



1. Requirements of opening a Post Paid Account are subject to:

- Review and approval by Roads and Maritime Services (RMS) E-Toll.
- All applicants are subject to a complete credit history check prior to opening a Post-Paid E-Toll account.
- A **minimum of \$1,200** in tolls per month, if you don't meet the minimum requirement spend of \$1,200 per month you can opt to open another [E-Toll Account](#)
- A **minimum of 10 fleet** vehicles

2. Payment Terms & Payment Methods

Our payment Terms are 14 days from the date your RMS Statement / Tax Invoice are issued via email or postal.

RMS payment methods are Credit / Debit Card, EFT transfer, and Direct Debit

**preferred payment method is either via Direct Debit or Credit Card arrangement.*

3. Fees Schedule

- Towards the beginning of each month, you will be issued with an RMS Statement / Tax Invoice for your Toll use each month
- Monthly administration fee of \$11.00
- You can nominate to receive your RMS Statement / Tax Invoice by email (free of charge) or at a cost of \$2.20 by Postal
- Refer to the Schedule of Fees for further charges

4. Merchant Fees

If you choose to pay by Credit Card (MasterCard, Visa & Amex) a merchant fee will apply;

- Visa Card - \$0.44%
- MasterCard - \$0.44%
- Amex – up to \$1.54%, currently sitting at \$1.056%

To avoid the merchant fee charges, you can opt to pay via the direct debit option.

**subject to change (refer to the Schedule of Fees)*

5. Late Payment Fee

A late payment fee applies where RMS fails to collect your monthly outstanding balance after 14 days you receive your RMS Statement/Tax Invoice, this fee will apply to your next monthly RMS Tax Invoice.

Fee: \$5.50 plus 1.5% applies to your account (refer to the Schedule of Fees)

**To avoid the late payment fee please ensure sufficient funds are available for collection on the 20th of each Month (excluding public holidays).*

6. How do I pay for my tolls?

Payment of your E-Toll invoice can be made via Credit card or Direct Debit and is due 14 days from the issue date shown on each monthly RMS Statement/Tax Invoice. RMS will automatically debit your nominated credit card or bank account on the **20th of each month**.

Please note that failure to pay your invoice within E-Toll's payment terms may result in your Post Paid services being suspended or cancelled, and if your account remains outstanding, you may be referred to a debt collection agency.

7. What information is included on my RMS Statement/Tax Invoice?

Each RMS Statement/Tax Invoice will show your itemised toll usage for any tag or Licence Plate Number attached to your account. The itemised listing will include the date and time, toll road code, lane identifier and cost of all trips by individual tag number.

Your statement will also itemise any financial transactions that occurred on your account during the period, including payments, fees and charges applied and any approved credits or refunds.

If there is a delay in the toll road operator sending trip data through to RMS, the charge may appear on the following months RMS Statement / Tax Invoice.

8. What is the right E-Tag for me?

There are two different classes of tags, refer to the below Vehicle Classification Table:

Class 2 (e.g. car, motorcycle) - vehicle under 2.8m high, with no more than two axles, or vehicle under 2.8m high, with no more than two axles, towing trailer under 2m high with only one axle.

Class 4 (e.g. truck, bus) - vehicle exceeding dimensions for Class 2.

Vehicle Description	Vehicle Class	Notes
Car	Class 2	Any car
Motorcycle	Class 2	Any motorcycle
Truck	Class 4	Any truck
Bus	Class 4	City bus with LPN recorded as MO followed 4 numbers (e.g. MO1234)
Bus (Other)	Class 4	Country Bus with LPN recorded as 4 numbers followed by MO or State Transit bus with ST and any other private busses

9. Where can I use my E-Tag?

Your E-Tag can be used on all toll roads in Australia. Your tag will beep as you pass through a toll point and the toll will be automatically charged to your account. You must provide the Licence plate number of the vehicle that the tag usually resides in to avoid receiving any toll notices for your vehicle, you need to ensure your tag is correctly clicked to the bracket and mounted to the windscreen prior to your travel.

10. How do I order additional tags or brackets?

Unfortunately you are not able to collect your E-Tags from a Service Centre. You can order additional tags or brackets by calling (02) 8837 0712 option 1, or by emailing post_paid@rms.nsw.gov.au

11. What do I do if my tag is lost, stolen, damaged or not working?

If your tag is lost, stolen, damaged or not working call (02) 8837 0712 option 1, or email post_paid@rms.nsw.gov.au

Please advise us immediately to prevent unauthorised tolling transactions being charged to your account or toll notices being issued. You will remain liable for any toll charges debited to your account up until the date you advise us that your tag has been lost, stolen or damaged.

If the tag is faulty due to low battery or a technical fault, your tag will be replaced free of charge.

If your tag is lost, stolen damaged, defaced or indicates that it has been tampered with; your tag security deposit will be forfeited or your account may be charged the non-return tag fee of \$40.

If you require a replacement tag you will need to pay the \$40 tag security deposit for the new tag.

12. How do I find out toll costs and payment methods before I travel on a toll road?

Calculate your tolls using the interactive toll calculators for toll roads across Australia:

- New South Wales - www.sydneyhighways.com
- Victoria - www.eastlink.com.au | www.citylink.com.au
- Queensland - www.govia.com.au

13. If I sell or dispose of my car, do I need to notify Roads and Maritime Services?

Please advise us immediately to prevent unauthorised tolling transactions being issued to your account. Please remember to remove your tag from the vehicle prior to selling or disposing the vehicle. You will remain liable for any toll charges debited to your account up until you advise us that your car has been sold or disposed.

To add or delete a Licence Plate Number to your account, log in to myE-Toll and click on 'Vehicle details' in the Manage my Account Tab. You can then view all of the vehicles linked to your account.

You can also remove Licence Plate Numbers from your account by calling (02) 8837 0712 option 1 or emailing post_paid@rms.nsw.gov.au

14. What are 'No Tag' fees?

On 1 June 2013, Roads and Maritime Services introduced a vehicle matching fee of 55 cents - known as a 'No Tag' fee for people travelling on the Sydney Harbour Bridge or Tunnel without a valid Tag. This fee was introduced to cover the cost of matching a photo of number plates to a tolling account (Other Toll Roads fee may vary from \$0.55c-\$0.75c)

The fee applies:

- If you travel on the Sydney Harbour Bridge or Tunnel without a tag
- If your tag is incorrectly fitted or not mounted correctly (and fails to function)
- And (in all cases) a Toll Notice has not been sent to you

If the tag is not working and you are charged the \$0.55c please contact our Post Paid team 02 8837 0712 option 1 or email post_paid@rms.nsw.gov.au

15. Can I authorise another person to have access to the Post Paid Account?

Yes, the account holder can authorise up to two additional representatives to have access to your account. Log in to myE-Toll Account and click on 'Authorised representatives' to add.

You can also authorise representatives by calling (02) 8837 0712 option 1 or emailing post_paid@rms.nsw.gov.au

Please Note: The authorised representative must provide a password as Proof of Identity in order to access the account. Authorised representatives can perform most functions on the account. This includes, but is not limited to;

- Changing Bank Account Details
- Account Contact Details (email address/ mailing address and phone)
- Order additional tags
- Add additional plate numbers

**Authorised representatives cannot change the Drivers Licence number, the account name, close the account or authorise additional representatives.*

16. How do I check my toll charges?

To check your toll charges, log in to myE-Toll Account and click 'Account statements'

You can also check your toll charges by calling (02) 8837 0712 option 1 or emailing post_paid@rms.nsw.gov.au

17. What if I have received a charge that I do not agree with?

Please send us an email with the details of the charge you are disputing, along with your tag account number and name to post_paid@rms.nsw.gov.au

18. What are the toll codes on my statement?

A specific code will appear on your statement to identify each toll collection point you have travelled through. To view the full list of toll codes, visit [Toll Codes](#)

19. How do I pay a Toll Notice?

If you have received a Toll Notice for travel on Australian Toll Road please contact the Post Paid Team 02 8837 0712 option 1 to discuss further.

20. How do I close my Corporate Account?

If you wish to close your account, the account holder must provide the request on company letter and active tags must be returned to RMS. All outstanding invoices must be paid prior to your request to the close account and the list of License Plate Numbers must be removed