



USER MANUAL

Road User Portal (RUP)

-

Order 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.

Date: June 2019 - status: Final - Created by: Marcom

Approved by: CS

Order an OBU on the Road User Portal

To order 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.

Before placing the order, you should decide how many OBUs you want to order, and how you want to pay the deposit.

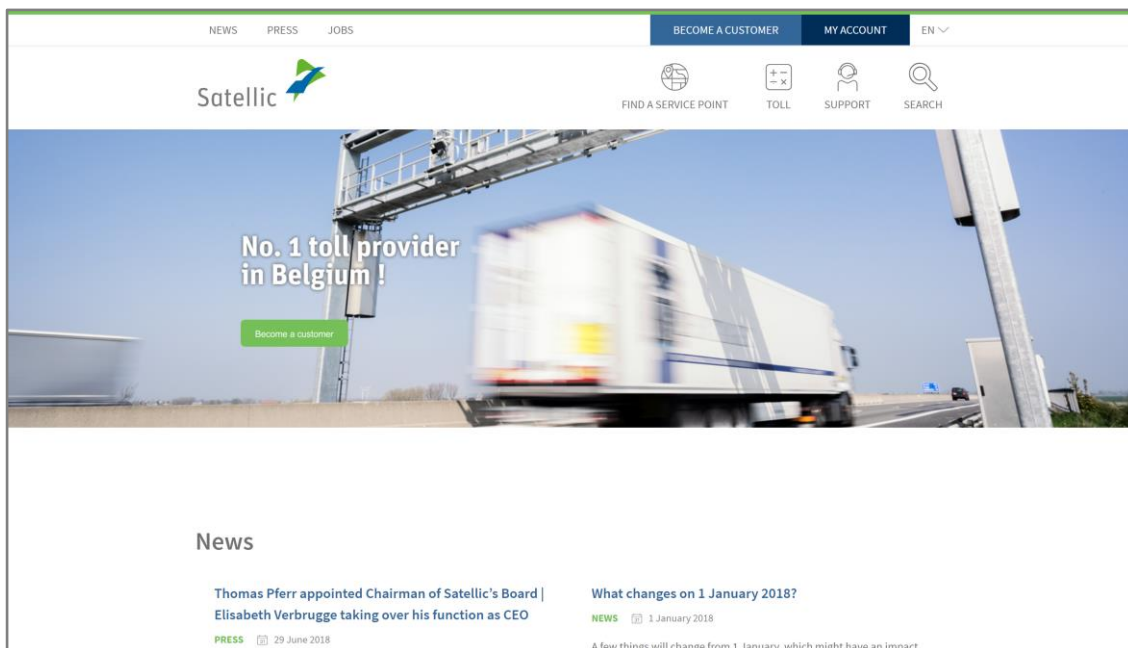
I wish to order:

- **Only 1 OBU and pay the deposit:**
 - **By credit card, debit card or fuel card**
(fastest process because the payment is made on the RUP):
Please read the 1) "ORDER ONE" PROCESS (page 3)
 - **By bank transfer** (slower procedure):
Please read the 2) "ORDER MULTIPLE" PROCESS (page 12)
- **Several OBUs at once and pay the deposit by bank transfer:**
Please read the 2) "ORDER MULTIPLE" PROCESS (page 12)

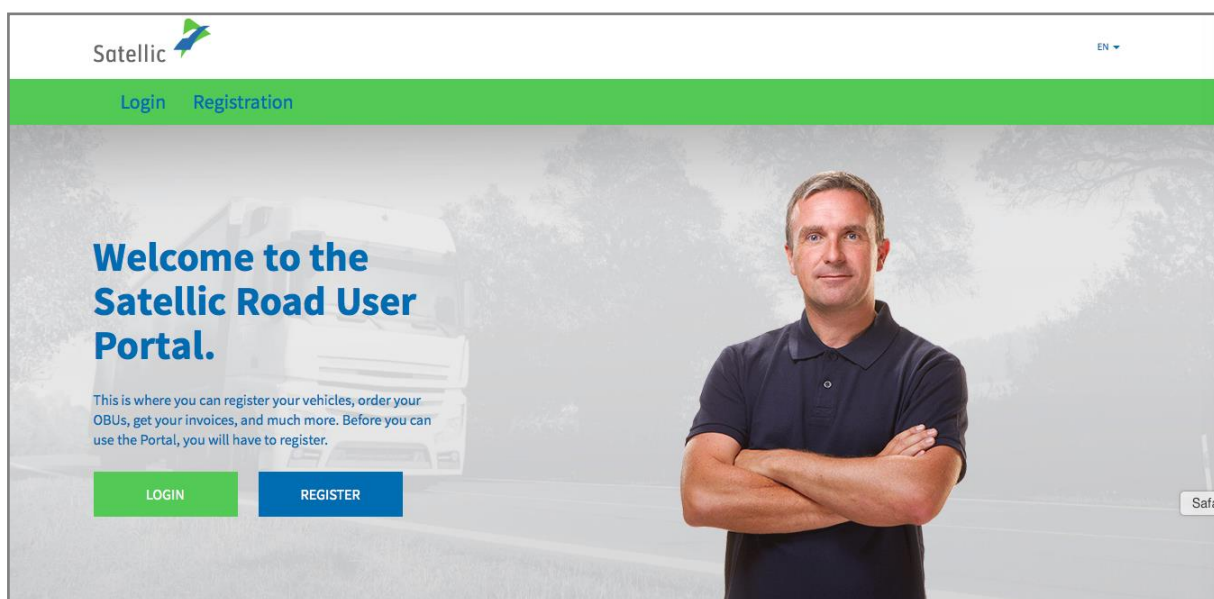
Please note that, due to privacy reasons, not all the account details can be shown in the print screens below.

1) “ORDER ONE” PROCESS

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.

Satellic EN

Login Registration

I'm managing

Username

Password

LOGIN [Forgot username?](#) [Forgot password?](#)

I'm driving

Licence plate number

Belgium

PIN

LOGIN

Step 4: Select the circle "OBUs" and click "ORDER AN OBU".

My Menu My Vehicles & OBUs My Invoices

Welcome to the Satellic Road User Portal

Here you get a quick overview of the status of your account

My Account

1 Vehicles

0 OBUs

0 Decoupled OBUs

0 Low balance

REGISTER VEHICLE ORDER AN OBU DECOUPLE OBU COUPLE OBU TOP UP

Step 5: Click “ORDER ONE”.

My Menu My Vehicles & OBUs My Invoices

Order one or more OBU(s) [Back to My Menu](#)

Please choose whether you want to order one OBU for a specific vehicle or order multiple OBUs that you can couple to your vehicles later on.

If you want to order only 1 OBU for your vehicle, you have to

1. Select vehicle
2. What is your shipment address?
3. How will you pay the toll?
4. Pay OBU deposit

ORDER ONE

If you want to order between 1 and 936 OBUs in one order, you have to

1. How many OBUs do you need?
2. What is your shipment address?

ORDER MULTIPLE

Step 6:

- If you already have registered a vehicle in your account, select the vehicle for which you would like to order an OBU, and click “NEXT”.
- If you haven’t registered a vehicle yet in your account, click “REGISTER A VEHICLE”, and complete this step first.

For more information on how to register a vehicle, please check the [RUP User Manual – Register a Vehicle](#).

My Menu My Vehicles & OBUs My Invoices

Order an OBU [Back to My Menu](#)

1. Select vehicle 2. What is your shipment address? 3. How will you pay the toll? 4. Pay OBU deposit 5. Order confirmation

Step 1 of 5
Please select a vehicle to order an OBU for

Select vehicle OR **REGISTER A VEHICLE**

To register a new vehicle you will directly be transferred to another process.

NEXT **CANCEL**

Step 7: Click “NEXT” if you want to ship the OBU to the address registered in your account.
Click “ANOTHER ADDRESS” if you want to ship the OBU to another address than the one registered in your account.

The screenshot shows the 'Order an OBU' interface. At the top, there is a progress bar with five steps: 1. Select vehicle, 2. What is your shipment address?, 3. How will you pay the toll?, 4. Pay OBU deposit, and 5. Order confirmation. Step 2 is currently active. Below the progress bar, the text reads 'Step 2 of 5 Provide a shipment address for your OBU order'. Underneath, there is a section 'Please send my OBU to:' with two radio buttons: 'Account address' (selected) and 'Another address'. Below this are input fields for 'First name' (containing 'Test') and 'Last name' (containing 'Account'). There is also a 'Contact person' field with 'Mrs. Test Account'. Further down are 'Street' and 'Number' fields, both containing redacted information. At the bottom, there is an 'Address Addendum' field with the text 'Optional'.

Step 8: Once the shipment data has been provided, **you need to select your preferred payment method to pay the toll.**
There are two ways to pay the toll: Prepaid (beforehand) and Post-paid (after you have driven on the Belgian road network).

- **8.1 Pay the toll prepaid (per bank transfer, credit card or fuel card)**


Select “PRE-PAID” and click “NEXT”.

The screenshot shows the 'Order an OBU' interface at Step 3 of 5. The progress bar now highlights step 3: 'How will you pay the toll?'. The text below reads 'Step 3 of 5 Choose how you will pay the toll. You can pay your future toll charges in two ways: pre-paid (beforehand) or post-paid (afterwards, prior authorization required)'. Underneath, there is a 'Payment mode' section with two radio buttons: 'Pre-paid' (selected) and 'Post-paid'. At the bottom, there are two buttons: a green 'NEXT' button and a blue 'CANCEL' button.

- **8.2 Pay the toll post-paid (per credit card or fuel card)**

Choose "Post-paid".

- a. If you want to pay with a credit card, select "CREDIT CARD" and click "NEXT".
If you want to pay with a fuel card, go to step c.





Order an OBU

Back to My Menu

1. Select vehicle | 2. What is your shipment address? | **3. How will you pay the toll?** | 4. Pay OBU deposit | 5. Order confirmation

Step 3 of 5
Choose how you will pay the toll. You can pay your future toll charges in two ways: pre-paid (beforehand) or post-paid (afterwards, prior authorization required).

Payment mode
 Pre-paid Post-paid

Payment via
 Credit Card 
 Fuel Card 

NEXT **CANCEL**

- b. Follow the instructions provided 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. Please note that the language of this payment page can differ from the default language used on the RUP.

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 goedgekeuring van uw betaling.

Annuleren **Akkoord**



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c. If you want to pay with a fuel card, select “FUEL CARD” and click “NEXT”.

 **Order an OBU** Back to My Menu

1. Select vehicle

2. What is your shipment address?

3. How will you pay the toll?

4. Pay OBU deposit


5. Order confirmation


Step 3 of 5
Choose how you will pay the toll. You can pay your future toll charges in two ways: pre-paid (beforehand) or post-paid (afterwards, prior authorization required).

Payment mode

Pre-paid Post-paid

Payment via


Credit Card 

Fuel Card 

NEXT

CANCEL

d. Follow the instructions provided on the secured page of AGES. Please note that the language of this payment page can differ from the language used by default on the RUP.

Betalen 

Fuelcard

Kaartnummer

Kaart vervaldatum /

Beveiligingscode

Bedrag

Valuta

*) Beveiligingscode: Informeer bij uw kaartuitgever of voor de online boeking in het Belgische tolstelsel 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.

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

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

Step 9: Pay the deposit.

You can pay the OBU deposit with a credit card, a debit card or a fuel card.

- **9.1 Payment of the deposit with a credit card**

a. Select “CREDIT CARD” and click “NEXT”.

My Menu My Vehicles & OBUs My Invoices

Order an OBU [Back to My Menu](#)

1. Select vehicle 2. What is your shipment address? 3. How will you pay the toll? 4. Pay OBU deposit 5. Order confirmation

Step 4 of 5
Choose how you want to pay the OBU deposit.

Payment via

Credit Card

Debit Card

Fuel Card

NEXT **CANCEL**

b. Follow the instructions provided on the secured page of the payment provider and pay the deposit of €135. Please note that the language of this payment page can differ from the language used by default on the RUP.

Transactie Informatie

WWW.SATELLIC.BE


Bedrag :
€ 135,00

Webwinkel ID :
[REDACTED]

Ordernummer :
[REDACTED]

Referentie factuur :
[REDACTED]

Transactiereferentie :
[REDACTED]





Invoeren betaalinformatie

Kaartnummer :

Vervaldatum : maand : 01 jaar : 2016

Beveiligingscode : Help ?

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


Annuleren
Akkoord

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- **9.2 Payment of the deposit with a debit card**

a. Select “DEBIT CARD” and click “NEXT”.

My Menu
My Vehicles & OBUs
My Invoices



Order an OBU

Back to My Menu

1. Select vehicle

2. What is your shipment address?


3. How will you pay the toll?


4. Pay OBU deposit


5. Order confirmation

Step 4 of 5
Choose how you want to pay the OBU deposit.

Payment via

Credit Card


Debit Card


Fuel Card


NEXT

CANCEL

b. Follow the instructions provided on the secured page of the payment provider and pay the deposit of €135. Please note that the language of this payment page may differ from the language used by default on the RUP.

Transactie Informatie

WWW.SATELLIC.BE


Bedrag :
€ 135,00

Webwinkel ID :
[REDACTED]

Ordernummer :
[REDACTED]

Referentie factuur :
[REDACTED]

Transactiereferentie :
[REDACTED]




Invoeren betaalinformatie

Kaartnummer : [REDACTED]

Vervaldatum : maand : 01 jaar : 2016

Beveiligingscode : Help ?

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



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- - 9.3 Payment of the deposit with a fuel card

a. Select "FUEL CARD" and click "NEXT".

My Menu My Vehicles & OBUs My Invoices

Order an OBU

Back to My Menu

1. Select vehicle 2. What is your shipment address? 3. How will you pay the toll? 4. Pay OBU deposit 5. Order confirmation

Step 4 of 5
Choose how you want to pay the OBU deposit.

Payment via

Credit Card

Debit Card

Fuel Card

NEXT CANCEL

b. Follow the instructions provided on the secured page of AGES and pay the deposit of €135. Please note that the language of this payment page can be different than the language used by default on the RUP.

Betalen

AGES

Fuelcard

Kaartnummer

Kaart vervalddatum 1 / 2016

Beveiligingscode

Bedrag 135.00

Valuta EUR

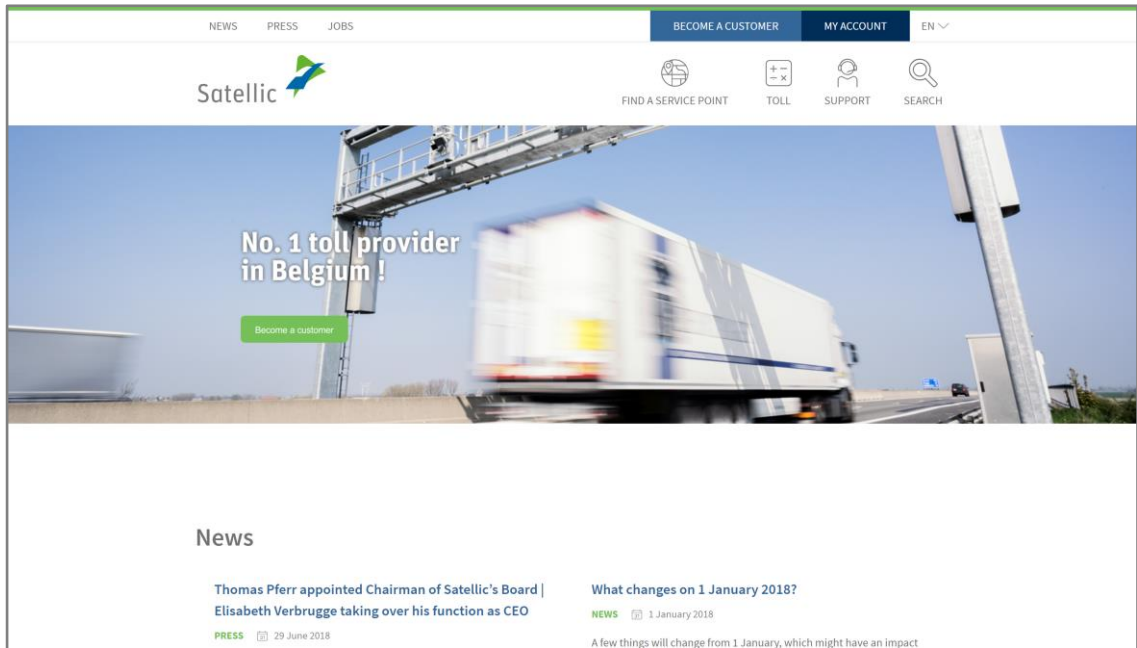
*) Beveiligingscode: Informeer bij uw kaartgever of voor de online boeking in het Belgische talsysteem een internet security code is vereist. Zo niet, dan laat u het veld leeg. Voer hier niet de pincode van uw kaart in! Wordt uw kaart niet geaccepteerd, neem dan contact op met uw kaartgever.

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

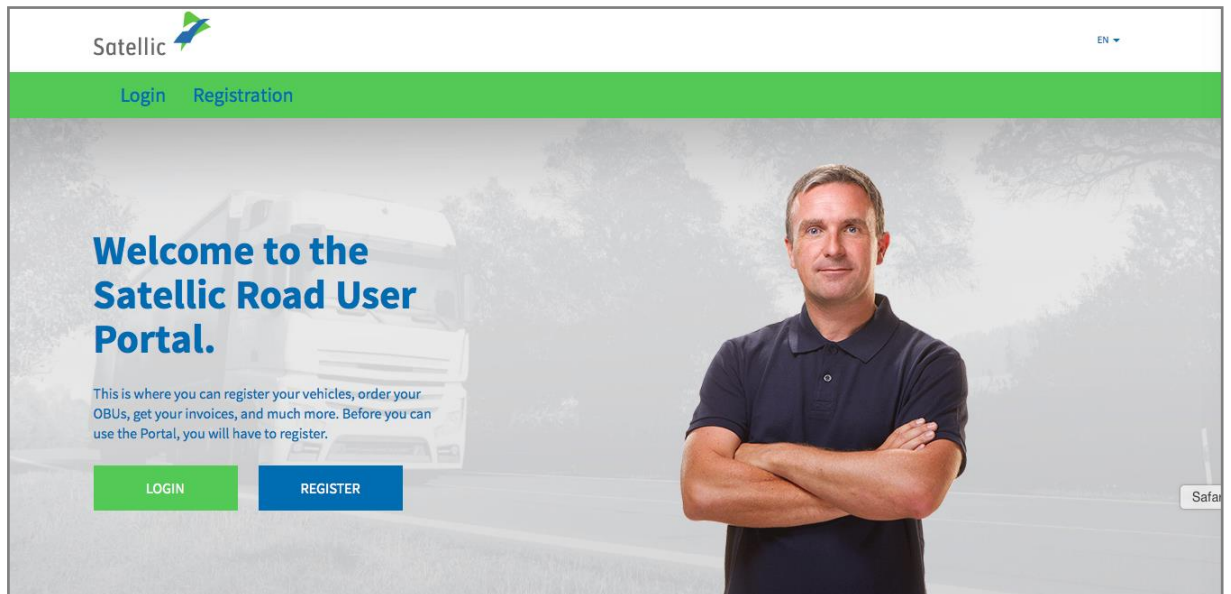
< Afbreken (terug naar webshop) Betalen >

2) "ORDER MULTIPLE" PROCESS

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.

Satellic EN

Login Registration

I'm managing

Username

Password

LOGIN [Forgot username?](#) [Forgot password?](#)

I'm driving

Licence plate number

Belgium

PIN

LOGIN

Step 4: Select the circle "OBUs" and click "ORDER AN OBU".

My Menu My Vehicles & OBUs My Invoices

Welcome to the Satellic Road User Portal

Here you get a quick overview of the status of your account

My Account

1 Vehicles

0 OBUs

0 Decoupled OBUs

0 Low balance

REGISTER VEHICLE ORDER AN OBU COUPLE OBU TOP UP


DECOUPLE OBU

Step 5: Select "ORDER MULTIPLE".

My Menu My Vehicles & OBUs My Invoices


Order one or more OBU(s) [Back to My Menu](#)

Please choose whether you want to order one OBU for a specific vehicle or order multiple OBUs that you can couple to your vehicles later on.

 If you want to order only 1 OBU for your vehicle, you have to

1. Select vehicle
2. What is your shipment address?
3. How will you pay the toll?
4. Pay OBU deposit

ORDER ONE

 If you want to order between 1 and 936 OBUs in one order, you have to

1. How many OBUs do you need?
2. What is your shipment address?

ORDER MULTIPLE

Step 6: Enter the number of OBUs you want to order and click "NEXT". **Please note that Satellic will wait to have received the payment before shipping the order.**

Order multiple OBUs [Back to My Menu](#)

1. How many OBUs do you need? 2. What is your shipment address? 3. Check and confirm your order

Step 1 of 3
1/3 Order multiple OBUs at once.

You can order multiple OBUs here which you can couple to your vehicles after you have received them. Before the order is shipped, Satellic needs to have received your payment by bank transfer.

Enter the number of OBUs you want to order.

x 135 EUR (Deposit per OBU)

You can order a minimum of 1 OBU and maximum 936 OBUs here.

NEXT **CANCEL**

Step 7: Click “NEXT” if you want to ship the OBU to the address registered in your account.
 Click “ANOTHER ADDRESS” if you want to ship the OBU to another address than the one registered in your account

Order multiple OBUs Back to My Menu

1. How many OBUs do you need? | **2. What is your shipment address?** | 3. Check and confirm your order

Step 2 of 3
2/3 Shipment address

Please send my OBUs to
 Account address Another address

Preferred shipment date
 FEBRUARY 2016 >

First name: Test | Last name: Account

Contact person: Mrs. Test Account

Street: [Redacted] | Number: [Redacted]

Address Addendum: Optional

Step 8: Check the details of your order and click “ORDER” to confirm your data and to order your OBU(s).
 You will receive an e-mail to confirm your order. **You need to pay the deposit at least 10 days before your preferred shipment date.**

Order multiple OBUs Back to My Menu

1. How many OBUs do you need? | 2. What is your shipment address? | **3. Check and confirm your order**

Step 3 of 3
3/3 Please confirm your order

Order details

Number of OBUs	15
Deposit in €	2,025
Payment via	Bank transfer
Preferred shipment date	22/2/2016

Shipment address

First name	Test
Last name	Account
Contact person	Mrs. Test Account
Street	[Redacted]
Address Addendum	[Redacted]
City	[Redacted]
Country	[Redacted]

Press 'ORDER' to confirm your data and to order your OBUs.

ORDER **CANCEL**