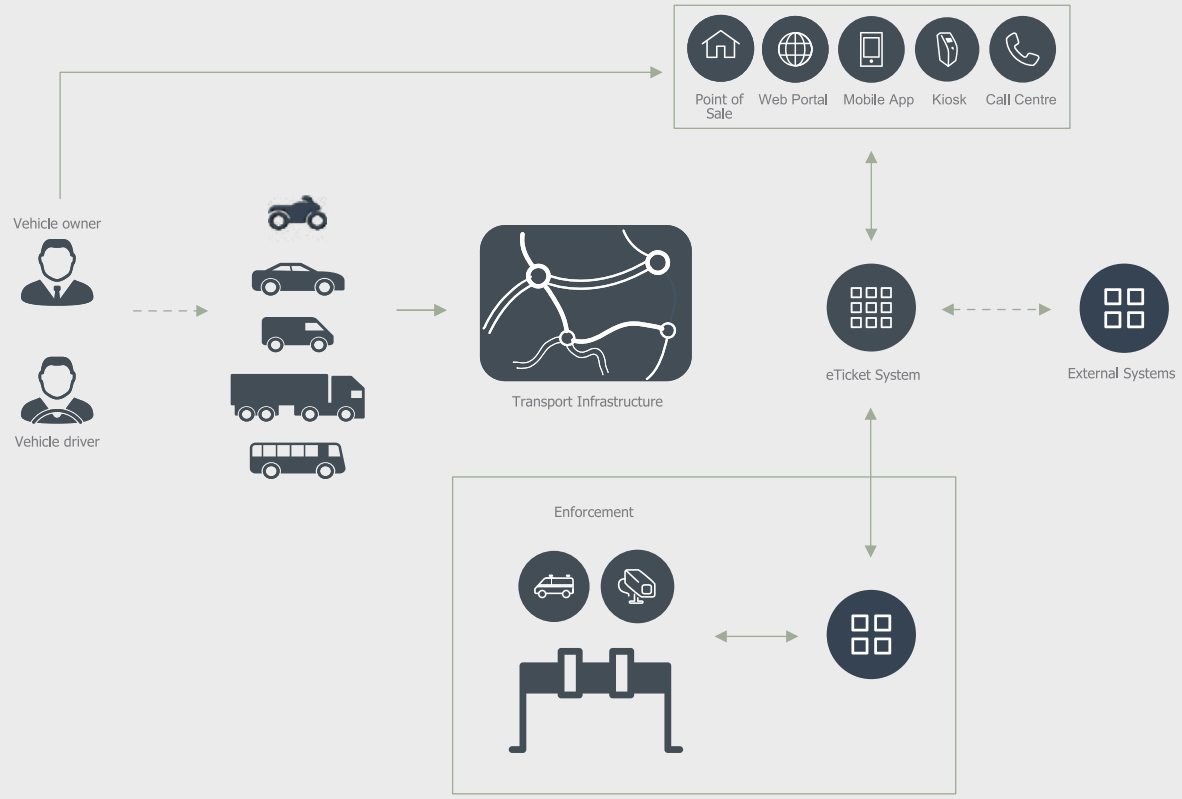
Platform

eTicket System

SKYTOLL
ITIS Holding

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

Functional Scheme of the eTicket System



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More information:
qrfy.com/p/2023_trc_p16

eTicket is used to charge toll fees for the use of transport infrastructure without the need to equip the charged vehicle 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 always configurable at the road operator's behest. eTicket enables to charge for transport infrastructure on the basis of time or route, a combination of the two.

eTicket excels at charging for the use of motorways and expressway, where it can become the substitute for the popular "motorway vignettes" seen across many countries.

In such a case, the implementation of our eTicket system replaces the motorway vignette sticker with an electronic customer account. In addition of comfort for road users in the form of not "scraping" old vignettes from the window to replace them, it provides additional benefits for road operators.

Main benefits

- **Cost savings** for the procurement and logistics of vignettes stickers
- **Low initial investment** and operating costs
- **Immediate availability** (never out of stock)
- **Flexible possibilities for change**
- **Better enforcement capabilities** and efficiency

Buying an eTicket is very simple, clear and understandable for the customer. The customer can make a 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 of their vehicle and the start of the validity of the eTicket.

- **Kilometre eTicket**
  (on the principle of a route) eTicket authorizes the vehicle to travel on the route specified on the eTicket. Routes can be precisely defined in advance or can be determined by the customer during the purchase of the eTicket. The customer determines the route by entering its start and end point and can additionally 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

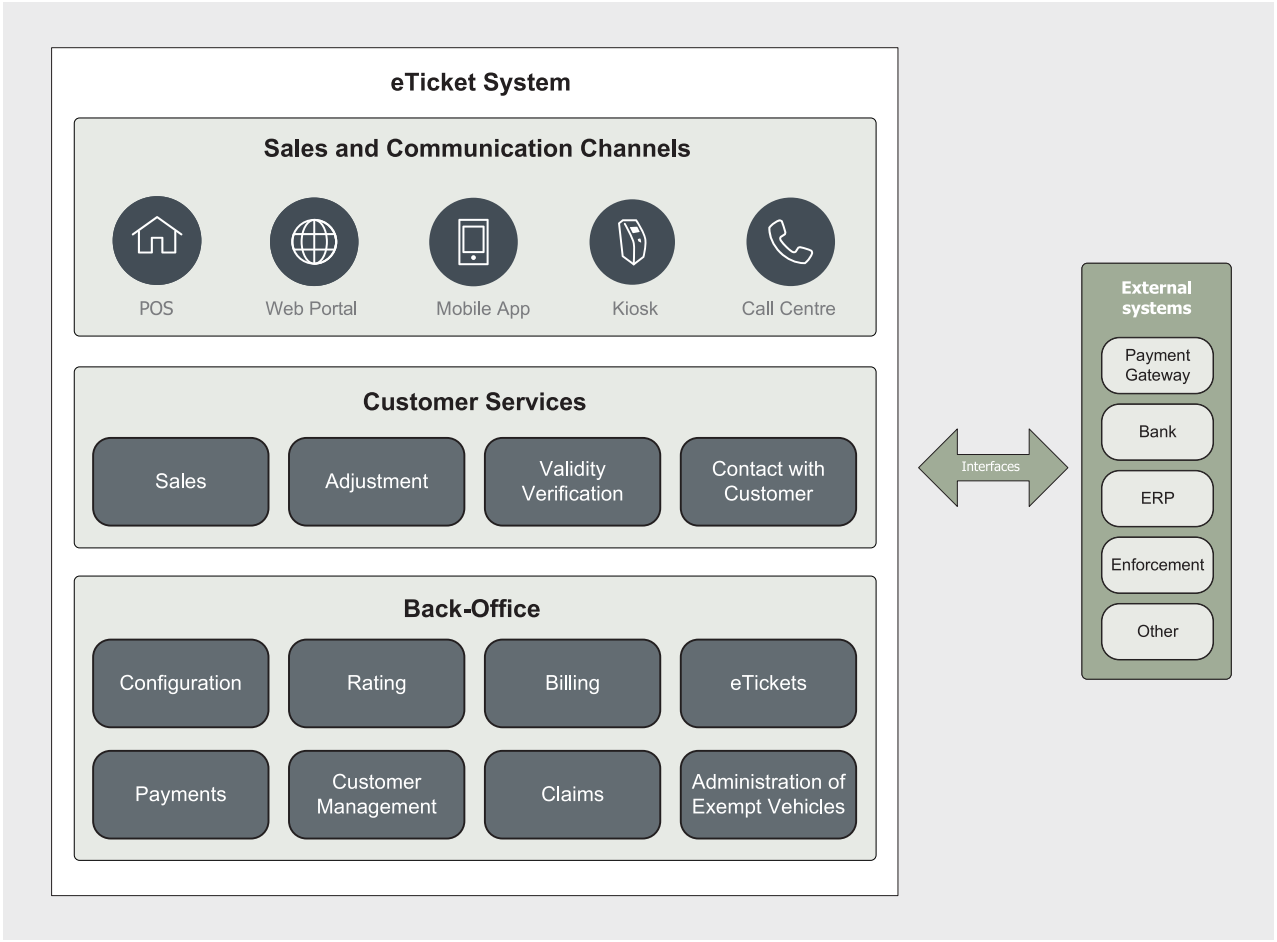
- **Web portal**
- **Mobile app**
- **Point of Sale**
- **Self-service kiosk**
- **Call centre**

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

When designing the eTicket system, we put the main focus on 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 change those data through the web portal and call center, 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 utilized.

Key domains

- Sales and communication channels
- Customer services
- Back-office



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