

Unofficial translation of the leaflet at bag.bund.de

5. What evidence is required?

The requirement that the goods are humanitarian aid must be proven. The BAG recommends a list drawn up by the aid organization or private aid operation as proof, including the following information

- the aid organization/private aid operation (address/contact person),
- the humanitarian aid goods loaded, including the quantity (number of garment bags, boxes, pallets, etc.),
- the loading point and the receiving/collection/distribution point (address, contact person)
- as well as the emergency vehicle(s) (number plate, holder).

This list must be presented in the event of an inspection. Such a list is also required for a temporary registration of toll-exempt vehicles with Toll Collect (see under 9.).

In the case of transports abroad, certificates, permits and import and export documents required for the transport of relief goods to the respective country can be submitted as evidence.

Emergency vehicles should be marked in the front area, e.g. behind the windshield, with a note ("Hilfstransport").

6. Is it necessary to apply for the toll exemption from the BAG, Toll Collect GmbH or the EETS provider?

The toll exemption results directly from the law. It is therefore not necessary to apply for it from the Bundesamt für Güterverkehr (BAG) or from Toll Collect GmbH. If there are doubts as to whether the requirements for a toll-exempt aid transport are actually met, you should clarify this for the specific individual case by contacting the BAG.

7. What needs to be considered with regard to operating the toll device in the vehicle?

On-board devices for automatic toll collection are to be turned off in vehicles performing for toll-exempt humanitarian aid transports. With the Toll Collect OBU, this can be done by switching to the "Manual toll collection" option in the menu control. Otherwise, reference is made to No. 9 (toll refund).

8. Can the vehicle be registered with Toll Collect GmbH?

Vehicles that are exempt from the toll due to the transport of humanitarian aid goods to disaster areas can be registered with Toll Collect GmbH on a voluntary basis for the duration of the operation. There is no obligation to perform this voluntarily registration, it is however recommended to do so. In this way, unnecessary controls, hearings and subsequent assessment notifications can be avoided as far as possible.

Toll Collect GmbH has a registration form (online or as a pdf document) available on its website under the keyword "toll exemption" (see [https://www.toll-collect.de/en/toll_collect/rund_um_die_maut/maut/mautbefreiung/mautbefreiung.html](https://www.toll-collect.de/en/toll_collect/rund_um_die_maut/mautbefreiung/mautbefreiung.html)). The registration reason no. 2b (vehicle for the transport of humanitarian aid goods) must be indicated. The loading lists of the relief goods transports including the receiving/collection/distribution points (cf. notes on 5) are to be attached to the registration form.

Please send the documents for the temporary registration of the vehicles in the database of vehicles not subject to the toll directly to

Toll Collect GmbH
Kontrollcenter
Postfach 11 30 29
10833 Berlin
eMail: Mautbefreiung@toll-collect.de

9. Advice on toll reimbursement for humanitarian aid transports

If the OBU was accidentally not switched off (see 8. above), you can apply for a refund of the toll paid. Depending on whether the toll was paid using an on-board device from toll operator Toll Collect GmbH or a toll box from an EETS provider, please contact the BAG or the respective EETS provider resp. the responsible sales partner.

- **If the toll was paid via an on-board device (OBU) of Toll Collect GmbH:**
In case the OBU was accidentally not switched off (see 8. above), you can address your request for refund to BAG informally or by using the form BAG is providing on their website under https://www.bag.bund.de/SharedDocs/Downloads/DE/Formulare_Hinweisblaetter/Maut/Formular_Erstattung.pdf?__blob=publicationFile&v=5 Please do not forget to mention your bank details (IBAN).
The application cannot be filed by eMail.
Please address your application by mail or fax to the Bundesamt für Güterverkehr, Referat G2.
- **If the toll was paid via an on-board device of an EETS provider (e.g. Aral Mautbox, BP Mautbox, SVG flexbox EUROPA; DKV BOX EUROPE, UTA One Box):**
Please contact the EETS provider of your on-board device or the responsible sales partner for your refunds process.

Please add the following documents to your application:

- Copy of the toll statement from Toll Collect GmbH or the EETS provider resp sales partner, as proof of billing
- copy of the individual journey record
- the loading list created by the aid organization or private aid operation of the relief goods transports including the receiving/collection/distribution points, and
- if any: information on the humanitarian aid action (e.g. publications of donation appeals or concerning the performance if the aid transports in newspapers or the web)

Source: BGL