



USER MANUAL

Road User Portal (RUP)

-

Return 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

Return an On Board Unit using the Satellic Road User Portal

You can return your OBU either **via the Road User Portal**, either **via a Service Point**.

Important!

Please note that you need to return the OBU in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups in order to get your full OBU deposit repaid. See the [Satellic OBU Deposit Refund Policy](#) for more details.

- **In this document**, we describe **how you can return your OBU via the Road User Portal** (via **your local post office** or via the **OBU pick-up service**). Those two processes are described hereunder.

- **If you want to return your OBU via a Service Point**, we advise you to read our [Full Service Point User Manual](#) (available on www.satellic.be in the “Downloads” section of the “Support” page).

IMPORTANT!

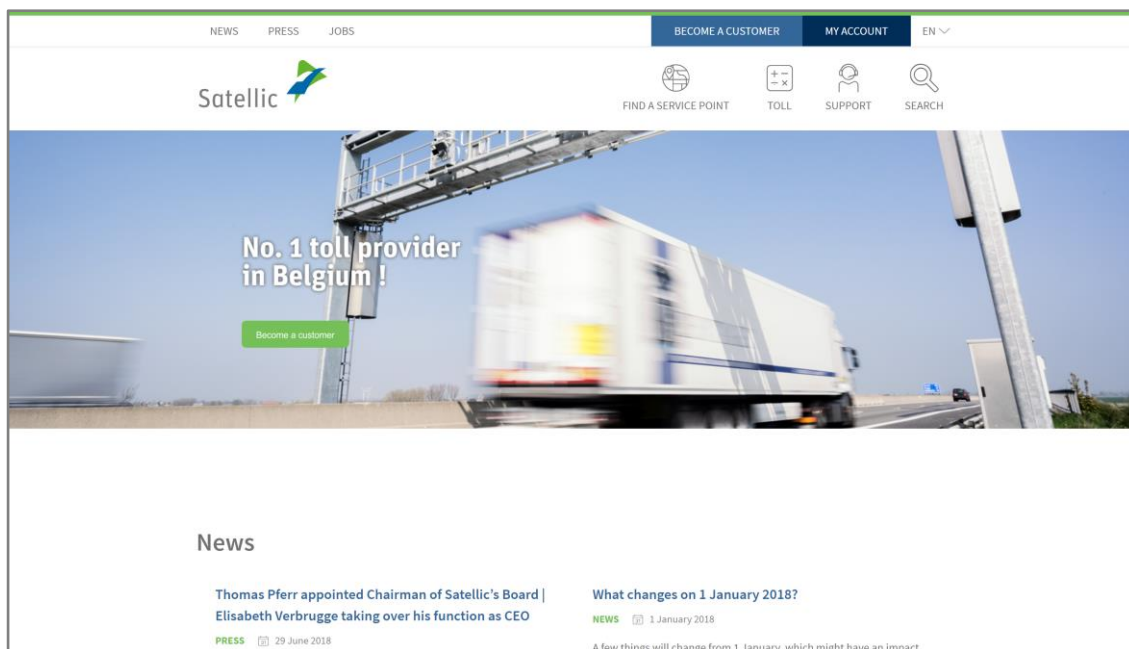
To return the On Board Unit via the Road User Portal, you first need to complete the following steps:

- **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.

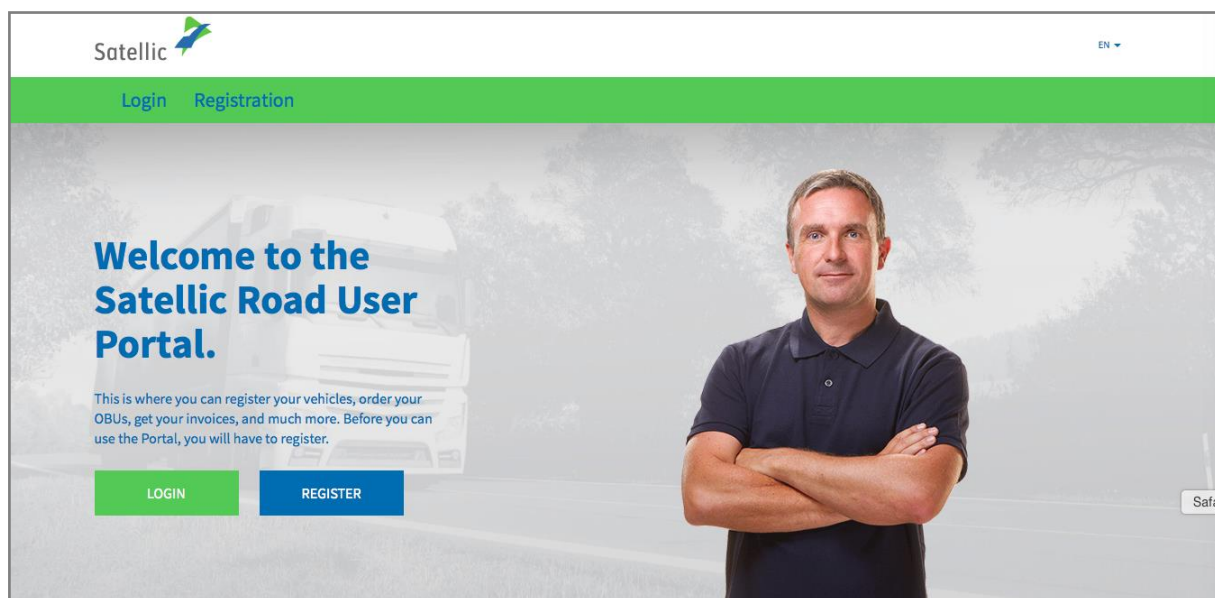
Please note that, due to privacy reasons, not all the account details can be shown in the print screens below.

To return an OBU, you first have to follow the return process on the Road User Portal. See the following steps.

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: Click on the circle "OBUs".

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

6 Vehicles	6 OBUs	1 Decoupled OBUs	0 Low balance
REGISTER VEHICLE	ORDER AN OBU DECOUPLE OBU	COUPLE OBU	TOP UP

Step 5: Select the OBU that you want to return by clicking on its OBU ID. This can be a coupled or a decoupled OBU.

Your OBUs

Click on a row to navigate to an OBU.

search by OBU ID (S/N) or vehicle

Licence plate number	OBU ID (S/N)	OBU status	OBU payment scheme	OBU balance
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	De-coupled	Post-paid	Not applicable
[REDACTED]	[REDACTED]	De-couple requested	Post-paid	Not applicable
[REDACTED]	[REDACTED]	De-couple requested	Pre-paid	EUR 0.00

Step 6: Select "RETURN OBU".

OBU details [Go to My Vehicles & OBUs](#)

OBU Details

OBU ID (S/N) [REDACTED]
Status Active
Coupled vehicle [REDACTED]
PIN [REDACTED]

Toll payment settings

Payment scheme Post-payment
Payment means Visa Card [REDACTED]

[DE-COUPLE OBU](#) [CHANGE PAYMENT MEANS](#) [RETURN OBU](#)

Step 7: Select the reason for returning the OBU and click on "NEXT".

The screenshot shows the 'Return my OBU' interface. At the top left is a mobile phone icon. The title 'Return my OBU' is in blue. A 'Back to My Menu' link is at the top right. A progress bar at the top has four steps: '1. Please tell us why' (highlighted in blue), '2. Refund details', '3. Please confirm', and '4. Address label (pdf)'. Below the progress bar, 'Step 1 of 4' is shown in green, followed by the question 'What is the reason for returning the OBU?' in blue. There are four radio button options: 'Is not used anymore', 'Received in defect state', 'Defect', and 'Other'. At the bottom are two buttons: a green 'NEXT' button and a blue 'CANCEL' button.

Step 8: If you want to enter different bank account details than those mentioned in your account, select "ENTER NEW DATA". Fill in these required data and select "NEXT". If you want to use the bank account details mentioned in your account, simply click on "NEXT".

The screenshot shows the 'Return my OBU' interface at Step 2 of 4. The progress bar now highlights '2. Refund details' in blue. The title 'Return my OBU' and 'Back to My Menu' link remain. Below the progress bar, 'Step 2 of 4' is shown in green, followed by the section title 'Refund details' in blue. The text 'Please give us your account data so that we can reimburse you as soon as possible.' is displayed. Below this is the question 'How will you provide your bank account details?' with two radio button options: 'Use data from account' (selected) and 'Enter new data'. There are three input fields: 'Account holder', 'BIC', and 'IBAN'. At the bottom are two buttons: a green 'NEXT' button and a blue 'CANCEL' button.

Step 9: Return the OBU


Important! Please note that you need to return the OBU in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups in order to get your full OBU deposit repaid.


See the [Satellic OBU Deposit Refund Policy](#) for more details.

There are two ways to return your OBU via the Road User Portal: you can choose between the OBU pick-up service and your local post office. If you want to return your OBU using your local post office, go directly to step 9.2.

9.1 - Return via the OBU pick-up service

a. The pick-up service at preferred rates is free of charge if the OBU is defect. In all the other cases, Satellic will charge you for the cost of the return. Select “Preferred rates pick-up service” and click on “NEXT”.


 Important! The pick-up service is only available in certain countries (see 9.1.d.3. for more information). There is no pick-up service on Saturday, Sunday and on local bank holidays.

 **Return my OBU** Back to My Menu

1. Please tell us why	2. Refund details	3. Delivery Type	4. Pick-up Address	5. Please confirm	6. Address label (pdf)
-----------------------	-------------------	------------------	--------------------	-------------------	------------------------

Step 3 of 6
How shall the OBU be returned?

The preferred rates pick up service is free of charge if the OBU is defect. In all other cases we will charge you for the cost of the return. The charges of your local post service are to be borne by you in any case.

Preferred rates pick up service  [Click here to view rates](#)

Use your local post service

- b. Select “Another address” if you want your OBU to be picked up at another address than the address mentioned in your account. Fill in the required fields and select “NEXT”. If you want your OBU to be picked up at the address mentioned in your account, simply click on “NEXT”.

Step 4 of 6
Where shall the OBU be picked up?

Preferred rates pick up is only available in certain countries in the EU.

Please pick up my OBUs from following address

Account address
 Another address

Contact person

Company

Street **Number**

Address Addendum

Postal code **City**

Country

Belgium


- c. Please confirm your data by clicking on “CONFIRM”.

Step 5 of 6
Please confirm your data.

Please note that after confirmation your OBU will not be linked to a vehicle anymore and can no longer be used.

<p>Your reason for return</p> <p>Return reason Is not used anymore</p>	<p>Your details for refund</p> <p>Account holder <input type="text"/></p> <p>BIC <input type="text"/></p> <p>IBAN <input type="text"/></p>
<p>OBU delivery</p> <p>Delivery type Preferred rates pick up service</p>	<p>Pick-up Address</p> <p>Company <input type="text"/></p> <p>Contact person <input type="text"/></p> <p>Street <input type="text"/></p> <p>Address Addendum <input type="text"/></p> <p>City <input type="text"/></p> <p>Country <input type="text"/></p>

d. Important! Download your address label, print it out and stick it on your OBU package. Select “DOWNLOAD”.



Return my OBU

Back to My Menu

1. Please tell us why	2. Refund details	3. Delivery Type	4. Pick-up Address	5. Please confirm	6. Address label (pdf)
-----------------------	-------------------	------------------	--------------------	-------------------	------------------------

Step 6 of 6
Download your address label

This is your address label. Please print it out and stick it on your OBU package.

Please follow the packaging requirements for returns in the FAQ section on our website. In case of a pick up the Track&Trace number can be found on the printable shipping label. Please use this number to track the shipment or to contact the carrier in case of questions.

Please call UPS call center www.ups.com. With your label-ID you can align the return (drop off or possible pick-up date)

For the following countries (Germany, Belgium, Netherlands, France, Denmark, Finland, Republic of Ireland, Italy, Austria, Poland, Portugal, Romania, Sweden, Spain, Czech Republic, Hungary, United Kingdom) a pick-up is already ordered. You only need to contact UPS if you want to arrange a specific date or a drop off.

For the following countries (Greece, Bulgaria, Lithuania, Latvia, Croatia, Slovakia, Estonia, Slovenia, Luxembourg, Malta) UPS needs to be contacted to confirm the return.

DOWNLOAD

d.1. You have to return the cable, the battery and the suction cups together with the OBU!

Please follow the requirements hereunder to pack your OBU. They are also to be found in our [FAQ “How can I return my OBU properly?”](#) on www.satelllic.be.

Checklist for a Good Packaging

You can ensure that your package arrives safely and on time by following these packaging guidelines and procedures, developed by UPS Research.

- Use a sturdy cardboard box with completely intact flaps
- Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
- Pack all items separately
- Use proper protective equipment such as bubble wrap or polyurethane chips
- Use strong tape that is specially designed for transport
- Do not use rope or paper over-wrap
- Only use the address label that you have obtained on the Road User Portal, on which both the destination and the return addresses are clearly and fully mentioned
- Place a duplicate address label inside the package


d.2. The Track&Trace number can be found on the printable shipping label. Please use this number to track the shipment or to contact the carrier in case of questions.

d.3. Using the shipping label reference, you can contact the UPS call centre (<http://www.ups.com>) and arrange a date on which UPS can come and pick up your OBU or a date on which you can drop off the OBU yourself in their offices.

- For the following countries (Germany, Belgium, Netherlands, France, Denmark, Finland, Republic of Ireland, Italy, Austria, Poland, Portugal, Romania, Sweden, Spain, Czech Republic, Hungary, United Kingdom), a pick-up date has automatically been reserved for you. You only need to contact UPS if you want USP to come to your address on a specific date or if you want to drop off the OBU yourself.
- For the following countries (Greece, Bulgaria, Lithuania, Latvia, Croatia, Slovakia, Estonia, Slovenia, Luxembourg, Malta) UPS needs to be contacted to arrange a date on which they can come and pick up your OBU or a date on which you can drop off the OBU yourself in their offices.

9.2 - Return via your local post office

- a. Select “use your local post service” and click on “NEXT”. Please note that the charges of your local post service are to be borne by you in any case.



Return my OBU

[Back to My Menu](#)

1. Please tell us why | 2. Refund details | **3. Delivery Type** | 4. Pick-up Address | 5. Please confirm | 6. Address label (pdf)

Step 3 of 6
How shall the OBU be returned?


The preferred rates pick up service is free of charge if the OBU is defect. In all other cases we will charge you for the cost of the return. The charges of your local post service are to be borne by you in any case.

Preferred rates pick up service [Click here to view rates](#)

Use your local post service

NEXT | **BACK**

- b. Please confirm your data by clicking on “CONFIRM”.



Return my OBU

[Back to My Menu](#)

1. Please tell us why | 2. Refund details | 3. Delivery Type | **4. Pick-up Address** | **5. Please confirm** | 6. Address label (pdf)

Step 5 of 6
Please confirm your data.

Please note that after confirmation your OBU will not be linked to a vehicle anymore and can no longer be used.


Your reason for return	Your details for refund
Return reason Is not used anymore	Account holder BIC IBAN

OBU delivery

Delivery type
Use your local post service

CONFIRM | **BACK**

c. Important! Download your address label, print it out and stick it on your OBU package. Select “DOWNLOAD”.



Return my OBU

Back to My Menu

- 1. Please tell us why
- 2. Refund details
- 3. Delivery Type
- 4. Pick-up Address
- 5. Please confirm
- 6. Address label (pdf)

Step 6 of 6
Download your address label

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[DOWNLOAD](#)

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- Only use the address label that you have obtained on the Road User Portal, on which both the destination and the return addresses are clearly and fully mentioned
- Place a duplicate address label inside the package