

# BILLING GUIDE If I pay the toll prepaid, or post-paid with a credit card

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.

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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 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 (<u>http://www.viapass.be</u>). 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 <u>www.satellic.be</u>.

## 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 toll tariffs 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 the 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 (<u>http://rup.satellic.be/</u>), where you can download the documents.

The bills that you receive twice a month are already paid.

In case you opted for prepaid, you already paid up front with the top-ups you purchased. If you are on a post-payment scheme with credit card, then your payment is taken care of by your credit card issuer.

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

# 3. Billing details

# 3.1 Standard versus optional documents

You will receive (per vehicle) one separate bill for each of the 3 Regions in Belgium, being the Flanders Region (*tax statement of Flanders*), the Walloon Region (*Sofico invoice*) and the Brussels Capital Region (*tax statement of Brussels*). The total of the billed amounts is shown on the recapitulation sheet.

There are 2 more documents available which are optional: the *detailed trip statement per vehicle*, which shows you all the trips that you made during the billed period, and the *fleet overview statement* which gives you the total amount you must pay for all the vehicles registered on your account. On the Road User Portal, you can select to receive these documents via "My account" – "Manage Account" – "EDIT". Search for 'Billing Information' and select "Provide Collective Payment Grouping (fleet)".

Please note that customers who <u>pay the toll on a post-paid scheme with a fuel card,</u> <u>via a Business Partner or by direct debit</u> do not receive the following documents: tax statements of Flanders and Brussels, the invoice of Sofico (Wallonia) and the recapitulation sheet.

Instead, they <u>receive the fleet invoice</u>/<u>fleet tax statement</u>. Please consult our manual entitled <u>"Billing Guide – If I pay the toll on post-paid with a</u> <u>fuel card, via a Business Partner or by direct debit"</u> for more information.

# 3.2 Language of billing documents

Because of Belgian language laws, you receive 1 separate bill for each Region in the language of that particular Region. This means that you receive the tax statement of Flanders in Dutch, the tax statement of Brussels in Dutch and French and the Sofico invoice for Wallonia in French.

The recapitulation sheet and the fleet overview statement are 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	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
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	$\checkmark$	$\checkmark$	n/a.	n/a.
Detailed Trip Statement per vehicle	n/a.	n/a.	n/a.	$\checkmark$

## 3.3 Customer details

The billing documents are generated for each "vehicle details-OBU-payment method" combination. This means that if you change your EURO Emission Class or payment method halfway through the billing period, you will receive 2 sets of billing documents for that period – one for each vehicle combination that you created.

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 Tax or invoices of the different Regions).

If you convert your service point account into a standard account, you will be able to access the tax statements or invoices created during the period when you had a service point account. However, these documents cannot be used for tax purposes in Belgium because the user's details are missing.

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</u> <u>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 tax statement of Flanders, the tax statement of Brussels and the invoice of Sofico (Wallonia) are at the centre of the billing documents and are issued by Satellic on behalf of these 3 Regions. By default, Satellic will also provide a recapitulation sheet which summarizes the total billed amount for the 3 Regions in a single document.

Customers who are interested in more details on the trips made can select the detailed trip statement per vehicle, while customers who are only interested in the total amount of their fleet can select the fleet overview statement.

# 4.1. Tax statement Flanders

The tax statement of Flanders, which is created for each "vehicle details-OBU-payment method" combination, contains all trips which were processed in our central system during the billing 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 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): When you are on a prepaid scheme, you already paid toll by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.

On some roads in Flanders the toll is zero. You can see all these roads on the Viapass website (<u>http://www.viapass.be</u>). 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 select the detailed trip statement 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.

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## 4.2 Tax statement Brussels

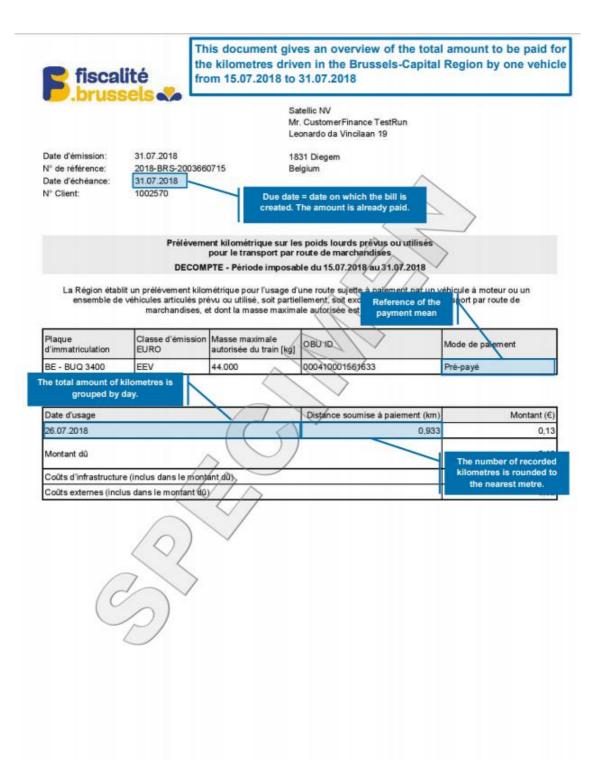
The tax statement of Brussels, which is created for each "vehicle details-OBU-payment method" combination, contains all trips which were processed in our central system during the billing period. It is possible that your trips arrive late in our system due to a poor connection of your OBU with the GSM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

The 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): When you are on a prepaid scheme, you already paid toll by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.

In Brussels all roads are tolled. If you want more details about the trips on your tax statement, we recommend you select the Detailed Trip Statement option 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.



Questions ou contestations?

Si vous avez des questions ou si vous n'êtes pas d'accord avec ce récapitulatif vous pouvez contacter Satellic SA: Satellic SA • 00800-72 83 55 42 • +32 2 416 0 416 • Leonardo Da Vincilaan 19 A • Boîte Postale 4 • B-1831 Diegem • TVA BE.0556.799.596 • RPM Brussel • support@satellic.be • www.satellic.be

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Verschuldigd bedrag Infrastructuurkost (inb				The number of record kilometers is rounded

# 4.3 Invoice of Sofico (for the Walloon Region)

The invoice of Sofico, which is created for each "vehicle details-OBU-payment method" combination, contains all trips on Sofico roads which were processed in our central system during the billing 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 Sofico invoice is only available in French as it is 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): When you are on a prepaid scheme, you already paid toll by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.

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

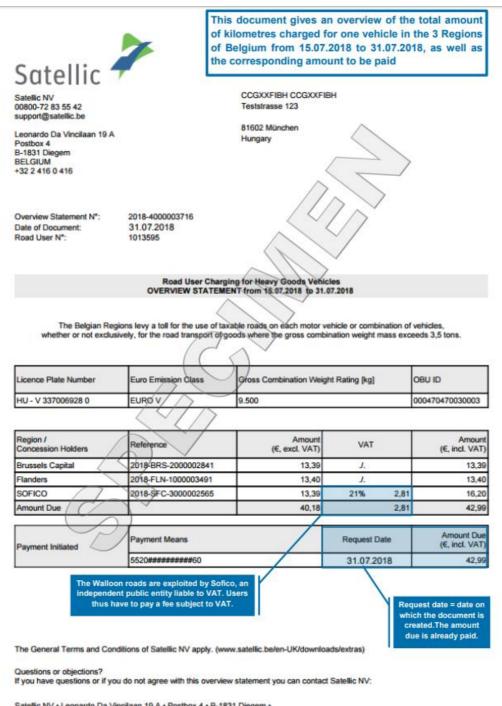
As Sofico is an independent public entity liable to VAT, a VAT is charged on top of the incurred charges. We recommend you check with your accountant on how to reclaim this VAT.

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

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#### 4.4 Recapitulation sheet

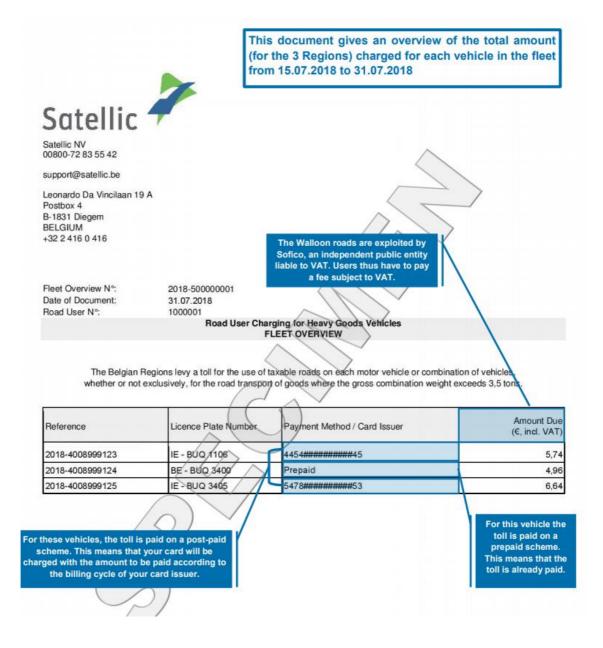
The recapitulation sheet is created in your preferred language (Dutch, French, English or German) and shows all amounts due per vehicle per Region. It is important to know that all the amounts are already paid. When you are on a prepaid scheme you did this by topping up your OBU. When you are on a post-payment scheme, the toll is already paid by your credit card issuer.



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## 4.5 Fleet Overview Statement

The fleet overview statement is created in your preferred language (Dutch, French, English or German) and shows the total amount you have to pay for all the vehicles registered on your account per recapitulation sheet.



# 4.6 Detailed trip statement

The detailed trip statement, which is only available in English, shows all the 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.

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".

If you add up the kilometres of your trips per usage date for Flanders, these will be the same as the kilometres shown on your tax statement of Flanders per usage date. This does not apply for all routes in Wallonia, as only the Sofico roads are shown on the Sofico invoice.

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



Detailed	Trip	Statement	Document
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Date Invoicing Period	31.07.2018 15.05.2018	to 31.07.2018		rence N° I User N°	2018-500753 100	34796 )2570
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# 5. Printing of billing documents

You are always able to print your invoices yourself by downloading them from the Road User Portal (<u>http://rup.satellic.be</u>).

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 tax statement of Flanders, the tax statement of Brussels, the Sofico invoice in Wallonia and the recapitulation sheet in paper format. On top of these documents, the fleet overview statement and/or the detailed trip statement per Region will also be printed and mailed to you if you have indicated this via the Road User Portal.

You receive these printed billing documents for each "vehicle details-OBU-payment method" combination of that billing period.

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  $0,08 \in$ , and per 100 pages a general fee of  $5 \in$  is charged.