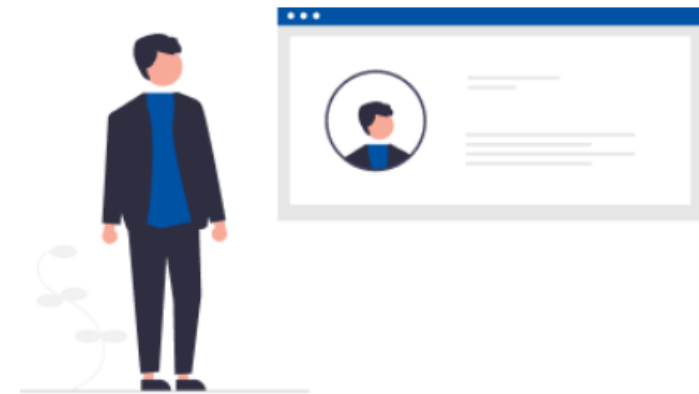


Online Customer Account (OCA)

Instructions for use -
company



1. Go to etoll.gov.pl

2. Log in and confirm your identity

3. Main menu:

- [Desktop tab](#)
- [Billing Accounts tab](#)
- [Vehicles tab](#)
- [OBE \(Devices\) tab](#)
- [History tab](#)
- [Documents tab](#)
- [Reports tab](#)
- [Register your ride tab](#)
- [Calculate route payment tab](#)
- [Notifications tab](#)
- [Tickets tab](#)

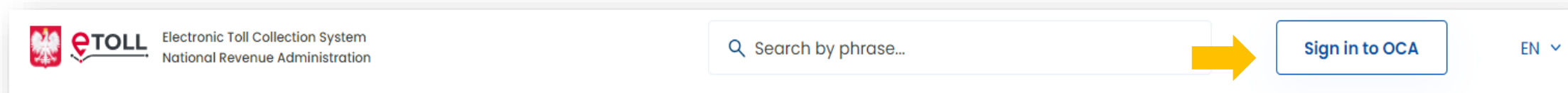
4. Main desktop

- [Information banner](#)
- [Favourites section](#)
- [Recently created users section](#)
- [Customers details](#)
- [Financing](#)
- [Financing notes](#)
- [Generate route report](#)



1. Go to etoll.gov.pl

Select *Sign in to OCA* from the top bar.



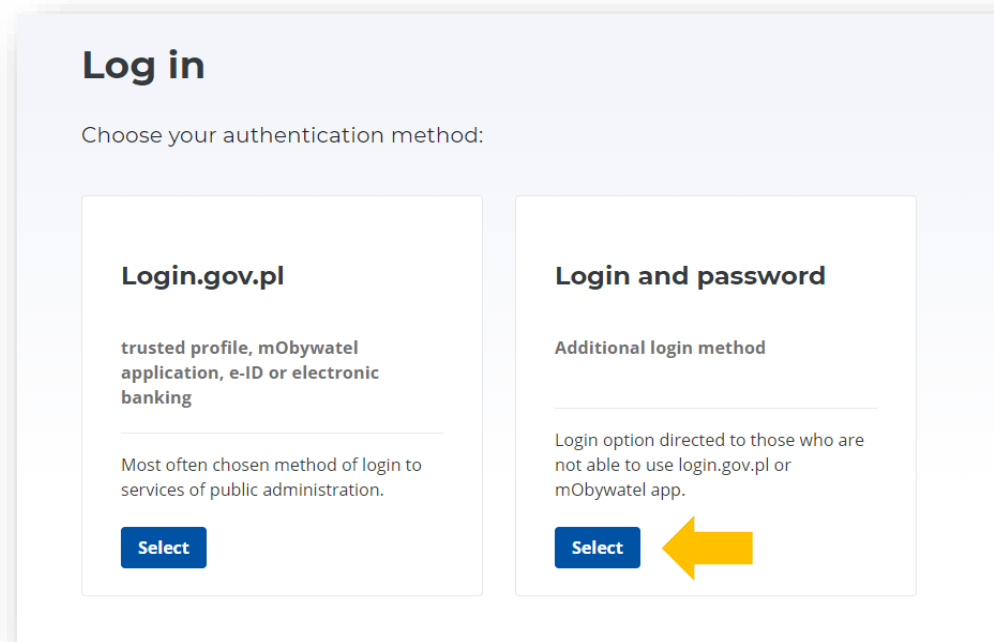
[Back to menu](#)

2. Log in and confirm your identity.

The dedicated login method for people from outside of Poland is:

- login and password

This option requires additional user authentication at a Customer Service Facility (MOK)



Log in

Choose your authentication method:

Login.gov.pl

trusted profile, mObywatel application, e-ID or electronic banking

Most often chosen method of login to services of public administration.

Select

Login and password

Additional login method

Login option directed to those who are not able to use login.gov.pl or mObywatel app.

Select

[Back to menu](#)

A list of parties will appear - select the account you want to use.



List of parties

^ Filters:

Customer status Relation status Your role

Select Select Select

Show results Clear

Customer	Customer status	Role
 Testowa Sp. z o.o. NIP: 52	 Active	Administrator

[Register a new customer](#) 10 Rows per page

[Back to menu](#)

3. On the left side, you will find the main menu with tabs:

The screenshot displays a web dashboard for 'Testowa Sp. z o.o.' with Client ID: 41. On the left, a main menu is highlighted with a yellow border, listing options such as Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets. The dashboard itself features a 'Good morning, Testowa Sp. z o.o.' greeting, a welcome message, and three status cards: Client ID 4, Your role Administrator, and Client status Active. Below these are sections for 'Favourite' (Create billing account, Create financing, Transaction report), 'Recently created users' (Jan Kowalski, Administrator), and 'Generate route report' (By vehicle registration number, By billing account number, By financial note number). At the bottom, there are three cards for 'Customer details', 'Financing', and 'Financing notes'.

[Back to menu](#)

Billing accounts tab

- You can create a billing account [1]
- You can check the list of billing accounts assigned to the customer's account [2]
- **General information** - You can check your balance and, by clicking on the account of your choice, you can top it up [3]
- **Notes** : you can view the notes issued, settlement documents [4]
- **Contact**: you will update your address details required to receive billing documents [5]

The screenshot shows the 'Billing accounts' page for 'Testowa Sp. z o.o.' (Client ID: 41). The left sidebar contains navigation options: Desktop, Billing accounts (highlighted with a yellow arrow), Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets.

The main content area is titled 'Billing accounts' and includes a 'List of parties > Billing accounts' breadcrumb. Below this are filter options for 'Financing type' (Set to 'Select') and 'Billing account status' (Set to 'Active'). A 'Show results' button and a 'Clear' link are present. A warning message states: 'Check that all vehicles have an active OBE. To assign OBE, go to vehicle details.'

Account status	Account name	Number	Financing type	Vehicles
No financing added	Jan1	68	Create financing	Assign vehicles
Active [2]	Jan2	68	Prepayment	1 (0)

At the bottom left, there is a 'Create billing account' button [1]. At the bottom right, there is a '10 Rows per page' dropdown.

An overlay window titled 'Disable account' is shown for 'Jan2'. It indicates the account is 'Active | Number: 68'. It has tabs for 'General information' [3], 'Notes' [4], and 'Contact' [5]. The 'General information' tab shows a 'Balance: 20.00 PLN' with a 'Top up' button. Other details include 'Personalized name: Jan2', 'Financial account type: Prepayment', 'Bank account for the billing account: 921130 3403', 'Account created date: 29/02/2024', and a checkbox for 'I want to receive paper debit notes'. A 'Move vehicles' button is also visible.

[Back to menu](#)

Vehicles Tab

- Here you can find a list of vehicles assigned to your customer account **[1]**
- You can create a new vehicle **[2]**
- In the **Enabled OBE** column, you can check whether a location device is assigned to the vehicle **[3]**

Testowa Sp. z o.o.
Client ID: 4

Desktop
Billing accounts
Vehicles
OBE
History
Documents
Reports
Register your ride
Calculate route payment
Notifications
Tickets

List of parties > Vehicles

Vehicles

^ Filters:

Billing account status: Active
Billing accounts: Select or find
Country code: Select or find
Registration no.: Select or find

OBE
Select or find Show deactivated vehicles

Show results Clear

⚠ Check that all vehicles have an active OBE
To assign OBE, go to vehicle details

Vehicle status	Registration plate	Weight class	Exhaust class	Enabled OBE	Billing account name	Account status
Active	RD [1]	41	Euro4	Assign OBE [3]	Jan2	Active

Create vehicle **[2]**

10 Rows per page

[Back to menu](#)

OBE (devices) Tab

- In this tab you can find a list of the devices assigned to your customer account [1]
- You can create OBE (device) [2]
- After clicking on the selected device, you can assign it to a vehicle [3]
- In the **Actions** field, you can disconnect or deactivate the device [4]

The screenshot displays the 'OBE (devices) Tab' interface. On the left, a sidebar contains navigation items: Desktop, Billing accounts, Vehicles, **OBE** (highlighted with a yellow arrow), History, Documents, Reports, Register your ride, and Calculate route payment. The main content area is titled 'List of parties > OBE' and features a 'Filters' section with dropdowns for 'OBE status', 'Registration no.', and 'Business ID', along with a 'Show deleted OBEs' checkbox and 'Show results' and 'Clear' buttons. Below the filters is a table with columns 'Status' and 'Type'. The table contains one row: 'Assigned' [1] and 'Mobile application'. A 'Create OBE' button [2] is located below the table. A modal window titled 'Delete device' is open, showing details for 'OBE M00' with a 'Business no.' of '-0'. It includes sections for 'Assigned vehicles' and 'Detached vehicles'. The 'Assigned vehicles' table has columns: 'Registration no.', 'Billing account name', 'Billing account no.', 'OBE support type', and 'Actions'. The first row shows '2', 'Jan', and 'Main' support type, with 'Disable' and 'Disconnect' [4] actions. An 'Assign to another vehicle' button [3] is also present. The modal includes a 'Create OBE' button and a '10 Rows per page' dropdown. A 'Back to menu' link is at the bottom right.

History Tab

- Here you will find the history of changes to your account, with the option of selecting an event group or the event type [1]
- You can find information on financial transactions (e.g. top-ups to your billing account) [2]
- You can download a confirmation of the transaction [3]

The screenshot displays the 'History' tab for a user named 'Testowa Sp. z o.o.' (Client ID: 41). The sidebar on the left includes options like Desktop, Billing accounts, Vehicles, OBE, History (highlighted with a yellow arrow), Documents, Reports, and Register your ride. The main content area is titled 'History' and has two tabs: 'Revision history' (marked with [1]) and 'Transactions'. The 'Revision history' tab is active, showing filters for Date (From/To), Event group, Billing account status, and Billing account. Below the filters are 'Show results' and 'Clear' buttons. A second, zoomed-in view of the 'Transactions' tab is shown to the right, featuring filters for Date, Transaction group, and Financing type. It includes a 'Download CSV file' button and a transaction entry for 'Account top-up +50.00 PLN' on 08/03/2023. The transaction details include Transaction no. 10000, Amount 50.00 PLN, and Payment channel Distribution network. A 'Download confirmation' link (marked with [3]) is visible next to the transaction.

[Back to menu](#)

Documents Tab

Here you can find scans of the documents attached to your account:

- company registration documents
- authorization
- guarantees
- vehicle documents (vehicle registration certificates, documents certifying the emission class)

Testowa Sp. z o.o.
Client ID: 41

Desktop
Billing accounts
Vehicles
OBE
History
Documents

List of parties > Documents

Documents

Register Authorization Guarantees Vehicles

Name ↑↓	Document type ↑↓	Date added ↑↓
1.pdf	Company registration details confirmation	28.02.2024

[Back to menu](#)

Reports Tab

You can find trip reports for:

- a vehicle registration number
- a billing account
- account balance

List of parties > Reports

Trip reports

Registration number

Filters:

Date* From: 19.02.2024 To: 21.02.2024 Billing account status: Active Billing account*: Jan

Registration no.*: Z

Show results Clear

Download CSV file

Date / Time	Toll section	Registration no.	Transaction type
20.08.2023 09:09	Węzeł Zabrze Południe -- Węzeł Gliwice Środkowa	I	Toll
19.08.2023 08:08	Węzeł Ruda Śląska -- Węzeł Zabrze Południe	I	Toll
18.08.2023 10:07	Węzeł Chorzów -- Węzeł Ruda Śląska	I	Toll

List of parties > Reports

Trip reports

Billing account

Date*: 19.02.2024 19.02.2024

Billing account status: Active

Billing account: Jan

Generate report

Show archived reports

Identifier	Status	Billing account
730	Generated	Jan
729	Generated	Jan

List of parties > Reports

Financial reports

Balance

Date*: 13.03.2024 08:47

Billing account status: Active

Billing account*: Jan2

Generate report Clear

Date and time	customer ID	Billing account	Balance
2024-03-20 08:48	411	€	200.00 PLN

Download file

Testowa Sp. z o.o.
Client ID: 41

- Desktop
- Billing accounts
- Vehicles
- OBE
- History
- Documents
- Reports**
- Register your ride
- Calculate route payment

List of parties > Reports

Reports

Trip reports

Registration number

Billing account

Financial reports

Balance

[Back to menu](#)

Register your ride Tab

- Functionality for users whose location device has stopped working and is not transmitting geolocalisation data, the ride can be continued after declaring the route
- After filling in all the transit details, click [Calculate the route](#)

Testowa Sp. z o.o.
Client ID: 4

Desktop
Billing accounts
Vehicles
CBE
History
Documents
Reports
Register your ride
Calculate route payment
Notifications
Tickets

Register your ride

Is it a special travel? No

Vehicle*
Select or find

Business ID*
Select or find

Travel duration Travelling now

Travel start
13.03.2024

Start time
07:54

Travel end*
DD.MM.YYYY

Closing time*
HH:MM

Route point*
Search or select a route point from a map

[Calculate the route](#) [Clear](#)

Note!

The 'complete the travel' functionality is for users whose locating device has stopped working!

Remember! Select the point where your device stopped transmitting data to the e-TOLL system as the start point.

[Got it](#) [Discard](#)

[Back to menu](#)

Calculate route payment Tab

When you enter this tab, you will be redirected to etoll.gov.pl/en, where you can calculate the estimated route cost using the e-TOLL route calculator.

Testowa Sp. z o.o.
Client ID: 4

Home » Toll road network calculator

Toll road network calculator

Emission class *
Choose

Vehicle category *
Choose

Find waypoint
Input start point

Route type *
Choose

Calculate cost Clear

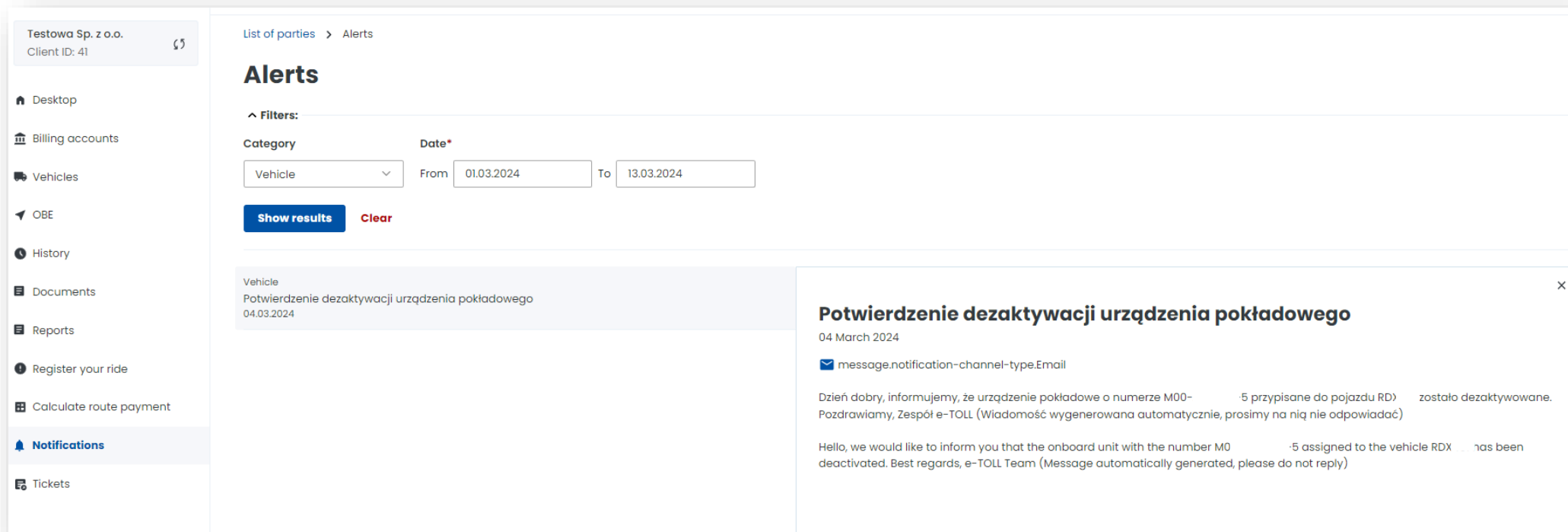
0,00 PLN
Estimated e-TOLL fee for chosen vehicle.

Show tolled roads
 Toll sections list

Back to menu

Notifications Tab

Here you will find information on notifications for the entire customer account.



The screenshot displays a web application interface for a customer account. On the left is a sidebar with navigation items: Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, **Notifications** (highlighted with a yellow arrow), and Tickets. The main content area is titled 'Alerts' and includes a breadcrumb 'List of parties > Alerts'. Below the title are filter options: 'Category' (set to 'Vehicle') and 'Date*' (From: 01.03.2024, To: 13.03.2024). There are 'Show results' and 'Clear' buttons. A notification card is shown with the following details:

- Vehicle**
- Potwierdzenie dezaktywacji urządzenia pokładowego**
- 04.03.2024
- Potwierdzenie dezaktywacji urządzenia pokładowego**
- 04 March 2024
- message.notification-channel-type.Email
- Dzień dobry, informujemy, że urządzenie pokładowe o numerze M00-...5 przypisane do pojazdu RD... zostało dezaktywowane. Pozdrawiamy, Zespół e-TOLL (Wiadomość wygenerowana automatycznie, prosimy na nią nie odpowiadać)
- Hello, we would like to inform you that the onboard unit with the number M0...5 assigned to the vehicle RD... has been deactivated. Best regards, e-TOLL Team (Message automatically generated, please do not reply)

[Back to menu](#)

Tickets Tab

- You can create a request from the categories: financial, technical, settlement of viaTOLL, inconsistency or change data, general, complaints, no top-up on billing account
- Check the status of your application

The screenshot displays the 'Issues' tab in a web application. On the left, a sidebar menu includes options like Desktop, Billing accounts, Vehicles, OBE, History, Documents, Reports, Register your ride, Calculate route payment, Notifications, and Tickets (highlighted with a yellow arrow). The main content area shows a list of issues with columns for 'Issues', description, and date. A modal window titled 'Application form' is open, showing a 'Category*' dropdown menu with options: Financial, Technical, Settlement of viaTOLL, Data inconsistency or change data, and General. A text input field is present below the dropdown, with a character limit of 1000. The modal also features 'Send issue' and 'Cancel' buttons. A yellow arrow points from the 'Show results' button in the issues list to the modal. A 'Back to menu' link is located at the bottom right of the modal area.

Issues

Filters: Category: Select, Date*: From 05.02.2024 To 21.02.2024

Show user tickets

Show results **Clear**

Issues	Description	Date
<input type="button" value="Issues"/>	Brak naliczonej opłaty elektronicznej (ID ZGL4)	25 Sep
<input type="button" value="Issues"/>	Zamknięcie finansowania (ID ZGL3)	25 Sep
<input type="button" value="Issues"/>	Zwrot środków z konta rozliczeniowego eTOLL - Zamknięcie konta (ID ZG...	25 Sep
<input type="button" value="Issues"/>	Nieprawidłowości web (aplikacja e-TOLL PL, IKK) (ID ZGI 17)	25 Sep
<input type="button" value="Issues"/>	Propozycje usprawnień (ID ZGI 7)	25 Sep
<input type="button" value="Issues"/>	Nieprawidłowe dane pojazdu (ID ZGL2)	25 Sep

Application form

Category*

Select

- Financial
- Technical
- Settlement of viaTOLL
- Data inconsistency or change data
- General

Enter a value

Maximum length - characters: 1000 (0/1000)

Send issue **Cancel**

Details necessary to process an issue:
• Select ticket category and subject

[Back to menu](#)

4. On the right is the main dashboard.

Here you will find the most important information and features of the OCA:

- Information banner - Client ID, user role, Client status
- Favourite section - you can select up to 3 favourite functions
- Recently created users section - displays 4 most recently added users, you can go to the users tab from here
- Customer details - key customer information
- Financing - information on finances, available means, collateral, guarantees
- Financing Notes
- Generate route report

Good morning, Testowa Sp. z o.o.

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID: 4 | Your role: Administrator | Client status: Active

Favourite

- Create billing account
- Create financing
- Transaction report

Recently created users

- Jan Kowalski Administrator

Customer details | **Financing** | **Financing notes**

Generate route report

- By vehicle registration number
- By billing account number
- By financial note number

[Back to menu](#)

Information banner

Here you can find:

- Client ID
- user role
- Client status - active, inactive, unconfirmed

The screenshot shows a dashboard for 'Testowa Sp. z o.o.' with a welcome message and several sections. A blue banner at the top left says 'Welcome to the Online Customer Account' and 'From now on, all your most important functionalities are available from the position of the new dashboard.' To the right, three cards display 'Client ID 41', 'Your role Administrator', and 'Client status Active', with yellow arrows pointing from the banner to each. Below are 'Favourite' and 'Recently created users' sections. At the bottom, there are three cards for 'Customer details', 'Financing', and 'Financing notes', and a 'Generate route report' section with three options: 'By vehicle registration number', 'By billing account number', and 'By financial note number'.

Good morning, Testowa Sp. z o.o.

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID
41

Your role
Administrator

Client status
Active

Favourite +

- Create billing account >
- Create financing >
- Transaction report >

Recently created users

- Jan Kowalski
Administrator

Customer details

Financing

Financing notes

Generate route report

- By vehicle registration number >
- By billing account number >
- By financial note number >

[Back to menu](#)

Favourite section

You can select up to 3 of your favourite OCA functions, which will always be at hand:

- to add them [click here](#) and select the features you are interested in
- then click Save functionalities

The screenshot displays the 'Good morning, Testowa Sp. z o.o.' dashboard. A 'Favourite' section is highlighted with a yellow arrow, showing a list of functions: 'Create billing account', 'Create financing', and 'Transaction report'. A modal window titled 'Favourite functionalities' is open, allowing the user to select up to three functions. The selected functions are 'Create billing account', 'Create financing', and 'Transaction report'. A 'Save functionalities' button is visible at the bottom of the modal. A 'Recently created users' section shows 'Jan Kowalski' as an administrator. A 'Back to menu' link is located at the bottom right of the dashboard area.

Recently created users section:

- this is where you add users who will have access to your OCA account
- you will see 4 most recently added users
- from here you can go to the Users tab

Good morning, Testowa Sp. z o.o.

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID
41

Your role
Administrator

Client status
Active

Favourite

- Create billing account
- Create financing
- Transaction report

Recently created users

- Jan Kowalski
Administrator

Users

Filters:

User roles
Select

Show results Clear

First name, surname	Role	Relation status
Jan Kowalski	Administrator	Approved

10 Rows per page

[Back to menu](#)

Customers details

Here you have access to basic information about the user and can edit the data at any time.

The screenshot displays a dashboard for 'Testowa Sp. z o.o.' with a 'Good morning' greeting. A blue banner welcomes the user to the Online Customer Account. Key information includes Client ID 41, role Administrator, and status Active. A 'Favourite' sidebar lists 'Create billing account', 'Create financing', and 'Transaction report'. A 'Recently created users' section is also visible. A 'Customer details' card is highlighted with a yellow arrow pointing to a modal window. The modal shows 'Subject details' (Address, PESEL, Role: Administrator, Status: Active) and 'Contact details' (Phone no., E-mail, Alerts). A yellow arrow points to the 'Edit data' button in the modal. To the right, a full 'Edit data' form is shown with fields for Country (Poland), Region, County, Commune, Town/city (warszawa), Street (Warszawska), Building number (1), Apartment number, Post code (01-000), and Contact method. A 'Back to menu' link is at the bottom right.

Financing

- you can create financing
- you can check your balance and verify your financing
- you can top up your account, edit parameters

Good morning, Testowa Sp. z o.o.

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Favourite +

- Create billing account >
- Create financing >
- Transaction report >

Customer details | **Financing** | **Financing notes**

Client ID 41 | **Your role** Administrator | **Client status** Active

List of parties > Desktop > Financing

Financing

Filters:

Financing type: Select | Billing account status: Active

Show results Clear

Check that all vehicles have an active OBE
To assign OBE, go to vehicle details

Financing status	ID	Financing type	Balance	Balance status
Active	44	Prepayment	200.00 PLN	Normal balance

Create financing

By financial note number >

10 Rows per page

[Back to menu](#)

Financing notes

In this tab you have access to the financing notes issued.

Good morning, Testowa Sp. z o.o.

Welcome to the Online Customer Account
From now on, all your most important functionalities are available from the position of the new dashboard.

Client ID 41 | Your role Administrator | Client status Active

Favourite

- Create billing account
- Create financing
- Transaction report

Recently created users

- Jan Kowalski Administrator

Customer details | **Financing** | **Financing notes**

Generate route report

- By vehicle registration number
- By billing account number
- By financial note number

Financial notes

List of parties > Desktop > Financial notes

Filters:

Billing account status: Active | Billing accounts*: Select

Show results Clear

[Back to menu](#)

Generate route report

Here you have access to reports generated by vehicle registration number or billing account number.

In addition, you can download them in an Excel file.

The screenshot displays a user interface for 'Testowa Sp. z o.o.' with a 'Good morning' greeting. A 'Favourite' sidebar lists 'Create billing account', 'Create financing', and 'Transaction report'. The main area includes 'Customer details', 'Financing', 'Financing notes', and a highlighted 'Generate route report' section. This section offers three options: 'By vehicle registration number', 'By billing account number', and 'By financial note number'. Two side panels show filter options for 'Trip reports'. The top panel is for 'Registration number' with filters for 'Date' (From/To), 'Billing account status' (Active), and 'Billing account' (Select or find), with a 'Show results' button. The bottom panel is for 'Billing account' with filters for 'Date' (From/To), 'Billing account status' (Active), and 'Billing account' (Select or find), with a 'Generate report' button. A 'Back to menu' link is located at the bottom right.

You can find more information about the
Online Customer Account at etoll.gov.pl.