

Managing Toll Payment Demands for Sold Vehicles

Information for motor vehicle dealers

Motor vehicle dealers may receive a Toll Payment Demand (TPD) for a vehicle that has already been sold by their dealership. This can occur if the Notice of Disposal (NOD) was not successfully lodged or the ownership information available to the tolling system had not been updated when the demand was issued.

What to do when you receive a Toll Payment Demand

1. Check the vehicle and toll trip details

Compare the following information:

- licence plate number
- date and time of the toll trip
- date the vehicle was sold and delivered
- date the Notice of Disposal was lodged.

2. Confirm the Notice of Disposal was successfully lodged

Check the dealership's Dealer Online or Service NSW records. Keep the digital receipt or receipt number confirming successful lodgement.

A Notice of Disposal document by itself may not confirm that lodgement was completed successfully.

3. Was the vehicle sold before the toll trip?

Yes: Contact the toll provider shown on the TPD and lodge an objection before the due date.

Provide evidence such as:

- successfully lodged Notice of Disposal
- Dealer Online or Service NSW receipt
- vehicle sale invoice or contract
- sale and delivery date
- other information requested by the toll provider.

The toll provider will assess the objection. Where the evidence demonstrates that ownership transferred and NOD was submitted before the toll was incurred, the provider can may remove the dealership's liability. TPDs will be directed to the new vehicle owner instead of the dealership after the NOD has been successfully lodged through Dealer Online. Further information on lodging an objection can be found [here](#).

No: Pay the TPD by the due date or contact the toll provider. If another person was using the dealership-owned vehicle, the dealership may need to recover the toll cost through its own agreement or process.

Not sure: Contact the toll provider as soon as possible. Do not allow the TPD to pass its due date while checking your records.

Important

- If there are existing toll charges linked to a vehicle's LPN, liability for those charges remains with the person who was the registered operator at the time the toll road was used.
- Where a vehicle has been sold by a dealership and the new owner incurs toll charges before an NOD is lodged through Dealer Online, any resulting TPD may initially be issued to the dealership. This is why it is critical that dealerships submit the NOD through Dealer Online at the time of sale, before the customer drives the vehicle from the dealership.
- A purchaser cannot be nominated at the TPD stage.
- The objection process remains available where the vehicle was sold, stolen or otherwise not under the dealership's control.
- If a TPD is not paid or successfully objected to by the due date, enforcement action may commence.
- A separate nomination process may be available if Revenue NSW later issues a Penalty Notice. Follow the instructions on that notice.

Help prevent future demands

- Ensure the vehicle registration transfer has been completed before the customer takes delivery of the vehicle.
- Sales staff should submit the Notice of Disposal (NOD) at the time of sale. Delays in lodging the NOD significantly increase the likelihood of a TPD being issued to the dealership.
- Keep the Dealer Online or Service NSW confirmation receipt and record the exact sale and delivery date.
- Encourage customers to add the vehicle to their tolling account and confirm the account is active before driving the vehicle off the lot.
- Ensure customers have an active tag installed and correctly fitted to the vehicle before leaving the dealership.
- Dealerships may register a tag account with either [E-Toll](#) or [Linkt](#) to assist with managing toll-related matters. A dealership is only required to hold an account with one toll provider.
- Dealerships that hold a Linkt or E-Toll account remain responsible for maintaining the account and ensuring vehicles and tags are correctly assigned and removed as required.
- If a dealership does not currently hold an account with either provider, it should review the eligibility requirements for a Corporate Post-Paid Account on the E-Toll website and, if eligible, email Post_Paid@transport.nsw.gov.au for further assistance.
- Keep sale, disposal and toll records together.
- Maintain a register of TPDs, objections, reference numbers and outcomes.

Contact the toll provider shown on the Toll Payment Demand

E-Toll:

13 18 65

<https://www.myetoll.com.au>

Linkt:

13 33 31

[Visit the Linkt website](#)