

Press Release

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The truck toll in Germany

Since 1 July 2018, motorways and all federal trunk roads in Germany will be subject to toll for vehicles and vehicle combinations with a gross vehicle weight of 7.5 tonnes or more. The expansion of the toll requirement to all federal trunk roads, which started mid-year, means the toll road network is growing to around 52,000 kilometres.

More routes and companies subject to toll

With the expansion of the truck toll to all federal trunk roads, additional companies from various sectors are affected by the toll requirement. Companies should check whether they have vehicles and vehicle combinations with a gross vehicle weight of 7.5 tonnes or more in their fleet and then decide how they wish to pay the toll.

The automatic log-on process

Toll collection via the automatic log-on process with the On-Board Unit is the most convenient way to pay toll charges. The On-Board Units send time-delayed and encrypted journey data, and vehicle features relevant to the toll, to the Toll Collect computer centre. The toll for the route sections subject to toll that the truck travelled on will then be calculated there.

Transport companies and drivers can view information about the individual journeys on the customer portal under "Non-invoiced journeys" after 24 hours, on average – often sooner. Subsequent cost allocation is made easier if cost centres are assigned on the OBU for the individual journeys and customers.

If the driver wants to calculate the toll amounts in advance or to obtain documentation on-site vis-a-vis the shipping customers, he can use online log-on, which also works on a smartphone or tablet. To calculate the toll amount, the driver simply enters the starting point and destination, as well as all of the data necessary to calculate the toll. The important thing is that the driver does not complete the log-on or pay.

Manual log-on

The manual log-on process offers various options for paying the toll. In principle with manual log-on, the toll should be paid before the journey begins. The fee can be paid via an app, stationary PC or at a toll terminal. The 1,100 toll terminals set up in Germany and along the borders in other countries, near to connection points, at lay-bys, truck stops

and petrol stations supplement online log-on. For convenience, the menu navigation is identical across all manual log-on platforms. The user interface will adjust to the relevant device for easier use. The log-on is possible in German, English, French and Polish.

Simple menu navigation

An easy-to-understand and intuitive menu system helps the customer to pay the toll quickly and reliably. After entering the place of departure and arrival destination, the suggested route can be optimised by selecting up to two via points. Routes that are not subject to toll will also be included in the routing, although of course no charge will be levied for them. When calculating routes, the specific vehicle information will be used to determine the routes that the truck can use without restriction (taking into account, for example, road closures or weight restrictions). After successful payment using a fuel card, credit card or paysafecard, customers receive their navigation directions, if desired, along with their log-on receipt and receipt. All documents can be printed out, downloaded or sent via email. Customers can send the log-on number to their mobile phone via SMS. If a route section has to be cancelled, this can be done via any log-on method.

Service for non-registered customers and new payment option

Each customer can use any available manual log-on method without having to register with Toll Collect in advance. Over and above this, non-registered customers can take advantage of an additional service: 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.

Enforcement pillars

Around 600 enforcement pillars check whether the toll requirement has been complied with on federal trunk roads. The enforcement pillars supplement mobile enforcement by the Federal Office for Goods Transport (BAG). Enforcement gantries will not be erected on federal trunk roads. The enforcement pillars will feature similar technological capabilities as the enforcement gantries installed on motorways. But in contrast to the gantries, the enforcement pillars do not extend across all lanes but instead integrate better into the more rural landscape along the federal trunk roads. This will keep the environmental impact and the disruption of natural scenery to a minimum.

No speed cameras

The enforcement pillars check exclusively whether the proper toll has been paid for vehicles and vehicle combinations of 7.5 tonnes or more gross vehicle weight that are subject to toll. Travellers can distinguish the enforcement pillars from speed cameras for speed limit enforcement both by the fact that they are painted blue and that they are nearly four metres high.

Functioning of the enforcement pillars

The enforcement pillars are installed next to the road. When a vehicle drives past, the pillars check whether it is subject to toll. If a vehicle passes an enforcement point, an overview, side view and licence plate image are generated. The On-Board Unit sends the data set by the driver and that saved on the On-Board Unit to the enforcement pillar. The company and the driver are responsible for the accuracy of the data to be transferred. If the driver has correctly set the number of axles and checked whether the On-Board Unit is functional, the image data are immediately and irreversibly discarded.

Strict data protection requirements

The same strict requirements have been enforced by the legislature for the recording of vehicle data by the enforcement pillars as for the enforcement gantries with the German Federal Trunk Road Toll Act (BFStrMG). Section 7 paragraph 2 of the law states the data that may be collected as part of enforcement. Only data regarding vehicles that are subject to toll with a gross vehicle weight of 7.5 tonnes or more, for which there is suspicion of a toll infringement, may be forwarded to a control centre, and will be deleted after the process has concluded. If the customer has paid the toll as required, the data will be deleted immediately in the enforcement pillar.

Comprehensive information about the toll is available at www.toll-collect.de