



## USER MANUAL

### Road User Portal (RUP)

-

### Change your Payment Means

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 the rest of Europe)

Calls from mobile networks may be surcharged according to the terms and conditions of your mobile service operator.

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Approved by: CS

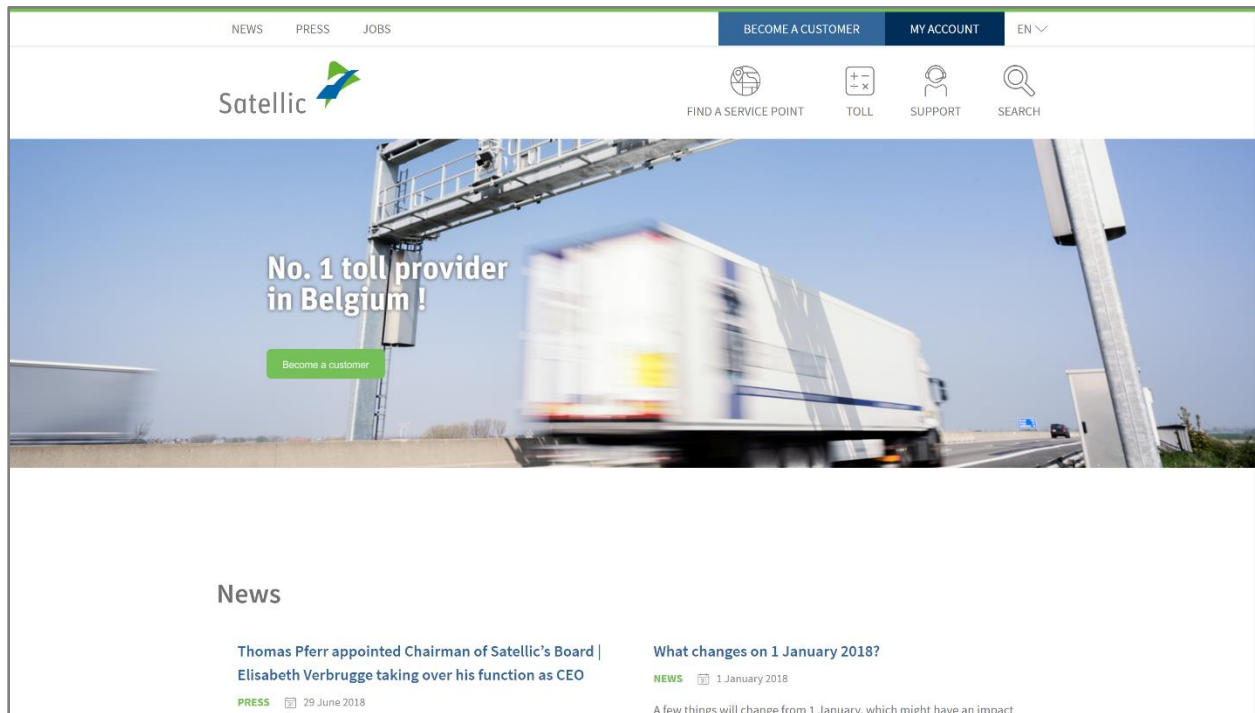
# Change your Payment Means in the Satellic Road User Portal

This manual describes how to change the payment means for a specific OBU in the Road User Portal.

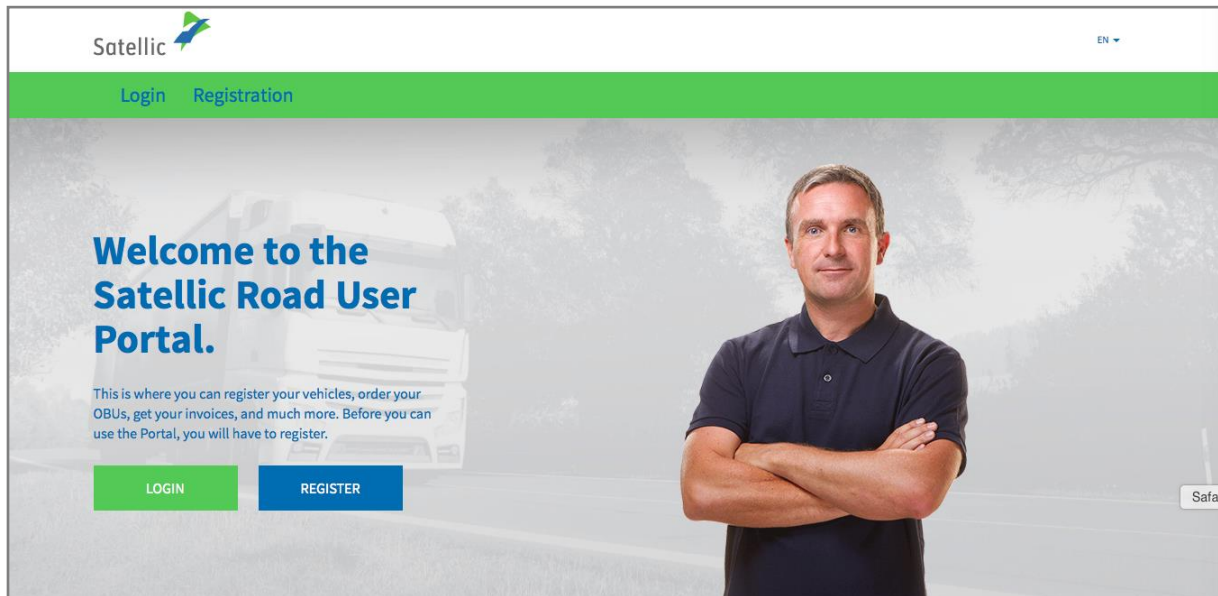
**It is important to note that the payment means can be modified via the page on which the details of your OBUs are displayed.**

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

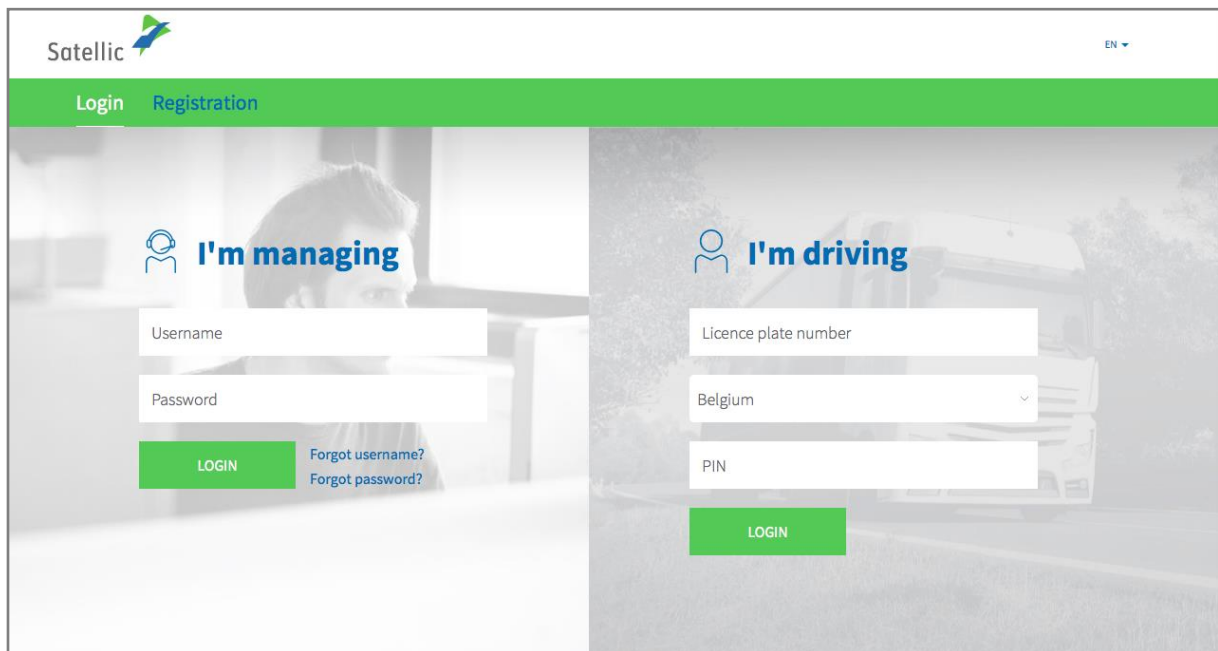
Step 1: Go to [www.satellic.be](http://www.satellic.be) and select “MY ACCOUNT” to log in to the Road User Portal.



Step 2: Select "LOGIN".



Step 3: Select "I'm managing" and log in with your Username and Password.



Step 4: Select the blue circle “OBUs”

My Menu My Vehicles & OBUs My Invoices

## Welcome to the Satellic Road User Portal

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

### My Account

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

Step 5: Select the OBU for which you want to change the payment means.

### Your OBUs

Click on a row to navigate to an OBU.

search by OBU ID (S/N) or vehicle

Licence plate number	OBU ID (S/N)	OBU status	OBU payment scheme	OBU balance
██████	██████		Pre-paid	EUR 0,00
██████	██████	Active	Post-paid	Not applicable

Step 6: On the page with all the OBU details, select “CHANGE PAYMENT MEANS”.

My Menu My Vehicles & OBUs My Invoices

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

**OBU Details**

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

**Toll payment settings**

Payment scheme Pre-payment  
Balance [redacted]

[TOP UP OBU](#) [DECOUPLE OBU](#) [CHANGE PAYMENT MEANS](#) [RETURN OBU](#)

Step 7: The system will guide you through the steps to follow.

**Change OBU payment mean** [Back to My Menu](#)

1. Confirm change OBU Payment Method 2. Select payment mean 3. Result

**Step 1 of 3**  
**Confirm change OBU Payment Method**


In order to change the payment mean of your OBU ([redacted]) currently coupled to vehicle ([redacted]), they have to be decoupled. Make sure that your OBU is switched on and has an established network connection to be synchronized.

The wizard will guide you through the steps to select new payment mean and to recouple automatically.

[NEXT](#) [CANCEL](#)

1) If you choose the “prepaid” payment means:

Select “Prepaid”.



## Change OBU payment mean

[Back to My Menu](#)

1. Confirm change OBU Payment Method
2. Select payment mean
3. Result

**Step 2 of 3**  
**Select the payment method for the OBU.**

The OBU has a balance of EUR 0. You have to make sure the balance is sufficient to drive in Belgium. You can top up the OBU.


Please choose a payment method for the OBU you want to couple.

Payment mode

Pre-paid  Post-paid

[NEXT](#)

Click on “NEXT”.



## Change OBU payment mean

[Back to My Menu](#)

1. Confirm change OBU Payment Method
2. Select payment mean
3. Result

**Step 3 of 3**  
**Result: change OBU payment.**

GPM changed. Your OBU ( [REDACTED] ) will be recoupled to vehicle [REDACTED] shall be visible in "My Vehicles & OBUs" shortly.

If you changed from pre-payment to post-payment the remaining balance will be reimbursed automatically to the bank account you provided in your account data.

[NEXT](#)

Then, click one more time on “NEXT” and you will automatically be redirected to the page entitled “My Vehicles & OBUs”.

## 2) If you choose the « post-paid » payment means:

### A) With credit card:

Select “Credit card” and click on “NEXT”.

**Change OBU payment mean** Back to My Menu

1. Confirm change OBU Payment Method | 2. Select payment mean | 3. Result

**Step 2 of 3**  
**Select the payment method for the OBU.**


The OBU has a balance of EUR 120. You have to make sure the balance is sufficient to drive in Belgium. You can top up the OBU.


Please choose a payment method for the OBU you want to couple.

**Payment mode**

Pre-paid  Post-paid

**Payment via**

Credit Card 

Fuel Card 

**NEXT**

The message hereunder is displayed during a few seconds.

**You will be redirected to the payment page in a moment.**

You will then be redirected to the webpage of the secured payment operator. Follow the instructions provided. Please note that the language used can differ from the default language chosen on the Road User Portal.

**Transaction information**

WWW.SATELLIC.BE

Transaction reference: [REDACTED]

Order identifier: [REDACTED]

Purchase reference: [REDACTED]

Merchant ID: [REDACTED]

Order amount: [REDACTED]

**VISA MasterCard**

**Please enter payment information**

Card number:

Expiry date: Month:  Year:

Security code:  [Help ?](#)


Depending on your bank, you may be redirected to your bank's authentication page before the validation of your payment.

**MasterCard Verified by VISA SecureCode**

**Cancel** **Confirm**

**B) With fuel card:**

Select "Fuel card" and click on "NEXT".



## Change OBU payment mean

Back to My Menu

1. Confirm change OBU Payment Method 2. Select payment mean 3. Result


**Step 2 of 3**  
**Select the payment method for the OBU.**


Please choose a payment method for the OBU you want to couple.

**Payment mode**

Pre-paid  Post-paid

**Payment via**


Credit Card 

Fuel Card 

**NEXT**

You will then be redirected to the webpage of AGES. Follow the instructions provided. Please note that the language used can differ from the default language chosen on the Road User Portal.

## Pay



**Fuelcard**

Cardnumber

Card expiry date  /

Security Code

Amount

Currency

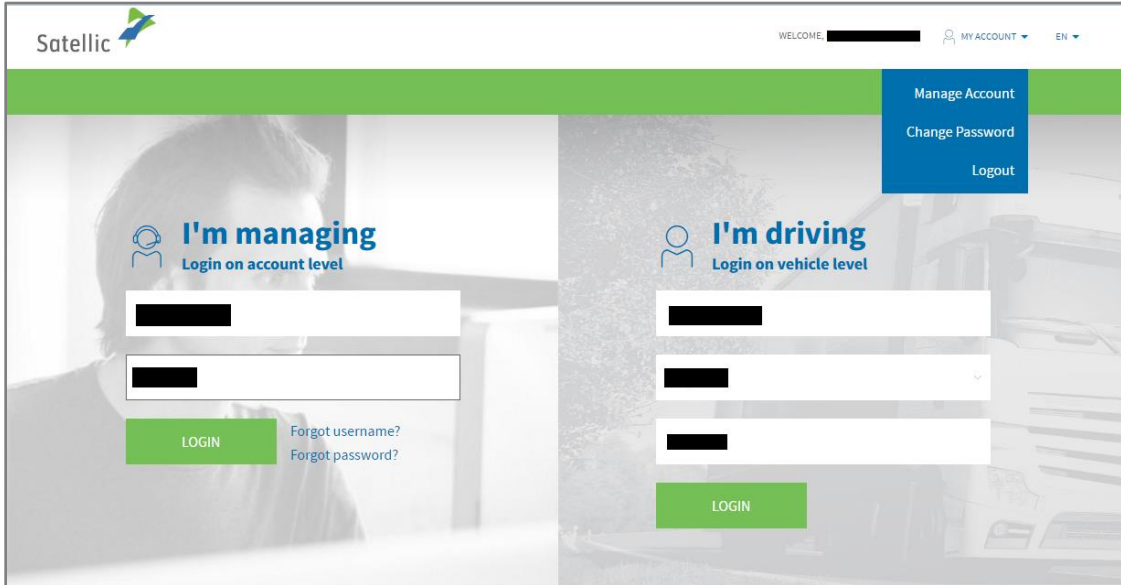
\*1) Security Code: please ask your card issuer whether you need an internet security code for booking in the Belgian road charge system. If you don't need an internet security code, please leave the field empty; NEVER type your PIN into this field! Please get in contact with your card issuer in case of a rejection of your fuel card.

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

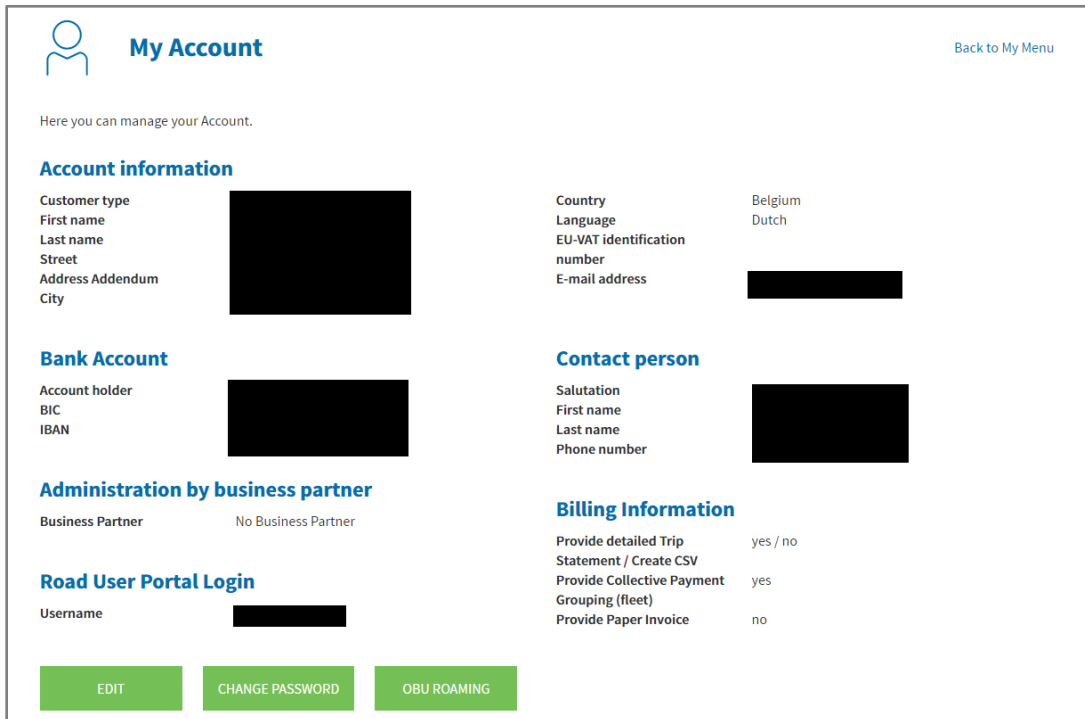


3) If you want choose one of our business partners as payment mean, please follow the procedure below:

You log onto your account and then select “MY ACCOUNT” at the top right of the screen, then click on “Manage Account”.



You will be redirected to the page hereunder:



Click then on “EDIT” and scroll down till “Administration by business partner”. Choose the desired business partner and click on “NEXT”.

The screenshot shows a web form with two main sections. The first section, titled "Contact person", contains three input fields: "Salutation" (with a dropdown menu showing "Mrs."), "First name", and "Last name", followed by a "Phone number" field. The second section, titled "Administration by business partner", features a "Business Partner" dropdown menu. This menu is open, displaying a list of options including "No Business Partner", "AS 24", "Belgian Shell NV", "BP Europa SE (BP PLUS / Aral Card)", "COLSEA SCRL", "DATS 24", "DKV", "Eni Spa", "eurotoll", "Eurowag", "FEBETRA", "Gabriels NV", "Global STAR", "LogPay Transport Services GmbH", "Maes Brandstoffen", "Mike BP", "Multi Service Tolls", "PLOSE SISTEM SERVICE", "Power Oil NV", and "Rachid BP".

Once the chosen business partner has accepted your request, it will be possible for you to choose the option “Business Partner” on the page hereunder.

The screenshot displays a web page titled "Change OBU payment mean" with a "Back to My Menu" link in the top right corner. A progress bar at the top indicates three steps: "1. Confirm change OBU Payment Method", "2. Select payment mean" (which is the current step), and "3. Result". Below the progress bar, the text reads "Step 2 of 3" and "Select the payment method for the OBU." followed by the instruction "Please choose a payment method for the OBU you want to couple." The "Payment mode" section has two radio buttons: "Pre-paid" and "Post-paid", with "Post-paid" selected. The "Payment via" section has two radio buttons: "Credit Card" and "Fuel Card", with "Fuel Card" selected. There are icons for a credit card and a fuel card next to their respective options. A green "NEXT" button is located at the bottom of the form.