NCTS On-Line Prepayment Facility
Frequently Asked Questions

1. When is the test fee taken from my credit/debit card?

The prepayment system uses pre-authorisation. The test fee is only taken off your credit/debit card once the vehicle is checked in at the test centre.

2. How many times can my credit/debit details be entered incorrectly?

You will have 3 attempts to enter your credit/debit card details correctly.

3. How much time do I have to complete the payment?

You have 15 minutes to complete the payment.

4. How many times can the Captcha details be entered incorrectly?

You have 5 attempts to enter the Captcha details correctly, on failing on the 5th attempt you will be returned to the main home booking page.

5. What happens if I reschedule my pre-authorised test for the same test centre?

The prepayment will follow to the next booking. If you are rescheduling with less than 5 working days (Mon-Fri not including the day of the test) notice the prepayment will follow and you will be charged €77 (fee maybe subject to change) at the test centre. The system will automatically check that the expiry date on the credit/debit card does not expire before the test date. If the system detects the expiry date of the credit/debit card is before the test date then you will have to provide a different credit/debit card or you must pay at the centre.

6. What happens when I cancel my pre-authorised test?

If you cancel your pre-authorised test with more than 5 working days notice the prepayment will be void. However if you cancel your pre-authorised test with less than 5 working days (Mon-Fri not including the day of the test) notice the cancellation fee will be automatically deducted from your credit/debit card. A cancellation email with payment receipt will be sent out notifying you of the cancellation charge.

7. What happens if I do not show up for my pre-authorised test?

The No show/ Cancellation fee of €22 for a periodic inspection or €11.50 for a re-inspection will be automatically deducted from your card. A cancellation email and payment receipt will be sent out to notify you of this charge.
8. What happens if I close the browser before I complete a payment?

If you confirm a booking but close the browser before completing the payment. Then the booking will be cancelled after half an hour.

9. How will I know my booking is confirmed?

You will receive a confirmation email to the email address provided.

10. What payment types are accepted?

Mastercard, Visa, Maestro and Debit cards are accepted.

11. How will the payment appear on my bank statement?

It will appear as Applus Car Testing however, this will depend on your bank.

12. What if I am incorrectly charged a wrong fee?

If you feel you have been incorrectly charged then please write to our customer services department at the following address

National Car Testing Service
Lakedrive 3026,
Citywest Business Campus,
Naas Road,
Dublin 24

Outlining the reason why you feel you were incorrectly charged, please include your registration number and contact details.

13. What if the vehicle details do not match the registration number?

Please carefully re-enter the registration number again and if the vehicle details still do not match then please contact our booking line on 01 – 4135992.

14. What if I cannot find a suitable date/ time?

If you are unable to obtain a suitable appointment then please phone us on 01 – 4135992.

15. What if my card is declined on the day of the NCT test?

If this occurs than an alternative payment method will be asked for on the day of the test at the test centre.

16. What do I need to bring with me on the day of the test?

Click here to view frequently asked questions about the NCTS.
17. What if I bring my vehicle in for testing early?

If the vehicle is being presented at the centre you made the booking for then the payment will be accepted and the original booking will be cancelled.

18. What happens if I bring a different vehicle to the NCT test, instead of the vehicle I have a pre-authorised booking for?

The payment will not carry to the new vehicle. As the original vehicle will not have been checked in on our system a no show fee of €22 for periodic inspections or €11.50 for re-inspections will be automatically deducted from your credit/debit card.