User Manual for the Eurovignette Portal

This is a user manual which will explain how to buy a Eurovignette in the Eurovignette portal. It is not intended to lay out or explain the legal requirements of the Eurovignette guidelines.

The Eurovignette portal offers all users the possibility to buy the electronic Eurovignette for the member states (Luxemburg and Sweden). In principle, commercial vehicles with a permissible total weight of 12 tons or more are required to pay a charge. An electronic Eurovignette is valid in both member states at the same time.

No registration is required to use the Eurovignette portal.
In the Eurovignette portal, the Eurovignette can only be paid for with fuel cards, fleet cards and credit cards in euros. It has a validity for a minimum of 1 day and a maximum of 1 year.

Booking Explanations

The booking process takes a maximum of 9 steps, which are explained below:

Step 1:
Enter the period of validity:

Please enter the period for which you would like to use the toll roads here. The period of validity is at least 1 calendar day and maximum one year. **The validity starts at 0:00 hours on the 1st day of validity and ends at 24:00 hours on the last day of validity, at the earliest however at the time of the booking.** The start of the period of validity can also be in the future.

Step 2:
Enter the licence plate country:

By clicking the checkbox “Licence plate country”, you will get a list of all current country codes (the country is written in full after the country code).

Examples: A = Austria, CZ = Czech Republic, D = Germany, F = France

By entering a series of letters quickly, you can also select the country code directly,, for example “F I N” for Finland.
By entering the first letter, you get to the top of all country codes starting with the corresponding letter.

You cannot select the country code for Sweden as the road user charge in Sweden is collected by the relevant state institution.

Enter licence plate number:

Please enter your vehicle licence plate number with all separators (as shown in your vehicle registration certificate) in the licence plate number field.

It is not possible to enter umlauts and special characters.
Please replace letters such as Ö or Ø by O and letters such as Ä or Å by A etc.

Enter the axle class:

Please select the axle class in accordance with the number of axles of the truck trailer combination (including the trailer if applicable): “1 – 3 axles” or “4 or more axles”. If you do not know the number of axles, you have to select “4 or more axles”.

Enter the emission class:

Please select the CO2 emission class of your vehicle in the emission class (pollutant class) selection box. The CO2 class can be determined using the vehicle registration document, EC Certificate of Conformity (Certificate of Conformity = CoC) and Customer Information File (Customer Information File = CIF). If you cannot determine the CO2 emission class of your vehicle, you have to select "CO2 Class 1 Euro 0".

To confirm the entries, please press the “Continue” button. If you would like to terminate the process, press “Cancel”.

Step 3 (optional): Check licence plate data:

Please check once more your data regarding the licence plate country and the licence plate number. If you have entered data incorrectly press “Back" to return to the previous view.

Step 4 (optional): Validity period:

The Eurovignette tariff includes a price scale for daily, weekly, monthly and annual vignettes. The ideal price is automatically calculated according to the validity period you have specified. The ideal price is the most favourable combination of tariffs covering the specified period of validity. For example, a weekly tariff could be cheaper than several daily tariffs.

If it is possible to book a Eurovignette with a longer period of validity for the same price, then this option will be offered. Thus in this case, you can choose whether you would like to buy a vignette only for the specified period or for the maximum possible period of validity at the same

price.
In addition, there is also the “Details of tariff calculation” button. After pressing the button, the display shows how the Eurovignette has been calculated.

To confirm the entries, please press the “Continue” button. If you would like to terminate the process, press “Cancel”. Press the “Back” button to return to booking step 1.

Step 5:
Select card type:

Please choose whether you would like to pay for the Eurovignette with a fuel/fleet card or a credit card. This selection is required as different details are required when entering card details.

To confirm the selection, please press the “Continue” button. If you would like to terminate the process, press “Cancel”. Press the “Back” button to return to the previous booking step.

Step 6:
Enter the card details for the fuel/fleet card:

You will be asked to collect the card data.

Card number:	Please enter the card number on the front of the card without spaces.
Valid until:	Please select the month and the year when the card expires (the date on the front of the card).

Enter the card details for the credit card:

You will be asked to enter the card data.

Credit card:	Please choose with which credit card you would like to pay.
Card holder:	Please enter the name of the card holder.
Card number:	Please enter the card number on the front of the card without spaces.
Valid until:	Please select the month and the year in which the card expires (the date on the front of the card).
CVV2:	Please enter the 3-digit security code on the back of the credit card. If more than three digits are printed on the back of the card, please take the last three digits.

To confirm the entry, please press the “Continue” button. If you would like to terminate the process, then press “Cancel”. Press the “Back” button to return to the previous booking step.

Step 7:
Check the booking data:

On the following page, all the booking data is listed once more including the (partly hidden) card number and also the price of the Eurovignette.

To confirm the data, enter the specified characters in the confirmation field. There must be no spaces in your entry.

Finally, the General Terms and Conditions have to be accepted. Click the check box to accept the conditions. A link on the end of the page redirects you to the General Terms and Conditions.

To confirm the entries, please press the “Buy” button. The booking is then carried out. An authorization of the payment (Step 8) is required for specific credit cards. Once the booking has been carried out, a cancellation is no longer possible. If you would like to terminate the process without booking, then press “Cancel”. Press the “Back” button to return to the previous booking step.

This option is only available for bookings with petrol- and fleet card
After entering the first booking, you can make further bookings. To this end you activate the button “More Eurovignettes”. Now carry out Step 1 and 6 again. The selection and input of card data is not repeated. Your previous vignettes have not been lost; they have been saved in the shopping basket. You can check the individual bookings under “Details of tariff calculation” in the shopping basket.

The Eurovignettes saved in the shopping basket are listed in an overview of vignettes. Here, it is possible to remove resp. delete individual vignettes if required.

Step 8 (optional for credit cards):

In this step, you are forwarded to the authorization page of your credit card company. The purpose of this page is to authorize the payment.

Step 9:
Print the booking confirmation:

All booking data including the Eurovignette number is displayed in this view. **Print the confirmation for your documents.**
To do this, please use the “Print” button to open the print view. In the print view, please press the “Print” link. You exit the print view via the “Close” link or by closing the browser window.

It is also possible to view a PDF and save it.. Please select the button “pdf” for this process.

If several Eurovignettes are booked, you can have a summary receipt, which contains a receipt for each individual Eurovignette, printed out via the “pdf” button.

If you exit the view with the booking confirmation, you do not have another possibility to display or print the booking.

The booking process is thus complete. Press the “Quit” button to carry out another booking.

Tariffs

You will get the current tariffs if you click the menu item “Tariffs”. The list is broken down into individual periods (one day, one week, one month and one year). Once you have found the required period, please select the corresponding emission class and number of axles to get the tariff in euros.

Information

Under the menu item "Information" you will find documents and FAQs.

Documents

You have the option of saving the documents available as PDF or printing the file. To do this, please click on the link of the desired document.

User manual:

This document serves as a user manual for the Eurovignette portal.

Refund:

The document “Refund information” describes the refund process and the necessary conditions. With the link "Online request form for refund", you can download the online form.

Tariff lists:

The relevant tariff lists are available here.

FAQ

In the FAQ section, you will find a list of frequently asked questions and the relevant answers.

A toll hotline is at your disposal for any additional questions. Telephone Number: +49 (0) 1805 014653. The costs for a call depend on the location from which you are calling and the telephone provider.