

How e-TAGs work

Your e-TAGs come fully activated and linked to your Commercial e-TAG Account. Once installed, your registered vehicles can be driven on all toll roads, bridges and tunnels throughout Australia.

Each time you pass through an electronic toll point your e-TAG will 'beep':

- 1 – enough credit
- 4 – registration suspended or cancelled – you may receive a violation notice or fine – call 1300 656 884
- 0 – there may be a problem, check that your e-TAG is installed according to the instructions provided and if problem persists call 1300 656 884

How to open an account

Contact us for an application form, or for more information about opening a Roam account

- Internet** roam.com.au
- Email** commercial@roam.com.au
- Phone** 1300 656 884 (8am-6pm, Mon-Fri)

e-TAG payment options

You can choose how to pay for your e-TAGs:

1. e-TAG Deposit. You pay a one-off refundable fee of \$40 for each e-TAG.
2. e-TAG Monthly Fee. You pay a monthly fee of \$0.90 for each e-TAG.

This is not refundable.

Electronic invoicing

Add up the benefits for your business

- Receive monthly invoices to two email addresses
- Access information quickly through a Winzip format that includes PDF and data files
- Say goodbye to manual reconciliations with data that can be imported into Excel and other software applications
- Increase efficiency and accuracy by eliminating the need to re key data
- Easily allocate tolls to the right cost centre using a fleet identifier
- Use the data for detailed analysis, audits and FBT reporting

Your privacy

Your privacy is important to us. Our Privacy Code covers how we collect and use your personal information, how you can access the information we hold about you and other important privacy information. To view our Privacy Code please visit roam.com.au.

Specialist commercial customer support available Monday to Friday, 8am to 6pm

Roam Tolling

Driving efficiencies in your business

Roam. 

BRO_COMMERCIAL_R_03/10

transurban
www.transurban.com.au

Roam. 



Get ready to Roam

Manage tolls the same way you manage other vehicle expenses – electronically

Roam's flexible electronic tolling solution takes care of all your vehicle tolls in one easy to manage account.

Our electronic invoicing makes managing your fleet easier and more efficient. You can track individual vehicle use, audit your fleet and prepare your own detailed reports through:

- Fleet identifiers that enable you to summarise according to characteristics like location, client vehicle type and cost centre
- Our e-TAG allocation process that enables detailed invoice reconciliation and easy equipment audits

Roam e-TAG® devices work on all toll roads, bridges and tunnels throughout Australia.

About Roam

Roam Tolling Pty Ltd is owned by the Transurban Group. Roam provides a range of electronic tolling solutions to help businesses and individuals.

Transurban is a leading international toll road developer and investor, with a share in major assets in Australia: Hills M2, Westlink M7, Eastern Distributor, M5 Motorway (all in Sydney); and CityLink (in Melbourne).

Roam is committed to sustainability.

We provide free online statements and we prefer to email or SMS important account messages. These are just some of the ways we are reducing the amount of paper we use. To make this possible our customers can easily check and update their email addresses and mobile telephone numbers when they log in to roam.com.au

Commercial e-TAG Account features

To help you select and understand your Roam account, this table shows you the main features and options provided by the Commercial e-TAG Account.

e-TAG Account	
Best for?	Operators of fleets of vehicles needing 5 or more e-TAGs
Using e-TAGs	e-TAGs work on all toll roads, bridges and tunnels in Australia
Benefits	<p>Electronic data to streamline the management of your account. Data can be imported to Excel and other applications to help you:</p> <ul style="list-style-type: none">• Allocate toll costs to your internal cost centres• Audit your records• Report on tolls incurred by each e-TAG• Report on other tolling information <p>Access your account online via the Roam website, for example to:</p> <ul style="list-style-type: none">• Add/remove vehicles from your account• Request additional e-TAGs• View your invoices• Update your contact details <p>Specialist commercial customer support. Available to assist you on 1300 656 884 (8am-6pm Mon-Fri)</p>
Payment options	<p>Monthly invoice with payment options including:</p> <ul style="list-style-type: none">• Cheque• Electronic Funds Transfer (EFT)• BPAY• Automatic monthly payment by direct debit <p>Choose an e-TAG payment option that suits your business cash flow requirements:</p> <ul style="list-style-type: none">• \$0.90 e-TAG Monthly Fee per e-TAG (non refundable), or• \$40.00 e-TAG Deposit per e-TAG (refundable)
Additional information	For full details of fees and charges please read the Commercial e-TAG Account Customer Service Agreement which is available online at roam.com.au



No hassle e-TAGs

- easy access to fully electronic toll roads
- no stopping to pay cash at toll booths
- just register your vehicle and install your e-TAG before you drive



For more information visit roam.com.au