USER MANUAL

Full Service Point User Manual

In case of additional questions, please 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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Introduction Full Service Point User Manual

This manual gives an overview of the most important actions you can perform at a Satellic Service Point. Service Points are placed in Belgium, and along the Belgian borders in neighbouring countries.
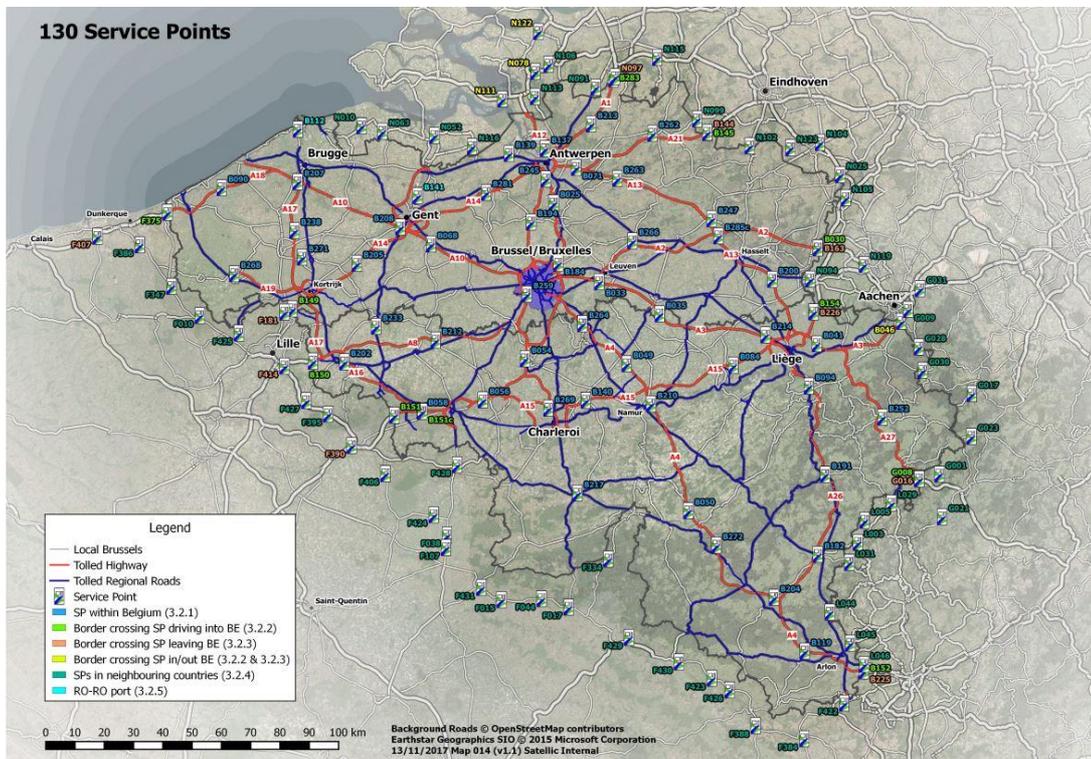
Dependent on the account type you have, you can perform different procedures at a Service Point. We distinguish four different account types:

1. No Account: see page 6 to 32

    No existing relationship with Satellic yet.

2. Service Point Account: see page 33 to 48

    You haven't registered via the RUP and would like to obtain an OBU at a Service Point.

3. Standard Account: see page 49 to 76

    You created an account in the Road User Portal.

4. Business Partner Account: page 77

    A Satellic Business Partner manages your affairs on your behalf with Satellic.

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Please note that you always need your Licence Plate Number and your country of origin to register at a Service Point. When you already have an OBU in your possession, you can scan this OBU at the Service Point for logging in.

The Service Point

Customer Support phone number

Toll Terminal ID number

Touch screen
Here you can choose the options.

Payment terminal
Information for credit cards and fuel cards can be inserted on the keypad and displayed on the screen.

Ticket printer
You can print receipts documenting your choices.

RFID reader
Here you can scan the OBU.

Credit/Fuel card slot
The slot where credit cards and fuel cards are inserted.

OBU dispenser
Here you can get a new OBU.

OBU return box
Here you can return an OBU.

Bank note slot
You can pay by cash. This is where you can insert up to 15 bank notes.

Document scanner
You can scan your vehicle documents here.

Change dispenser
If you insert too many bank notes, the toll terminal will give change through this slot.

No account

When you have not yet registered an account or a vehicle via the Road User Portal (RUP) or a Service Point, you can do the following actions at a Service Point:
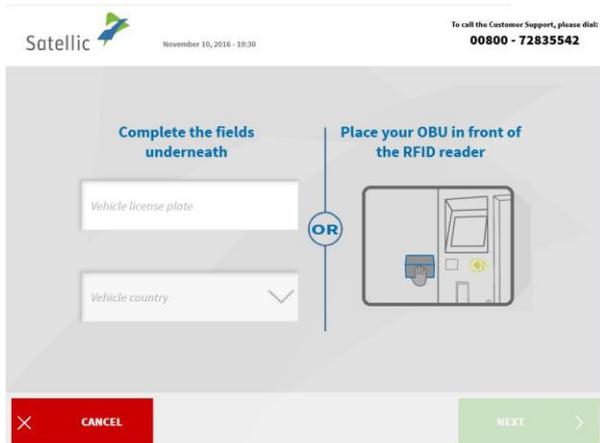
1. Register your vehicle
2. Get an OBU
3. Do a top-up of this OBU (when the payment method of the OBU is prepaid)
4. Create a standard account

1. Register your vehicle

This chapter explains step-by-step how to get an OBU out of a toll terminal at a Service Point when you don't have a registered vehicle or account yet.
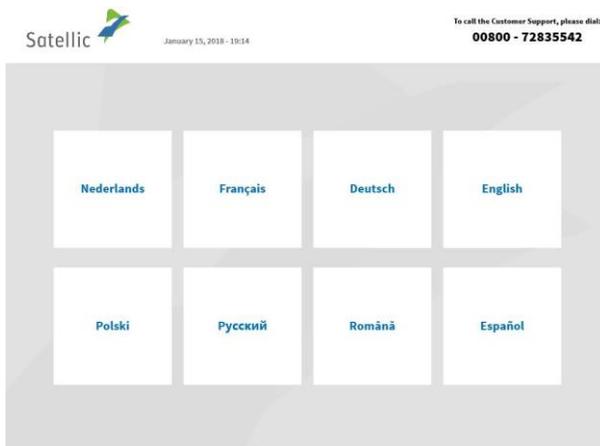
1. Select your language.

2. Enter the country of origin of the vehicle and licence plate number and click 'NEXT'.

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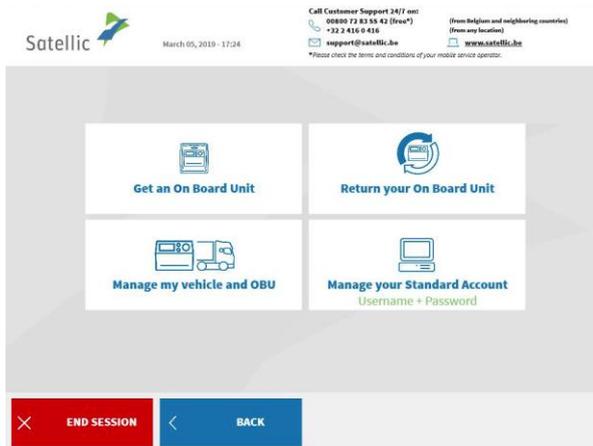
3. Click `GET AN ON BOARD UNIT'.

4. Click "GET AN OBU, CREATE A SERVICE POINT ACCOUNT". A basic account called "service point account" will be created.
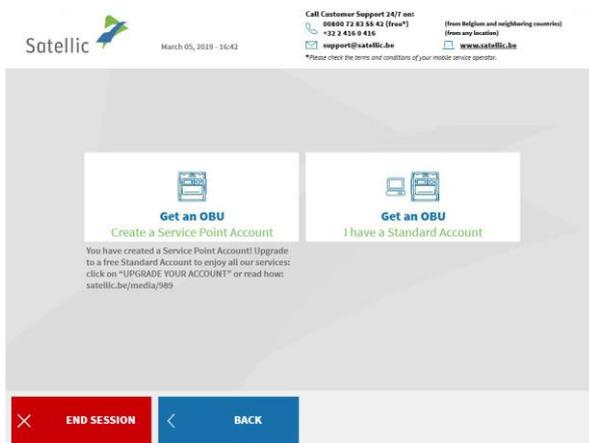You can upgrade to a free standard account: the RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account" explains how to simply do it.
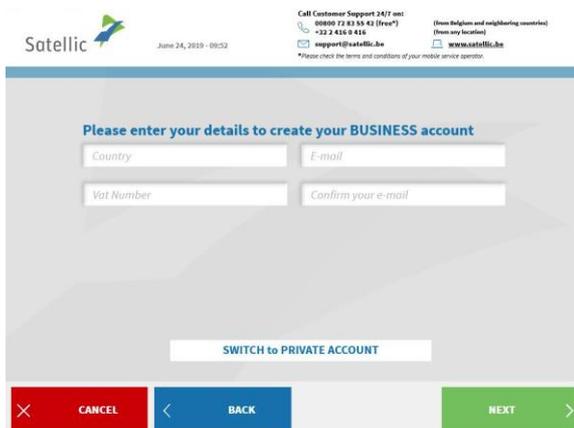
5. For a BUSINESS account, fill in the required details and click `NEXT'.

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6. Fill in the required address details and click `NEXT`.

7. Verify your details and click `NEXT`.

8. If you want to create a PRIVATE ACCOUNT click on "SWITCH TO PRIVATE ACCOUNT".

9. Fill in the required fields and click `NEXT`.

10. Verify your details and click `NEXT'.
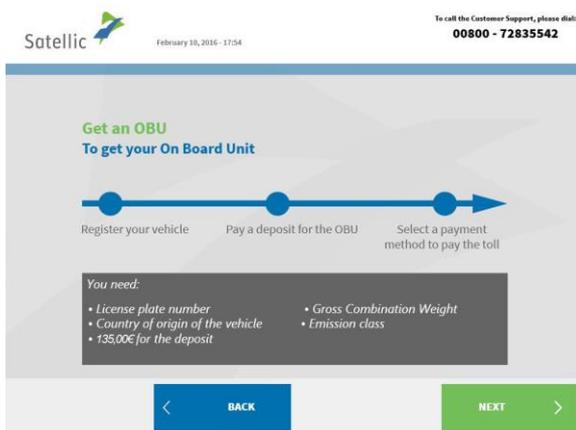
11. Click `NEXT'.

12. Enter the Gross Combination Weight Rating (GCWR) and click `NEXT'.

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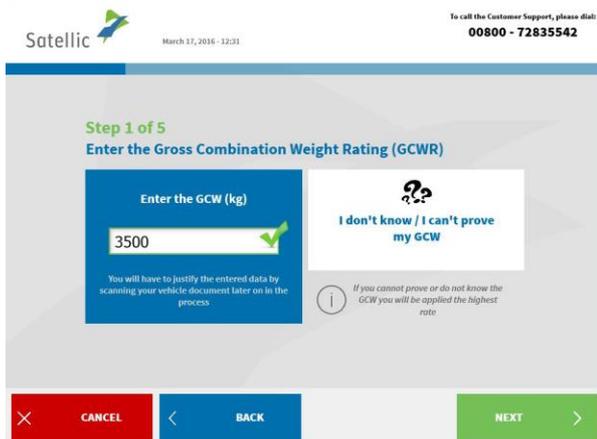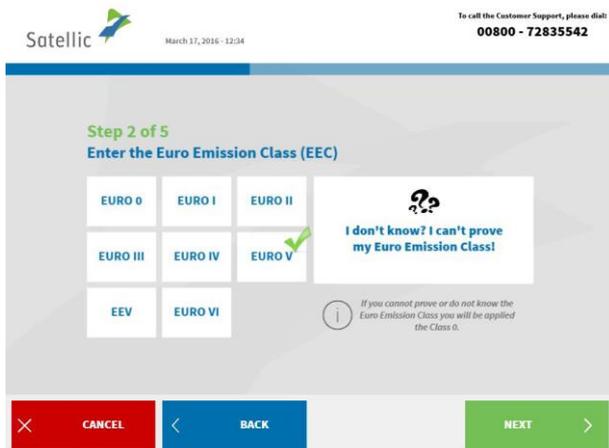
13. Enter the EURO Emission Class and click `NEXT'.

If you don't know your Gross Combination Weight Rating or your EURO Emission Class or you do not have the vehicle papers to prove them, the system will automatically assign the highest weight class (60,000 kg) and the lowest Emission Class (EURO 0). Modifications or upgrades of the account can be done via the Road User Portal (http://rup.satellic.be/) or via the Service Point. However, the extra toll paid will NOT be refunded.

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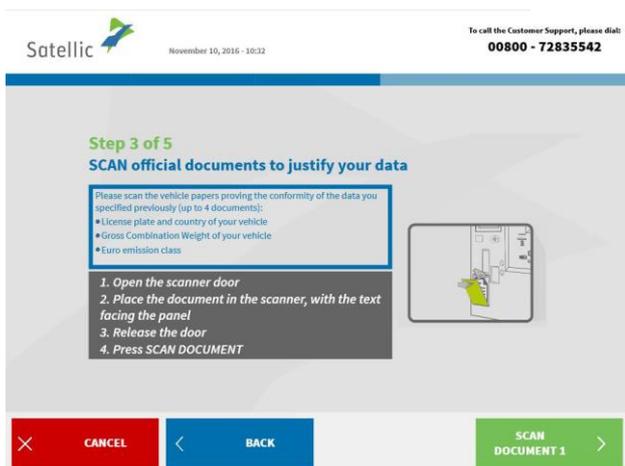
14. Place the document in the scanner, with the text facing the glass. Close the door and click `SCAN DOCUMENT 1'.
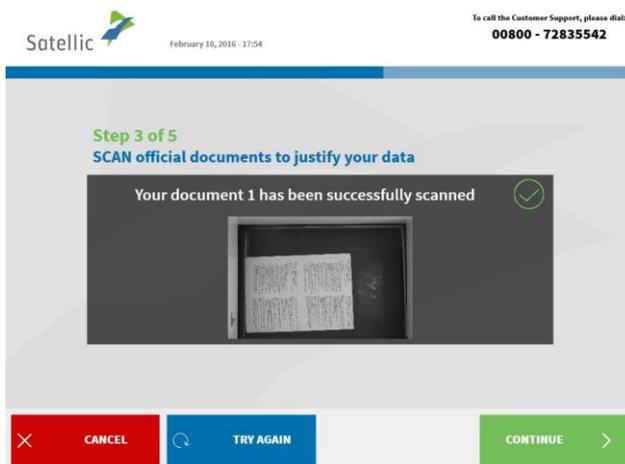
15. Remove the document after scanning it. Click `CONTINUE'.

16. Click `SCAN DOCUMENT 2' to scan another document. Else, click `NEXT'. You can scan up to 4 documents.

17. Click the Tick box to confirm that you have been informed about the Privacy Policy and to accept the General Terms and Conditions.
If you want to read the General Terms and Conditions, click on your preferred language. To read the Privacy Policy, please click 'Privacy Policy'.

Else, click `CONFIRM'.

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18. Click `YES' if you want to print the confirmation. Else click `NO'.

You now have successfully registered your vehicle via a service point account.
Follow the process below to obtain an On Board Unit for your registered vehicle.
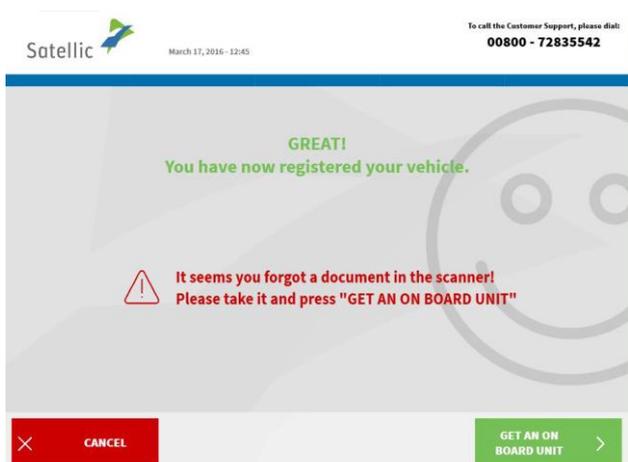
19. Click `GET AN ON BOARD UNIT'. Remove your document from the scanner if you forgot to do so.

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2. Get an ON BOARD UNIT

When you order an OBU, you immediately have to indicate how you want to pay the toll. You can pay the toll in two ways. You can either pay before you start driving or start driving and pay later. These options are called **prepaid** and **post-paid**. Furthermore, you need to pay a deposit (€135). You can pay with cash, with a debit or credit card or with a fuel card.

If you opt for **prepaid**, you will need to top up your OBU before driving in Belgium. When you start driving and whilst you are driving, you can see the remaining balance on the OBU at all times. You can top up at all times at a Service point or via the RUP, according to your driving pattern in Belgium.

If you choose **post-paid** via Satellic Business Partner, direct debit, credit card or fuel card, payments will be carried out using the regular card issuer process. **Please note that before you start driving on the Belgian roads, the payment mean has to be coupled to the On Board Unit, even when you pay later (post-paid).**

We will first explain the post-paid process. To pay the toll in prepaid, follow the procedure starting from page 19.

2.1 Pay the toll in post-paid

1. Choose "POST-PAY".

2. Select the payment method.

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Please note that you have to be an existing client of a Satellic Business Partner that can act as a payment method in order to select 'Business Partner' in the Service Point menu. Your registration is already finalized when you select 'Business Partner' as your payment method. This means that you can immediately continue to pay the deposit.

When you choose credit card or fuel card, you must follow the next steps.

3. Insert your card in the reader and follow the instructions on the display.

Please note that post-payments by credit card require a pre-authorisation of €45. This means that each time €45 is reserved on the credit card. Once this €45 is charged in taxes to be paid, another pre-authorisation of €45 is taken. Effective payments happen according to the billing cycle of the card issuers. Pre-authorisation is a guarantee that the toll will be paid (the balance on the credit card is foreseen to be enough).
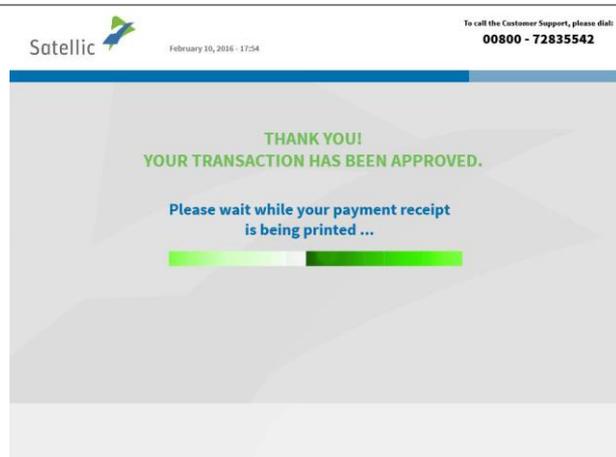
4. Your transaction has been approved. Please wait while your ticket is being printed.

5. Your card has been successfully registered. Please take your ticket and click "PAY DEPOSIT".
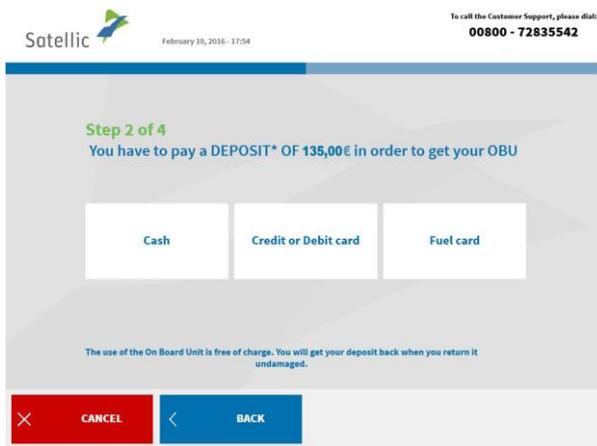
6. Choose the payment method for the deposit (€135).

Paying the deposit with cash is explained below. The next chapter explains how to pay the deposit with credit, debit or fuel card.

2.1.1 Pay the toll in post-paid and the OBU deposit in cash
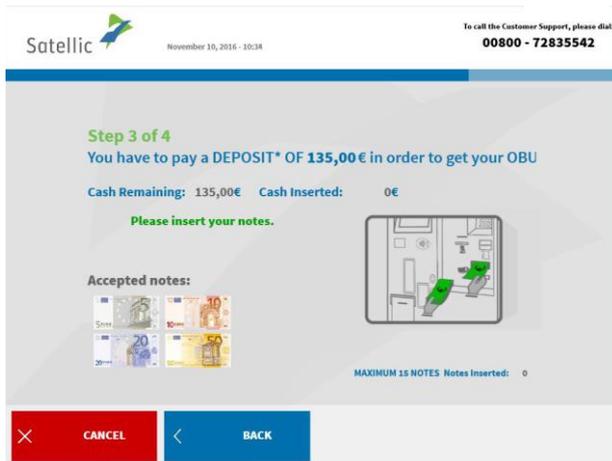
7. Pay the deposit with cash or card. When you pay the deposit with cash, insert the bank notes in the dispenser and click 'NEXT'.
The Toll Terminal accepts €5, €10, €20 and €50 notes.

8. Take your change if you paid too much.
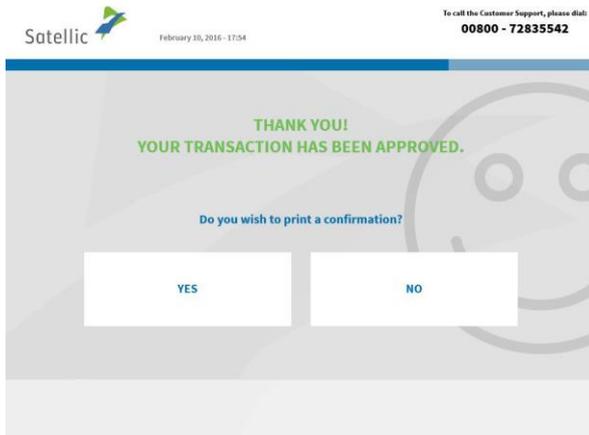
9. Your transaction has been approved. Click 'YES' if you want to print a confirmation. Else click 'NO'.

10. Your transaction has been approved. Click 'NEXT' to get your ON Board Unit.

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2.1.2 Pay the toll in post-paid and pay the OBU deposit with credit, debit or fuel card

11. Insert your card in the reader and follow the instructions on the display.
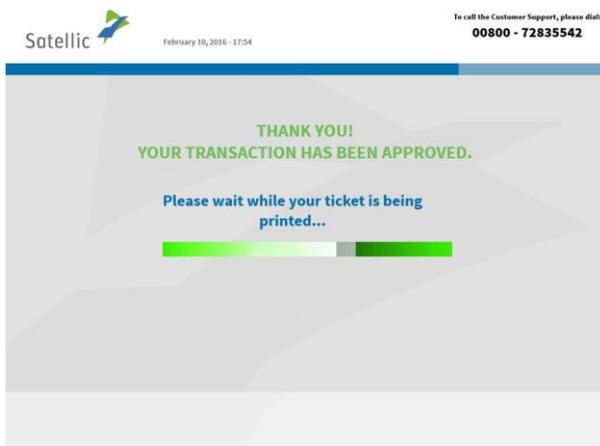
12. Your transaction has been approved. Please wait while your ticket is being printed.

13. Please take your payment receipt and click `NEXT'.

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14. Click `CONTINUE'.

15. Take out the OBU within 1 minute.

16. You have now successfully received your OBU.

Please always keep the PIN code.
You can upgrade to a free standard account: the RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account" explains how to simply do it.

You have now successfully registered your vehicle and obtained an OBU in post-paid mode. After this, you can follow two procedures:

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1. **Create a standard account** (recommended) by clicking "CREATE USER ACCOUNT" in the previous screen. This procedure is described from page 28 to 32.
2. **Exit the procedure** and return to the welcome screen by clicking "EXIT".

Important! A service point account is a basic account, you can upgrade to a free standard account e.g. to get detailed trip statements per vehicle as well as to receive our latest news per e-mail. Read the RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account" **to see how to simply upgrade.**

2.2. Pay the toll in pre-paid

1. Choose "PRE-PAY".

2. Choose the payment method for the deposit (€135).

Paying the deposit with cash is explained in the following steps. The next chapter explains how to pay the deposit with credit, debit or fuel card.

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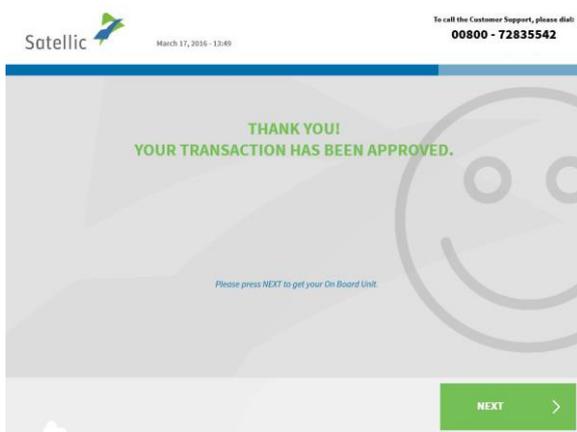## 2.2.1 Pay the toll in pre-paid and the OBU deposit in cash
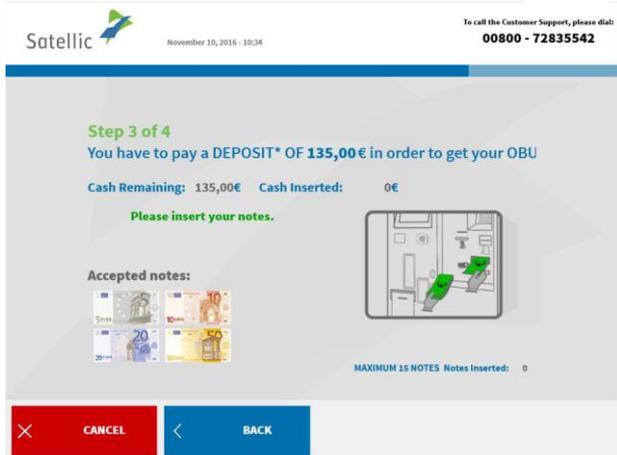
3. Pay the deposit with cash or card. When you pay the deposit with cash, insert the bank notes in the dispenser and click 'NEXT'.
The Toll Terminal accepts €5, €10, €20 and €50 notes.

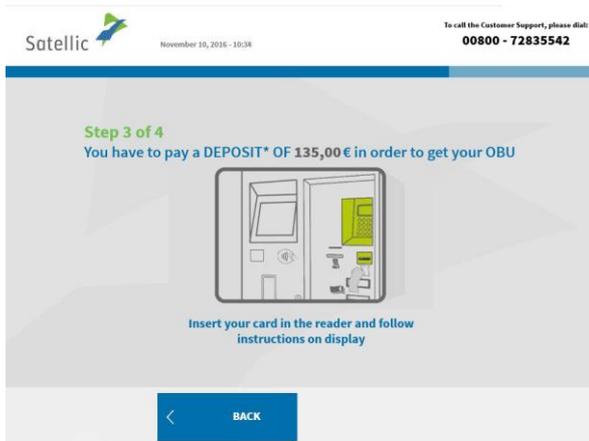

4. Take your change if you paid too much.
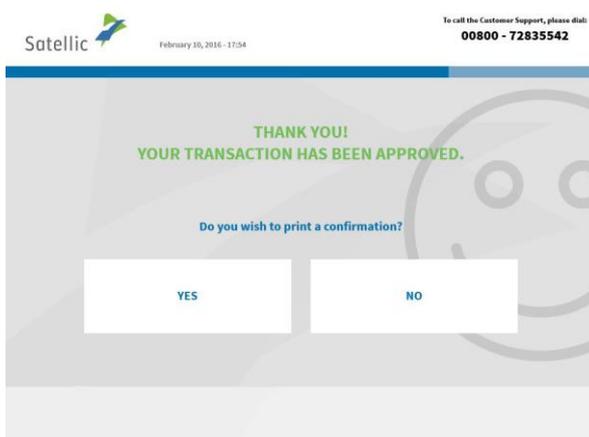
5. Your transaction has been approved. Click 'YES' if you want to print a confirmation. Else click 'NO'.

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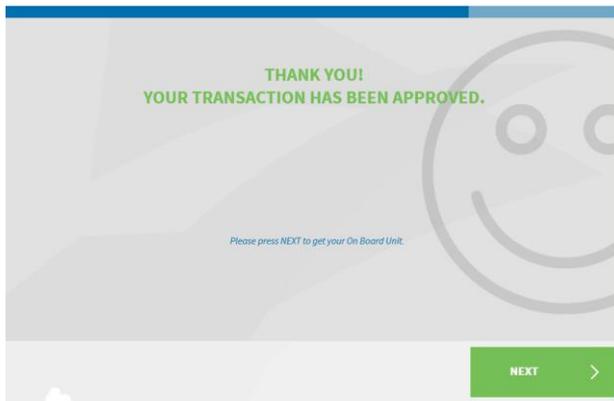
6. Your transaction has been approved. Click 'NEXT' to get your On Board Unit.
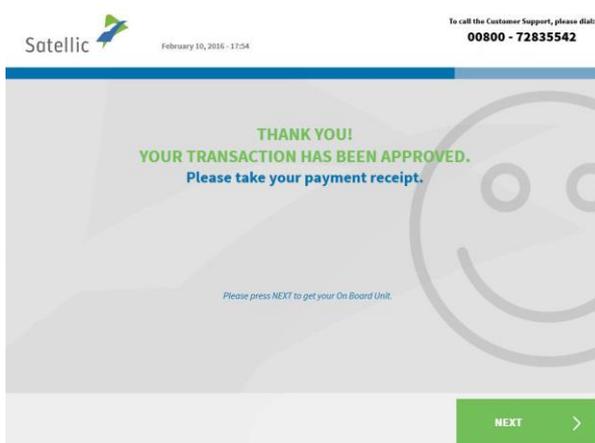
2.2.2 Pay the toll in prepaid and pay the OBU deposit with credit, debit or fuel card
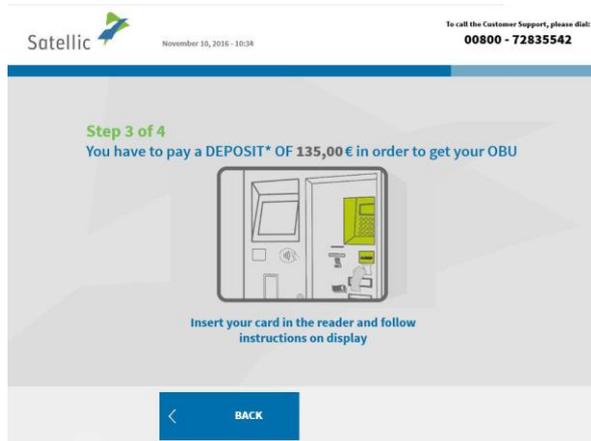
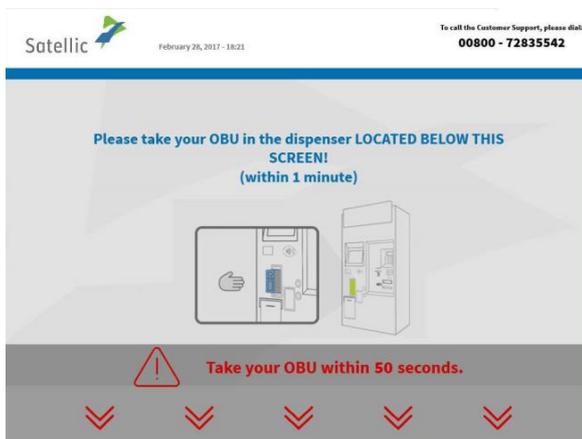7. Insert your card in the reader and follow the instructions on the display.

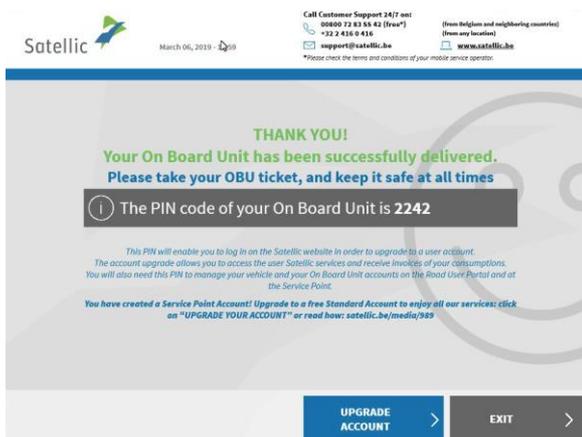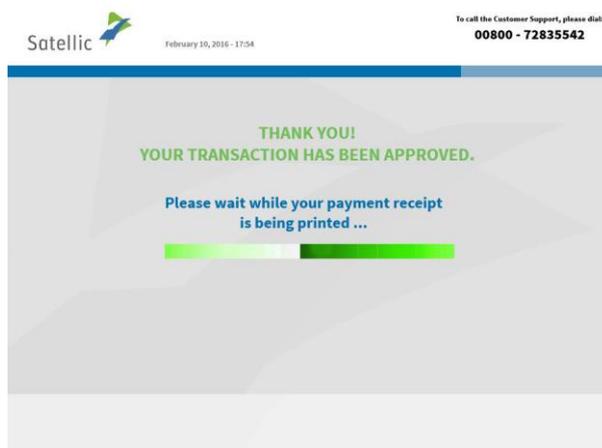8. Your transaction has been approved. Please wait while your ticket is being printed.
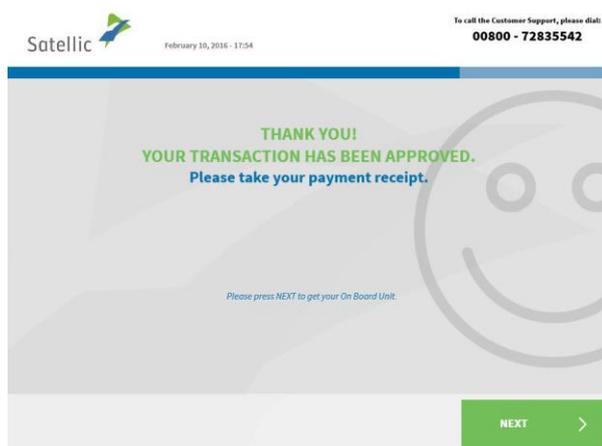
9. Please take your payment receipt and click `NEXT'.
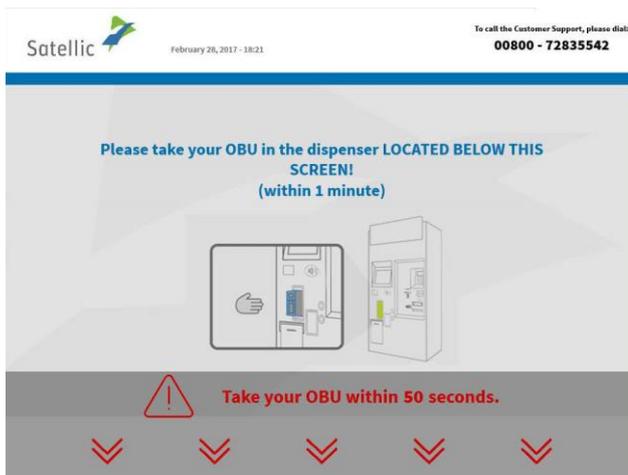
10. Take out the OBU within 1 minute.
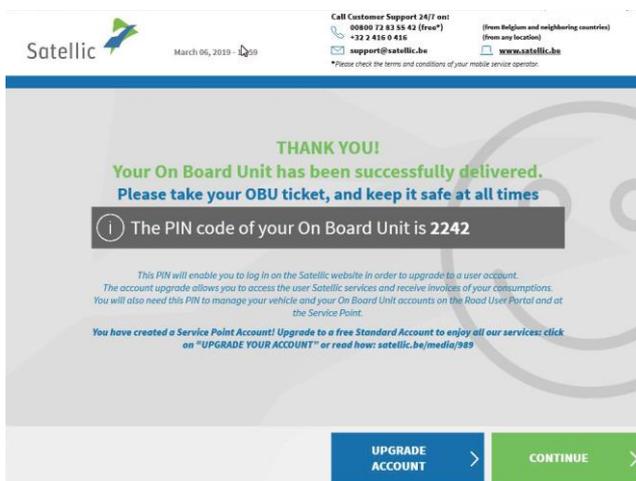
11. Take your OBU ticket (PIN) and click `CONTINUE'.

Please always keep your PIN CODE! You can upgrade to a free standard account: the RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account" explains how to simply do it.

You have now successfully registered your vehicle and obtained an OBU in prepaid mode. After this, you can follow two procedures:

1. **Create a (standard) account** (recommended) by clicking 'UPGRADE ACCOUNT' in the previous screen. This procedure is described from page 28 to 32.
2. **Top up your OBU** by clicking 'CONTINUE'. To start driving on the Belgian roads, you need to top up your On Board Unit. This process is explained in the following steps.

Important! A service point account is a basic account, you can upgrade to a free standard account e.g. to get detailed trip statements per vehicle as well as to receive our latest news per e-mail. Read the RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account" to see how to simply upgrade.

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3. Top up your OBU

When you obtained an OBU in prepaid mode, you can top up your credit at a Service Point by a maximum of €200 per time, to a total maximum balance of €1,000. The balance is shown on the display of your OBU. Minimum top up is €20.

When your prepaid credit drops below €50, you are warned by a beeper and a warning message is shown on the OBU's display. You should top up either at the nearest Service Point, or online via the Road User Portal.

Please note that you can only top up an OBU at a Service Point when the payment method of this OBU is registered as prepaid. When the payment method of the OBU is post-paid, the charged toll will be paid following the regular card issuer's process (Satellic Business Partner, direct debit, credit card or fuel card). You can change the OBU payment method in the Road User Portal from post-paid to prepaid after which you can top up the OBU at a Service Point, which means that you can do a top up of your OBU.

Below, the process to top up the OBU (prepaid mode) is described.
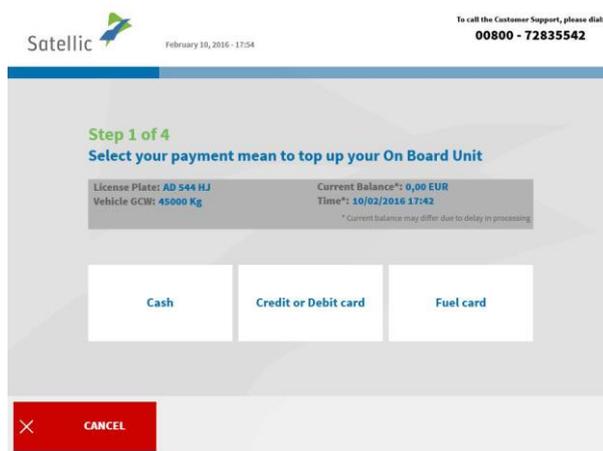
1. Select the payment mean to top up your OBU. You can pay with cash, with credit or debit card and with fuel card.

The following steps explain how to pay the top up with cash. The next chapter explains how to do this with credit, fuel or debit card.

3.1 Pay the top up with cash
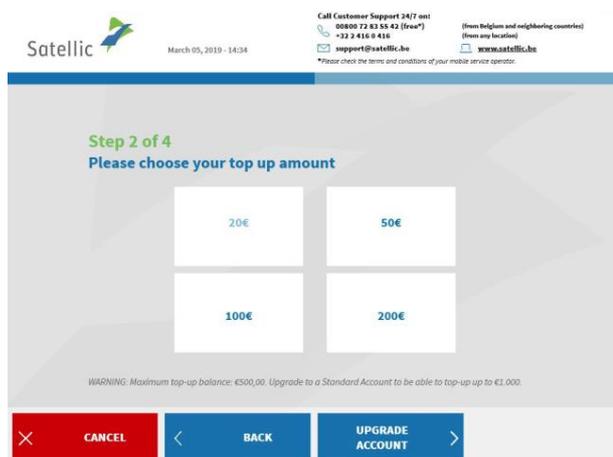
2. Choose your top-up amount.

Please note that the first top-up of an OBU needs to be at least €50. After that, the minimum top up is €20.

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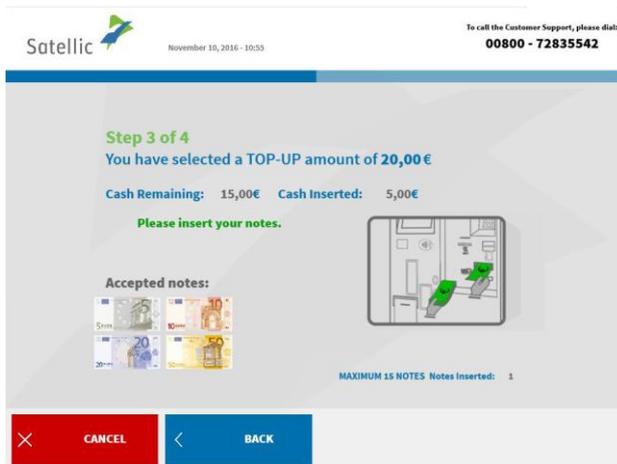
3. Insert the notes in the dispenser.

4. Take your change out of the dispenser if you paid too much.
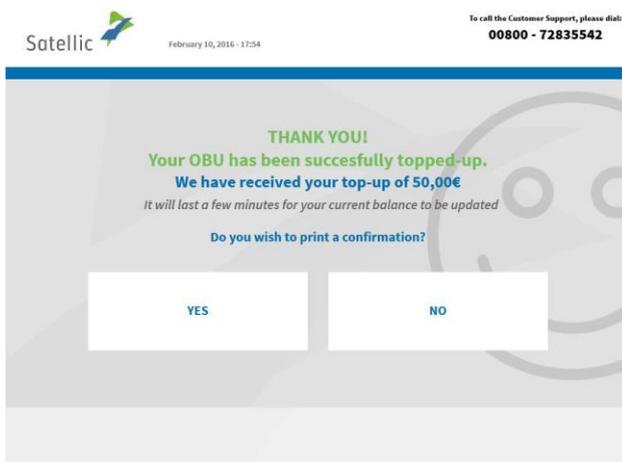
5. Your OBU is now successfully topped up. Select 'YES' if you want to print a confirmation. Else select 'NO'.

6. When you want to exit the procedure and return to the welcome screen, select 'EXIT'.
Select 'UPGRADE ACCOUNT' if you want to create a standard account. This procedure is described as from page 28 to 32.
You can do an additional Top Up by clicking on the 'Main Menu' button.

Important! A service point account is a basic account, you can upgrade to a free standard account. Read the RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account" to see how to simply upgrade.

3.2 Pay the top-up with credit, debit or fuel card
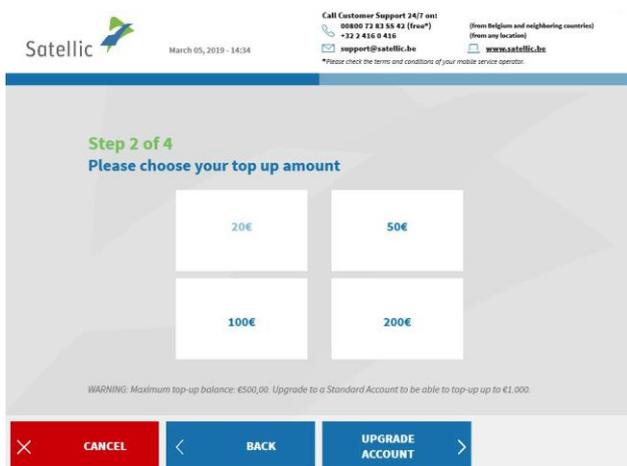
7. Select your top up amount.

Please note that the first top-up amount of the OBU has to be at least €50. After that, the minimum top-up is €20.
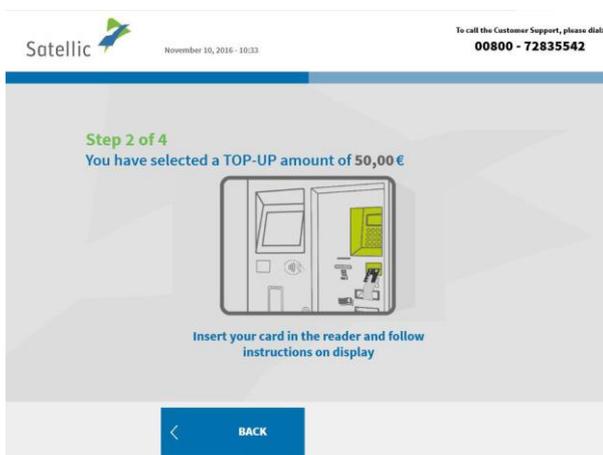
8. Insert your card in the reader and follow the instructions on the display.
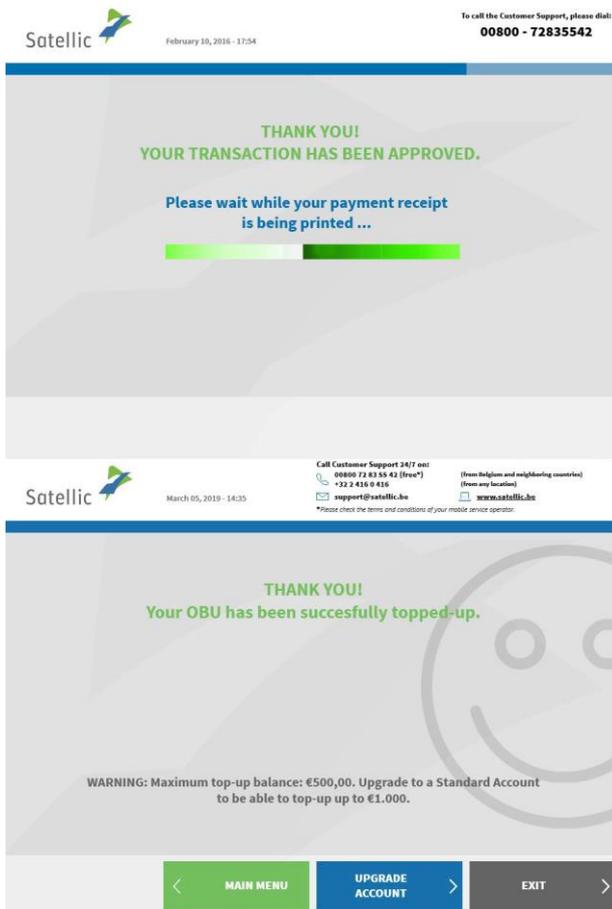
9. Your transaction has been approved. Please wait while your payment receipt is being printed.

10. Your OBU has been successfully topped up.
Select 'EXIT' when you want to exit the procedure and return to the welcome screen.
Select 'UPGRADE ACCOUNT' (recommended) if you want to create a standard account. This procedure is described from page 28 to 32.

Important! A service point account is a basic account, you can upgrade to a free standard account e.g. to get detailed trip statements per vehicle as well as to receive our latest news per e-mail. Read the [RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account"](#) to see how to simply upgrade.

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4. Create a standard user account

In order to benefit from all the Satellic services (like for example consult your detailed trip statements, etc.), you can upgrade to a standard account on the Road User Portal or at a Service Point.

You can create a standard user account (recommended) **immediately after obtaining an OBU at a Service Point with a service point account (see 1 below) or after topping up your OBU at a Service Point (see 2 below).**

> *It is also possible to create a standard account at a later point in time via the Satellic Road User Portal. Download our RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account" in the downloads (Support section of the Satellic website www.satellic.be) for more information.*

There are two possibilities to create a standard user account:

1. After successfully obtaining an OBU at a Service Point. At the end of that procedure, you get the following screen. Select 'UPGRADE ACCOUNT'.
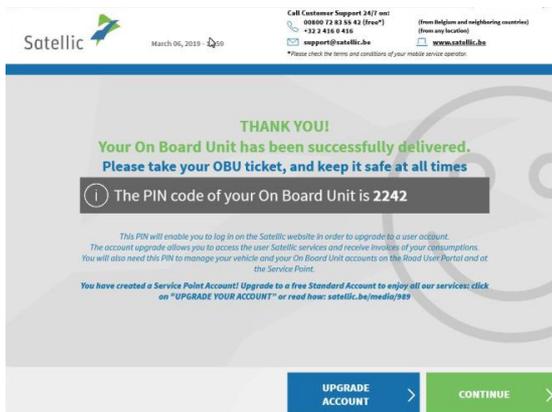
2. After successfully topping up your OBU. At the end of that procedure, you get the following screen. Select 'CREATE USER ACCOUNT'.

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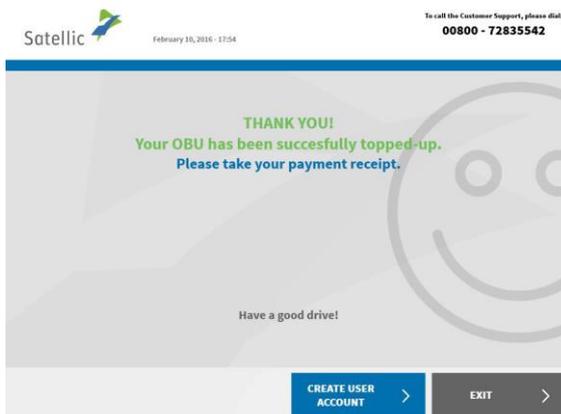
Satellic March 17, 2016 - 10:11

Select your customer type

Private Customer | Business Customer

CANCEL | BACK

1. Select 'PRIVATE CUSTOMER' or 'BUSINESS CUSTOMER'.

Satellic March 17, 2016 - 10:13

Step 1 of 6
Identity

Johan

Bahnt

CANCEL | BACK | NEXT

2. Fill in the required identity fields and click 'NEXT'.

Satellic March 17, 2016 - 10:13

Step 2 of 6
Contact details

Street | Country
Address Addendum | Language
House Number | Email
Postal Code | Repeat Email
City | EU VAT number (optional)

CANCEL | BACK | NEXT

3. Fill in the required contact details and click 'NEXT'.

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4. Fill in the required Contact person details and click 'NEXT'.

5. Fill in the required bank account details and click 'NEXT'. These details are used for the refund of the deposit after returning your OBU, so without these bank details we cannot refund your deposit in the future.

You can also give the bank account details later via the RUP or via a Service Point.

6. Choose your login details for the Road User Portal and click 'NEXT'.

7. Confirm your data and your agreement to Satellic's Terms and Conditions by clicking 'NEXT'.
If you want to change something else, click 'AMEND'.

8. Confirm the data by clicking 'NEXT'.

9. Click 'SUBMIT'.
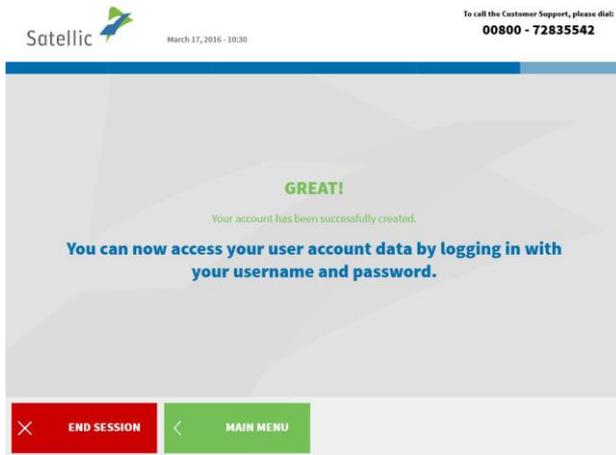
10. You can now access your user account data by logging in with your username and password.

Click 'END SESSION' if you want to return to the welcome screen.

Click 'MAIN MENU' if you want to access your equipment data, return you OBU, access your user data, etc.

You now have a standard account, which means that you can use all the Satellic services. Please go to page 49 where all the Service Point functionalities for standard accounts are explained.

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Service Point account

You have a service point account when you obtained an OBU at a Service Point but you didn't turn the service point account into a standard account yet (in the RUP or at a Service Point).
When you have a service point account, you can do the following procedures at a Service Point:

1. Obtain a new OBU via another service point account (register a new vehicle)
2. The payment method of the OBU you previously ordered is prepaid
   2.1 Access your equipment data (vehicle and OBUs)
   2.2 Top-up
   2.3 Return your OBU
3. The payment method of the OBU you previously ordered is post-paid
   3.1 Access your equipment data
   3.2 Return your OBU

> *You can turn your service point account into a standard account to benefit from all the Satellic Services (like for example consult your detailed trip statements, etc.). You can do this via the Road User Portal (see RUP User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account") or by following the procedure in this manual from 28 to 32.*

1. Obtain a new OBU via another service point account

When you have a service point account, you can obtain an OBU by registering a new vehicle and thus registering another service point account at a Service Point. Don't forget to bring your vehicle documents. Please follow the procedure from page 6 to 27 to obtain a new OBU via another service point account.

2. You have a service point account with a pre-paid OBU

In this chapter we explain the different procedures you can perform at a Service Point when you have a pre-paid OBU.

> *Please note that you need your vehicle data to register at the Service Point. However, when you already have an OBU you can also scan this OBU at the Service Point. This means that you need to remove your OBU from your truck cabin temporarily.*

The following three screens need to be followed to do the three possible procedures with a pre-paid OBU:
   2.1 Access your equipment data
   2.2 Top-up
   2.3 Return your OBU

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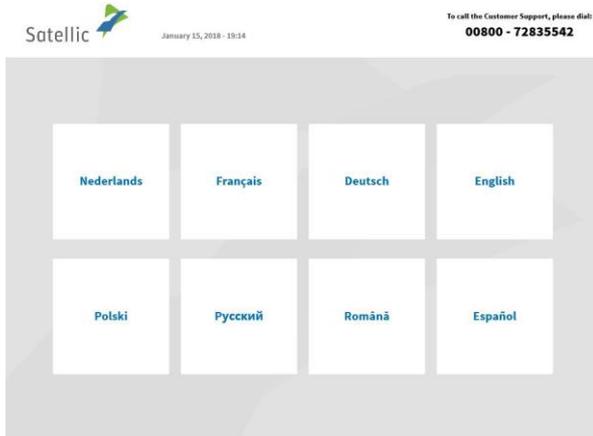
1. Select your language
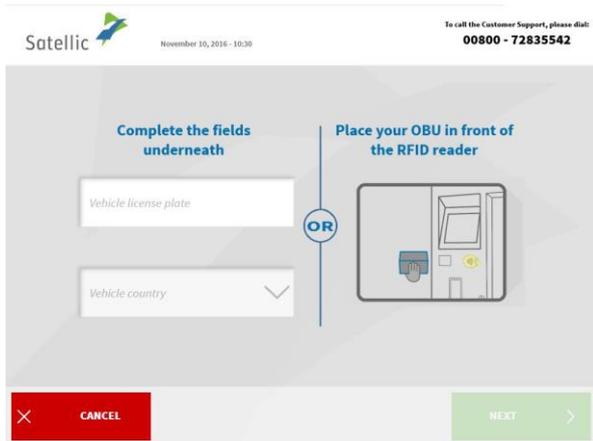
2. Place your OBU in front of the RFID reader or fill in your Licence Plate Number and vehicle country. Scanning the OBU in front of the RFID reader is the fastest option.
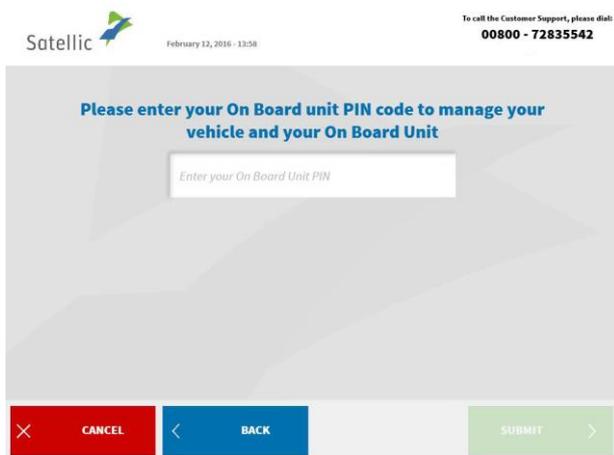
3. Enter your On Board Unit PIN code and click 'SUBMIT'.
You can find this PIN code on the OBU ticket you received when your OBU was delivered.

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2.1 Access your equipment data

The following procedure explains how you can edit your vehicle and OBU data.
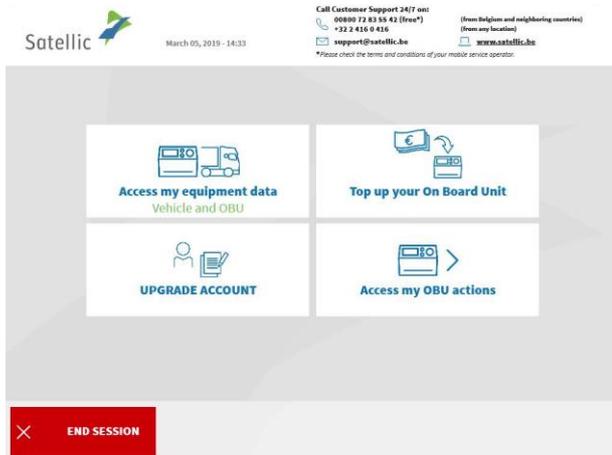
4. Select 'ACCESS MY EQUIPMENT DATA'.
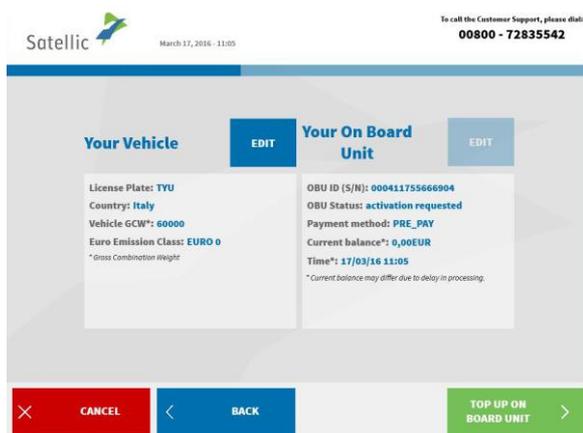
5. Select 'EDIT' to edit your data.

Please note that you can only change your vehicle data at the Service Point.

6. Enter the Gross Combination Weight Rating (GCWR) and click 'NEXT'.

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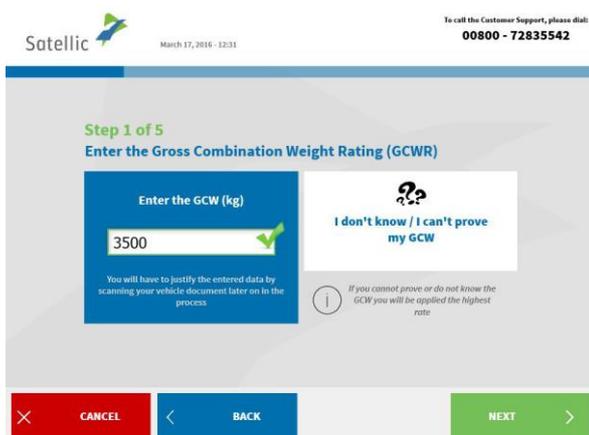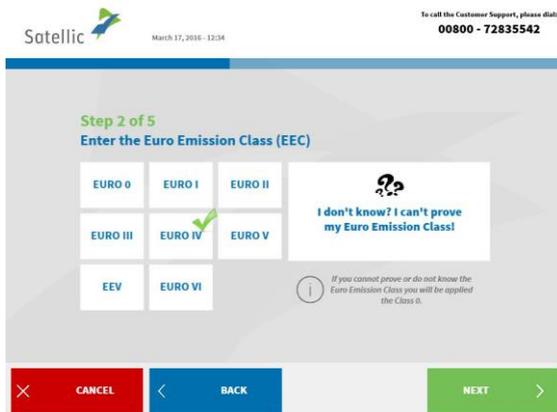
7. Enter the EURO Emission Class and click 'NEXT'.

If you don't know your Gross Combination Weight Rating or your EURO emission class or you do not have the vehicle papers to prove them, the system will automatically assign the highest weight class (60,000 kg) lowest Emission Class (EURO 0). Modifications or upgrades of the account can be done via the Road User Portal on www.satellic.be or via the Service Point. However, the extra toll paid will NOT be refunded.

8. Place the document in the scanner, with the text facing the glass. Close the door and click `SCAN DOCUMENT 1'.
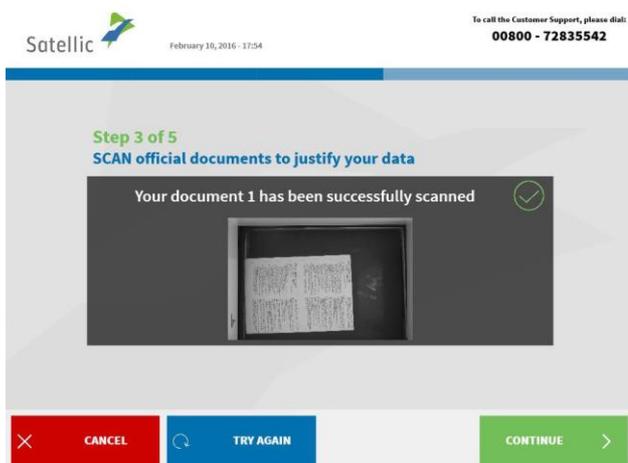
9. Remove the document after scanning it. Click `CONTINUE'.

10. Click `SCAN DOCUMENT 2' to scan another document. Else, click `NEXT'. You can scan up to 4 documents.

11. Click the Tick box to confirm that you have been informed about the Privacy Policy and to accept the General Terms and Conditions.
If you want to read the General Terms and Conditions, select your preferred language.
To read the Privacy Policy, please click 'Privacy Policy'.

Else, click `CONFIRM'.

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12. You now changed your vehicle data. Click 'YES' if you want to print a confirmation. Else click 'NO'.
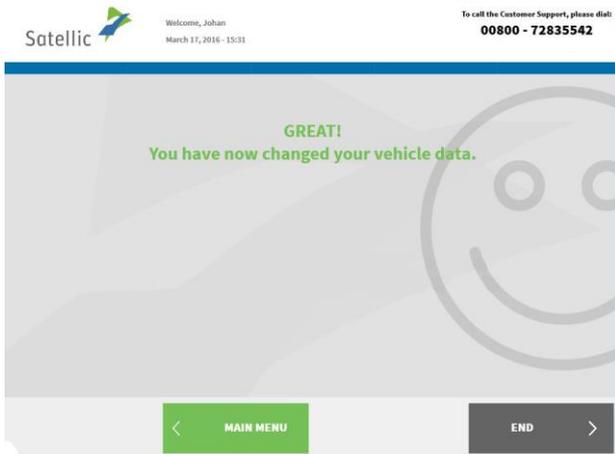
13. Click 'END' if you want to return to the welcome screen. Else click 'MAIN MENU'.

2.2 Top up your OBU

The following procedure explains how you can top up a **prepaid OBU[1]**. All OBUs, whether ordered via the Road User Portal (RUP) or obtained at a Service Point (SP) can be topped up at a Service Point (or at the RUP).

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[1] A prepaid OBU is an OBU for which a prepaid payment method is selected in the Satellic system (Road User Portal (RUP) or Service Point).

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1. Select 'TOP UP YOUR ON BOARD UNIT'.

Follow the procedure described from page 24 to 27 to top up your OBU.

2.3 Return your OBU

Important! The OBU must be returned in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups of the OBU in order to get your full deposit reimbursed (€135).

In accordance to the General Terms & Conditions (User Contract) and to the Satellic OBU Deposit Refund Policy, Satellic will independently assess with regard to the repayment of the OBU Deposit, and this decision, which will be communicated to the e-mail address you provided to Satellic, will be final and not be open for any appeal. If Satellic assesses that you have the right to a repayment of the OBU Deposit and if a valid bank account (IBAN and BIC) number has been entered at the Service Point or on the Road User Portal, your OBU deposit will be refunded within 30 days after the reception of the returned OBU.

What should your OBU look like when you return it?
- OBU is returned **in good working order** and **undamaged**,
- **Battery** is returned (and is placed **inside** of the OBU),
- the **4 suction cups** are returned (and are **fixed on** the OBU),
- the **original power cable** is returned (and **wrapped around** the OBU),
- the **red general seal** (in the right bottom corner on the back of the OU) is **not broken or missing**
- the **red seal of the battery compartment** (in the middle on the back of the OBU) is **not broken** (except if your OBU was fixed installed) **or missing**

Mind: If you haven't mentioned any IBAN bank account number, we will not be able to refund your deposit! Bank account details can be provided via the Road User Portal, or at a Service Point by creating a standard user account (Follow the procedure from page 28 to 32) or by completing an Open return Process (Follow the procedure from page 56 to 58).

If you paid the toll via the prepaid method, the remaining surplus will be refunded as well on the same IBAN bank account number as the deposit.

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In the following steps, we explain how to return your OBU.

1. Select 'ACCESS MY OBU ACTIONS'.
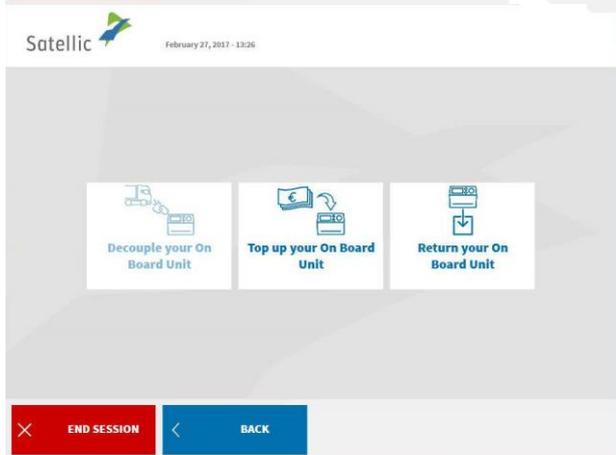
2. Select 'RETURN YOUR ON BOARD UNIT'.
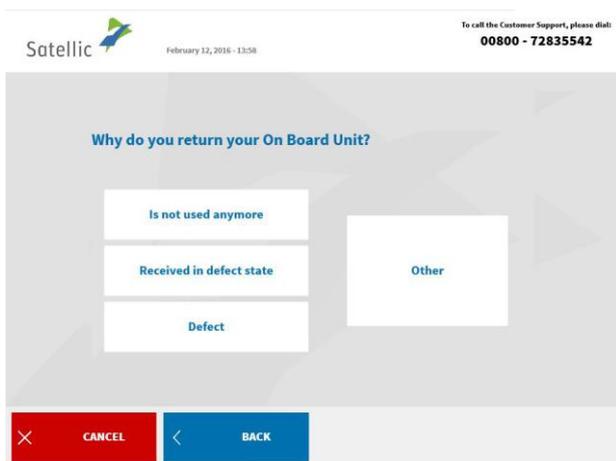
3. Provide a reason for return.
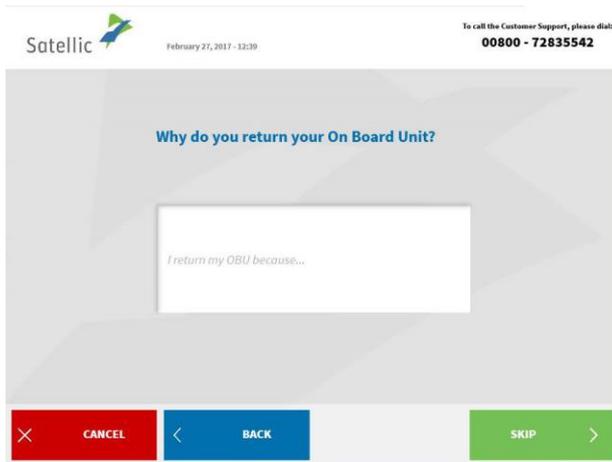
4. If you select 'OTHER', type in a reason yourself. Select 'CONFIRM'.
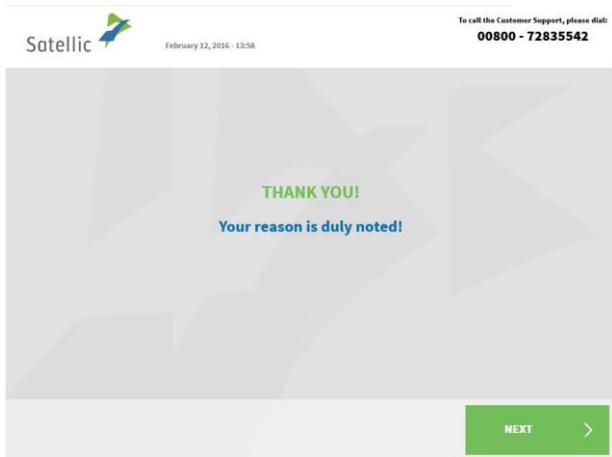
5. Your reason is duly noted. Select 'NEXT'.

6. Place the Satellic logo situated on the display side (front side) of your OBU in front of the RFID reader to identify the OBU.

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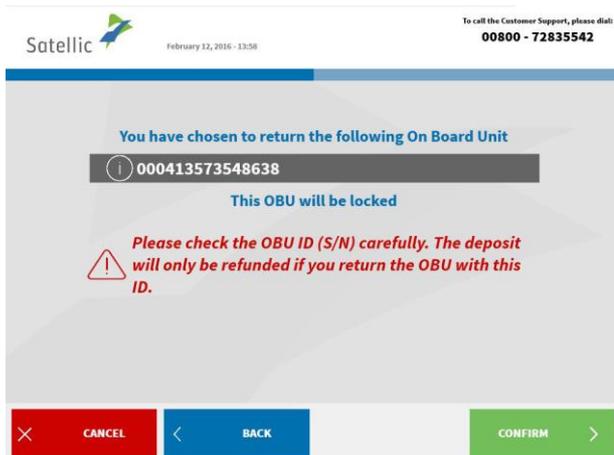
7. Control the OBU identification number (S/N) which can be found on the sticker on the back of the OBU.
If the number is OK, click 'CONFIRM'.
Else click 'BACK'.
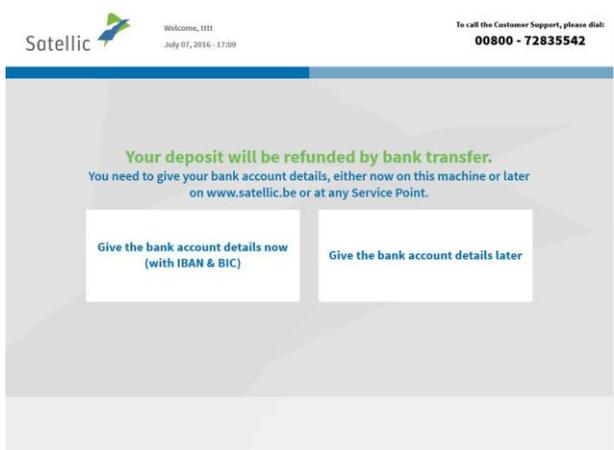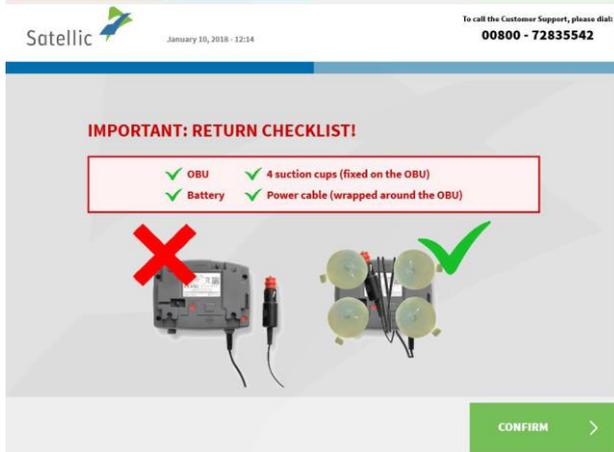
8. The deposit of the OBU will be refunded by bank transfer. You can give your bank account details now or later on the Road User Portal or at a Service Point.
If you want to specify the info now, click 'GIVE MY BANK ACCOUNT DETAILS NOW' and follow steps 9. and 10. hereunder.
If you want to specify the info later, click 'GIVE THE BANK ACCOUNT DETAILS LATER' and go to step 11. Don't forget to specify your bank details: follow the 'Complete open OBU return processes' procedure from page 56 to 58!

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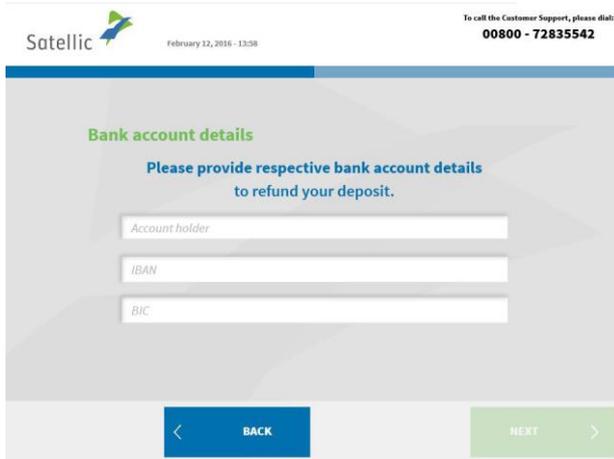
9. Provide the bank account details:
- Account holder
- IBAN
- BIC
Click 'NEXT'.
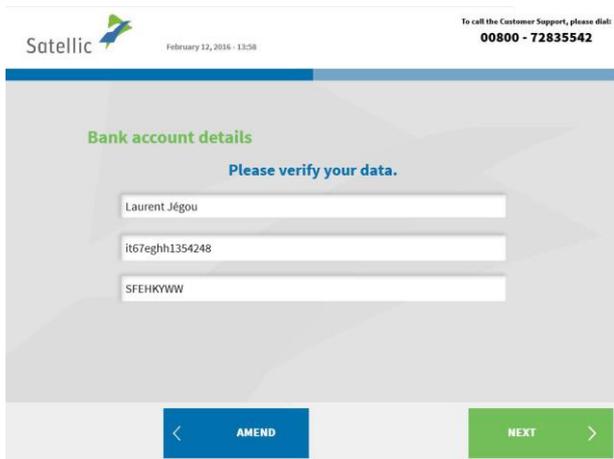
10. Please verify your data by clicking 'NEXT'.
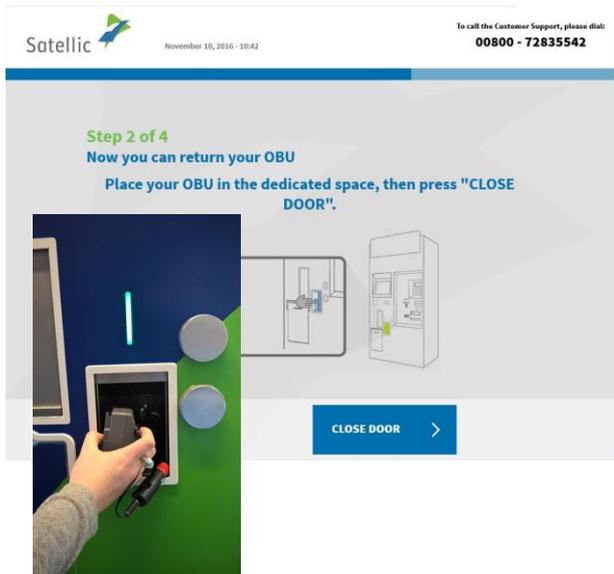
11. Insert the OBU in the OBU return box (indicated by the green light). Please make sure that the blister of the OBU is removed. Click 'CLOSE DOOR'.

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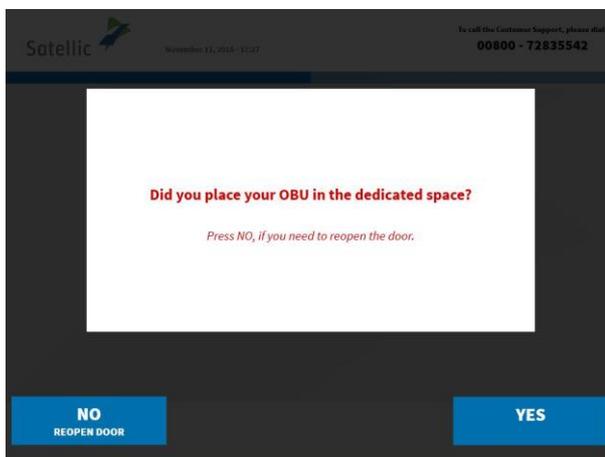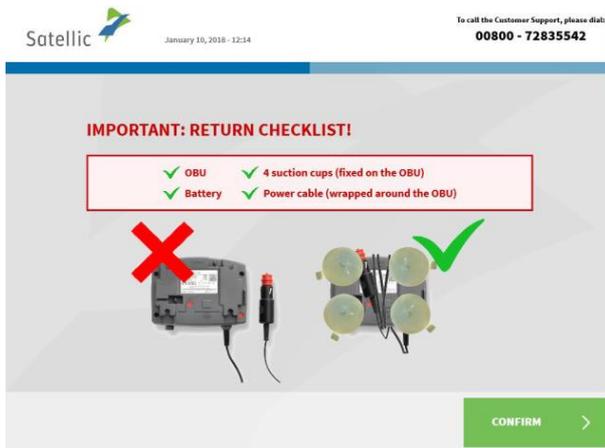
12. Did you place the OBU in the dedicated space? If you press YES, the door will be closed.
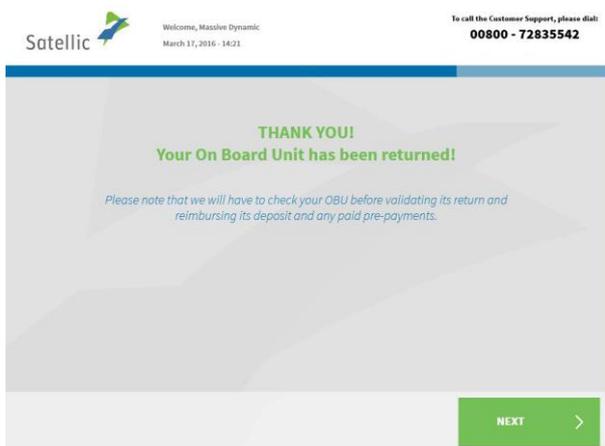
13. Your OBU has been returned successfully and the deposit will be returned after the OBU is checked. Click 'NEXT'.

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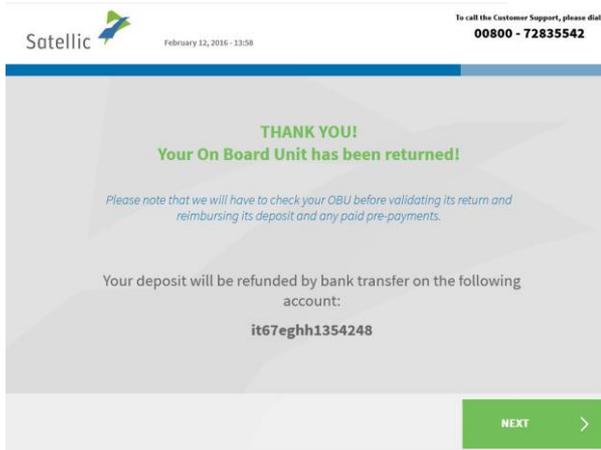
14. If you already specified your bank account number, the deposit will be refunded by bank transfer on the registered account. Please note that the deposit will be returned after the OBU is checked. Click 'NEXT'.
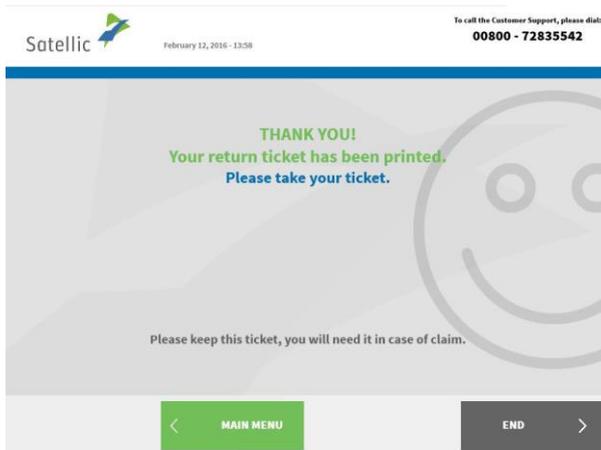
15. Your return ticket has been printed. Take it and keep it safe, since you will need it in case of claim.
Click 'END' if you want to return to the welcome screen.
Click 'MAIN MENU' if you want to perform other procedures at the Service Point.
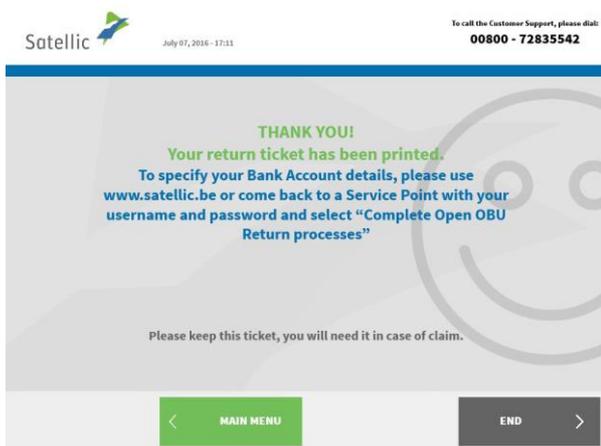
16. If you didn't specify your bank account details, Satellic can't reimburse the deposit. You can specify your bank account details on the Road User Portal or by going to a Service Point with your username and password and selecting "Complete Open OBU Return Processes". This procedure is explained from page 56 to 58.

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3. You have a service point account with a post-paid OBU

In this chapter we explain the different procedures you can perform at a Service Point when you have a **post-paid OBU**[2].

> *Please note that you need your vehicle data to register at the Service Point. However, when you already have an OBU, you can also scan this OBU at the Service Point. This means that you need to remove your OBU from your truck cabin temporarily.*

The following three screens need to be followed to do these procedures:
      3.1 Access your equipment data
      3.2 Return your OBU
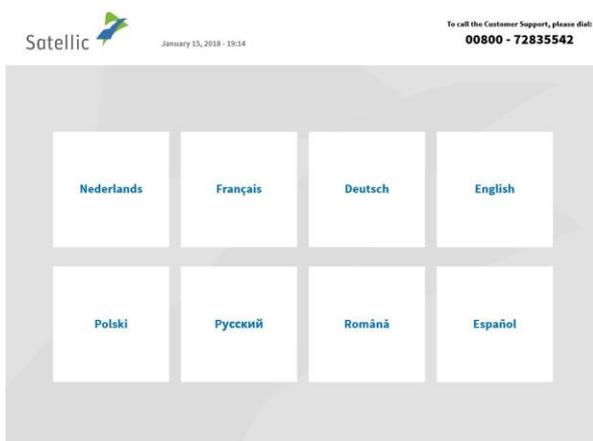
1. Select your language
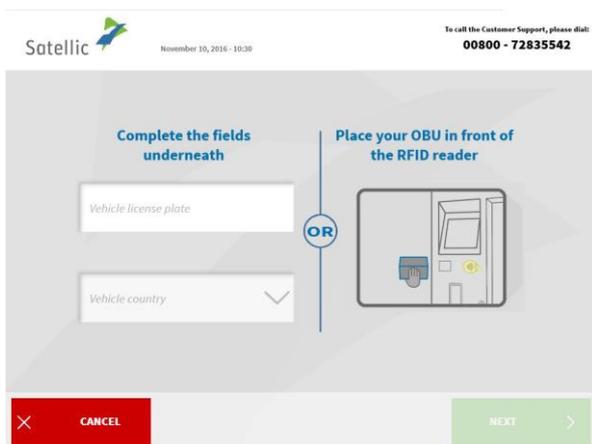
2. Place your OBU in front of the RFID reader or insert the licence plate number and the country of origin of your vehicle. The quickest way to scan your OBU is to put it in front of the RFID reader.

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[2] A post-paid OBU is an OBU for which a post-paid payment method is selected in the Satellic system (Road User Portal (RUP) or Service Point).

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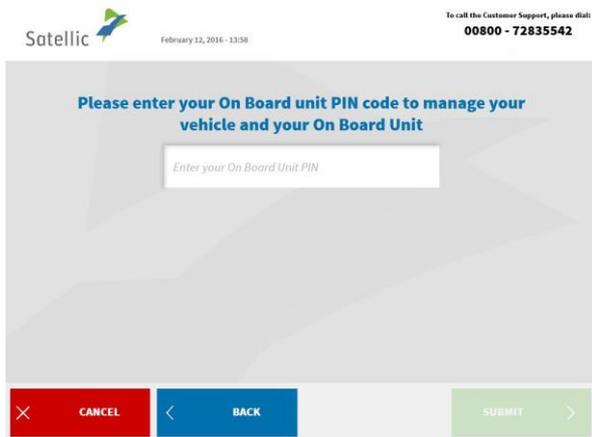
3. Enter your On Board Unit PIN code and click 'SUBMIT'.
You can find this PIN code on the OBU ticket you received when your OBU was delivered.

3.1 Access my equipment data

1. Select 'ACCESS MY EQUIPMENT DATA'.

Follow the procedure from page 35 to 38 to change your vehicle and OBU data.

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3.2 Return my OBU

1. Select 'ACCESS MY OBU ACTIONS'.
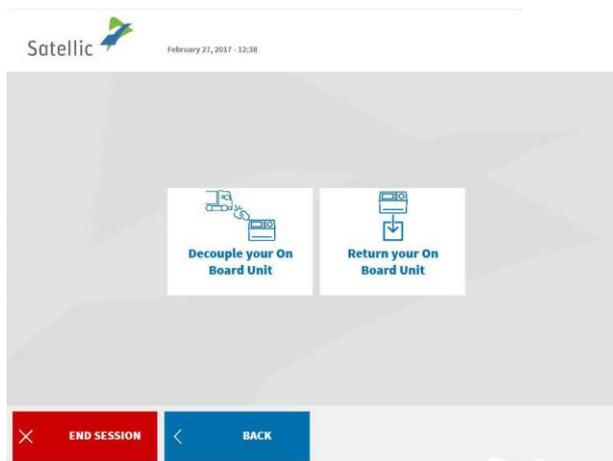
2. Select 'RETURN YOUR ON BOARD UNIT'.

Follow the procedure from page 39 to 45 to return your OBU.

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Standard account

When you have a standard account, you can benefit from all the services Satellic offers. You can register a standard account via the Road User Portal or turn a service point account into a standard account via the Road User Portal (see the RUP User Manual "Upgrade your Service point Account to a Standard Account or Merge it with an Existing Standard Account") or at a Service Point (please follow the procedure from page 28 to 22 for more information).

At a Service Point, there are several functionalities, dependent on the type of standard account you have. We distinguish **four types of standard accounts**, dependent on the Licence Plate Number of the vehicle you enter on the screen at the Service Point and for which you want to perform an action.

The Licence Plate Number is:
1. not yet linked to your standard account.
2. linked to your standard account but you don't have an OBU linked to this vehicle yet.
3. linked to a prepaid OBU.
4. linked to a post-paid OBU.

Each of these standard accounts have different functionalities at a Service Point.

> *Please remember that you can always obtain an additional OBU via a service point account, even when you already have a standard account. Please follow the procedure from page 6 to 27.*

1. The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account

When the Licence Plate Number of the vehicle you enter at the Service Point is not yet linked to a standard account, you can perform the following procedures at the Service Point:

1.1 Register a vehicle
1.2 Access and change my user data
1.3 Complete open return processes
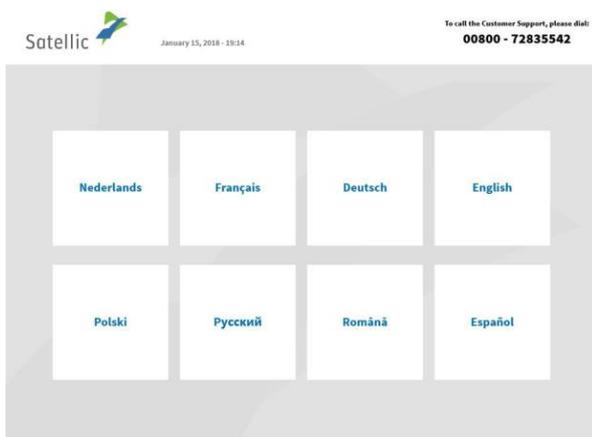
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1.1 Register a vehicle

1. Select your language.
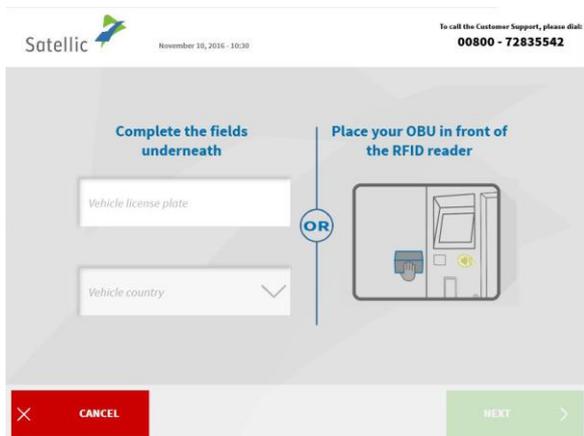
2. Enter your Licence Plate Number and vehicle country and select 'NEXT'.

It is also possible to scan an OBU in order to log in.

3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

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4. Enter your username and password and select 'SUBMIT'.
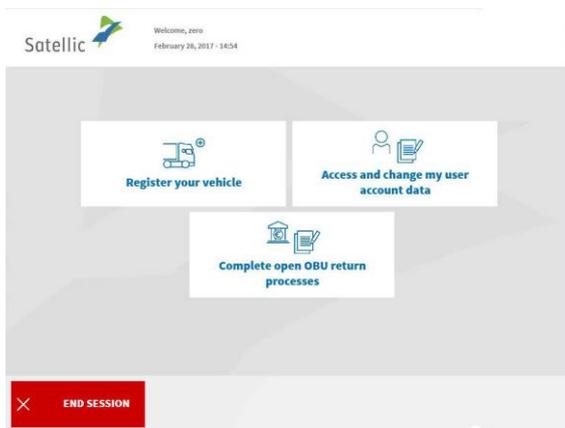
5. Select 'REGISTER YOUR VEHICLE'.

Please complete the "register your vehicle"-procedure from page 6 to 27. These pages also explain how to obtain an OBU and to top up this OBU in case of prepaid.

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1.2 Access and change your user data

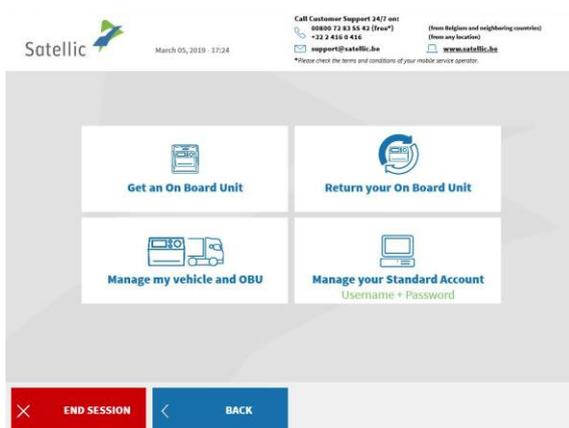The following procedure explains how to edit your user data (contact details, username, etc.).

1. Select your language.
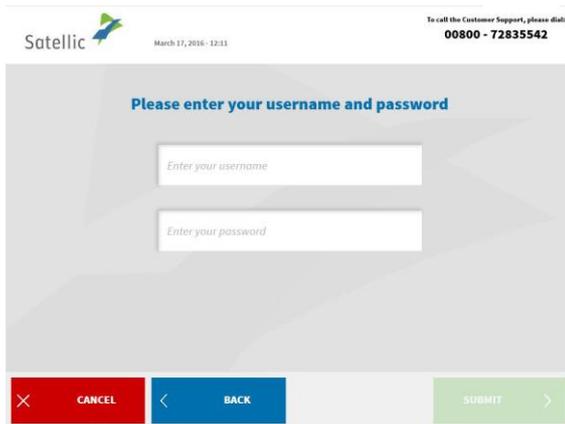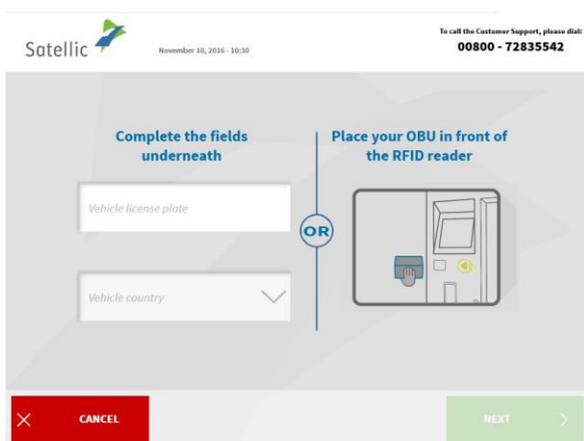

2. Enter you Licence Plate Number and vehicle country and select 'NEXT'.

It is also possible to scan an OBU to log in.
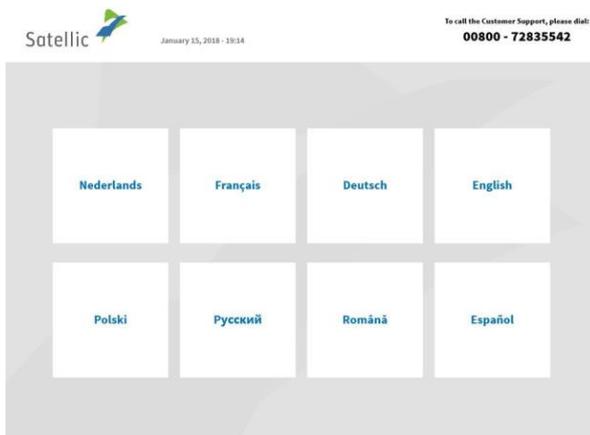

3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

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4. Enter your username and password and select 'SUBMIT'.

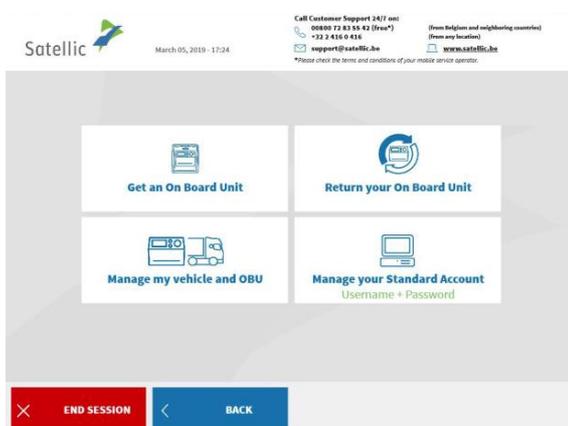5. Select 'ACCESS AND CHANGE MY USER AND ACCOUNT DATA'.

6. Select 'EDIT' if you want to change your personal data. Else, select 'NEXT'.
If you select 'FINISH UPDATE', all the data will be saved.

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7. Select 'EDIT' where you want to change the data.
Select 'CONFIRM UPDATE' when you are finished.

8. Select 'EDIT' if you want to change your contact details. Else, click 'NEXT'.
If you select 'FINISH UPDATE', all the data will be saved.

9. Select 'EDIT' where you want to change that data. Select 'CONFIRM UPDATE' when you are finished.

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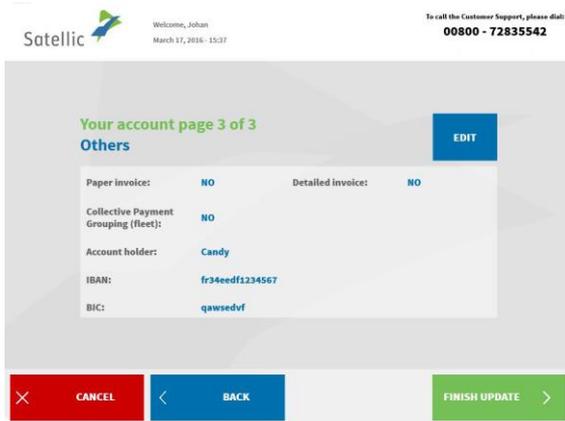
10. Select 'EDIT' if you want to change your other data. If you select 'FINISH UPDATE', all the data will be saved.
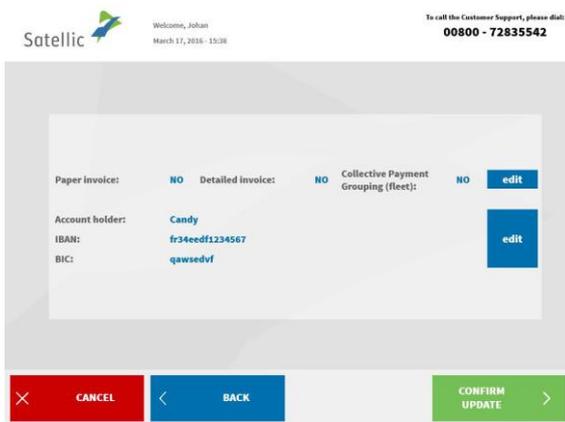
11. Select 'EDIT' where you want to change the data. Select 'CONFIRM UPDATE' when you are finished.
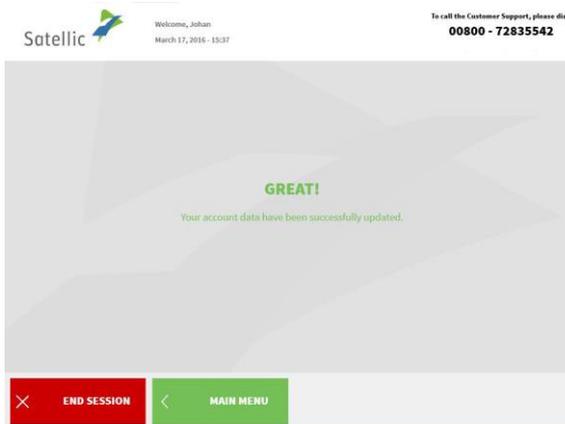
12. Your account data are now successfully updated.
Click 'END SESSION' if you want to return to the welcome screen.
Click 'MAIN MENU' when you want to perform other procedures at the Service Point.

1.3 Complete open return processes

The OBU must be returned in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups of the OBU in order to get your full deposit reimbursed.

Note that, to get back your OBU deposit, you have to give your bank account details. You can do it immediately when returning your OBU at a Service Point or specify your bank account details later via the Road User Portal. You can also enter your bank account details later at a Service Point by completing an open return process (an open return process occurs when you return your OBU at a Service Point without specifying your bank account details).
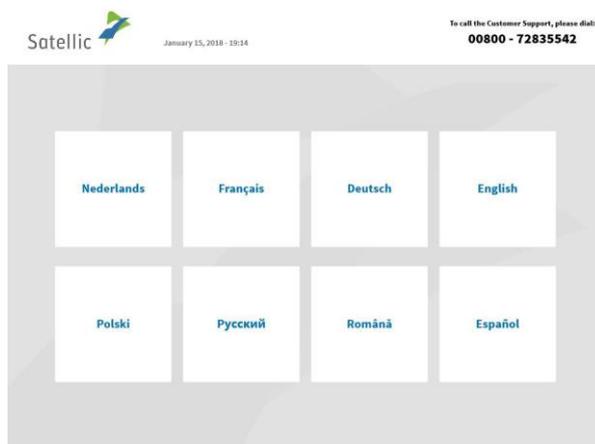
1. Select your language.

2. Enter your Licence Plate Number and vehicle country and select 'NEXT'.

It is also possible to scan an OBU in order to log in.

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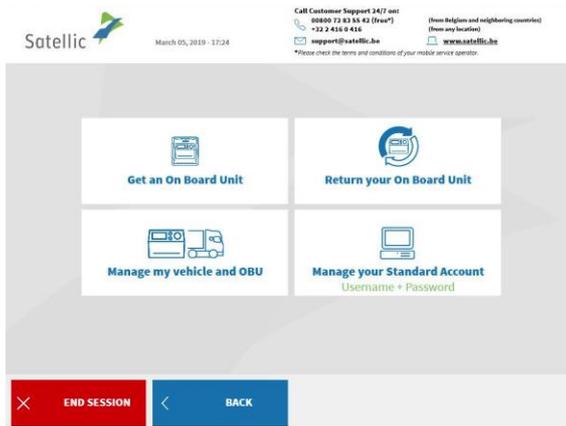
3. Select 'MANAGE YOUR STANDARD ACCOUNT'.
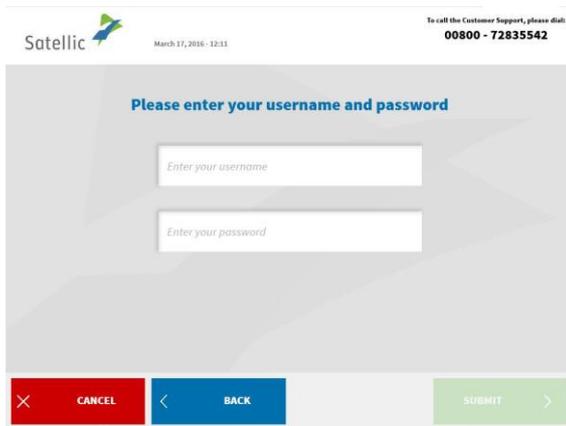
4. Enter your username and password and select 'SUBMIT'.
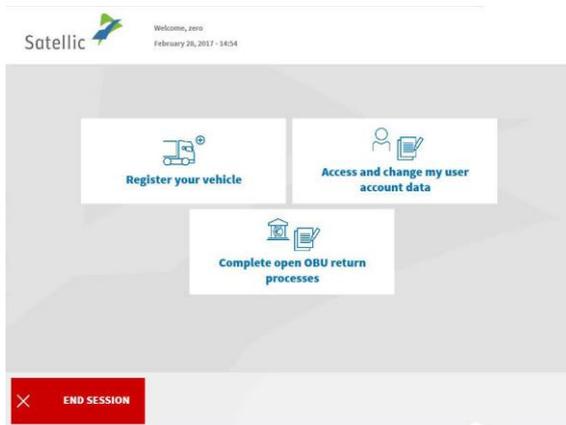
5. Select 'COMPLETE OPEN OBU RETURN PROCESSES'.

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6. Select the OBU return process you wish to complete. Press 'NEXT'.

7. Please provide the bank account details to get your OBU deposit refunded. Press 'NEXT'.

8. Please verify your data. If you wish to adapt the data, press 'AMEND'. If you want to verify the data, press 'NEXT'.

9. The return process was successful. When there is another return process you wish to complete, press 'MAIN MENU'.

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2. The vehicle (LPN) you enter at the Service Point is already linked to your standard account. However, you do not have an OBU yet that is coupled to this vehicle

When this is the case, you can perform the following procedures at the Service Point:

2.1 Get an OBU (for the vehicle registered in your standard account)
2.2 Access my equipment data
2.3 Access and change my user data
2.4 Complete Open Return Processes

2.1 Get an OBU (for the vehicle registered in your standard account)

When the vehicle, for which you enter the data like Licence Plate Number (LPN) and country of origin at the Service Point, is not yet coupled to an OBU, you can obtain an OBU for this vehicle at a Service Point.
When you obtain an OBU from a Service Point, this OBU is immediately coupled to the previously entered vehicle.
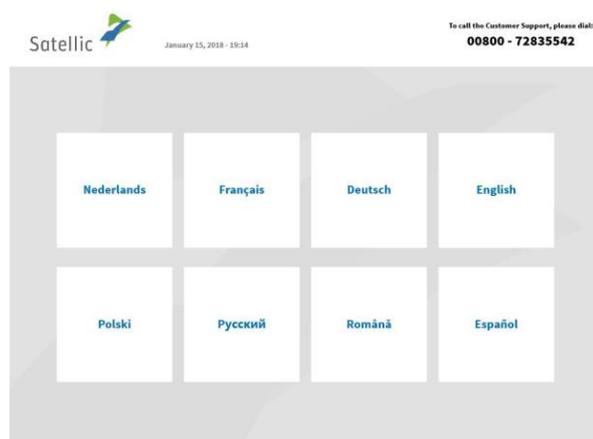
1. Select your language.
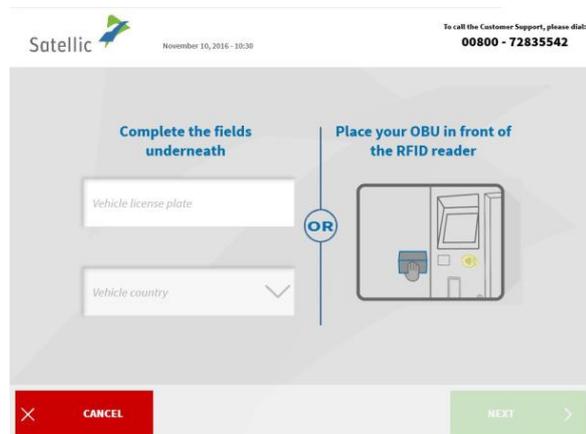
2. Enter you Licence Plate Number and vehicle country and select 'NEXT'.

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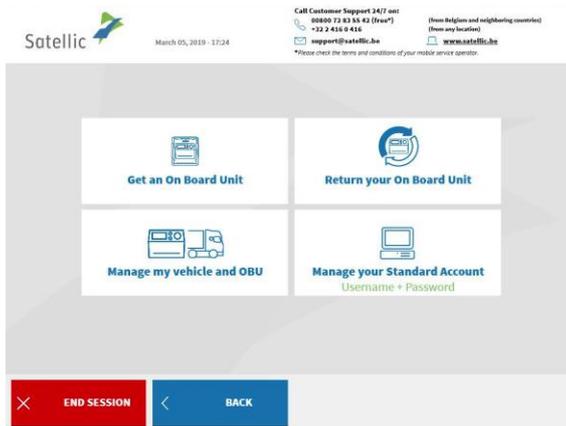
3. Select 'MANAGE YOUR STANDARD ACCOUNT'.
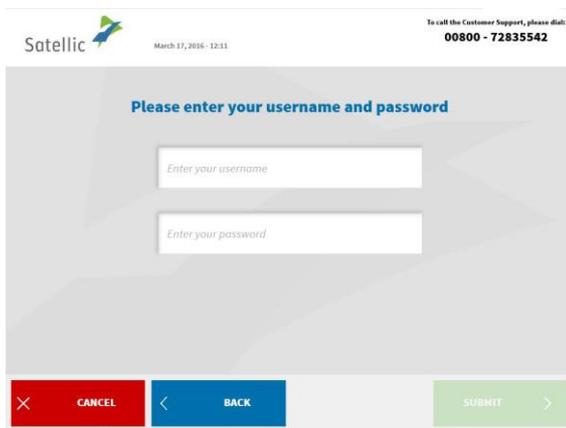
4. Enter your username and password and select 'SUBMIT'.
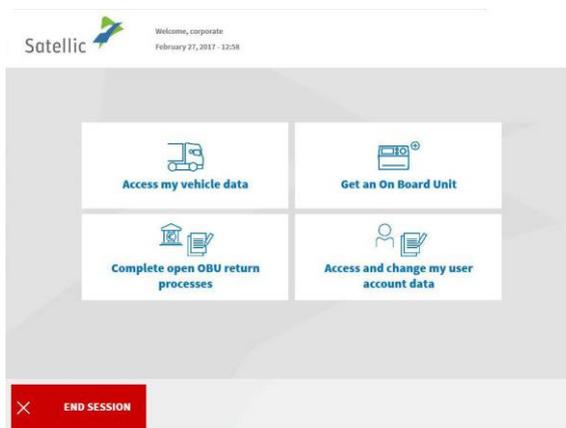
5. Select 'GET AN ON BOARD UNIT'.

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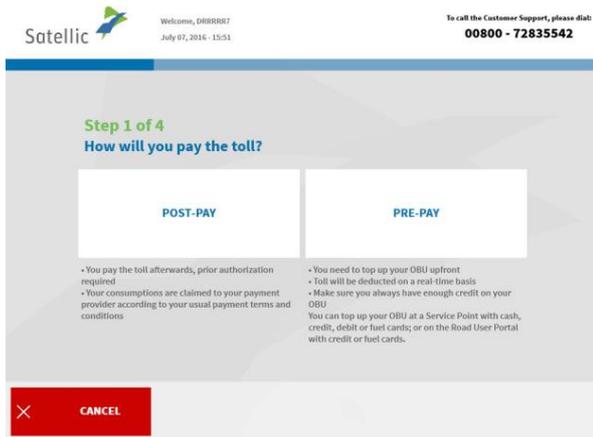
6. Choose 'POST-PAY' or 'PRE-PAY'.

Follow the procedure from page 19 to 21 to obtain an OBU in prepaid and to perform a top-up of this OBU.
Follow the procedure from page 13 to 19 to obtain an OBU in post-paid.

2.2 Access my equipment data

Follow the procedure from page 35 to 38.

2.3 Access and change my user data

Follow the procedure from page 52 to 55.

2.4 Complete open return processes
Follow the procedure from page 56 to 58.

3. The vehicle (LPN) you enter at the Service Point is linked to a prepaid OBU

When this is the case, you can perform the following procedures at a Service Point:

3.1 Perform a top up of the linked prepaid OBU
3.2 Decouple your OBU
3.3 Return your OBU
3.4 Access your equipment data
3.5 Access and change your user data
3.6 Complete open return processes

3.1 Perform a top up of the linked pre-paid OBU
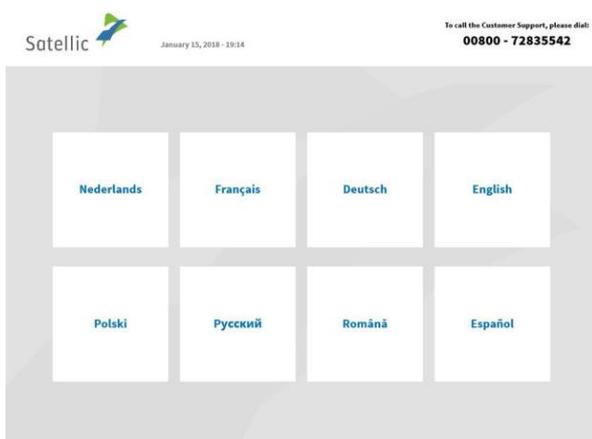
1. Select your language.

2. Enter you Licence Plate Number and vehicle country and select 'NEXT'.

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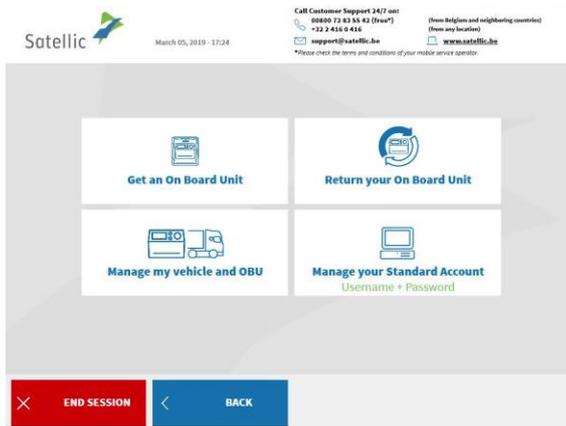
3. Select 'MANAGE YOUR STANDARD ACCOUNT'.
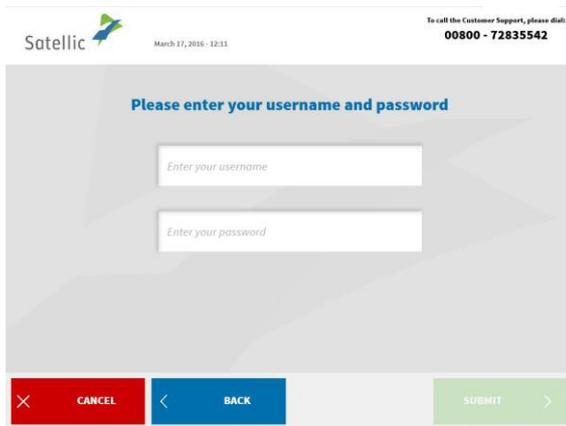
4. Enter your username and password and select 'SUBMIT'.

5. Select 'TOP UP YOUR ON BOARD UNIT'.

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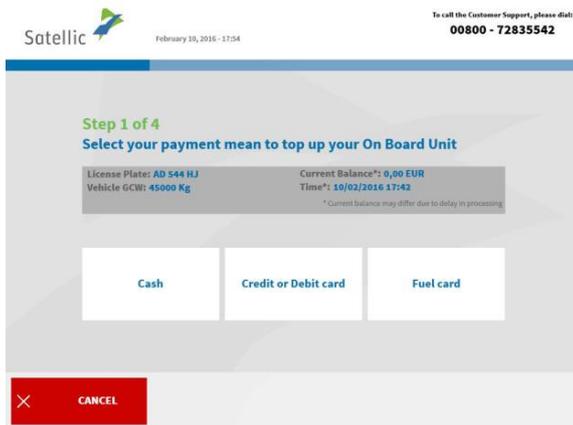
6. Select your payment mean.
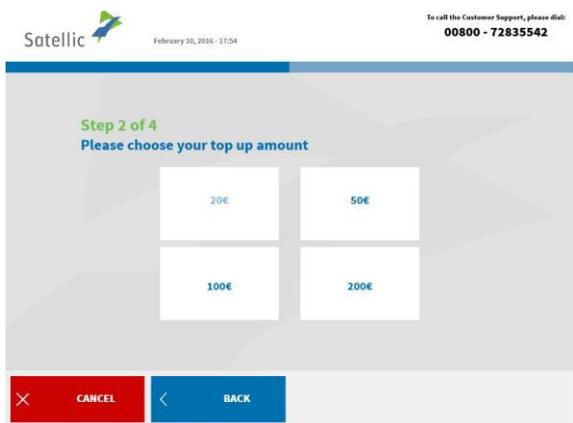
7. Choose your top-up amount.

Please follow the procedure from page 24 to 27.

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3.2 Decouple your OBU

This process explains how you can decouple an OBU without having first to remove it from your truck and to return it. **It is especially useful in case you have a fixed installed OBU which needs to be replaced.**

<div style="border: 2px solid red; padding: 10px;">

BEWARE!
- **You must have a standard account to be able to decouple an OBU!**
- **To get a new OBU at the end of the decoupling process without having to scan the vehicle documents, <u>you must log in with your username and password at the beginning of the decouple process</u>!**

</div>

Once you have completed the decouple process described hereunder, the OBU led will turn (or stay) red: it means that this OBU cannot be used anymore!

<div style="border: 2px solid red; padding: 10px;">

Important: Don't forget to let a specialist remove the fixed installed OBU you have decoupled and then to return it at a later time!
You can return the decoupled OBU:
- at a service point (in that case, put your OBU in front of the RFID reader, enter your OBU PIN and follow the procedure described in this document)
- or via the Road User Portal (for more info, read the <u>RUP User Manual "Return an OBU"</u>)
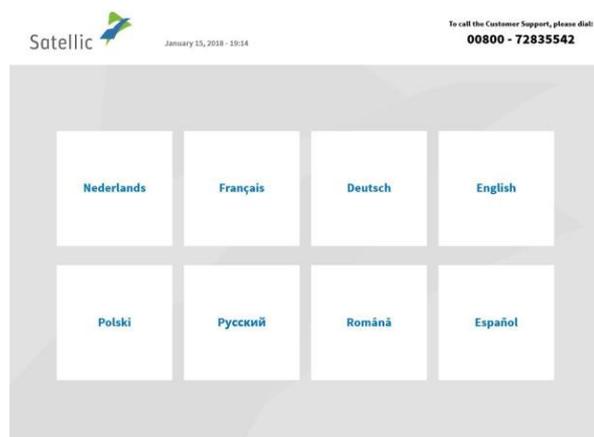
</div>

1. Select your language.

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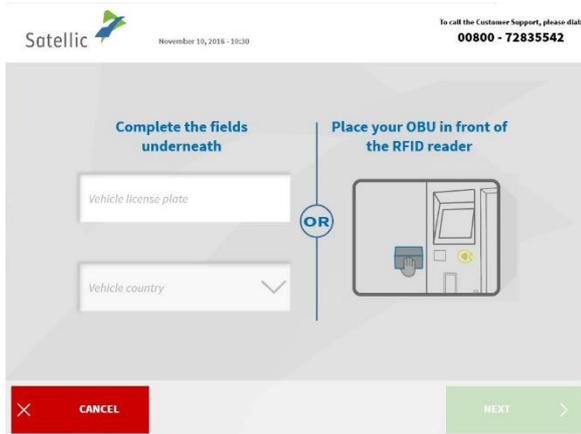
2. Enter your Licence Plate Number and vehicle country and select 'NEXT'.
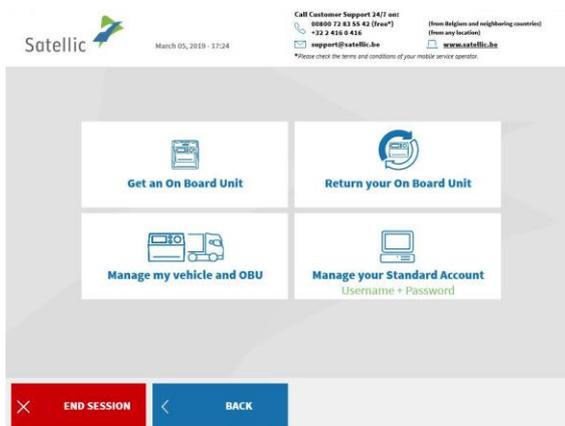
3. Select 'MANAGE MY VEHICLE AND OBU.

4. Enter your On Board Unit PIN code and click 'SUBMIT'.
You can find this PIN code on the OBU ticket you received when your OBU was delivered.

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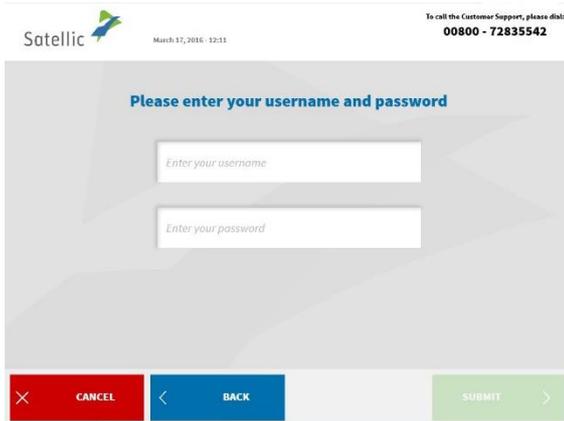
5. Enter your username and password and select 'SUBMIT'.

To get a new OBU at the end of the decoupling process and without having to scan the vehicle documents, you must log in with your username and password the beginning of the decouple process!

6. Select 'ACCESS MY OBU ACTIONS'.
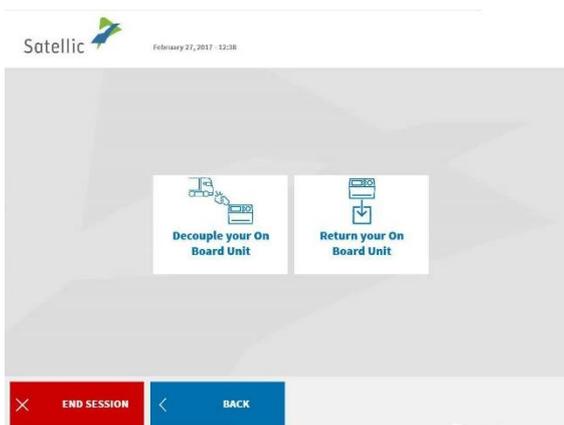
7. Select 'DECOUPLE YOUR ON BOARD UNIT'.

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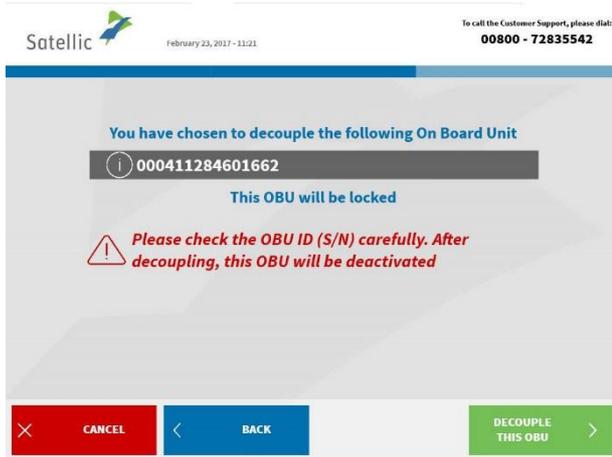
8. Please check the OBU ID carefully and then click 'DECOUPLE THIS OBU'.
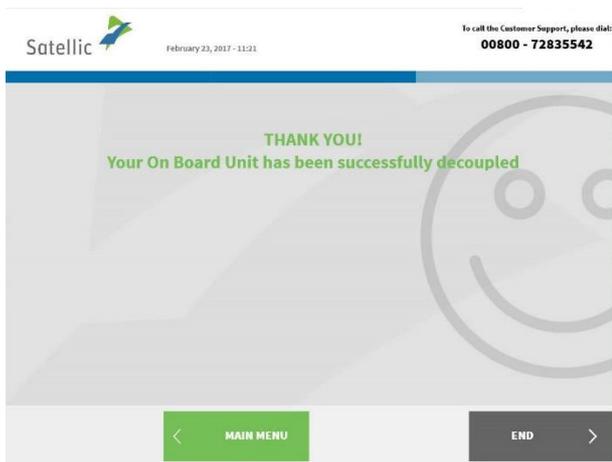
9. Your OBU has been successfully decoupled! The LED light of your OBU turns (or stays) red. From now on, this OBU cannot be used anymore.
You, however, still have the possibility to recouple this OBU to another vehicle via the Road User Portal if you want to use it again.

If you want to get a new OBU for this vehicle, click on 'MAIN MENU'.

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10. You have two possibilities:

- Click on 'GET AN ON BOARD UNIT' and choose the payment method you want.

- You can also click on 'ACCESS MY VEHICLE DATA' if you want to check or modify the data of the vehicle you are logged in with. If you do so, you will see this screen hereunder and will have to click on 'GET AN OBU'.
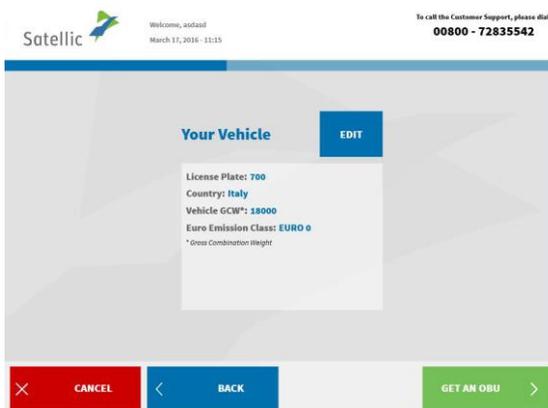
For more details on the procedure to follow afterwards, please go to page 13.

Important! Don't forget to let a specialist remove the fixed installed OBU you have decoupled and to return it at a later time!

You can return the decoupled OBU:
• at a service point (in that case, put your OBU in front of the RFID reader, enter your OBU PIN and follow the procedure as described from point "6" on page 71.
• or via the Road User Portal (for more info, read the RUP User Manual "Return an OBU")

3.3 Return your OBU
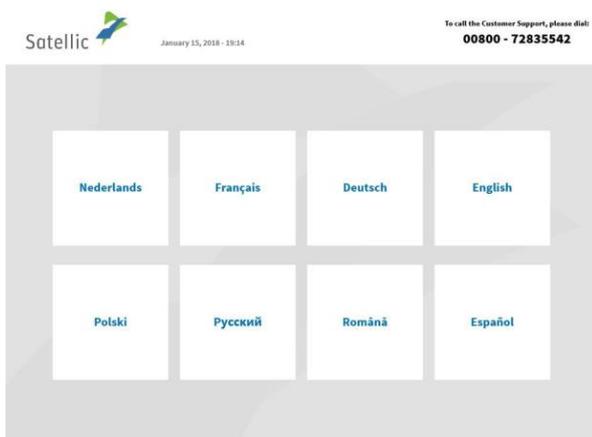
1. Select your language.
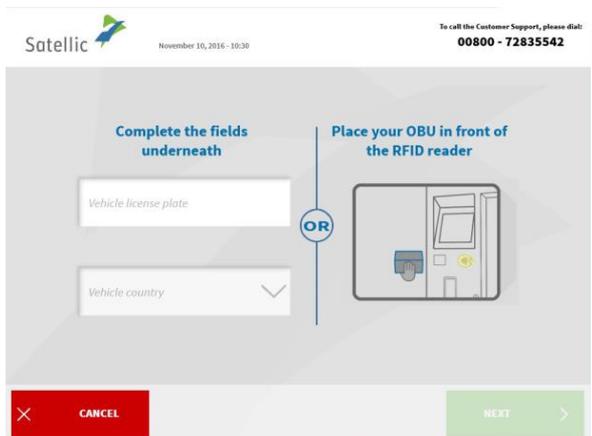
2. Enter your Licence Plate Number and vehicle country and select 'NEXT'.

3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

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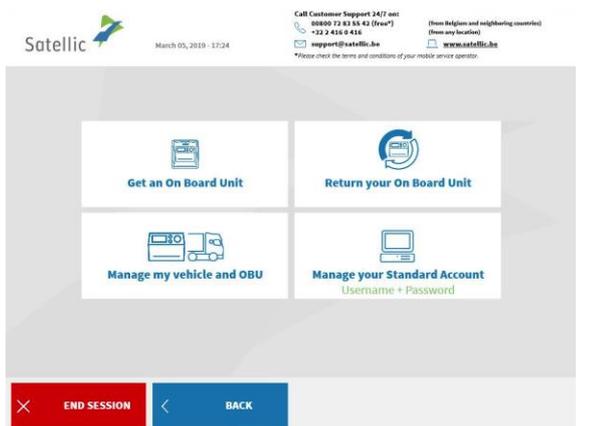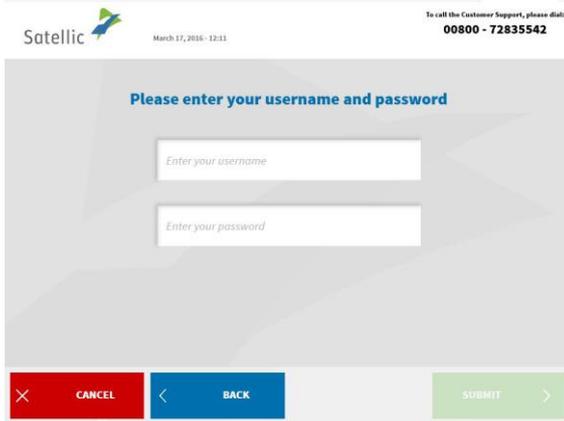
4. Enter your username and password and select 'SUBMIT'.

5. Select 'ACCESS MY OBU ACTIONS'.

6. Select 'RETURN MY OBU'.

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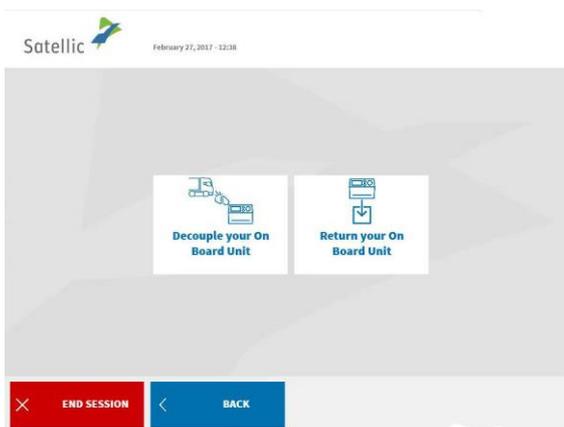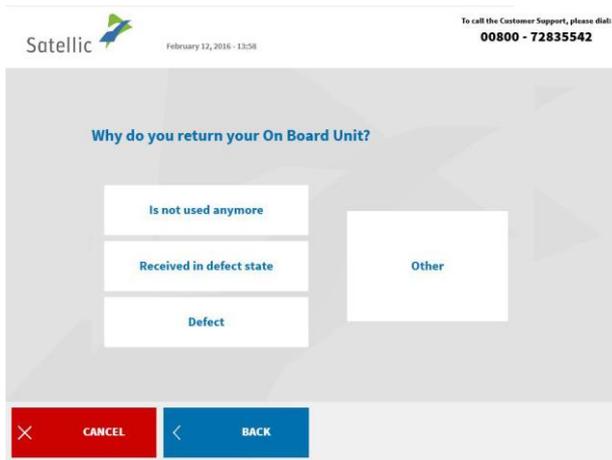
7. Provide a reason for return.
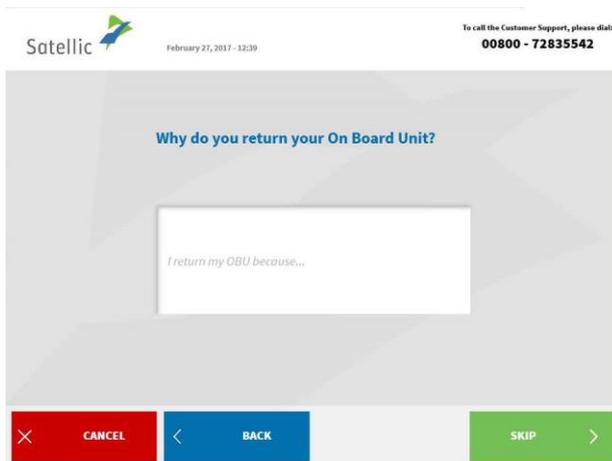
8. If you select 'OTHER', type in a reason yourself. Select 'CONFIRM'.
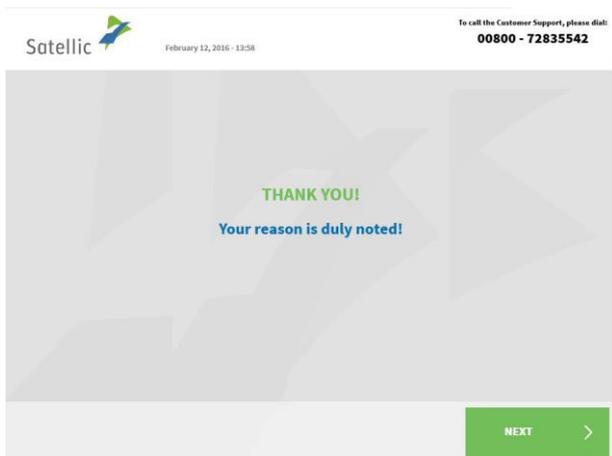
9. Your reason is duly noted. Select 'NEXT'.

10. Place your OBU in front of the reader to identify it. The OBU has to be turned with the display (front) side facing the RFID reader.
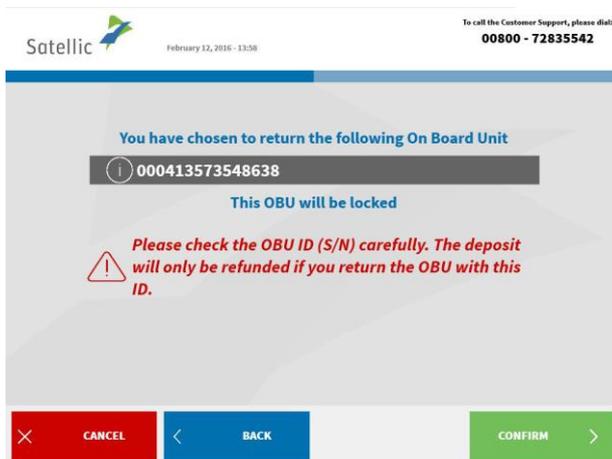
11. Control the OBU identification number (S/N) which can be found on the sticker on the back of the OBU.
If the number is OK, click 'CONFIRM'. Else click 'BACK'.
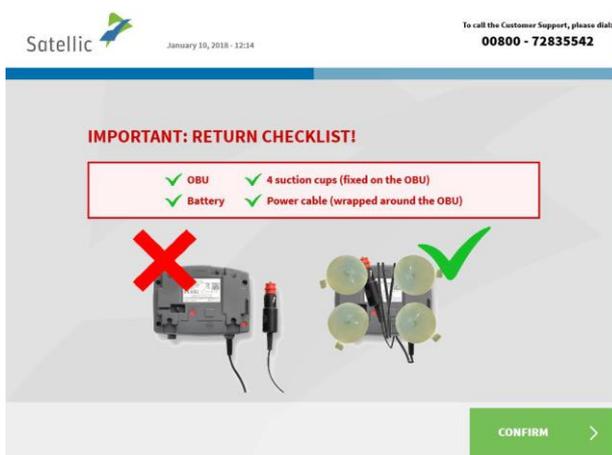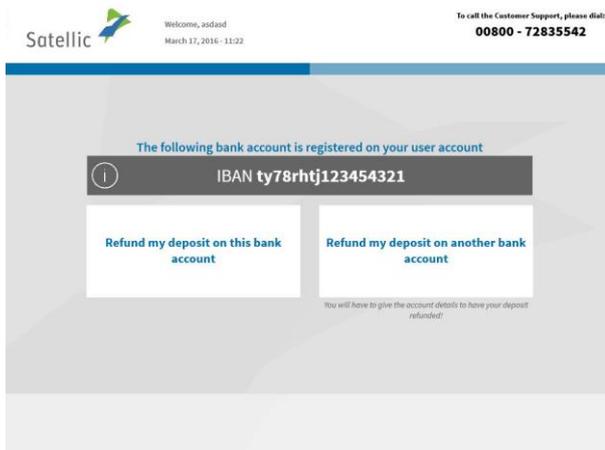
12. Click 'REFUND MY DEPOSIT ON THIS BANK ACCOUNT' if you want to get your refund back on the bank account that is linked to your standard account. Else, click 'REFUND MY DEPOSIT on another bank account and follow the procedure from point "7" on page 58.
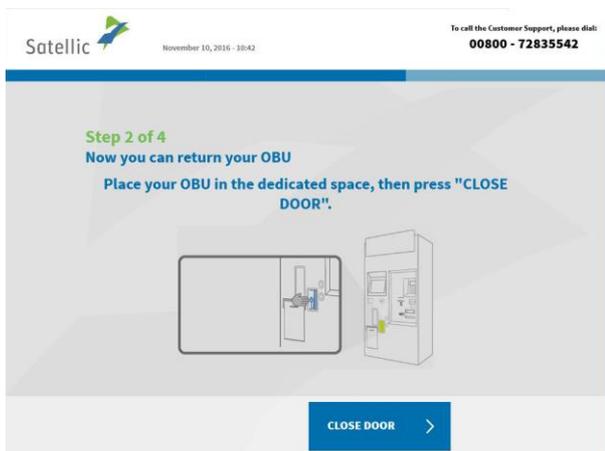
13. Place your OBU in the dedicated space and press 'CLOSE DOOR'. Attention! Remove the blister packaging before inserting the OBU.
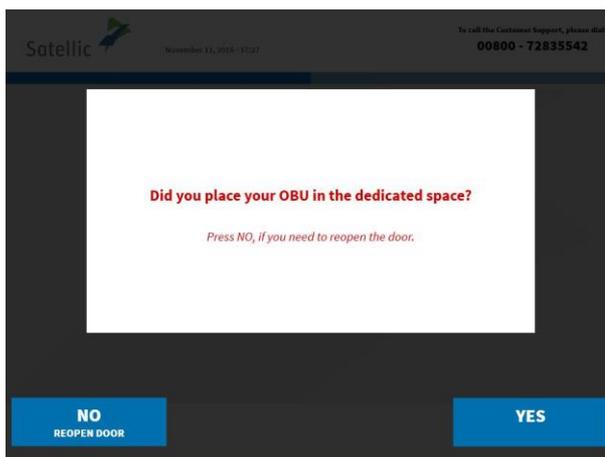
14. Did you place the OBU in the dedicated space? If you press YES, the door will be closed.
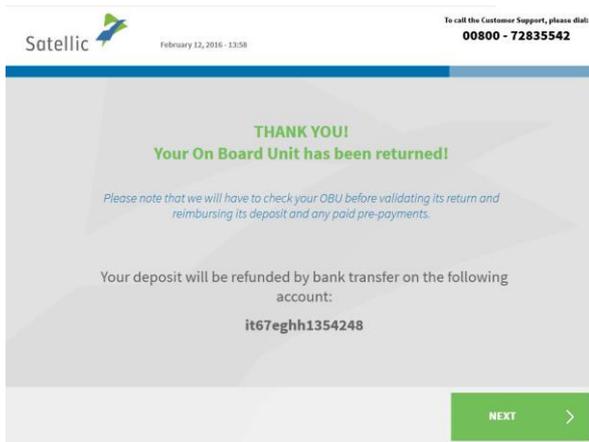
15. Your OBU has been returned and the deposit will be refunded on the linked IBAN bank account. Select 'NEXT'.
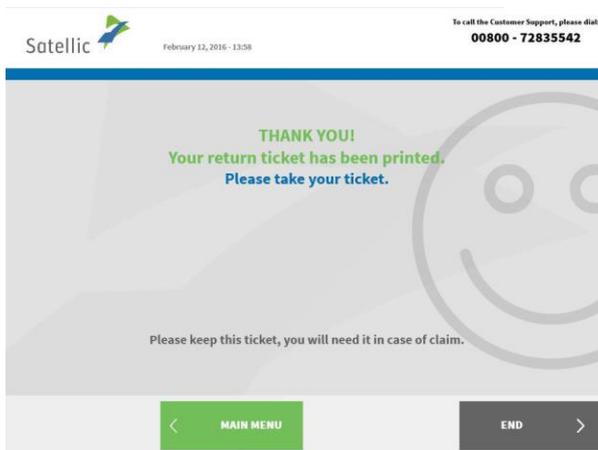
16. Take your ticket. Select 'END' if you want to return to the welcome screen and 'MAIN MENU' if you want to perform other procedures at the Service Point.

3.4 Access my equipment data

Please follow the procedure from page 35 to 38.

3.5 Access and change my user data

Please follow the procedure from page 52 to 55.

3.6 Complete open return processes

Please follow the procedure from page 56 to 58.

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4. The vehicle (LPN) you enter at the Service Point is linked to a post-paid OBU

When this is the case, you can perform the following procedures at the Service Point:

4.1 Access your equipment data
4.2 Access and change your user data
4.3 Decouple your OBU
4.4 Return your OBU
4.5 Complete open return processes

4.1 Access your equipment data

Please follow the procedure from page 35 to 38.

4.2 Access and change your user data

Please follow the procedure from page 52 to 55.

4.3 Decouple your OBU

Please follow the procedure from page 65 to 69.

4.4 Return your OBU

Please follow the procedure from page 36 to 42, keeping in mind that, since the OBU you are returning is linked to a standard account, no bank account details can be entered or modified during the return procedure!
This means that you can't choose the option 'GIVE MY BANK ACCOUNT DETAILS NOW' and that steps 9. and 10. do not apply! The machine will automatically display the screen described in step 13.
You can modify your bank account details later:
- on the Road User Portal ; or
- by logging in at the Service Point using your username and password and clicking 'Complete open OBU return processes' (see procedure from page 53)

4.5 Complete open return processes

Please follow the procedure from page 56 to 58.

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Business Partner Account

You can also let a Satellic Business Partner manage your account. The support offered however differs from partner to partner. Some partners only assist with the registration of your account, whilst others will take care of the whole process from the registration of your account to the coupling of the On Board Unit to your vehicle.

Even when your account is managed by a Satellic Business Partner, you can still perform several procedures at a Service Point:

- **Obtain an OBU via a service point account**
    - Please follow the procedure from page 6 to 27.
    - When choosing post-paid, you can select your Business Partner as your payment method. Please note that you cannot select a Business Partner as a payment mean for the OBU deposit.
- **Obtain an OBU via your standard account**
    - Please follow the procedure from page 59 to 61.
    - When choosing post-paid, you can select your Business Partner as your payment method. Please note that you cannot select a Business Partner as a payment mean for the OBU deposit.
- **Top up your OBU** (when prepaid)
    - Please follow the procedure from page 24 to 27.
    - Please note that you cannot select a Satellic Business Partner as a payment mean for the top-up.
- **Return an OBU**
    - Please follow the procedure from page 39 to 45.
    - When you return your OBU at a Service Point, you can fill in a bank account number. The deposit of the OBU will be refunded on this bank account number when the OBU is returned undamaged.
- **Access your equipment data**
    - Please follow the procedure from page 35 to 38.
- **Access and change your user data**
    - Please follow the procedure from page 52 to 55.
- **Complete open return processes**
    - Please follow the procedure from page 56 to 58.
    - When you return your OBU at a Service Point, you can fill in a bank account number. The deposit of the OBU will be refunded on this bank account number when the OBU is returned in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups. See Satellic OBU Deposit Refund Policy for more information.

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Broken OBU Process

When your OBU is broken, please follow the process below:

1. Return your broken OBU.   Please follow the steps from pages 39 to 45.
2. Obtain a new OBU.   Please follow the steps from pages 6 to 27.