** button.

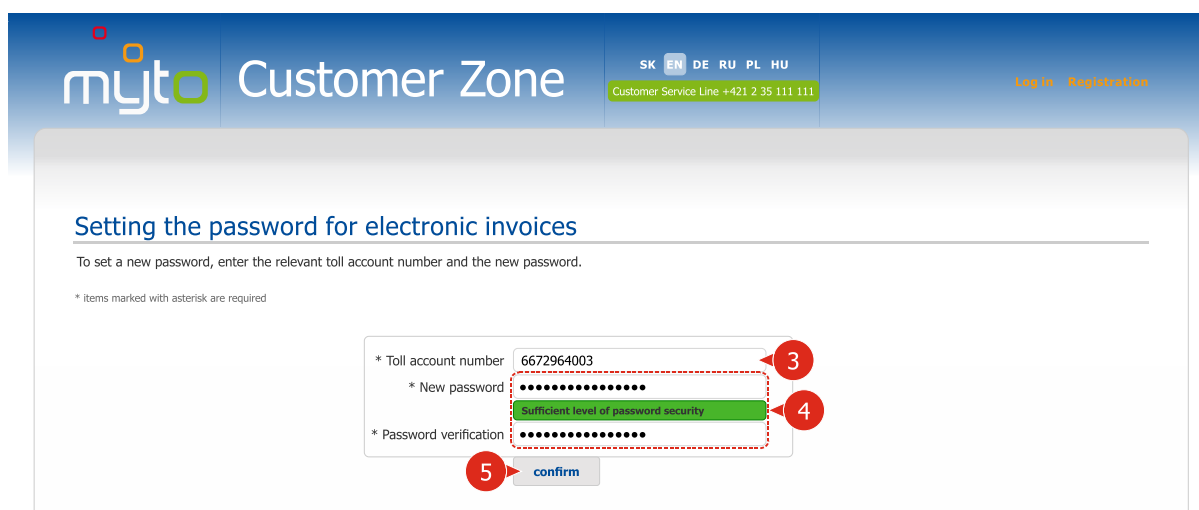
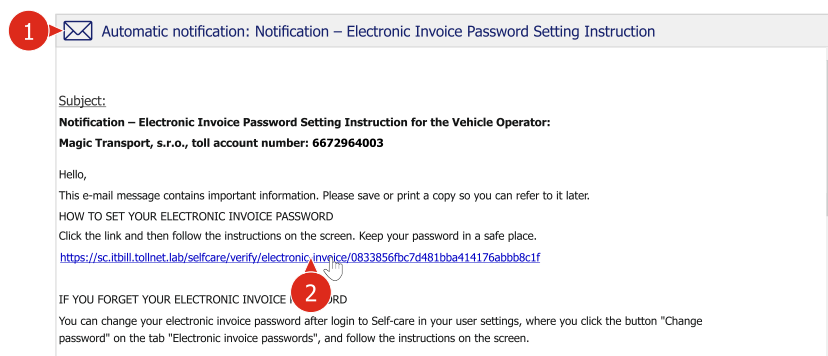


After selecting a toll account, the list of services will only include the services that are available for the relevant toll account.

16 SETTING OF THE ELECTRONIC INVOICE PASSWORD



After enabling the *service of electronic invoice* you shall receive an e-mail message with *Notification – Electronic Invoice Password Setting Instruction*.



- 1 Open the e-mail message with *Notification – Electronic Invoice Password Setting Instruction*.
- 2 By clicking on the active link provided in the notification, open the form for setting of the electronic invoice password.
- 3 Enter the toll account number specified in the notification.
- 4 Enter a new password. When choosing a password, observe the instructions of the help window, which will appear after you move the cursor on the *New password* field.

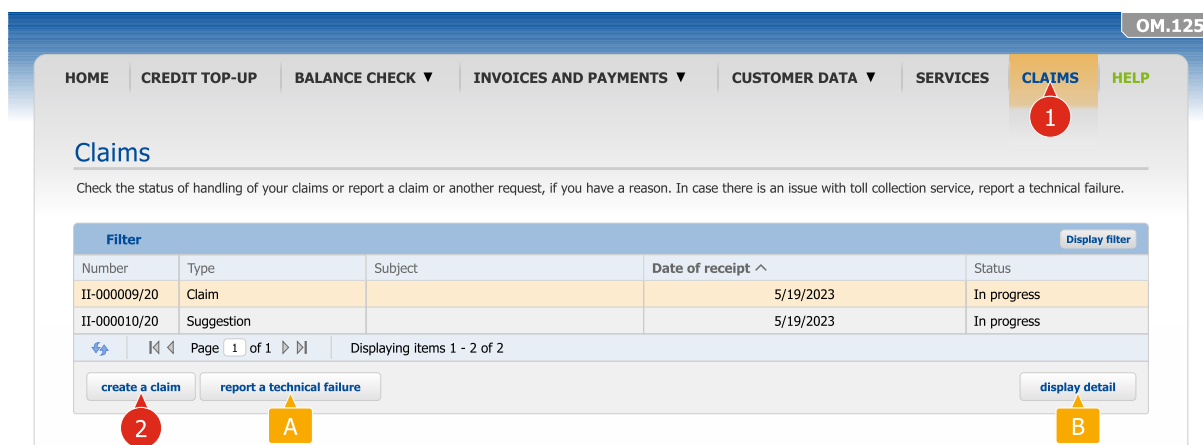
17 CLAIMS

Register a claim, complaint, suggestion or request or in case there is a failure of the toll collection service, report a technical failure. After reporting you can use the application to monitor the status of handling of individual submissions.



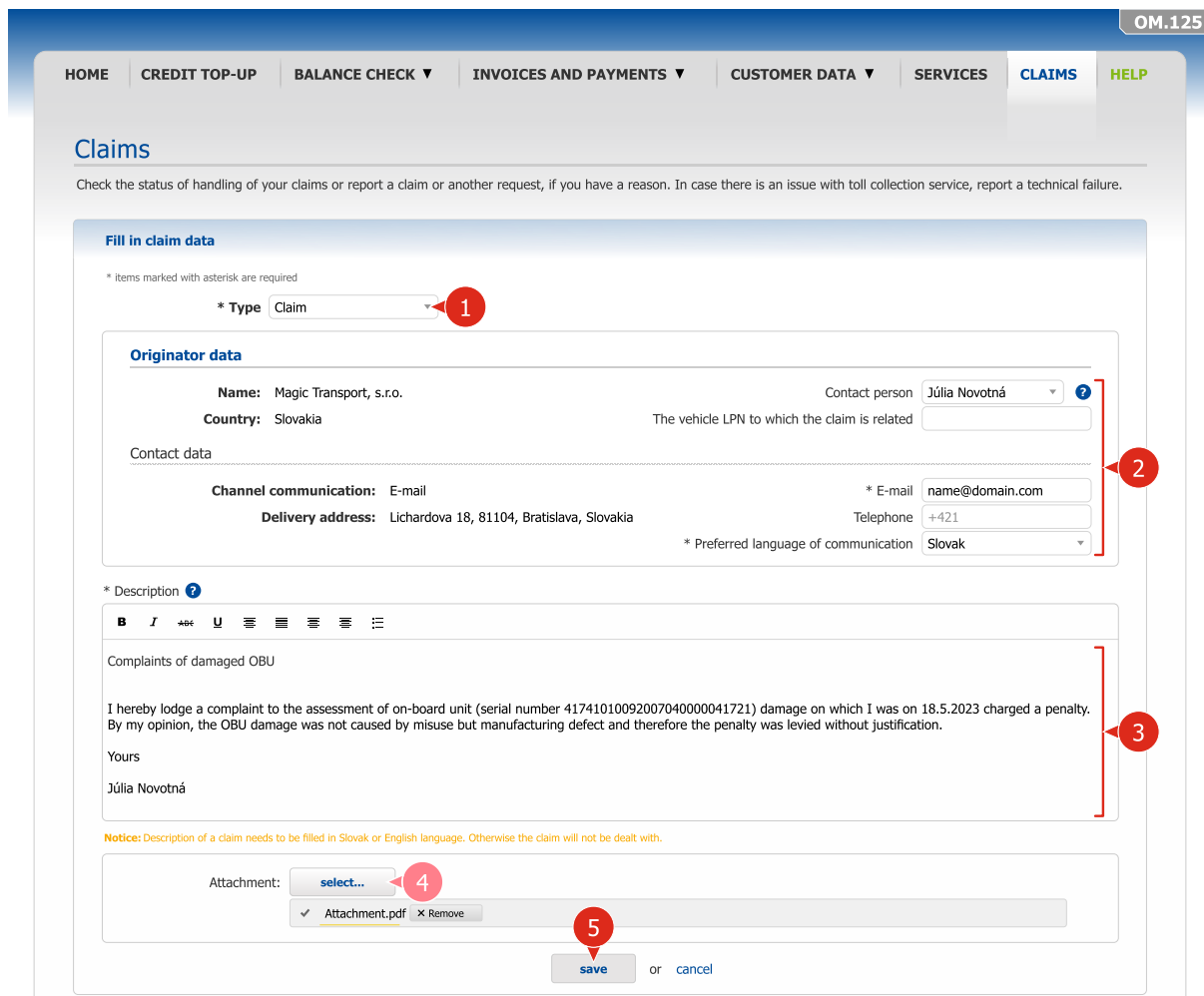
Please fill in the claim in Slovak or English language; otherwise it will not be processed.

Step 1 Start registration of a claim



- 2** Initiate registration of a claim using the **CREATE A CLAIM** button.
- A** Possibly initiate technical failure report by clicking on the **REPORT TECHNICAL A FAILURE** button.
- B** If you wish to display the current status of handling of a submitted request, complaint, claim or suggestion, check in the list the required submission record and push the **DISPLAY DETAIL** button.

Step 2 Fill in claim data



OM.125

HOME CREDIT TOP-UP BALANCE CHECK ▼ INVOICES AND PAYMENTS ▼ CUSTOMER DATA ▼ SERVICES CLAIMS HELP

Claims

Check the status of handling of your claims or report a claim or another request, if you have a reason. In case there is an issue with toll collection service, report a technical failure.

Fill in claim data

* Items marked with asterisk are required

* Type **Claim** 1

Originator data

Name: Magic Transport, s.r.o. Contact person: Júlia Novotná ?
Country: Slovakia The vehicle LPN to which the claim is related

Contact data

Channel communication: E-mail * E-mail: name@domain.com
Delivery address: Lichardova 18, 81104, Bratislava, Slovakia Telephone: +421
* Preferred language of communication: Slovak 2

* Description ?

Complaints of damaged OBU

I hereby lodge a complaint to the assessment of on-board unit (serial number 41741010092007040000041721) damage on which I was on 18.5.2023 charged a penalty. By my opinion, the OBU damage was not caused by misuse but manufacturing defect and therefore the penalty was levied without justification.

Yours
Júlia Novotná 3

Notice: Description of a claim needs to be filled in Slovak or English language. Otherwise the claim will not be dealt with.

Attachment: select... 4

✓ Attachment.pdf X Remove 5

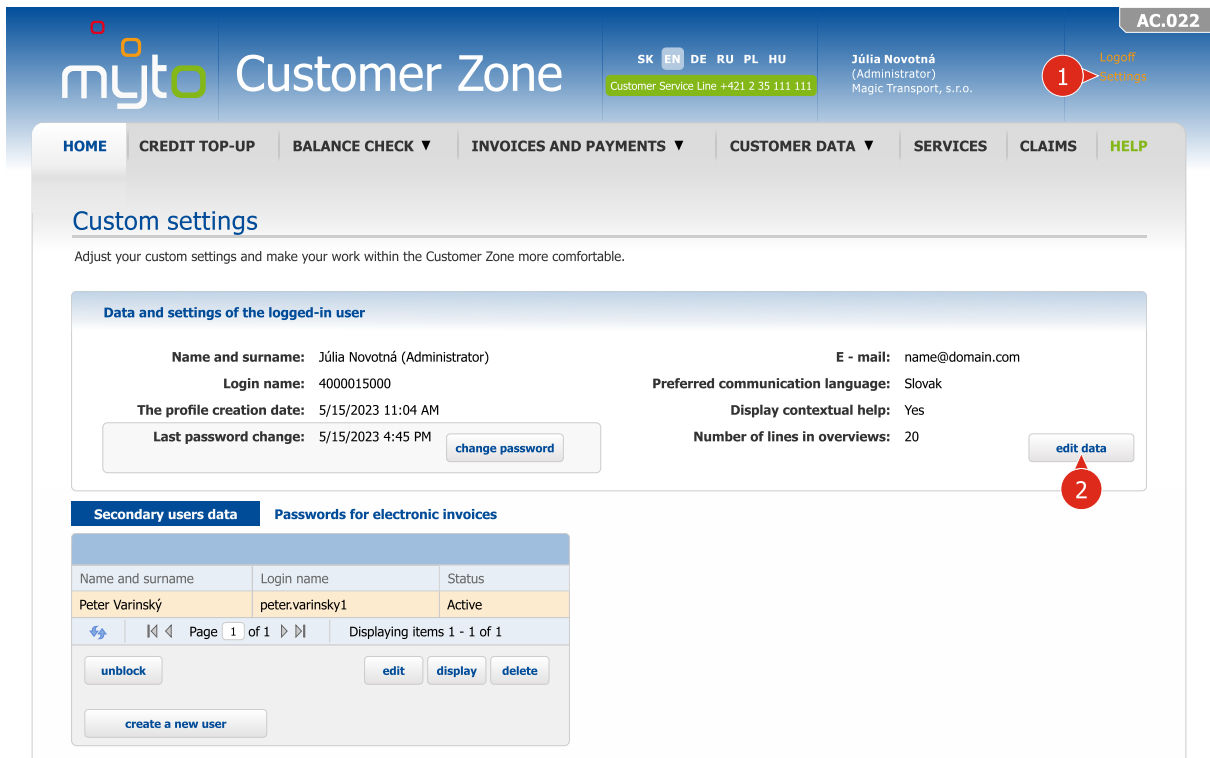
save or cancel

- 1 Select a type of submission.
- 2 Fill in data of the submission originator.
- 3 Fill in the text (content) of the submission in Slovak or English language.
- 4 If necessary, add an attachment to the submission.
- 5 Save the submission.

18 SETTINGS MANAGEMENT

Edit your user data and settings, or profile of secondary users, change the password for electronic invoices or the password for the Customer Portal.

18.1 User data and settings adjustment



myto Customer Zone SK EN DE RU PL HU Júlia Novotná (Administrator) Magic Transport, s.r.o. AC.022

Customer Service Line +421 2 35 111 111

1 Log out

HOME CREDIT TOP-UP BALANCE CHECK INVOICES AND PAYMENTS CUSTOMER DATA SERVICES CLAIMS HELP

Custom settings

Adjust your custom settings and make your work within the Customer Zone more comfortable.

Data and settings of the logged-in user

Name and surname: Júlia Novotná (Administrator) E - mail: name@domain.com
Login name: 4000015000 Preferred communication language: Slovak
The profile creation date: 5/15/2023 11:04 AM Display contextual help: Yes
Last password change: 5/15/2023 4:45 PM Number of lines in overviews: 20

change password edit data

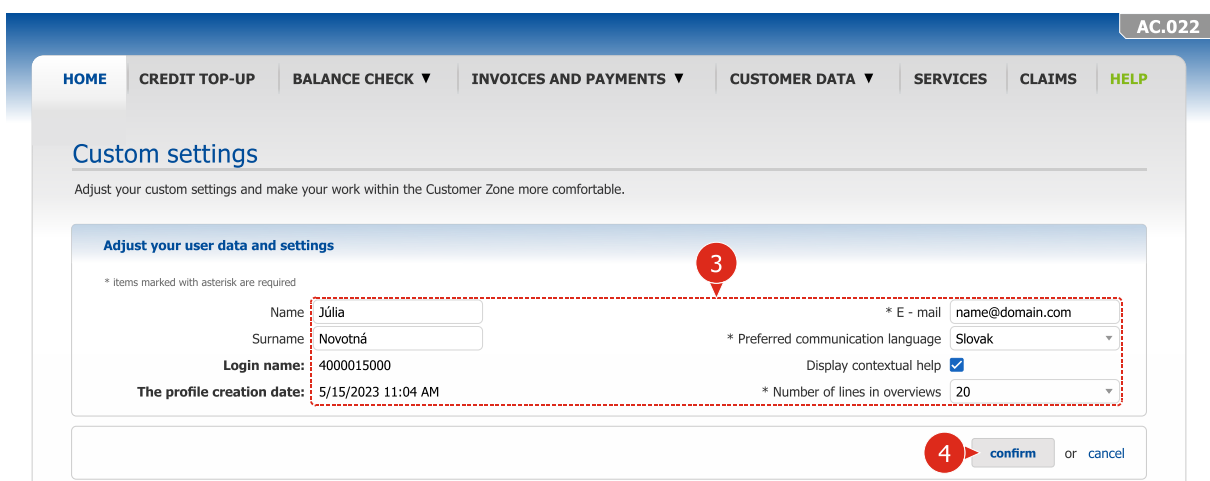
Secondary users data Passwords for electronic invoices

Name and surname	Login name	Status
Peter Varinský	peter.varinsky1	Active

Page 1 of 1 Displaying items 1 - 1 of 1

unblock edit display delete

create a new user



Adjust your user data and settings

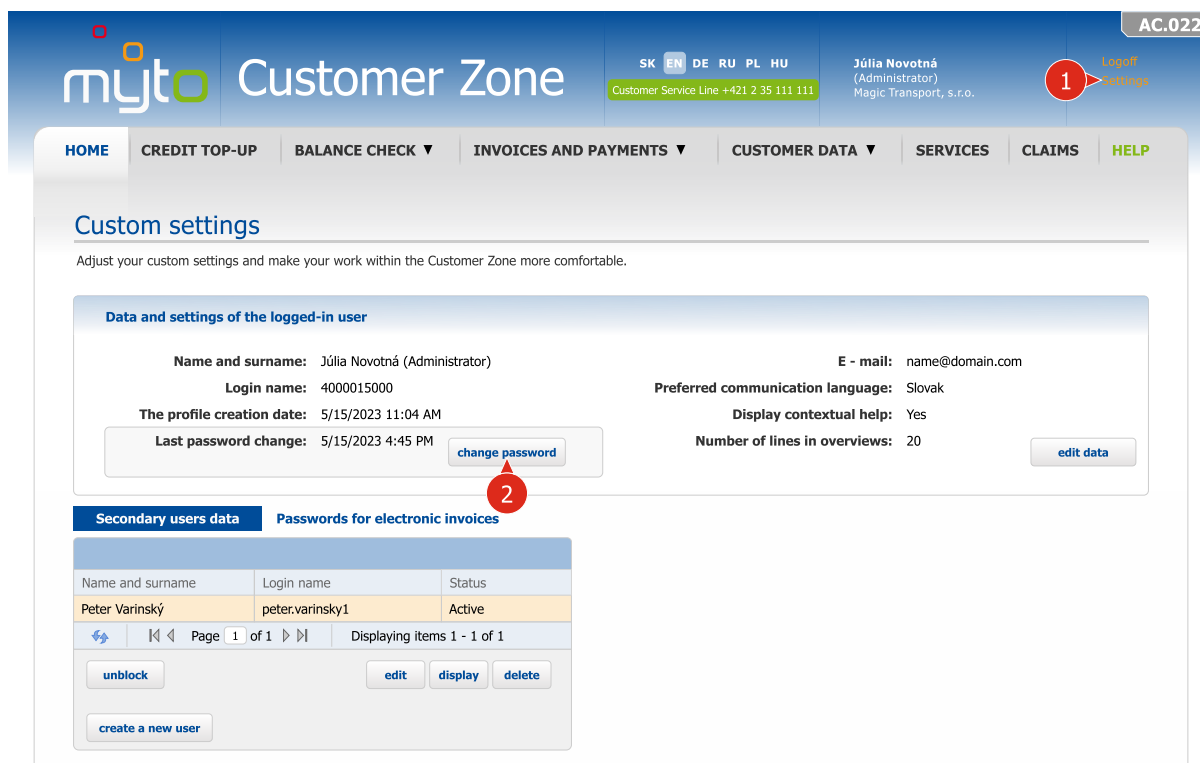
* Items marked with asterisk are required

Name: Júlia * E - mail: name@domain.com
Surname: Novotná * Preferred communication language: Slovak
Login name: 4000015000 Display contextual help: ☒
The profile creation date: 5/15/2023 11:04 AM * Number of lines in overviews: 20

4 confirm or cancel

- 2 If necessary, adjust your user data and settings.

18.2 Changing the login password



myto Customer Zone SK EN DE RU PL HU Júlía Novotná (Administrator) Magic Transport, s.r.o. AC.022

Customer Service Line +421 2 35 111 111

HOME CREDIT TOP-UP BALANCE CHECK INVOICES AND PAYMENTS CUSTOMER DATA SERVICES CLAIMS HELP

Custom settings

Adjust your custom settings and make your work within the Customer Zone more comfortable.

Data and settings of the logged-in user

Name and surname: Júlía Novotná (Administrator) E - mail: name@domain.com
Login name: 4000015000 Preferred communication language: Slovak
The profile creation date: 5/15/2023 11:04 AM Display contextual help: Yes
Last password change: 5/15/2023 4:45 PM [change password](#) Number of lines in overviews: 20 [edit data](#)

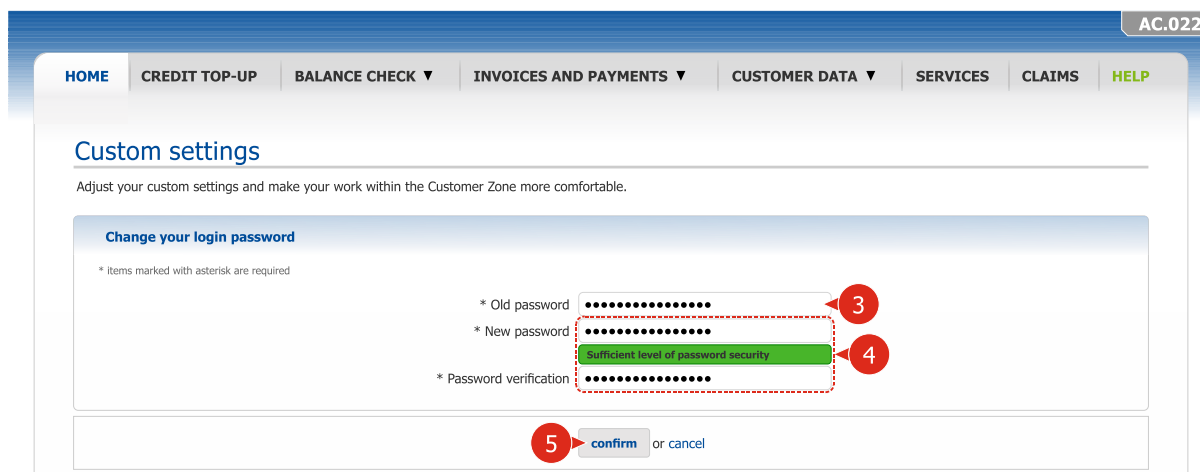
Secondary users data Passwords for electronic invoices

Name and surname	Login name	Status
Peter Varinský	peter.varinsky1	Active

Page 1 of 1 Displaying items 1 - 1 of 1

[unblock](#) [edit](#) [display](#) [delete](#)

[create a new user](#)



Change your login password

* Items marked with asterisk are required

* Old password

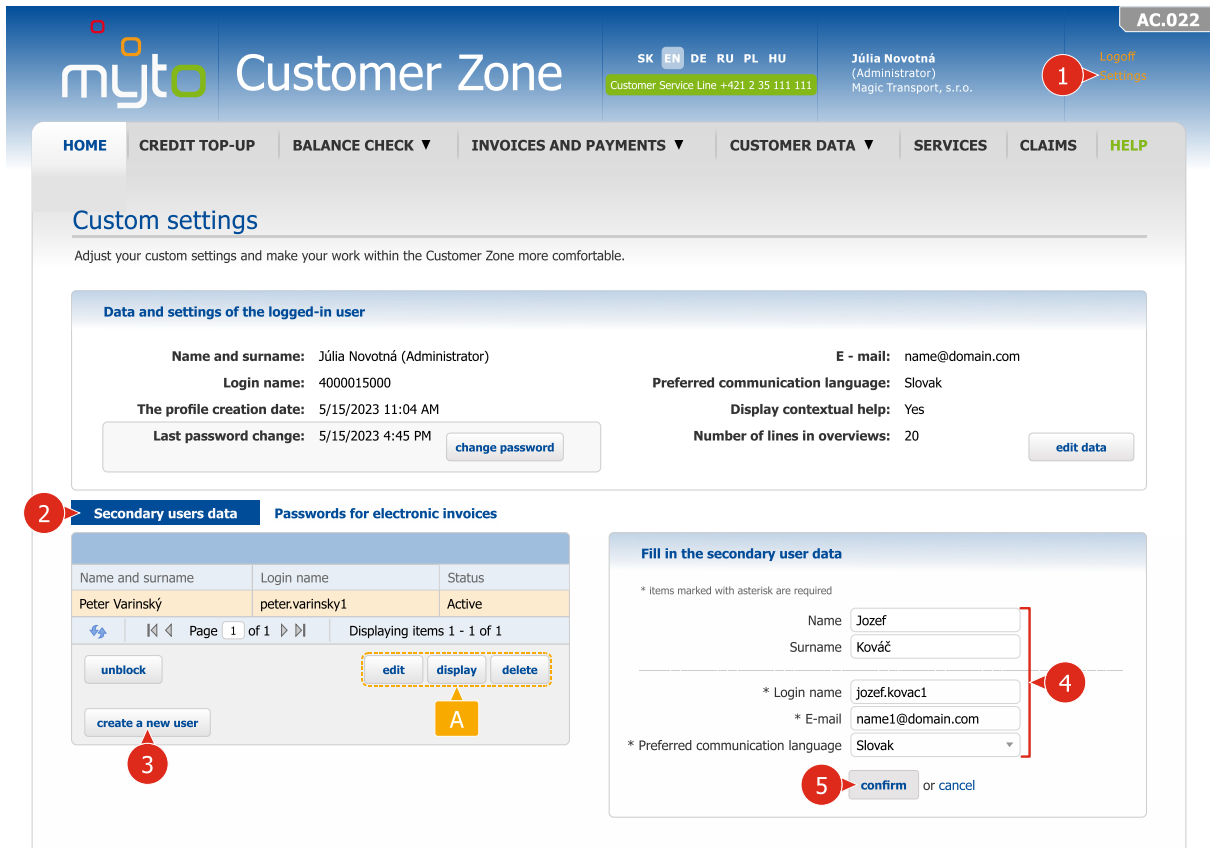
* New password Sufficient level of password security

* Password verification

[confirm](#) or cancel

- 4 Enter a new password for the Customer Portal and enter an identical password in the *Password verification* field. When entering a password, observe the instructions of the help window, which will show up after you move the cursor on the *New password* field.

18.3 Register new secondary users



myto Customer Zone SK EN DE RU PL HU Júlía Novotná (Administrator) Magic Transport, s.r.o. **1** Logged Settings

HOME CREDIT TOP-UP BALANCE CHECK INVOICES AND PAYMENTS CUSTOMER DATA SERVICES CLAIMS **HELP**

Custom settings

Adjust your custom settings and make your work within the Customer Zone more comfortable.

Data and settings of the logged-in user

Name and surname: Júlía Novotná (Administrator) **E - mail:** name@domain.com

Login name: 4000015000 **Preferred communication language:** Slovak

The profile creation date: 5/15/2023 11:04 AM **Display contextual help:** Yes

Last password change: 5/15/2023 4:45 PM **Number of lines in overviews:** 20

[change password](#) [edit data](#)

2 **Secondary users data** **Passwords for electronic invoices**

Name and surname	Login name	Status
Peter Varinský	peter.varinsky1	Active

Page 1 of 1 of 1 Displaying items 1 - 1 of 1

[unblock](#) [edit](#) [display](#) [delete](#) **A**

3 [create a new user](#)

Fill in the secondary user data

* Items marked with asterisk are required

Name: Jozef **Surname:** Kováč **4**

* **Login name:** jozef.kovac1

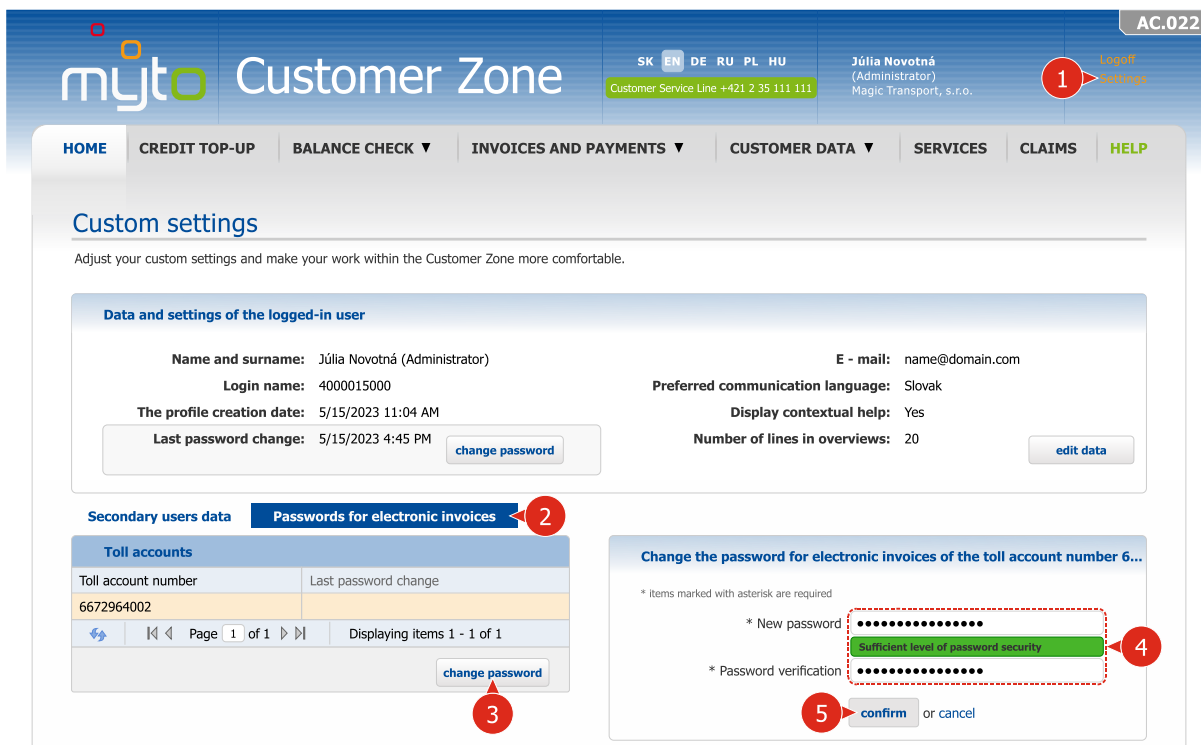
* **E-mail:** name1@domain.com

* **Preferred communication language:** Slovak

5 [confirm](#) or [cancel](#)

A If necessary, edit, display or delete data of registered secondary users. To perform these operations a secondary user record must be selected.

18.4 Changing the password for electronic invoices



- 2** If necessary, edit passwords for electronic invoices.
- 4** Enter a new password and verify the password for electronic invoices. When entering a password, observe the instructions of the help window, which will appear after you move the cursor on the *New password* field.