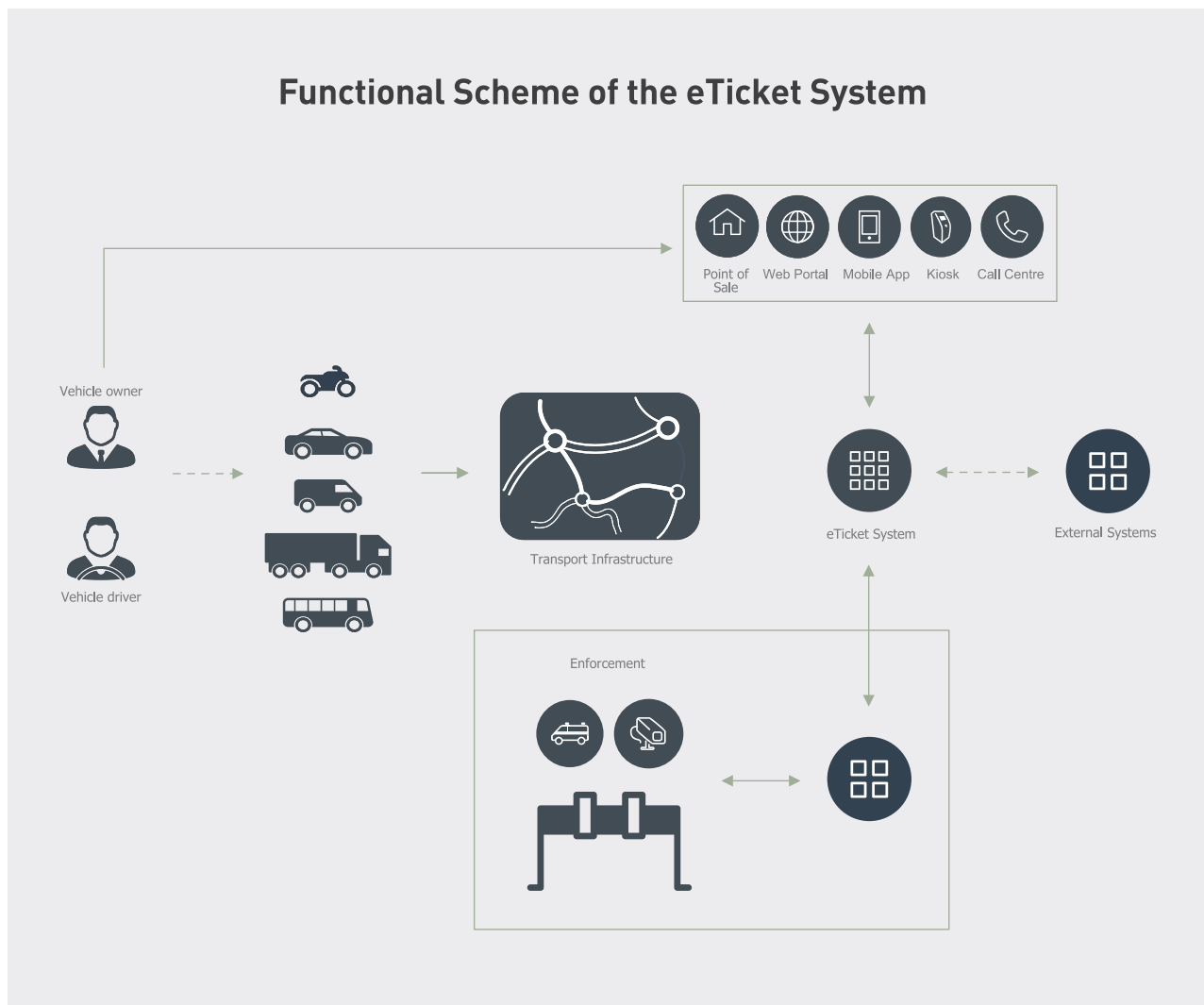# Platform

eTicket System

eTicket is a free flow system for electronic toll collection that enables charging for the use of transport infrastructure on the principle of time or route, as well as a combination of vehicle categories without having to stop or slow down a vehicle.

Functional Scheme of the eTicket System

Point of Sale · Web Portal · Mobile App · Kiosk · Call Centre

Vehicle owner

Vehicle driver

Transport Infrastructure

eTicket System

External Systems

Enforcement

eTicket is used to charge toll fees for the use of transport infrastructure without the need to install vehicles with an additional device or tag. This removes the financial burden from both the customer and the service provider, making the system more affordable. Paired with its flexibility, eTicket can be a seamless option for long-distance travel as well as short local routes thanks to its architecture being designed to process large amounts of data.

Suitable for different kinds of transport infrastructure:

• Roads

• Parking lots

• Bridges

• Tunnels

The price list for the eTicket service is configurable at the road operator's request. eTicket enables charging for transport infrastructure on the basis of time or route, or a combination of both.

eTicket excels at charging for using of motorways and expressways, and can replace the popular "motorway vignettes" used by many countries.

In this case, our eTicket system replaces the motorway vignette sticker with an electronic customer account. It benefits road users as they do not have to scrape old vignettes from the window to replace them, and provides additional benefits for road operators.

Main benefits

• **Cost savings** on the procurement and logistics of vignettes stickers

• **Low initial investment** and operating costs

• **Immediate availability** (never out of stock)

• **Flexible for future changes**

• **Better enforcement capabilities** and efficiency

Buying an eTicket is simple and understandable for the customer. They can purchase through various sales and communication channels.

eTicket
types

- **Time eTicket**
  (on the principle of time) eTicket authorises the vehicle to use the relevant transport infrastructure for the period of the eTicket's validity. Alongside providing the vehicle license plate number, the customer must also provide the vehicle category and the start date of the eTicket.

- **Kilometre eTicket**
  (on the principle of a route) eTicket authorises the vehicle to travel on a specified route. Routes can be precisely defined in advance, or be determined by the customer during the purchase of the eTicket. The customer determines the route by entering a start and end point and can specify the route by entering several waypoints. In addition to the vehicle parameters, the price of the eTicket in this case also depends on the length of the route.

Sales and
communication channels

- **Web portal**
- **Mobile app**
- **Point of Sale**
- **Self-service kiosk**
- **Call centre**

To maintain and develop the relationship with road users, the eTicket system offers several offline and online services where they can submit claims and inquiries. Customer services cover the key functionalities of the eTicket system and are performed through the same sales and communication channels as during the eTicket purchase.

When designing the eTicket system, we made our main focus convenience. Should there be any reason to change data in the system, whether due to an incorrect input or the information changing, the road user can conveniently make changes data through the web portal or call centre, or they can visit one of the points of sale. To increase the comfort of customer services and service capacity, the self-service kiosk can be used.

Key domains

- Sales and communication channels
- Customer services
- Back office