

User guide

for National Toll Payment Services PLC's e-Customer Service Portal

The service provider NTPS PLC operates an e-Customer Service portal at ematrica.nemzetiudij.hu. The User may only utilize the services of the portal after registering and accepting the General Terms and Conditions (GTC).

The service of purchasing e-vignettes (road use authorization, SZJ 63.21.220) is available through the e-Customer Service portal.

The following functions can be used on the e-Customer Service portal:

- registration;
- log in;
- modification of registered data;
- purchase of e-vignettes (road use authorization);
- view cart;
- view previous purchases and their invoices, and download them;
- detailed information and documentation, with the option to download;
- log out.

Registration

The User may only utilize the services of the portal after registering and accepting the General Terms and Conditions (GTC). To register, please click the "Registration" button.



During the registration it is only compulsory to enter two data:

- the User's e-mail address, which will also serve as the login name and notification address;
- a password of at least 8 characters.



Even though the system accepts nearly any character when setting the password, we recommend the usage of the upper and lower case letters of the English alphabet and Arab numerals. This way you can safely access the e-Customer Service portal even when using another device in different systems, with different language settings.





Always pay attention to the security of your password. At certain intervals and at any hint of your password having ended up in unauthorized hands, change the password immediately on the e-Customer Service portal's "Change registration" page.

You can enter the data above in the upper part of the registration page, under "Login data".

The quick registration described above allows access to the services of the e-Customer Service portal.

If you do not wish to add additional data, please accept the General Terms and Conditions (GTC) at the bottom of the page and enter the security code from the graphic pattern below the input field.

 Before accepting, please read the GTC by clicking the link below the check box.

 *It is necessary to enter a security code to avoid online bot applications.*

As the final step of registration, you must confirm the validity of your e-mail address by clicking the link included in the e-mail sent to the registered e-mail address. This concludes the registration.

Should you wish to access the portal several times, it is recommended that you enter additional data which the system may offer as default values at certain functions. These data can always be overwritten, so the additional data entered during the registration represent no limitations or constraints.

These include:

- name and address for billing
- a registration number if you mostly purchase products for the same one.

Log in

After clicking the Log in button, a window pops up prompting you to enter your registered e-mail address.



If you click the icon of an e-vignette on the main page without logging in first, the login window will pop up automatically.

If the GTC is changed, please read the modified terms and conditions after logging in and accept them by clicking on the check box. If you have forgotten your password or have not registered, you may click the relevant link at the bottom of the registration window to access these functions directly.

In the case of a forgotten password, the e-mail address provided during the registration and a security code from an image below the input field must be entered. If you click on the link sent via e-mail, you can enter a new password.

Modify registered data



Your data which you entered during the registration can be modified, except for the e-mail address.

This screen and the recording options are identical to the registration interface. Should you wish to register another e-mail address, you can do so as a new registration.

Purchasing an e-vignette


You can initiate a purchase by clicking on the icon of the e-vignette type you would like to purchase on the main page.


If you have not logged in first, the login window will pop up automatically.


Data entry

Using the next screen, you can enter and change details of your data. The option of change also applies to data you have selected on the main page (toll category, validity period).

By default, the start of validity is the current date. If you want to purchase something for a later date, you can also enter the desired date or select one from the pop-up calendar.

 *It is not possible to enter a date in the past, that is, e-vignettes cannot be purchased retroactively.*


 *Instead of typing the date in, we recommend selecting it from the pop-up calendar to avoid mistakes.*

 *If the start date of validity is the day of purchase, the exact time of validity (hours:minutes) is the same as the time of purchase. Please keep this in mind, especially when making purchases a little before midnight.*

The system automatically offers the registration number entered during the registration, this can be freely modified during the purchase.

Should you wish to buy several of an indicated e-vignette type for contiguous validity, please check the “Contiguous purchase” check box and select the required number from the drop-down list. The end of the final vignette’s validity is displayed below for your information.

By clicking “Next”, you can move to the data verification page. If there are any overlaps in the validity periods of e-vignettes from the current purchase and previous ones from this portal or ones which were put in the cart earlier, a notification is displayed.

 *It is important to note that the validity overlap check only considers already bought e-vignettes which were purchased from this portal and with this registration ID.*

Verification

Please verify the validity of the data entered since we cannot cancel excess charges which resulted from errors in data entry.

To change data, click “Back” or click “Next” to place them in the cart.

Cart

On the Cart page, you can view the details of certain items by clicking the downward pointing arrow on their left side.

Please choose whether you require an invoice about the purchase or just a road use voucher (control slip). If you selected the invoice check box, the input field of the data necessary for the invoice appears on the right side, which contains the data you entered

during the registration. Except for the contracting partners, these data can be freely overwritten.

Payment Modes

- on-line payment with debit card, which is available for all Users;



Should you wish to place further e-vignettes in your cart, please click on the button “Buy new vignettes”. To proceed to payment, please click “Submit order”.

Please make sure to check the correctness of your data before submitting the order. If the data entered are correct, tick the check box “The above data are correct”. It is not possible to continue without ticking the check box, a notification will appear about this on the page.

[Payment](#)

If you have chosen to pay with debit card, you should click “Online payment” to be redirected by the system to OTP Bank’s payment page where you must enter your debit card details to finalize the purchase.

OTP Bank’s payment site is a general site that can be used for other online payments as well, so it also offers other payment modes (e.g. SZÉP card) that cannot be used for purchasing e-vignettes. Before you click on “Online payment” on the Cart site, here you can find information about the payment options and conditions related to the portal.



NTPS Plc does not access, store or handle your debit card details in any way.

After payment, the e-Customer Service portal appears again, with a notification in case of a failed payment. In this case the item ordered will stay in the Cart, so please try again to pay later.

[Receipt](#)


Following successful payment, on the “Receipt” page you can view and download the control slip of the e-vignette (separately for each vignette) and an e-invoice if you requested one. The control slip of the e-vignette appears immediately, while the e-invoice appears a few minutes (max. 60 minutes) later.

You may download the receipts later on the “Previous purchases” page under the menu item “Invoice history”.



Cart

You can view the contents of your cart here. By clicking the downward pointing thick arrow to the left of each item you can view its details provided.

The  icon on the right side of items allows you to delete unnecessary items.

Should you wish to place further e-vignettes in your cart, please click on the button “Buy new vignettes”. To pay for the contents of the cart, please click “Submit order”.

Before submitting your order, always check the correctness of the data entered and confirm it by ticking the check box entitled "The above data are correct". If you have not ticked the check box, a note will warn you of the need to do this.

Previous purchases

Here you may view previous purchases launched with the e-mail address which was used for logging in.



Here you can review and download the receipts, i.e. the control slips of any of your previously purchased vignettes, along with any e-invoices if requested during the purchase.

Log out

By clicking the "Log out" button on the main page, you may log out of the portal immediately, without further confirmation.



If you have not completed the payment process, any items left in your cart will be available the next time you log in.

Thank you for using our services.

The National Toll Payment Services Plc wishes you a safe trip