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**GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS**

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**DEPARTMENT OF TRANSPORT**

NO. R. 1429

24 NOVEMBER 2016

**THE SOUTH AFRICAN NATIONAL ROADS AGENCY LIMITED AND NATIONAL ROADS ACT, 1998****(ACT No. 7 OF 1998):****E-ROAD REGULATIONS, 2016**

I, Elizabeth Dipuo Peters, the Minister of Transport, after consultation with the Agency hereby, in terms of sections 58 (1)(dA) and (dC) of the South African National Roads Agency Limited and National Roads Act, 1998 (Act No. 7 of 1998) (“the Act”) make the regulations in the Schedule hereto.

**MS DIPUO PETERS, MP****MINISTER OF TRANSPORT****Schedule****1. Definitions**

In these regulations, a word or expression that has been defined in the Act has the same meaning and, unless the context indicates otherwise—

“**alternate user**” means a user who is not a registered e-tag user, a registered VLN user, a day-pass user for the e-road used or a non-registered e-tag user;

**“call centre”** means the e-toll call centre established by the Agency and reached at 0800 SANRAL (726725);

**“class of motor vehicle”** means a category of motor vehicle as contemplated in section 27 of the Act;

**“day-pass user”** means a user of an e-road using a day-pass for the e-road used, which day-pass has been issued and contemplated in regulation 4;

**“electronic message”** means a message communicated -

- (a) by means of electronic data and includes data attached to, incorporated in or logically associated with other data that may be electronically retrieved;
- (b) by electronic-mail messages between the Agency and an addressee in an electronic communication format; or
- (c) a text message to a cellular telephone number;

**“e-road”** means a toll road where liability to pay toll for use of the road is recorded at a toll plaza exclusively by means of any electrical or electronic device;

**“e-tag”** means an electronic device affixed to a specific motor vehicle in accordance with the Specification Regulations to identify that motor vehicle when it passes under a gantry;

**“e-tag credit”** means an amount of money, which is reflected in the records of the Agency against an e-tag of a non-registered user, and which monetary credit is reduced by the amount of toll incurred under an e-toll transaction by the user of the motor vehicle to which the e-tag has been fitted;

**“e-toll account”** means an account opened with the Agency by a person who, through his or her intended use of an e-road, may incur a liability to pay toll for that use and who wishes to discharge that liability through the said account and where such account is linked to the VLN;

**“e-toll customer service centre”** means a centre as determined by the Agency in the Conditions for the Payment of Tolls published by the Agency in terms of section 27(1)(b) of the Act;

**“e-toll transaction”** means the recording of the passage of a motor vehicle under a gantry and the simultaneous recording of the liability of the user of that motor vehicle to pay toll for the use of that motor vehicle on the road on which the gantry is situated;

**“gantry”** means a toll plaza where the liability to pay toll is recorded by an electrical or electronic device;

"**GFIP toll roads**" means the roads comprising the Gauteng Freeway Improvement Project, which are N1 sections 20 and 21, N3 section 12, N4 section 1 and N12 sections 18 and 19 (as declared by Government Notices Nos. R.349 to 354 in Government Gazette No. 30912 of 28 March 2008); and R21 sections 1 and 2 (as declared by Government Notice No. R.800 in Government Gazette No. 31273 of 28 July 2008);

"**motor vehicle**" means a motor vehicle as defined in the National Road Traffic Act: Provided that for the purpose of fitment of an e-tag a trailer shall not be considered to be a motor vehicle;

"**National Road Traffic Act**" means the National Road Traffic Act, 1996 (Act No. 93 of 1996);

"**National Road Traffic Regulations**" means the National Road Traffic Regulations, 2000 made in terms of the National Road Traffic Act;

"**NaTIS**" means the National Traffic Information System as defined in regulation 1 of the National Road Traffic Regulations;

"**non-registered e-tag user**" means a user whose motor vehicle is fitted with an e-tag against which sufficient e-tag credit is reflected in the records of the Agency at the time of an e-toll transaction for the payment of the toll incurred in respect of that e-toll transaction, but where the user has not registered with the Agency in accordance with these regulations;

"**registered e-tag user**" means a user who is registered with the Agency for a specific motor vehicle, complies with all the requirements of these regulations and where such user requests that e-toll transactions pertaining to the motor vehicle be recorded using an e-tag fitted to the motor vehicle; and where, at the time of the e-toll transaction, such user has –

- (a) sufficient funds in his or her e-toll account to pay the toll that applies to the e-toll transaction;
- (b) linked his or her e-toll account to a payment method acceptable to the Agency, or
- (c) an agreement with the Agency to pay for e-toll transactions on a different basis than that contemplated in paragraphs (a) or (b);

"**registered user**" means a user who has registered as either an e-tag user or as a VLN user with the Agency to pay e-toll in terms of these regulations;

**“registered VLN user”** means a user who is registered with the Agency for a specific motor vehicle, complies with the requirements of these regulations and where such user requests that e-toll transactions pertaining to the motor vehicle be recorded using the VLN of the motor vehicle; and where, at the time of the e-toll transaction, such user has –

- (a) sufficient funds in his or her e-toll account to pay the toll that applies to the e-toll transaction;
- (b) linked his or her e-toll account to a payment method acceptable to the Agency, or
- (c) an agreement with the Agency to pay for e-toll transactions on a different basis from that contemplated in paragraphs (a) or (b);

**“Specification Regulations”** means regulations made under section 58(1)(dB) of the Act;

**“the Act”** means the South African National Roads Agency Limited and National Roads Act, 1998 (Act No. 7 of 1998);

**“user”** means a person driving or using a motor vehicle on a toll road and “used” or “driven” or any like word has a corresponding meaning;

**“VLN”** means the motor Vehicle Licence Number allocated to a motor vehicle under section 4(3) of the National Road Traffic Act or under the legislation of the country in which the motor vehicle was registered, and

**“website”** means the e-toll website established by the Agency and reached at [www.sanral.co.za](http://www.sanral.co.za).

## **2. System of registration**

- (1) Any person who wishes to be registered as–
  - (a) a day-pass user;
  - (b) a registered e-tag user; or
  - (c) a registered VLN user,

of an e-road may do so in terms of these regulations.

(2) A user of a motor vehicle on an e-road who, at the time of his or her use, has not registered in terms of sub-regulation (1) must be categorised as either–

- (a) a non-registered e-tag user; or
- (b) an alternate user,

as the case may be.

(3) The use of an e-road and the liability to pay toll for any e-toll transactions by a person who registers as a registered user or a day-pass user is subject to the Act and these regulations and any person so registering, undertakes thereby to comply with the Act and these regulations.

### **3. Registration as an e-tag or VLN user**

(1) A person who uses an e-road may apply to the Agency to register as an e-tag user or a VLN user for a specific motor vehicle and to open an e-toll account, by providing the information contemplated in sub-regulation (2) by –

- (a) faxing a form obtainable from an e-toll customer service centre or the website as shown in Annexure A to these regulations to the facsimile number indicated on that form;
- (b) submitting such form by electronic mail message to the e-mail address as indicated on that form;
- (c) logging on to the website for those purposes and providing the required information;
- (d) submitting the required information to an e-toll customer service centre, or
- (e) calling the call centre,

in each instance supplying to the Agency the information and documentation stipulated in sub-regulation (2).

(2) The following information as applicable must be supplied to the Agency together with the application for registration as contemplated in sub-regulation (1):

- (a) The name and surname of the person applying for registration;
- (b) the identity number or the business registration number of the person applying for registration;

- (c) the VLN, make, model and colour, and if required by the Agency, the vehicle register number as reflected on the motor vehicle licence disc, of the motor vehicle to be used on the e-road by the person applying for registration or that is to be used on the e-road by persons in respect of whose use of the said motor vehicle on the e-road the person applying for registration undertakes liability to pay the toll so incurred;
  - (d) a contact telephone number or electronic mail address for the person applying for registration or his or her authorized representative;
  - (e) a preferred method of communication for notifications;
  - (f) the physical address of the person applying for registration;
  - (g) the method of identification to be used for the motor vehicle as it passes beneath a gantry, whether by e-tag or VLN and, if by e-tag–
    - (i) provide the e-tag identification number if acquired at a third party retailer, being the number reflected on the side of the e-tag; or
    - (ii) apply for the issuing of an e-tag for the motor vehicle described in paragraph (c) above;
  - (h) an undertaking on the part of the person applying for registration to make payment to the Agency of all toll incurred in respect of the use on the e-road of the motor vehicle described in the application for registration, and
  - (i) a proposed method of payment for the settlement of the e-toll account to be opened, which method of payment shall be subject to the conditions that the Agency may determine and make known.
- (3) Upon receipt of the application referred to in sub-regulation (1) and if the application made and the information submitted is in accordance with these regulations, the Agency must –
- (a) capture the information submitted by the person applying for registration;
  - (b) if the proposed method of payment for the settlement of the e-toll account to be opened complies with such conditions as the Agency has determined and made known, register the person who applied under sub-regulation (1) as a user in the register contemplated in regulation 10;

- (c) to the extent applicable, specify the e-tag identification number and the corresponding VLN of the motor vehicle to which such e-tag must be fitted; and
- (d) if such person applied for an e-tag under sub-regulation (2)(g)(ii), issue an e-tag to such person.

(4) The Agency must collect tolls from registered users in the manner contemplated in regulation 6.

#### **4. Registration of a day-pass user**

(1) Any person intending to use an e-road may, before using that e-road, apply to register as a day-pass user of that e-road by providing the VLN, make, model, colour, year and class of the motor vehicle to be used –

- (a) on the website;
  - (b) by visiting an e-toll customer service centre; or
  - (c) by contacting the call centre, and
- by providing a payment method accepted by the Agency.

(2) Upon receipt of the application referred to in sub-regulation (1) and if the application made and the information submitted is in accordance with these regulations the Agency must –

- (a) capture the information submitted by the person applying for registration; and
- (b) if-
  - (i) the method of payment for day-pass complies with such conditions as the Agency has determined and made known, and
  - (ii) subject to sub-regulations (4) and (5),

register the person who applied under sub-regulation (1) as a day-pass user in the register contemplated in regulation 10 and issue to such person confirmation of registration as a day-pass user entitling the user to use the e-road in respect of which the day-pass has been issued.

(3) The Agency must confirm the registration of a day-pass user by notification to the user at the time of registration either at the call centre, or by issuing a receipt at the e-toll customer service centre at which the application is made.

(4) The person so registered as a day-pass user may, after being issued with confirmation of registration as a day-pass user, use the e-road for which he, she or it was registered as a day-pass user, without incurring any further toll liability in respect of that use under the following conditions:

- (a) The period for which the person so registered may use the e-road for which he, she or it was registered as a day-pass user without incurring any further liability to pay toll shall not exceed 24 hours from the time when the user first uses the e-road;
- (b) an e-road may only be used under registration as a day-pass user 12 times during a 12-month period to be reckoned from the date and time the e-road was first used pursuant to the day-pass registration; and
- (c) if the same motor vehicle in respect of which a day pass was registered is used on an e-road outside of the 24-hour period as contemplated in paragraph (a) or on an e-road other than the e-road in respect of which registration as a day-pass user was applied for, then, unless the person so using the motor vehicle is a registered user or a non-registered e-tag user, he, she or it shall be an alternate user and shall be liable for toll accordingly.

(5) A day-pass must be used on an e-road, for which the vehicle was registered for the day-pass, within 30 days from the date of purchase, failing which the day pass shall expire.

(6) A day-pass user is identified at the time of an e-toll transaction by the VLN of the motor vehicle used by the day-pass user, which must be the motor vehicle specified in sub-regulation (1).

#### **5. Use of an e-road by registered users, by non-registered e-tag users, and by alternate users**

(1) Before using an e-road, a registered e-tag user must, in the manner contemplated in the Specification Regulations, fit the e-tag as provided for in paragraphs (3)(c) or (d) of regulation 3 to the corresponding motor vehicle and maintain the e-tag in working order.

(2) (a) If a motor vehicle for which an e-tag has been specified passes beneath a gantry on an e-road and the equipment used to identify the e-tag fails, the user who is registered as the e-tag user in respect of that motor vehicle will be identified by the VLN of the motor vehicle.

(b) In the case where the Agency detects that the e-tag of the registered e-tag user does not function properly it must notify the user by means of the preferred method of communication referred to in paragraph (2)(e) of regulation 3.



- (c) If a user, 10 days after he, she or it has been notified by the Agency as contemplated in sub-regulation (2)(b), continues to use an e-road without first replacing or returning the e-tag that is malfunctioning–
- (i) he, she or it will incur liability for toll as a registered VLN user provided that he, she or it otherwise satisfies the requirements of the definition of “registered VLN user,” or
  - (ii) if he, she or it does not satisfy the requirements of the definition of “registered VLN user” then he, she or it will incur liability for toll as an “alternate user”.
- (3) A motor vehicle of a registered user that passes beneath a gantry shall be identified at the time of the e-toll transaction either by the e-tag or VLN, as the case may be, and the liability for toll may differ according to the method of identification in question.
- (4) Registered users must maintain an e-toll account with the Agency and must make payment timeously of all amounts due in respect of that account, which payment shall be subject to the conditions that the Agency may determine and make known.
- (5) Where a non-registered e-tag user, who prior to his or her use of an e-road fits an e-tag to a motor vehicle in the manner contemplated in the Specification Regulations–
- (a) he, she or it is identified at the time of the e-toll transaction by the VLN and e-tag so fitted;
  - (b) the liability for toll for the use of the e-road by the non-registered e-tag user may be determined accordingly, and
  - (c) the toll for the e-toll transaction so occurring will be set off against any e-tag credit.
- (6) The passage of a motor vehicle beneath a gantry, the user of which is an alternate user, is identified at the time of the e-toll transaction by the VLN or an e-tag and the liability for toll will be determined according to the tolls applicable to alternate users.

- (7) A registered user must–
- (a) within 14 days of changing his, her or its physical or postal address or any of the particulars supplied to the Agency at the time of registration, notify the Agency of his, her or its new address or such new particulars;
  - (b) notify the Agency within 24 hours after he, she or it becomes aware of the theft of a motor vehicle in respect of the use of which registration was applied for;
  - (c) notify the Agency within 24 hours if a motor vehicle for which an e-toll account is registered has been declared unfit for use;
  - (d) furnish information, if requested to do so, regarding a motor vehicle which is or may have been used by him or her on an e-road to any traffic officer, an employee of the Agency or an employee of an agent appointed by the Agency to operate the e-road;
  - (e) ensure that the number plates of the motor vehicle that he, she or it is using on an e-road are affixed in the manner prescribed in regulation 35 of the National Road Traffic Regulations and are clearly visible at all times, and
  - (f) not tamper with or duplicate a number plate or use a motor vehicle on an e-road without number plates being properly affixed to the motor vehicle.
- (8) An e-tag user–
- (a) may not tamper with or duplicate an e-tag;
  - (b) must notify the Agency within 24 hours of the e-tag becoming damaged or stolen or destroyed and, in the case of a registered e-tag user who wishes to remain registered–
    - (i) provide a new e-tag identification number and the corresponding VLN of the motor vehicle to which such e-tag will be fitted, or
    - (ii) apply for the issuing of a new e-tag, and
  - (c) where he, she or it wishes to transfer the e-tag issued to him, her or it to another motor vehicle, provide the VLN, make, model and colour to the Agency and request the transfer of such e-tag to the new motor vehicle.
- (9) An alternate user must–
- (a) ensure that the number plates of the motor vehicle that he, she or it is using on an e-road are affixed in the manner prescribed in regulation 35 of the National Road Traffic Regulations and are clearly visible at all times;

- (b) not tamper with or duplicate a number plate or use a motor vehicle on an e-road without number plates being properly affixed to the motor vehicle, and
- (c) ensure that his, her or its current address is on record with the appropriate registering authority as required by the National Road Traffic Regulations and notify the Agency of any change of such address within 14 days from the date that the change took place.

(10) Where a user is required by any provision contained in these regulations to give notice to the Agency of any occurrence or for purposes of complying with any provision of these regulations, then such notice must be given either by contacting the call centre or by visiting an e-toll customer service centre, or by any other means of notification that is indicated on that website.

#### **6. Terms and conditions for payment of toll**

(1) A registered user must pay the toll for which he, she or it becomes liable as a result of his, her or its use of an e-road at the place and subject to the conditions that the Agency may make known and determine.

(2) Unless payment is made in terms of sub-regulation (1), such registered user shall remain liable for the payment of all tolls in relation to the use of an e-road.

(3) Where a registered user does not pay the toll payable by him, her or it, the Agency must, within 90 days after the registered user has used the relevant e-road, notify the user in the manner contemplated in sub-regulation (10) of the amount of the toll payable and such toll must be paid by the said user on or before the date for payment of which the user is so notified in that notification by the Agency : Provided that the user is responsible to ensure that his or her correct address and contact details have been supplied to the Agency and that the VLN of the user is identifiable.

(4) If an alternate user has used an e-road he, she or it must pay the toll applicable to such use within the time and at the place and subject to the conditions that the Agency may make known and determine.

(5) If an alternate user who is not a registered user does not pay the toll contemplated in sub-regulation (4) within the time and at the place and subject to the conditions that the Agency may make known and determine, the Agency must after a period of seven days but not later than 60 days after such alternate user has used the relevant e-road and unless the user has registered, notify such user in the manner contemplated in sub-regulation (10) of the amount of toll payable by such user, and such toll shall be paid by the said user on or before the date for payment of which the user is so notified in that notification by the Agency .

- (6) The Agency may follow criminal and civil process to collect all outstanding tolls if, despite such notification being issued, the user continues to fail to pay such outstanding tolls within the period specified in the notification by the Agency.
- (7) Despite sub-regulations (5) and (6) where a motor vehicle that has been used on an e-road cannot be identified as a result of its having no number plates, illegible number plates or number plates which are shown to be false, or where the motor vehicle is registered outside of the Republic -
- (a) the Agency need not notify the user of that motor vehicle as required by sub-regulation (5); and
  - (b) the Agency may follow criminal and civil proceedings to collect such toll as may be owed for the use of the said motor vehicle on an e-road without first having to notify such user.
- (8) No person may—
- (a) in relation to any application made under these regulations; or
  - (b) in relation to the furnishing of any information which, to his or her knowledge, is to be or may be used for any purpose in terms of these regulations,
- make a declaration or furnish information to the Agency or any other person referred to in these regulations, which to his or her knowledge is false or misleading.
- (9) Any user of an e-road who, through such use, becomes liable to pay toll may request an invoice from the Agency at any e-toll customer centre alternatively may obtain an invoice on the website, failing which the Agency shall not be obliged to provide invoices to any user, save as provided for elsewhere in these regulations.
- (10) The Agency must notify the user of an outstanding toll amount as contemplated in sub-regulations (3) and (5) above by sending -
- (a) an invoice to the last known address of such user, where such user is a user with an e-toll account;
  - (b) an invoice to the last known address of such user, as recorded on NaTIS, where the user is identified in terms of the VLN of a motor vehicle as recorded on NaTIS; or

(c) an electronic message to the e-mail address or cellular telephone of the user.

## **7. Nominations**

(1) The owner of a motor vehicle that was used on an e-road and who was not the user of the motor vehicle that was operated on an e-road and who wishes to nominate another person as the user of such motor vehicle for the purpose of identifying the person who was using the vehicle at the time of the relevant e-toll transaction, may do so by completing the form as shown in Annexure B to these Regulations, providing the information as contemplated in sub-regulation (2) and submitting such form to the Agency via registered post to the Agency's postal address, being Private Bag X64 Centurion, 0046 or at an e-toll customer service centre.

(2) The owner of a motor vehicle contemplated in sub-regulation (1) must provide–

- (a) his, her or its full names and contact details and the VLN of the motor vehicle concerned;
- (b) the date, time and road when and where the relevant e-toll transaction occurred; and
- (c) the full names, postal and residential address of the driver or user.

(3) The Agency must–

- (a) if the information on the form as contemplated in sub-regulation (1) is complete and corresponds with the Agency's records pertaining to the relevant e-toll transaction, and
- (b) if satisfied that the person nominating was not the driver or user of the motor vehicle at the time of the e-toll transaction,

capture the information in the register contemplated in regulation 10 and remove the toll transaction to which the nomination relates from the record of such nominating person and notify the person who has been nominated as user by the owner as contemplated in regulation 6(5).

## **8. Representations**

(1) The owner of a motor vehicle, or a user or driver who wishes to make a representation as to the alleged driving or use of the relevant motor vehicle on an e-road, may do so by completing the

form as shown in Annexure C to these Regulations and submitting such form to the Agency at an e-toll customer service centre or sending it by registered post to the Agency's postal address, being Private Bag X64 Centurion, 0046.

(2) The Agency must duly consider the representations and any reply from the user thereto and—

(a) may conduct independent investigations to verify the facts; and

(b) may—

(i) allow the representations if there are reasonable grounds indicating that the person making the representation must not be held liable for the e-toll transaction; or

(ii) reject the representations if there are no such reasonable grounds.

(3) If the representations are allowed the Agency must capture the information in the register as contemplated in regulation 10 and, where appropriate, cancel the e-toll transaction to which the representation relates, and inform the person who made the representation thereof.

(4) If the representations are rejected, the Agency must advise the person that the representations have been rejected, provide the reasons for the decision and inform the person who is liable that he, she or it is liable for the relevant outstanding tolls.

(5) If that person fails to pay the outstanding tolls for which he, she or it is liable, the Agency may follow the procedures contemplated in regulation 6(6).

## **9. Offences**

Any person who wilfully or negligently contravenes or fails to comply with the provisions of sub-regulation (7), (8) or (9) of regulation 5 or sub-regulation (8) of regulation 6, shall be guilty of an offence and shall upon conviction be liable to a fine or imprisonment not exceeding six months.

**10. Registers and records**

(1) The Agency or any person appointed in terms of section 28 of the Act and instructed by the Agency must establish and keep a register to record all transactions of registered e-tag users, registered VLN users, non-registered e-tag users, day-pass users and alternate users.

(2) Final disposition of the records contemplated in these regulations must be in accordance with the National Archives and Record Service of South Africa Act, 1996 (Act No. 43 of 1996).

(3) Records may be kept as hard copies, as microfilm or in electronic format.

**11. Repeal**

The e-Road Regulations, 2013 published by Government Notice R. 739 of 9 October 2013 are hereby repealed.

**12. Short title and commencement**

These regulations are called the e-Road Regulations, 2016 and shall come into operation on the date of their publication in the *Government Gazette*.

**ANNEXURE A: FORM FOR REGISTRATION AS AN e-TAG USER OR VLN USER**

ACCOUNT HOLDER INFORMATION	
Title: <input type="text"/>	First Name: <input type="text"/>
Surname: <input type="text"/>	<input type="text"/>
RSA ID No: <input type="text"/>	Passport No. (If no RSA ID No.): <input type="text"/>
ADDRESS DETAILS	
Physical Address: <input type="text"/>	Postal Address: <input type="text"/>
Code: <input type="text"/>	Code: <input type="text"/>
CONTACT DETAILS	
Contact Information:	Please tick your preferred means of communications
E-mail: <input type="text"/>	E-mail: <input type="checkbox"/>
Cell Phone: <input type="text"/>	Cell Phone: <input type="checkbox"/>
Fax: <input type="text"/>	Fax: <input type="checkbox"/>
Landline: <input type="text"/>	Landline: <input type="checkbox"/>
VEHICLE DETAILS	
1 <sup>st</sup> Vehicle Licence Number: <input type="text"/>	2 <sup>nd</sup> Vehicle Licence Number: <input type="text"/>
3 <sup>rd</sup> Vehicle Licence Number: <input type="text"/>	4 <sup>th</sup> Vehicle Licence Number: <input type="text"/>
<p>Note: If you wish to register more than 4 vehicles, you may do so by calling our e-toll Call Centre on 0800 SANRAL (726 725), visiting the e-toll website <a href="http://www.sanral.co.za">www.sanral.co.za</a> or through one of our conveniently located e-toll Customer Service Centres.</p>	
GENERAL COMMUNICATION	
<p>a. Please note that by completing and sending this e-toll Information Form to us, this does not mean that you have registered with SANRAL. After we receive this form from you, we will contact you so that you can complete your registration.</p> <p>b. Please note that there are Terms and Conditions for persons and organisations who register with SANRAL. When you register with SANRAL, you will be required to agree to these Terms and Conditions. The Terms and Conditions are available at <a href="http://www.sanral.co.za">www.sanral.co.za</a>.</p>	<p>They are also available from the e-toll customer service centres located in selected malls in Gauteng and at e-toll customer centres located along the Gauteng e-roads. You can also contact the e-toll call centre on 0800 SANRAL (726 725) to get details of where the e-toll customer service outlets and e-toll customer centres are located.</p> <p>c. By signing this e-toll Information Form, you will be confirming that the information you have provided in this form is correct.</p>
Signed at: _____	Date: _____ / _____ 20_____
Print Name: _____	Signature: _____



Please e-mail the Information Form to [info@sa-etoll.co.za](mailto:info@sa-etoll.co.za) or fax it to 0800 SANRAL (726 725) or hand it in at an e-toll Customer Service Outlet

**FOR OFFICE USE ONLY**

Captured by: _____ Checked by: _____ Employee Number: _____	Date: _____ / _____ 20____ Date: _____ / _____ 20____ Ref. No: _____
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**OPTIONS AVAILABLE TO YOU**

**A. REGISTRATION OPTIONS**

In order to pay toll on the Gauteng e-road, you have the choice to have your vehicles recognised by means of the Vehicle Licence Number (VLN) or by an e-tag combined with the Vehicle Licence 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 Number, vehicle type and e-toll Account.

The e-tag entitles road users to a discount on the toll tariffs. It also has an added benefit of reducing the risk of someone cloning your vehicle licence number.

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

If you choose to have your vehicles recognised by vehicle licence number, you are still required to register an e-toll Account.

**B. ACCOUNT PAYMENT OPTIONS AVAILABLE**

Upon registration you will be asked to select a method by which you would like to pay for your toll.

**Option A: Credit Card Settlement Account**

You may choose to have a **Pre-paid Account**, or a **Credit Card Settlement Account**.

You may pay your 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.

**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 will need to be topped-up.

Top-up can be done in two ways:

**(i) Automatic**

You may 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 predefined balance, from the nominated credit card or bank account.

**(ii) Manually**

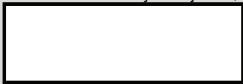
The Gauteng e-road user can top-up the e-toll Account by making a payment into the account at an **e-toll Customer Service Outlet**, or a **Checkers, CNA, Pick n Pay, Shoprite or Spar**, (e-toll customer service centre) or by Electronic Funds Transfer (EFT), or by making an online payment at [www.sanral.co.za](http://www.sanral.co.za).

**ANNEXURE B: NOMINATION OF DRIVER OR USER**


DESCRIPTION																													
A Nomination is the redirection of a Tax Invoice to an alternative driver or user responsible for all, or a portion of the passages as included in the Tax Invoice issued to the Vehicle Owner. This will be used when a driver or person other than the owner used the applicable vehicle on the e-toll road and is responsible for the payment thereof. The alternative driver particulars should be known as these details are required to complete the form. The application will be reviewed and the outcome will be communicated to the applicant.																													
INSTRUCTION FOR COMPLETION OF THE FORM																													
<p>a. This form must be completed in black ink and posted by registered mail to the following address: Private Bag X164, Centurion, 0046 or can be personally submitted at any e-toll customer service centre.</p> <p>b. The completed form must be submitted to and signed before a Commissioner of Oaths on presentation of the original VPC e-toll Tax Invoice if applicable.</p> <p>c. A copy of the completed and signed form and supporting documents must be kept for your own records.</p> <p>d. Receipt of the application will be acknowledged within 21 days, failing which it must be re-submitted by posting it by registered mail to the address given above or resubmitting it at an e-toll customer service centre.</p> <p>e. Individuals need not complete the first two lines of Part B and should provide all available contact information where required in Parts B and D. All other fields are compulsory unless the form specifies otherwise. Organisations must provide the details of the registration number of the organisation (e.g. CC, company or trust registration number) and the details of a representative (Surname, First names, ID number, Cell, e-mail, etc.) who must sign the form on its behalf. All other fields on the form are compulsory unless a condition is specified for a specific field.</p>																													
PART A – DECLARATION																													
<p>a. I, the particulars of whom are provided under Part B below, hereby apply that I was not the driver or user in control of the motor vehicle at the time(s) the e-toll transaction(s) occurred. Particulars of the Toll Passage(s) are provided under Part C below.</p> <p>b. I hereby further nominate the driver or user who was in control of the identified vehicle at the place(s) on the date(s) and at the time(s) that the e-toll transaction(s) occurred, as stipulated in the account invoice referred to, by providing his/her particulars under Part D below and attaching substantiating documents (driving licence and/or Identity Document).</p>																													
PART B – VEHICLE OWNER AND MOTOR VEHICLE PARTICULARS																													
Name of organisation:															Vehicle Licence Number:														
Type of organisation:		Company:			CC:		Partnership:			Other:																			
VPC e-toll account number if applicable																													
E-mail address:																													
Surname:										Tel (home): (    )																			
First names:										Tel (work): (    )																			
Initials:					Gender:			Female		Male			Fax: (    )																
Date of birth: (YYYY/MM/DD)										Cell:																			
ID type:		RSA		Passport		Foreign ID		Driving licence			Employer name:																		
ID Number:										Employer address																			
Country of issue:																													
Street address:															Code:														
															MOTOR VEHICLE PARTICULARS														
															Vehicle licence:														
															Vehicle disc no:														
Postal address:															Operator card no:														
															Vehicle description (type):														
															Vehicle GVM:		kg		Year										
															Make:														
															Series (Model):														
															Colour:														
PART C – PARTICULARS OF TOLL PASSAGE(S) OR INVOICE																													
VPC Invoice Number if applicable																													
Passage transaction number(s) (for individual transaction numbers):																													
Dates of passages (YYYY/MM/DD) (for period)																													
From:					/ /					Time:					To:					/ /					Time:				
PART D – PARTICULARS OF NOMINATED DRIVER OR USER																													
E-mail address:																													
Surname:										Tel (home): (    )																			
First names:										Tel (work): (    )																			
Initials:					Gender:			Female		Male			Fax: (    )																
Date of birth: (YYYY/MM/DD)										Cell:																			
ID type:		RSA		Passport		Foreign ID		Driving licence			Employer name:																		
ID Number:										Employer address																			
Country of issue:																													

Street address:										Code:	
										Code:	
Postal address:											
										Code:	

**PART E – AFFIRMATION OR OATH BY THE VEHICLE OWNER**

a. I solemnly affirm the content of the declaration and nomination of the person above as the truth, the whole truth and nothing but the truth.   
 b. I know and understand the content of this declaration and nomination and do not have any objection in taking the prescribed oath and consider the prescribed oath to be binding on my conscience.   
 b. I have attached a copy of the person's driving licence and/or Identity Document or other proof of identification.  
 c. I further declare that I understand that this nomination may be rejected, upon which I will be liable for all penalties and fees as described in the original Invoice.  
 \*  Whichever is applicable  
 Signature of Owner:   
 Place: \_\_\_\_\_  
 Date (YYYY/MM/DD): \_\_\_\_\_

**PART F – CERTIFICATE OF COMMISSIONER OF OATHS**

As a Commissioner of Oaths, I hereby certify that the person signing this form:  
 a. \* Solemnly affirms the content of this declaration as the truth, the whole truth and nothing but the truth; or   
 b. \* Has no objection in taking the prescribed oath and that he/she considers the prescribed oath to be binding on his/her conscience.   
 \*  Whichever is applicable  
 Signature of Commissioner of Oaths:   
 Place: \_\_\_\_\_  
 Date (YYYY/MM/DD): \_\_\_\_\_

**PART G – PARTICULARS OF THE COMMISSIONER OF OATHS**

Surname:										ID Number:	
First names:										Tel (work): (     )	
Designation:										Cell:	
Business address:										Office held:	
										Code:	

**PART H – STAMP OF THE COMMISSIONER OF OATHS**

**PART I – RULES FOR ACCEPTANCE**

In order for an application for nomination to be accepted the following information must be provided:

- Complete vehicle Owner Details
- Complete Nominated Driver or User Details
- Complete Vehicle Details
- Commissioner of Oaths certification
- Valid proof of identification

Failure to provide this information will result in the application being rejected. Notifications of both successful and failed applications will be sent to the applicant via SMS if a Cell number was provided in Part B.

**ANNEXURE C: REPRESENTATION**

DESCRIPTION																																												
A representation is a query or dispute submitted by a vehicle owner or Road User to the Agency claiming that he/she does not believe that they are responsible for specific toll charge(s) and any associated fees for all or a portion of the passages as included in the Tax Invoice as issued to the vehicle owner. This will be used when the vehicle was not present on the e- road or the vehicle did not belong to or was not being used by the road user (sold or stolen) for the specific transaction(s) period. The application will be reviewed and the outcome will be communicated to the applicant.																																												
INSTRUCTION FOR COMPLETION OF THE FORM																																												
<p>a. This form must be completed in black ink and posted by registered mail to the following address: Private Bag X164, Centurion, 0046 or can be personally submitted at any e-toll customer service centre.</p> <p>b. The completed form must be submitted to and signed before a Commissioner of Oaths on presentation of the original VPC e-toll Tax Invoice if applicable.</p> <p>c. A copy of the completed and signed form and supporting documents must be kept for your own records.</p> <p>d. Receipt of the application will be acknowledged within 21 days, failing which it must be re-submitted by posting it by registered mail to the address given above or resubmitting it at an e-toll customer service centre.</p> <p>e. Individuals need not complete the first two lines of Part B and should provide all available contact information where required in Parts B and D. Organisations must provide the details of the registration number of the organisation (e.g. CC, company or trust registration number) and the details of a representative (Surname, First names, ID number, Cell, e-mail, etc.) who must sign the form on its behalf. All other fields on the form are compulsory unless a condition is specified for a specific field.</p> <p>f. If you were not the driver or use of the vehicle please complete the application to nominate the correct driver or user</p> <p>g. Notification of both successful and failed applications will be sent to the applicant via SMS if a Cell number was provided under Section B.</p>																																												
PART A - APPLICATION																																												
<p>a. I, the particulars of whom are provided under Part B below, hereby apply for this Representation to be considered in terms of e-toll Transactions that were charged against my e-toll account, particulars of which are provided under Part C below.</p> <p>b. The particulars in support of this application are given under Part D below and substantiating documents that serve as proof are attached.</p>																																												
PART B – VEHICLE OWNER AND MOTOR VEHICLE PARTICULARS																																												
Name of organisation:																									Vehicle Licence Number:																			
Type of organisation:		Company:			CC:			Partnership:			Other:																																	
VPC e-toll account number if applicable:																																												
E-mail address:																																												
Surname:										Tel (home): (        )																																		
First names:										Tel (work): (        )																																		
Initials:										Gender:					Female					Male					Fax: (        )																			
Date of birth: (YYYY/MM/DD)										/					/					Cell:																								
ID type:			RSA			Passport			Foreign ID			Driving licence			Employer name:																													
ID Number:																									Employer address																			
Country of issue:																																												
Street address:																									Code:																			
																									<b>MOTOR VEHICLE PARTICULARS</b>																			
																									Vehicle licence:																			
																									Vehicle disc no:																			
Postal address:																									Operator card no:																			
																									Vehicle description (type):																			
																									Code:					Vehicle GVM:		kg		Year										
																									Make:																			
																									Series (Model):																			
																									Colour:																			
PART C – PARTICULARS OF TOLL PASSAGE(S) OR INVOICE																																												
VPC Invoice Number if applicable:																																												
Passage transaction number(s) (for individual transaction numbers):																																												
Dates of passages (YYYY/MM/DD) (for period)																																												
From:										/					/					Time:					To:					/					/					Time:				
PART D – PARTICULARS OF REPRESENTATION (use and attach a separate sheet if the space is inadequate)																																												

