



USER MANUAL

Road User Portal (RUP)

-

Couple an OBU

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

00800/72 83 55 42

(From Belgium and neighboring countries)

or **+32 2 416 0 416**

(From any location)

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

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Approved by: CS

Couple an OBU on the Road User Portal

In order to couple an On Board Unit, you need to complete the following steps first:

- **Register an account**
Please check the [RUP User Manual – Create a Standard Account](#) for more information.
- **Register a vehicle**
Please check the [RUP User Manual – Register a Vehicle](#) for more information.
- **Order an On Board Unit**
Please check the [RUP User Manual – Order an OBU](#) for more information.

When coupling an OBU to a vehicle, you also need to couple the OBU to a Guaranteed Payment Method.

The toll can be paid in prepaid mode or in post-paid mode.

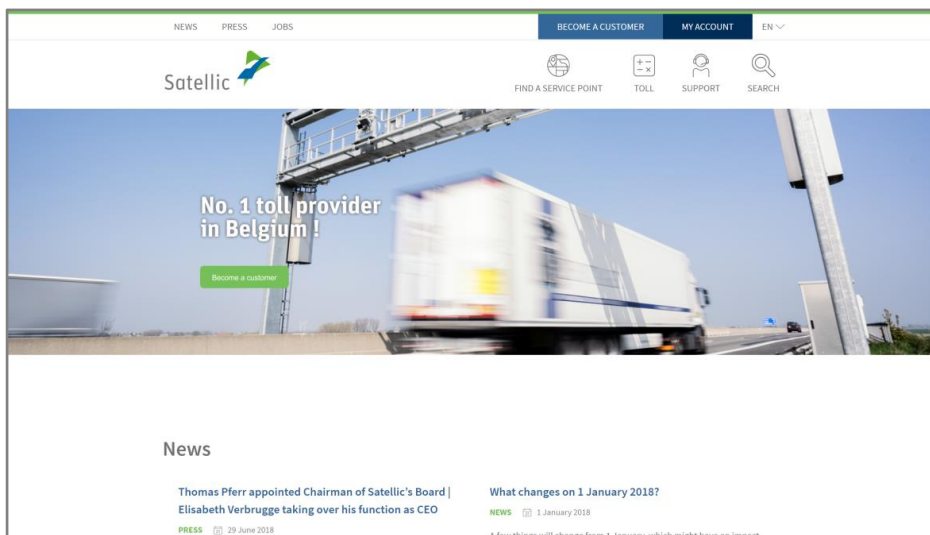
	Road User Portal	Service Points	
Deposit OBU	Credit cards	Credit cards	
	Fuel cards	Fuel cards	
	Debit cards	Debit cards	
	Bank transfer	Cash	
Prepaid	Credit cards	Credit cards	
	Fuel cards	Fuel cards	
	Debit cards	Debit cards	
	Bank transfer	Cash	
Toll	Post-paid	Credit cards	Credit cards
		Fuel cards	Fuel cards
		Business Partner	Business Partner*
		Direct Debit	Direct Debit

- To see how to couple and top up the OBU in prepaid mode, read further.
- To see how to couple and top up the OBU in post-paid mode, go to page 13.

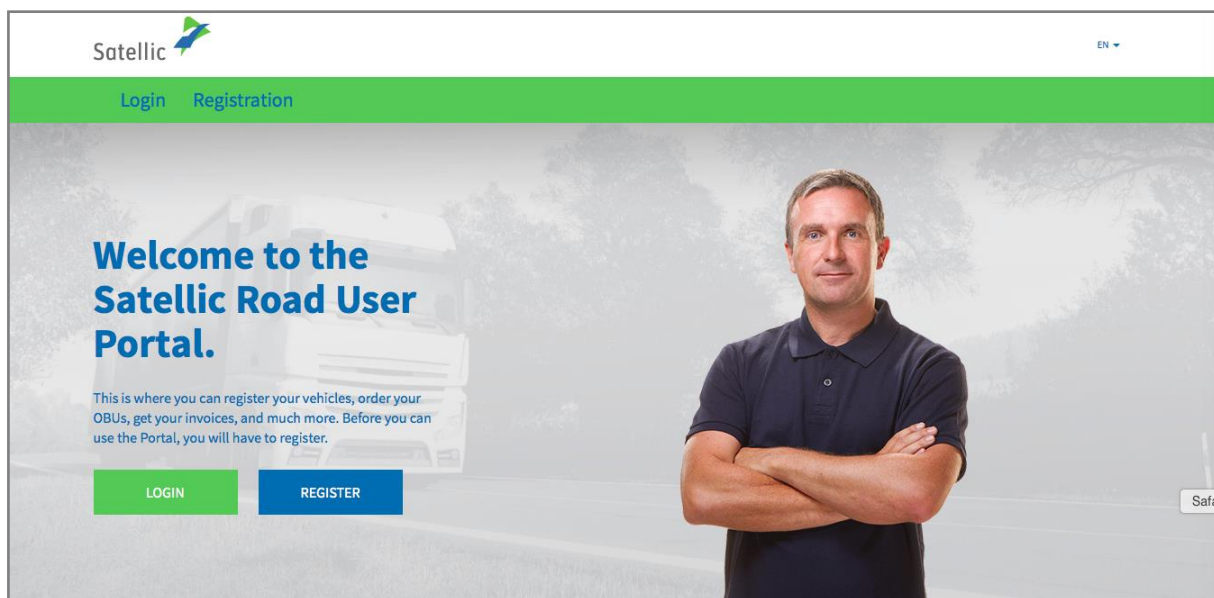
Please note that, due to privacy reasons, not all the account details can be shown in the print screens below.

Couple and top up the OBU in prepaid mode

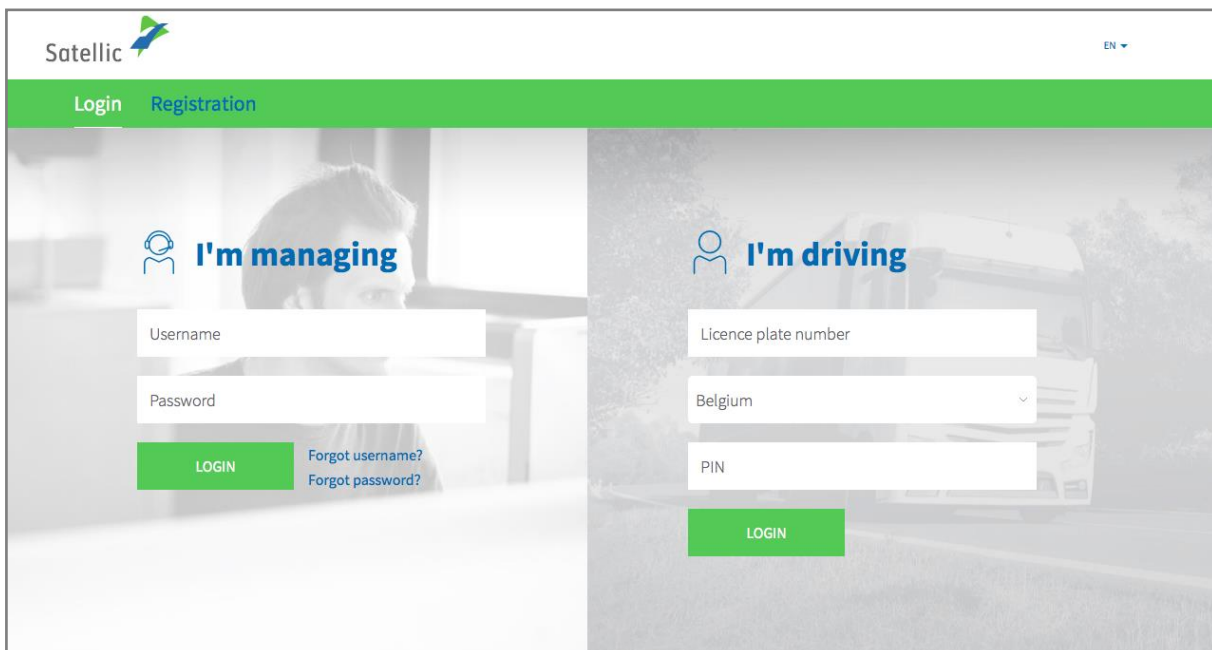
Step 1: Go to www.satellic.be, and select “MY ACCOUNT”.



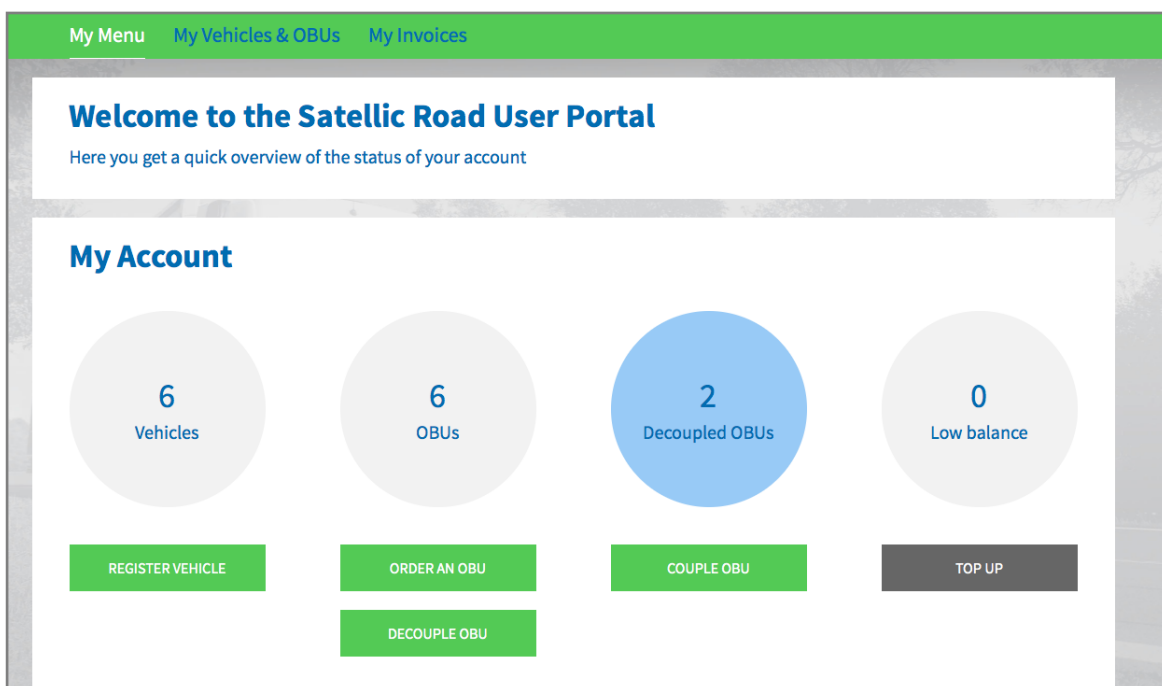
Step 2: Select “LOGIN”.




Step 3: Select “I’M MANAGING” and login with your Username and Password.



Step 4: Select “COUPLE OBU” under the blue circle “Decoupled OBUs”.



Tip: You can also select “COUPLE OBU” directly on the “Vehicle details” page. To access the “Vehicle details page”, click on the “VEHICLES” circle and then on the licence plate number which you want to couple to the OBU.



Vehicle details

Go to My Vehicles & OBUs

⦿ Vehicle data change in progress

Vehicle details

Licence plate number

Vehicle's country of registration

Gross Combination Weight Rating (GCWR) [kg]

Emission class

Journey recording

Uploaded vehicle paper files

EDIT

DE-REGISTER

ORDER OBU


COUPLE OBU

UNBILLED USAGE

JOURNEY VISUALISATION

Step 5: Select the OBU and the vehicle you want to couple. Click “NEXT”.

My Menu
My Vehicles & OBUs
My Invoices



Couple an OBU

Back to My Menu


1. Select OBU and vehicle

2. Select and register payment means

3. Result

Step 1 of 3


Select the OBU and the vehicle you want to couple.



Select a vehicle

⌋

Select an OBU



NEXT

CANCEL

Step 6: Select the payment method you wish to use to top up the OBU.
Select "PRE-PAID" and click "NEXT".

The screenshot shows the 'Couple an OBU' interface. At the top, there is a green navigation bar with 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. Below this is a header with a chain-link icon, the title 'Couple an OBU', and a 'Back to My Menu' link. A progress bar shows three steps: '1. Select OBU and vehicle', '2. Select and register payment means' (which is highlighted), and '3. Result'. Below the progress bar, it says 'Step 2 of 3' and 'Select the payment method for the OBU.'. The text explains that the OBU has a balance of EUR 0 and needs to be topped up. It asks the user to choose a payment method. Under 'Payment mode', there are two radio buttons: 'Pre-paid' (which is selected) and 'Post-paid'. At the bottom, there are two buttons: 'NEXT' (green) and 'CANCEL' (blue).

Step 7: Your OBU is now coupled to the vehicle. To use the OBU immediately, select "TOP UP".

The screenshot shows the 'Couple an OBU' interface at the final step. The progress bar now shows '3. Result' as the active step. Below the progress bar, it says 'Step 3 of 3' and 'Result: couple an OBU with a vehicle'. The text states: 'Your OBU [redacted] is now coupled to vehicle [redacted] and will be visible in "My Vehicles & OBUs" shortly.' It then says: 'To use it immediately, please top up your OBU now.' At the bottom, there is a green button labeled 'TOP UP'.

Step 8: Enter the amount (€) you would like to top up your OBU with.

You can top up your OBU in Prepaid mode with a Credit Card, Debit Card, Fuel Card or via bank transfer on the Road User Portal.

If you want the top-up to amount reach your OBU immediately, please choose "Credit Card", "Debit Card", "Fuel Card". If you pay your top-up via "Bank Transfer", you need to take into account that the amount is only transferred on weekdays which are not bank holidays.

- Follow steps 8a-8c to top up with a Credit Card.

- Follow steps 8d-8f to top up with a Debit Card.
- Follow steps 8g-8i to top up with a Fuel Card.
- Follow steps 8j-8k to top up via Bank transfer.

Top up with a Credit Card – prepaid

8a. Fill in the amount of the top-up (€), select “CREDIT CARD” and click “NEXT”.

Top up my OBU Back to My Menu

1. Top up amount and payment means 2. Confirmation 3. Summary

Step 1 of 3
Enter the amount you would like to Top Up your OBU with.

If you want to top up the OBU immediately please choose Credit- / Debit- or Fuel Card. If you pay your TopUp via bank transfer you need to take into account that the amount is only transferred on weekdays which are not bank holidays.

OBU Details		Balance details	
OBU ID (S/N)	[REDACTED]	Balance	EUR 0.00
Licence plate number	[REDACTED]		
Top Up Amount			
<input type="text" value="35"/>	Minimum EUR 20	Maximum EUR 1,000	
Payment method			
<input checked="" type="radio"/> Credit Card			
<input type="radio"/> Debit Card			
<input type="radio"/> Fuel Card			
<input type="radio"/> Bank Transfer			

NEXT **CANCEL**

8b. Please confirm the data you entered and select “TOP UP”.

My Menu My Vehicles & OBUs My Invoices

Top up my OBU Back to My Menu

1. Top up amount and payment means **2. Confirmation** 3. Summary

Step 2 of 3
Please confirm your entered data.

Proceed to the secure payment provider to pay the top up.

OBU Details		Balance details		Top up details	
OBU ID (S/N)	[REDACTED]	Balance as per	EUR 0.00	Top Up Amount	EUR 35
Licence plate number	[REDACTED]			Payment method	Credit Card

TOP UP **CANCEL**

8c. Follow the instructions on the secured page of the payment provider and pay the top-up amount. Please note that the language of this payment page can be different than your default language on the Road User Portal.

Transactie informatie
WWW.SATELLIC.BE
Bedrag : € 35,00
Webwinkel ID :
Ordernummer :
Referentie factuur :
Transactiereferentie :

Invoeren betaal informatie
Kaartnummer :
Vervaldatum : maand : 01 jaar : 2016
Beveiligingscode : Help ?
Naargelang uw benkinstelling wordt u vervolgens verder geleid naar de authenticatiepagina van uw bank vóór de goedkeuring van uw betaling.

MasterCard. Verified by VISA SecureCode.

Annuleren Akkoord

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Top up with a Debit Card – prepaid

8d. Fill in the top-up amount, select “DEBIT CARD” and click “NEXT”.

Top up my OBU [Back to My Menu](#)

1. Top up amount and payment means 2. Confirmation 3. Summary

Step 1 of 3
Enter the amount you would like to Top Up your OBU with.

If you want to top up the OBU immediately please choose Credit- / Debit- or Fuel Card. If you pay your TopUp via bank transfer you need to take into account that the amount is only transferred on weekdays which are not bank holidays.

OBU Details
OBU ID (S/N)
Licence plate number

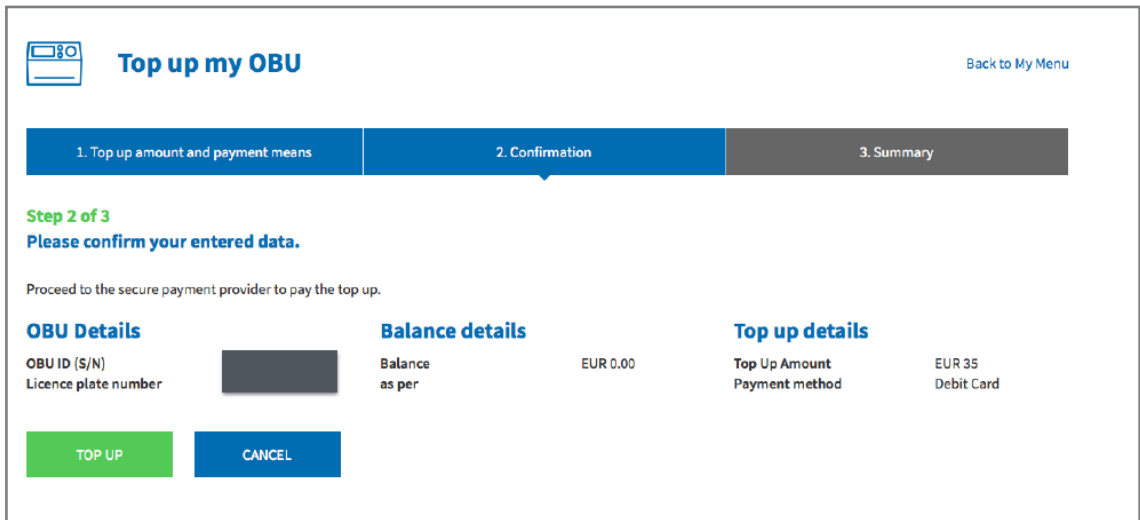
Balance details
Balance EUR 0.00

Top Up Amount
35 Minimum EUR 20 Maximum EUR 1,000

Payment method
 Credit Card
 Debit Card
 Fuel Card
 Bank Transfer

NEXT CANCEL

8e. Please confirm the data you entered and select “TOP UP”.



Top up my OBU Back to My Menu

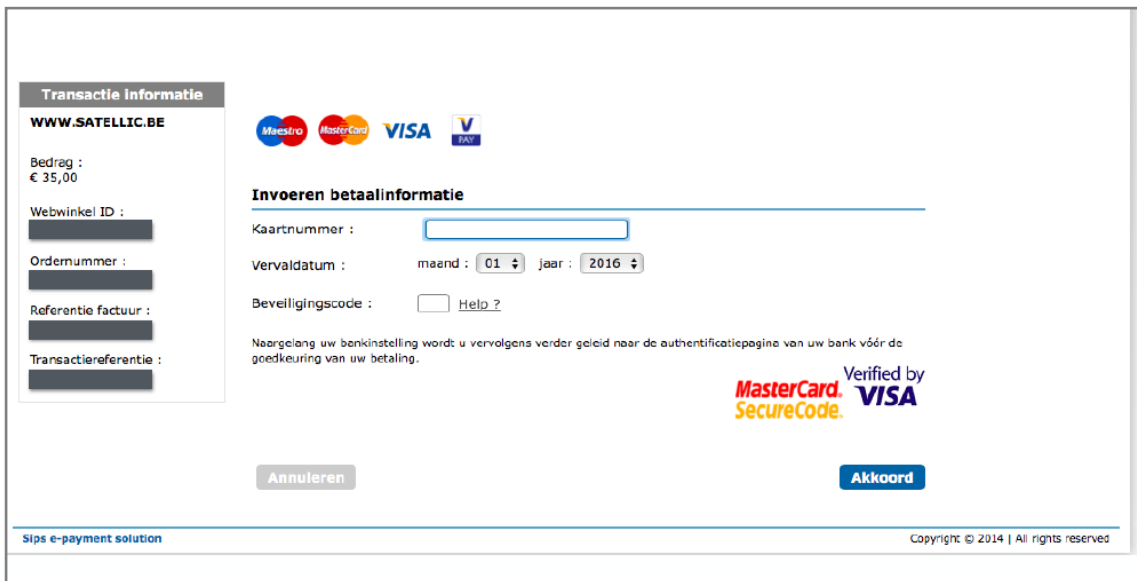
1. Top up amount and payment means | **2. Confirmation** | 3. Summary

Step 2 of 3
Please confirm your entered data.

Proceed to the secure payment provider to pay the top up.

OBU Details		Balance details		Top up details	
OBU ID (S/N)		Balance	EUR 0.00	Top Up Amount	EUR 35
Licence plate number		as per		Payment method	Debit Card

8f. Follow the instructions on the secured page of the payment provider and pay the top-up amount. Please note that the language of this payment page can be different than your default language on the Road User Portal.



Transactie informatie

WWW.SATELLIC.BE

Bedrag :
€ 35,00

Webwinkel ID :
[Redacted]

Ordernummer :
[Redacted]

Referentie factuur :
[Redacted]

Transactiereferentie :
[Redacted]

Maestro MasterCard VISA V PAY

Invoeren betaal informatie

Kaartnummer : [Input field]

Vervaldatum : maand : 01 jaar : 2016

Beveiligingscode : [Help ?](#)


Naar gelang uw bankinstelling wordt u vervolgens verder geleid naar de authenticatiepagina van uw bank vóór de goedkeuring van uw betaling.

MasterCard Verified by
SecureCode VISA

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Top up with a Fuel Card – prepaid

8g. Fill in the top-up amount, select “FUEL CARD” and select “NEXT”.



Top up my OBU

[Back to My Menu](#)

1. Top up amount and payment means 2. Confirmation 3. Summary

Step 1 of 3
Enter the amount you would like to Top Up your OBU with.


If you want to top up the OBU immediately please choose Credit- /Debit- or Fuel Card. If you pay your TopUp via bank transfer you need to take into account that the amount is only transferred on weekdays which are not bank holidays.


OBU Details		Balance details	
OBU ID (S/N)	<input type="text"/>	Balance	EUR 0.00
Licence plate number	<input type="text"/>		


Top Up Amount


Minimum EUR 20
Maximum EUR 1,000

Payment method

Credit Card 

Debit Card 


Fuel Card 

Bank Transfer 

NEXT **CANCEL**

8h. Please confirm the data you entered and select “TOP UP”.

[My Menu](#) [My Vehicles & OBUs](#) [My Invoices](#)



Top up my OBU

[Back to My Menu](#)

1. Top up amount and payment means 2. Confirmation 3. Summary

Step 2 of 3
Please confirm your entered data.

Proceed to the secure payment provider to pay the top up.

OBU Details		Balance details		Top up details	
OBU ID (S/N)	<input type="text"/>	Balance	EUR 0.00	Top Up Amount	EUR 35
Licence plate number	<input type="text"/>	as per		Payment method	Fuel Card

TOP UP **CANCEL**

8i. Follow the instructions on the secured page provided by AGES and pay the top-up amount. Please note that the language of this payment page can be different than your default language on the Road User Portal.

Betalen AGES

Fuelcard

Kaartnummer

Kaart vervaldatum /

Beveiligingscode

Bedrag

Valuta

*) Beveiligingscode: Informeer bij uw kaartuitgever of voor de online boeking in het Belgische toelysteen een internet security code is vereist. Zo niet, dan laat u het veld leeg. Voer hier niet de pincode van uw kaart in! Wordt uw kaart niet geaccepteerd, neem dan contact op met uw kaartuitgever.

[Impressum](#) [Datenschutz](#)

[Abbreken \(terug naar webshop\)](#) [Betalen](#)

Top up via Bank Transfer

8j. Fill in the top-up amount, select “Bank transfer” and click “NEXT”.

Top up my OBU Back to My Menu

1. Top up amount and payment means 2. Confirmation 3. Summary

Step 1 of 3
Enter the amount you would like to Top Up your OBU with.

If you want to top up the OBU immediately please choose Credit- / Debit- or Fuel Card. If you pay your TopUp via bank transfer you need to take into account that the amount is only transferred on weekdays which are not bank holidays.

OBU Details	Balance details
OBU ID (S/N) <input type="text" value="REDACTED"/>	Balance <input type="text" value="EUR 0.00"/>
Licence plate number <input type="text" value="REDACTED"/>	

Top Up Amount Minimum EUR 20 Maximum EUR 1,000

Payment method

Credit Card

Debit Card

Fuel Card

Bank Transfer


[NEXT](#) [CANCEL](#)

8k. Please transfer the amount you wish to top up to the following bank account. Make sure that you use the payment reference below to allow your top-up to be processed automatically. Please be aware that, if you do not use the correct reference when topping up your OBU, it will take more time for the top-up amount to be loaded on your OBU.

We would also like to remind you that you need to make a separate bank transfer for each OBU on which you wish to add credit.

Moreover, keep in mind that bank transfer payments are only processed on weekdays which are not bank holidays.

Also note that the balance of your OBU cannot exceed €1.000 and that your OBU needs to be coupled and active to receive the top-up.



Top up my OBU

[Back to My Menu](#)

1. Top up amount and payment means 2. Confirmation 3. Summary

Step 3 of 3
Top up via bank transfer

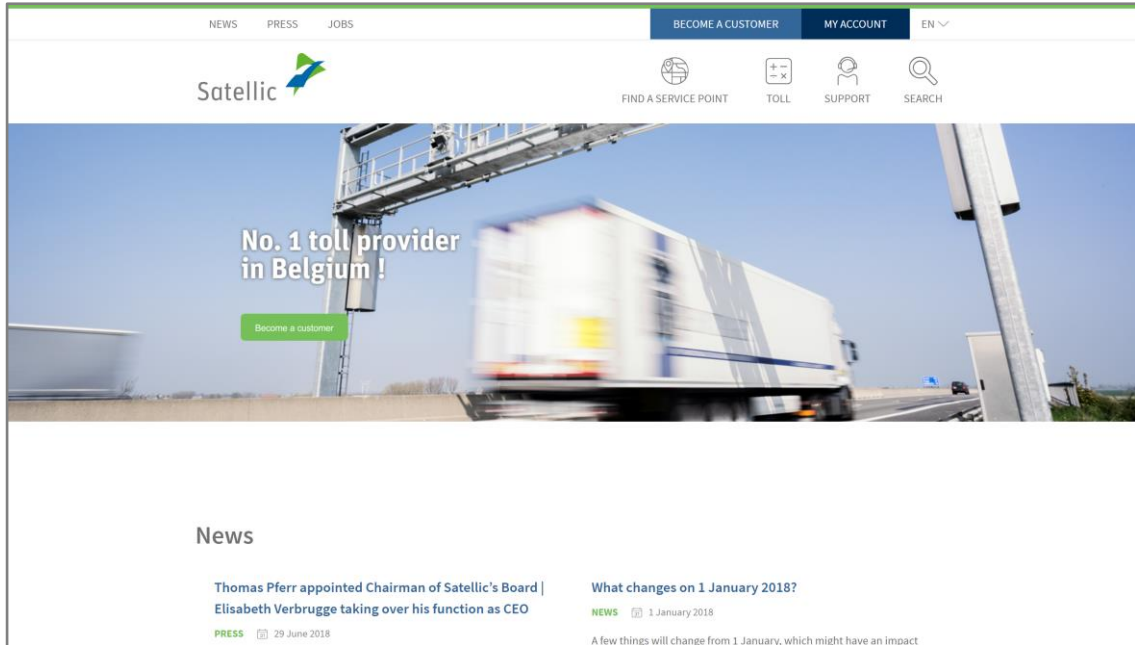
Please transfer the amount you wish to top up to the following bank account. Make sure that you use the payment reference below to allow your top up to be processed automatically. We would also like to remind you that you need to make a separate bank transfer for each OBU on which you wish to add credit and that bank transfer payments are only processed on weekdays which are not bank holidays. Also note that the balance on your OBU cannot exceed the maximum €1.000 and that your OBU needs to be coupled and active to receive the top up.

Account holder	Satelllic NV	Please copy the following payment reference in your bank transfer to allow your top up to be processed automatically.
IBAN	BE05826000510275	
BIC	DEUTBEBE	
	Payment reference	1004359-000410001759884

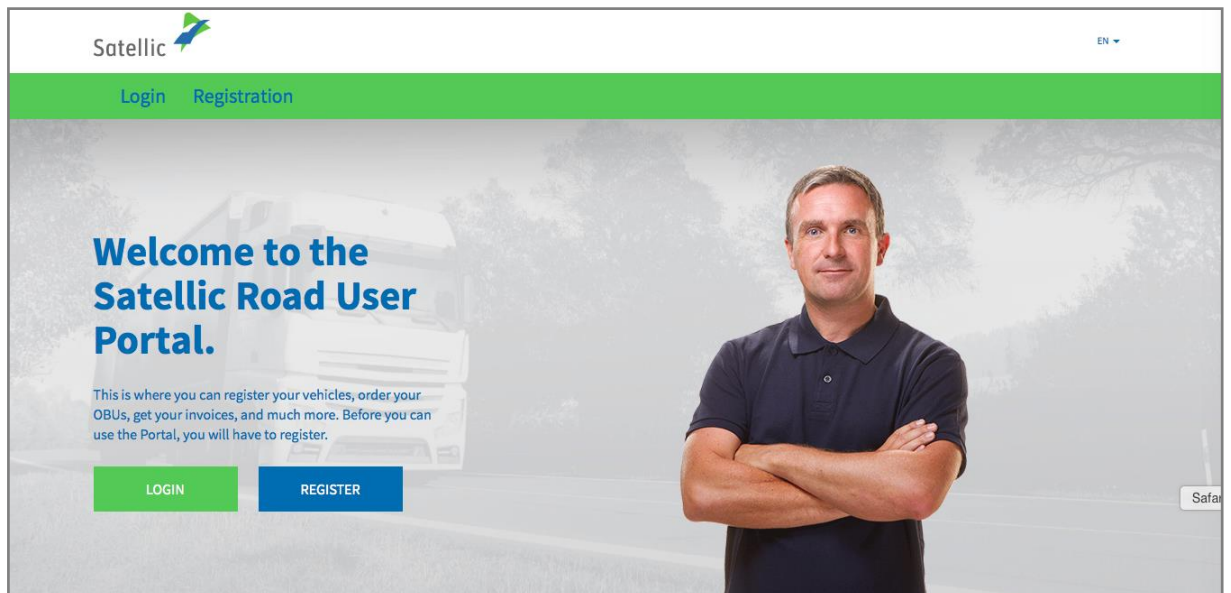
[BACK](#)

Couple and top up the OBU in post-paid mode

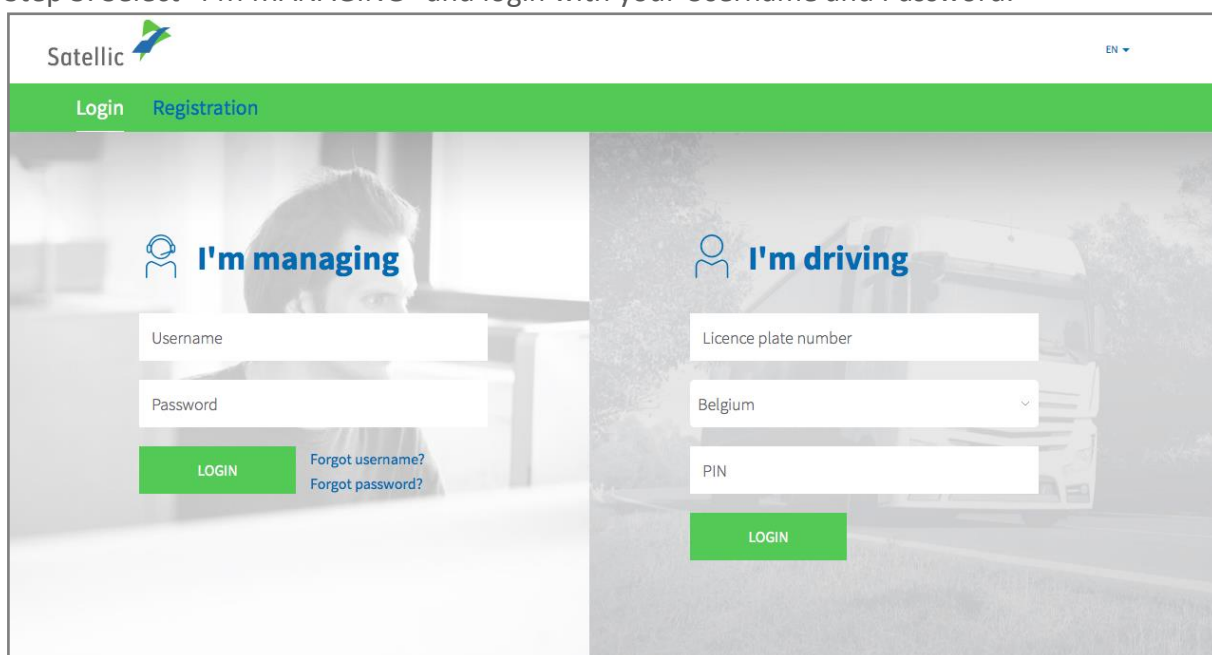
Step 1: Go to www.satellic.be, and select “MY ACCOUNT”.



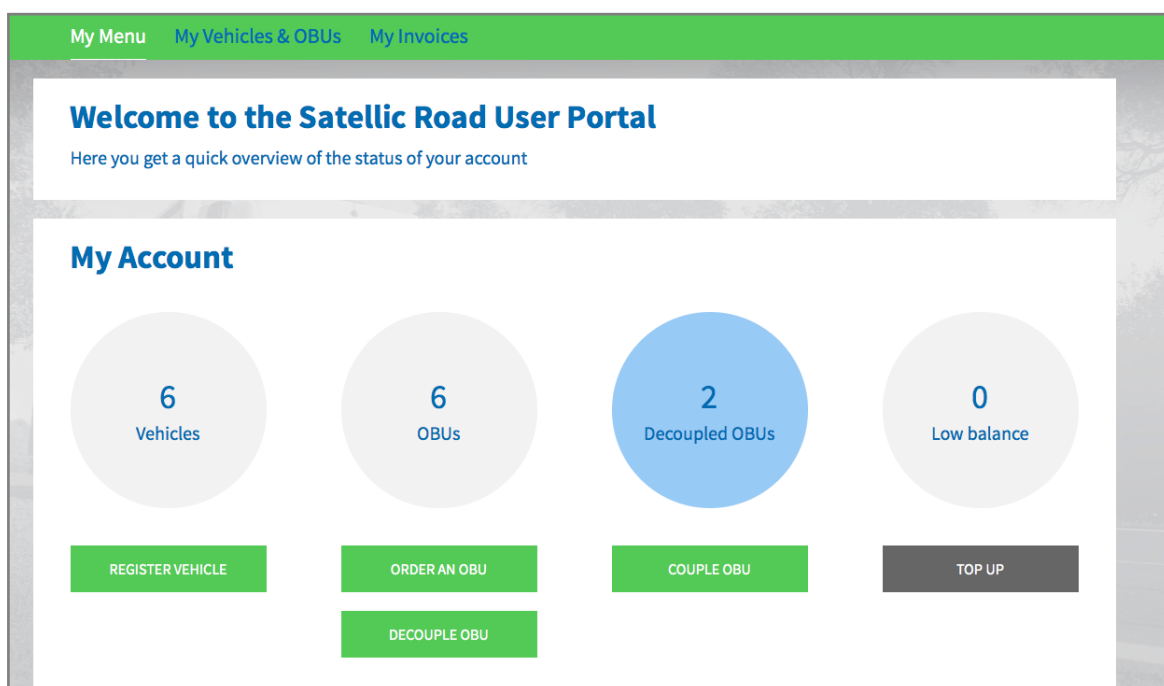
Step 2: Select “LOGIN”.



Step 3: Select “I’M MANAGING” and login with your Username and Password.



Step 4: Select “COUPLE OBU” under the blue circle “Decoupled OBUs”.



Tip: You can also select “COUPLE OBU” directly on the “Vehicle details” page. To access the “Vehicle details” page, click on the “VEHICLES” circle and then on the licence plate number which you want to couple to an OBU.


Step 5: Select the OBU and the vehicle you want to couple. Click “NEXT”.

Step 6: Select the payment method you wish to use to pay the toll in post-paid mode. In Post-paid mode, you can pay with Credit Card or Fuel Card.

- Follow steps 6a-6b to top up with a Credit Card.
- Follow steps 6c-6d to top up with a Fuel Card.

Payment with a Credit Card – post-paid

6a. Select “Credit Card” and click “NEXT”.

 **Couple an OBU** Back to My Menu



1. Select OBU and vehicle 2. Select and register payment means 3. Result

Step 2 of 3
Select the payment method for the OBU.

The OBU has a balance of EUR 0. You have to make sure the balance is sufficient to drive in Belgium. You can top up the OBU.

Please choose a payment method for the OBU you want to couple.

Payment mode
 Pre-paid Post-paid

Payment via
 Credit Card 
 Fuel Card 

6b. Follow the instructions on the secured page of the payment provider and pay the pre-authorization amount of €45. This amount is blocked on the credit card and will not be withdrawn from your account as long as the Belgian roads are not used. Please note that the language of this payment page can be different than your default language on the Road User Portal.

Transactie Informatie

WWW.SATELLIC.BE




Bedrag :
€ 45,00

Webwinkel ID :
[REDACTED]

Ordernummer :
[REDACTED]

Referentie factuur :
[REDACTED]

Transactiereferentie :
[REDACTED]


Invoeren betaalinformatie

Kaartnummer :

Vervaldatum : maand : Jaar :

Beveiligingscode : [Help ?](#)


Naargelang uw bankinstelling wordt u vervolgens verder geleid naar de authenticatiepagina van uw bank vóór de goedkeuring van uw betaling.

 **Verified by VISA**

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Payment with a Fuel Card – post-paid

6c. Select “Fuel Card” and click “NEXT”.



Couple an OBU

Back to My Menu

1. Select OBU and vehicle 2. Select and register payment means 3. Result

Step 2 of 3
Select the payment method for the OBU.


The OBU has a balance of EUR 0. You have to make sure the balance is sufficient to drive in Belgium. You can top up the OBU.


Please choose a payment method for the OBU you want to couple.

Payment mode

Pre-paid Post-paid


Payment via

Credit Card 

Fuel Card 

6d. Follow the instructions on the secured page provided by AGES. Please note that the language of this payment page can be different than your default language on the Road User Portal.

Betalen



Fuelcard

Kaartnummer

Kaart vervaldatum /

Beveiligingscode

Bedrag

Valuta

*) Beveiligingscode: Informeer bij uw kaartuitgever of voor de online boeking in het Belgische toelysteen een internet security code is vereist. Zo niet, dan laat u het veld leeg. Voer hier niet de pincode van uw kaart in! Wordt uw kaart niet geaccepteerd, neem dan contact op met uw kaartgever.

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Payment via a Satellic Business Partner – post-paid

If you are already an existing customer of one of the following Business Partners (Colsea, Dats 24, Febetra, Gabriëls, Maes, Octa+, Power Oil, TLV, ZMPD), you will be able to directly choose this Business Partner as payment method.

6e. Select “BUSINESS PARTNER” and click “NEXT”.

The screenshot shows the 'Couple an OBU' web form. At the top, there is a link 'Back to My Menu'. Below it is a progress bar with three steps: '1. Select OBU and vehicle', '2. Select and register payment means' (which is highlighted), and '3. Result'. The main heading is 'Couple an OBU'. Below the heading, it says 'Step 2 of 3' and 'Select the payment method for the OBU.'. The instruction reads: 'Please choose a payment method for the OBU you want to couple.'. Under 'Payment mode', there are two radio buttons: 'Pre-paid' and 'Post-paid', with 'Post-paid' selected. Under 'Payment via', there are three radio buttons: 'Credit Card' (with a credit card icon), 'Fuel Card' (with a fuel card icon), and 'Business Partner' (with a person icon), with 'Business Partner' selected. At the bottom, there are two buttons: 'NEXT' (green) and 'CANCEL' (blue).

6f. Your OBU is now coupled to the vehicle and the chosen Business Partner.

The screenshot shows the 'Couple an OBU' web form, Step 3 of 3. At the top, there is a link 'Back to My Menu'. Below it is a progress bar with three steps: '1. Select OBU and vehicle', '2. Select and register payment means', and '3. Result' (which is highlighted). The main heading is 'Couple an OBU'. Below the heading, it says 'Step 3 of 3' and 'Result: couple an OBU with a vehicle'. The instruction reads: 'Your OBU [redacted] is now coupled to vehicle [redacted] and will be visible in "My Vehicles & OBUs" shortly.'. Below this, there is an 'Attention!' message: 'Attention! Please switch the OBU on so coupling information can be received by this OBU. Otherwise this OBU cannot be used with your vehicle.'. At the bottom, there is a green button labeled 'COUPLE ANOTHER OBU'.

You can find more information on how to decouple an On Board Unit (OBU) in the [RUP User Manual – Decouple an OBU](#).