USER MANUAL

Service Point

-

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.

Return an On Board Unit at a Satellic Service Point

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

In this document, we describe **how you can return your OBU at a Service Point**
If you want to return your OBU via the Road User Portal (RUP), we advise you to read our Road User Portal User Manual "Return an OBU" (available on www.satellic.be in the "Downloads" section of the "Support" page).

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 reimbursed.**

  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 OBU) 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**
  See examples on how to return your OBU properly in our manual "How can I return my OBU properly?".

- **Mind: If you haven't confirmed your bank account number, we will not be able to refund your deposit!** Bank account details can be provided directly at the Service Point during the return process or later via the Road User Portal by completing an Open Return Process (Follow the procedure from 20.).

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

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the Road User Portal, your OBU deposit will be refunded within 30 days after the reception of the returned OBU.

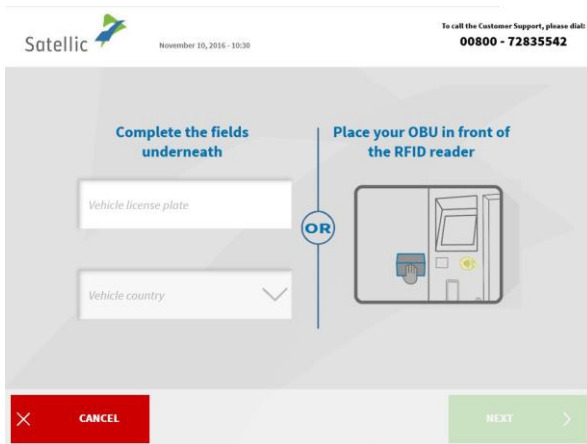*In the following steps, we explain how to return your OBU at a Service Point:*

1. Go to a Service Point (see here a [map of all the Service Points](#)) and click on "START".
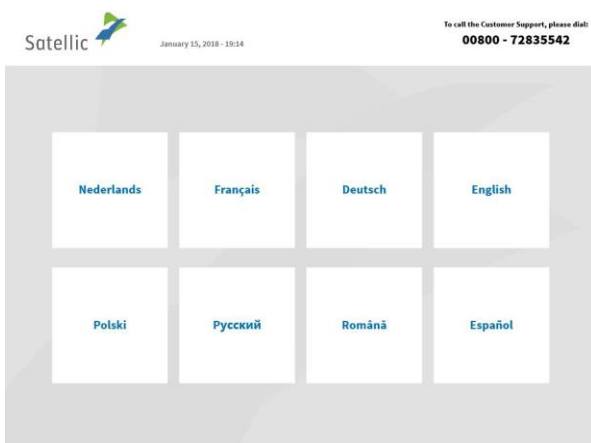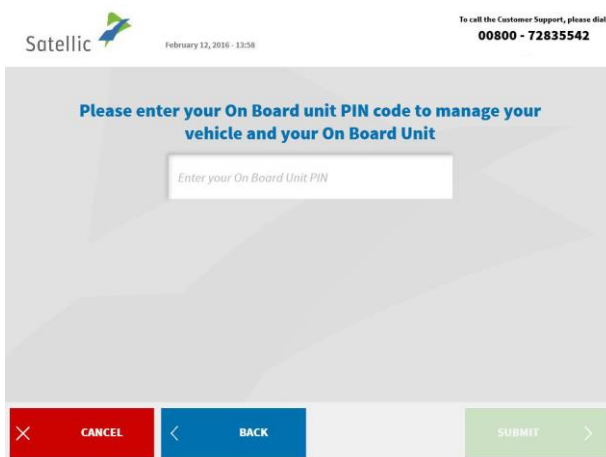

2. Select your language
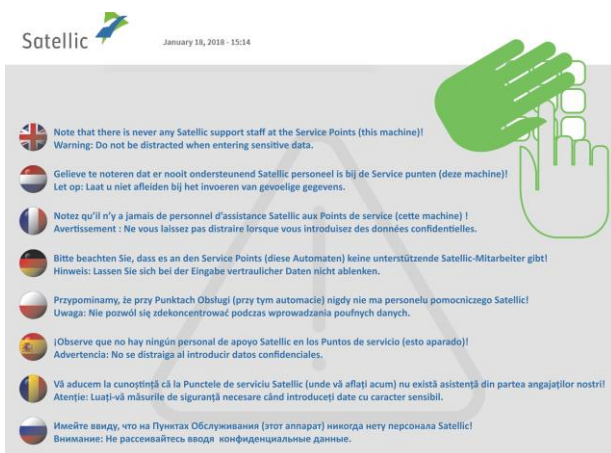
3. Click "Skip" after a few seconds.

4. You can either place your OBU in front of the RFID reader or fill in your licence plate number and the country of origin of your vehicle. Scanning the OBU in front of the RFID reader is the fastest option.

4.a. If you have placed your OBU in front of the RFID reader.

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.
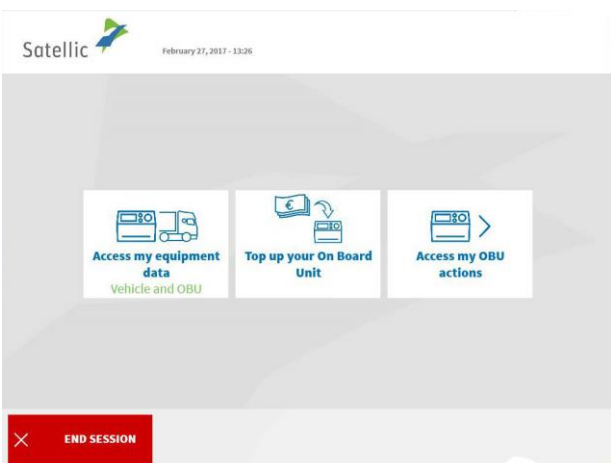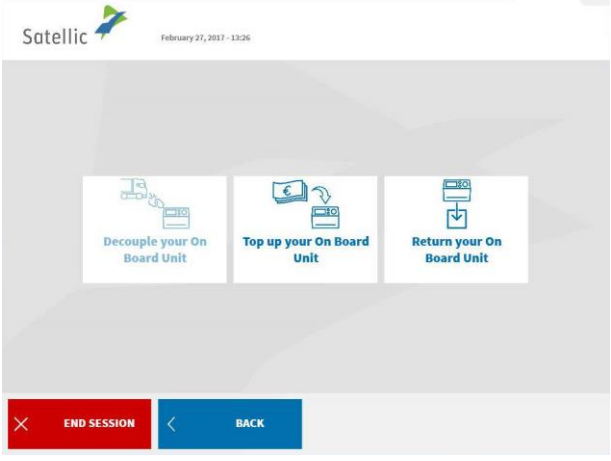
4.b. If you have filled in your licence plate number and the country of origin of your vehicle.
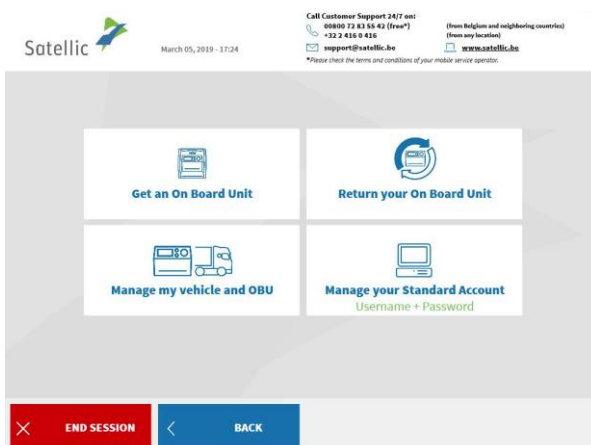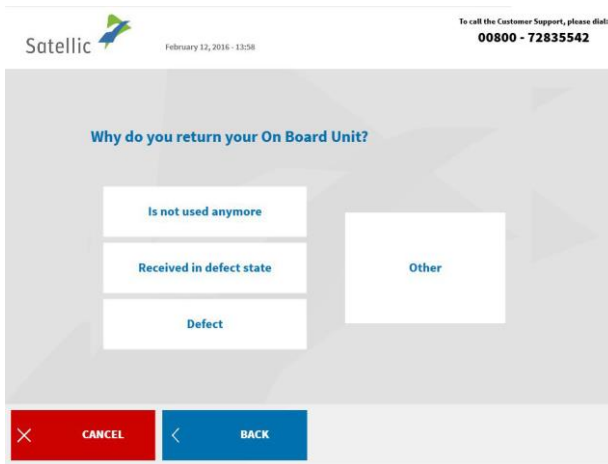

Click "MANAGE MY VEHICLE AND OBU".
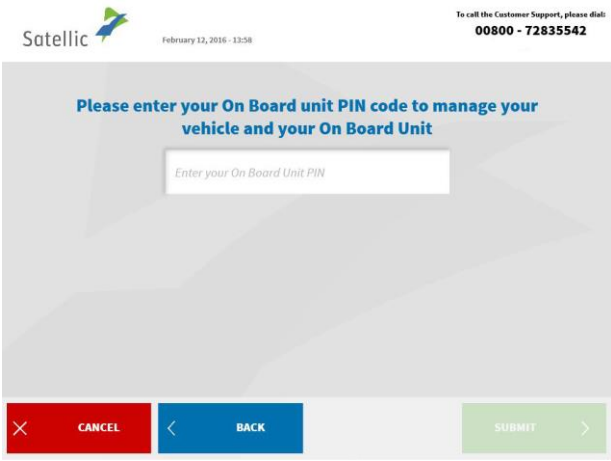
Enter your On Board Unit PIN code and click "NEXT".
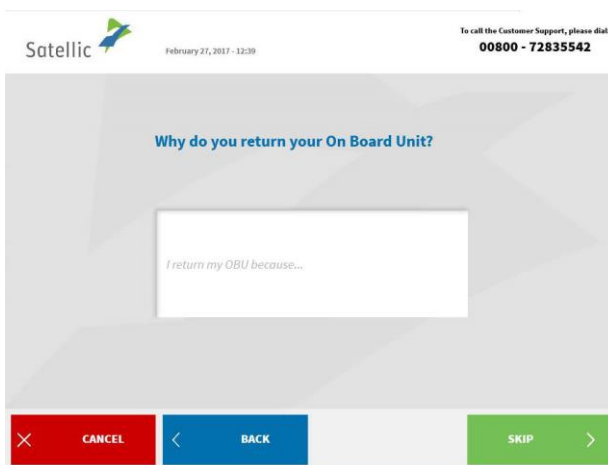You can find this PIN code on the OBU ticket you received when your OBU was delivered.
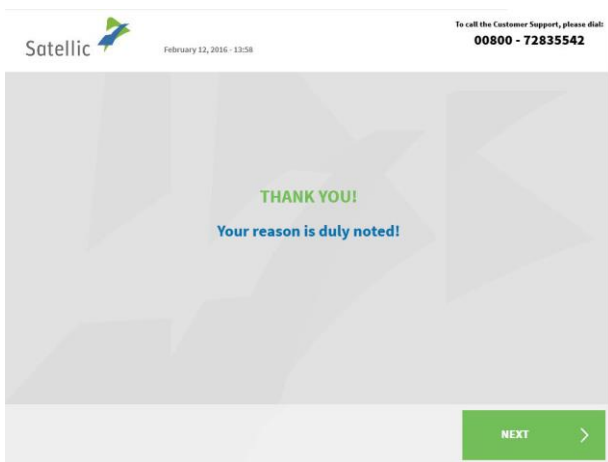

5. Select "ACCESS MY OBU ACTIONS".

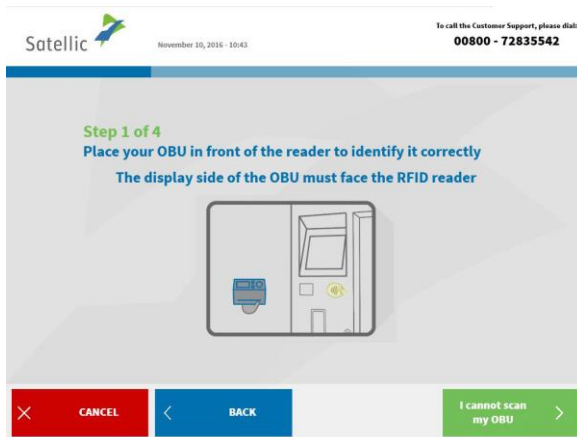6. Select "RETURN YOUR ON BOARD UNIT".

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".

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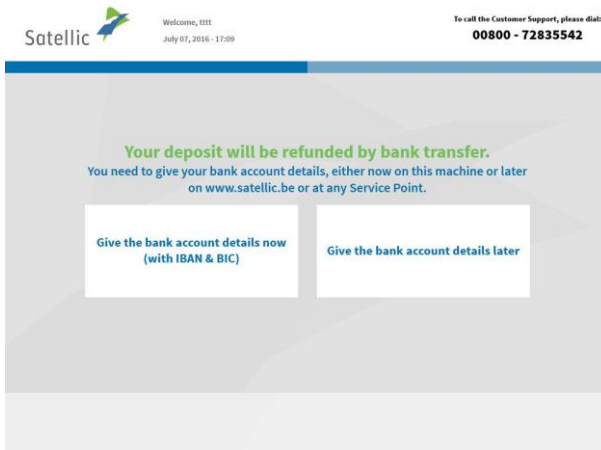VAT Number: BE 0556.799.596 • RPR Brussels

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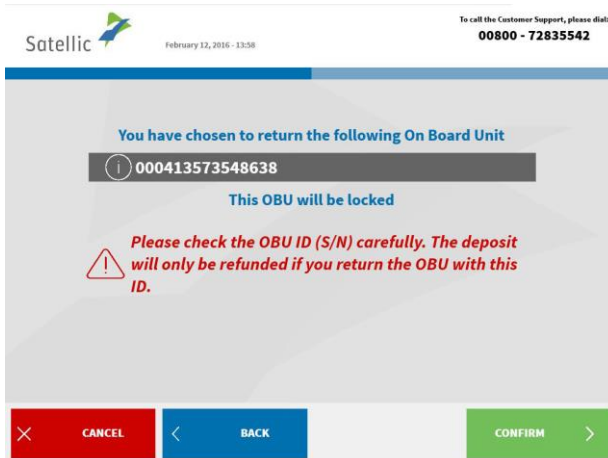

11. Control the OBU identification number (S/N) which can be found on the sticker on the back of the OBU.
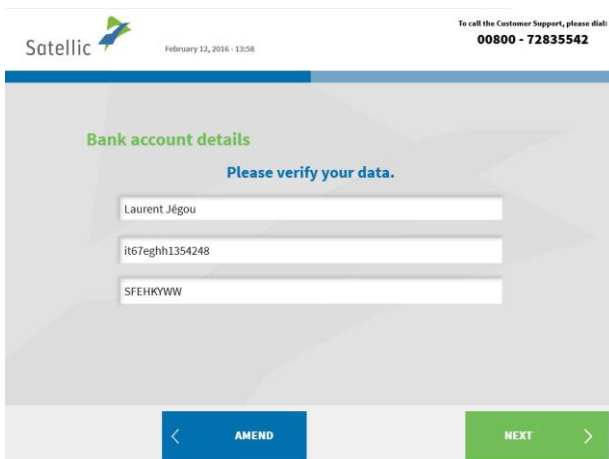If the number is OK, click "CONFIRM". Else click "BACK".
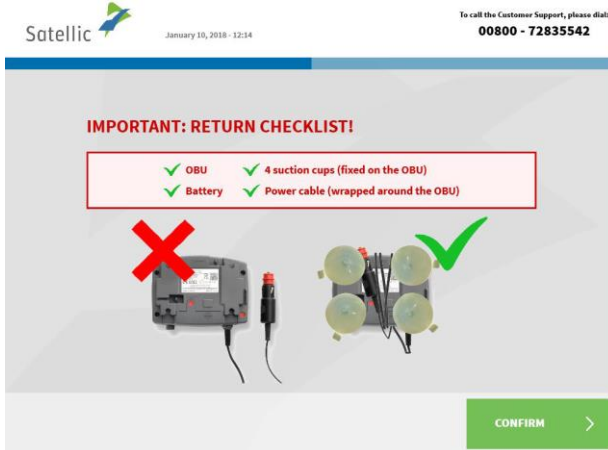
12. The deposit of the OBU will be refunded by bank transfer.
We advise you to specify the details of the bank account on which the deposit must be refunded now!
You can also do it later on the Road User Portal or at a Service Point following the "Complete open OBU return processes" procedure (see how from 20.).
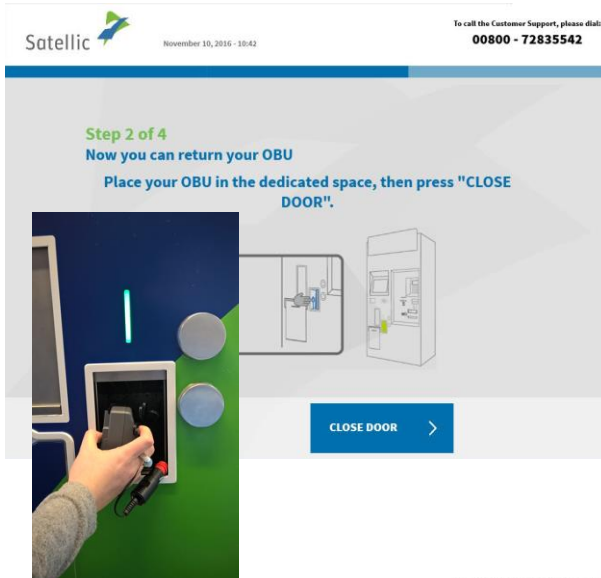
- *If you want to specify the info now*, click "GIVE MY BANK ACCOUNT DETAILS NOW" and follow steps 13. and 14. hereunder.
- *If you want to specify the info later*, click "GIVE THE BANK ACCOUNT DETAILS LATER" and go directly to step 15. **Don't forget to specify your bank account details later, otherwise your deposit can't be refunded!**
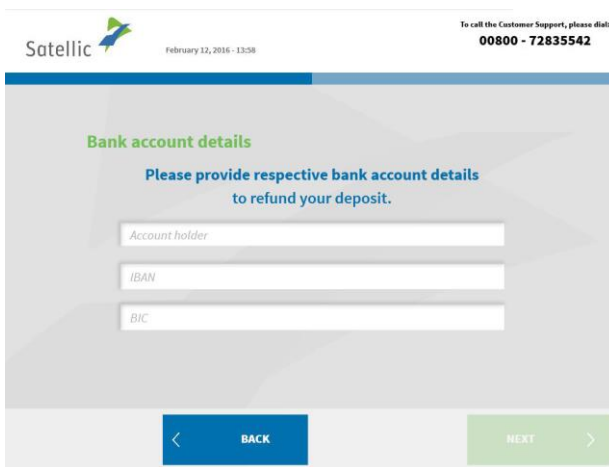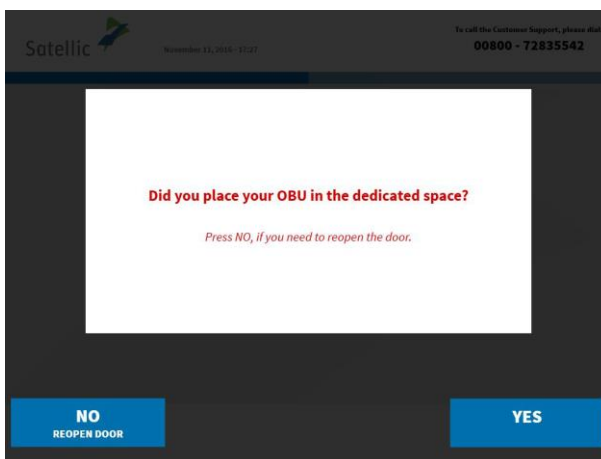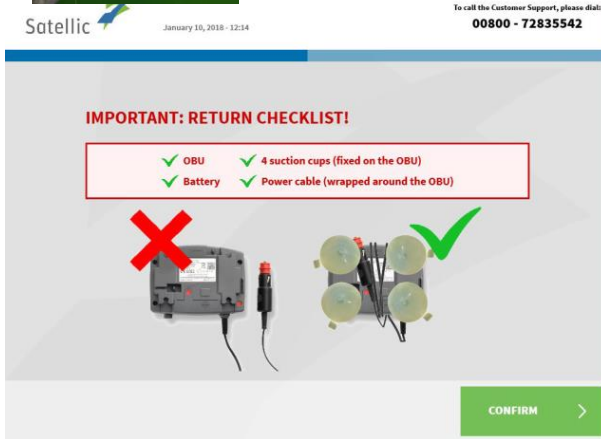

13. Provide the bank account details:
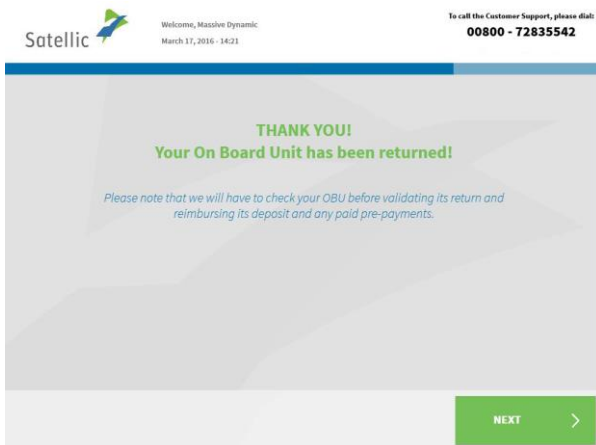- Account holder
- IBAN
- BIC
Click "NEXT".

14. Please verify your data by clicking "NEXT".

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15. 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".

16. Did you place the OBU in the dedicated space? If you press "YES", the door will be closed.

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17. Your OBU has been returned successfully and the deposit will be returned after the OBU is checked. Click "NEXT".
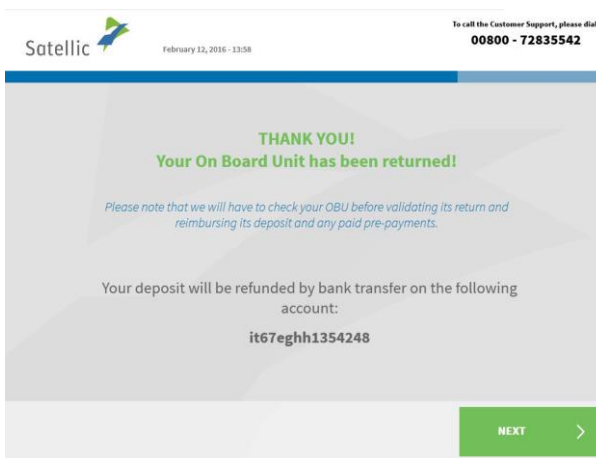
18. If you already specified your bank account number, the deposit will be refunded by bank transfer on the registered account. Please note that the deposit will be returned after the OBU is checked. Click "NEXT".
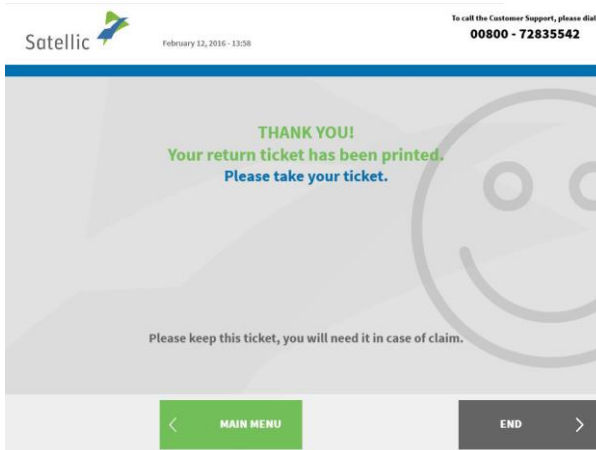
19. Your return ticket has been printed. Take it and keep it safe, since you will need it in case of claim.
Click "END" if you want to return to the welcome screen.
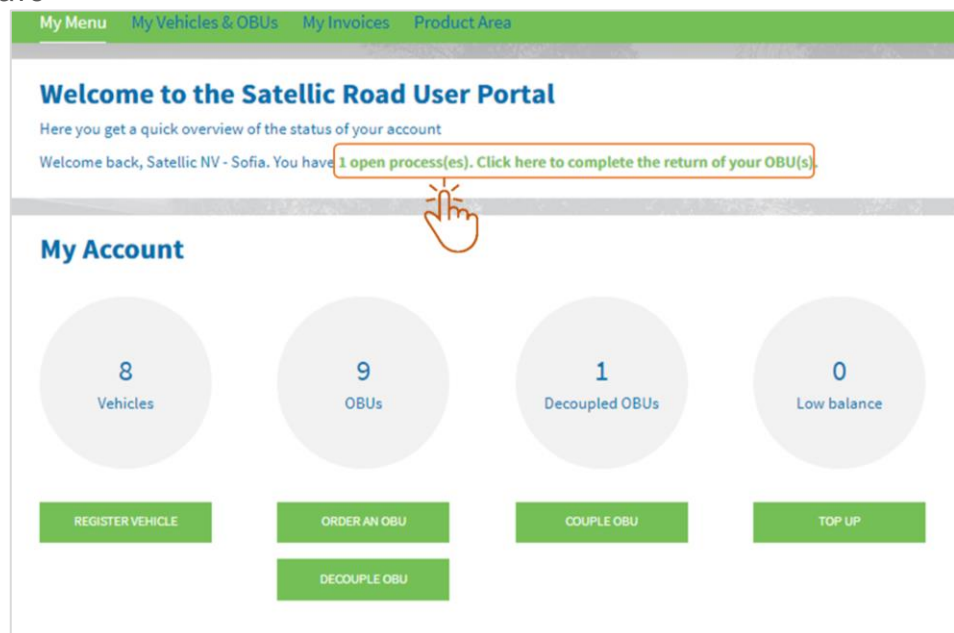Click "MAIN MENU" if you want to perform other procedures at the Service Point.
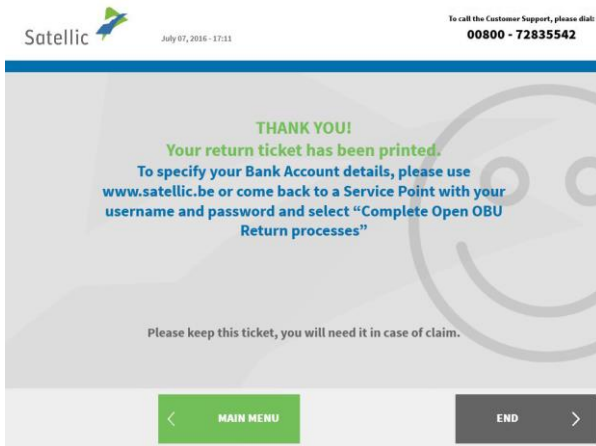
20. **If you haven't specified the details of the bank account on which you want the deposit to be reimbursed, Satellic can't refund the deposit.**

You can specify those bank account details on the Road User Portal or at a Service Point following the one of the processes described hereunder:
  - See here (20.a.) how to do it on the Road User Portal
  - See here (20.b.) how to do it at the Service Point.

20.a. How to specify the details of the bank account on which you want the deposit to be reimbursed on the Road User Portal:

1. Log onto the Road User Portal

2. Click on the warning message telling you how many open processes you have

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3. Click on "Return OBU"

4. Select "Use data from account" if you want the deposit to be refunded on the bank account you have specified in your Road User Portal account. Select "Enter new data" if you want the deposit to be refunded on another account and specify the corresponding details.

   Click on "CONFIRM".

Repeat these actions for each open process, that is to say each line under "Process type" (in Step 3.)

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20.b. How to specify the details of the bank account on which you want the deposit to be reimbursed at a Service Point:
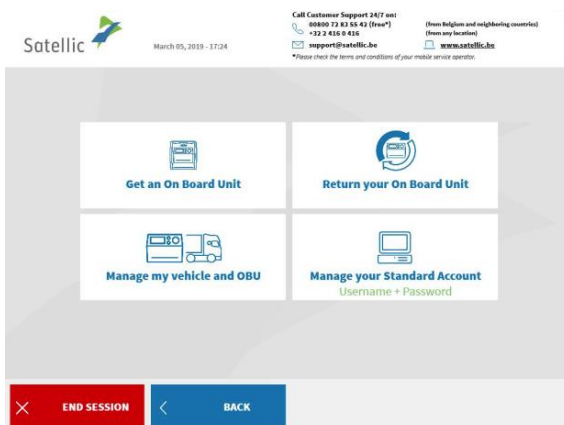
1. Go to a Service Point
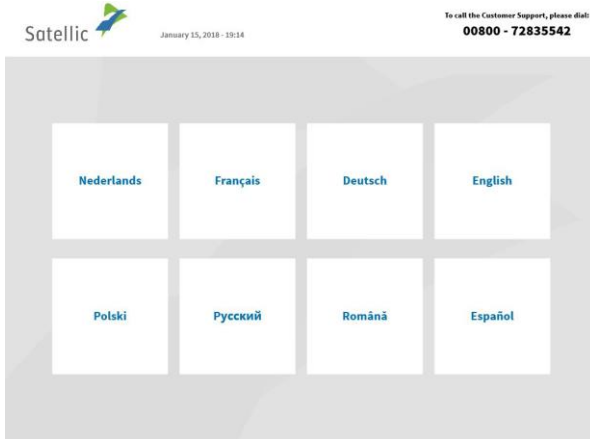
2. Select your language.
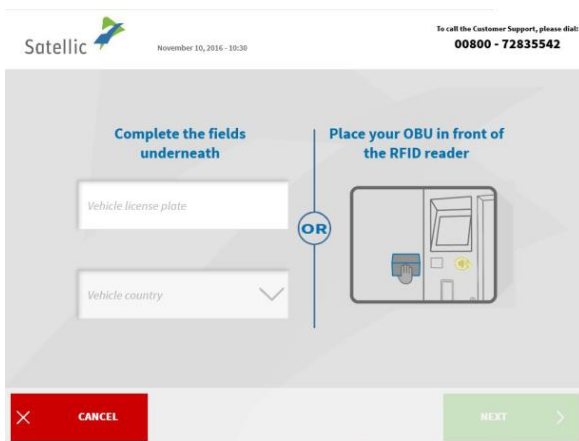
3. Enter your vehicle's Licence Plate Number and country of origin and select "NEXT"
It is also possible to scan your OBU in order to log in.

3. Select "MANAGE YOUR STANDARD ACCOUNT".

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

5. Select "COMPLETE OPEN OBU RETURN PROCESSES".

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".

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

9. The return process was successful.

If there is another return process you wish to complete, press "MAIN MENU".