

The toll is that easy



How do I register my company with Toll Collect?

- ✓ Click on „Become a customer“ on our website www.toll-collect.de and follow the instructions.
- ✓ After you have entered your account and contract information, you will receive an e-mail confirmation straight away. Once your web account is activated, you will be able to use all of the services in the customer portal.



Which payment method is right for me?

As a new customer, you will initially be assigned the settlement by credit account payment method. If you wish to use a different payment method, you can apply for this directly in the customer portal. Depending on the payment method selected, this may take some time to set up. Toll Collect will send you written confirmation once your payment method has been successfully changed.

✓ Settlement by credit account

You pay a sum into your Toll Collect credit account in advance, from which the toll due is then deducted. You can enquire about your account balance by telephoning customer service. You must have sufficient credit in your credit account before commencing travel.

Note:

Changing payment method in the customer portal: My data > Contract info > Payment method

Don't forget:

Top up credit account before commencing travel.

✓ Direct debit prepaid service

A more convenient method of settlement by credit account: Depending on the amount you have travelled and how much of your credit has been used up, Toll Collect will ensure that it is conveniently topped up on time via direct debit service.

Don't forget:

Documents for the direct debit service are available for download in the customer portal. Please complete and upload.

✓ Fuel card or credit card

For settlement with a fuel card or credit card, you must enter into a contract with a fuel card or credit card provider. Toll Collect will forward your request directly to the relevant provider. If you choose American Express or Total, you must have a contract before registration with Toll Collect.

Don't forget:

Your fuel card or credit card must be activated for toll payments.



How can I register my vehicles with Toll Collect?

After successfully registering in the customer portal, you can register your vehicles quickly and easily online.

- ✓ Log in to the Toll Collect customer portal.
- ✓ Click on the “Register vehicle” button on the homepage.
- ✓ Enter the required vehicle data.

You will receive a confirmation following successful registration. Now you can fit out the vehicle with an On-Board Unit and participate in convenient automated toll collection.



How can I log on my routes subject to toll?



AUTOMATIC LOG-ON with the OBU

Automatic log-on with an On-Board Unit (OBU) is the simplest and most convenient method of toll payment. Drivers do not have to log on the routes travelled themselves. The OBU is supplied free of charge. You only have to pay for the cost of installation by a service partner authorised by Toll Collect.

Note:

Before installing an OBU, the vehicle must be registered with Toll Collect. You can find an overview of our service partners at www.toll-collect.de.

MANUAL LOG-ON



Anytime, anywhere with the Toll Collect app

Log on flexibly without registration while on the road. The app is available for Android, iOS and Windows Phone operating systems and can be downloaded from their app stores free of charge.

Note:

Manual log-on is possible up to 24 hours in advance. The log-on number on the electronic receipt confirms the successful log-on of the toll.



Online via internet

You can log on your planned route on any end device with an internet connection (e.g. stationary PC, smartphone or tablet), or cancel it if necessary, at www.toll-collect.de.



At a toll terminal at petrol stations, truck stops and rest areas

Log-on at the toll terminal is an option for transportation companies whose vehicles only seldom travel on routes subject to toll.

Note:

You can find all toll station locations at www.toll-collect.de.

Do you have any questions?

Contact us – Monday to Friday from 7:00 a.m. to 7:00 p.m.

Tel.: 0800 222 26 28 | outside Germany: 00800 0 222 26 28 (free of charge, mobile network charges may vary)

Fax: +49 180 1 22 26 28 (in Germany: EUR 0.039 per minute from fixed-line networks; mobile phone rate max. EUR 0.42 per minute)

E-mail: service@toll-collect.de