

USER GUIDE FOR REGISTRATION ON THE TAG4ALL WEB PLATFORM FOR ELECTRONIC TOLL COLLECTION

The electronic toll collection (ETC) web platform enables online toll payments at toll stations in the Republic of Serbia and other Toll4All member countries using the same TAG device. Currently, the service is available in North Macedonia, Montenegro and Croatia, with plans to expand to Bosnia and Herzegovina and Greece.

The electronic toll web platform includes the following steps:

1. Register on the ETC web platform at: <https://enp.s-blue.us/> or via the QR code provided on the TAG purchase agreement.
2. Register your payment card.
3. After using the ETC service, the toll amount will be charged to the registered payment card.

Requirements:

To activate the service in Serbia, the user must own a TAG device and have a payment card issued by Mastercard, Visa, DINA, or UnionPay.

For using the service in other countries, only VISA or Mastercard cards are accepted.

Registration Process:

1. The user visits the ETC web platform at <https://enp.s-blue.us/> or scans the QR code from the TAG purchase agreement.
2. The user enters the TAG serial number and the license plate number from the agreement (if not auto-filled via QR code).
3. The user fills in personal details in the registration form (full name, address, phone number, email, vehicle registration number, etc.).
4. If all data is valid, the user is redirected to the bank's portal to register their payment card. Upon completion, login credentials for the ETC user portal will be sent to the user's email.
5. After successful registration of the payment card, the TAG is activated and ready for use.

NOTE:

If the user wishes to use the same TAG device in North Macedonia, Montenegro, Croatia or other future participating countries, the process is the same:

- Log into your ETC web account
- Go to "Cards", then select the desired country (e.g., North Macedonia)

- Click “Add card” and register your payment/debit card for toll collection in that country
- The user must read and accept the Terms and Conditions and Privacy Policy specific to the selected country

After this, the TAG is fully registered and ready for toll collection across the TAG4ALL system.

Activation Time:

- 15 minutes after registration, the TAG can be used in Serbia
- 30 minutes after card registration, it can be used in North Macedonia, Croatia and Montenegro

Automatic Payment:

Toll charges will be automatically withdrawn from the registered payment card on the following day after using a specific highway section.

If the user has reconfigured their existing TAG device and funds have been deducted, they can request a refund through their web account by selecting “Refund Request” and entering the necessary information. The request will be submitted to JP Putevi Srbije (Roads of Serbia).

IMPORTANT NOTICE:

It is highly recommended to scan the QR code using your phone’s pre-installed camera app. If the default app cannot recognize the QR code, proceed by manually entering the data on the web platform.

Avoid using third-party QR scanner apps from app stores, as they may lead to misuse of personal and payment card data. JP Putevi Srbije is not liable for any damage caused in such cases.

CONTACT CENTER

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