OPEN BALKAN

Web portal – Instruction Manual

Contents

Versions

Version	Date	Description	
1.0	1.1.2023	User manual	
2.0	1.3.2023	User manual update	

INTRODUCTION

The WEB portal for electronic toll collection is a unique platform for electronic toll collection that allows residents of the Republic of Serbia and countries that will join the joint project of connecting electronic toll collection in the region to pay tolls online with the same TAG device. The aim of the project is to enable users to use the same TAG device in the countries of all participants in the project of connecting electronic toll collection, and payment will be made with the payment cards registered on the portal.

Only TAG devices that are configured as OPEN BALKAN TAG and registered on the web portal for electronic toll collection will be able to use the motorways of project members with the same TAG.

USER FLOW
- The user goes to the point of sale to buy a TAG
- He/she selects the OPEN BALKAN agreement at the point of sale
- The seller prints the AGREEMENT on which there is a QR code
- The user must wait a minimum of 10 minutes before the TAG is propagated through all elements of the system
- The user scans the QR code with their mobile device or types the url address into their computer's web browser (https://openbalkan-etc.com)
- If he/she used a QR code to open the page, most of the fields will already be filled in
- The user fills in the remaining fields and then proceeds to the step of connecting the card
- After entering the card number and successful validation, the user is redirected to the "THANK YOU" page
- At the same time, credentials for logging into the user portal are sent to the user's registered email address

How to register users who have purchased an ENP device in the form of Pošta parcel in one of the branches of PE "Pošta Srbije"

The user scans the QR code that is an integral part of the Agreement or visits the URL address in the web browser (https://openbalkan-etc.com)

- If the user uses a QR code to open the page, it is necessary to change the following fields:
  o registration number (**enter your registration number**)
  o verification code (**enter the registration number from the agreement**)
  o user name (**enter your name**)
  o user's surname (**enter your surname**)
  o address (**enter residential address**)
  o city (**enter the city**)
  o E-mail address of verification (**re-enter the e-mail**)
  o phone number (**mandatory field**)
- After filling in all the specified fields, the user proceeds to the step of connecting the payment card
- After entering the card number and successful validation, the user is redirected to the "THANK YOU" page
- At the same time, credentials for logging into the user portal are sent to the user's registered email address

This procedure completes the registration of TAG device on the portal.

Note:

Thirty minutes after registering on the web portal for electronic toll collection, the user can pass through the toll station with the TAG device. Otherwise, the user will not be allowed to pass with the specified TAG device.

TAG device registration procedure step by step

The user scans the QR code from the agreement received at the point of sale, or types the portal address into the web browser and fills in the required fields.

If the user accessed the page via QR code, most of the data is filled in based on the information entered by the seller at the point of sale. In this way, the registration process is simplified for the user, who will not have to re-enter the data he/she previously dictated at the point of sale. It is necessary to fill in all data, so that the form is valid.

It is necessary to enter the result from the image in the empty field, check I Agree with the General Business Terms and Conditions and the Privacy policy.

After this, the user clicks on the payment button, leaves the OPEN BALKAN portal and goes to bank's IPG to enter the card number. The OPEN BALKAN portal does not affect this part of the process, it does not save data about the user's card, and in this way the transaction is safe.

On the IPG, the user enters the card data and if the information is valid, clicks on the CONFIRM button. After the 3D secure procedure and confirmation of the correct transaction, the user is redirected to the THANK YOU page on the OPEN BALKAN portal, which completes the TAG device registration procedure.

It is necessary that the payment be enabled on the payment card used for registration via the internet channel. A large number of cards for online payment require 3D secure confirmation of the transaction. If the user is not redirected to the page for "3D secure" check and receives a message that the transaction has been cancelled, it is necessary to perform additional checks with the payment institution that issued the card.

User portal

After the successful registration of the TAG device, the user is sent an email notification with the credentials to log in to the user portal where he can see:

- Personal data
- The status of created invoices and their download
- History of passages by TAG
- Registered cards and add a new card
- The list of his/her TAG devices and add a new TAG device

User profile: After logging in to the portal, a form opens where the user can see information about his/her profile.
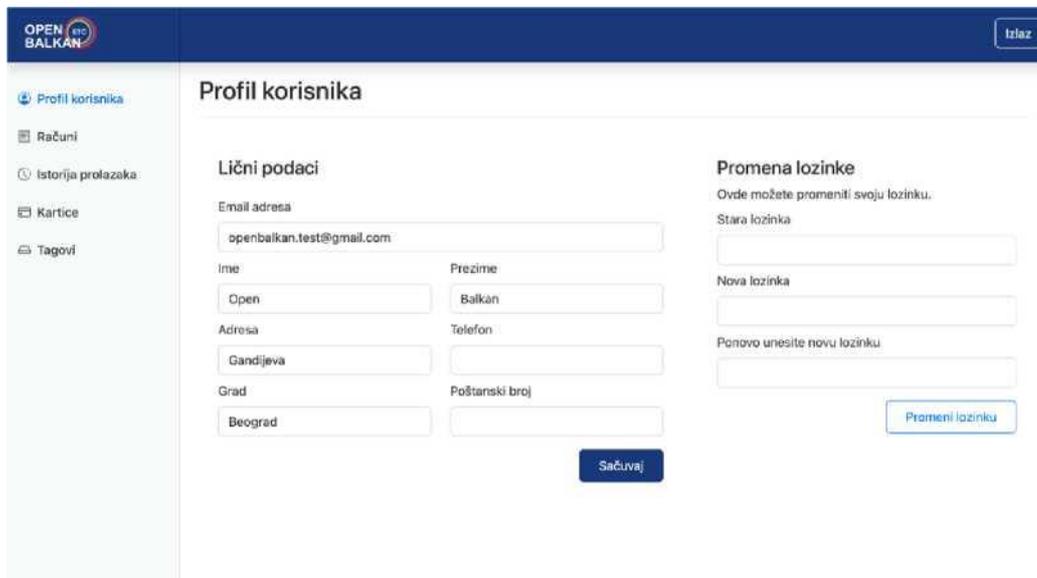
On this page, the user can make changes related to the account. He/she can change Name, Surname, Address, Phone, City, Postal code and Password.

By clicking on the "Save" button, the message "Data has been saved" will be displayed if all fields are filled in. If a field is empty, a message is displayed that the field is mandatory and the information that was previously saved is returned.
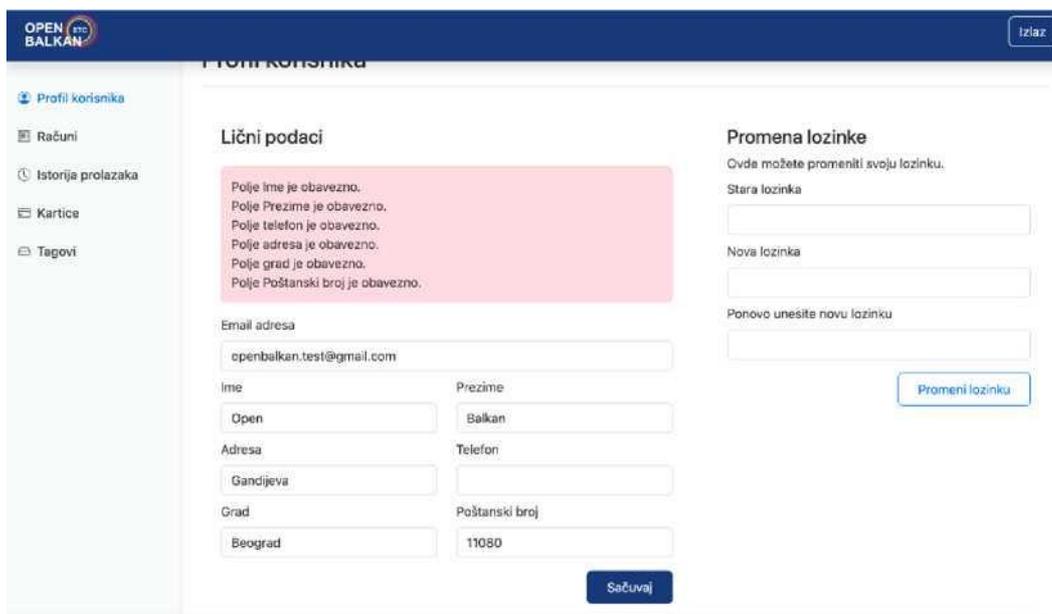
When changing the password, it is necessary to enter the old password first, if the wrong password is entered, the message "The old password was entered incorrectly" will appear.

The new password must contain at least 5 characters, if less than 5 characters are entered, a corresponding message will be displayed.

To correctly change the password, it is necessary to repeat the same password in the field below (Re-enter the new password). If the passwords are different, the message "Re-entered password does not match the new password" is displayed.

When the user enters a valid password and repeats the same password, the new password is stored in the database and the user can use the new password in the future.

Invoices: By clicking on the "Invoices" tab, the "My Invoices" form opens, where all invoices related to the user are displayed.

You can see more information about the invoice by clicking the details button in the ACTION column.

The invoice can be downloaded in pdf format.

If the user does not have enough funds on the registered payment card, the user will pass through the toll station without any problems, while the system will try to charge the registered payment card in the next four days. If the payment card is not charged within the specified time, the TAG will be blocked, i.e., the user will be prevented from using the TAG device. The toll collection process will be systematically attempted every two days. When the payment is successfully made, the TAG device will be unblocked in the next 30 minutes and the user will be able to use the TAG device again.

Version 2.0

History of passages: By clicking on the tab "History of passages", a form opens where information about the tag, the time of passages at the toll booth and the price per passage are displayed.

In this card, it is possible to search for tags by serial number and by the time of passage through the toll booth.

If the user has a complaint about the passage he or she made, he/she can file a complaint, i.e., make a complaint by clicking on the text "Complaint".

After the user fills in the form, by clicking on the "Confirm" button, the complaint is registered in the database and the user can expect a response to the e-mail address used when logging in to the portal. If the form is not filled in correctly, errors will be displayed to the user.

If the user is not satisfied with the received response to the complaint, the user also has the option to submit an objection to the received response.

To file a complaint, the user needs to fill in the form that appears after clicking on the "Complaint" button.

If the form is not filled in, errors will be displayed to the user.

Payment cards: By clicking on the "Cards" tab, the form "My cards" opens, where the user has an overview of the bank cards linked to his/her profile.
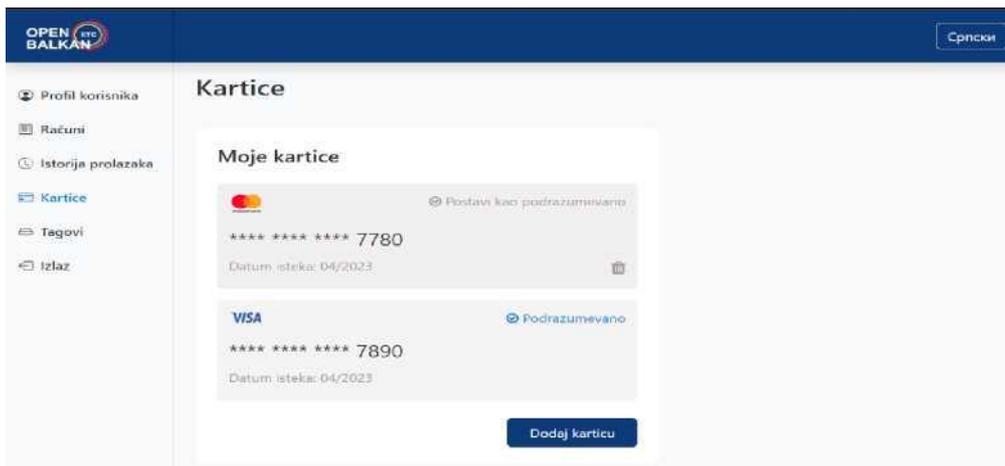
It is possible to add and delete a card. One card must be linked to the user and it cannot be deleted.

By clicking the "Add a card" button, the user is redirected to the IPG for adding a card, where the user can add a new card.

It is not possible to add the same card more than once.

Overview of TAG devices: By clicking on the "Tags" tab, a form opens where information about tags, the vehicle category they belong to, and their status are displayed.
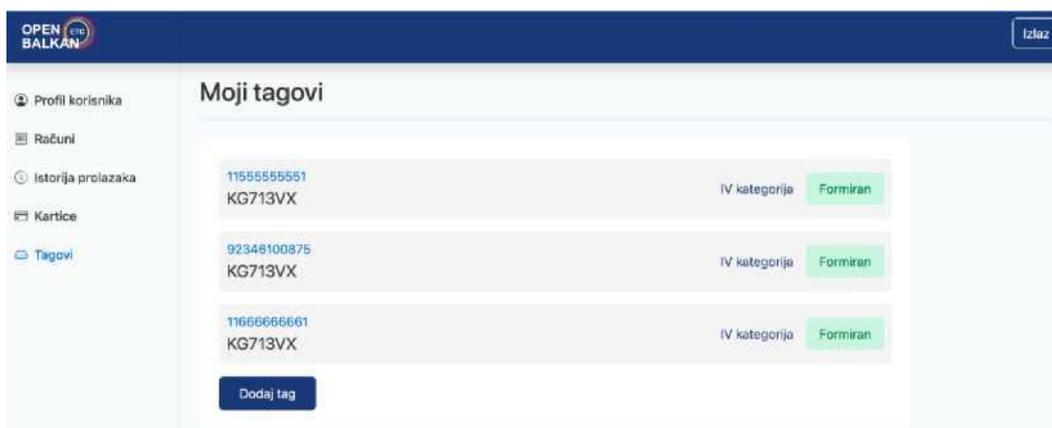
In this form, the user can add a new tag, by clicking the "Add a tag" button, the form for adding a tag opens. In that form, it is mandatory to enter the serial number of the tag and the verification code (the verification code is the vehicle's license plate number).
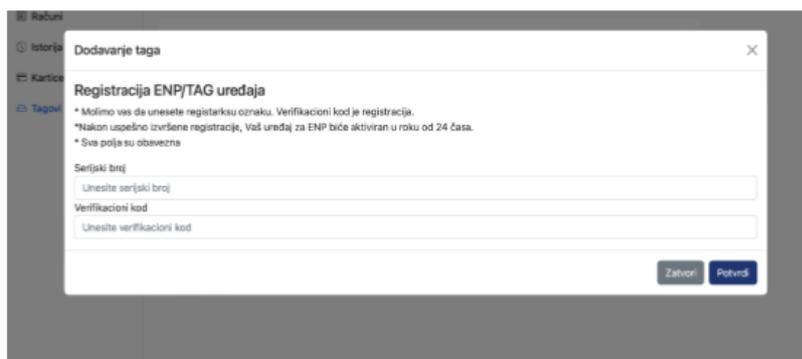
If only the verification code is entered, but no serial number is entered, or the serial number is entered but no verification code is entered, a message is displayed stating that both fields are mandatory.
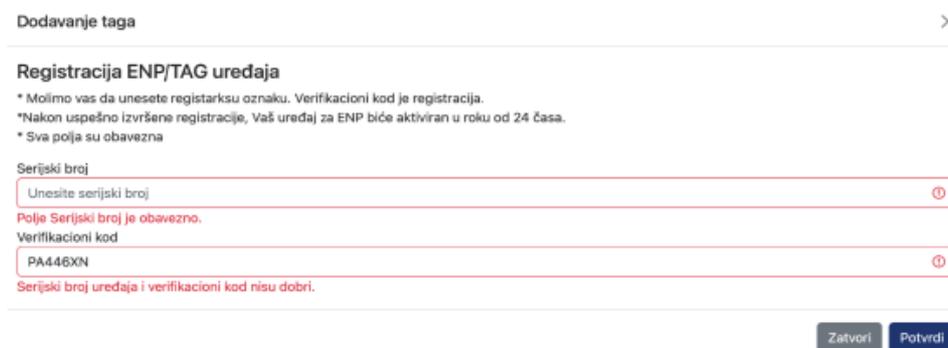
If the user tries to enter a tag that is linked to another user, the following message is displayed: "The device cannot be issued at this time".

If the serial number of the tag and the license plate number (verification code) are entered correctly, by clicking the confirm button, the following message is displayed: "Data has been saved".

The tag has been sent for verification and the "Awaiting Verification" status is displayed in the "Tags" section.

Collection of completed transactions

After the user has successfully registered his/her TAG device, the system places this device on the WHITE list in the database of PE "Roads of Serbia" and the TAG can be used regularly.

The OPEN BALKAN portal pulls the spending specification for the TAG device from the database of PE "Roads of Serbia" on a daily basis and creates an invoice. After the invoice has been created, the collection system is initiated from the registered bank card and the status of the completed transaction is sent to the user's email.

In the event that the payment is not successful after several attempts, the TAG device is placed on the SILVER list until the debt is settled.