

ROUTE MANAGEMENT SERVICES – FREQUENTLY ASKED QUESTIONS

What is RMS?

- Route Management Services (RMS) is a toll management system that has been developed by Zimele, which offers an excellent range of services to its customers.

What are the advantages in using the RMS system?

- You are able to monitor your transactions on line.
- We have built an exception reporting feature into the system. If, for example, a card is swiped twice at the same plaza within a specified period of time, the system will highlight the suspect transactions for you.
- You can draw your transaction reports either in pdf or in excel format – the latter makes it very easy for you to sort your data in any order you wish.

Can I use my RMS cards on all national routes?

- Not at the moment. The RMS card is route specific and is ONLY accepted at the five main toll plazas on the N3 between Johannesburg and Durban (De Hoek, Wilge, Tugela, Mooi and Marianhill).

How do I log in to my new RMS account?

- Once your cards have been issued, and the account has been activated, a unique user name and password will be e-mailed to you. We strongly advised that you immediately change the password to something that is easy to remember but which must be kept secure.
- The log in address is : www.zrs.co.za

What happens if I forget my password?

- If you attempt to enter your password incorrectly more than three times the system will automatically block your access to the account. However there is an option on your home page where you can request a new password.

Can I have more than one user name/password?

- Yes, you may. There is an additional cost for this which is outlined in the Information Brochure.

Will I always see transactions as they happen?

- Not always. There are times when Telkom lines to the plazas go down. The system has the intelligence to calculate the average of your toll usage at any given plaza over the period of time that the plaza has been down and will deduct this from your balance as “offline transactions”. Once the plaza lines come back up, the actual transactions will replace the “assumed” ones. Please note however that if your vehicles are more active during the downtime than in the previous recorded period, your actual balance could be worse affected once the real time transactions come through. This is why it is so important to keep AT LEAST five days toll usage in your account.

Is there a minimum amount that needs to be maintained in the account?

- Yes. The application form contains a field where you need to state the approximate average monthly toll usage for your fleet. Based on this, we set two warning alerts in your account where your usage starts to approach the point where you will need to top up the account.

How do I receive the warning alerts?

- You will receive warning alerts by e-mail and/or SMS. It is CRITICALLY important that you ensure that the mail/SMS details that you supply are for the person who will be able to react to the warnings immediately.
- Please note that despite the balance warnings, the onus is on you to regularly log in and check your account balance. Some cellular owners sms the word “stop” to prevent unsolicited mail being sent to their phones. This can also block the warning alerts. Zimele

accepts no responsibility for any claims/damages etc howsoever caused due to vehicles stuck at toll plazas due to lack of funds!

What happens if I reach my limit?

- If both warning alerts are ignored, and the account is not topped up immediately, all cards will be hotlisted automatically by the system until payment is received.

What happens if for some reason I do not receive the balance warning and I reach my limit?

- Your cards will be hotlisted. Do remember that the onus is ALWAYS on the account holder to ensure that sufficient funds are maintained in the account at ALL times. Because you can log into your account on line, it is a simple matter to check your balance.

If my cards are hotlisted due to a balance limit being exceeded, do I need to apply for a new card? If not, how soon after the hotlist status is uplifted can I use my cards

- You do not need to apply for new cards - your existing cards can be used again. However please note that IT COULD TAKE UP TO FIVE WORKING DAYS TO REACTIVATE THE CARDS AT ALL THE PLAZAS!

Will my top up payments for toll be immediately available in my account?

- The RMS system has been integrated with FNB, ABSA and Nedbank to facilitate customer payments from those three banks directly into their RMS toll account. Please note that Standard Bank is NOT integrated at this point. For full information on the payment processes, please refer to the "Bank account details for RMS toll card" herewith.

What method of payment is acceptable?

- NO CHEQUES WILL BE ACCEPTED UNDER ANY CIRCUMSTANCES! Payment may only be made by Internet Banking Transfer or by cash deposit.

How will my web access and card fees be handled?

- In the RMS system, as cards are ordered the cost of the card plus delivery is automatically deducted from your balance. The monthly web access fees are also deducted automatically.

What are the RMS bank account details?

- If you bank with FNB, deposit into the following account :

Bank	FNB
Name of account	Zimele Investment Enterprise Co. (Pty) Ltd
Account no.	622 1847 0227 Branch code 25 50 05
- If you bank with NEDBANK, deposit into the following account :

Bank	Nedbank
Name of account	Zimele Investment Enterprise Co. (Pty) Ltd
Account no.	104 4758 325 Branch code 12 86 05 00
- If you bank with ABSA, deposit into the following account :

Bank	ABSA
Name of account	Zimele Investment Enterprise Co. (Pty) Ltd
Account no.	408 0399 558 Branch code 63 20 05

Who do I send proofs of payment, or any other account related communications, to?

e-mail address : Zimele.toll@n3tc.co.za
Fax to e-mail : 086 545 7349
Fax : (011) 453-5344