

The Mobile Application eznamka

FREQUENTLY ASKED QUESTIONS

Keyword: Validation Code

Q: I forgot my Validation code, what should I do?

A: You can find your Validation code in the SMS that we have sent you after registration.

Keyword: Buy e-Vignette

Q: How can I buy a new eVignette?

A: 1. You can go to the Menu and select the action **Buy eVignette**.

Keyword: Types of eVignettes

Q: What kind of the eVignettes for vehicles can I buy for the payment of the toll in Slovakia?

A: For the vehicles there are eVignettes based time validity in Slovakia (1-year, 30-day or 10-day).

Keyword: Types of Charged Vehicles

Q: What kind of the vehicles are charged by eVignette payment in Slovakia?

A: For the vehicles there are eVignettes based time validity in Slovakia (1-year, 30-day or 10-day).

The obligation of eVignette payment when using the highways and expressways applies to the following vehicles:

- two-track motor vehicles or vehicle combinations up to 3.5 tons;
- two-track motor vehicles of the M1 category regardless of the total maximum permissible weight;
- two-track vehicle combinations consisting of a motor vehicle of M1, N1, M1G or N1G category regardless of the maximum permissible weight of the vehicle combination.

Keyword: Add Existing eVignette

Q: Can I add the existing eVignette already bought on the point of sale into the application?

A: Yes, selecting the Menu and choosing the action **Add Existing eVignette** you will be asked to enter LPN and county of registration of the vehicle and ID of the bill from the point of sale.

Keyword: Check Validity of eVignette

Q: How can I check till when the eVignette is valid?

A: Selecting the Menu choosing the action **Check Validity**. You will be asked to enter LPN and county of registration of the vehicle. Following the process you will see the validity of the selected eVignette.

Keyword: Customer Problem Solving

Q: How can I submit the request or claim in the application?

A: Selecting the Menu and choosing the action **Send Request/Clam**. You will be asked to fill in all necessary data to submit appropriate request or claim.

Keyword: Erased eVignettes

Q: Is the eVignette still valid if I delete it from the list of the eVignettes?

A: Deleting the eVignette from the list of the eVignettes, the validity has not been cancelled. Validity of the eVignette is dependent on type of the eVignette (1-year, 30-day or 10-day) and the starting day of eVignette validity.