



eToll ZAMBIA

A Dot Com Zambia PLC Product

GETTING STARTED — ETOLL

An eToll account is a prepaid online account that allows vehicles to use a card as a cashless form of payment at Toll Plazas. Registration, funding and card management are now all handled directly through the eToll platform at

www.etoll.co.zm, which also gives fleets access to Zuba AI, DotCom's built-in assistant for reports and support.



eToll by the numbers: 1,800+ active users, 50,000+ registered vehicles, 300+ corporate clients, 10M+ transactions processed.

eToll & Zuba AI

eToll is part of DotCom's wider fleet ecosystem, alongside eFuel (cashless fuel card payments at selected stations). The eToll platform now includes Zuba AI, which lets fleet administrators:

- Ask questions about toll, vehicle and transaction data in plain language, instead of building reports manually
- Get instant insights into spending trends, exceptions and vehicle-level activity
- Get first-level support and troubleshooting at any time, with complex issues escalated to the human support team

Locations

eToll is accepted at all NRFA Toll Plazas and Weighbridges operating as Toll Plazas.

eToll is not accepted at Border Points of Entry operated by the RTSA.

Getting Started — 4 Steps

Registration to first automated toll payment typically takes under 24 hours.

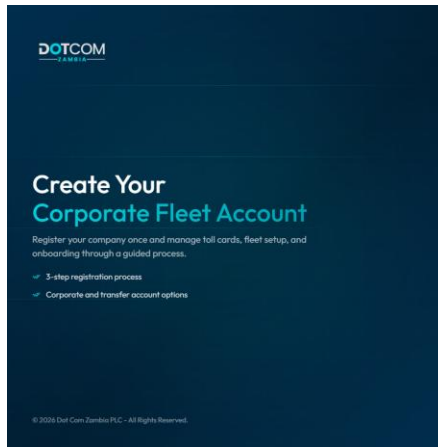
Step 1: Register Online

Go to

etoll.co.zm/register.php and select "Register Your Fleet." Registration is a guided 3-step process:

- Choose account type — New Account, or Transfer of Account (for fleets moving from another provider)
- Enter your company and vehicle details and upload your registration documents (a secondary email is optional)
- Choose whether to customise your cards with number plates and/or company name, and whether you'd like cards delivered
- State your initial deposit amount and submit — cards are invoiced at K30 per card

For a Transfer of Account, download and complete the Account Transfer Request form on the registration page, then upload it as part of the process. For any queries during registration, call 0763-222333.



Create your account

Choose account type to begin registration.

☐ New Account
☐ Transfer of Account

← Back to eToll

The "Create your account" screen at etoll.co.zm/register.php — choose New Account or Transfer of Account to begin.



Create your account

Choose account type to begin registration.

STEP 1 OF 3 Go Back

Company Name
 Company Registration Number
 Company Address
 City
 Province

Next

← Back to eToll

Step 1 of 3 — enter your company name, registration number and address details.

Step 2: Get Your Toll Card

Your electronic toll card is pre-activated and ready to use immediately at all toll stations across Zambia. You can:

- Have it delivered by courier (free delivery to 15+ service centres), or
- Collect it in person from any eToll service centre



The eToll Card — NRFA's Road User Master Toll Card, an automated prepaid system accepted at all toll plazas.

Step 3: Fund Your Wallet

Your eToll account is prepaid, so it needs to be funded before your cards can be used. Add funds by bank transfer to your designated DotCom account (confirmed with you during registration), and enable auto-reload so your wallet tops up automatically whenever the balance drops below a threshold you set.

Note

The eToll site no longer publishes a single generic bank account for top-ups (previously the Book Now Zambia FNB account). Your funding account details are now issued to you directly when your fleet account is set up — check with your DotCom/eToll onboarding contact if these haven't been confirmed.

Step 4: Tap & Go

At the toll station, tap your eToll card on the reader. The system deducts the fee from your wallet in under 2 seconds and sends a confirmation notification — no need to stop or hand your card to an attendant. Keep an eye on your balance; when it runs low, top up again via the funding details above (or rely on auto-reload).

Toll Plaza Tariffs

Tariffs are set per toll plaza and per vehicle class, and can be checked for any plaza using the Plaza Tariff Viewer on the eToll website. For example, at Shimabala:

- Private — K20
- Bus — K40
- Light — K50
- Heavy — K250
- Abnormal Load — K800

Need Help?

Our team is here to help with registration, funding or card issues:

- Phone / Support: 0763-222333 (+260-76-322-2333)
- Sales: sales@dotcomzambia.com
- Support: support@dotcomzambia.com
- Dot Com Zambia PLC, Plot 22854, Off Leopard's Hill Road, Ibex, Lusaka, Zambia

Welcome to eToll!!