

Slovakian Tolls

Customer Information

STEP 1:

The OBU Ordering Process:

In prepaid method, the OBU should be ordered at a SkyToll contact or distribution points by either the vehicle owner, fleet manager or the vehicle driver. A deposit of 50 EURs is required which can be paid by cash or a credit card.

STEP 2:

Registration:

In order to save time, the prepaid registration form can be filled in by either using the paper application form or online in the SKyToll Customer Zone. In the Prepaid method, only one vehicle can be linked to a unique prepaid toll account. The required documents for registration are as follows:

- Extract from the Trade Register (not older than 3 months) in cases where the Vehicle operators are a legal entity
- Confirmation of emission class (if not specified in the vehicle papers)
- Vehicle papers (registration document)
- Bank details
- Power of attorney, where ever applicable
- VAT ID
- The national ID card of the signatory (the person who will sign the Use of roads contract at the point of sale)

Multiple Prepaid Toll accounts can be connected to the MSTs Customer account. This will enable the customer to have complete visibility of all their prepaid toll boxes in Slovakia.

STEP 3:

Required Truck Information:

- Number of Axles
- Weight Category
- Emission class

Please pay attention that this information will be fed in OBU and make sure that information will be added correctly and precisely. In addition, every OBU is linked to a particular License Plate Number (LPN) and not to a fleet card in the case of Prepaid Method.

STEP 4:

Costs And Toll Tariffs Discount:

For the costs and toll tariffs discount rates, please refer to <https://www.emyto.sk>.

STEP 5:

OBU Validity:

The OBU is valid up to 180 days from the date of last registered toll transaction. In the case of not returning the OBU after 180 days from the date of last registered toll transaction, the customer will be charged a fine to the extent of approximately 250 EURs.



If the vehicle no longer operates in the country and the OBU is not needed for a longer period of time, the fleet manager is advised to return the OBU to avoid the followings:

- Expenses related to the return of the OBU to the System Operator
- Contractual penalty for not returning the OBU

STEP 6:

OBU Return Procedure:

The fleet manager and/or driver may return the OBU at any contact or distribution point. A copy of the vehicle registration document needs to be provided at the time of return.

<http://www.multiservicetolls.com/help/skytoll/>

STEP 7:

Transactions Details:

Daily Authorized Prepaid transactions (OBU Top-Ups) received by MSTs will be posted to:

- Supplier Transactions CSV report
- Customer Transactions CSV report

The detailed statement of toll transactions (road usage and the toll charges attributed to the road usage) can be downloaded from SkyToll Customer Portal: <http://www.skytoll.sk>

STEP 8:

Invoicing And VAT:

The Slovakian section of the MSTs consolidated customer invoices will show the Toll Top-Up amounts made by the customer in the given period, therefore it is only a statement which should be used for making payments to MSTs and cannot be used for FISCAL purposes.

The actual invoice including VAT will be sent directly by SkyToll to the customer either via an email or will be made available for download in the SkyToll customer portal, as chosen by the customer at the time of setting up their accounts, with a note that the invoice is not meant for payment but only for Fiscal purposes.

Important Information

Lost/Stolen:

The information will be provided by SkyToll to the driver or the vehicle owner. However, it is necessary to contact the Customer Service Line staff also in the case of damage, loss or theft of the OBU and they will explain further procedure and details of the solution of the situation.

Defect Procedure:

If the OBU is damaged during the journey on the Specified Road Sections, the vehicle driver is obliged to stop the vehicle at the nearest safe parking and report the OBU failure to SkyToll on customer service line. For identification purposes, the driver will provide SkyToll with his/her first name and surname or business name and name of the fleet manager, vehicle registration number and approximate position of the vehicle. The fleet manager will inform the driver about the event code and the driver may continue driving to the nearest contact or distribution point.

Extra information:

All other information is available on <https://www.emyto.sk>

Customer self service portal for Slovakian Tolls: <https://www.emyto.sk/selfcare/logon>

