

### REQUEST AND CANCELLATION OF TOLL DEVICES



## HOW TO REQUEST A TOLL DEVICE





#### **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**.







#### **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?** 







#### Access "Tolls"

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



Andumur Connect × +  Pi Todos los libros (or © Proplet X Spares an © Problema instalact M Gmall © YouTube @ Maps © Habilitar Visual But  Pi Todos los libros (or © Proplet X Spares an © Problema instalact M Gmall © YouTube @ Maps © Habilitar Visual But  Services airCODE Stations Browser Pices Feet Cards Tolls © Digital Auth Tolls / My Devices  Stow 10 ventries Stow 10 ventries Stow 10 ventries Model I Device Number I Plate I Optice Interoperable EU	- 0 ×
Image: Second Secon	
Pic Todos los libros (or C Project X Spares an Problema instalad M Gmail P YouTube R Maps P Habilitar Visual But     Image: Project X Spares an     Services        Services      Prices - Fuel Cards - Tolls - Digital Auth        Tolls / My Devices       Story 10 - entries           Story 10 - entries        Model   Interoperable EU     Interoperable EU      Interoperable EU     Interoperable EU     Interoperable EU     Interoperable EU     Interoperable EU     Interoperable EU     Interoperable EU     Interoperable EU	🛧 🌒 :
Services       airCODE       Stations Browser         Prices       Fuel Cards       Tolls*       Digital Auth         Tolls / My Devices       Stearting       Stearting       Stearting         Stow Tolls*       Fuel Cards       Tolls*       Digital Auth         Stow Toll*       El Toll*       Digital Auth       Stearting         Stow Toll*       El Toll*       Digital Auth       Stearting         Interoperable EU       Stearting       Stearting       Stearting         Interoperable EU	0
Services airCODE Stations Browser   Prices Fuel Cards + Tolls /   Tolls / My Devices Fuel Cards + Tolls /   Tolls / My Devices Fills / My Devices Service (Cards +   Stow 10	<u> </u>
Prices Fuel Cards Tolls Digital Auth     Tolls / My Devices     Show 10 ~ entries     Show 10 ~ entries     Search:     Interoperable EU     Interoperable EU <th>Security</th>	Security
Tolls / My Devices     Interoperable EU     Interoperable EU<	risation
New Device Historical Requests     Show 10 verties     Show 10 verties     Model 1     Model 1     Device Number     Interoperable EU	
Show 10 entries     Model I Device Number     Model I Device     Interoperable EU Image: Comparison of the text of the text of tex	X PDF
Model     It Device     Number     It Plate     It Option       Interoperable EU     Image: State Stat	
Interoperable EU   Interoperable EU   Interoperable EU   Interoperable EU   Interoperable EU   Interoperable EU	ns
Interoperable EU  Interoperable EU Interoperable EU Interoperable EU Interoperable EU Interoperable EU Interoperable EU Interoperable EU	3
Interoperable EU  Interoperable EU Interoperable EU Interoperable EU Interoperable EU	
Interoperable EU	×
Interpretable FIL	×
	× ×
Interoperable EU	
Interoperable EU	

### New device

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





リた

#### Select the model of the new toll device

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





#### 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.

		– 0 ×	<
		☆ む l 초 🚳 :	
uTube 🔀 Maps 🍳	Habilitar Visual Bui		
		** × ⊠ × **	
		Browser Security	
~	TELEPASS	Digital Authorisation	
	11		
the technical			
***	Active		
+	× Spain		
+	Austria	irch:	
+	× Portugal	Options	
		Accept	





#### 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.

			- 🛛 ×
		☆ D	i 坐 🎯 🗄
ouTube 🔀 Maps 🗨	Habilitar Visual Bui		
		<b>**</b> ~ ~	A 08
5.00 201		× Browser	Security
~	TELEPASS	Digital Au	horisation
in the technical			
<b>&gt;&gt;&gt;</b>	K Active		
+	Spain		
+	Austria	Ircn	
+	× Portugal	Opt	ions
air ann an the			
		Accept	



A 15 4525			
🎽 🖍 Andamur Conr	nect × +		
$\leftrightarrow$ $\rightarrow$ C $\textcircled{a}$	connect.andamur.c	com	
ନ୍ତ୍ର Todos los libros (or	S Project X Spares an	Problema instalaci	M Gmail 🖸 Yo
	ECT		
Tolls / My Devices			
O New Device	Ilistariasi Pasuasta		
( New Device	ES HISTORICAI Requests		
Show 10 v ent	ries		
Model	1969 C 1995 - 1997		
model	Device	Numbe	er
Interoperable EU	Device	Numbe	
Interoperable EU	Device	Numbe	۶ <b>۲</b>
Interoperable EU Interoperable EU	Device	Numbe	
Interoperable EU Interoperable EU Interoperable EU Interoperable EU	Device	Numbe	
Interoperable EU Interoperable EU Interoperable EU Interoperable EU Interoperable EU Interoperable EU	Device	Numbe	
Interoperable EU		Numbe	

5U

#### **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



Andamur Connec	t × +		
< → C ⋒	s connect.andamur.c	om	
ନ୍ତ୍ର Todos los libros (or	S Project X Spares an	() Problema instalaci	M Gmail 🔹 ۱
	СТ		
Tolls / My Devices			
New Device	E Historical Requests		
	=8		
Chaire and anticip			
Show 10 V entrie	5		
Model	11 Device	Numbe	r
Interoperable EU	and a second		
Interoperable EU			
Interoperable EU Interoperable EU			
Interoperable EU Interoperable EU Interoperable EU			
Interoperable EU Interoperable EU Interoperable EU Interoperable EU			
Interoperable EU Interoperable EU Interoperable EU Interoperable EU			
Interoperable EU Interoperable EU Interoperable EU Interoperable EU Interoperable EU			

#### **Cancel a toll**

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



		– 0 ×	
		☆ む i 주 🛞 :	
) YouTube 🛛 🅂 Maps 🛛 🗣 Habilitar Visual Bui		0	
		·····································	
	Services airCODE	Stations Browser Security	
	Prices - Fuel Cards -	Tolls - Digital Authorisation	
		X PDF	
		Search:	
11	Plate	11 Options	
		0	
			7





#### **Confirm toll cancellation**

Once you click on the icon  $\bigotimes$  , 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.

	– Ø ×
	☆ む 1 초 🚳 :
'ouTube 🕂 Maps 🗨 Habilitar Visual Bui	
t	** ~ ⊠ ~ **
	airCODE Stations Browser Security
Interoperable EU	s + Fuel Cards + Tolls + Digital Authorisation
1000 million	
v	
will not be processed and the device will remain active until it	
	Search:
	Options
	0
Accept	





