



USER MANUAL

Road User Portal (RUP)

-

Decouple 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.

Decouple an OBU on the Road User Portal

In order to decouple 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**
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”.

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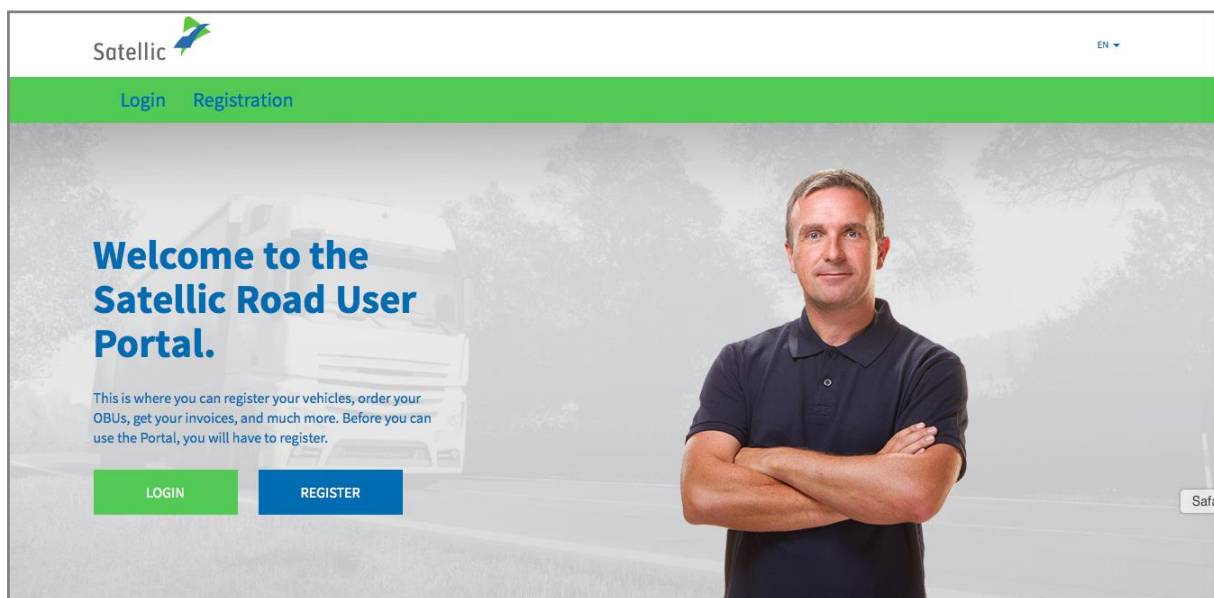
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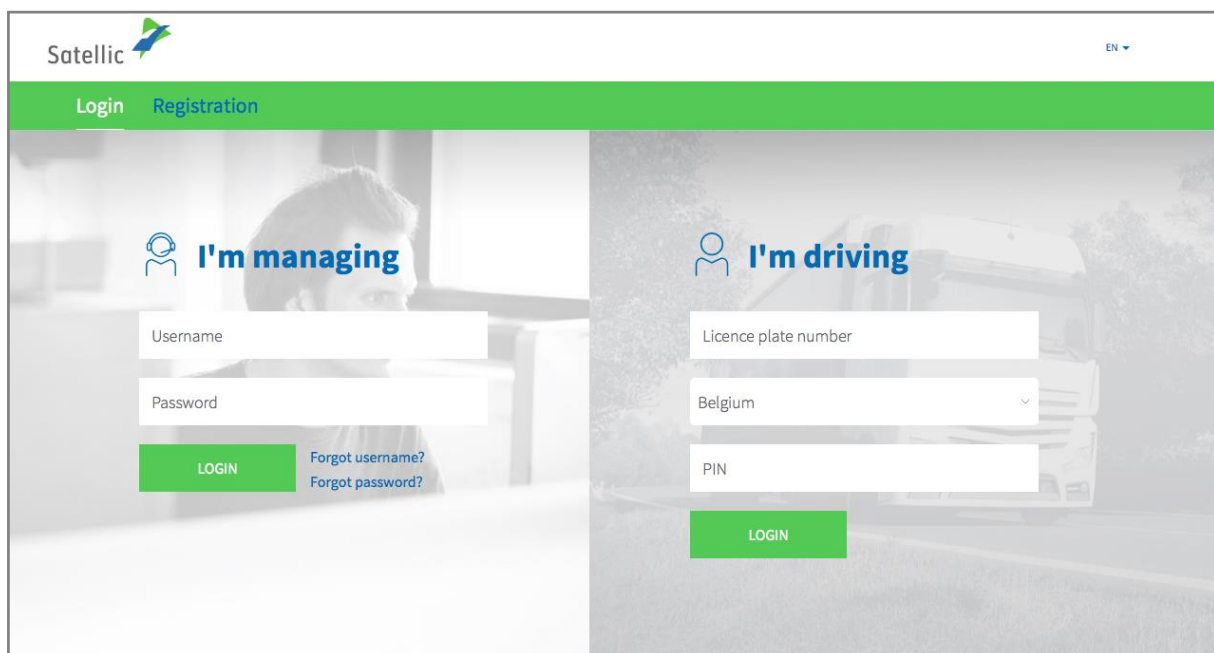
Thomas Pferr appointed Chairman of Satellic's Board | Elisabeth Verbrugge taking over his function as CEO
PRESS 29 June 2018

What changes on 1 January 2018?
NEWS 1 January 2018
A few things will change from 1 January, which might have an impact

Step 2: Select "LOGIN".



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



Step 4: Select "DECOUPLE OBU" under the blue circle "OBUs".

The screenshot shows the 'My Account' dashboard with a green navigation bar at the top containing 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. Below the navigation bar is a white header with the text 'Welcome to the Satellic Road User Portal' and 'Here you get a quick overview of the status of your account'. The main content area is titled 'My Account' and features four circular statistics: '6 Vehicles', '6 OBUs' (highlighted in blue), '1 Decoupled OBUs', and '0 Low balance'. Below each statistic is a button: 'REGISTER VEHICLE', 'ORDER AN OBU', 'DECOUPLE OBU', 'COUPLE OBU', and 'TOP UP'.

Step 5: Select the OBU you want to decouple from a vehicle in the OBU ID list.

The screenshot shows the 'Decouple OBUs' page with a green navigation bar at the top containing 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. Below the navigation bar is a white header with the text 'Decouple OBUs' and a search bar. Below the search bar is a table with the following columns: 'Licence plate number', 'OBU ID (S/N)', 'OBU status', 'OBU payment scheme', and 'OBU balance'. The table contains four rows of data, all with 'Active' status and 'Post-paid' payment scheme.

Licence plate number	OBU ID (S/N)	OBU status	OBU payment scheme	OBU balance
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable
[REDACTED]	[REDACTED]	Active	Post-paid	Not applicable

Step 6: Select “CONFIRM”.

The screenshot shows the Satellic user interface. At the top left is the Satellic logo. At the top right, it says "WELCOME, ANDREATESTRUN01 (1004359)" and "MY ACCOUNT" with a dropdown arrow, and "EN" with a dropdown arrow. Below this is a green navigation bar with "My Menu", "My Vehicles & OBUs", and "My Invoices". The main content area has a white background with a blue icon of a document with a checkmark. The heading is "Please confirm to de-couple OBU". Below this, it says "The payment means will be kept and balances can be reused after decoupling this OBU." and "Are you sure you want to de-couple the OBU from the vehicle?". There is a table with two rows: "OBU ID (S/N)" with a greyed-out box, and "Coupled vehicle Balance" with "EUR 0.00". At the bottom are two buttons: "CONFIRM" (green) and "CANCEL" (blue).

Step 7: Your OBU is now successfully decoupled.

The screenshot shows the Satellic user interface. At the top left is the Satellic logo. At the top right, it says "WELCOME, ANDREATESTRUN01 (1004359)" and "MY ACCOUNT" with a dropdown arrow, and "EN" with a dropdown arrow. Below this is a green navigation bar with "My Menu", "My Vehicles & OBUs", and "My Invoices". The main content area has a white background with a blue checkmark icon in a circle. The heading is "OBU successfully de-coupled!". Below this, it says "You may now couple the OBU to another vehicle." and a green button "GO TO MY VEHICLES & OBUS".

To couple the OBU to another vehicle, or the same vehicle, you need to follow the guidelines explained in the [RUP User Manual – Couple an OBU](#).