

Press Release

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Basic knowledge # Manual log-on

Access to the truck toll in Germany is barrier-free. Each customer can select the log-on option best suited to their needs. If a customer decides not to use automatic log-on with the On-Board Unit, they can pay the fee using manual log-on. Registered and non-registered users can use manual log-on. In principle with manual log-on, the toll should be paid before the journey begins.

Since July 2018 more than 52,000 kilometres of motorways and all federal trunk roads in Germany have been subject to toll for vehicles and vehicle combinations with a gross vehicle weight of 7.5 tonnes or more. With the expansion of the toll requirement, the focus of the manual log-on procedure is on mobile log-on via the Toll Collect app on a smartphone or tablet. Online log-on is being supplemented by 1,100 new toll terminals, which are located primarily at major petrol stations, truck stops and motorway rest stops. In the manual log-on procedure, the toll can be paid using a fuel card, credit card or paysafecard. In addition, the toll can be paid in cash at up to 800 toll terminals.

Essential features of manual log-on

- The user interfaces for log-on in the manual system are identical for all log-on options, and the interface adapts to suit the respective devices. Menu navigation is user-friendly.
- The address and vehicle-specific route planning service with origin, destination and via points allows for custom routing planning and also includes non-toll roads.
Each customer can use all available log-on methods without having to register with Toll Collect in advance. It's also possible for non-registered customers to create a log-on account, for faster access to vehicle and route data during the log-on process.
- It's even possible to log on a journey in advance online and cancel it on the road via the app. Driving to toll terminals is no longer necessary if the app or online log-on is used. The driver can log on his next journey using a mobile device such as a smartphone or tablet directly from the parked truck or conveniently from anywhere and at any time. The app is offered online free of charge for all major operating systems (Android, iOS, Windows Phone) and is available in German, English, French and Polish.

For more information go to www.toll-collect.de