

Toll collection in Germany

Why is the truck toll collected?

The German government has the goal of ensuring the sustainability of financing for federal motorways and trunk roads and guaranteeing a modern, safe and efficient traffic infrastructure in Germany.

The Toll Collect toll system collects the fees – depending on the distance travelled, the weight class, the number of axles (with a gross vehicle weight above 18 tonnes) and the emission class of the truck. In this way everyone pays only for the actual kilometres travelled.

Toll Collect operates a system in which toll collection does not interfere with traffic flow. It makes it unnecessary for vehicles to reduce their speed, stop or stay within prescribed lanes.



About Toll Collect

Who operates the truck toll system in Germany?

As a company organised under private law that works on behalf of the Federal Ministry of Transport and Digital Infrastructure (BMVI), Toll Collect established and developed the world's first satellite-assisted toll system and has been operating it ever since. New requirements imposed by the legislator are fulfilled rapidly and reliably. However, it is not only the legal and contractual requirements that are in focus. The customers' wishes and operational processes are integrated into the processes, as far as possible; for instance the various methods of payment and paperless data transfer.



Data protection and data security are extremely important at Toll Collect. The focus is that all collected data is used for its specified purpose: all data is to be used exclusively for billing. Passing this data on to third parties is strictly prohibited by law.

Toll Collect charges toll right down to the last detail, transparently invoices the haulage firms and immediately directs the proceeds to the German Treasury. 24 hours a day, 365 days a year.

How to reach us

You can obtain more information about the truck toll on our webpage or from our customer service department.

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Find us on the internet:
www.toll-collect.de
www.toll-collect-blog.de

On Facebook:
www.facebook.com/TollCollect

Or YouTube:
www.youtube.com/user/TollCollectVideo

* Free call, mobile phone charges may vary
** Within Germany: Landline price 3.9 ct/min;
Mobile phone price max. 42ct/min

INNOVATIVE, FAIR AND RELIABLE

TRUCK TOLL

IN GERMANY



www.toll-collect.de



The technology

How does the automatic system work?

Since 2005, Toll Collect has ensured that the truck toll system in Germany works successfully. As per Section 1 German Federal Trunk Road Toll Act (BFStrMG), vehicles subject to toll are defined as all domestic and foreign motor vehicles or vehicle combinations with a gross vehicle weight of 7.5 tonnes or above. Drivers are required to pay the truck toll on all German motorways, including service areas, and all federal trunk roads, even in urban areas. The toll is only due when roads subject to toll – which amount to almost 52,000 kilometres – are used. The customer simply selects whether they want to pay the toll using the automatic or manual log-on procedure.

A device installed in the truck, the On-Board Unit (OBU), automatically charges the toll during a journey. The prerequisite to ensure this convenient toll payment is quick and straightforward registration of the transport company and its vehicles subject to toll with Toll Collect using the customer portal. The customer makes an appointment with a service partner workshop authorised by Toll Collect for installation of the On-Board Unit. These workshops are specially selected and trained by Toll Collect and can be found throughout Germany and in other European countries.

The OBU uses GPS (Global Positioning System) to calculate where it is and sends this journey data as well as the truck-specific characteristics (weight class, number of axles, emissions class) to the computing centre via GSM (Global System for Mobile Communications) in encrypted form and after a time delay. The journey data is allocated to the toll route network when it arrives at the Toll Collect computing centre. Afterwards, the toll for the roads subject to toll is calculated in the computing centre based on the vehicle-specific features. The toll to be paid is assigned to the customer based on the vehicle's licence plate number; the transport company then receives a toll statement on a monthly basis.

The TOLL2GO toll service has been available since September 2011 – it's the first transnational and cross-system service between a satellite-supported toll system and one based on microwave technology. This joint service provision from the Austrian toll operator, ASFINAG and the German operator, Toll Collect allows transport companies to pay the toll in both countries using a single on-board unit, namely the Toll Collect OBU.

What options are also available for toll log-on?

To ensure that all truck drivers can use the toll road network according to their individual requirements, Toll Collect provides a manual log-on method in addition to automatic toll collection with an OBU. The manual log-on to pay the toll enables all customers – whether registered or not registered – to log on, make changes to log-ons or cancel them using any manual log-on option up to 24 hours in advance.

These log-on options include:

- log-on via app (free of charge for major operating systems Android, iOS, Windows Phone),
- online log-on (on stationary PCs as well as on mobile devices such as tablets and smartphones), and
- log-on at toll terminals (around 1,100 terminals at 675 locations in Germany and abroad).

The technical implementation and design are the same for all options for accessing the manual log-on procedure. Regardless of which option the customer uses to pay the toll manually, the user interface remains consistent, enabling rapid and straightforward log-on.

The address and vehicle-specific route planning service with the option to select origin, destination and via points by entering the address or clicking on the map allows for custom route planning and also includes routes not subject to toll. The route calculation takes

vehicle-specific traffic restrictions such as closures or weight restrictions into consideration.

In addition, manual log-on offers another service to non-registered customers: By setting up a log-on account, it is possible to save information regarding the vehicles that are frequently logged on manually, frequently travelled routes and up to three payment methods.

At the end of the log-on procedure, the customer receives both the log-on receipt as well as the navigation instructions, if desired. The customer can print, download or e-mail all receipts or have the log-on number sent to a mobile device via SMS.

Enforcement

Who enforces correct payment of the toll?

Enforcement of the toll requirement is split between the Federal Office for Goods Transport (BAG) and Toll Collect. The Federal Office for Goods Transport (BAG) performs enforcement on vehicles in traffic and in case of suspicion, flags down vehicles subject to toll. Toll Collect is responsible for automatic enforcement on motorways via enforcement gantries and enforcement pillars on federal trunk roads. Moreover, the Federal Office for Goods Transport (BAG) carries out enforcement in transport companies. All civil offence proceedings are initiated and carried out by the Federal Office for Goods Transport (BAG).

Toll invoicing

How much are the fees and how is the toll paid?

The cost of the toll to be paid is based on the distance that the vehicle or vehicle combination has travelled on roads subject to toll and on the toll rate in cents/kilometre, which includes a fraction for the infrastructure, air pollution and noise pollution costs caused by the vehicle. The proportion of the toll rate that goes towards infrastructure costs depends on the vehicle category; the proportion of the toll rate that goes towards the air pollution caused is determined according to the emission class. The proportion of the toll rate for noise pollution is charged equally as a lump sum for all vehicles. The toll rates are set down in the German Federal Trunk Road Toll Act (BFStrMG).

Registered customers can use various payment methods to pay the toll. They can pay by credit account settlement, the direct debit prepaid service, credit card, the LogPay plan or fuel card.

All customers, whether not registered, not registered but with a log-on account or registered, can pay for manual log-on in cash (at a terminal) or by cashless methods (on the app, online log-on, toll terminal) with their fuel card, credit card or paysafecard.

For registered customers, the toll is invoiced once per month upon receiving the toll statement. Non-registered customers and customers with a log-on account receive a log-on receipt as proof of toll payment when logging on.

