LIETUVOS AUTOMOBILIŲ
KELIŲ DIREKCIJA

Road User Charges

Payment Registration Services

KNMM

USER MANUAL FOR BUYERS

Contents 2

Index of signs and components used in the document 4

1. Website 5

1.1. Buy a vignette 5

1.2. Check a vignette 6

1.3. Sales points 7

1.4. Toll roads 9

2. Getting started with the KNMM system 10

2.1. Work offline option of the System 10

2.2. Registration 10

2.3. Login 13

3. Procurement of a vignette 14

3.1. Anonymous procurement of a vignette 14

3.1.1. Filling in contact details 14

3.1.2. Selection of a vignette 16

3.1.3. Verification of procurement data 18

3.1.4. Payment execution 18

3.1.5. Review of settled procurement 19

3.2. Registered procurement of a vignette 21

3.2.1. Filling in contact details 21

3.2.2. Selection of a vehicle 22

3.2.3. Selection of a vignette 25

3.2.4. Verification of procurement data 28

3.2.5. Payment execution 29

3.2.6. Review of settled procurement 29

3.3. Editing of a vignette 30

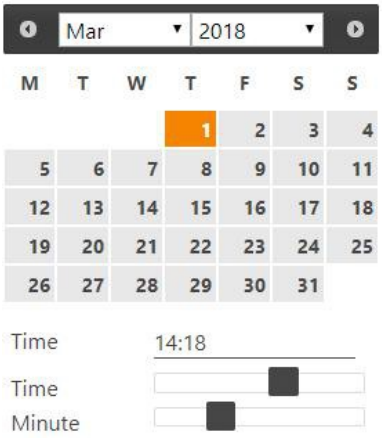
3.4. Deleting of a vignette 30

3.5. Possible payment options for vignettes 31

4. Account of a registered user 32

4.1. Vehicles....32
4.1.1. Creation of a new vehicle....32
4.1.2. Editing of a vehicle....35
4.1.3. Deletion of a vehicle....36
4.1.4. Vehicle inspection in REGITRA IS....37
4.2. Buy a vignette....38
4.3. Vignettes....38
4.4. Procurements....40
4.5. My information....42

INDEX OF SIGNS AND COMPONENTS USED IN THE DOCUMENT

Marking	Description
	USEFUL INFORMATION. Additional information which could be useful for system application.
	IMPORTANT INFORMATION. Information users need to know about the system.
	**CALENDAR.** Year, month and day could be marked, hours and minutes selected by moving the square.

1. WEBSITE

Website is accessible at **www.keliumokestis.lt** or **www.roadtoll.lt**. Website is accessible to all users.

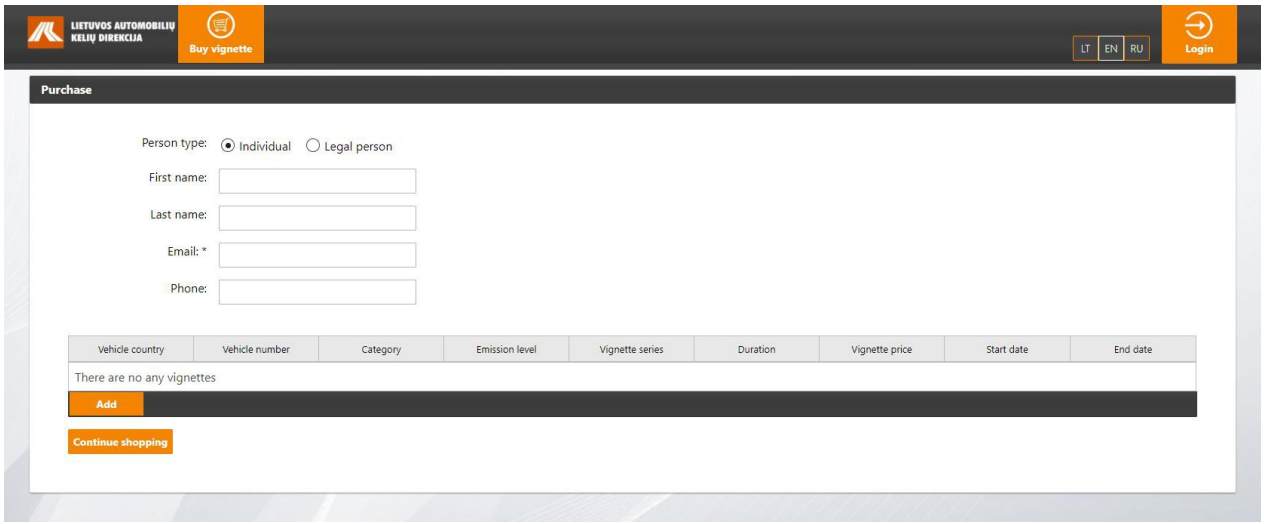
The Website contains the following main menu items:

Each of them is detailed in the sections below.

1.1. BUY A VIGNETTE

You can initiate a road user charge payment (acquisition of road vignettes) on the KNMM website.

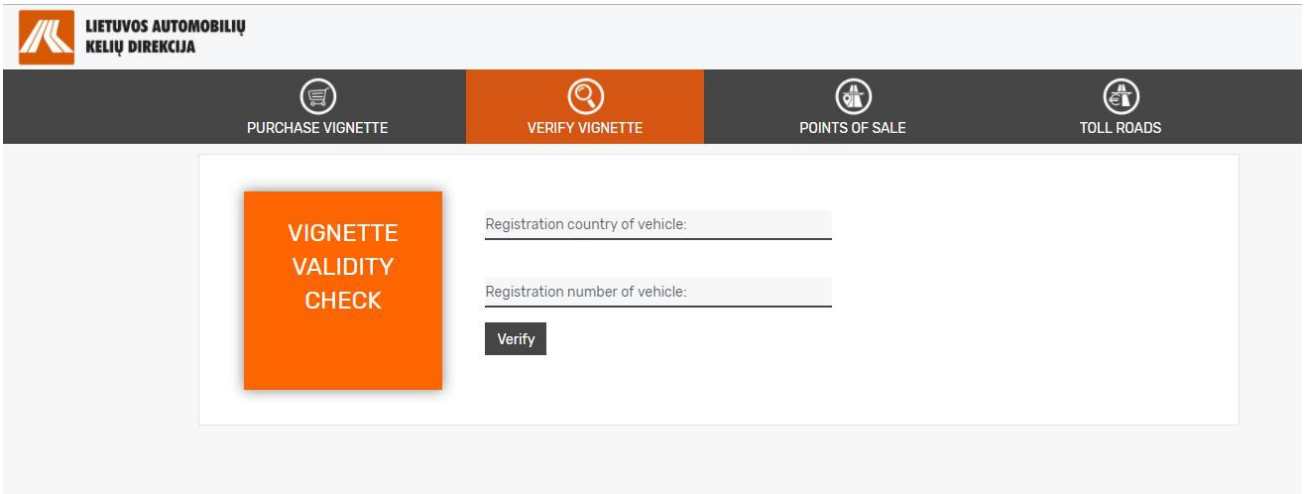
Select the "**Purchase vignette**" menu on the site.



By clicking the menu you will be redirected to the KNMM anonymous purchase portal **pirkti.keliumokestis.lt**. The anonymous purchase procedures are detailed in **3.1** chapter "Anonymous purchase of vignettes" of the document.

1.2. CHECK A VIGNETTE

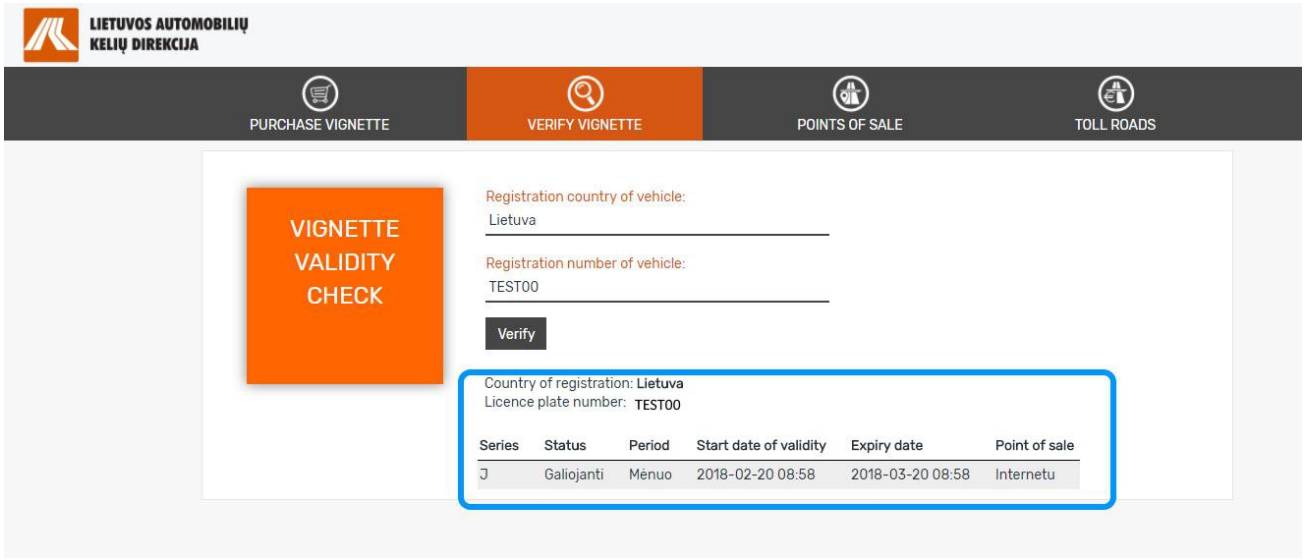
On the KNMM site you could check a validity of road use charge paid for a particular vehicle, regardless of the location of the purchase of a vignette.



Select the "**Verify vignette**" menu on the KNMM site and open a window where you could check a validity of the vignette. Please fill in the following data to check the vignette:

- **Vehicle registration country** - selectable vehicle registration country: e.g., Lithuania, Latvia, etc. (the list of countries opens by entering the country name fragment);
- **Vehicle registration number** - area for indication of vehicle registration number: e.g., DBU 123, etc.

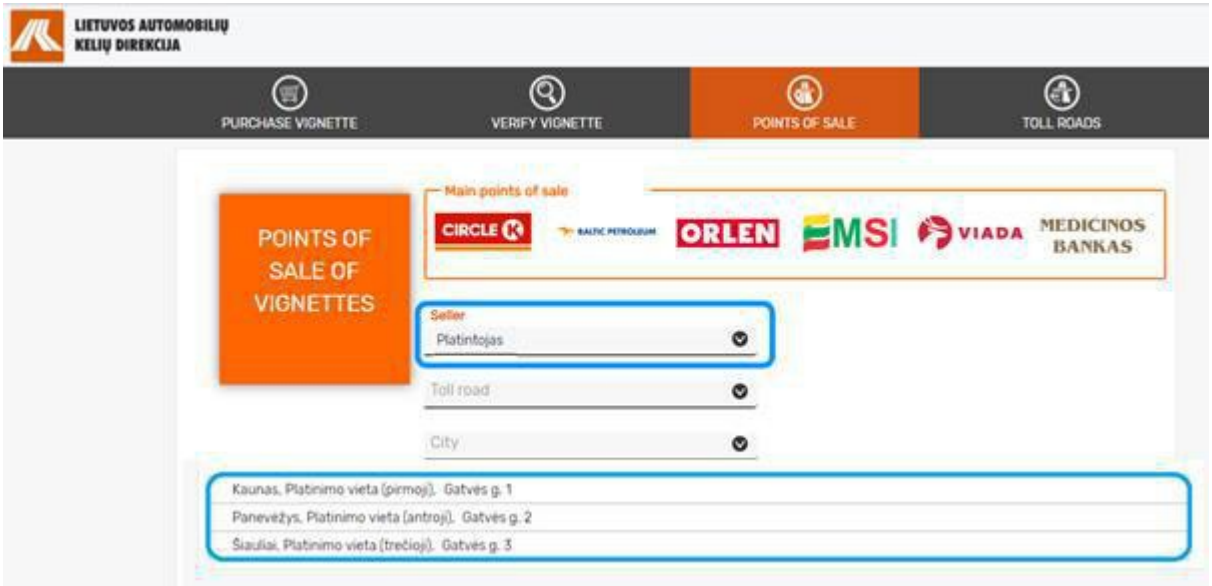
Fill in vehicle data and click on [**Verify**] button.



By clicking you will open a new window providing information about a vignette status — vignette series, vignette status, vignette validity period, commencement and expiration dates, and vignette sales point.

1.3. SALES POINTS

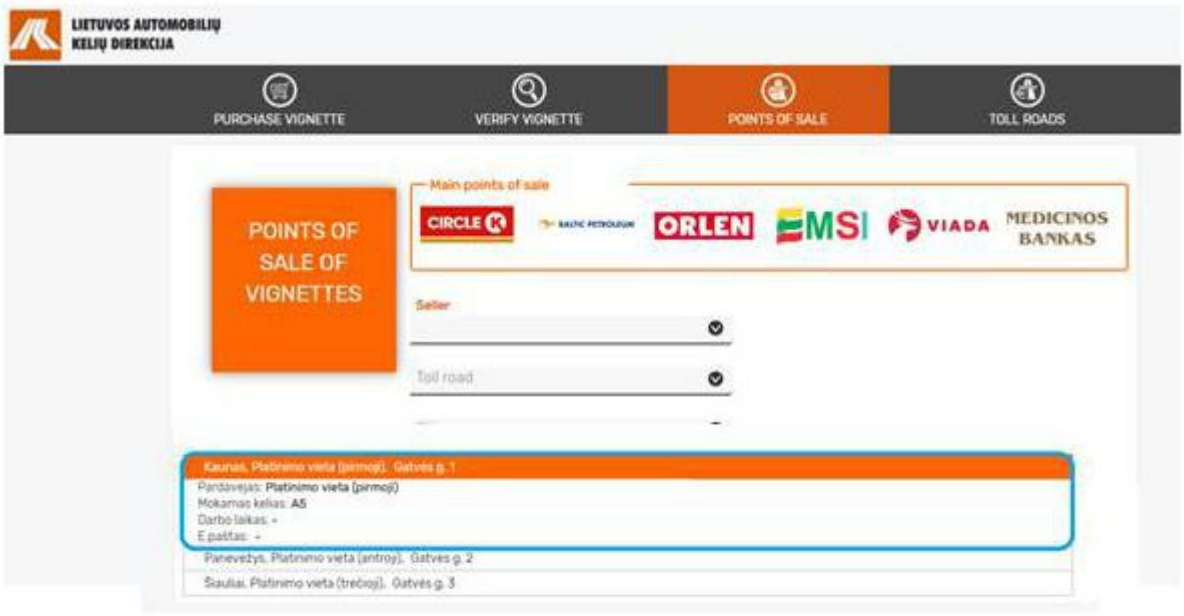
Review vignette sales points in Lithuania on the KNMM website. Select the "**Points of sale**" menu on the site and open a new window displaying vignette sales points.



In the Sales points window you can select locations of interest in accordance with the required criteria.

The following selection filters could be applied:

- **Seller** – insert name of a sales point or a fragment hereof.
- **Toll road** – insert name of a toll road in Lithuania: A1, A2, A3, etc.
- **City** – insert name of a city in Lithuania or a fragment hereof.



The following contact details will be displayed after clicking on the required sales point in the list of Sales points:

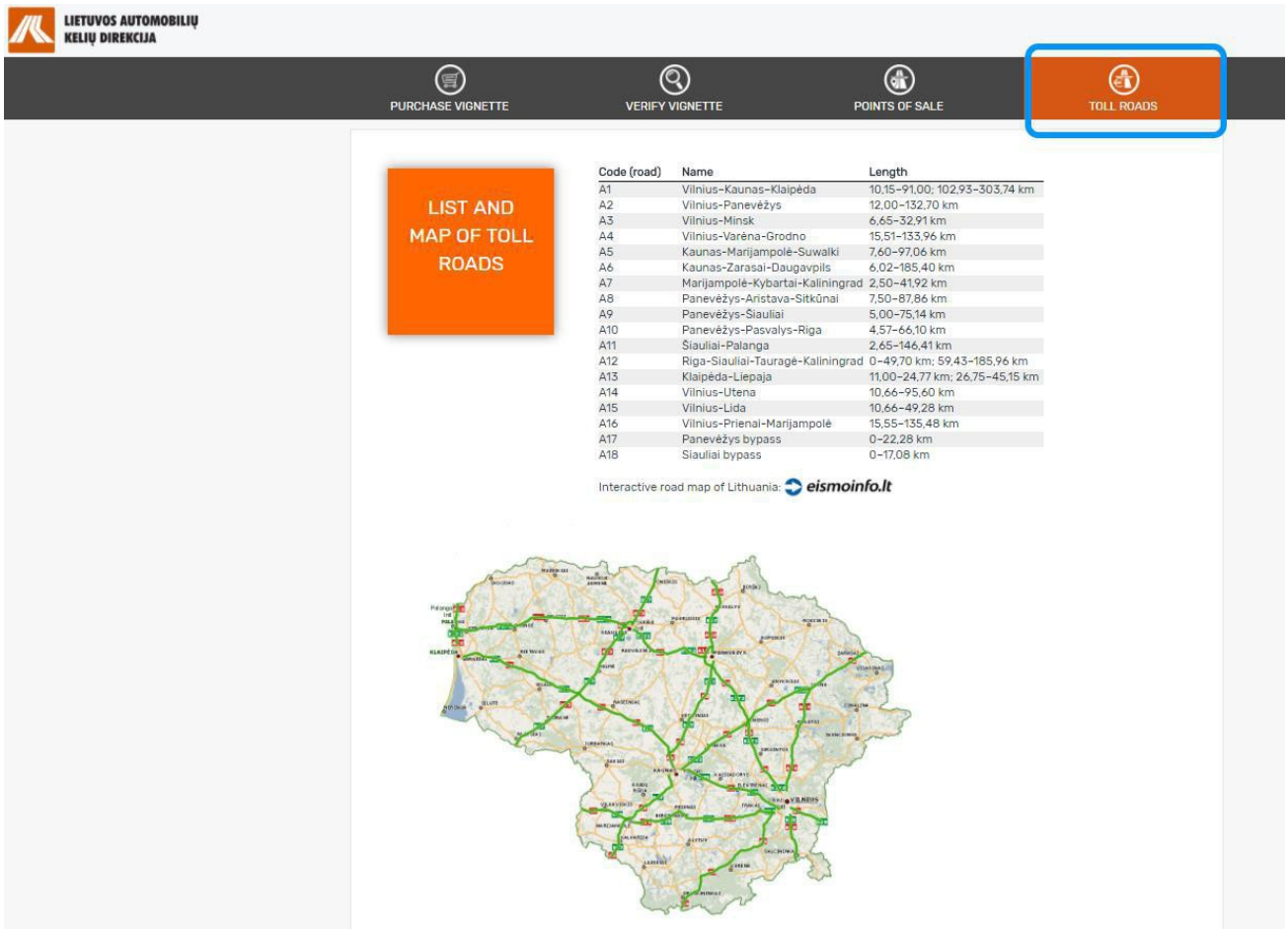
- **Seller** – name of a sales point.
- **Toll road** – the exact kilometre of a toll road where the sales point is located;
- **Working hours** – working hours of a sales point;
- **Phone** – phone number of a sales point;
- **Email** – email address of a sales point.

USEFUL INFORMATION

Click on the required logo in the **Main Points of Sale** section for fast-speed retrieval od required data Selected name of the Seller is filled in to the Sellers field and all sales points of the exact Seller are displayed.

1.4. TOLL ROADS

User of the KNMM website is provided with an opportunity to look through the list of Lithuanian toll roads and a map.



Select the "**Toll roads**" menu on the site and open a new window displaying a list of toll roads.

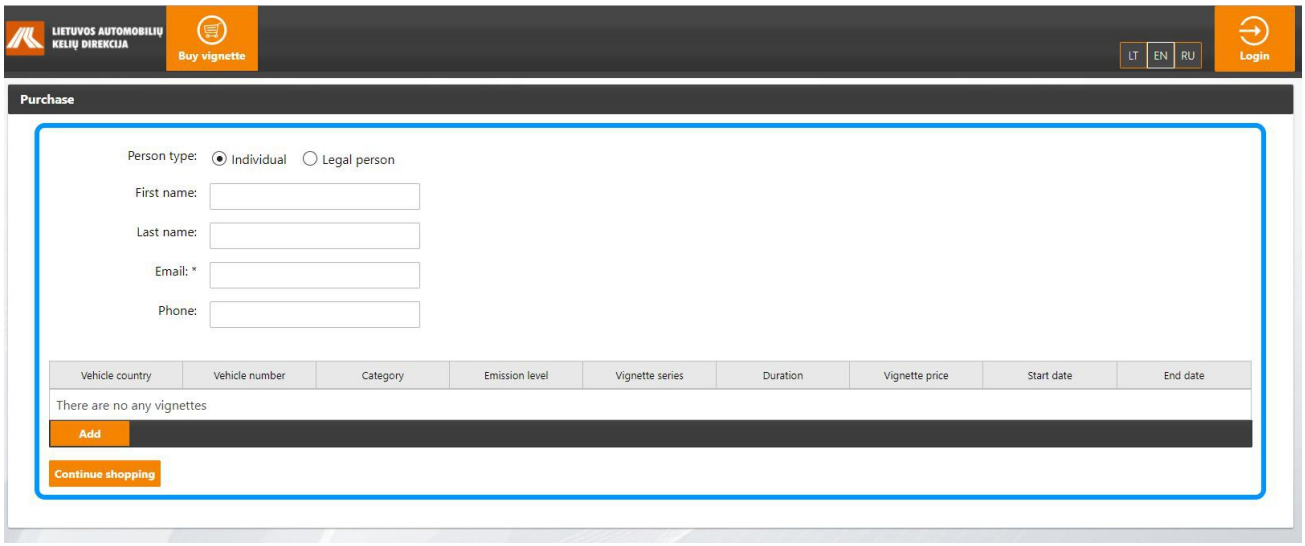
The list of toll roads contains codes of Lithuanian toll roads, their names and lengths. All information is also shown on the map.

To use an interactive road map click on the active link to ***eismoinfo.lt***. By clicking the link you will be redirected to the interactive road map.

2. GETTING STARTED WITH THE KNMM SYSTEM

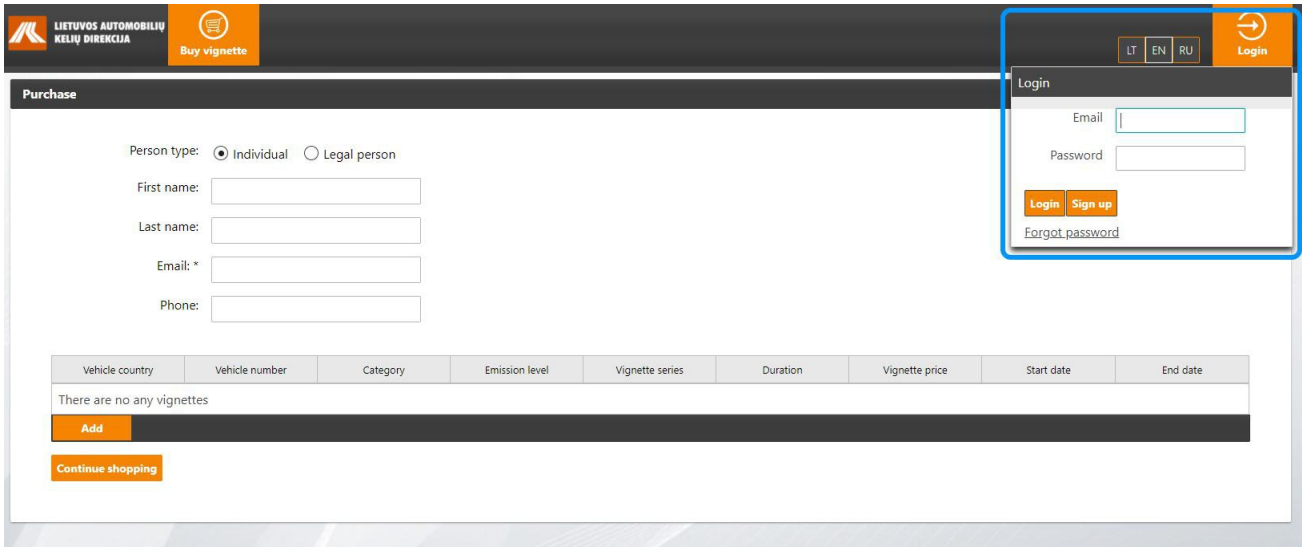
2.1. WORK OFFLINE OPTION OF THE SYSTEM

Select the "**Buy a vignette**" menu on the site www.keliumokestis.lt

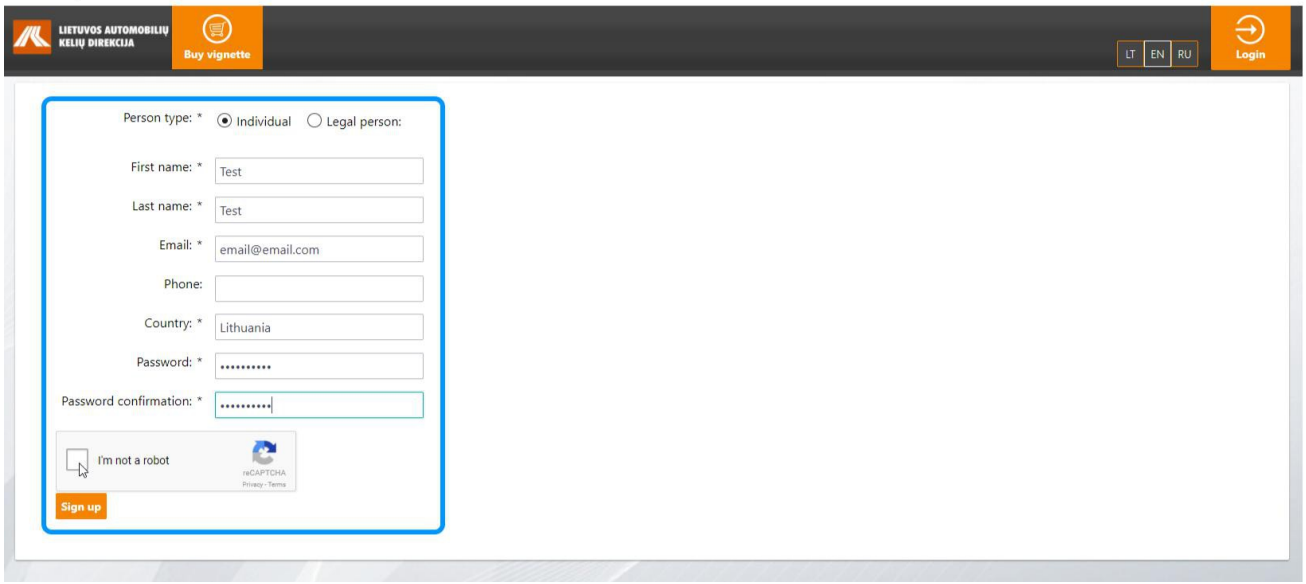


By clicking the menu you will open a new window enabling free buying of a vignette without additional authentication in the KNMM system. Actions to be taken to buy a vignette anonymously (as a guest) are detailed in **3.1** chapter "Anonymous purchase of vignettes" of the document.

2.2. REGISTRATION



To register on the portal, click on the **[Login]** button in the anonymous purchase window. Login Information window will open, then click the [**Sign up**] button.



User registration window will open. To create your account on the portal, fill in the required data:

For **Natural persons**:

- **Name** – type in your name;
- **Surname** – type in your surname;
- **Email** – type in your email address to be used for sending of information about payment of the Road User Charges;
- **Phone** – type in your phone number to the used for sending SMS messages from portal containing information about payment of the Road User Charges;
- **Country** – select a country of your permanent residency (the list of countries opens by entering the country name fragment);
- **Password** – type in a unique password;
- **Repeat password** – repeat your password;
- **I'm not a robot** – tick the checkbox to confirm you are not a robot.

For **Legal entities**:

- **Company** – type in name of the company you represent;
- **Name** – type in your name;
- **Surname** – type in your surname;
- **Email** – type in email address to be used for sending of information about payment of the Road User Charges;
- **Phone** – type in phone number to the used for sending SMS messages from portal containing information about payment of the Road User Charges;
- **Country** – select a country of company registration (the list of countries opens by entering the country name fragment);
- **Password** – type in a unique password;

- **Repeat password** – repeat your password;
- **I'm not a robot** – tick the checkbox to confirm you are not a robot.

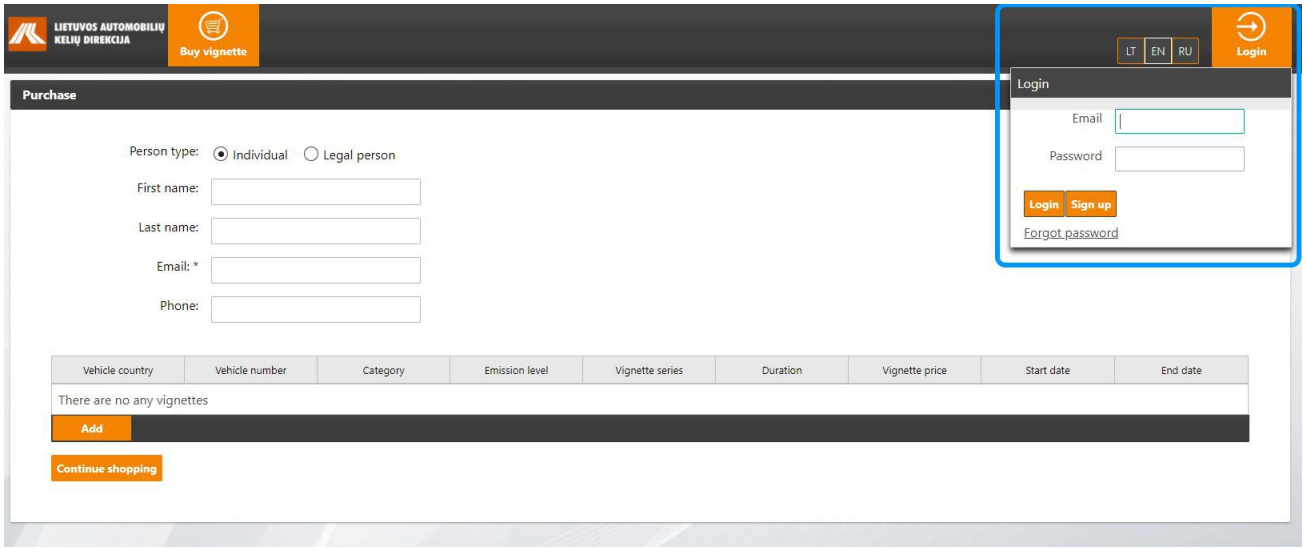
Click on **[Register]** button after filling in all the required data. Email provided during registration procedures will be used to send an email letter with a link. Click on the link to confirm your registration at the system. Login to the KNMM portal when all registration steps are completed.

User who has registered himself on the KNMM portal and created a profile (account) becomes a registered used of the portal. Using created accounts all registered users could buy vignettes, form a list of their vehicles to be used for future procurements, view all their purchased vignettes and their validity, review the status of their purchase transactions. The detailed description of function is provided herein.

IMPORTANT INFORMATION

- Passwords must contain: minimum 8 symbols, at least one number and at least one special character (@$! %*#?&).
- The email must be unique. If specified email address already exists in the system, the system will generate a warning message in this regard.

2.3. LOGIN



To register on the portal, click on the **[Login]** button in the anonymous purchase window. Login data containing window will open. Fill in your login data and press the **[Login]** button.

If you do not remember the password, click on the link **Forgot password** in the login window.

Type in your email address used for registration to the system. Tick the checkbox to confirm you are not a robot (**I'm not a robot** checkbox). After typing in the email click the [**Get new password**] button. The system will send an email containing a link for password recovery to the specified email after clicking the button.

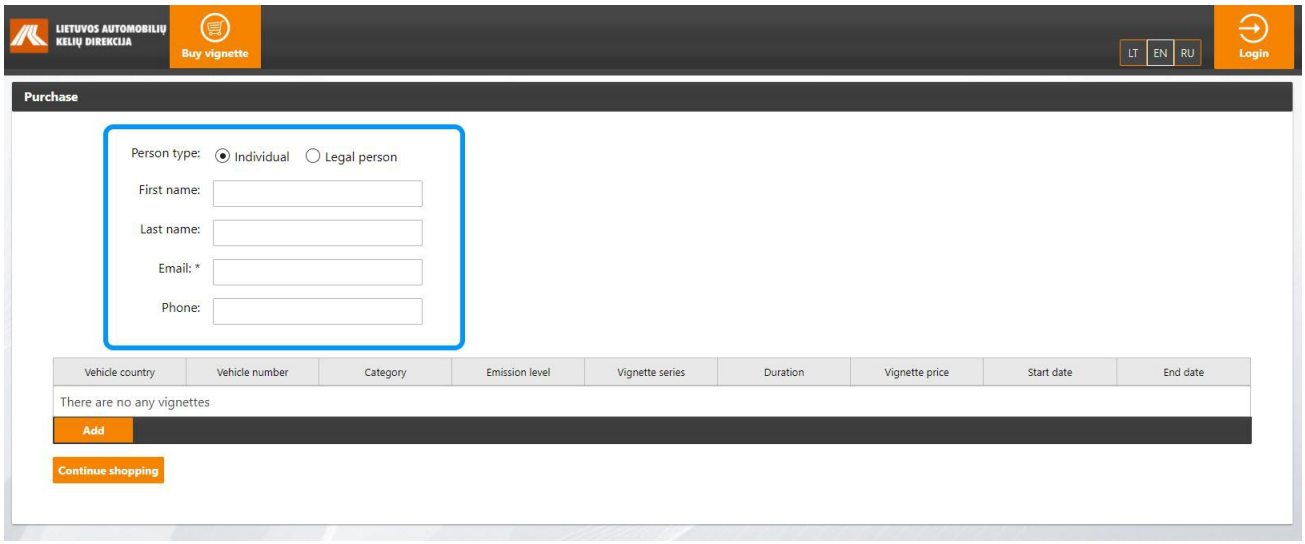
3. PROCUREMENT OF A VIGNETTE

3.1. ANONYMOUS PROCUREMENT OF A VIGNETTE

This chapter includes a description of anonymous procurement of a vignette procedure. Anonymous vignette purchase portal is directly accessible at pirkti.keliumokestis.lt. This portal could be also available from the www.keliumokestis.ltwebsite.

3.1.1. FILLING IN CONTACT DETAILS

1. Filling in contact details
2. Selection of a vignette
3. Verification of procurement data
4. Payment execution
5. Review of settled procurement



Select an entity type in the anonymous vignette purchase window. The following Buyer's contact details fields will be activated depending on the selected entity type:

The following fields will be enabled for **Natural persons**:

- **Name** – type in name of the Buyer (optional field);
- **Surname** – type in surname of the Buyer (optional field);
- **E mail** – type in an email address of the Buyer to be used for sending payment confirmation (mandatory field);
- **Phone** – type in phone number of the Buyer (optional field);

The following fields will be enabled for **Legal entities**:

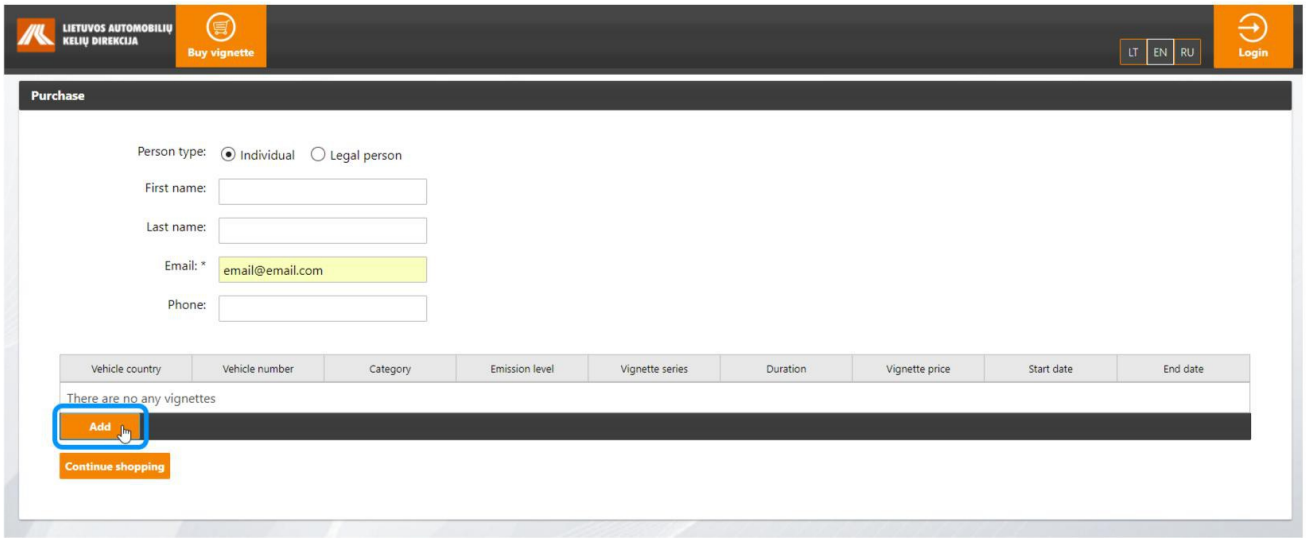
- **Company**- type in name of the Company (optional field);
- **E mail** – type in an email address of the Company to be used for sending payment confirmation (mandatory field);
- **Phone** – type in phone number of the Company (optional field).

USEFUL INFORMATION

User has an opportunity to choose the portal language: Lithuanian, English or Russian. You can do this by choosing one language from the list in the upper right corner of the window bar.

3.1.2. SELECTION OF A VIGNETTE

1. Filling in contact details
2. Selection of a vignette
3. Verification of procurement data
4. Payment execution
5. Review of settled procurement



Fill in contact details of the Buyer and press **[Add]** button to buy a vignette.

Vignette data card will open. Fill in the following fields of the vignette data card:

- **Vehicle country**– select vehicle registration country: Lithuania, Latvia, Belarus, Estonia, etc. (the list of countries opens by entering the country name fragment);
- **Vehicle number** – fill in vehicle registration number (The registration number of vehicle must be entered without spaces and special characters, latin letters and digits only);
- **Category** – select vehicle category: M2, M3, N1, N2, N3.

- **Emission level** – select the EU standard for pollution of the vehicle: Euro 0, Euro I, Euro II, Euro III, Euro IV, Euro V, Euro VI, Not specified.
- **Vignette variant** – select the required type of vignette: A-Day-6.00, B-Day-11.00, C-Week-14, D-Week-26, E-Week-37, etc.;
- **Valid from now on** – tick the checkbox when the vignette shall become valid from the current moment;
- **Start date** – select the vignette validity commencement date: use calendar to mark the year, month and day, than select time.
- **End date** – expiration date is automatically calculated based on the selected vignette commencement date and the type.

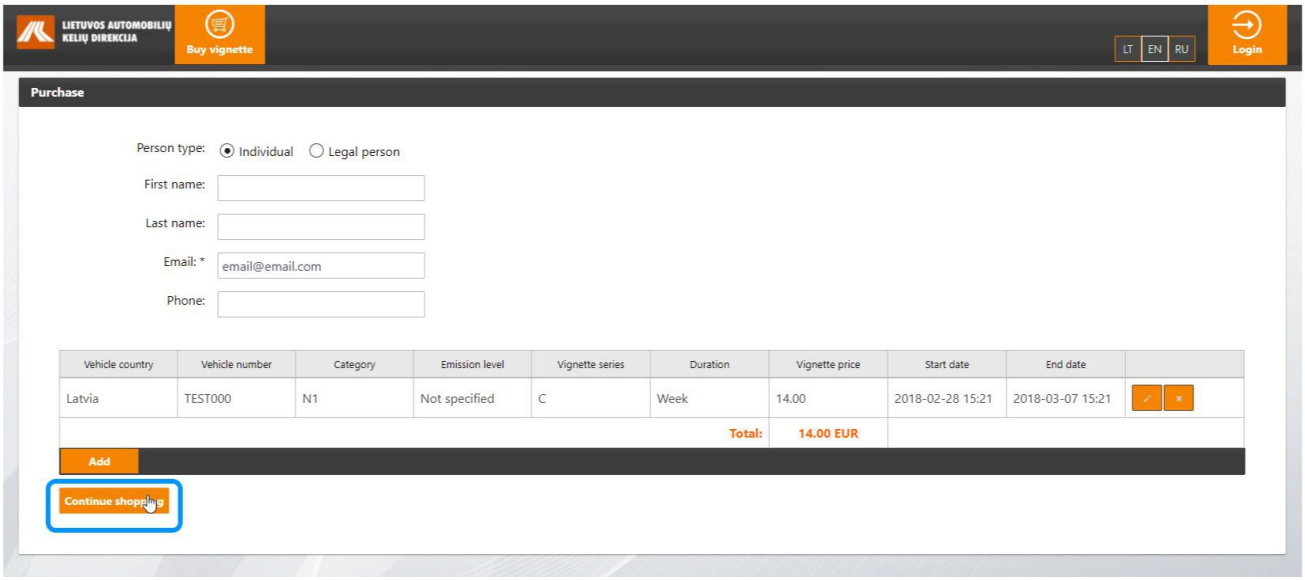
Press **[Save]** button to save vignette data.

IMPORTANT INFORMATION

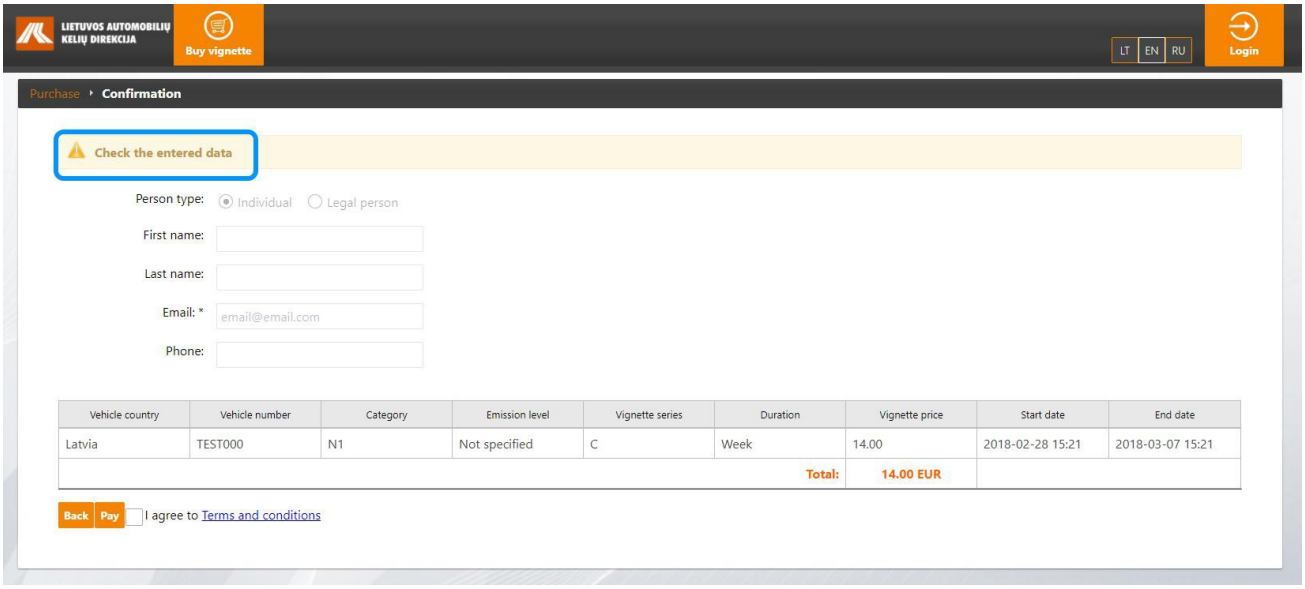
- At the time of an anonymous purchase, the Buyer can buy at most one vignette at a time. To purchase unlimited, you need to register on the portal.
- When you enter a vehicle registration number that does not match the registration number of the specified registration template, a warning message is displayed. If you accept the warning and want to use the entered number - tick the checkbox next to **I accept warning**. In other cases modify the vehicle registration number.

3.1.3. VERIFICATION OF PROCUREMENT DATA

1. Filling in contact details → 2. Selection of a vignette → 3. Verification of procurement data → 4. Payment execution → 5. Review of settled procurement

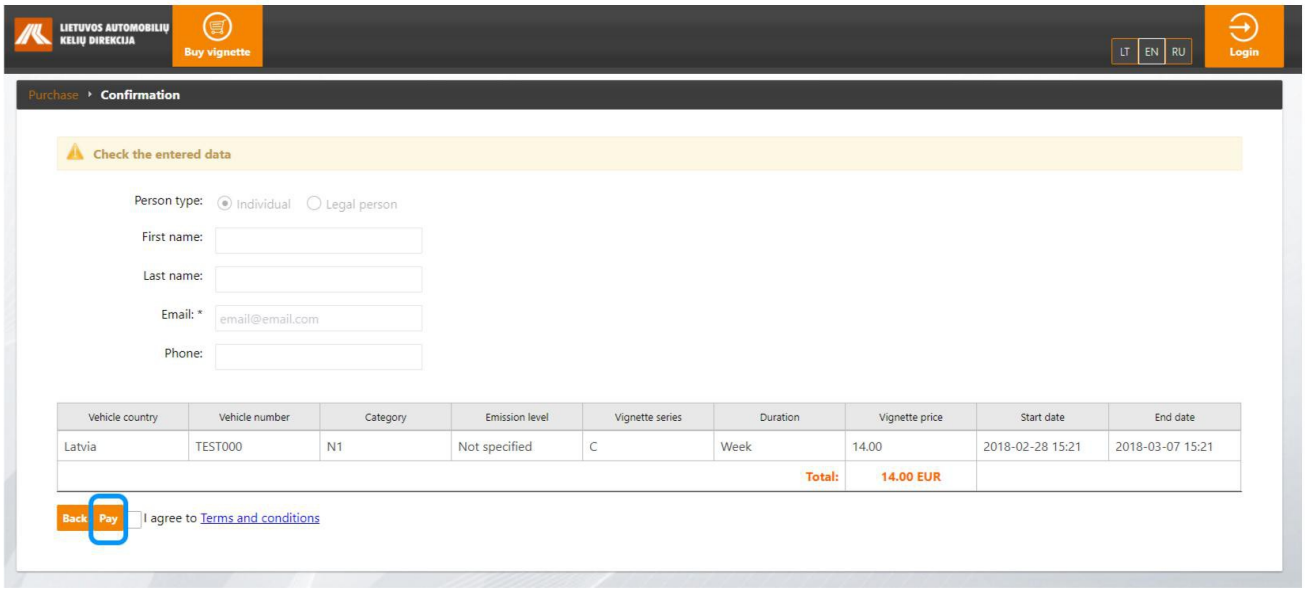


Completed vignette procurement card opens after saving data of the selected vignette. Click [**Continue shopping**] to continue purchase operations.



A window containing notification about the need to verify provided data opens.

3.1.4. PAYMENT EXECUTION

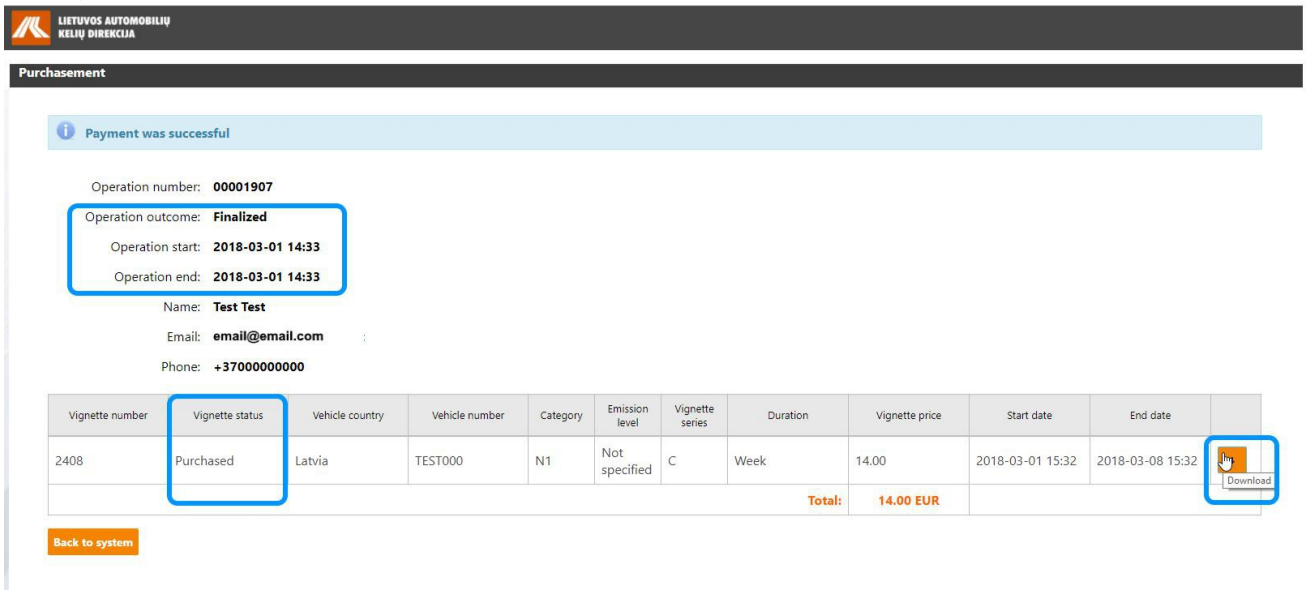


Click on **[Pay]** button if specified data is correct.

SELECT PAYMENT METHOD

By clicking the button you will be redirected to the payment system Paysera window enabling selection of the preferable payment method. Available payments methods are detailed in chapter **3.5** Available payments methods.

3.1.5. REVIEW OF SETTLED PROCUREMENT



After successful payment you will be redirected to the procurement window providing information about successful transaction.

State of a successful transaction — **Finalized**, state of a successful vignette procurement – **Purchased**.

Clicking **[Download]** button enables saving and further printing of payment confirmation.

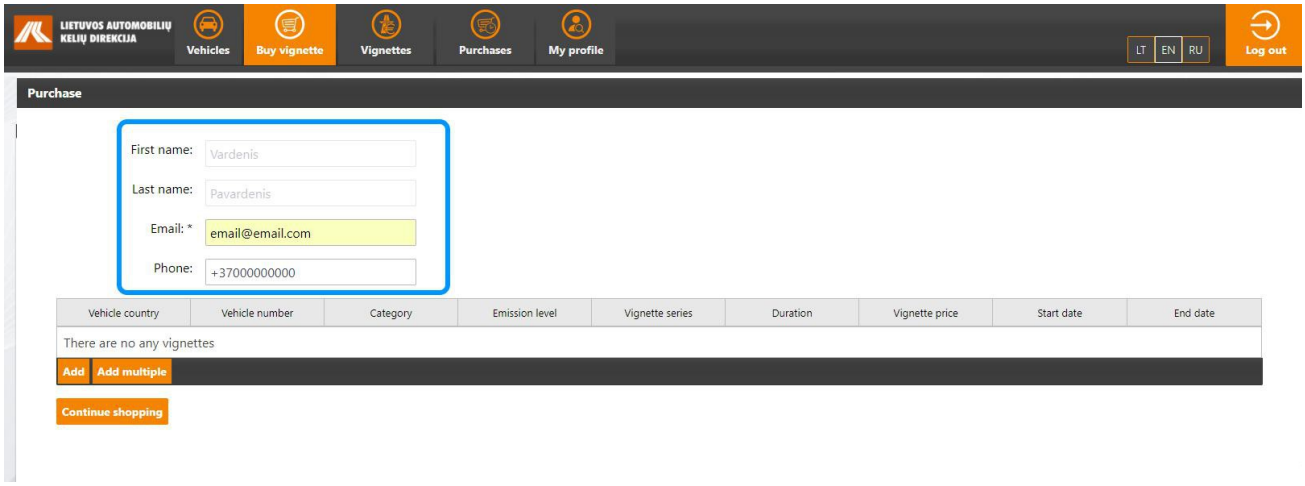
USEFUL INFORMATION

To return to the initial window of the portal click on **[Back to system]** button.

3.2. REGISTERED PROCUREMENT OF A VIGNETTE

To procure a vignette, please login to the KNMM system and select "**Buy vignette**" menu.

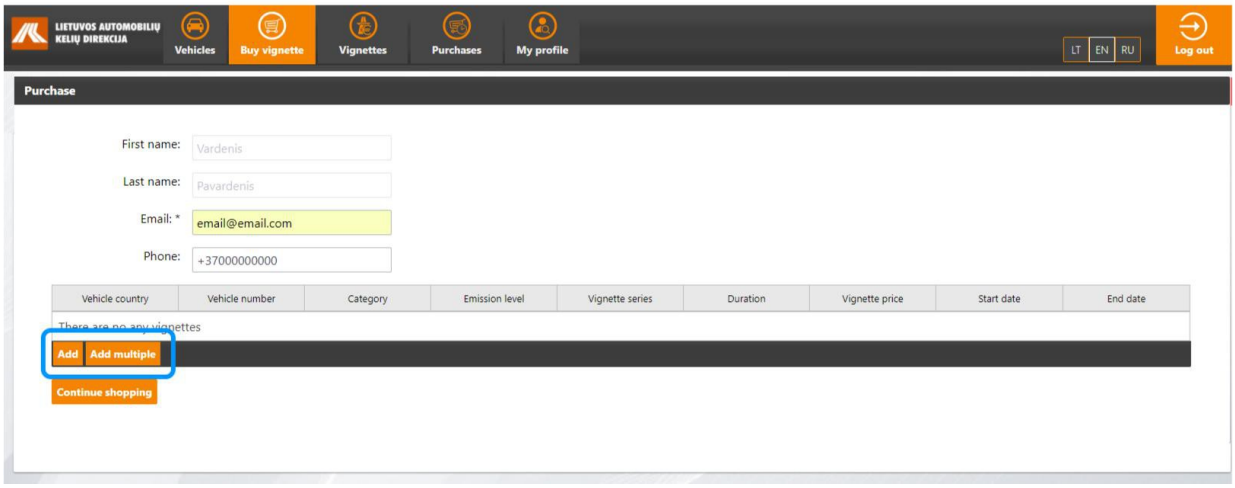
3.2.1. FILLING IN CONTACT DETAILS



Opened vignette procurement window part containing contact details will be partially filled in using information provided in the account. Email and phone fields could be modified by specifying contact details.

3.2.2. SELECTION OF A VEHICLE

1. Filling in contact details
2. Selection of a vehicle
3. Selection of a vignette
4. Verification of procurement data
5. Payment execution
6. Review of settled procurement

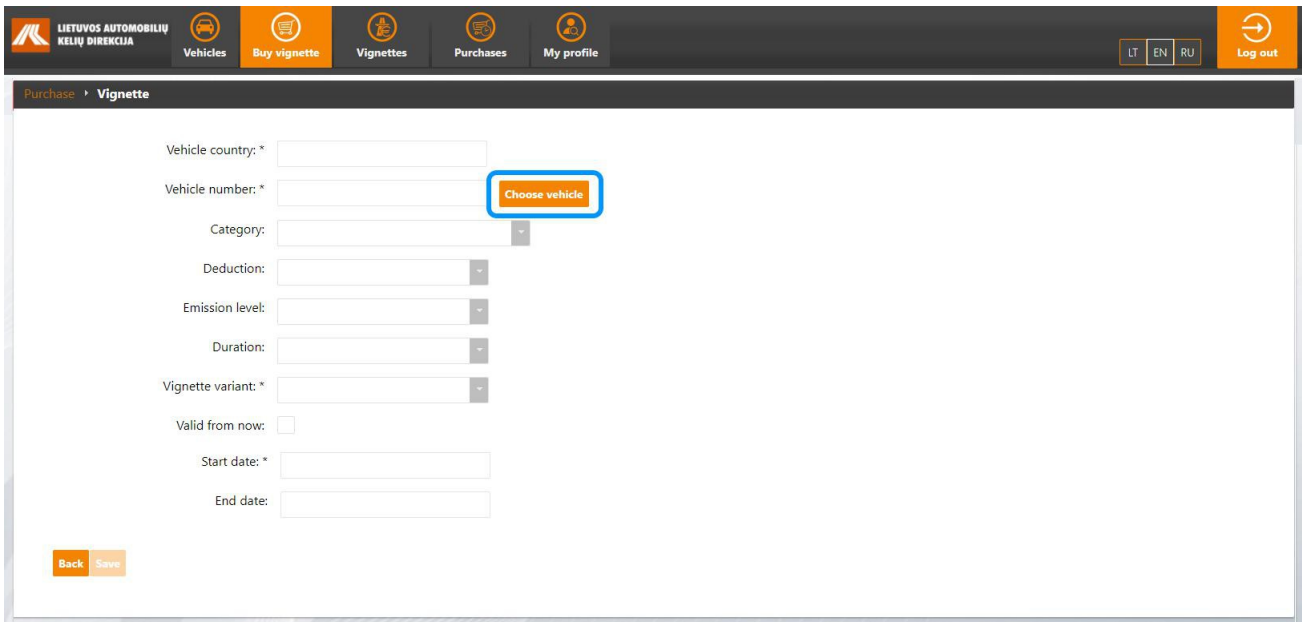


IMPORTANT INFORMATION

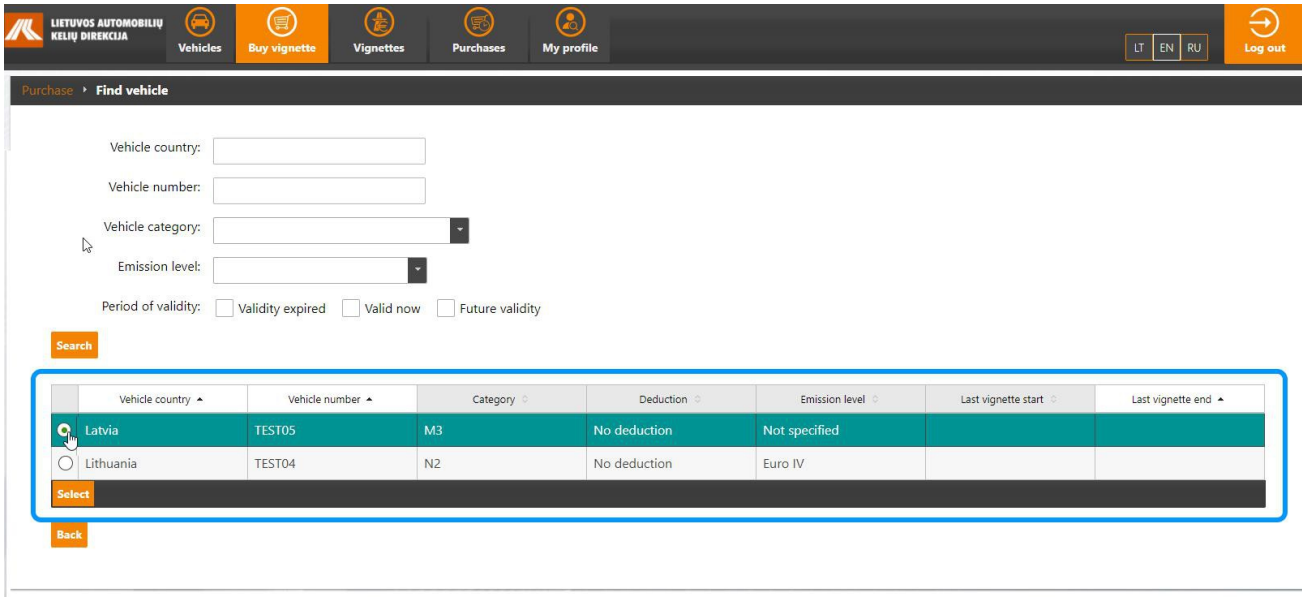
There are some ways to select required vehicle:

1. You can select a single vehicle.
2. You can select several vehicles at once.

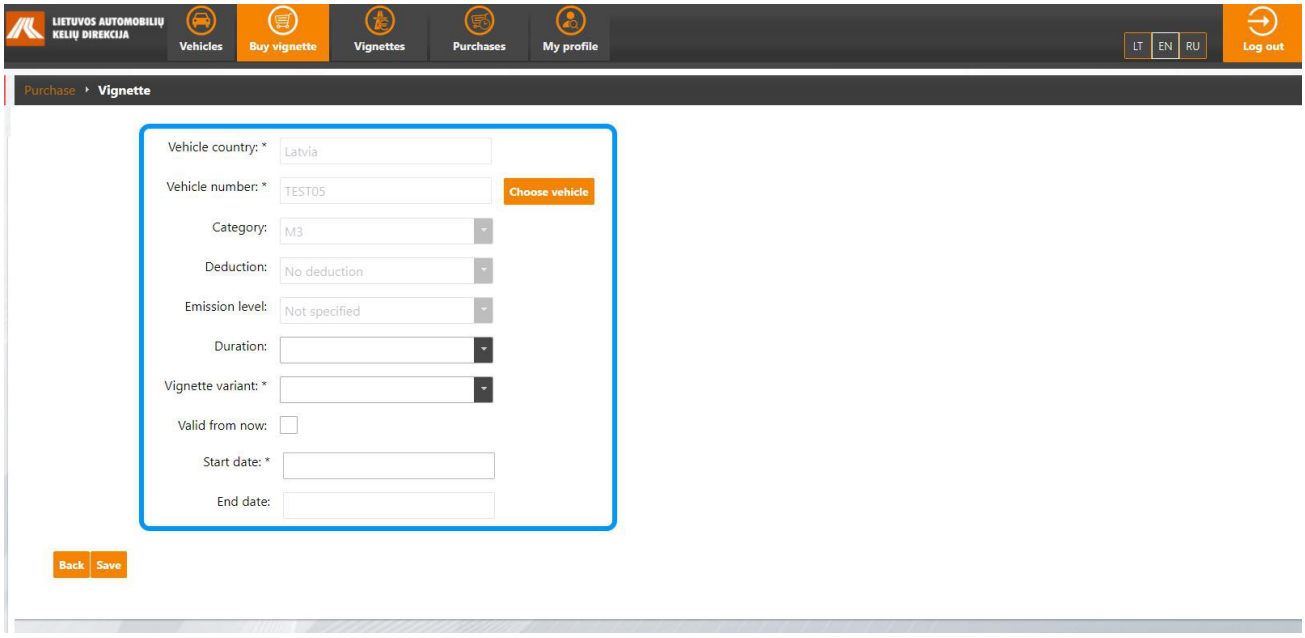
Click on [**Add**] button to select a single vehicle.



The system will activate a window for procurement of a new vignette. In this window you could specify vehicle information or select a vehicle from the list of existing vehicles by clicking [**Choose vehicle**] button.

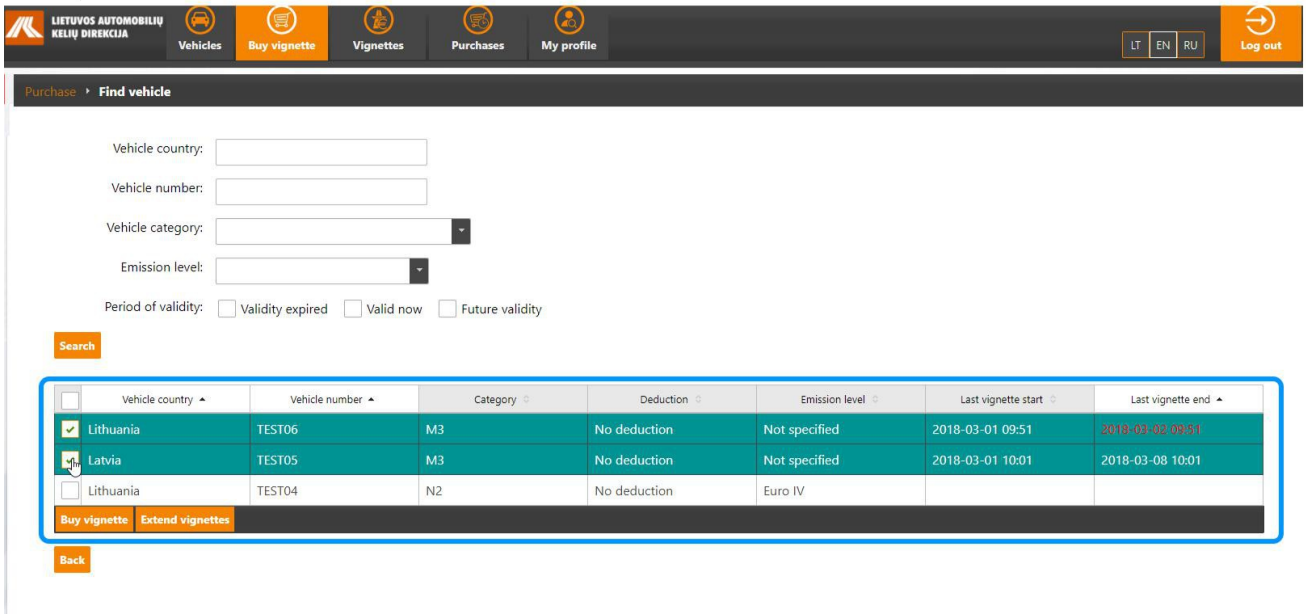


The list of vehicles stored in the account will open. Select the required vehicle and click [**Select**] button.



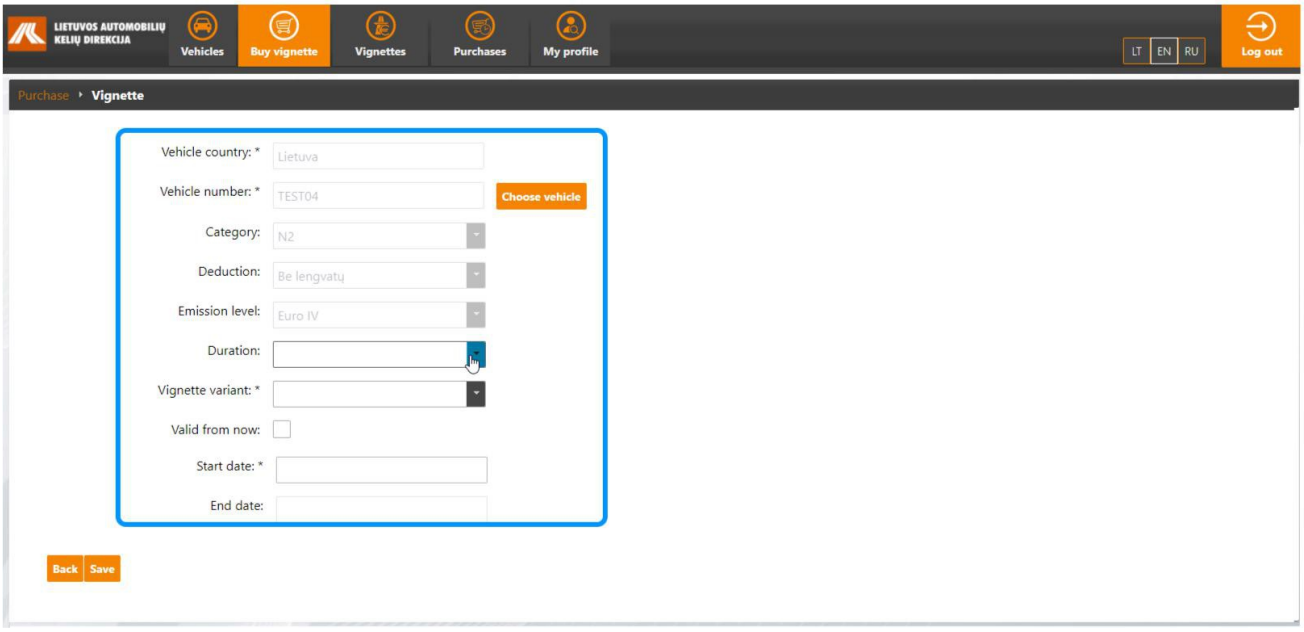
Vignette card vehicle fields will be filled in with data about the selected vehicle.

Click on [**Add multiple**] button to select several vehicles.



The list of vehicles stored in the account will open. Tick the required vehicle.

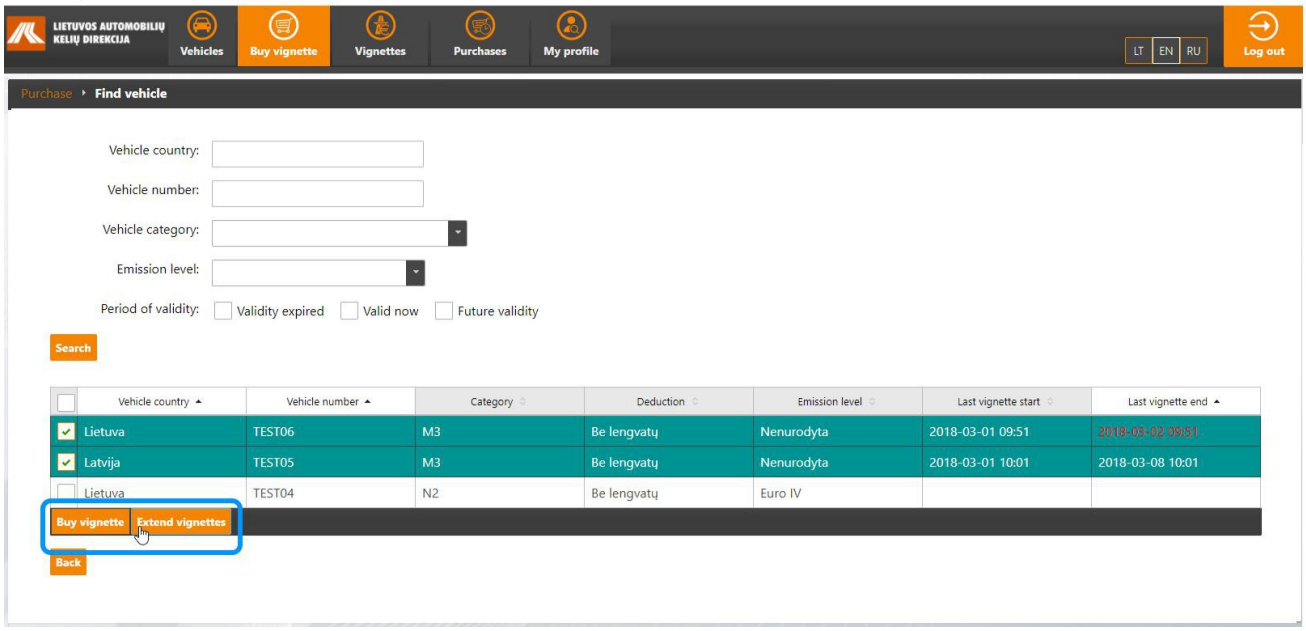
3.2.3. SELECTION OF A VIGNETTE



Indicate the following information when a single vehicle is selected:

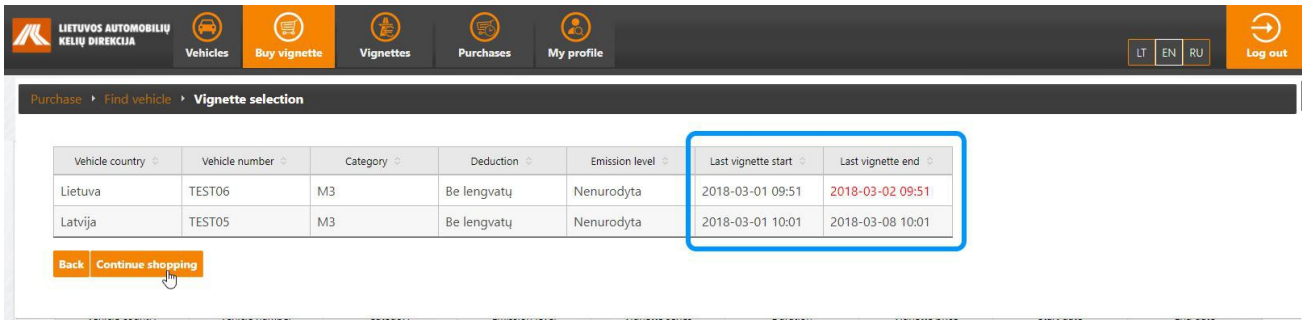
- **Vignette variant** – select the required type of vignette: A-Day-6.00, B-Day-11.00, C-Week-14, D-Week-26, E-Week-37, etc.;
- **Valid from now**– tick the checkbox when the vignette shall become valid from the current moment;
- **Start date** – select the vignette validity commencement date: use calendar to mark the year, month and day, than select time.
- **End date** – expiration date is automatically calculated based on the selected vignette commencement date and the type.

Click [**Save**] when all the data is provided.



When several vehicles are selected, please check whether to buy new vignettes or extend the validity of the existing ones.

Click [**Extend vignettes**] button to extend the validity of the existing vignettes.

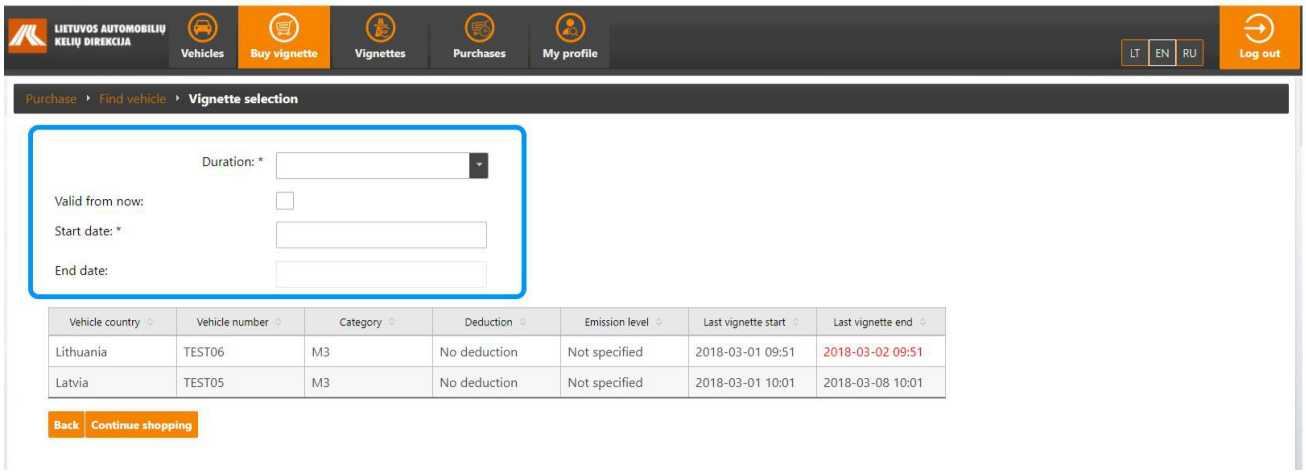


Vignette window displaying dates of vignettes to be extended will open. Check the dates and click [**Continue shopping**] button to continue purchase process.

IMPORTANT INFORMATION

By clicking [**Extend vignettes**] button all marked vehicles will be provided with new vignettes the validity of which will be the same as the previous one and the commencement date will coincide the expiration date of the previously bought vignette. If the vignette has expired, the current date will coincide the start date of the new vignette.

Click [**Buy a vignette**] button to buy the new vignette.



Vehicle selection window will open - use the window to specify required information about the vignette to be procured:

- **Duration** – select the required type of vignette: A-Day-6.00, B-Day-11.00, C-Week-14, D-Week-26, E-Week-37, etc.;
- **Valid from now** – tick the checkbox when the vignette shall become valid from the current moment;
- **Start date** – select the vignette validity commencement date: use calendar to mark the year, month and day, than select time.
- **End date** – expiration date is automatically calculated based on the selected vignette commencement date and the type.

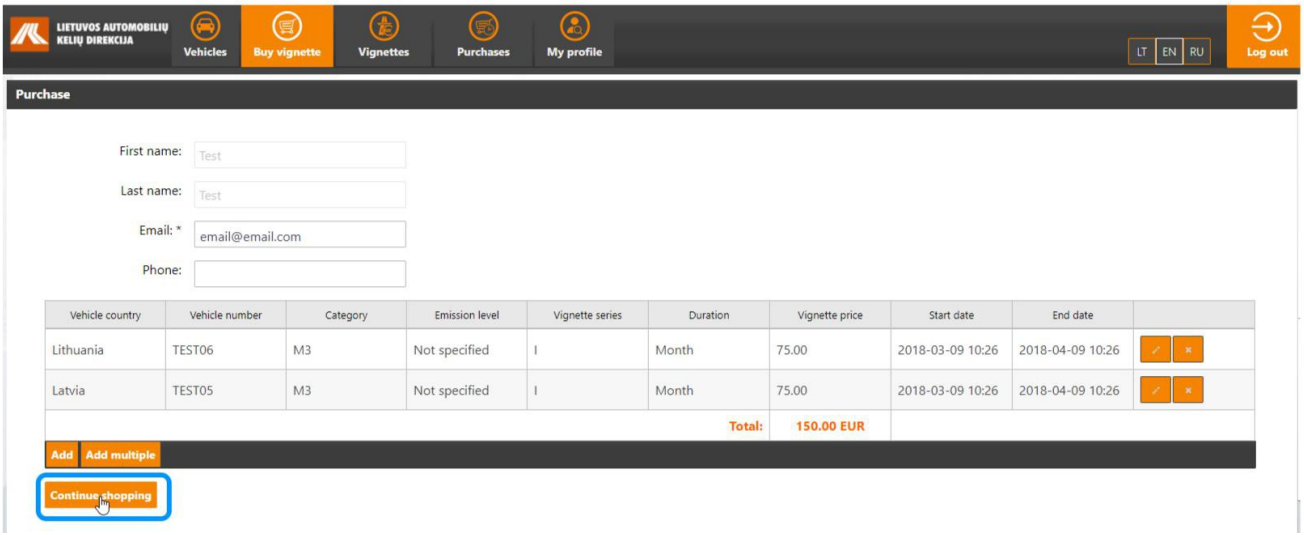
Click [**Continue shopping**] button when all the required data is filled in.

IMPORTANT INFORMATION

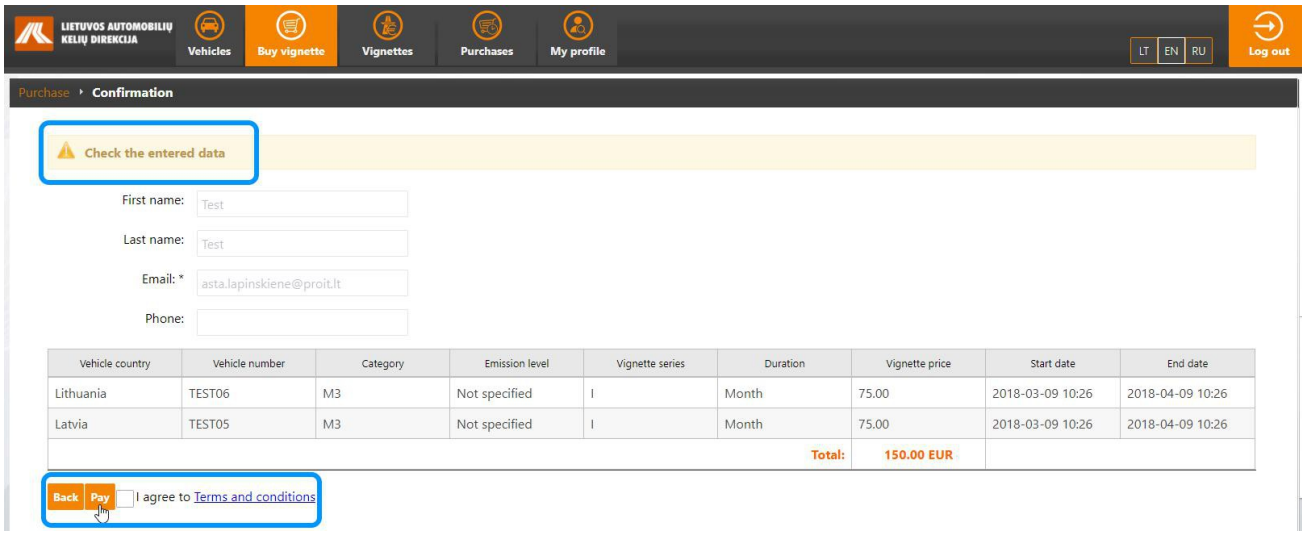
When you enter a vehicle registration number that does not match the registration number of the specified registration template, a warning message is displayed. If you accept the warning and want to use the entered number - tick the checkbox next to **I accept warning**. In other cases modify the vehicle registration number.

3.2.4. VERIFICATION OF PROCUREMENT DATA

1. Filling in contact details
2. Selection of a vehicle
3. Selection of a vignette
4. Verification of procurement data
5. Payment execution
6. Review of settled procurement



Vignette procurement window specifying added vignettes will open. Check the added vignettes and click [**Continue shopping**] button to continue purchase process.

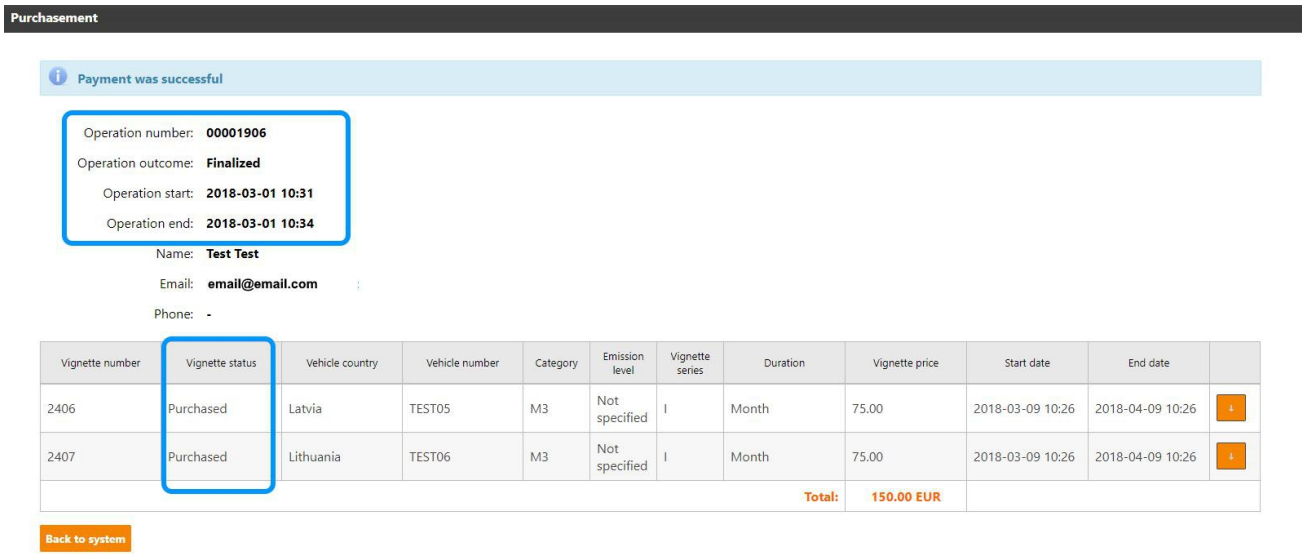


A window containing notification about the need to verify provided data opens.

3.2.5. PAYMENT EXECUTION

Actions to be taken to pay for a vignette are detailed in **3.1.4** chapter “Payment execution”.

3.2.6. REVIEW OF SETTLED PROCUREMENT



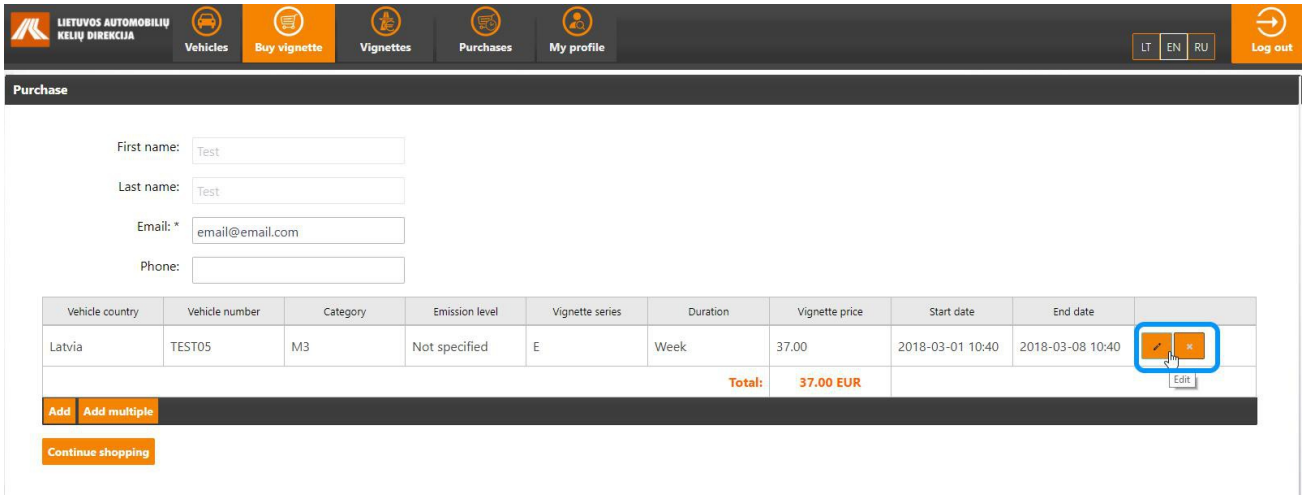
After successful payment you will be redirected to the procurement window providing information about successful transaction.

State of a successful transaction — **Finalized**, state of a successful vignette procurement – **Purchased**.

USEFUL INFORMATION

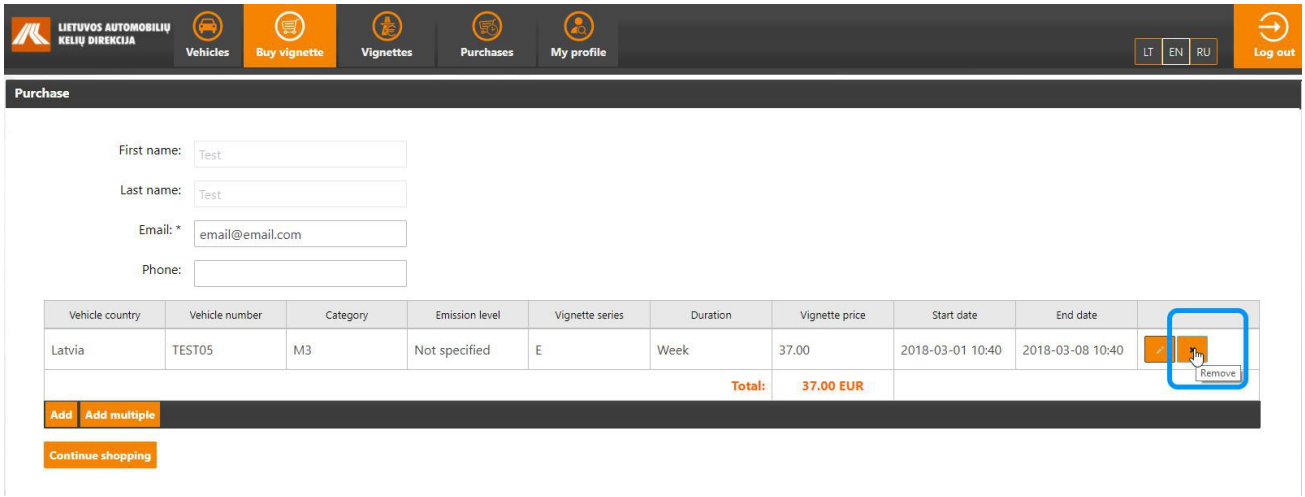
To return to the vignette procurement page click on [**Back to system**] button.

3.3. EDITING OF A VIGNETTE



To edit a vignette procurement information in the course of procurement operations click [**Edit**] button next to the selected vignette. Edit information of interest in the card. To save changes click [**Save**] button.

3.4. DELETING OF A VIGNETTE



To delete a vignette from the procurement operation under execution click [**Remove**] button. The system will generate a warning message in this regard. Verify the necessity to delete vignette from the procurement operation under execution.

3.5. POSSIBLE PAYMENT OPTIONS FOR VIGNETTES

The KNMM system provides the following payment options:

- **Internet banking.**
- **Payment card.**
- **Bank transaction.**

4. ACCOUNT OF A REGISTERED USER

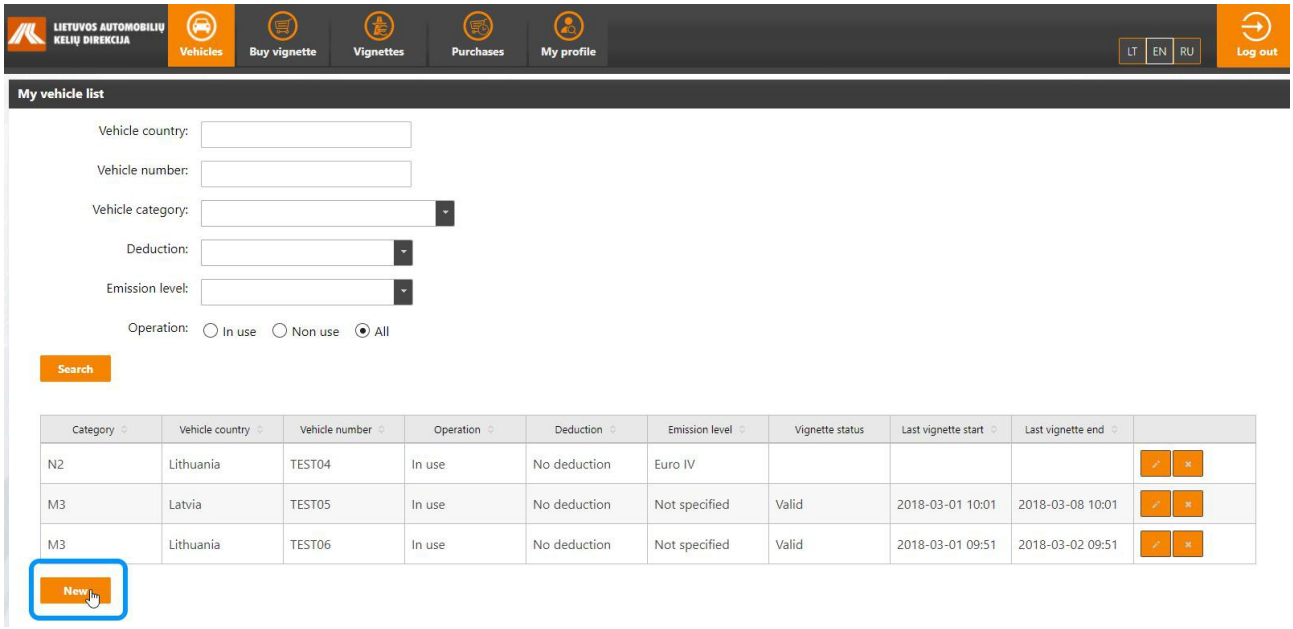
The following menu items appear in the top menu bar of the account of a registered user:

- **Vehicles** – chapter **4.1 Vehicles**.
- **Buy a vignette** – chapter **4.2 Buy a vignette.**
- **Vignettes** – chapter **4.3 Vignettes**.
- **Procurements** – chapter **4.4 Procurements**.
- **My information** – chapter **4.5 My information.**

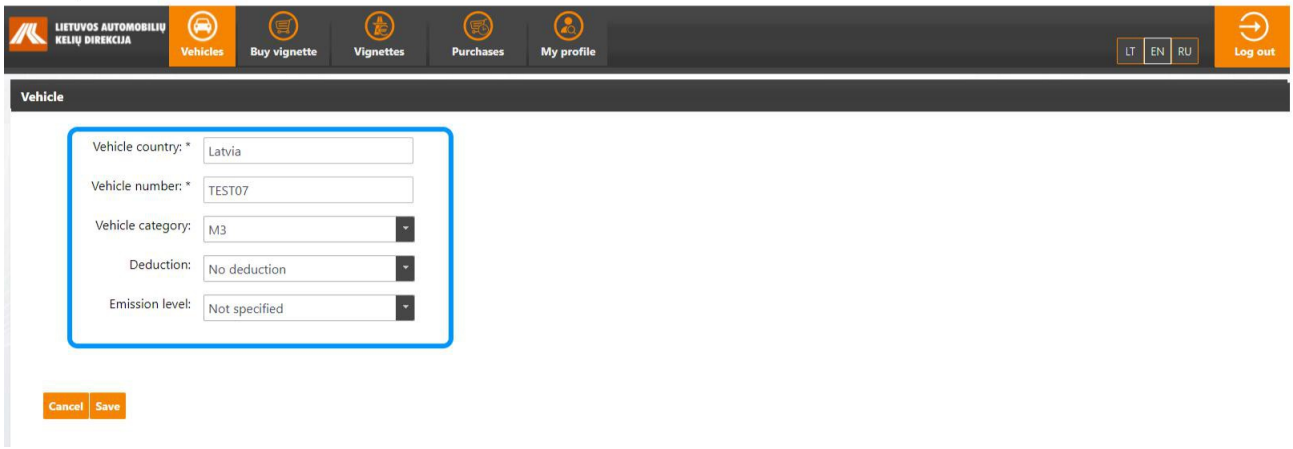
4.1. VEHICLES

4.1.1. CREATION OF A NEW VEHICLE

Registered used of the KNMM portal could arrange and save the list of his vehicles. When logged in, this is the initial window of the system where you can see the current state of vehicles and procured vehicles ("Vehicles" menu).



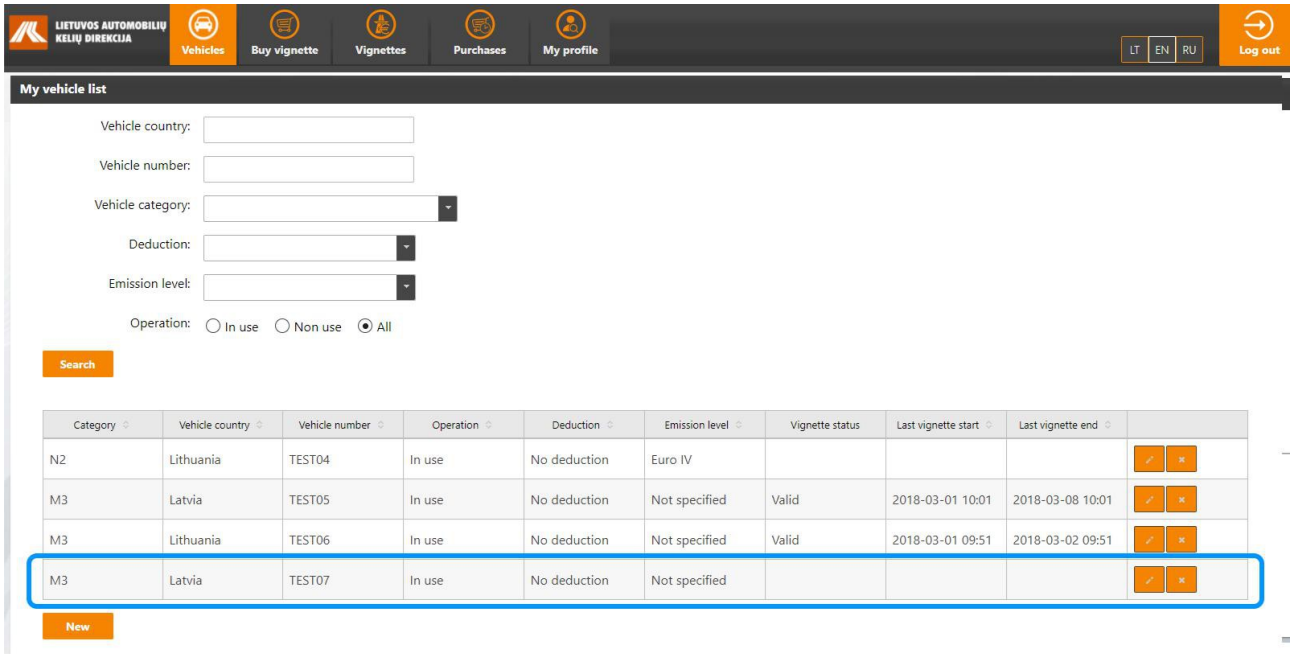
To add a vehicle to the list click [**New**] button.



Vehicle addition window will open. Fill in the following data:

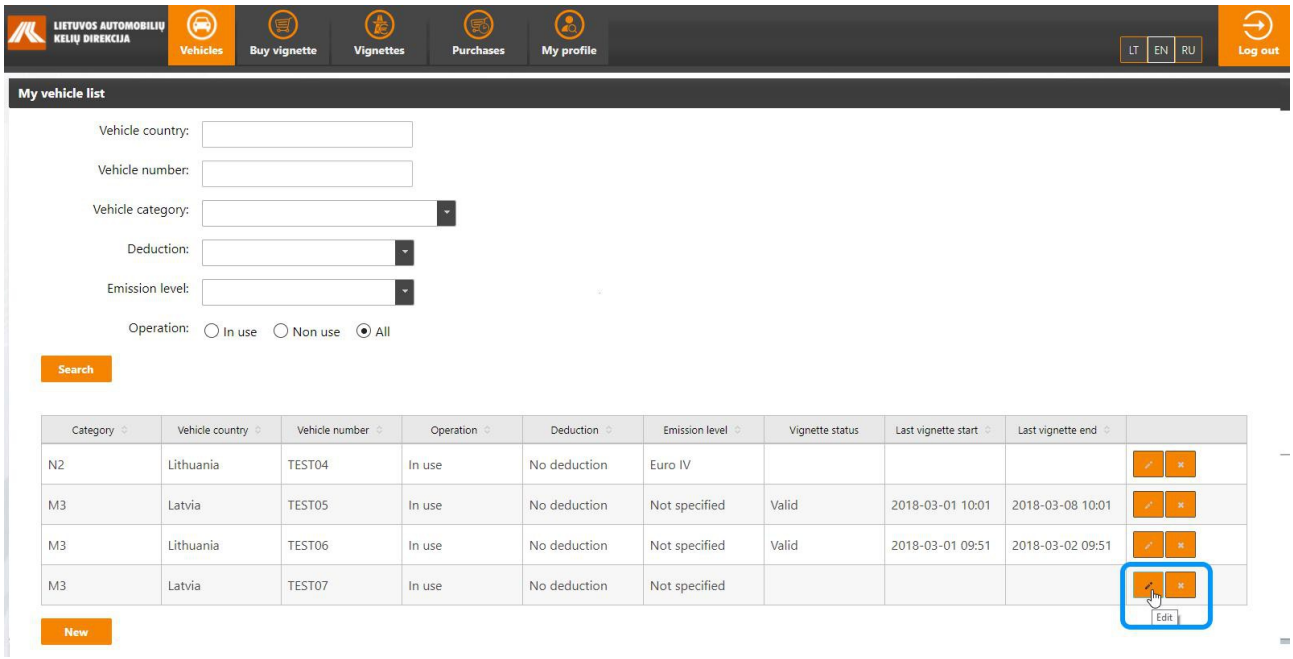
- **Emission level** – select the EU standard for pollution of the vehicle: Euro 0, Euro I, Euro II, Euro III, Euro IV, Euro V, Euro VI, Not specified (optional field).
- **Vehicle ategory** - select vehicle category: M2, M3, N1, N3 (optional field).
- **Vehicle country** - select vehicle registration country: Lithuania, Latvia, Belarus, Estonia, etc. (the list of countries opens by entering the country name fragment) (mandatory field).
- **Vehicle number** – fill in vehicle registration number (mandatory field, the registration number of vehicle must be entered without spaces and special characters, latin letters and digits only).

Click [**Save**] after filling in the data.

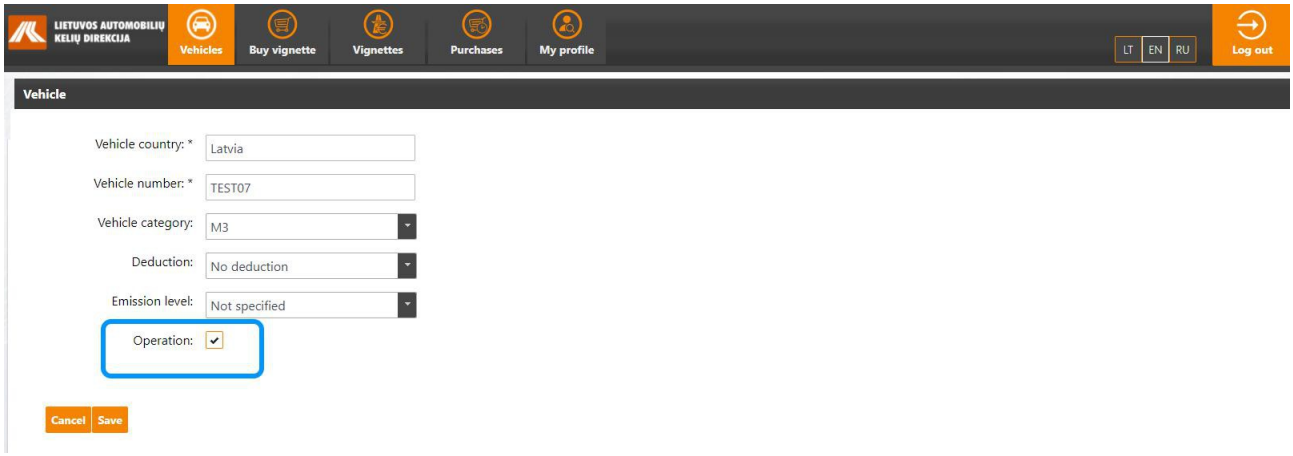


The list of vehicle will open after saving operation. When the vehicle is registered, the **Operation** column contains the default value **In use**, i.e., it is marked that the vehicle is currently in use. To amend operation status activate editing mode.

4.1.2. EDITING OF A VEHICLE



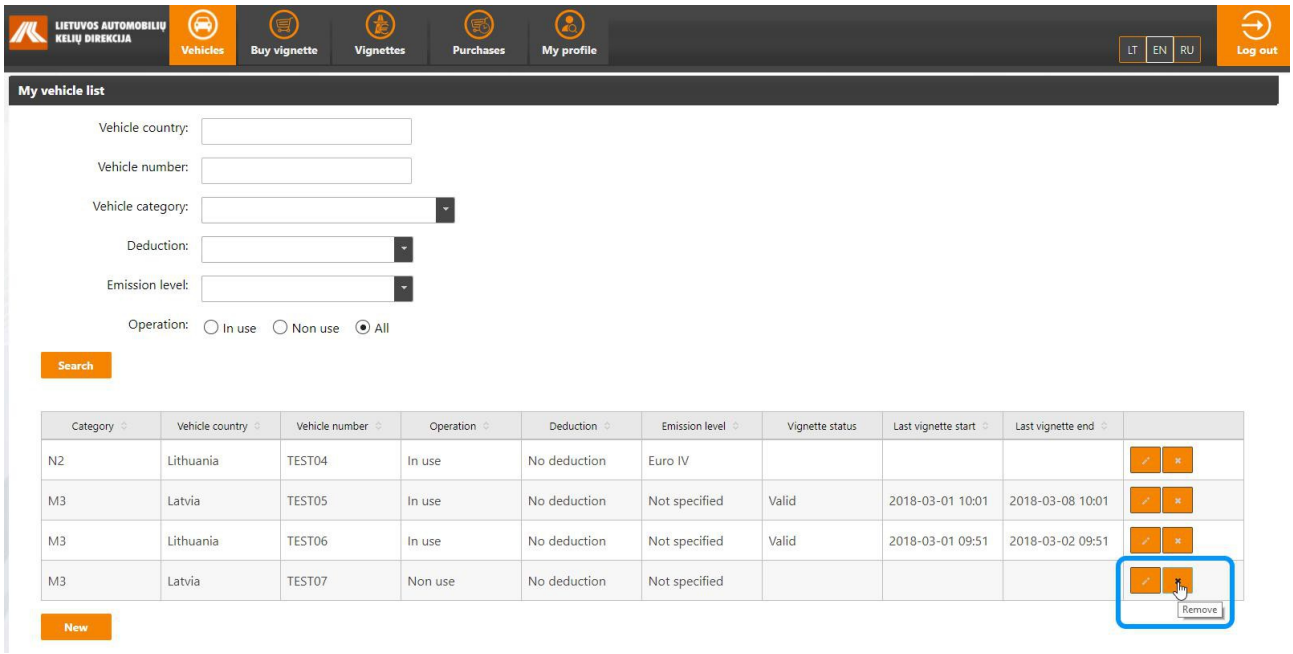
To edit the list of vehicles click [**Edit**] button.



Window containing information about the selected vehicle will open. Edit data of a vehicle. If the vehicle is not operated remove ticks from checkboxes **Operation**.

To save changes click [**Save**] button.

4.1.3. DELETION OF A VEHICLE

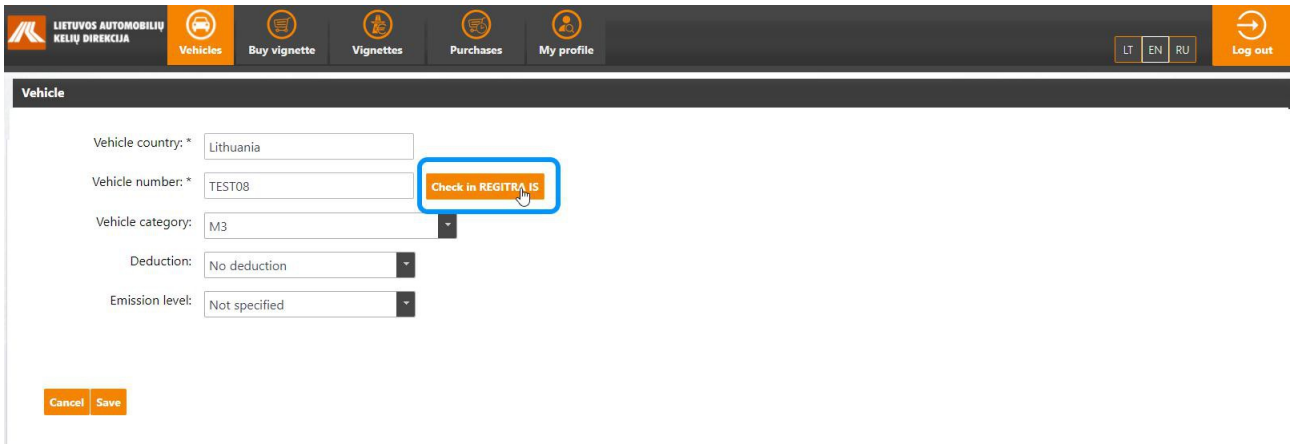


To delete a vehicle from the List select a vehicle and click [**Remove**] button. The system will generate a warning message in this regard. Confirm deletion of selected vehicle.

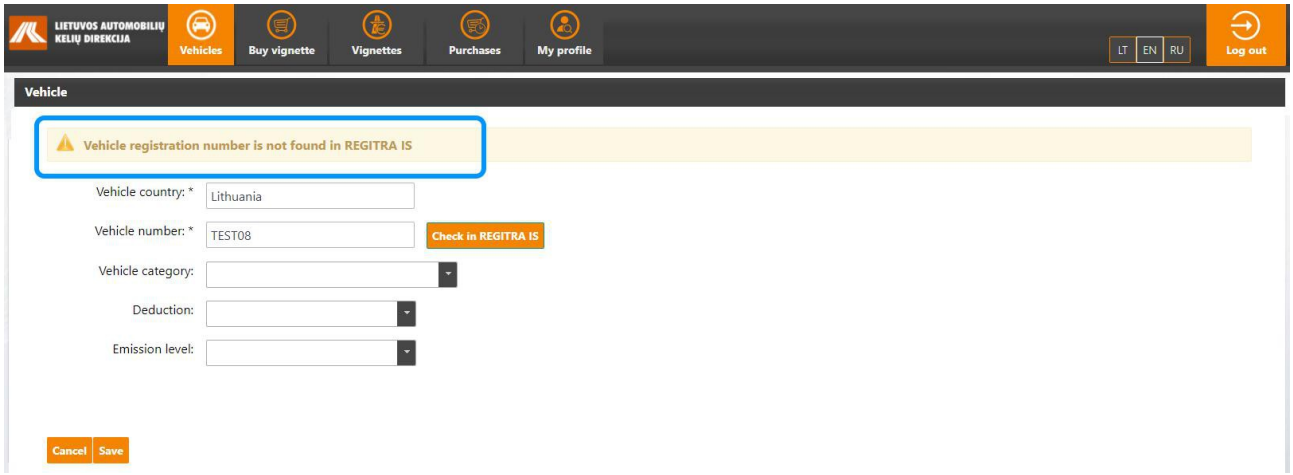
IMPORTANT INFORMATION

Vehicle data could be edited or deleted when there are no vignettes attributed to the vehicle.

4.1.4. VEHICLE INSPECTION IN REGITRA IS



Vehicle inspection in REGITRA IS oprion is available in the vehicle window. Click [**Chek in REGITRA IS**] button to initiate an inspection.



The system will generate notification upon the completion of initiated inspection and provide information on vehicle status in REGITRA IS - registered / not registered.

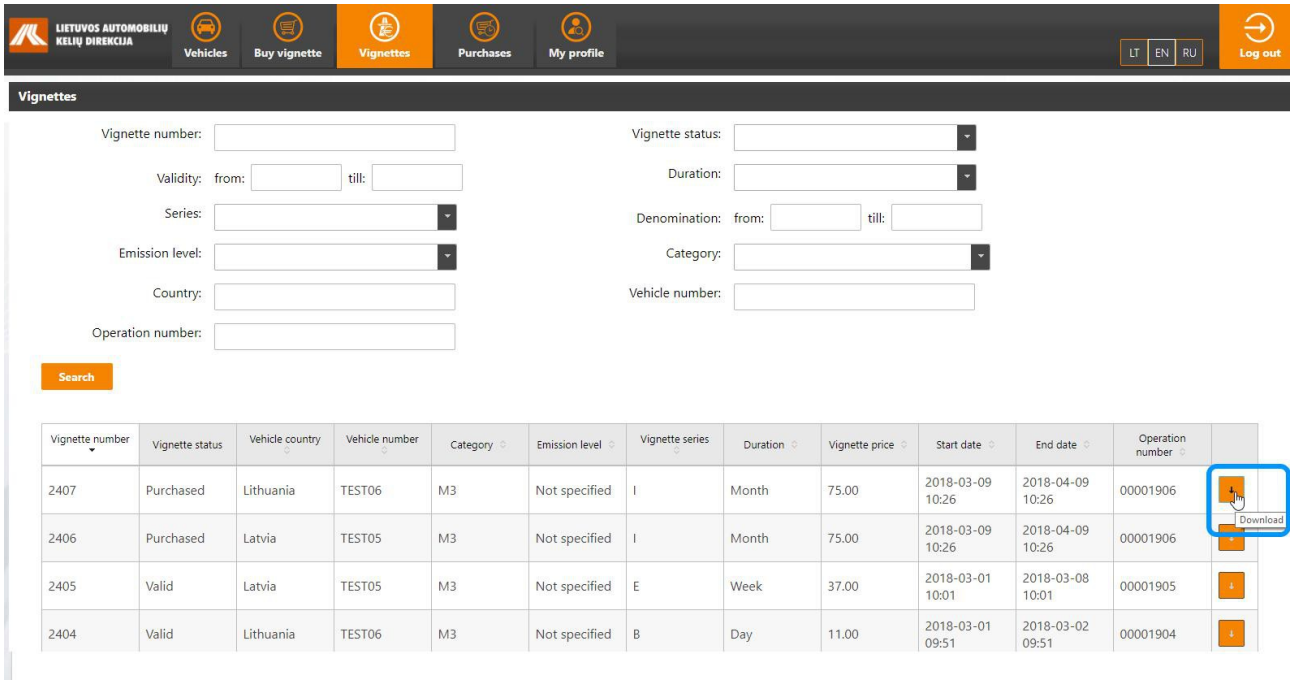
IMPORTANT INFORMATION

All information provided by REGITRA IS is indicative.

4.2. BUY A VIGNETTE

Procurement of a vignette performed by a registered user (registered procurement) is detailed in chapter **3.2** Registered **procurement of a vignette**.

4.3. VIGNETTES



To review the list of vignettes activate "**Vignettes**" menu option. The list of vignettes will open.

Specify the selection criteria applicable to vignette selection:

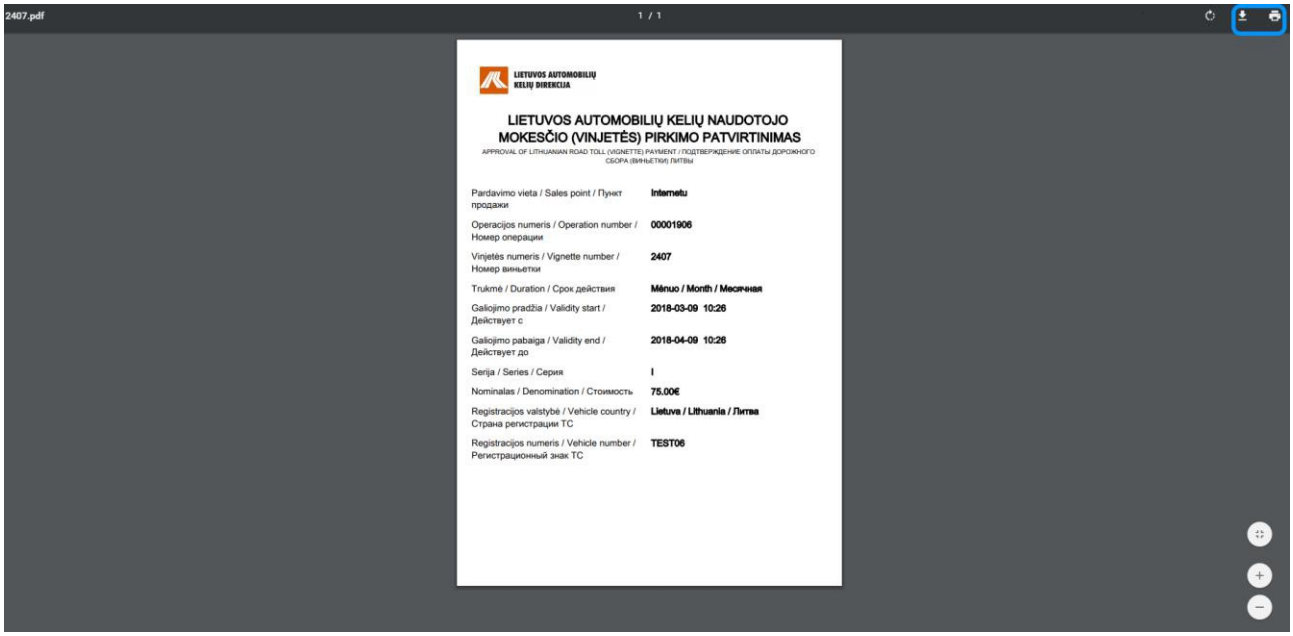
- **Number of a vignette** – type in number of a vignette;
- **State of a vignette** – select status of a vignette: New, Procured, Valid, Expired, Annulled, Returned. Rejected;
- **Validity** – specify validity dates of a vignette: from–to (vignettes with at least one day of validity period within the period specified in the criterion are selected);
- **Vignette duration type** - select vignette validity type: Monthly, Daily, Weekly, yearly;
- **Vignette price** - indicate a vignette price: range from - to;
- **Emission level** - select the EU standard for pollution of the vehicle: Euro 0, Euro I, Euro II, Euro III, Euro IV, Euro V, Euro VI, Not specified;
- **Category** - select vehicle category: M2, M3, N1, N3;
- **Country of registration** - select vehicle registration country: Lithuania, Latvia, Belarus, Estonia, etc.;
- **Vehicle number** - fill in vehicle registration number;

- **Operation number** - type in vignette procurement transaction

number. Click [**Search**] when all criteria are selected.

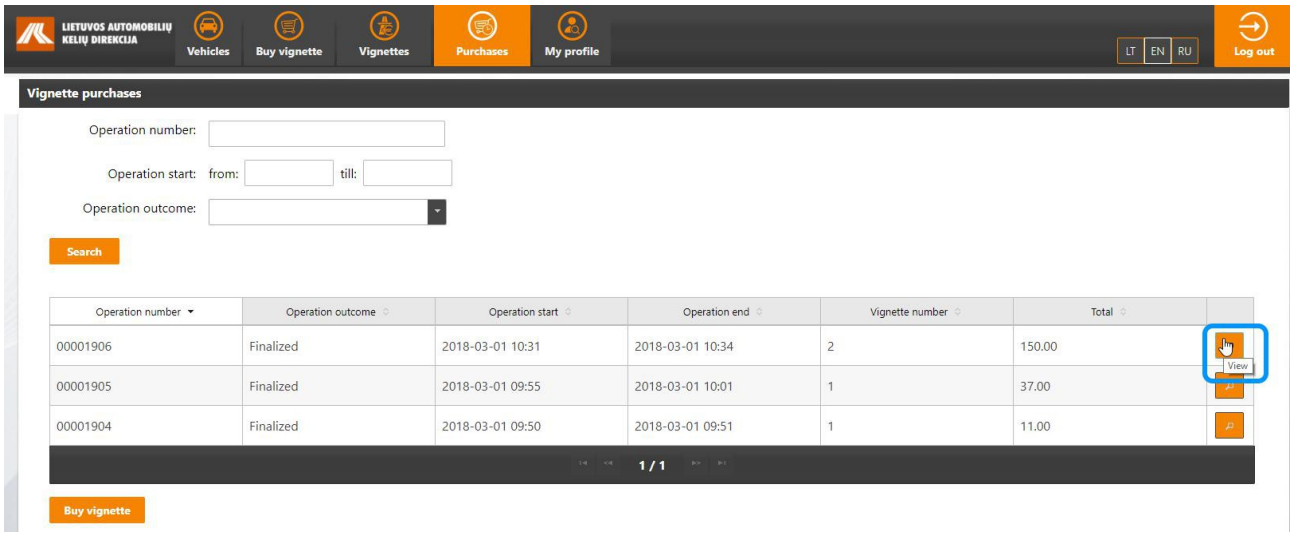
The list of vignettes filtered in accordance with the pre-set criteria will open.

Select a vignette from the list of vignettes and click [**Download**] button to download vignette payment confirmation. Vignette payment confirmation in PDF format will open.



Print or download and save this confirmation to your PC.

4.4. PROCUREMENTS



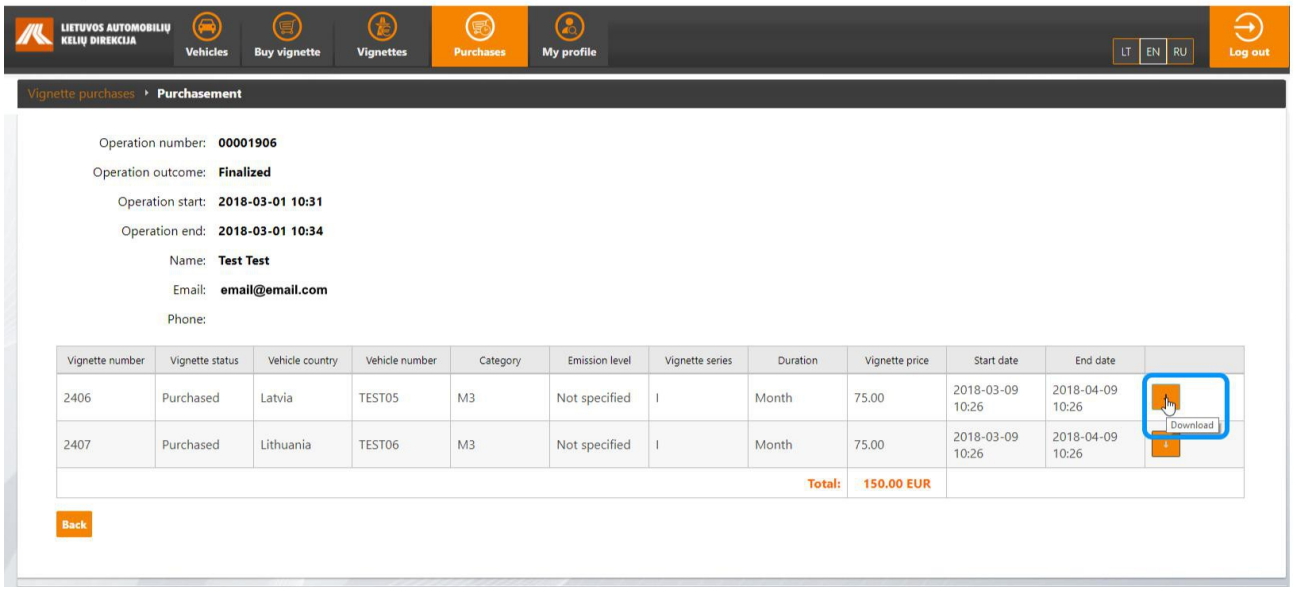
To review the list of procured vignettes activate "**Purchases**" menu option. The list of vignette procurements will open.

Specify the selection criteria applicable to Procurements selection:

- **Operation number** - type in the procurement transaction number;
- **Operation start**– select date of the transaction commencement;
- **Operation outcome** – select transaction completion status: Completed, Rejected, Ongoing.

Click [**Search**] when all criteria are selected. Detailed information about the vignette could be reviewed using a list of procured vignettes.

To review vignette information select a procurement transaction an click [**view**] button.



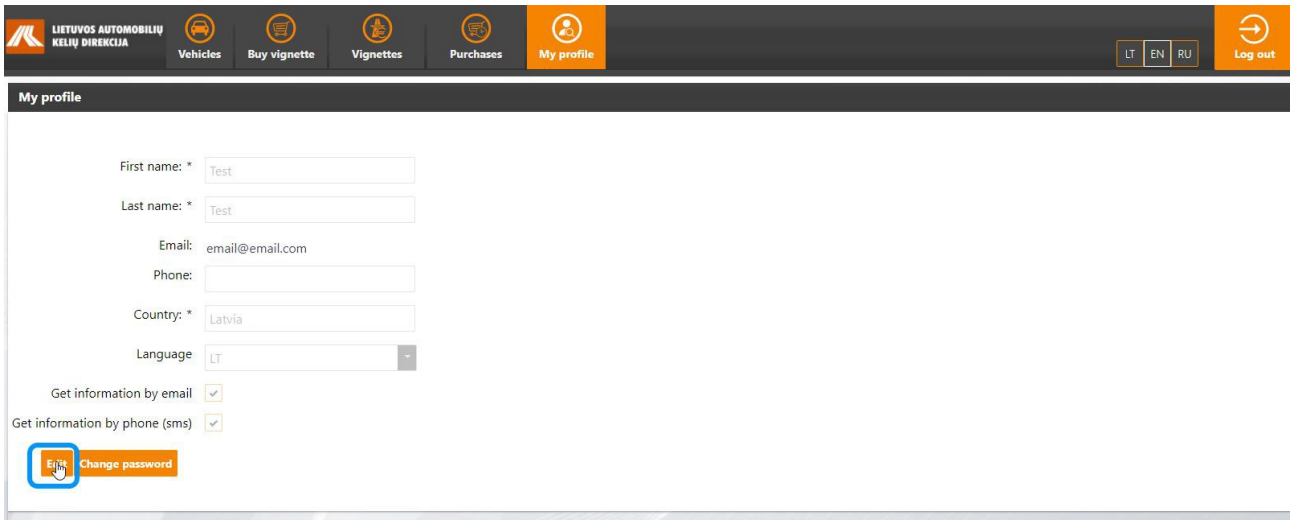
Vignette procurement card will open.

This card could be used to download a vignette payment confirmation - just click [**Download**] button.

USEFUL INFORMATION

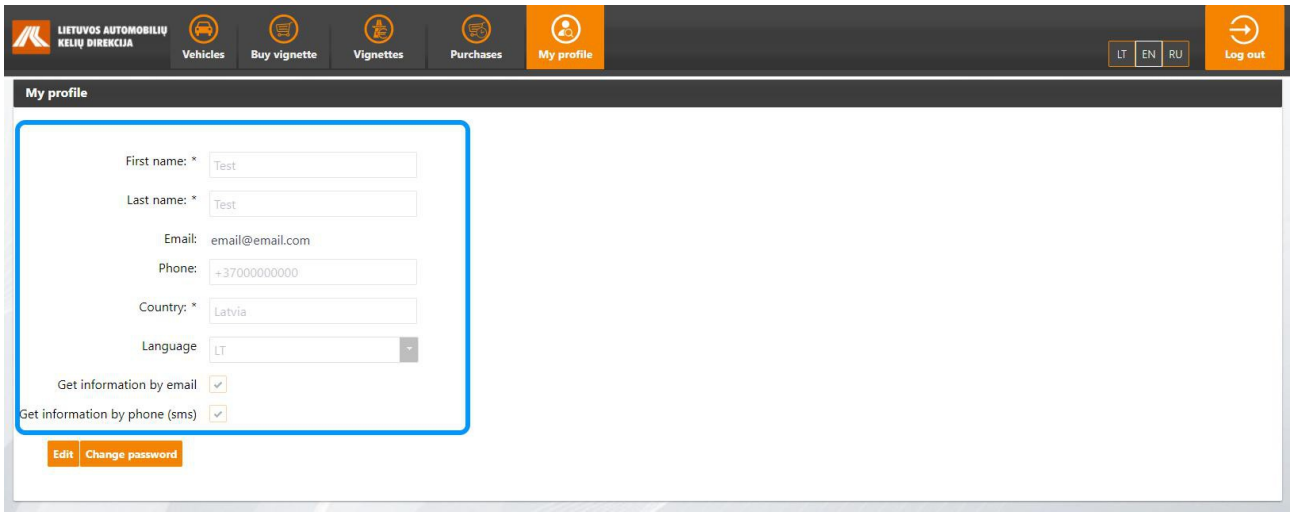
Vignette procurement list could be used to initiate a new vignette procurement procedure. For this purpose click [**Buy vignette**] button in the very end of the list of completed procurements. Actions to be taken to buy a vignette as registered user are detailed in chapter **3.2** Registered **procurement of a vignette**.

4.5. MY INFORMATION

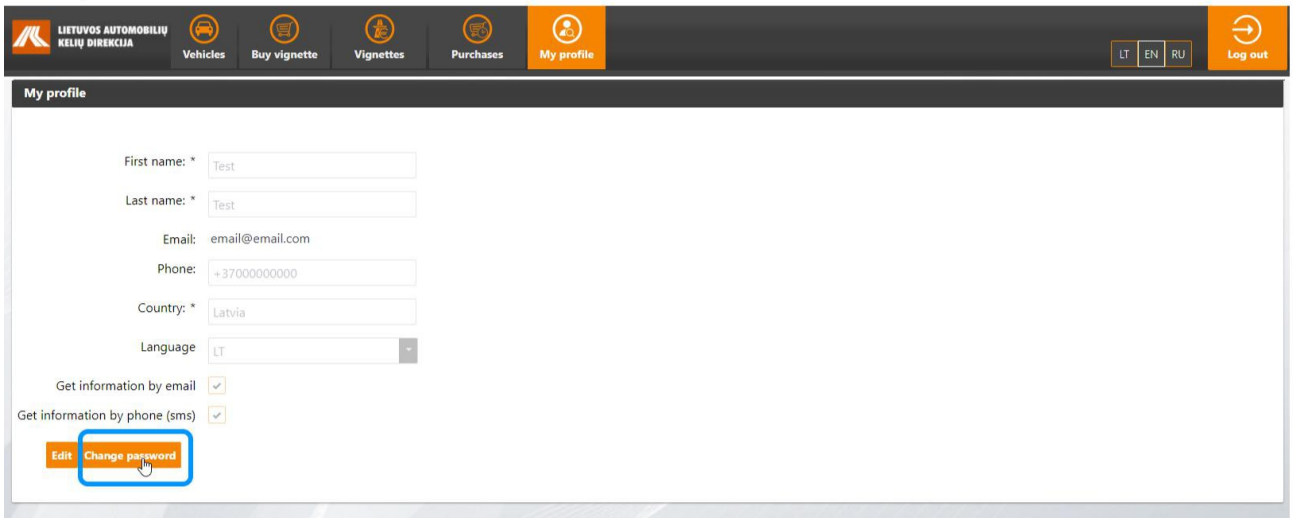


To review or edit your contact details select "**My Information**" in the portal menu. Contact details containing window will open.

To edit information click [**Edit**] button.

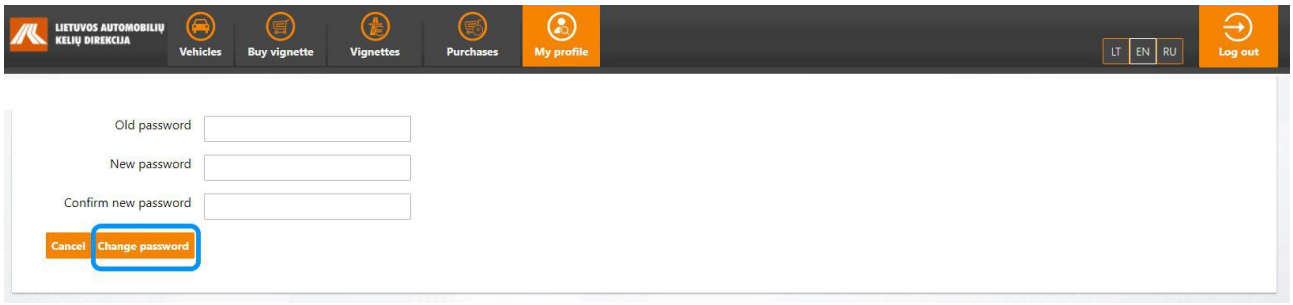


To save changes click [**Change password**] button.



When the changes are saved, the system returns to the data review window.

To change password click [**Change password**] button.



A password change window will open. Type in the old password and the new one, then save changes by clicking [**Change password**] button.