

# **BILLING GUIDE**

# If I pay the toll on post-paid with a fuel card, via a Business Partner or by direct debit

In case of additional questions, please contact Satellic Customer Support on

00800/72 83 55 42

(From Belgium and neighbouring countries)

or +32 2 416 0 416

(not free of charge)

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

Date: June 2019 - status: Final - Created by: Marcom

Approved by: CFS

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# 1. Introduction

#### General

All heavy goods vehicles with a Gross Vehicle Weight (GVW) of more than 3.5 tonnes, as well as all semi-trailer tractors of the N1 category with a body code BC (regardless of their weight), must pay the kilometre charge in Belgium. This measure applies to all public roads: motorways, regional roads and local roads. Satellic is a joint-venture between T-Systems (76%) and Strabag (24%). Satellic is responsible for designing, building, financing, maintaining and running the kilometre charging system on behalf of Viapass (<a href="http://www.viapass.be">http://www.viapass.be</a>). Viapass is the inter-regional institution representing the Flemish, Walloon and Brussels-Capital Regions, which are the toll authorities. Satellic collects toll on behalf of the three Regions in Belgium under the supervision of Viapass. You can find more information on <a href="https://www.satellic.be">www.satellic.be</a>.

# Who has to pay?

All heavy goods vehicles with a Gross Vehicle Weight (GVW) of more than 3.5 tonnes, as well as all semi-trailer tractors of the N1 category with a body code BC (regardless of their weight), must pay toll in Belgium. The Gross Combination Weight Rating (GCWR) must be declared upon registration. This is the basis according to which the tax is levied.

## How is the toll calculated?

Any road user who is not exempt from the toll is obliged to install an On Board Unit (OBU). With the aid of GNSS satellite technology and mobile data, the OBU registers the distance that a lorry travels on Belgian public roads. Mobile wireless technology is used to send the number of kilometres charged to the data centre, after which a statement/invoice is issued. Toll payment is based on the Guaranteed Payment Means - GPM, i.e. payment to Satellic is always guaranteed.

The amount owed depends on a number of factors:

- number of kilometres travelled.
- road type: motorway, regional road and local road,
- Gross Combination Weight Rating (GCWR),
- EURO Emission Class of the vehicle.

## Changes to the authorities' tariff models or to the road network?

The data on the On Board Unit is updated by means of GSM technology. Updates of toll roads or tariff updates are made no more than twice a year by way of over the air (OTA) updates. This implies that the OBUs will be receiving not only a few automatic software updates during the following years, but also changes to toll parameters if the Regions were to decide as much.

# 2. Billing period and payment

Your billing documents are created twice per month: the first set of billing documents corresponds to the period from the 1<sup>st</sup> until the 15<sup>th</sup> of the month and the second set corresponds to the period from the 16<sup>th</sup> until the last day of the month.

All trips that were processed in our central system during these two periods are taken into account.

Each set of documents will be generated within the next 10 working days following the end date of the billing period. When the set of documents is available, you will receive an e-mail containing a link to the Road User Portal (<a href="http://rup.satellic.be/">http://rup.satellic.be/</a>), where you can download the documents.

The bills that you receive twice a month are already paid: you are on a post-payment scheme, which means that your payment is taken care of by your fuel card issuer or your Business Partner, or per direct debit.

We refer you to the <u>Payment Guide: Full Explanation</u> for more information on the different payment methods.

# 3. Billing details

In 2016, Satellic launched the "fleet invoice/fleet tax statement". More explanations hereunder:

# Why did we launch the "fleet invoice/fleet tax statement"?

The main purpose is to offer the fleet owners a handier invoicing system based on company level (account level) rather than on truck level.

The big advantages of having an invoice system on company (account) level are the following: it decreases the number of billing documents you receive for your fleet and simplifies the administrative procedures like VAT recuperation.

# What is the fleet invoice/fleet tax statement?

The fleet invoice (Wallonia)/ fleet tax statement (Brussels/Flanders) is an official document accepted by the Belgian tax authorities which groups together, per Region and per payment mean, all the toll driven by your fleet and which is due for payment. This document is the only official document you need to give to your accountant. It is free of charge and you will get it automatically.

Annexed to each fleet invoice/fleet tax statement, you will receive one appendix with the details per vehicle-OBU combination, which includes the detailed trip statement per Region.

Mind that only customers who pay for toll on a post-paid scheme with a fuel card, via a Business Partner or by direct debit receive the fleet invoice/fleet tax statement.

If you pay toll on a prepaid scheme or on a post-paid scheme with credit card, please read our Billing Guide - If I pay the toll prepaid, or post-paid with a credit card.

Tip! If you want to receive a fleet invoice/fleet tax statement but you are currently on a prepaid scheme or on a post-paid scheme payment with credit card, we recommend changing to one of the following post-paid payment means: either Fuel card, Business Partner or Direct Debit. More information in our FAQ "How can I change my payment means (standard account only)?"

# How many fleet invoices/fleet tax statements will you get?

Since the fleet invoice/fleet tax statement groups together all the toll driven by your fleet per Region and per payment mean, you will receive 1 fleet invoice and 2 fleet tax statements (one per Region) per payment mean. See examples below.

1st example:

2nd example:

You pay the toll on a post-paid scheme You pay the toll on a post-paid scheme with fuel cards produced by 2 different fuel card issuers.

In that case, you will get at the same time:

partly via the fuel card(s) of a fuel card issuer and partly via a Business Partner. In that case, you will get at the same time:

- A) 1 fleet invoice (for Wallonia) and 2 A) 1 fleet invoice (for Wallonia) and 2 fleet tax statements (one for Flanders, one for Brussels) for the toll of the OBUs paid with the fuel cards of Fuel Card issuer 1
- B)1 fleet invoice (for Wallonia) and 2 fleet tax statements (one for Flanders, one for Brussels) for the toll of the OBUs paid with the fuel cards of Fuel Card issuer 2

fleet tax statements (one for Flanders, one for Brussels) for the toll of the OBUs paid with fuel cards

B) 1 fleet invoice (for Wallonia) and 2 fleet tax statements (one for Flanders, one for Brussels) for the OBUs paid by the Business Partner.

In total, you will get 6 fleet invoices/fleet tax statements per billing period in this example.

In total, you will get 6 fleet invoices/fleet tax statements per billing period in this example.

Annexed to each fleet invoice/fleet tax statement, you receive one appendix with the details per vehicle-OBU-payment mean combination, which includes the detailed trip statement per vehicle for that Region.

# Language of billing documents

Because of Belgian language laws, you receive 1 separate fleet invoice/fleet tax statement for each Region in the language(s) of that particular Region. This means that you receive the fleet tax statement of Flanders (and its annexes) in Dutch, the fleet tax statement of Brussels (and its annexes) in Dutch and in French and the fleet invoice of Sofico for Wallonia (and its annexes) in French.

In the annex of each fleet invoice/fleet tax statement, you will find, per vehicle, the Detailed Trip Statement per Region (in the official language(s) of that Region).

The fleet overview statement is available in English, Dutch, French and German. The Detailed Trip Statement per vehicle however is only available in English.

	French	Dutch	German	English
Fleet Overview Statement	<b>V</b>	<b>V</b>	<b>✓</b>	<b>√</b>
Fleet Invoice Sofico (for Wallonia) + annexes	$\checkmark$	n/a.	n/a.	n/a.
Fleet Tax Statement Flanders + annexes	n/a.	$\checkmark$	n/a.	n/a.
Fleet Tax Statement Brussels + annexes	$\checkmark$	<b>√</b>	n/a.	n/a.
Detailed Trip Statement per vehicle	n/a.	n/a.	n/a.	$\checkmark$

## **Customer details**

The billing documents are based on the "vehicle details-OBU-payment method-Region" combination. This means that if you change your EURO Emission Class or payment method halfway through the billing period, you will receive separate billing documents for that period.

Mind that only customers who pay for toll on a post-paid scheme with a fuel card, via a Business Partner or by direct debit receive the fleet invoice/fleet tax statement!

It is also important to understand that you, as a customer, are responsible for the completeness of your customer details. Furthermore, the reclaiming of taxes in Belgium is only possible if you have a standard account (only standard accounts receive the Fleet tax statements and the fleet invoices of the different Regions).

You can find more information on how to convert a service point account into a standard account in our <u>Road User Portal User Manual "Upgrade your Service Point Account to a Standard Account or Merge it with an Existing Standard Account"</u>.

Road Users from other countries need to verify with their accountant whether they can reclaim taxes, road taxes and Value Added Tax. The reclaiming of taxes depends on the country's specific legislation. Finally note that if you correct your customer information, it will only be visible on your next set of billing documents, as we cannot rerun the already created billing documents.

# 4. Type of billing documents

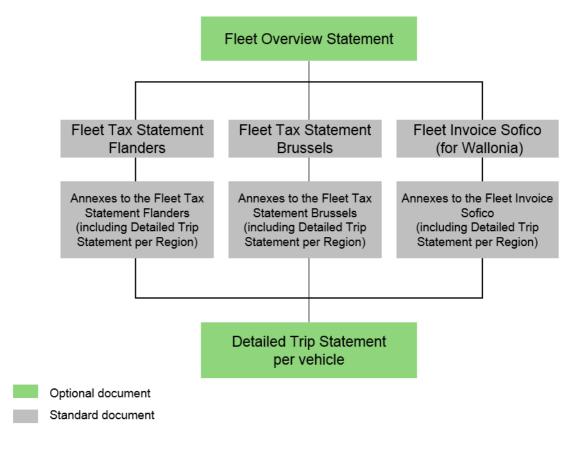
The fleet invoices/fleet tax statements (one per Region and per payment mean) are at the centre of the billing documents and are issued by Satellic on behalf of the 3 Regions.

Customers who are interested in more details on the trips made will find, annexed to each fleet invoice/fleet tax statement, the detailed trip statement per Region (in the official language(s) of that Region).

To see the full journey of a specific truck across different Regions, we recommend to use our free journey visualisation service, which allows you to easily track where your truck was driving during a specific period. You can also use the complete detailed trip statement per vehicle in English if you have not opted-out of this service on the Road User Portal.

For more information, please read our <u>Road User Portal User Manual "Activate the Journey Visualisation Service".</u>

You can also receive the fleet overview statement if you selected the corresponding option on the Road User Portal. The fleet overview statement gives an overview of the total amount charged for each vehicle in the fleet, including the vehicles for which you pay the toll prepaid or post-paid with credit card. It is not an official document.



## Fleet tax statement Flanders and its annexes

The Fleet tax statement of Flanders, which is created for each payment mean, contains all trips which were processed in our central system during the billed period. It is possible that your trips arrive late in our system due to a poor connection of the OBU with the GSM network. If this trip arrives after the last billing period, it will be included and billed on the next bill.

The fleet tax statement of Flanders is only available in Dutch as it is the official language of this Region.

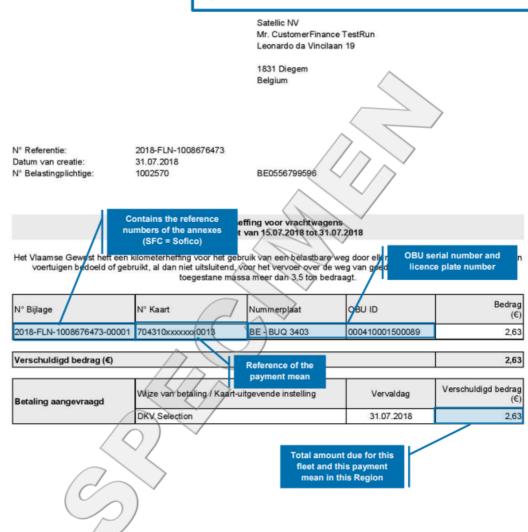
As you can see on the document, the date of creation is equal to the date on which the payment is due, as your bill is already been taken care of (since you already paid it): so, the toll is already paid by your fuel card issuer, by your Business Partner or per direct debit.

On some roads in Flanders the toll is zero. You can see all these roads on the Viapass website (<a href="http://www.viapass.be">http://www.viapass.be</a>). These kilometres are also included in the daily usage shown on the Tax Statement of Flanders but are not charged. If you want more details on the zero and non-zero tolled roads of your tax statement, we recommend you view the annexed detailed trip statement per Region on the Road User Portal.

The total billed amount is split into an infrastructure and an external cost. The infrastructure cost can be used to maintain and improve the road network, while the external cost can be used e.g. to put up sound screens at the highways.

# VLAAMSE BELASTINGDIENST

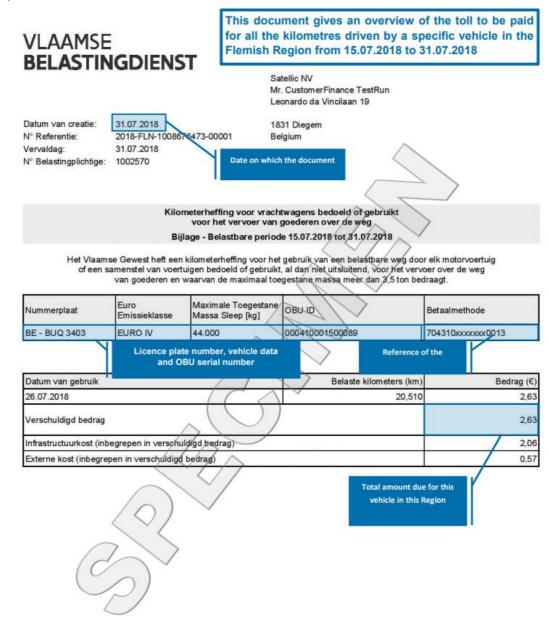
This document gives an overview of the toll to be paid for all the kilometres driven by your fleet in Flanders from 15.07.2018 to 31.07.2018 corresponding to one specific payment mean.

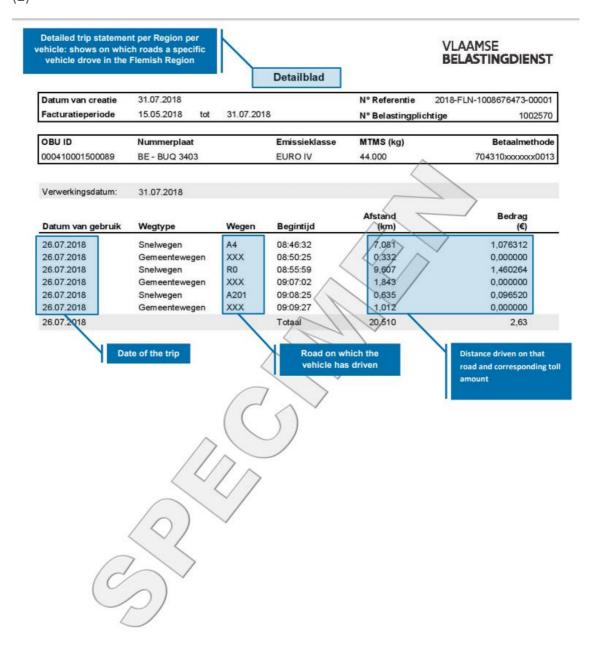


#### Annex to the fleet tax statement of Flanders:

Annexed to the fleet tax statement (1 annex per vehicle), you will find with the details per vehicle-OBU combination (1), including the detailed trip statement per Region (2).

(1)





#### Fleet tax statement Brussels and its annexes

The fleet tax statement of Brussels, which is created for each payment mean issuer, contains all trips which were processed in our central system during the billed period. It is possible that your trips arrive late in our system due to a poor connection of your OBU with the GSM network. If this trip arrives after the last billing period, it will be included and billed on the next bill.

The fleet tax statement of Brussels is only available in Dutch and in French as these are the official languages of this Region.

As you can see on the document, the date of creation is equal to the date on which the payment is due, as your bill is already been taken care of (since you already paid it): the toll is already paid by your fuel card issuer, by your Business Partner or per direct debit.

In Brussels all roads are tolled. If you want more details about the trips on your fleet tax statement, we recommend you view the annexed Detailed Trip Statement per Region.

The total billed amount is split into an infrastructure and an external cost. The infrastructure cost can be used to maintain and improve the road network, while the external cost can be used e.g. to put up sound screens at the highways.



This document gives an overview of the toll to be paid for all the kilometres driven by your fleet in the Brussels-Capital Region from 15.07.2018 to 31.07.2018 corresponding to one specific payment mean.

Satellic NV Mr. CustomerFinance TestRun Leonardo da Vincilaan 19

1831 Diegem Belgium

N° de référence: 2018-BRS-2003660716

Date d'émission: 31.07.2018 N° de client: 1002570

BE0556799596

Contains the reference numbers of the annexes (BRS = Brussels)

ement kilométrique pour les poids lourds é de la flotte du 15.07.2018 au 31.07.2018

La Région établit un prélèvement kilométrique pour l'usage d'une route sujette à palement par u de véhicules articulés prévu ou utilisé, soit partiellement, soit exclusivement, pour le transport pa masse maximale autorisée est de plus de 3,5 tonnés. OBU serial number and licence plate number

N° d'annexe	N° de carte	Plaque d'immatriculation	OBU ID	Montant (€, HTVA)
2016-BRS-2000001331-00001	704310xxxxxxxx8044	BE - R4ST 8	000410001005366	0,71
2016-BRS-2000001331-00002	704310xxxxxxxx8119	BE-R4ST 9	000410001006163	0,71
2016-BRS-2000001331-00003	704310xxxxxxx7954	BE - R4ST 3	000410001005571	0,30

Montant (€, HTVA)		$\vee$	$\overline{}$	X		1,72
TVA (€)					Reference of the	-
Montant dû (€, TVAC)	1	/		/	payment mean	1,72

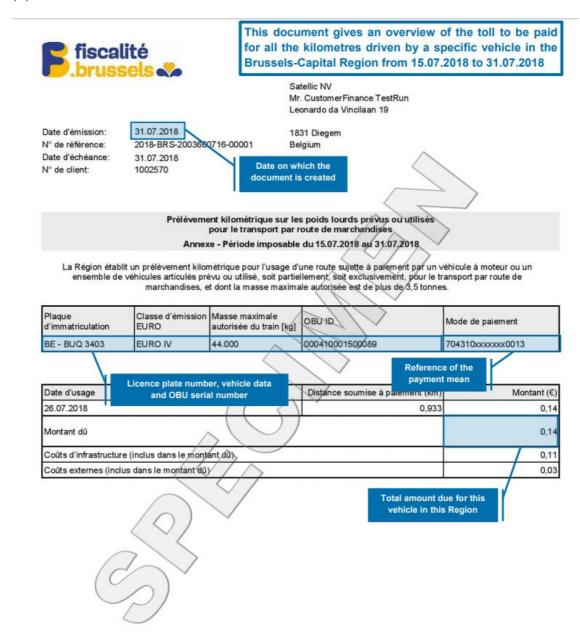
Paiement demandé		Møde	e de paiement / Émetteur de la carte	Date d'échéance	Montant dû (€, TVAC)
	DKV 5	Selection	31.07.2018	1,72	

Total amount due for this fleet and this payment mean in this Region

#### Annex to the fleet tax statement of Brussels:

Annexed to the fleet tax statement (1 annex per vehicle), you will find with the details per vehicle-OBU combination (1), including the detailed trip statement per Region (2).

(1)





This document gives an overview of the toll to be paid for all the kilometres driven by a specific vehicle in the Brussels-Capital Region from 15.07.2018 to 31.07.2018

Satellic NV

Mr. CustomerFinance TestRun Leonardo da Vincilaan 19

Datum van creatie: 31.07.2018 2018-BRS-2003660716-00001 N° Referentie:

31.07.2018

1831 Diegem Belgium

Vervaldag: N° Belastingplichtige: 1002570

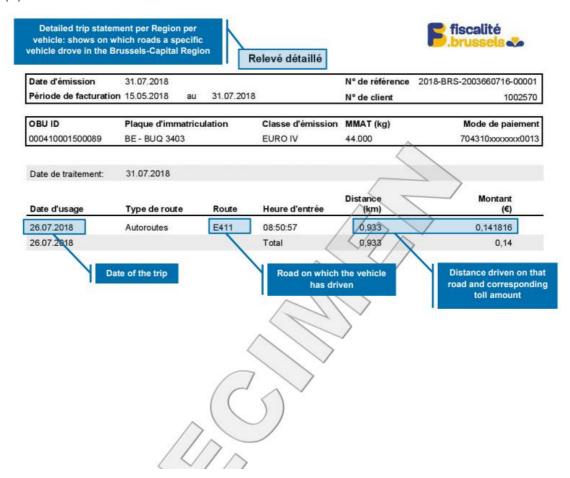
Date on which the document is created

Kilometerheffing voor zware voertuigen bedoeld of gebruikt voor het vervoer van goederen over de weg

Bijlage - Belastbare periode 15.07.2018 tot 31.07.2018

Het Brussels Hoofdstedelijk Gewest heft een kilometerheffing voor het gebruik van een belastbare weg door elk motorvoertuig of een samenstel van voertuigen bedoeld of gebruikt, al dan niet uitsluitend, voor het vervoer over de weg van goederen en waarvan de maximaal toegestane massa meer dan 3,5 ton bedraagt.

Nummerplaat	Euro Emissieklasse	Maximale Toegestane Massa Sleep [kg]	OBU-ID		Betaalmethode	N.
BE - BUQ 3403	EURO IV	44.000	000410001500089		704310xxxxxxx	0013
		number, vehicle data J serial number	$\Diamond$		ence of the nent mean	
Datum van gebruik	1		Belaste kilomet	ers (km)		Bedrag (€
26.07.2018				0,933		0,14
Verschuldigd bedra	ig	2				0,14
Infrastructuurkost (i	inbegrepen in verschu	ildigd bedrag)				0,11
Externe kost (inbeg	repen in verschuldige	(bedrag)				0,03
	3		A 1991 (1991) A		ue for this s Region	/





This document gives an overview of the toll to be paid for all the kilometres driven by a specific vehicle in the Brussels-Capital Region from 15.07.2018 to 31.07.2018

Satellic NV

Mr. CustomerFinance TestRun Leonardo da Vincilaan 19

Datum van creatie: 31.07.2018 N° Referentie: 2018-BRS-20

2018-BRS-2003660716-00001

1831 Diegem Belgium

Vervaldag: 31.07.2018 N° Belastingplichtige: 1002570

Date on which the document is created

Kilometerheffing voor zware voertuigen bedoeld of gebruikt voor het vervoer van goederen over de weg

Bijlage - Belastbare periode 15.07.2018 tot 31.07.2018

Het Brussels Hoofdstedelijk Gewest heft een kilometerheffing voor het gebruik van een belastbare weg door elk motorvoertuig of een samenstel van voertuigen bedoeld of gebruikt, al dan niet uitsluitend, voor het vervoer over de weg van goederen en waarvan de maximaal toegestane massa meer dan 3,5 ton bedraagt.

Nummerplaat	Euro Emissieklasse	Maximale Toegestane Massa Sleep [kg]	OBUID	Betaalmethode
BE - BUQ 3403	EURO IV	44.000	000410001500089	704310xxxxxxxx0013
		number, vehicle data U serial number		rence of the ment mean
Datum van gebruik	4		Belaste kilometers (km)	Bedrag (€)
26.07.2018			0,933	0,14
Verschuldigd bedra	ag	50	)	0,14
Infrastructuurkost (	inbegrepen in verschu	uldigd bedrag)		0,11
Externe kost (inbeg	grepen in verschuldige	(bedrag)		0,03
/			Total amount of vehicle in this	With the state of

#### Fleet Invoice Sofico and its annexes

The fleet invoice of Sofico (for Wallonia), which is created for each payment mean, contains all trips on Sofico roads which were processed in our central system during the billed period. It is possible that your trips arrive late in our system due to a limited connection of your OBU with the GSM network. If this trip arrives after the last billing period, it will be included and billed on the next bill.

The fleet invoice of Sofico is only available in French as it is the official language of this Region.

As you can see on the document, the date of creation is equal to the date on which the payment is due, as your bill is already been taken care of (since you already paid it): the toll is already paid by your fuel card issuer, by your Business Partner or per direct debit.

The fleet invoice only contains the usage of the trips made on the Sofico roads. All these roads can be seen on the Viapass website (<a href="http://www.viapass.be">http://www.viapass.be</a>). The kilometres driven on non-Sofico roads in Wallonia are not included in the daily usage shown on the fleet invoice and are not charged. If you want more detail on all your trips made in Wallonia, we recommend you view the annexed detailed trip statement per vehicle on the Road User Portal.

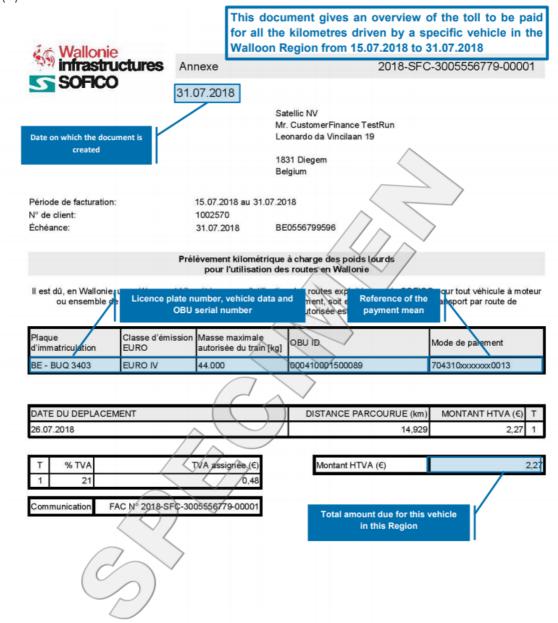
As Sofico is an independent public entity liable to VAT, a VAT is charged on top of the incurred charges. We recommend you check with your accountant on how to reclaim this VAT.

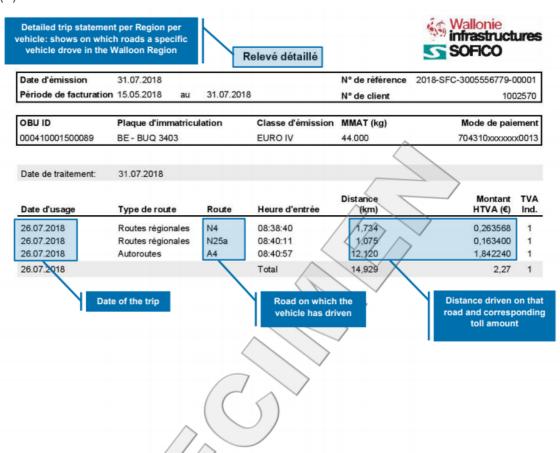
The total billed amount is not split into an infrastructure and an external cost as Sofico is an independent public entity liable to VAT.

This document gives an overview of the toll to be paid for all the kilometres driven by a specific vehicle in the Walloon Region from 15.07.2018 to 31.07.2018 Wallonie infrastructures Annexe 2018-SFC-3005556779-00001 31.07.2018 Satellic NV Mr. CustomerFinance TestRun Date on which the document is Leonardo da Vincilaan 19 created 1831 Diegem Belgium 15.07.2018 au 31.07.2018 Période de facturation: N° de client: 1002570 Échéance: BE0556799596 31.07.2018 Prélèvement kilométrique à charge des poids lourds pour l'utilisation des routes en Wallonie Il est dû, en Wallonie our tout véhicule à moteur routes exp Licence plate number, vehicle data and Reference of the ment, soit e utorisée es ou ensemble port par route de OBU serial number payment mean Masse maximale autorisée du train [kg] Plaque Classe d'émission EURO OBU ID d'immatriculation **EURO IV** 000410001500089 704310xxxxxxxx0013 DATE DU DEPLACEMENT DISTANCE PARCOURUE (km) MONTANT HTVA (€) 26.07.2018 14,929 Montant HTVA (€) 2,27 % TVA TVA assignée (€) 21 0,48 FAC Nº 2018-SFC-3005556779-00001 Communication Total amount due for this vehicle in this Region

# • Annex to the fleet invoice of SOFICO (Wallonia):

Annexed to the fleet invoice (1 annex per vehicle), you will find with the details per vehicle-OBU combination (1), including the detailed trip statement per Region (2). (1)





# Detailed trip statement: per vehicle (in the three Regions, optional) and per Region (mandatory)

The detailed trip statement per vehicle, which is only available in English, shows all the time stamps and routes travelled per day by one vehicle in the three Belgian Regions for all trips which have been processed in our system during the billed period. The usage date is the day on which you drove, while the processing date is the day when your trips were processed in our system. If you want to receive the detailed trip statement per vehicle, you have to select this option on the Road User Portal (under "My Account" – "Manage Account" – "Billing Information" – "Provide detailed Trip Statement / Create CSV").

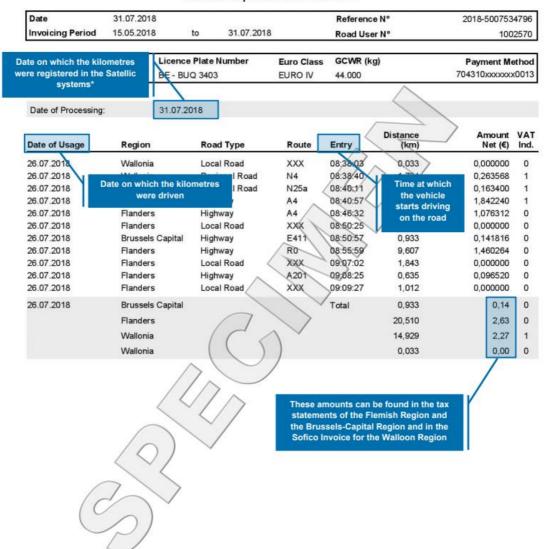
Sometimes, trips are sent to our central system with a delay caused by bad connection of the OBU with the GSM network. In that case, your trips will appear on your next bill. These are the trips of which the usage date was before the processing date.

The detailed trip statement contains both the zero tolled as well as the tolled roads. The zero tolled roads in Flanders and Wallonia are marked with Route "XXX". In Brussels, all roads are tolled. As VAT applies for the charges related to the trips made on the Sofico roads, these trips are indicated with a VAT indicator of "1".

# List of journeys that includes the time stamps and routes travelled per day by one vehicle in the 3 Regions



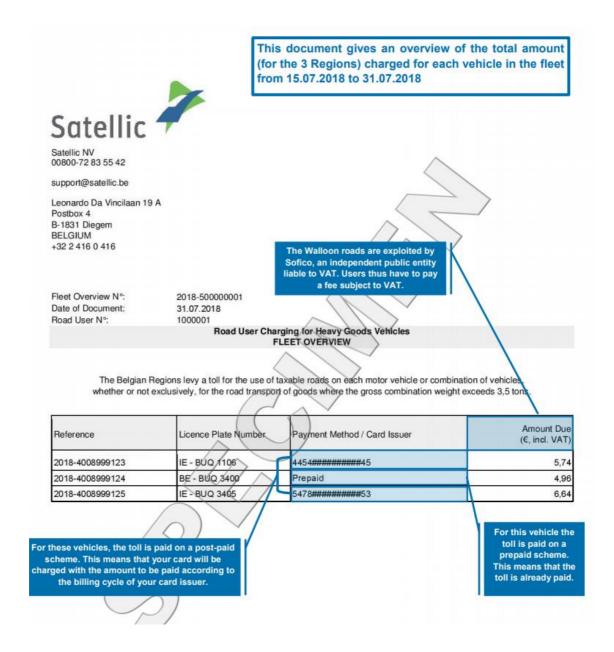
#### **Detailed Trip Statement Document**



- The detailed trip statement per Region is available in the official language(s) of the Region. You receive this document automatically and mandatorily.
  - You can find examples of the detailed trip statement per Region in the following sections of this document:
    - Fleet tax statement Flanders and its annexes
    - Fleet tax statement Brussels and its annexes
    - Fleet invoice Sofico and its annexes

## Fleet Overview Statement

You can also receive the fleet overview statement if you selected the corresponding option on the Road User Portal. The fleet overview statement is created in your preferred language (Dutch, French, English or German). The fleet overview statement gives an overview of the total amount charged for each vehicle in the fleet, including the vehicles for which you pay the toll prepaid or post-paid with credit card. It is not an official document.



# 5. Printing of billing documents

You are always able to print your invoices yourselves by downloading them from the Road User Portal (<a href="http://rup.satellic.be">http://rup.satellic.be</a>).

It is important to note that all your billing documents will be printed and mailed to you if you select this charged service on the Road User Portal. This means that you will receive your fleet tax statement(s) for Flanders, your fleet tax statement(s) for Brussels, and your fleet invoice(s) for Wallonia and their annexes, as well as the detailed trip statement per Region (which is part of the annex) in paper format.

On top of these documents, the fleet overview statement and/or the detailed trip statement per vehicle will also be printed and mailed to you if you have selected those options on the Road User Portal.

The printing and mailing of the billing documents is a charged service from Satellic for which the following rates apply:

- Up to 10 pages: 2€ and 0,08€ per page
- Up to 100 pages: 5€ and 0,08€ per page
- Up to 200 pages: 10€ and 0,08€ per page
- Up to 300 pages: 15€ and 0,08€ per page.

The price per page is therefore fixed to 0,08€, and per 100 pages a general fee of 5€ is charged.