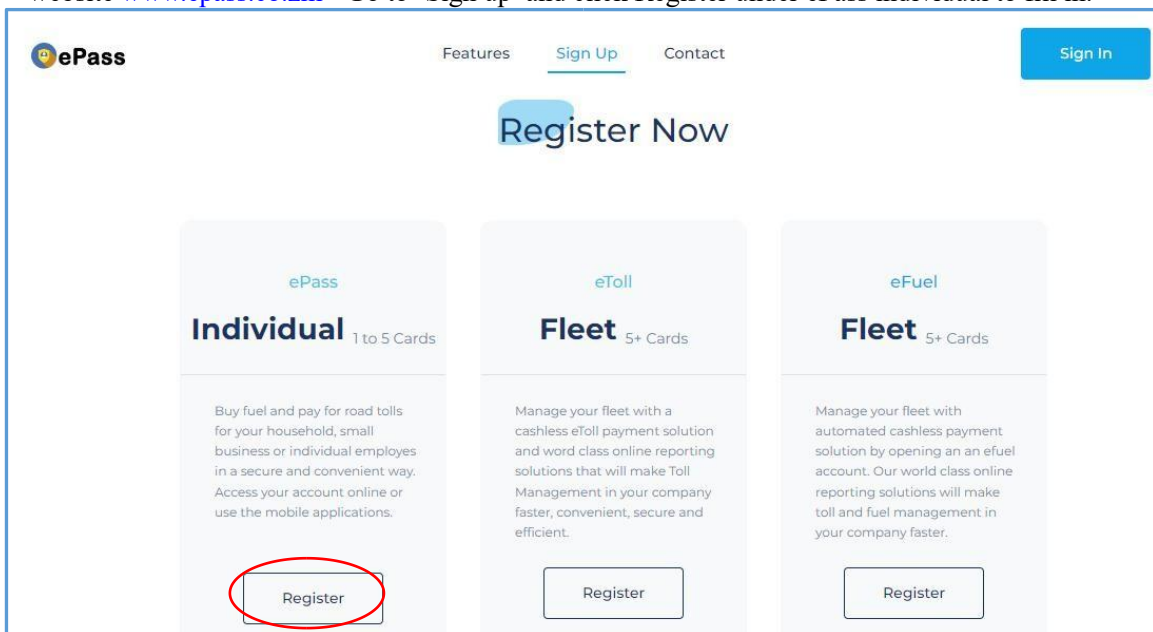


## GETTING STARTED - EPASS RETAIL ACCOUNT

ePass is an automated payment solution that allows motorists to pay for their fuel and tolls electronically. Your ePass prepaid account allows you to make cashless payments at any of the participating filling stations while giving you access to discounted fuel.

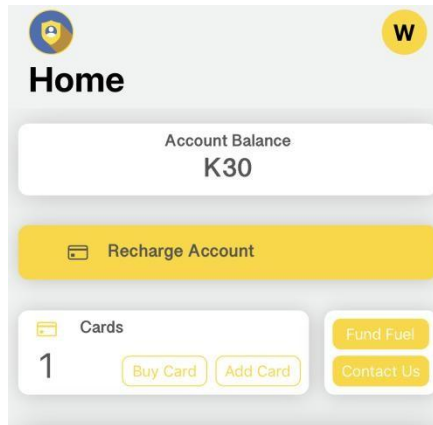
### Step 1: Registration

To sign up for eFuel - download the ePass App from the playstore or the App store. Or visit our website [www.epass.co.zm](http://www.epass.co.zm) - Go to 'Sign up' and click Register under ePass individual to fill in.



### Step 2.: Recharging Your account

Click the recharge button to top up your epass account and select your preferred mode of recharging. You have the option of to recharge via mtn momo( which has no surcharge). You can also use Airtel money, Zamtel or your Visa card to recharge your account. Enter your phone number and the amount you would like credited to your account.



Deposit For Free with MTN MoMo



50

096...

MTN Airtel / Zamtel / Bank Card

MTN - official ePass Payment Partner. Top Up Your Account for Free using MoMo

Recharge

### Step 3 : Activating your Account

Once you have been credited, click the buy card option on your main screen and select either the eToll or eFuel option. For fuel, choose your preferred fuel provider and then add the number of cards you would like to buy, then insert the vehicle registration numbers. A member of the operations team will be in touch with you to inform you that your cards are ready for collection or use.

*Fuel Card*

XXXX XXXX XXXX XXXX

Fuel card can only be used for Fuel

**Card Type**

eToll Card Fuel Card

Select Fuel Provider

**Vehicle Number Plate**

e.g. ABZ 123

e.g. ABZ 123

**Number of Cards** **Cost Per Card**

- + 2 K0.0

**Card Pick UP**

Cards can be picked up from Click and Connect Zambia Ltd and Book Now Zambia in Lusaka.

**Click and Connect** - 30 Manda Hill Road, Olympia  
**Book Now Zambia** - Suit 5, 46 Kudu Road, Kabulonga

Total Cost K0.0

Purchase

□ Please note that apart from Total, all the other fuel providers do not issue physical fuel cards- instead you will be issued with a virtual account number consisting of the vehicle number plate and Drivers Name. You can have upto 5 vehicles on your ePass account. **Step 4: Placing Fuel Orders**

Your ePass Account is pre-paid. To place an order make sure you have **recharged** your ePass account and **funded fuel** your fuel account. Select the card number you want to refuel and add an amount worth the fuel you would like to collect at the filling station. Note that the card number is

essentially the vehicle registration number. For additional ordering options- you can contact our customer service line +260763222333.

**FUND Fuel Card**

**Account Balance**  
**K30**

Card Number

085651

Amount to Transfer

50

**NOTE**

Please allow up to 1 Business Day for the card to be credited.

Confirm

When ordering through the phone please ensure that you reference your name, vehicle number, amount of litre and service station you will be collecting your order from.

**Step 5 : Collecting Your Fuel & Using Your eToll card**

When you get to a fuel station, the service Attendant will require the vehicle registration number, the quantity of litres being collected. The attendant will quickly fill the tank and give the driver a delivery note which can be kept for reference purposes. When paying for your tolls the the Toll attended swipes your physical eToll card on a POS device. All transactions appear on your epass account under recent activities as a completed transaction.

Every transaction paid is deducted from your MASTER account balance. Your MASTER balance and transaction can be seen in your online account- though do note this occurs 24hrs or longer after the fact. Any amount that is not collected will be reversed to the MASTER account.

When your account balance is low, the card can be topped up again by the administrator of the account.

For any assistance, our wonderful staff is here to help!! Contact our Service Centre on +260962281630 or email [info@booknowzambia.com](mailto:info@booknowzambia.com)

Welcome to eFuel

**KARAN PETROLEUM (Z) LIMITED**  
KARAN P.O. BOX 31874, SUB 3/11/809, OFF. ZAMBESI ROAD, ROMA, LUSAKA - ZAMBIA  
 Tel: +260 973 464 987 / +260 964 885 580  
 info@karan.co.zm

**DELIVERY NOTE**

TPIN #: 2704657216      Opt: 588617  
 M/S: KARAN CAR      No.: 45247  
 Order No.: 66920-001  
 Reg. No.: 8AV 2842      Date: 09/11/2022

Litres	Item Description	Unit Price	Amount
18	PREF	25.67	462.42
	less 0.74 litres		
			462.42

Driver's Name: Njaka      Sign: [Signature]  
 Driver's Number: 3770332043  
 Manager:      Sign: [Signature]  
 Attendant's Name: Sylvester      Sign: [Signature]