



BILLING GUIDE

If I pay the toll prepaid, or post-paid with a credit card

In case of additional questions, please contact **Satellic Customer Support** on

00800/72 83 55 42

(From Belgium and neighbouring countries)

or +32 2 416 0 416

(not free of charge)

Calls from mobile networks may be surcharged according to the terms and conditions of your mobile service operator.

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1. Introduction

General

All heavy goods vehicles with a Gross Vehicle Weight (GVW) of more than 3.5 tonnes, as well as all semi-trailer tractors of the N1 category with a body code BC (regardless of their weight) must pay kilometre charge in Belgium. This measure applies to all public roads: motorways, regional roads and local roads. Satellic is a joint-venture between T-Systems (76%) and Strabag (24%). Satellic is responsible for designing, building, financing, maintaining and running the kilometre charging system on behalf of Viapass (<http://www.viapass.be>). Viapass is the inter-regional institution representing the Flemish, Walloon and Brussels-Capital Regions, which are the toll authorities. Satellic collects toll on behalf of the three Regions in Belgium under the supervision of Viapass. You can find more information on www.satellic.be.

Who has to pay?

All heavy goods vehicles with a Gross Vehicle Weight (GVW) of more than 3.5 tonnes, as well as all semi-trailer tractors of the N1 category with a body code BC (regardless of their weight), must pay toll in Belgium. The Gross Combination Weight Rating (GCWR) must be declared upon registration. This is the basis according to which the tax is levied.

How is the toll calculated?

Any road user who is not exempt from the toll is obliged to install an On Board Unit (OBU). With the aid of GNSS satellite technology and mobile data, the OBU registers the distance that a lorry travels on Belgian public roads. Mobile wireless technology is used to send the number of kilometres charged to the data centre, after which a statement/invoice is issued. Toll payment is based on the Guaranteed Payment Means - GPM, i.e. payment to Satellic is always guaranteed.

The amount owed depends on a number of factors:

- number of kilometres travelled,
- road type: motorway, regional road and local road,
- Gross Combination Weight Rating (GCWR),
- EURO Emission Class of the vehicle.

Changes to the authorities' tariff models or to the road network?

The data on the On Board Unit is updated by means of GSM technology. Updates of toll roads or toll tariffs are made no more than twice a year by way of over the air (OTA) updates. This implies that the OBUs will be receiving not only a few automatic software updates during the following years, but also changes to toll parameters if the regions were to decide as much.

2. Billing period and payment

Your billing documents are created twice per month: the first set of billing documents corresponds to the period from the 1st until the 15th of the month and the second set corresponds to the period from the 16th until the last day of the month. All the trips that were processed in our central system during these two periods are taken into account.

Each set of documents will be generated within the next 10 working days following the end date of the billing period. When the set of documents is available, you will receive an e-mail containing a link to the Road User Portal (<http://rup.satellic.be/>), where you can download the documents.

The bills that you receive twice a month are already paid.

In case you opted for prepaid, you already paid up front with the top-ups you purchased. If you are on a post-payment scheme with credit card, then your payment is taken care of by your credit card issuer.

We refer you to the [Payment Guide: Full Explanation](#) for more information on the different payment methods.

3. Billing details

3.1 Standard versus optional documents

You will receive (per vehicle) one separate bill for each of the 3 Regions in Belgium, being the Flanders Region (*tax statement of Flanders*), the Walloon Region (*Sofico invoice*) and the Brussels Capital Region (*tax statement of Brussels*). The total of the billed amounts is shown on the recapitulation sheet.

There are 2 more documents available which are optional: the *detailed trip statement per vehicle*, which shows you all the trips that you made during the billed period, and the *fleet overview statement* which gives you the total amount you must pay for all the vehicles registered on your account. On the Road User Portal, you can select to receive these documents via “My account” – “Manage Account” – “EDIT”. Search for ‘Billing Information’ and select “Provide Collective Payment Grouping (fleet)”.

Please note that customers who pay the toll on a post-paid scheme with a fuel card, via a Business Partner or by direct debit do not receive the following documents: tax statements of Flanders and Brussels, the invoice of Sofico (Wallonia) and the recapitulation sheet.

Instead, they receive the fleet invoice/ fleet tax statement. Please consult our manual entitled [“Billing Guide – If I pay the toll on post-paid with a fuel card, via a Business Partner or by direct debit”](#) for more information.

3.2 Language of billing documents

Because of Belgian language laws, you receive 1 separate bill for each Region in the language of that particular Region. This means that you receive the tax statement of Flanders in Dutch, the tax statement of Brussels in Dutch and French and the Sofico invoice for Wallonia in French.

The recapitulation sheet and the fleet overview statement are available in English, Dutch, French and German. The Detailed Trip Statement per vehicle however is only available in English.

	French	Dutch	German	English
Fleet Overview Statement	✓	✓	✓	✓
Fleet Invoice Sofico (for Wallonia) + annexes	✓	n/a.	n/a.	n/a.
Fleet Tax Statement Flanders + annexes	n/a.	✓	n/a.	n/a.
Fleet Tax Statement Brussels + annexes	✓	✓	n/a.	n/a.
Detailed Trip Statement per vehicle	n/a.	n/a.	n/a.	✓

3.3 Customer details

The billing documents are generated for each “vehicle details-OBU-payment method” combination. This means that if you change your EURO Emission Class or payment method halfway through the billing period, you will receive 2 sets of billing documents for that period – one for each vehicle combination that you created.

It is also important to understand that you, as a customer, are responsible for the completeness of your customer details. Furthermore, the reclaiming of taxes in Belgium is only possible if you have a standard account (only standard accounts receive Tax or invoices of the different Regions).

If you convert your service point account into a standard account, you will be able to access the tax statements or invoices created during the period when you had a service point account. However, these documents cannot be used for tax purposes in Belgium because the user’s details are missing.

You can find more information on how to convert a service point account into a standard account in our [Road User Portal User Manual “Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account”](#).

Road Users from other countries need to verify with their accountant whether they can reclaim taxes, road taxes and Value Added Tax. The reclaiming of taxes depends on the country's specific legislation.

Finally note that if you correct your customer information, it will only be visible on your next set of billing documents, as we cannot rerun the already created billing documents.

4. Type of billing documents

The tax statement of Flanders, the tax statement of Brussels and the invoice of Sofico (Wallonia) are at the centre of the billing documents and are issued by Satellic on behalf of these 3 Regions. By default, Satellic will also provide a recapitulation sheet which summarizes the total billed amount for the 3 Regions in a single document.

Customers who are interested in more details on the trips made can select the detailed trip statement per vehicle, while customers who are only interested in the total amount of their fleet can select the fleet overview statement.

4.1. Tax statement Flanders

The tax statement of Flanders, which is created for each “vehicle details-OBU-payment method” combination, contains all trips which were processed in our central system during the billing period. It is possible that your trips arrive late in our system due to a poor connection of the OBU with the GSM network. If this trip arrives after the last billing period, it will be included and billed on the next bill.

The tax statement of Flanders is only available in Dutch as it is the official language of this Region.

As you can see on the document, the date of creation is equal to the date on which the payment is due, as your bill is already been taken care of (since you already paid it): When you are on a prepaid scheme, you already paid toll by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.

On some roads in Flanders the toll is zero. You can see all these roads on the Viapass website (<http://www.viapass.be>). These kilometres are also included in the daily usage shown on the Tax Statement of Flanders but are not charged. If you want more details on the zero and non-zero tolled roads of your tax statement, we recommend you select the detailed trip statement on the Road User Portal.

The total billed amount is split into an infrastructure and an external cost. The infrastructure cost can be used to maintain and improve the road network, while the external cost can be used e.g. to put up sound screens at the highways.

VLAAMSE BELASTINGDIENST

This document gives an overview of the total amount to be paid for the kilometres driven in Flanders by one vehicle from 15.07.2018 to 31.07.2018

Satellie NV
Mr. CustomerFinance TestRun
Leonardo da Vincilaan 19

Datum van creatie: 31.07.2018
N° Referentie: 2018-FLN-1008676471
Vervaldag: 31.07.2018
N° Belastingplichtige: 1002570

1831 Diegem
Belgium

Due date = date on which the bill is created. The amount is already paid.

Kilometerheffing voor vrachtwagens bedoeld of gebruikt voor het vervoer van goederen over de weg

AFREKENING - Belastbare periode 15.07.2018 tot 31.07.2018

Het Vlaamse Gewest heft een kilometerheffing voor het gebruik van een belastbare weg door elk motorvoertuig of een samenstel van voertuigen bedoeld of gebruikt, al dan niet uitsluitend voor het vervoer van goederen en waarvan de maximaal toegestane massa

Reference of the payment mean

Nummerplaat	Euro Emissieklasse	Maximale Toegestane Massa Sleep [kg]	OBU-ID	Betaalmethode
IE - BUQ 1106	EURO III	44.000	000410001155043	4454#####45

The total amount of kilometres is grouped per day.

Datum van gebruik	Belaste kilometers (km)	Bedrag (€)
28.11.2017	14,731	2,58
30.03.2018	0,075	0,00
Verschuldigd bedrag		
Infrastructuurkost (inbegrepen in verschuldigd bedrag)		
Externe kost (inbegrepen in verschuldigd bedrag)		0,90

The number of recorded kilometres is rounded to the nearest meter.

4.2 Tax statement Brussels

The tax statement of Brussels, which is created for each “vehicle details-OBU-payment method” combination, contains all trips which were processed in our central system during the billing period. It is possible that your trips arrive late in our system due to a poor connection of your OBU with the GSM network. If this trip arrives after the last billing period, it will be included and billed on the next bill.

The tax statement of Brussels is only available in Dutch and in French as these are the official languages of this Region.

As you can see on the document, the date of creation is equal to the date on which the payment is due, as your bill is already been taken care of (since you already paid it): When you are on a prepaid scheme, you already paid toll by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.

In Brussels all roads are tolled. If you want more details about the trips on your tax statement, we recommend you select the Detailed Trip Statement option on the Road User Portal.

The total billed amount is split into an infrastructure and an external cost. The infrastructure cost can be used to maintain and improve the road network, while the external cost can be used e.g. to put up sound screens at the highways.

This document gives an overview of the total amount to be paid for the kilometres driven in the Brussels-Capital Region by one vehicle from 15.07.2018 to 31.07.2018

Satellie NV
Mr. CustomerFinance TestRun
Leonardo da Vincilaan 19

Date d'émission: 31.07.2018
N° de référence: 2018-BRS-2003660715
Date d'échéance: 31.07.2018
N° Client: 1002570

1831 Diegem
Belgium

Due date = date on which the bill is created. The amount is already paid.

Prélèvement kilométrique sur les poids lourds prévus ou utilisés pour le transport par route de marchandises
DECOMPTE - Période imposable du 15.07.2018 au 31.07.2018

La Région établit un prélèvement kilométrique pour l'usage d'une route sujette à paiement par un véhicule à moteur ou un ensemble de véhicules articulés prévu ou utilisé, soit partiellement, soit exclusivement, pour le transport par route de marchandises, et dont la masse maximale autorisée est

Reference of the payment mean

Plaque d'immatriculation	Classe d'émission EURO	Masse maximale autorisée du train [kg]	OBU ID	Mode de paiement
BE - BUQ 3400	EEV	44.000	000410001561633	Pré-payé

The total amount of kilometres is grouped by day.

Date d'usage	Distance soumise à paiement (km)	Montant (€)
26.07.2018	0,933	0,13
Montant dû		
Coûts d'infrastructure (inclus dans le montant dû)		
Coûts externes (inclus dans le montant dû)		

The number of recorded kilometres is rounded to the nearest metre.

Questions ou contestations?

Si vous avez des questions ou si vous n'êtes pas d'accord avec ce récapitulatif vous pouvez contacter Satellie SA:
Satellie SA • 00800-72 83 55 42 • +32 2 416 0 416 • Leonardo Da Vincilaan 19 A • Boîte Postale 4 • B-1831 Diegem • TVA BE.0556.799.596 • RPM Brussel • support@satellie.be • www.satellie.be

This document gives an overview of the total amount to be paid for the kilometres driven in the Brussels-Capital Region by one vehicle from 15.07.2018 to 31.07.2018

Satellie NV
Mr. CustomerFinance TestRun
Leonardo da Vincilaan 19

Datum van creatie: 31.07.2018
N° Referentie: 2018-BRS-2003660715
Vervaldag: 31.07.2018
N° Belastingplichtige: 1002570

1831 Diegem
Belgium

Due date = date on which the bill is created. The amount is already paid.

Kilometerheffing voor zware voertuigen bedoeld of gebruikt voor het vervoer van goederen over de weg

AFREKENING - Belastbare periode 15.07.2018 tot 31.07.2018

Het Brussels Hoofdstedelijk Gewest heft een kilometerheffing voor het gebruik van een belastbare weg door elk motorvoertuig of een samenstel van voertuigen bedoeld of gebruikt, al dan niet met of zonder aanhangwagen, voor het vervoer van goederen en waarvan de maximaal toegestane massa meer dan 3,5 ton bedraagt.

Reference of the payment mean

Nummerplaat	Euro Emissieklasse	Maximale Toegestane Massa Sleep [kg]	OBU ID	Betaalmethode
BE - BUQ 3400	EEV	44.000	000410001561633	Vooruitbetaald

The total amount of kilometers is grouped by day.

Datum van gebruik	Belaste kilometers (km)	Bedrag (€)
26.07.2018	0,933	0,13
Verschuldigd bedrag		
Infrastructuurkost (inbegrepen in verschuldigd bedrag)		
Externe kost (inbegrepen in verschuldigd bedrag)		

The number of recorded kilometers is rounded to the nearest metre.

Vragen of bezwaar?

Als u vragen hebt over of niet akkoord bent met dit overzicht, dan kan u contact opnemen met Satellie NV:
Satellie NV • 00800-72 83 55 42 • +32 2 416 0 416 • Leonardo Da Vincilaan 19 A • Bus 4 • B-1831 Diegem •
BTW BE.0556.799.596 • RPR Brussel • support@satellie.be • www.satellie.be

4.3 Invoice of Sofico (for the Walloon Region)

The invoice of Sofico, which is created for each “vehicle details-OBU-payment method” combination, contains all trips on Sofico roads which were processed in our central system during the billing period. It is possible that your trips arrive late in our system due to a limited connection of your OBU with the GSM network. If this trip arrives after the last billing period, it will be included and billed on the next bill.

The Sofico invoice is only available in French as it is the official languages of this Region. As you can see on the document, the date of creation is equal to the date on which the payment is due, as your bill is already been taken care of (since you already paid it): When you are on a prepaid scheme, you already paid toll by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.

The Sofico invoice only contains the usage of the trips made on the Sofico roads. All these roads can be seen on the Viapass website (<http://www.viapass.be>). The kilometres driven on non-Sofico roads in Wallonia are not included in the daily usage shown on the Sofico invoice and are not charged. If you want more detail on all your trips made in Wallonia, we recommend you select the detailed trip statement on the Road User Portal.

As Sofico is an independent public entity liable to VAT, a VAT is charged on top of the incurred charges. We recommend you check with your accountant on how to reclaim this VAT.

The total billed amount is not split into an infrastructure and an external cost as Sofico is an independent public entity liable to VAT.

This document gives an overview of the total amount to be paid for the kilometres driven in Wallonia by one vehicle from 15.07.2018 to 31.07.2018



FACTURE

2018-SFC-3005556778

31.07.2018

Sofico
Rue Canal de l'Ourthe 9/3
4031 ANGLEUR
BELGIQUE
N° de TVA: BE.0252.151.302
RPR Liège

The Walloon roads are exploited by Sofico, an independent public entity liable to VAT. Users thus have to pay a fee subject to VAT.

Satellix NV
Mr. CustomerFinance TestRun
Leonardo da Vincilaan 19

1831 Diegem
Belgium

Période de facturation: 15.07.2018 au 31.07.2018
N° Client: 1002570
Échéance: 31.07.2018

Due date = date on which the bill is created. The amount is already paid.

BE0556799596

Prélèvement kilométrique sur les poids lourds prévus ou utilisés pour le transport par route de marchandises

Il est dû, en Wallonie, un prélèvement kilométrique pour l'utilisation des routes exploitées par la SOFICO pour tout véhicule à moteur ou ensemble de véhicules articulés prévu ou utilisé, soit partiellement, soit en totalité, pour le transport par route de marchandises et dont la masse maximale autorisée est...

Reference of the payment mean

Plaque d'immatriculation	Classe d'émission EURO	Masse maximale autorisée du train [kg]	OBU ID	Mode de paiement
BE - BUQ 3400	EEV	44.000	000410001561633	Pré-payé

The total amount of kilometres is grouped per day.

DATE DU DEPLACEMENT	DISTANCE PARCOURUE (km)	MONTANT HTVA (€)	T
26.07.2018	14,929	1,96	1

T	% TVA	Base de calcul (€)	TVA (€)
1	21	1,96	0,41

Montant HTVA (€)	
Montant TVA (€)	
Montant TVAC (€)	2,37

The number of recorded kilometres is rounded to the nearest metre.

Communication	FAC.N° 2018-SFC-3005556778
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4.4 Recapitulation sheet

The recapitulation sheet is created in your preferred language (Dutch, French, English or German) and shows all amounts due per vehicle per Region. It is important to know that all the amounts are already paid. When you are on a prepaid scheme you did this by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.



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This document gives an overview of the total amount of kilometres charged for one vehicle in the 3 Regions of Belgium from 15.07.2018 to 31.07.2018, as well as the corresponding amount to be paid

CCGXXFIBH CCGXXFIBH
Teststrasse 123

81602 München
Hungary

Overview Statement N°: 2018-4000003716
Date of Document: 31.07.2018
Road User N°: 1013595

Road User Charging for Heavy Goods Vehicles OVERVIEW STATEMENT from 15.07.2018 to 31.07.2018

The Belgian Regions levy a toll for the use of taxable roads on each motor vehicle or combination of vehicles, whether or not exclusively, for the road transport of goods where the gross combination weight mass exceeds 3,5 tons.

Licence Plate Number	Euro Emission Class	Gross Combination Weight Rating [kg]	OBU ID
HU - V 337006928 0	EURO V	9.500	000470470030003

Region / Concession Holders	Reference	Amount (€, excl. VAT)	VAT	Amount (€, incl. VAT)	
Brussels Capital	2018-BRS-2000002841	13,39	J.	13,39	
Flanders	2018-FLN-1000003491	13,40	J.	13,40	
SOFICO	2018-SFC-3000002565	13,39	21%	2,81	16,20
Amount Due		40,18	2,81	42,99	

Payment Initiated	Payment Means	Request Date	Amount Due (€, incl. VAT)
	5520#####60	31.07.2018	42,99

The Walloon roads are exploited by Sofico, an independent public entity liable to VAT. Users thus have to pay a fee subject to VAT.

Request date = date on which the document is created. The amount due is already paid.

The General Terms and Conditions of Satellic NV apply. (www.satellic.be/en-UK/downloads/extras)

Questions or objections?

If you have questions or if you do not agree with this overview statement you can contact Satellic NV:

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VAT BE.0556.799.596 • RPR Brussel • support@satellic.be • www.satellic.be

4.5 Fleet Overview Statement

The fleet overview statement is created in your preferred language (Dutch, French, English or German) and shows the total amount you have to pay for all the vehicles registered on your account per recapitulation sheet.

This document gives an overview of the total amount (for the 3 Regions) charged for each vehicle in the fleet from 15.07.2018 to 31.07.2018



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Fleet Overview N°: 2018-500000001
Date of Document: 31.07.2018
Road User N°: 1000001

Road User Charging for Heavy Goods Vehicles FLEET OVERVIEW

The Belgian Regions levy a toll for the use of taxable roads on each motor vehicle or combination of vehicles, whether or not exclusively, for the road transport of goods where the gross combination weight exceeds 3,5 tons.

Reference	Licence Plate Number	Payment Method / Card Issuer	Amount Due (€, incl. VAT)
2018-4008999123	IE - BUQ 1106	4454#####45	5,74
2018-4008999124	BE - BUQ 3400	Prepaid	4,96
2018-4008999125	IE - BUQ 3405	5478#####53	6,64

The Walloon roads are exploited by Sofico, an independent public entity liable to VAT. Users thus have to pay a fee subject to VAT.

For these vehicles, the toll is paid on a post-paid scheme. This means that your card will be charged with the amount to be paid according to the billing cycle of your card issuer.

For this vehicle the toll is paid on a prepaid scheme. This means that the toll is already paid.

4.6 Detailed trip statement

The detailed trip statement, which is only available in English, shows all the trips which have been processed in our system during the billed period. The usage date is the day on which you drove, while the processing date is the day when your trips were processed in our system.

Sometimes, trips are sent to our central system with a delay caused by bad connection of the OBU with the GSM network. In that case, your trips will appear on your next bill. These are the trips of which the usage date was before the processing date.

The detailed trip statement contains both the zero tolled as well as the tolled roads. The zero tolled roads in Flanders and Wallonia are marked with Route "XXX". In Brussels, all roads are tolled. As VAT applies for the charges related to the trips made on the Sofico roads, these trips are indicated with a VAT indicator of "1".

If you add up the kilometres of your trips per usage date for Flanders, these will be the same as the kilometres shown on your tax statement of Flanders per usage date. This does not apply for all routes in Wallonia, as only the Sofico roads are shown on the Sofico invoice.

List of journeys that includes the time stamps and routes travelled per day by one vehicle in the 3 Regions



Detailed Trip Statement Document

Date	31.07.2018	Reference N°	2018-5007534796
Invoicing Period	15.05.2018 to 31.07.2018	Road User N°	1002570

Date on which the kilometres were registered in the Satellic systems*	Licence Plate Number	Euro Class	GCWR (kg)	Payment Method
	BE - BUQ 3403	EURO IV	44.000	704310xxxxxx0013

Date of Processing: 31.07.2018

Date of Usage	Region	Road Type	Route	Entry	Distance (km)	Amount Net (€)	VAT Ind.
26.07.2018	Wallonia	Local Road	XXX	08:38:03	0,033	0,000000	0
26.07.2018	Wallonia	Local Road	N4	08:38:40	1,700	0,263568	1
26.07.2018	Wallonia	Local Road	N25a	08:40:11	1,700	0,163400	1
26.07.2018	Wallonia	Local Road	A4	08:40:57	1,700	1,842240	1
26.07.2018	Flanders	Highway	A4	08:46:32	1,700	1,076312	0
26.07.2018	Flanders	Local Road	XXX	08:50:25	0,933	0,000000	0
26.07.2018	Brussels Capital	Highway	E411	08:50:57	0,933	0,141816	0
26.07.2018	Flanders	Highway	R0	08:55:59	9,607	1,460264	0
26.07.2018	Flanders	Local Road	XXX	09:07:02	1,843	0,000000	0
26.07.2018	Flanders	Highway	A201	09:08:25	0,635	0,096520	0
26.07.2018	Flanders	Local Road	XXX	09:09:27	1,012	0,000000	0
26.07.2018	Brussels Capital		Total		0,933	0,14	0
	Flanders				20,510	2,63	0
	Wallonia				14,929	2,27	1
	Wallonia				0,033	0,00	0

These amounts can be found in the tax statements of the Flemish Region and the Brussels-Capital Region and in the Sofico Invoice for the Walloon Region

5. Printing of billing documents

You are always able to print your invoices yourself by downloading them from the Road User Portal (<http://rup.satellic.be>).

It is important to note that all your billing documents will be printed and mailed to you if you select this charged service on the Road User Portal. This means that you will receive your tax statement of Flanders, the tax statement of Brussels, the Sofico invoice in Wallonia and the recapitulation sheet in paper format. On top of these documents, the fleet overview statement and/or the detailed trip statement per Region will also be printed and mailed to you if you have indicated this via the Road User Portal.

You receive these printed billing documents for each “vehicle details-OBU-payment method” combination of that billing period.

The printing and mailing of the billing documents is a charged service from Satellic for which the following rates apply:

- Up to 10 pages: 2€ and 0,08€ per page
- Up to 100 pages: 5€ and 0,08€ per page
- Up to 200 pages: 10€ and 0,08€ per page
- Up to 300 pages: 15€ and 0,08€ per page.

The price per page is therefore fixed to 0,08€, and per 100 pages a general fee of 5€ is charged.