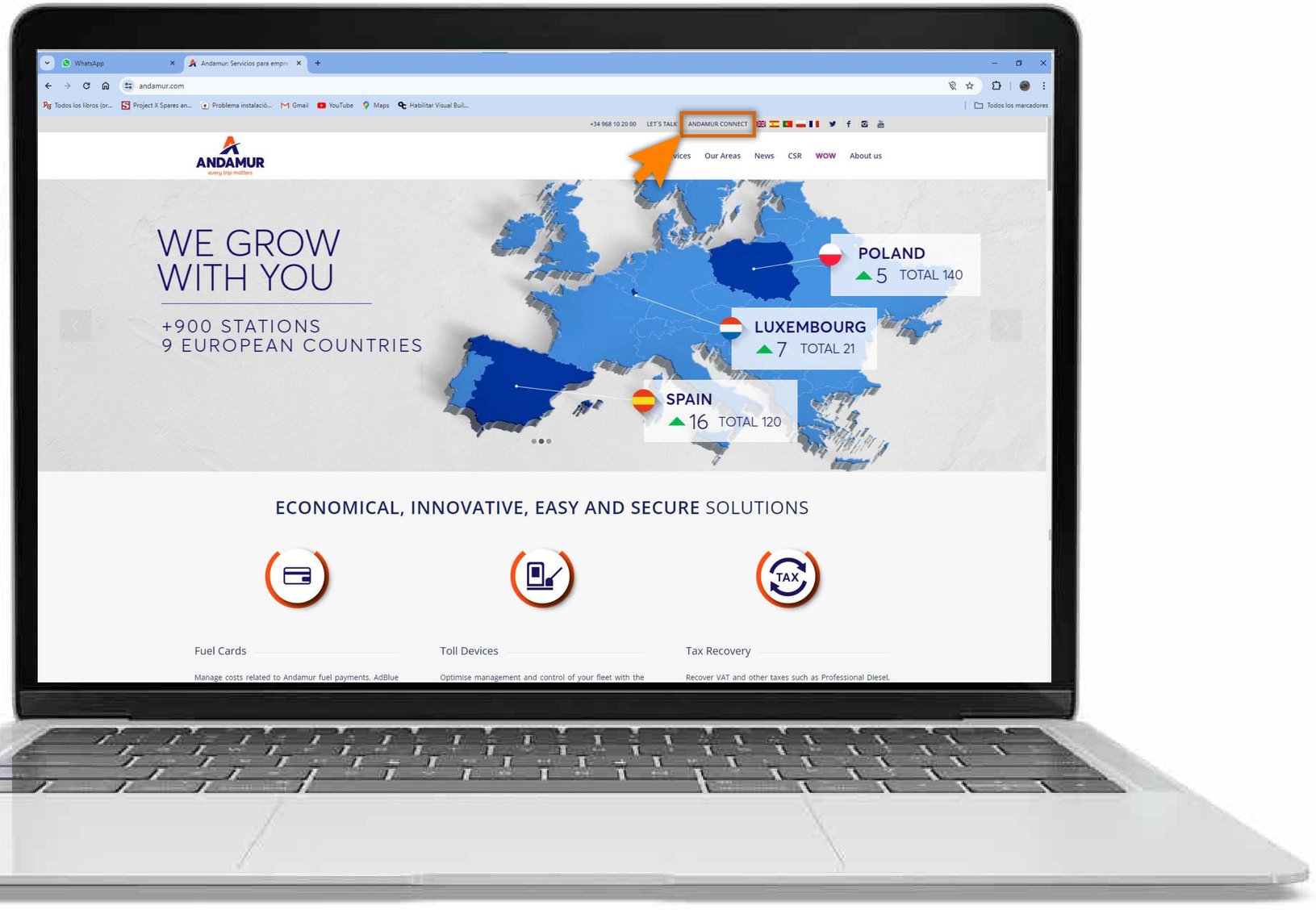
ANDAMUR

CONNECT

REQUEST AND CANCELLATION OF TOLL DEVICES

HOW TO REQUEST A TOLL DEVICE



01

Accessing Andamur Connect

You can **access it from the top right of the page at www.andamur.com.**
It can be accessed **from any device.**

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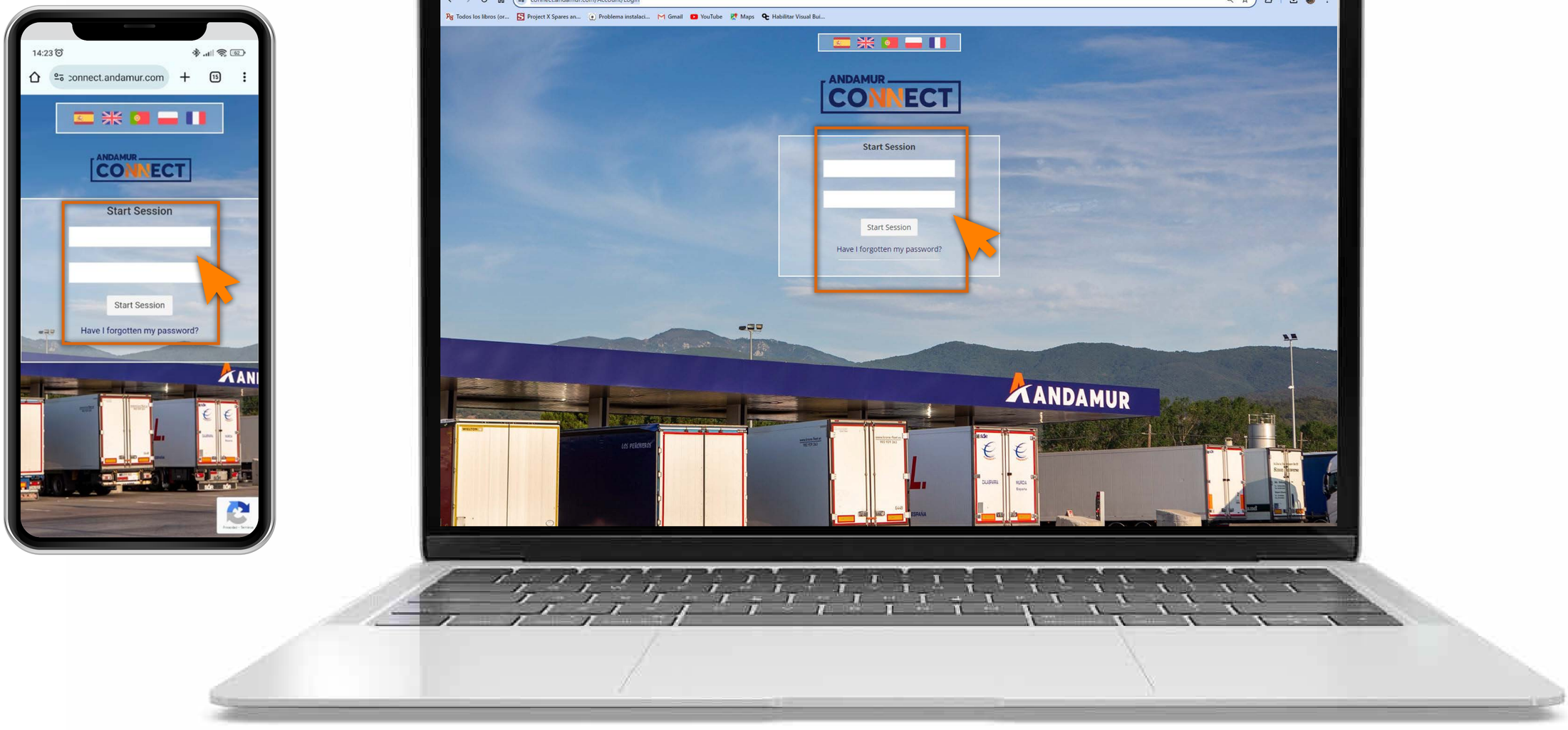

02

Entering login details

In the boxes, first enter **your username** and, secondly, **your password**. If you do not have them or you have forgotten them, you can recover them by clicking on **Have I forgotten my password?**

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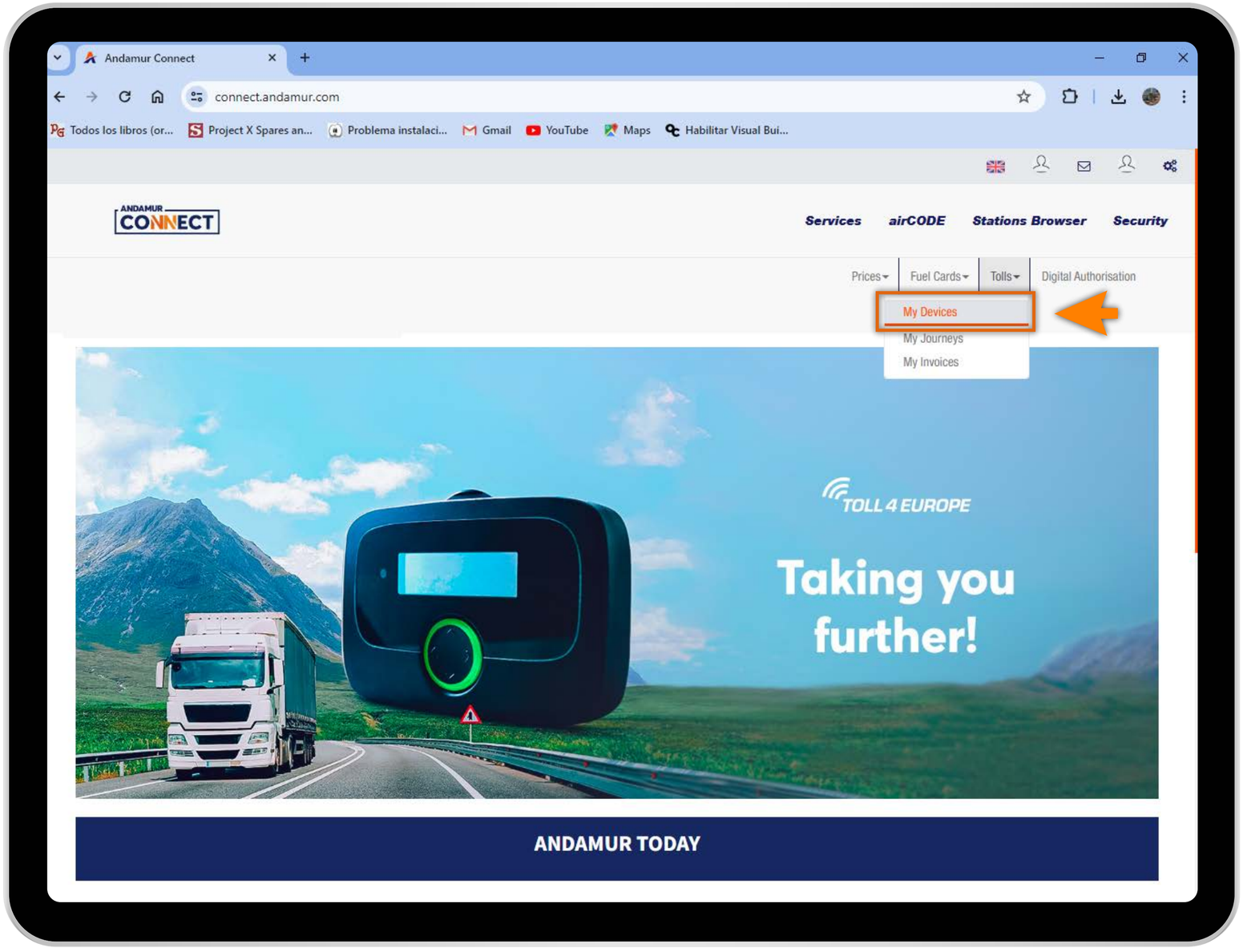
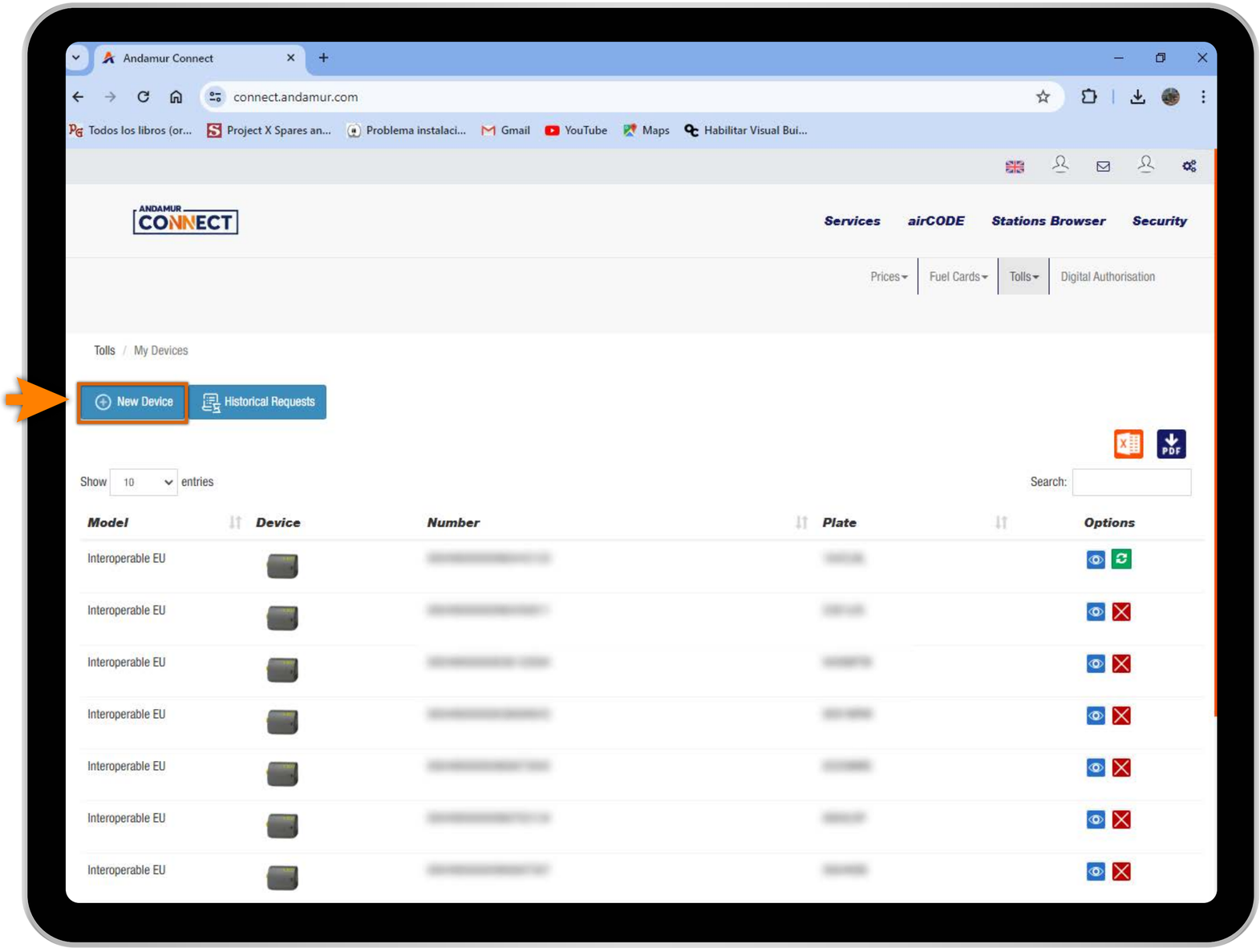


03

Access "Tolls"

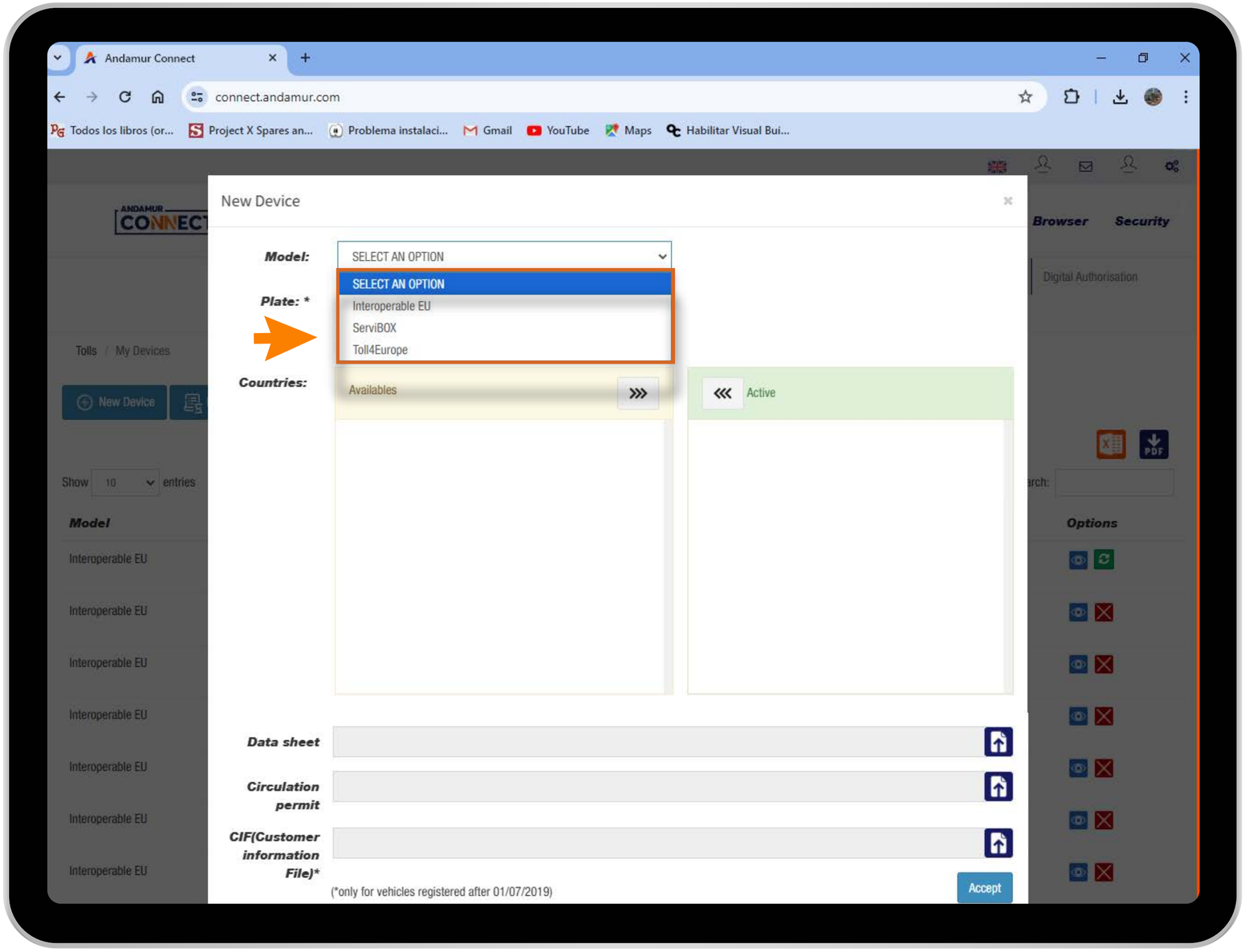
In the dropdown menu, click on the **My Devices** section.



04

New device

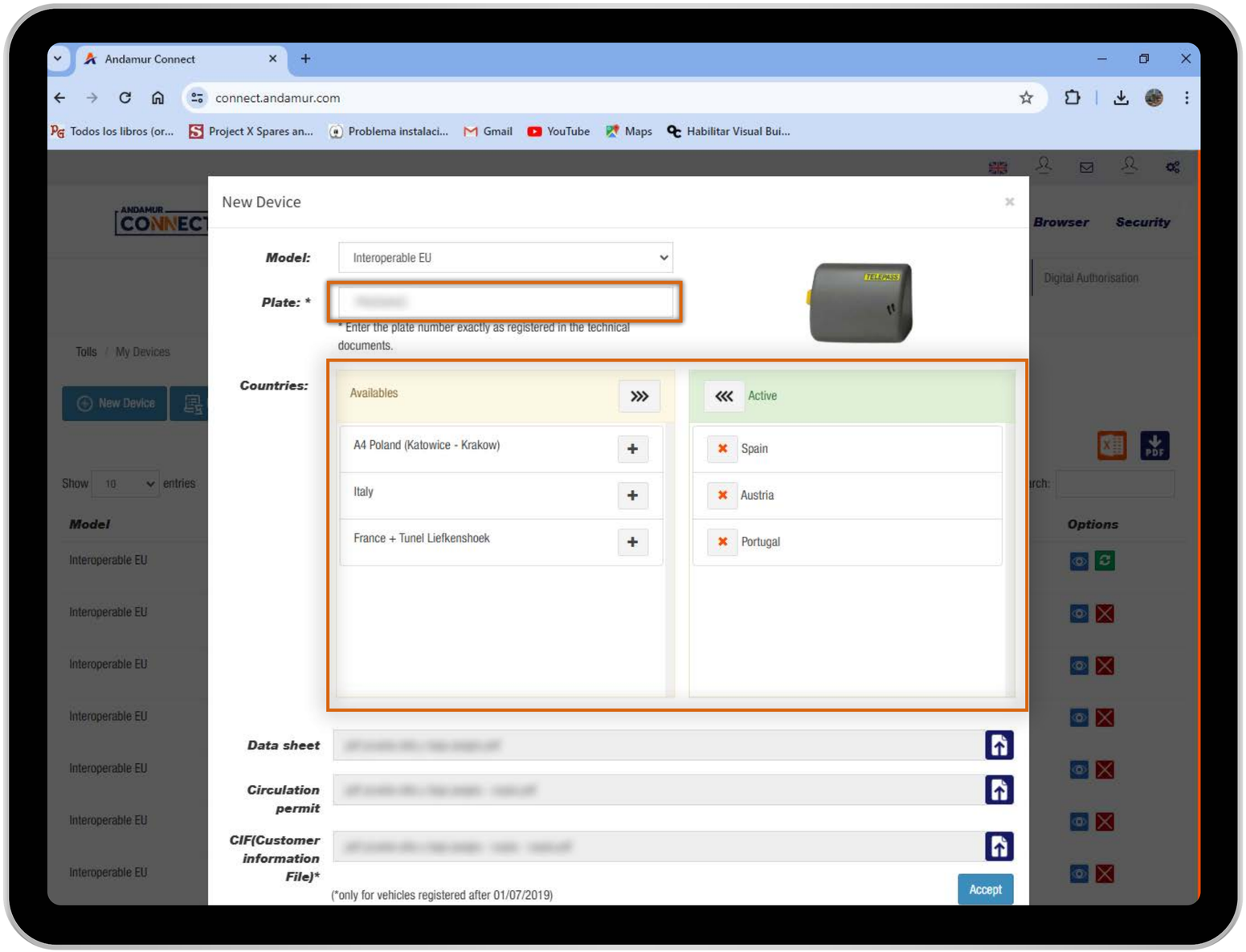
Click the "New Device" button to request a new toll device.



05

Select the model of the new toll device

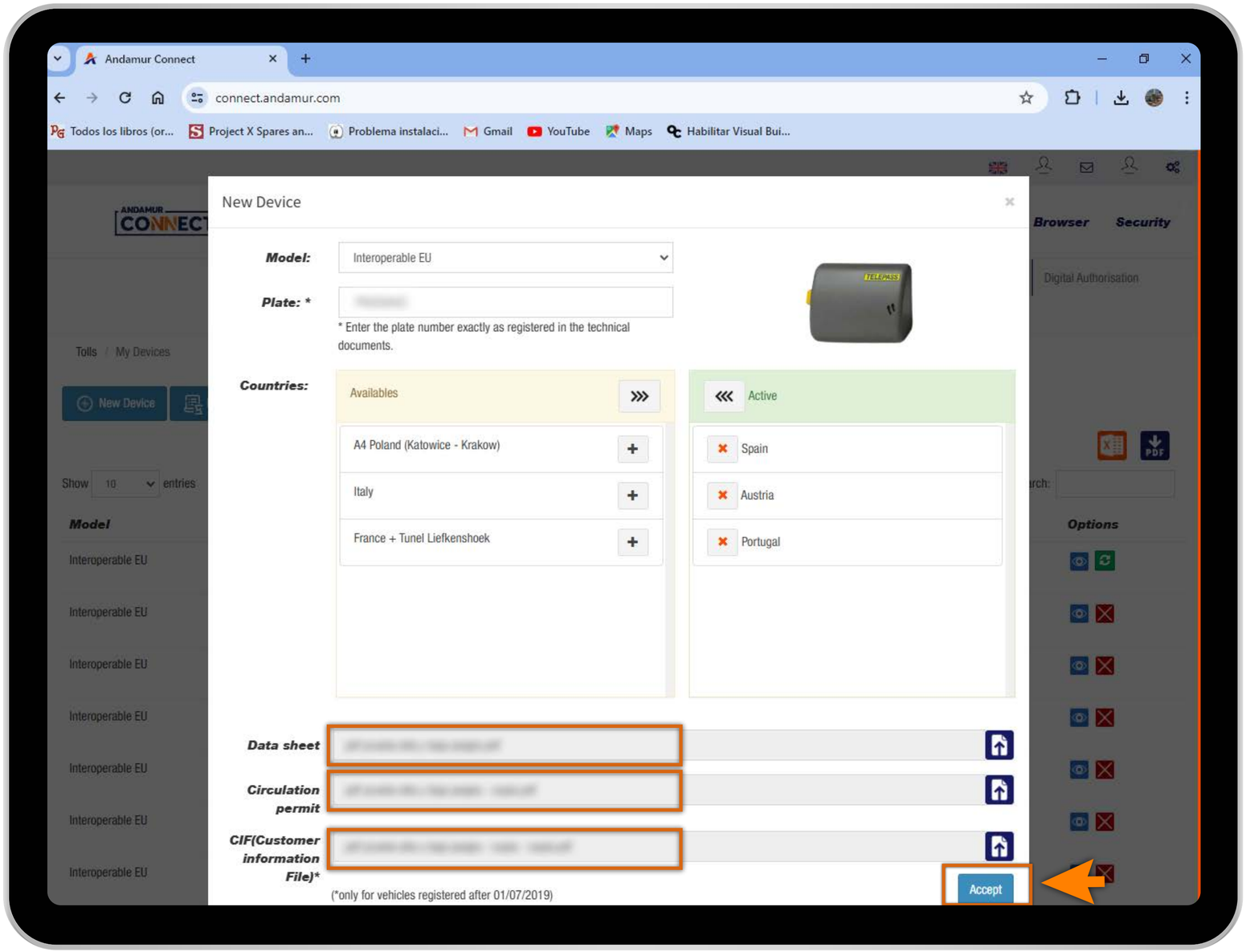
You must select the model of the toll device
(Interoperable EU, ServiBOX, and Toll4Europe).



06

Enter the information for the new device

After selecting the device, enter the **license plate registered on the technical sheet.**
Select the **desired countries** by clicking on this button [+] . **To desactivate countries**, click on [×] in the right-hand column.

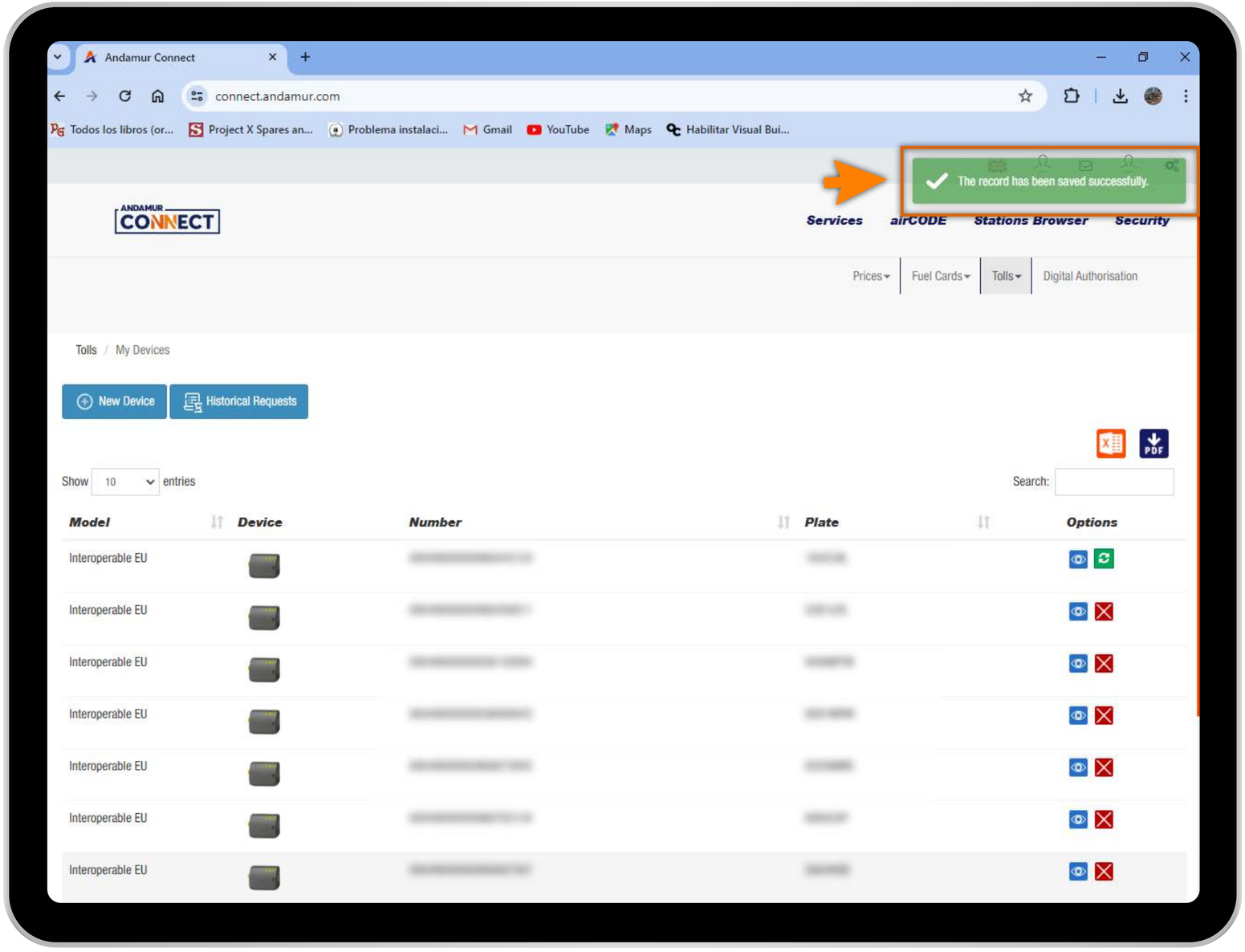


07

Upload the required documents

Upload the necessary documents in PDF format: technical sheet, registration certificate, and CIF* by clicking here . Once completed, **click Accept to request your toll device.**

**CIF (Customer Information File) is the document issued by the vehicle manufacturer concerning CO2 emissions. Only required for vehicles registered after 01/07/2019.*

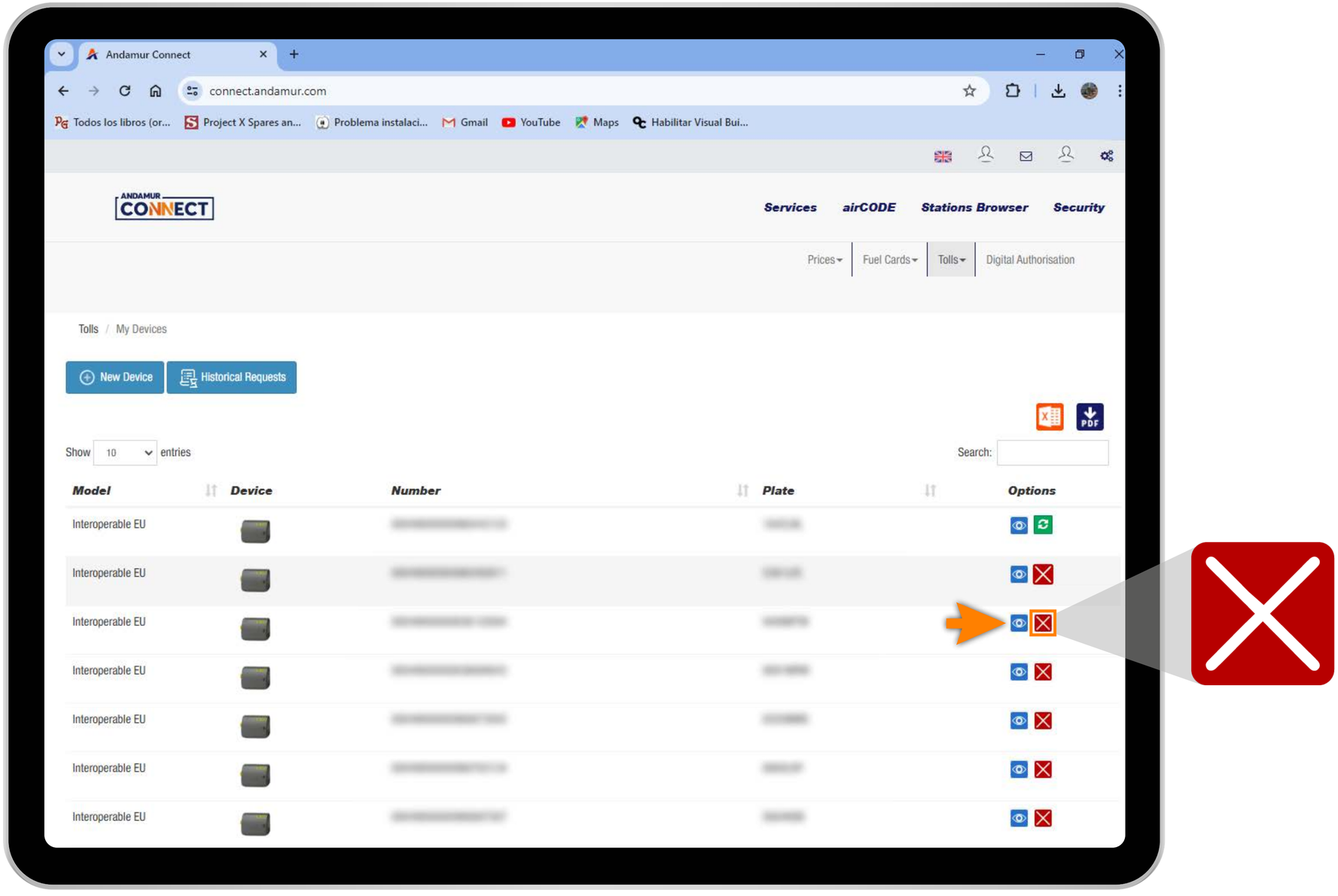


08

Record Saved

The green indicator confirms that the record has been successfully saved. **The request for the new device will be processed after the data is verified and validated by Andamur.**

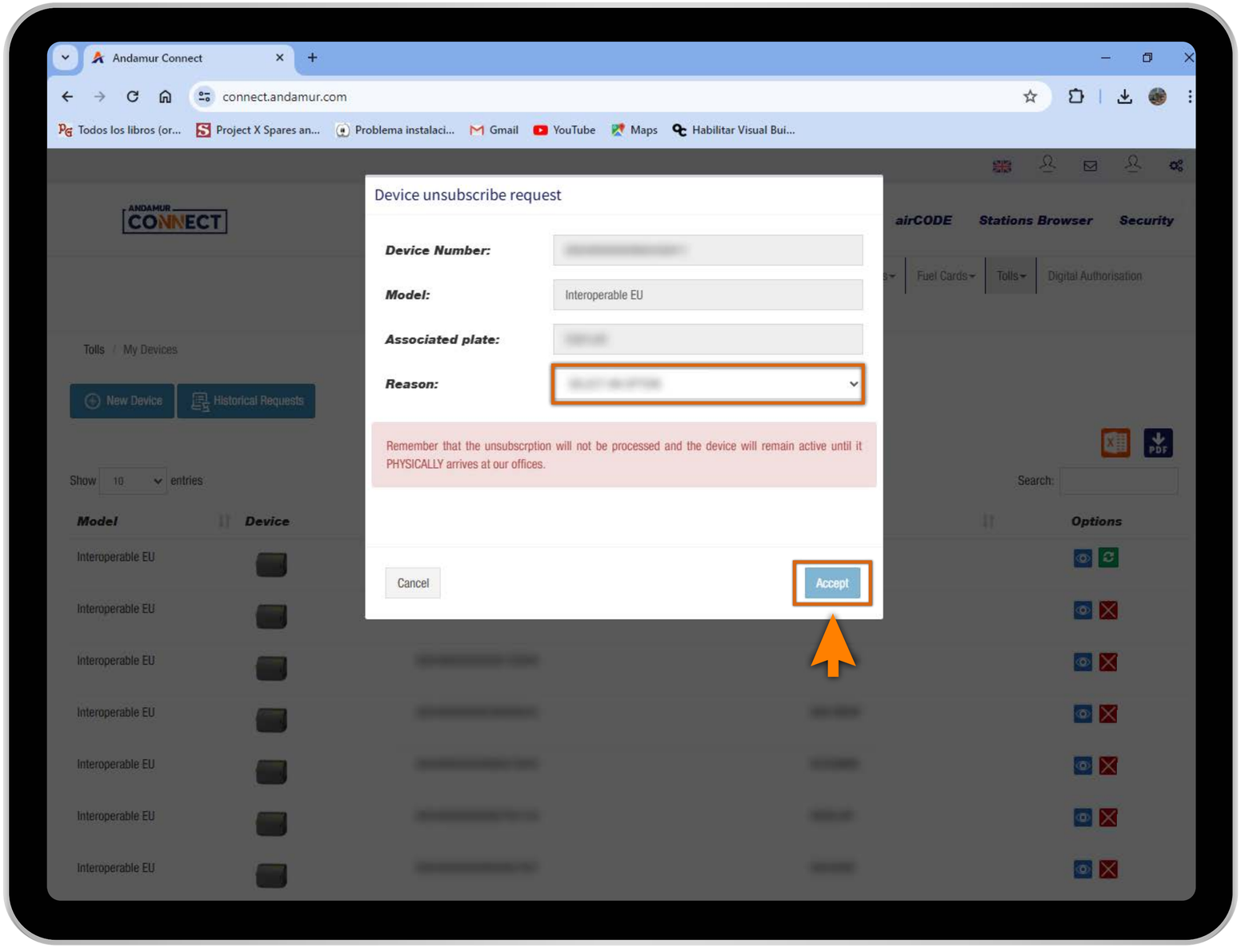
HOW TO CANCEL A TOLL DEVICE



09

Cancel a toll

Click on the icon ✕ to cancel the selected toll device.



10

Confirm toll cancellation

Once you click on the icon ✕, a message will appear with the details of the toll you want to cancel. Indicate the reason for cancellation and click the **Cancel button.** **The cancellation will NOT be effective until the device is received and validated by the services department.**

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