

Dealer process: prevent and respond to Toll Payment Demands

PREVENT TOLL PAYMENT DEMANDS



1

At sale

complete the vehicle registration transfer before the customer takes delivery.



2

Lodge the Notice of Disposal (NOD)

at the time of sale – **BEFORE** the car leaves the dealership.



3

Save confirmation

keep the Dealer Online or Service NSW receipt and record sale and delivery dates.



4

Customer toll setup

customer adds vehicle to an active toll account. The vehicle registration plate details should be linked to the account from the date of purchase.

YES

Does the dealership
hold an E-Toll or
Linkt account?

NO



Maintain the account;

correctly assign and remove
vehicle registration and toll
tags.



**Review eligibility for an E-Toll
Corporate Post-Paid Account;**
if eligible, contact
Post_Paid@transport.nsw.gov.au.



6

Maintain records

keep sale, disposal and toll records together; maintain a TPD/objection register.



7

TPD received

check plate, trip date/time, sale/delivery date and NOD lodgement.

YES

Was the vehicle
sold before
the toll trip?

NOT SURE

NO



Object to the provider
before the due date
and provide evidence.



Pay by the due date
or contact the provider.



Contact the provider
promptly; do not let
the due date pass.

RESPOND TO TOLL PAYMENT DEMANDS



A purchaser cannot be nominated at the TPD stage.