



USER MANUAL

Road User Portal (RUP)

-

Top up your 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.

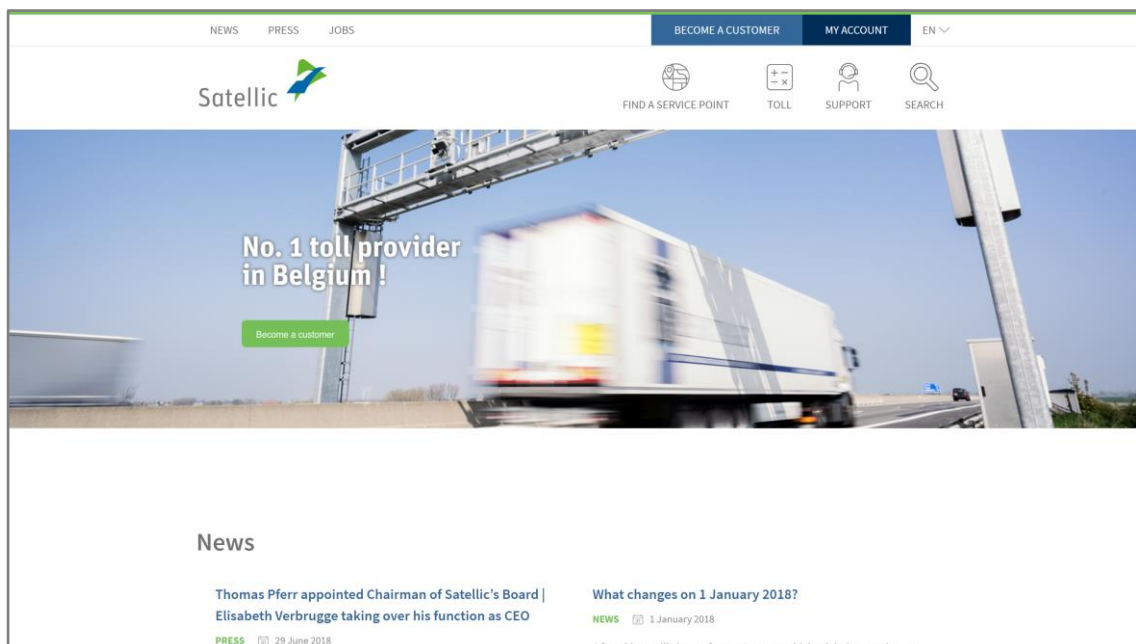
Top up your OBU on the Road User Portal

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

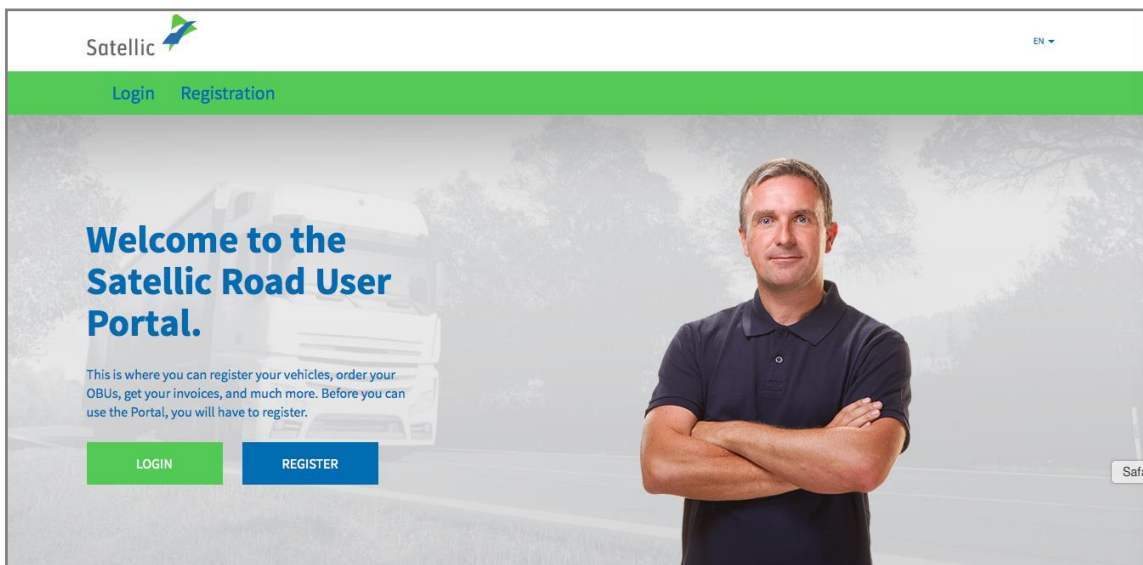
- **Register an account**
Please check the [RUP User Manual – Create a Standard Account](#) for more information.
- **Register a vehicle**
Please check the [RUP User Manual – Register a Vehicle](#) for more information.
- **Order an On Board Unit**
Please check the [RUP User Manual – Order an OBU](#)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

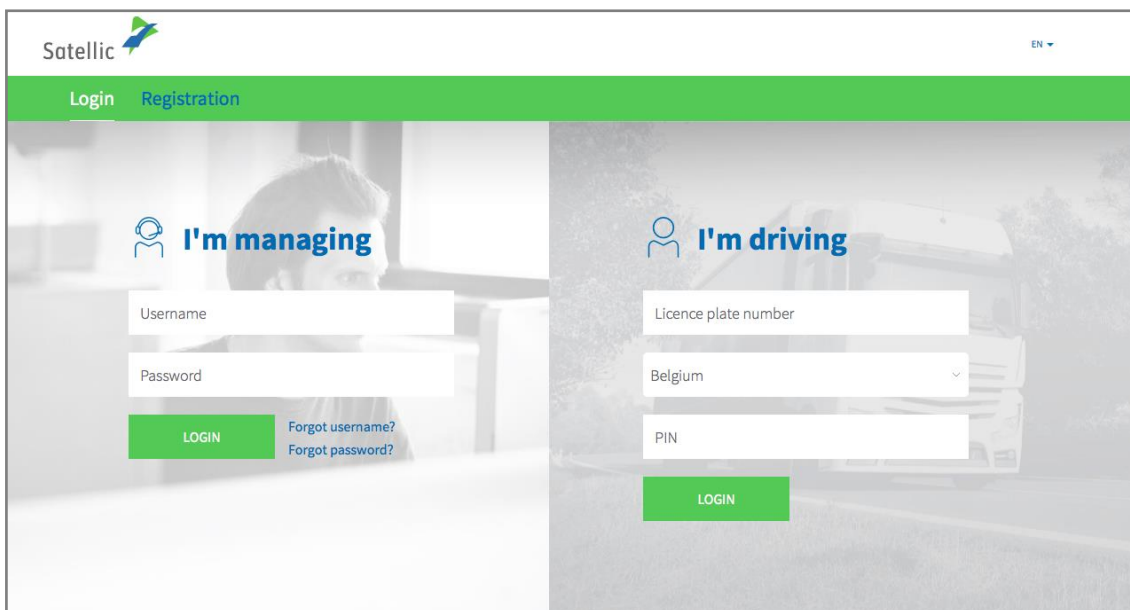
Step 1: Go to www.satellic.be, and select “MY ACCOUNT”.



Step 2: Select "LOGIN".



Step 3: Select "I'M MANAGING" and log in with your Username and Password.



Step 4: Select "TOP UP" under the blue circle "LOW BALANCE".

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

Step 5: Select the OBU that you want to top up by clicking on its OBU ID.

My Menu My Vehicles & OBUs My Invoices

OBUs to Top-Up (low balance)

Click on a row to top up an OBU.

search by OBU ID (S/N) or vehicle

Licence plate number	OBU ID (S/N)	OBU status	OBU payment scheme	OBU balance
		Activation requested	Pre-paid	EUR 0,00

Step 6: Enter the amount you would like to top up your OBU with.

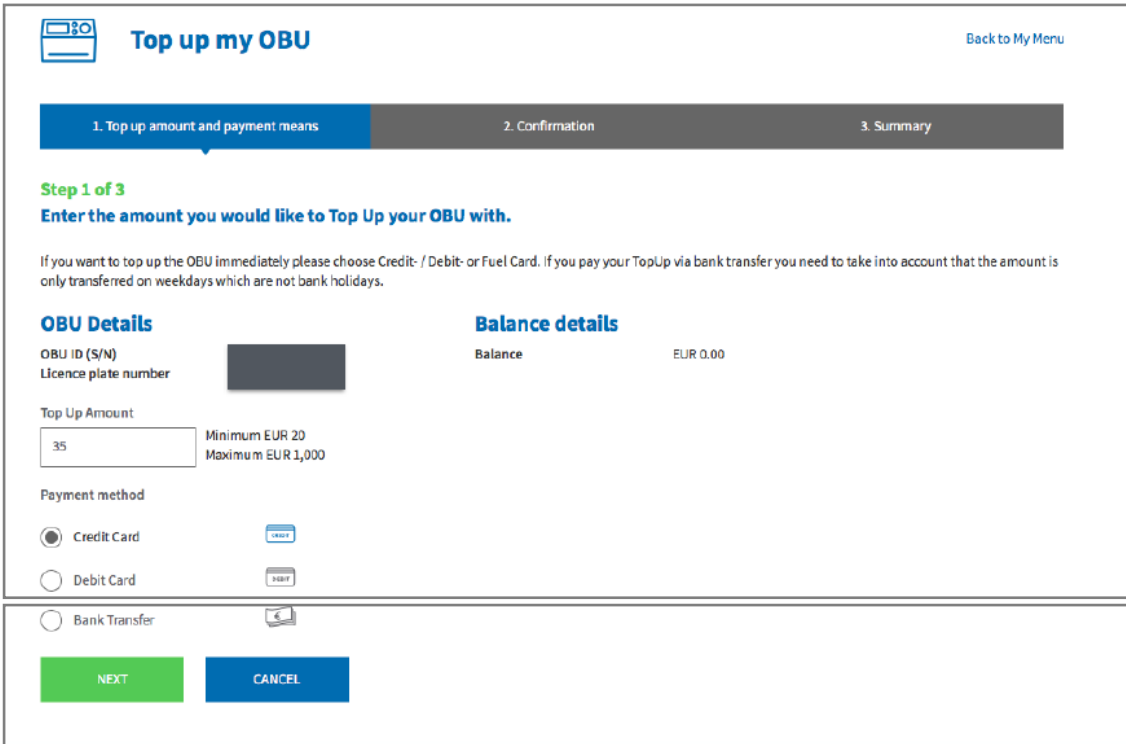
On the Road User Portal, you can top up your OBU in prepaid mode with a Credit Card or Debit Card and via Bank Transfer.

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

- Follow steps 6a-6c to top up with a Credit Card.
- Follow steps 6d-6f to top up with a Debit Card.
- Follow steps 6g-6h to top up via Bank transfer.

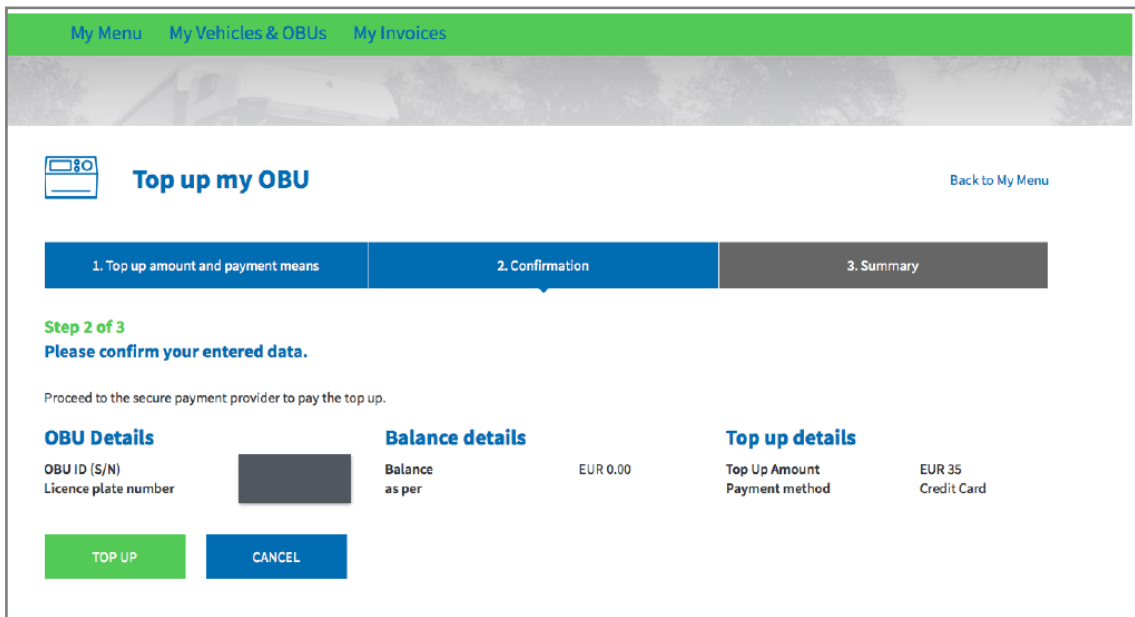
Top up with a Credit Card – prepaid

6a. Fill in the top-up amount, select “CREDIT CARD” and click “NEXT”.



The screenshot shows the 'Top up my OBU' web interface. At the top, there's a title 'Top up my OBU' and a 'Back to My Menu' link. Below the title is a progress bar with three steps: '1. Top up amount and payment means' (active), '2. Confirmation', and '3. Summary'. The main content area is titled 'Step 1 of 3' and instructs the user to 'Enter the amount you would like to Top Up your OBU with.' It includes a note about immediate top-ups and bank transfer restrictions. The 'OBU Details' section shows redacted OBU ID and licence plate number. The 'Balance details' section shows a balance of EUR 0.00. The 'Top Up Amount' section has a text input field with '35' and a range from 'Minimum EUR 20' to 'Maximum EUR 1,000'. The 'Payment method' section has three radio button options: 'Credit Card' (selected), 'Debit Card', and 'Bank Transfer', each with a corresponding icon. At the bottom, there are two buttons: a green 'NEXT' button and a blue 'CANCEL' button.

6b. Please confirm the data you entered and select “TOP UP”.



My Menu My Vehicles & OBUs My Invoices

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

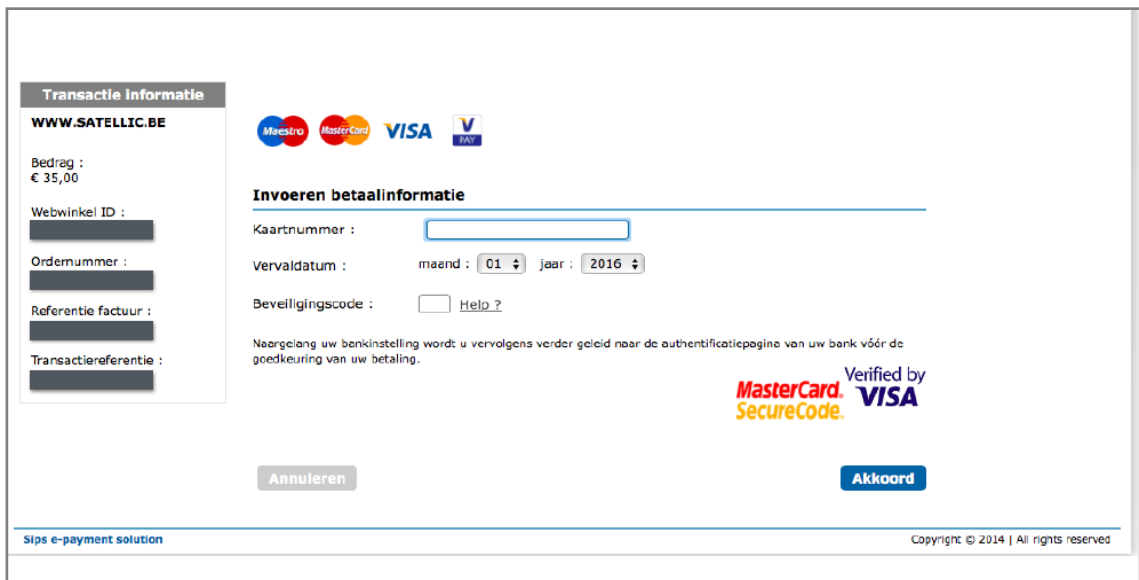
1. Top up amount and payment means 2. Confirmation 3. Summary

Step 2 of 3
Please confirm your entered data.

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

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

6c. Follow the instructions on the secured page of the payment provider and pay the top-up amount. Please note that the language of this payment page can be different than your default language on the Road User Portal.



Transactie informatie

WWW.SATELLIC.BE

Bedrag :
€ 35,00

Webwinkel ID :
[Redacted]

Ordernummer :
[Redacted]

Referentie factuur :
[Redacted]

Transactiereferentie :
[Redacted]

Meestro MasterCard VISA V PAY

Invoeren betaal informatie

Kaartnummer : [Input field]

Vervaldatum : maand : 01 jaar : 2016

Beveiligingscode : Help ?


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

MasterCard Verified by
SecureCode. VISA

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Top up with a Debit Card – prepaid

6d. Fill in the top-up amount, select “DEBIT CARD” and click “NEXT”.



Top up my OBU

[Back to My Menu](#)

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

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


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


OBU Details		Balance details	
OBU ID (S/N)	[REDACTED]	Balance	EUR 0.00
Licence plate number	[REDACTED]		


Top Up Amount

Minimum EUR 20
Maximum EUR 1,000

Payment method


Credit Card 

Debit Card 

Bank Transfer 

NEXT **CANCEL**

6e. Please confirm the data you entered and select “Top Up”.



Top up my OBU

[Back to My Menu](#)

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

Step 2 of 3
Please confirm your entered data.

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

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

TOP UP **CANCEL**

6f. Follow the instructions on the secured page of the payment provider and pay the top-up amount. Please note that the language of this payment page can be different than your default language on the Road User Portal.

Transactie Informatie

WWW.SATELLIC.BE

Bedrag :
€ 35,00

Webwinkel ID :
[REDACTED]

Ordernummer :
[REDACTED]

Referentie factuur :
[REDACTED]

Transactiereferentie :
[REDACTED]

Invoeren betaal informatie

Kaartnummer :

Vervaldatum : maand : jaar :

Beveiligingscode : [Help ?](#)

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

Annuleren
Akkoord

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Top up via Bank Transfer

6g. Fill in the top-up amount, select “Bank transfer” and click “NEXT”.

Top up my OBU

[Back to My Menu](#)

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

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

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

OBU Details

OBU ID (S/N) [REDACTED]

Licence plate number [REDACTED]

Top Up Amount

Minimum EUR 20
Maximum EUR 1,000

Payment method

Credit Card

Debit Card

Bank Transfer

Balance details

Balance EUR 0.00

NEXT
CANCEL


6h. Please transfer the amount you wish to top up to the following bank account.

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

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

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

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



Top up my OBU

[Back to My Menu](#)

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

Step 3 of 3
Top up via bank transfer

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

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

[BACK](#)