# **OPEN BALKAN**

Web portal – Instruction Manual

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## Versions

Version	Date	Description	
1.0	1.1.2023	User manual	
2.0	1.3.2023	User manual update	

## INTRODUCTION

The WEB portal for electronic toll collection is a unique platform for electronic toll collection that allows residents of the Republic of Serbia and countries that will join the joint project of connecting electronic toll collection in the region to pay tolls online with the same TAG device. The aim of the project is to enable users to use the same TAG device in the countries of all participants in the project of connecting electronic toll collection, and payment will be made with the payment cards registered on the portal.

Only TAG devices that are configured as OPEN BALKAN TAG and registered on the web portal for electronic toll collection will be able to use the motorways of project members with the same TAG.

#### USER FLOW

- The user goes to the point of sale to buy a TAG
- He/she selects the OPEN BALKAN agreement at the point of sale
- The seller prints the AGREEMENT on which there is a QR code
- The user must wait a minimum of 10 minutes before the TAG is propagated through all elements of the system
- The user scans the QR code with their mobile device or types the url address into their computer's web browser (https://openbalkan-etc.com)
- If he/she used a QR code to open the page, most of the fields will already be filled in
- The user fills in the remaining fields and then proceeds to the step of connecting the card
- After entering the card number and successful validation, the user is redirected to the "THANK YOU" page
- At the same time, credentials for logging into the user portal are sent to the user's registered email address

How to register users who have purchased an ENP device in the form of Pošta parcel in one of the branches of PE "Pošta Srbije"

The user scans the QR code that is an integral part of the Agreement or visits the URL address in the web browser (<u>https://openbalkan-etc.com</u>)

- If the user uses a QR code to open the page, it is necessary to change the following fields:
  - registration number (enter your registration number)
  - verification code (enter the registration number from the agreement)
  - user name (enter your name)
  - user's surname (enter your surname)
  - o address (enter residential address)
  - city (enter the city)
  - E-mail address of verification (re-enter the e-mail)
  - phone number (mandatory field)
- After filling in all the specified fields, the user proceeds to the step of connecting the payment card
- After entering the card number and successful validation, the user is redirected to the "THANK YOU" page
- At the same time, credentials for logging into the user portal are sent to the user's registered email address

This procedure completes the registration of TAG device on the portal.

#### Note:

Thirty minutes after registering on the web portal for electronic toll collection, the user can pass through the toll station with the TAG device. Otherwise, the user will not be allowed to pass with the specified TAG device.

#### TAG device registration procedure step by step

The user scans the QR code from the agreement received at the point of sale, or types the portal address into the web browser and fills in the required fields.

If the user accessed the page via QR code, most of the data is filled in based on the information entered by the seller at the point of sale. In this way, the registration process is simplified for the user, who will not have to re-enter the data he/she previously dictated at the point of sale. It is necessary to fill in all data, so that the form is valid.

Reg. ozn	naka
PA514	RM
Serijski b	oroj
286530	097401
Verifikac	ioni kod
PA514	RM
Ime	
Žarko	
Prezime	
Popara	
Ulica i <mark>b</mark> i	oj
Unesite	e ulicu i broj
Grad	
Unesite	e grad
Email ad	resa
zarkop	opara@gmail.com
Email ad	resa verifikacija
Ponovi	te email adresu
Broj tele	fona
Broj te	lefona
Upišite To Slaže	e rezultat 10 + 9 = m se sa <u>Opštim uslovima poslovanja</u> i <u>Politikom privatnosti</u>

It is necessary to enter the result from the image in the empty field, check I Agree with the <u>General Business Terms and</u> <u>Conditions</u> and the <u>Privacy policy</u>. After this, the user clicks on the payment button, leaves the OPEN BALKAN portal and goes to bank's IPG to enter the card number. The OPEN BALKAN portal does not affect this part of the process, it does not save data about the user's card, and in this way the transaction is safe.

Tegewac Adresa IPM Iznos Bicoj narudžbine	http://whop.testatir.com RSDI 1,00 betSchde30208	
odaci o kartici		
Prihvačeni Brendovi	VISA 🌒 🖤	
Broj kartice	5.440115000002011500025	
tme kortsnika	Dorde Petrović	
Datam isteka	12 2024 2	
CVV2/CVC2	4000 BAANIN SHARMANIA. And An	
	Premilijem anorskapie osdanju	
	Odustani Potvrdi	
ico bi zalititili svoju karticu od lat	talit transalicija	
domo vas prequineriti na web sat	ations suffer banker, to	

On the IPG, the user enters the card data and if the information is valid, clicks on the CONFIRM button. After the 3D secure procedure and confirmation of the correct transaction, the user is redirected to the THANK YOU page on the OPEN BALKAN portal, which completes the TAG device registration procedure.

It is necessary that the payment be enabled on the payment card used for registration via the internet channel. A large number of cards for online payment require 3D secure confirmation of the transaction. If the user is not redirected to the page for "3D secure" check and receives a message that the transaction has been cancelled, it is necessary to perform additional checks with the payment institution that issued the card.



### User portal

After the successful registration of the TAG device, the user is sent an email notification with the credentials to log in to the user portal where he can see:

- Personal data
- The status of created invoices and their download
- History of passages by TAG
- Registered cards and add a new card
- The list of his/her TAG devices and add a new TAG device

User profile: After logging in to the portal, a form opens where the user can see information about his/her profile.

] Računi			
Istorija prolazaka Kartice	Lični podaci Email adresa	<b></b>	Promena lozinke Ovde možete promeniti svoju lozinku. Stara lozinka
Tagovi	Ime	Prezime	
	Open	Balkan	Nova lozinka
	Adresa	Telefon	Deserve unability news levinles
	Gandijeva		
	Grad	Poštanski broj	
	Beograd		Ptomeni ložinku

On this page, the user can make changes related to the account. He/she can change Name, Surname, Address, Phone, City, Postal code and Password.

By clicking on the "Save" button, the message "Data has been saved" will be displayed if all fields are filled in. If a field is empty, a message is displayed that the field is mandatory and the information that was previously saved is returned.

	I TOTIL KOHSHIKG		
🗈 Profil korisnika			
🗄 Računi	Lični podaci		Promena lozinke
) Istorija prolazaka	Bolia ima ia abavarno		Ovde možete promeniti svoju lozinku.
3 Kartice	Polje Prezime je obavezno.	zno.	Stara lozinka
🖻 Tagovi	Polje telefon je obavezi Polje adresa je obavezn Polje grad je obavezno Polje Poštanski broj je i	io. io. ibavezno.	Nova fozinka
	Email adresa		Ponovo unesite novu lozinku
	openbalkan.test@gmai	l.com	
	ime	Prezime	Promeni lozinku
	Open	Balkan	
	Adresa	Telefon	
	Gandijeva		
	Grad	Poštanski broj	
	Beograd	11080	

When changing the password, it is necessary to enter the old password first, if the wrong password is entered, the message "The old password was entered incorrectly" will appear.

Profil korisnika	Profil korisnika		
Računi Istorija prolazaka Kartice	Lični podaci Email adresa		Promena lozinke Ovde možete promeniti svoju lozinku.
Tagovi	openbalkan.test@gmail.c	m	Pogrešno uneta stara šifra.
	Ime	Prezime	Stara lozinka
	Open	Balkan	
	Adresa	Telefon	Nova lozinka
	Gandijeva		
	Grad	Poštanski broj	Ponovo unesite novu lazinku
	Beograd	11080	
	(const.)	Sab	Promeni lozinku

The new password must contain at least 5 characters, if less than 5 characters are entered, a corresponding message will be displayed.

To correctly change the password, it is necessary to repeat the same password in the field below (Re-enter the new password). If the passwords are different, the message "Re-entered password does not match the new password" is displayed.

Profil korisnika	Profil korisnika		
Računi Istorija prolazaka Kartice	Lični podaci Email adresa		Promena lozinke Ovde možete promeniti svoju lozinku.
3 Tagovi	openbalkan.test@gmail.	com	Ponovo uneta lozinka se ne poklapa sa novom lozinkom
	Ime	Prezime	Stara Invinka
	Open	Balkan	Stere lozinke
	Adresa	Telefon	
	Gandijeva		Nova lozinka
	Grad	Poštanski broj	
	Beograd	11080	Panavo unesite novu lozinku

When the user enters a valid password and repeats the same password, the new password is stored in the database and the user can use the new password in the future.

Invoices: By clicking on the "Invoices" tab, the "My Invoices" form opens, where all invoices related to the user are displayed.

						Izlaz
Profil korisnika	Moj raču	uni				
🗟 Računi						
🕓 Istorija prolazaka	R. br.	Broj računa	Iznos	Status	Akcija	
E Kartice	1	1/2022-web	2.400,00	Neplaćen	🗈 Detalji 🗻	
🖴 Tagovi	2	2/2022-web	2.400,00	Plaćen	🖹 Detalji 🕹	
	3	3/2022-web	2.400,00	Neplaćen	🗈 Detalji 🕹	

You can see more information about the invoice by clicking the details button in the ACTION column.

										Izlaz
Profil korisnika	Detalji računa									
📑 Računi © Istorija prolozaka III: Kurtice — Tagoni	Broj računa: 1/20 Mesto i datum izdava Mesto i datum prome Rok uplate:	1 <b>22-web</b> 1j8: ta dobara:		l Naplačeno sa registri	leograd, 28.10.202 leograd, 28.10.202 avane platne karti	22 22 20				
	Skladište : Usluge ugovor R. br. Opis artikla	03-postpaid web		Količina	Cena RSD	Popust	Iznos RSD	Stopa (%)	PDV	Iznos sa POV RSD
	1 212 Usluga pr	użanja ENP u postpaid sistemu		1	2.000,00	0	2.000,00	20,00	410,00	2,400,00
	Rekapitulacija PDV Osnovica za PDV PDV	20,00% 2.000,00 400,00	Ukupno 2.000,00 400,00							
	Ukupno bez PDV RSD: Obrahinati PDV:		2.000,00							
	Ukupno za uplatu R	iD:	2.400,00							
	Nazad na spisak račun	a								

The invoice can be downloaded in pdf format.

kak lesto lesto lesto lobar lok u	i datum iz i datum iz i datum pr a i usluga: plate:	rdavanja: E rometa E A	l/2022 leograd, 28. leograd, 28. laplaćeno sa olatne karti	-Web 10.2022 10.2022 registrice	ovane	Gi	pen andijeva aograd	Ball	(an
lad: R.	ište : Uslu Opis	ge ugovor ( Količina	)3-postpaid Cena	web Popust	Iznos		Stopa	PDV	Iznos sa
br.	artikla		RSD	(%)	RSD		(%)		RSD
1.	212 Usluga pružanja ENP u postpaid sistemu	1	2.000,00	0	2.000,	<del>0</del> 0	20,00	400,00	2.480,80
ekap	itulacija H	PDV	28,00%	Ukupr	10				
snov OV	ica za PDV		2.000,00 400.00	2.60 40	8,08 9,08				
vaj snov 169/	dokument je u Zakona o 2017-16.	: izdat u e računovods	lektronskam tvu i Mišlje	obliku i nja mini	Uko Ob važeći starstv:	upno raču je l a fi	bez PD) nati PD) bez peča nansija	/ RSD: /: ita i poi broj 401	2.080,80 400,00 pisa na 1-80-

If the user does not have enough funds on the registered payment card, the user will pass through the toll station without any problems, while the system will try to charge the registered payment card in the next four days. If the payment card is not charged within the specified time, the TAG will be blocked, i.e., the user will be prevented from using the TAG device. The toll collection process will be systematically attempted every two days. When the payment is successfully made, the TAG device will be unblocked in the next 30 minutes and the user will be able to use the TAG device again.

#### Version 2.0

History of passages: By clicking on the tab "History of passages", a form opens where information about the tag, the time of passages at the toll booth and the price per passage are displayed.

BALKAN				Cpnc
Profil korisnika	Istorija prolaz	aka		
🖽 Rečuni 🕓 istorija prolazaka 🛤 Kartice	Pretraga Smijski broj taga Svi	Period (od) dd/mm//yyyy	Period (do) dd/mm/yyyy	Resency titler
<li>← Islaz</li>	Tag 2125067205 Ukupno : 48.390,00 RSD	8 - OPTEST1		
	Preljina - Obrenovac	lin računa: 716/2023-web Maćen	fettlamadia     Vreme ulasta: 23,05,2025. (15,22)     Vreme izlaska: 23,05,2025. (16,03)	430.00 RSD
	Obrenovac - Preljina	Br. raduna: 716/2023-web Fiscen	Keidamadia     Vreme ulaska; 23.03.2023. (08.12)     Vreme izleska: 23.03.2023. (08.51)	430,00 RSD
	Nis sever - Beograd	Ri, rafana 505/2023-web	O Retomocia Vreme claska: 17.05.2023 (11.51) Vreme claska: 17.05.2023 (13.16)	890,00 850
	Beograd - Nis sever.	Br. safuna 559/2023-web Phalyss	© Rehkimis ja Werne utaska 17.05.2023 (05.02) Vreme utaska 17.05.2023 (06.26)	890,00 R5D

In this card, it is possible to search for tags by serial number and by the time of passage through the toll booth.

OPEN (1) BALKAN				Српски
Profil korisnika	lstorija prolazak	a		
🗉 Računi				
🕙 istorija prolazaka	Pretraga			
Wartlas	Serijski broj taga	Period (od)	Period (do)	
L. Karoce	21250672058 - OPTEST1	10/12/2022	16/12/2022 Pretraži	Resetuj filter
🖴 Tagovi				
	Tag 21250672058 - Ukupno 2.880.00 RSD	OPTEST1		
	Beograd - Batočina	Br. #aConst. 304/2023-web	Ø Reklamacija	
		Ploden	Vreme izlaska: 15.12.2022 (08:18) Vreme izlaska: 15.12.2022 (08:55)	400/00 K2D
	Batočina - Beograd	Br. raduna: 150/2023-web	😗 Hakiamacija	Construction of the local division of
		Pageo	Vreme izlaska: 15.12.2022 (13:28) Vreme izlaska: 15.12.2022 (14:04)	400,00 RSD
	Šimanovci - Ruma	Rr. sačana: 141/2028-web	Reklamacija     Vreme ulaska: 1012-2022 (1046)	150.00 RSD
		Placen	Vreme izlaska: 10.12.2022. (10:58)	Theresearch and a second

If the user has a complaint about the passage he or she made, he/she can file a complaint, i.e., make a complaint by clicking on the text "Complaint".

6.0	- 19) 570.00
Reklamacija	37)
Unesite registarsku oznaku	
Registarska oznaka	
Unesite razlog reklamacije	
Unesite opls	
	Zatvori Potvrdi

After the user fills in the form, by clicking on the "Confirm" button, the complaint is registered in the database and the user can expect a response to the e-mail address used when logging in to the portal. If the form is not filled in correctly, errors will be displayed to the user.

Reklamacija	×
Unesite registarsku oznaku	
Registarska oznaka	
Unesite razlog reklamacije	
Unesite opis	۵
Polje complaint text je obavezno.	
	Zatvori Potvrdi

If the user is not satisfied with the received response to the complaint, the user also has the option to submit an objection to the received response.

Tag 70660026064 - \ Ukupno : 670,00 RSD	/A580IA	
Doljevac selo - Kuzmin	Br. računa: 9/2023-web	Reklamacija #3      Prigovor (0)
	Neplaćen	Vreme ulaska: 11.02.2023. (04:19) 670,00 RSD Vreme izlaska: 11.02.2023. (08:37)

To file a complaint, the user needs to fill in the form that appears after clicking on the "Complaint" button.

Prigovor	×
3roj predmeta na koji se odnosi prigovor:	
iroj predmeta odnosi se na broj pod kojim je zavedena Vaša reklamacija i koji se nalazi u odgo Prigovori sa pogrešnim ili nepostojećim brojem neće biti uvaženi.	voru koji ste dobili od nas.
Datum predmeta:	
mm/dd/yyyy	<b>=</b>
Predmet prigovora:	
🗌 Odgovor na reklamaciju iznosa naplačenje putarine uredajem ENP	
Odgovor na reklamaciju na ispravnost uređaja za ENP	
Odgovor na prijavu izgubljenog / ukradenog uređaja za ENP	
šadržaj prigovora: (navesti jasno razloge prigovora)	
	a
	Zatvori Potvrdi

If the form is not filled in, errors will be displayed to the user.

Svi	child an an announced	a fill farmer function	
Prigovor			×
Broj predmeta na koji s	e adnosi prigovor:		
			Ð
Polje Broj predmeta je ob	avezno		
enj pretmeta ornosi se na l Prigovori sa pogretnim ili ne	imj post kojim je zavedena Vala reklamaci postojećim biojem neće biti uvaženi.	ja i koji se natazi u ortgovoru koji ut	e drahili rad raes.
Datum predmeta:			
mm/dd/yyyy			<b>•</b> •
Polje Datum predmeta je	obavezno.		
Predmet prigovora:			
Polje Predmet prigova	ira je obavezno.		
Odgovor na reklamac	ju iznosa naplačenje putarine uređaje	om ENP	
Polje Predmet prigovo	ira je obavezno.		
Odgovor na reklamac	ju na ispravnost uredaja za ENP		
Polje Predmet prigovo	ira je obavezno.		
Odgovor na prijavu iz	gubljenog / ukradenog uredaja za EN	a FP	
Sadržaj prigovora: (nav	esti jasno razloge prigovora)		
			D
Polje Sadržaj prigovora je	obavezno		
		Zatv	ori Potvrdi

Payment cards: By clicking on the "Cards" tab, the form "My cards" opens, where the user has an overview of the bank cards linked to his/her profile.

Profil korisnika	Kartice	
🗏 Računi 🕓 Istorija prolazaka	Moje kartice	
E Kartice	**** **** **** 7780	🛛 Postavi kao podrazumisvano
🗇 izlaz	Datum steka 04/2023	Ċ
	V/SA **** **** **** 7890 Datum isteka: 04/2023	Ø Podrazumevano
		Dodaj karticu

It is possible to add and delete a card. One card must be linked to the user and it cannot be deleted.

By clicking the "Add a card" button, the user is redirected to the IPG for adding a card, where the user can add a new card.

1921	
odaci o kupovini	
Trgovac	
Adresa IPM	http://shop.testsite.com
Broj narudžbine	b78392b4d99d
Prihvaćeni Brendovi	VISA 🌓 🐏
Broj kartice	And and a second se
Ime korisnika	Dorđe Petrović
Datum isteka	(12 \$) 2024 \$
CVV2/CVC2	RAME sigurnosni kod na poledini kartice
	Potvrđjujem procesiranje podataka

It is not possible to add the same card more than once.

Overview of TAG devices: By clicking on the "Tags" tab, a form opens where information about tags, the vehicle category they belong to, and their status are displayed.

			lziaz
Profil korisnika Računi	Moji tagovi		
<ul> <li>Istorija prolazaka</li> <li>Kartice</li> </ul>	11555555551 KG713VX	IV kategorije Formiran	
👄 Tagovi	92346100875 KG713VX	IV kategorija Formiran	
	11666666661 KG713VX	IV kategorija Formiran	
	Dodaj tag		

In this form, the user can add a new tag, by clicking the "Add a tag" button, the form for adding a tag opens. In that form, it is mandatory to enter the serial number of the tag and the verification code (the verification code is the vehicle's license plate number).

III Računi		
() Istorija	Dodavanje taga	×
E Kartice	Registracija ENP/TAG uređaja * Molimo vse še unesete registarku oznaku. Verifikacioni kod je registracija.	
	Treach dopenio derivante regionador, vas debug za Erer dobi activitari o roko do zie casa. * Sva polja su obavezna	
	Serijski broj	
	Verifikacioni kod	_
	Unesite verifikacioni kod	
	Zativer Pote	rdi

If only the verification code is entered, but no serial number is entered, or the serial number is entered but no verification code is entered, a message is displayed stating that both fields are mandatory.

Dodavanje taga	×
Registracija ENP/TAG uređaja	
* Molimo vas da unesete registarksu oznaku. Verifikacioni kod je registracija. *Nakon uspešno izvršene registracije, Vaš uređaj za ENP biće aktiviran u roku od 24 časa. * Sva polja su obavezna	
Serijski broj	
Unesite serijski broj	Ø
Polje Serijski broj je obavezno. Verifikacioni kod	
PA446XN	0
Serijski broj uređaja i verifikacioni kod nisu dobri.	
	Zatvori Potvrdi

If the user tries to enter a tag that is linked to another user, the following message is displayed: "The device cannot be issued at this time".

Registracija ENP/TAG uređaja	
Molimo vas da unesete registarksu oznaku. Verifikacioni kod je registracija,	
Nakon uspešno izvršene registracije, Vaš uređaj za ENP biće aktiviran u roku od 24 časa.	
Sva polja su obavezna	
ierijski broj	
80523169047	
/erifikacioni kod	
BG340SV	0
iređaj treputno ne može biti izdat	

If the serial number of the tag and the license plate number (verification code) are entered correctly, by clicking the confirm button, the following message is displayed: "Data has been saved".

Dodavanje taga	×
Registracija ENP/TAG uredaja	
* Molimo vas da unesete registarksu oznaku. Verifikacioni kod je registracija. *Nakon uspešno izvršene registracije, Vaš uređaj za ENP biće aktiviran u roku od 24 časa. * Sva polja su obavezna	
Serljski broj	
19580073462	
Verifikacioni kod	
PA446XN	
Podaci su sačuvani.	
	Zatvori Potvrdi

The tag has been sent for verification and the "Awaiting Verification" status is displayed in the "Tags" section.

Profil korisnika	Moji tagovi	
🖹 Računi 🛈 Istorija prolezaka 🖃 Kartice	11666655551 KG713VX	IV kategorija Formiran
⇔ Tagovi	92346100875 KG713VX	IV kategorija Formiran
	19560073462 PA446XN	li kategorija Čeka vertikaciju
	11866666661 KG713VX	IV kategorija Formiran

Collection of completed transactions

After the user has successfully registered his/her TAG device, the system places this device on the WHITE list in the database of PE "Roads of Serbia" and the TAG can be used regularly.

The OPEN BALKAN portal pulls the spending specification for the TAG device from the database of PE "Roads of Serbia" on a daily basis and creates an invoice. After the invoice has been created, the collection system is initiated from the registered bank card and the status of the completed transaction is sent to the user's email.

In the event that the payment is not successful after several attempts, the TAG device is placed on the SILVER list until the debt is settled.