



FAQ toll Slovenia - DarsGo

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FAQ Toll Slovenia DarsGo

1. General information

a) What is new about Slovenian toll?

As of 1 of April 2018 the toll charger DARS will replace the existing toll system in Slovenia by a new free flow system named **DarsGo**. Every vehicle (trucks, buses) above 3.5 tones requires an on-board-unit (OBU) which is linked to each vehicle. All customers are obliged to register in the new system beforehand, also those which are registered in the current DARS system! The switch to the new system will take place on 1 April 2018 without any transition period! From that moment onwards the old system is not valid any longer and toll cannot be paid with DARS Cards or ABC OBUs anymore.

b) What are the payment possibilities?

The toll payment is carried out with the **DKV Card** either via Prepay or Postpay method with the **DKV Card** in the regular payment modalities.

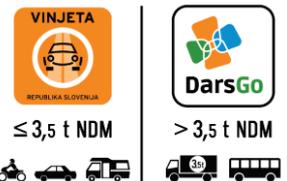
Changing between prepay and postpay as well between different payment methods (fuel cards, credit cards) are possible at DarsGo Service stations any time.

c) Will the vignettes remain in use?

Yes, there is still vignette obligation for all vehicles ≤ 3.5 tones.

d) What happens with the „old“ OBUs and DARS-Cards?

The old OBUs, DARS-Cards and transponder will be no longer valid; they can be given back at DARS stations or can be demolished. When giving back the old cards or OBUs until 30.06.18, the customer will be **refunded** the remaining credit. For this purpose the customer should submit to DARS his bank transfer details. After the deadline for giving back the OBUs, the customer is no longer entitled to receive the credit back. The transfer of the credit to a new OBU is not possible.



2. On-Board-Unit (OBU)

a) How can I get my OBU?

After the registration via DKV either for prepay or postpay payment modus, you can order the delivery of the OBUs within the EU free of charge. There is also a possibility to pick up the OBUs at 7 DarsGo Servis or further 21 toll stations. The usual service of the toll charger such as top up of the credit is also available at more than 100 gas stations (Petrol, OMV, MOL) in Slovenia.

For picking up an OBU, which is already registered in the system, the vehicle registration document is sufficient. There is also a possibility to personalize your OBUS at all 28 toll stations (without a pre-registration). However, this can only be done on the spot and means additional time efforts.

The new OBU can be installed by the driver on the window screen of the vehicle easily and without much effort.

b) Pick up of several OBU's at PoS

When picking up several OBUs, the driver must provide a document signed by responsible person in company or similar document from DKV where it is clearly stated that the driver is allowed to pick up DarsGo devices for the vehicles on the list. The driver has to sign this document for each vehicle separately and this document with driver signatures will be stored then in DARS archive. For all OBUs, which will be picked up, the driver needs to submit copies of the vehicle registration document.

c) Is an OBU transferable to other vehicles?

The OBU is not transferable and is only valid for the registered vehicle. Each vehicle can only have one OBU. Each OBU requires a separate DKV card.

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d) OBU costs

The OBU is free of charge. Only in case of OBU loss or damage, 20,00€ incl. VAT will be charged. No costs for deposit are charged. However, an activation fee of 10 € incl. VAT is charged by DARS.

e) Where can I give back the OBU which is not in use anymore?

If an OBU is no longer in use, you have to give it back to a DARS Service station.

f) OBU loss / OBU blocking

In case of loss, the OBU can be blocked via DARS Hotline 00386 151 88350. In case the Prepay OBU does not have sufficient credit for paying toll, the OBU will be blocked as well. After toll payment, the OBU can be activated by DARS again and an exchange is not necessary.

3. Registration

a) Which vehicles have to register?

All vehicles > 3.5 tones (trucks, buses) have to be registered in the **DarsGo** system.

b) Registration service via DKV

Currently, DKV is the only provider who offers registration service to its customers!

Registration via **DKV-Registration database**: **DKV** customers, who have already paid toll in Slovenia via DKV before, receive a personalized link to the DKV registration database. Company and vehicle information details are already saved in the database.

In the database you can register, delete or add new vehicles. The DKV database is the easiest and the most comfortable way to register for the toll system DarsGo!

c) Which papers or documentary proof are necessary for vehicle(s) registration?

DKV Card: The DKV card should be **valid** at least until **5.2018!** **For each and every vehicle a separate DKV card must be indicated.** License number plate of the vehicle, vehicle registration country, emission class, number of axles, Prepay or Postpay, name/company, VAT ID, customer address, where applicable deviating delivery address for the OBU, VIN (optional). A proof for emission class is required as a scanned copy (**readable!**). If the emission class is indicated in the vehicle registration document, no other document is necessary.

The following data formats are allowed: pdf, png and jpg. Furthermore, the customers should accept the Terms and Conditions of DARS.

DKV strongly recommends to register from January 2018 via DKV database and order the delivery of OBUs free of charge within the EU. If you register on time, you are prepared for the new toll system in the best way and can avoid inconvenience such as long waiting times at the borders, fines etc.

Your contact person at the sales unit will support you with the registration!

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4. „DarsGo Servis“ = DarsGo Service Points



The following Points of Sale and Service Stations are available for the customers in Slovenia:

a). 7 DarsGo Stations

Registration service + top up of the credit

22 toll stations (open only until 1.4.2018)

Registration service + top up of credit

Address and opening hours are available [here](#).

Toll road network for HGV in the Republic of Slovenia



b). Other **Points of Sale**: More than 100 gas stations (Petrol, OMV, MOL)

Top up of the credit and other usual services

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5. Tariffs

a) Is there a discount on toll?

Discount for prepay customers will not apply most probably.

Otherwise the tariffs remain unchanged.

b) Which possibilities are there for topping up prepaid credit?

Prepay: Minimal top-up 50 €; Maximum 500 €.

The credit can be charged at more than 100 fuel stations (Petrol, OMV, MOL).

c) What happens with the credit which is still on my old OBU / DARS CARD?

The existing credit can be transferred to your bank account. This does **not** happen automatically. Therefore you have to DARS Service Stations and request it.

d) Are there any registration fee?

One-off activation fee of 10 € incl. VAT per vehicle is charged by DARS and can be found in the next **DKV** invoice following the registration.

e) Am I to pay fine in case of not paying toll?

Toll dodger will be charged hard penalties as of 01.04.2018.

The penalties for wrong information (e.g. false emission class) can be up to 4000€.

f) Retroactive toll payment

All vehicles which enter Slovenia for the first time and do not have an OBU, are allowed to drive up to the next DarsGo Service or toll stations and are obliged to pay the distance driven up to that point retroactively. The OBU has to be registered and installed at the same DarsGo Service Station.

However, you should register beforehand via DKV and get equipped with the OBUs in advance!

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g) Toll exemption

- Vehicles accompanying special vehicles and heavy transport
- Military vehicles of the Slovenian army
- Foreign military vehicles with the purpose of defending the country, international peacekeeping forces and all other defending and security vehicles as far as they are confirmed to be so in the international contracts.
- Vehicles for humanitarian aid for peace or war regions as well as for nature catastrophe or military conflicts
- Vehicles of the toll charger

The toll exemption is carried out based on the documents filled in accordingly. The documents have to be presented in original and should be related to the vehicles, which are subject to exemption. The toll charger should be informed about the arrival of the vehicle which is subject to toll exemption 24 hours in advance.

h) Invoice

The DKV customers receive the invoice together with their regular DKV invoice. The information about the distance driven will be indicated and calculated separately for each vehicle as well as VAT.