FREIGHT TRANSPORT ACCESS PERMIT ONLINE ADMINISTRATION SYSTEM

USER'S MANUAL

Last update: 26 July 2012

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LEGAL BACKGROUND

BKK Zrt, a company owned by the Municipality of Budapest, is responsible for the evaluation of applications for freight transport access to the zones within the administrative boundaries of Budapest, for the determination and collection of service fees and also for the issuing of permits.

This activity is carried out based on an annual Public Service Framework Contract with the Municipality, in compliance with the following regulations of the General Assembly of the Municipality of Budapest, forming the legal background:

- 92/2011. (XII. 30.) – regulating freight transport on the administrative territory of Budapest
- 30/2010. (VI. 4.) – regulating parking (order and fees) and the storage of vehicles out of working order on the administrative territory of Budapest

This online system is intended to make the entire process simpler, faster as well as more transparent and user friendly. The administration process at the Customer Service Centre can be avoided by using this convenient option.

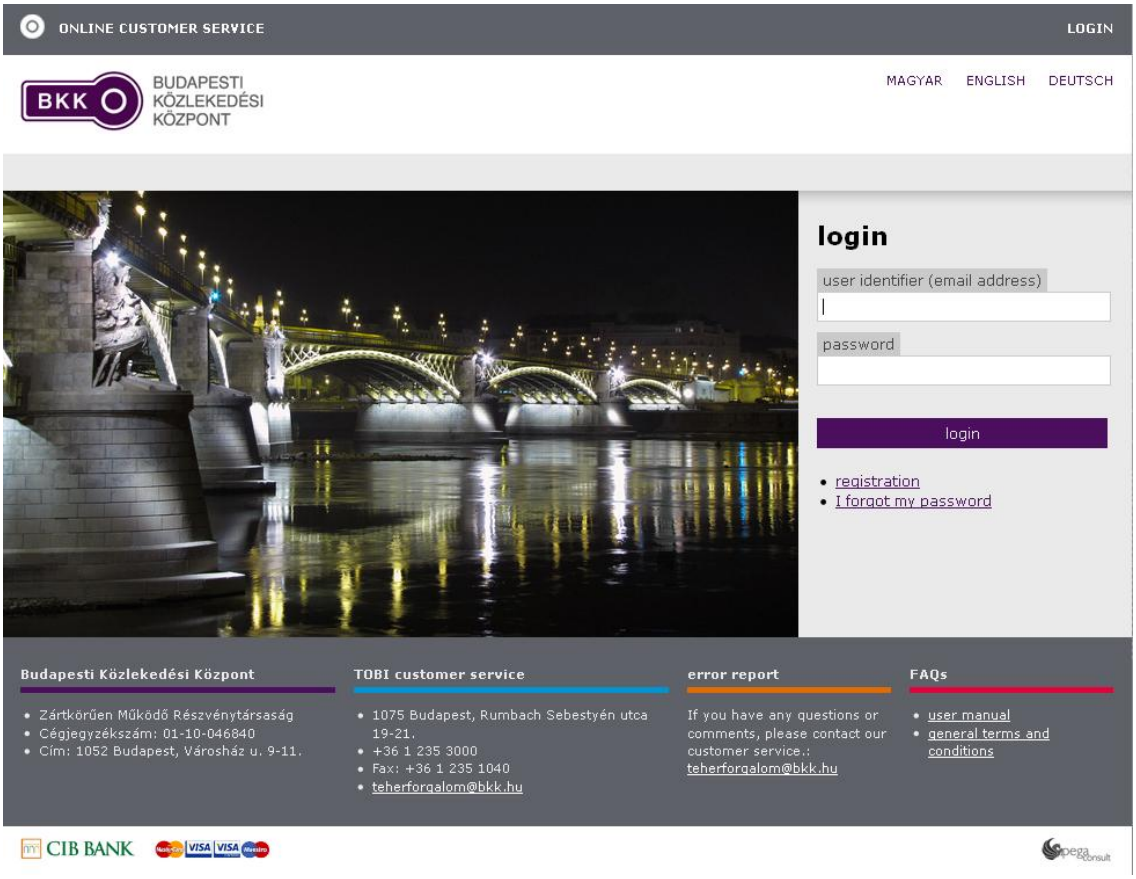
1 ONLINE INTERFACE

Direct access to the application is provided at http://tobi.bkk.hu

To start the administration process through the online interface, there is no need to download the program; only a computer with internet access is required. The most widespread browser types support the functionality of the application.

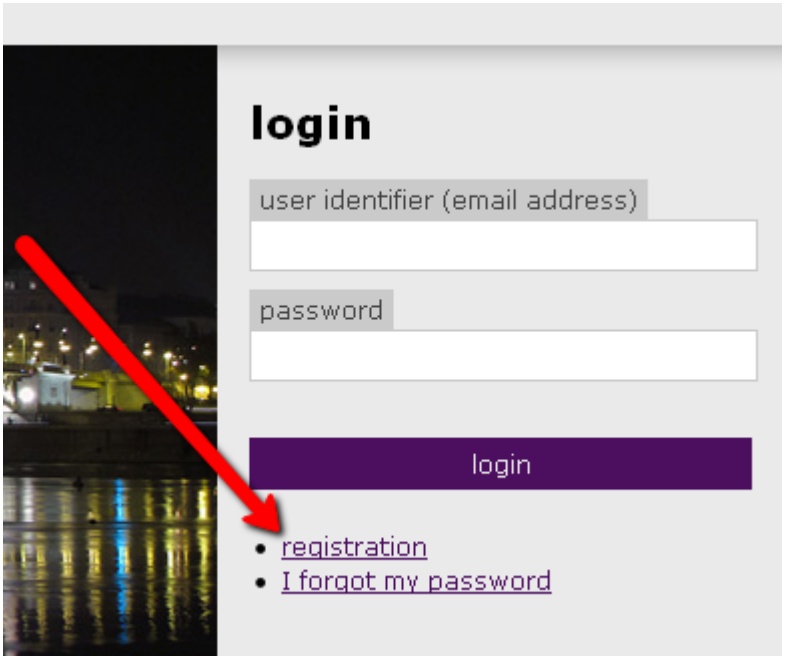
The recommended browsers are:

- Internet Explorer 8 or higher version
- Mozilla Firefox 3.6.5 or higher version
- Google Chrome



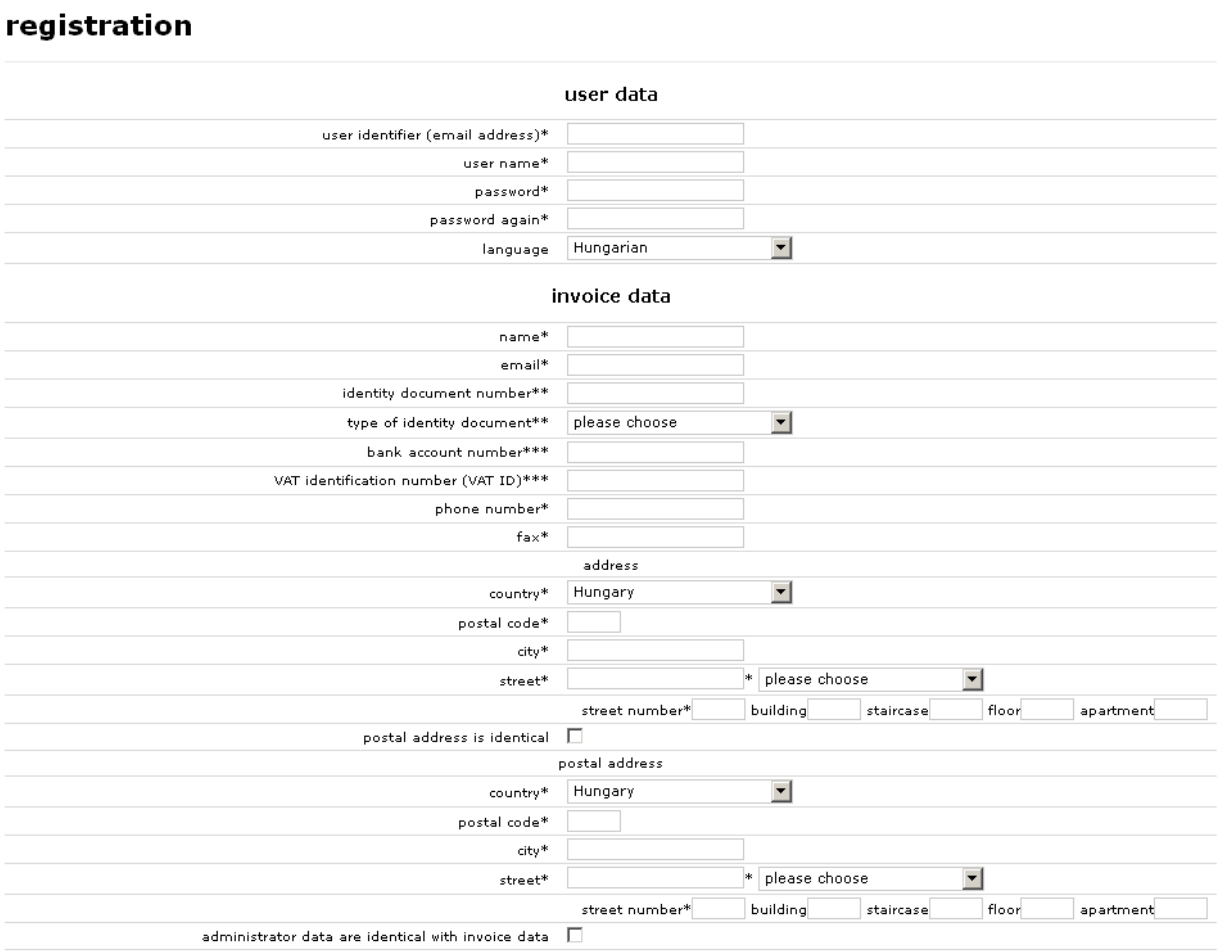
1.1 REGISTRATION

To be able to use the program, registration is required. To begin, please click on "Registration."



An email address is needed for registration. **This email address will serve as your User ID. Please note that an email address can be registered only once.**

Filling in the registration form



Three types of data need to be provided during registration:

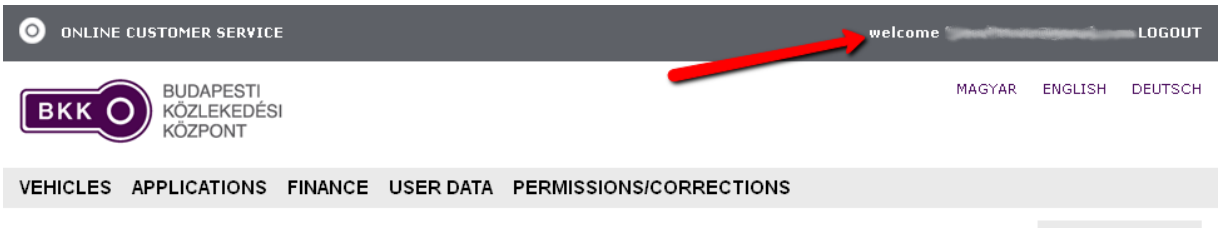
- User data
- Invoicing data
- Administrator data

The identity document number in case of companies is the tax number, in case of private persons the personal photo ID or passport.

Detailed information regarding registration and the use of the program is contained in the General Terms and Conditions document, which has to be accepted at the end of the registration process to make the registration successful.

To finish your registration, please click on "send"

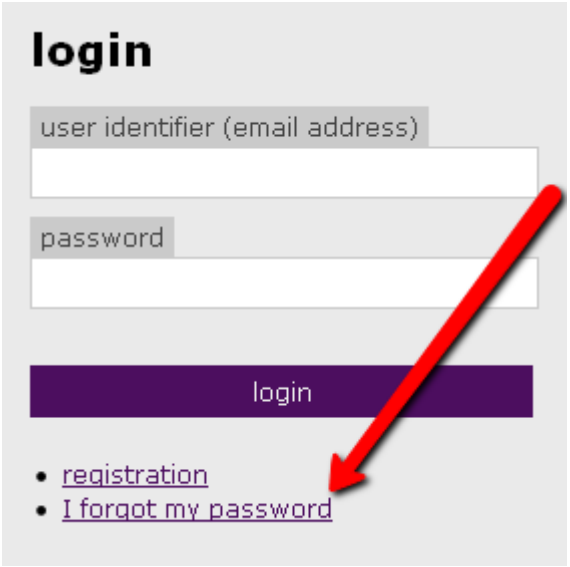
The system will send a confirmation email of the registration with a link to be clicked to activate the user access. After successful registration, the system will log in the user; the log-in confirmation showing in the upper right corner.



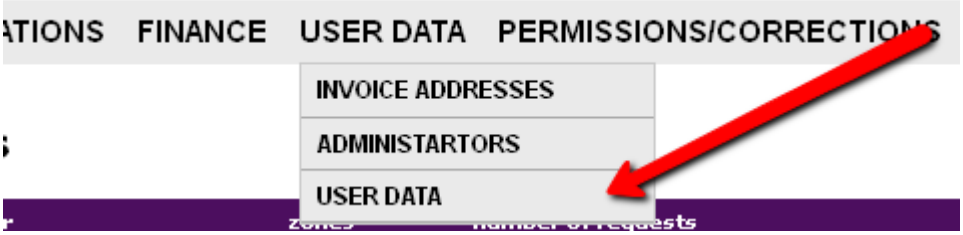
1.2 RETRIEVING FORGOTTEN PASSWORDS

Users can request a new password on the main page, but only for already activated user accounts. This function must be used also in case the system blocks customer access due to five unsuccessful log-in attempts.

To begin click on "I forgot my password."



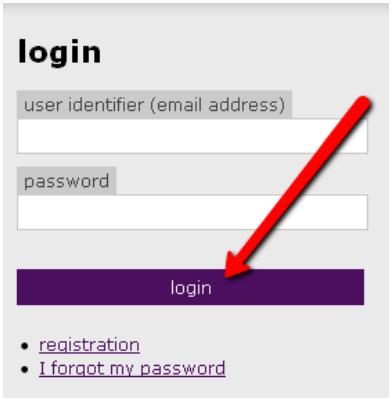
Please provide **the email address registered as user ID.** This is where a notification will be sent along with a link to confirm your request for a new password. The new password will be sent in another email. Please change this password after logging in under the "user data" subsection of "User Data."



IMPORTANT! If an email address other than the one used for the original registration is provided to request a new password, the system will not send an error message due to security reasons.

1.3 PROGRAM LOGIN

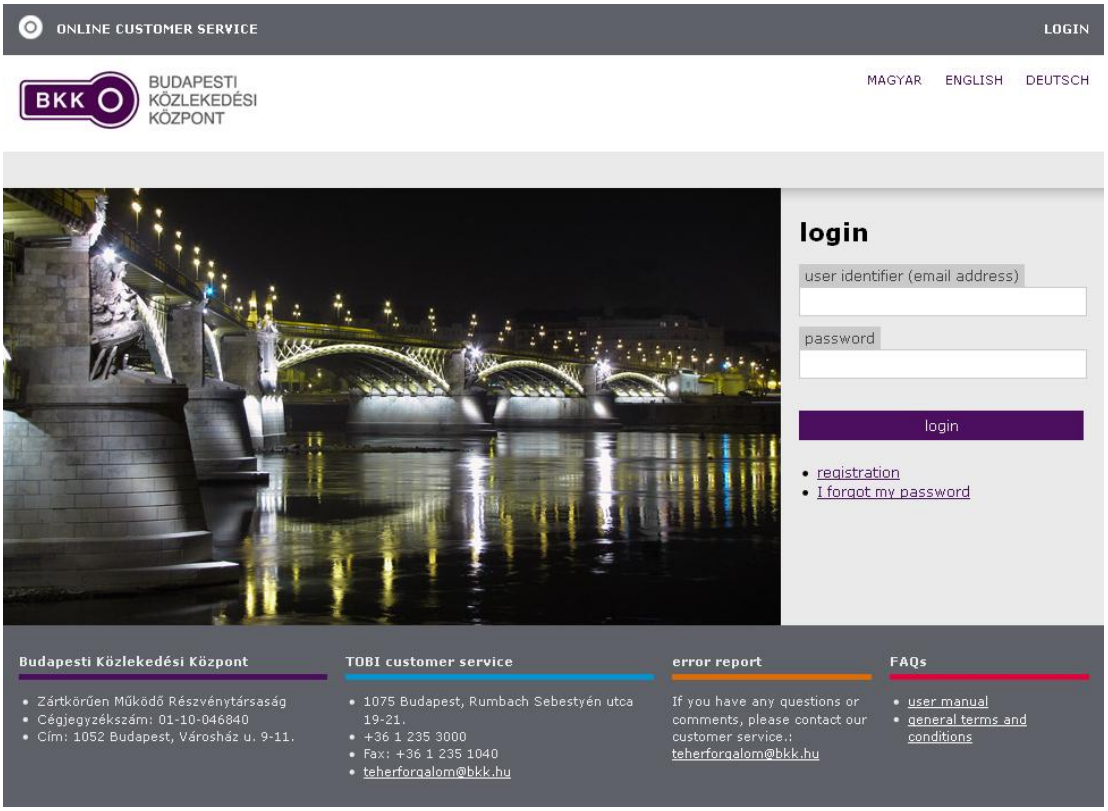
To log in, please enter the registered email address and your password at the screen below, then click "login."



1.4 PROGRAM LOGOUT

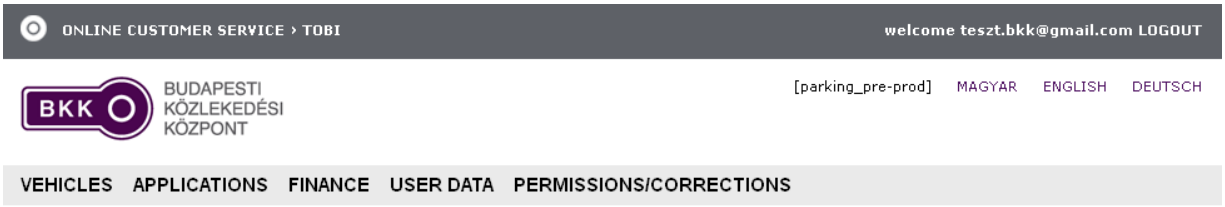
To log out, please click on “logout” next to the welcome message.

The login screen will appear after logout.



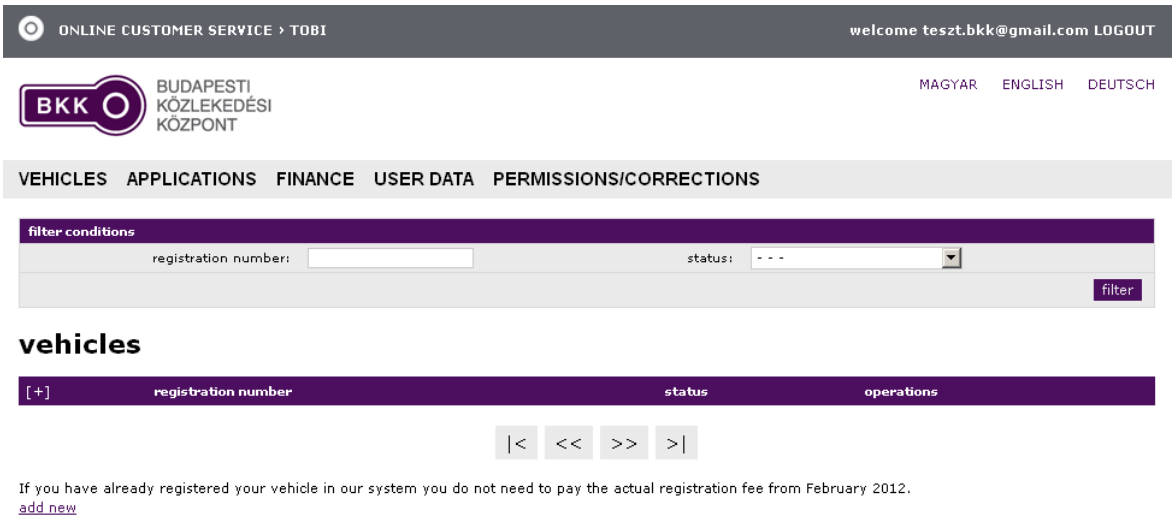
2 MAIN MENU

After logging in, the following roll-down menu points will appear. Please move your mouse cursor above the menu point to reach the sub-menu.

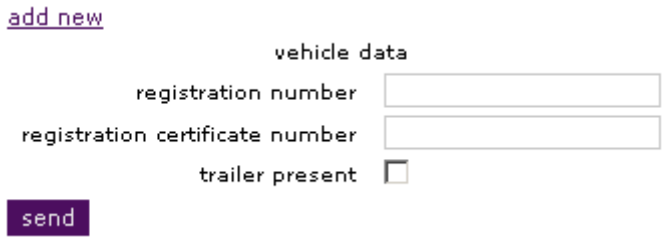


2.1 VEHICLES MENU

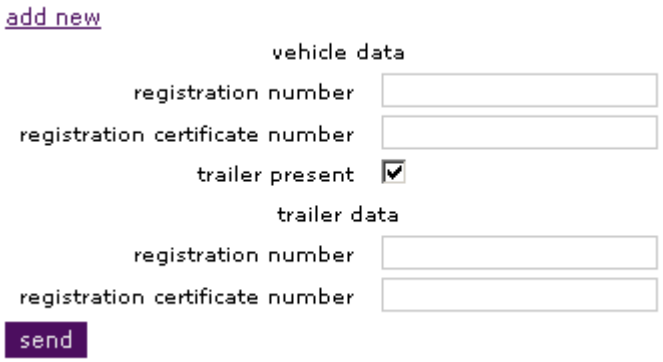
The list of vehicles registered by the user will be displayed.



To register a new vehicle click on "add new," then you will see the following fields:



To add a trailer to the vehicle in one step, tick the box next to "trailer present". This will trigger two new fields regarding the trailer:

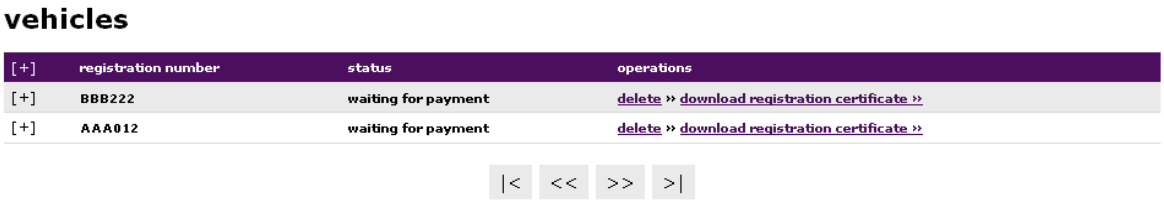


After clicking „send," the vehicle registration form will appear. The fields of this form are identical to the fields of the official vehicle registration document, just like the code following "-" refers to the data in the document.

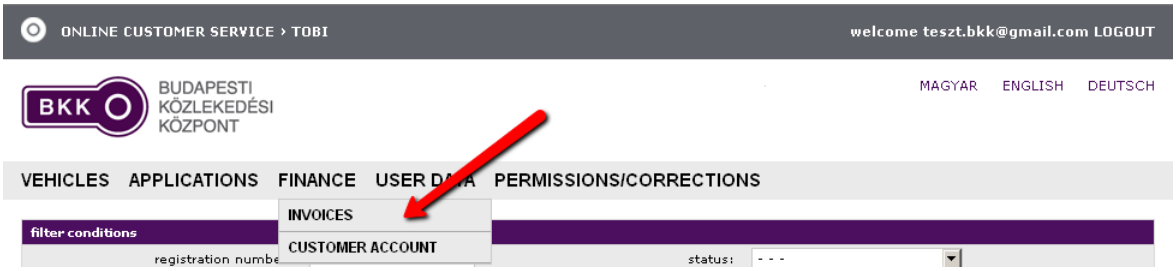
The following data are needed:

- Registration number
- Registration certificate number
- Vehicle category
- Manufacturer
- Type - D.2
- Total weight (kg) - F.1
- Environmental category (Euro standard)- V.9
- Upload registration certificate
- Maximum permitted trailer weight (kg) - O.1
- Semi-trailer weight (kg)
- Net weight (kg) – G

Please click on „send". The system will return to the vehicle list where the newly added vehicle will appear either as "added" or "waiting for payment".



IMPORTANT: in case your vehicle has not been previously registered in the system, you need to pay the registration fee first. For fee payment please go to „finance."



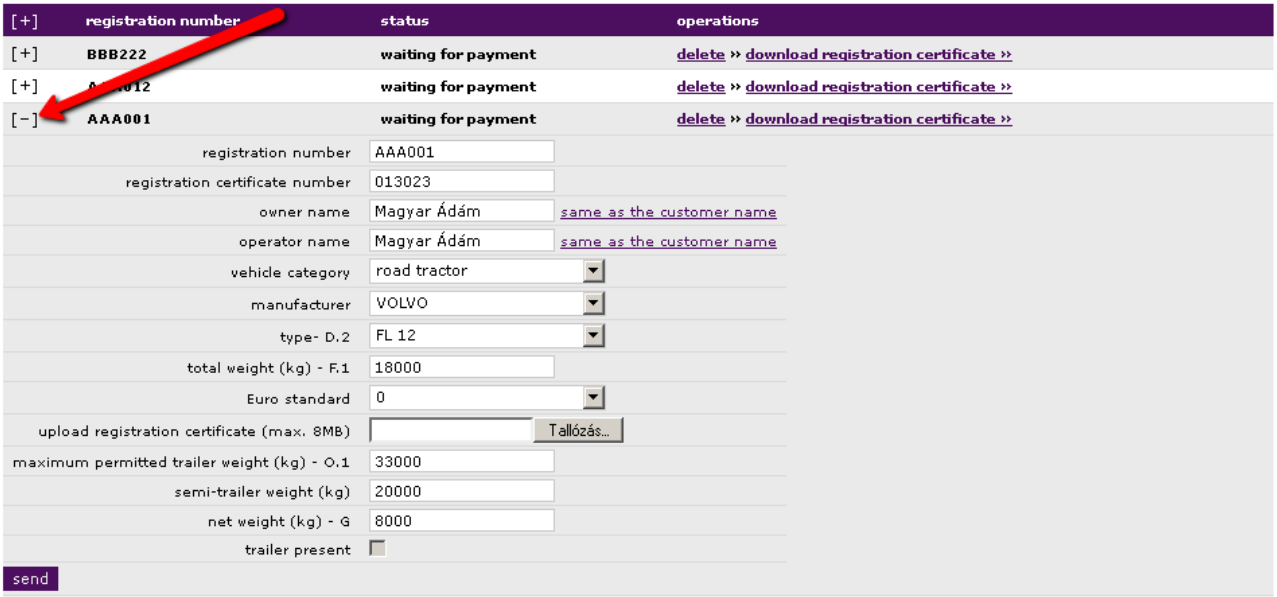
The system automatically notifies the customer via a confirmation email containing only the registration number of the vehicle and the request to check the entered data through the online TOBI portal.

Registering vehicles -

Customer service needs to verify data. Thereafter the vehicle will appear in "approved" status.

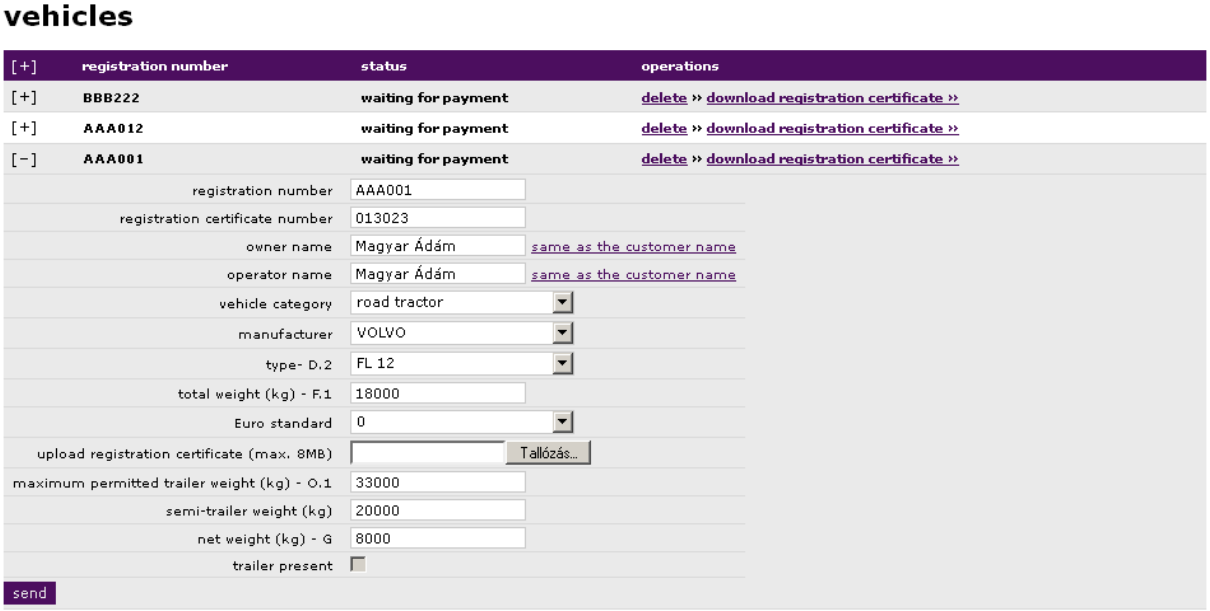
The list view shows in each row the registration number and status of the registered vehicle as well as an operation command. Click "+" at the beginning of each row for more details for each vehicle.

vehicles



To delete a vehicle from the list click on "delete" at the end of the row. The status will change to "Inactive." A request can be initiated only for vehicles in “added" and "verified" status.

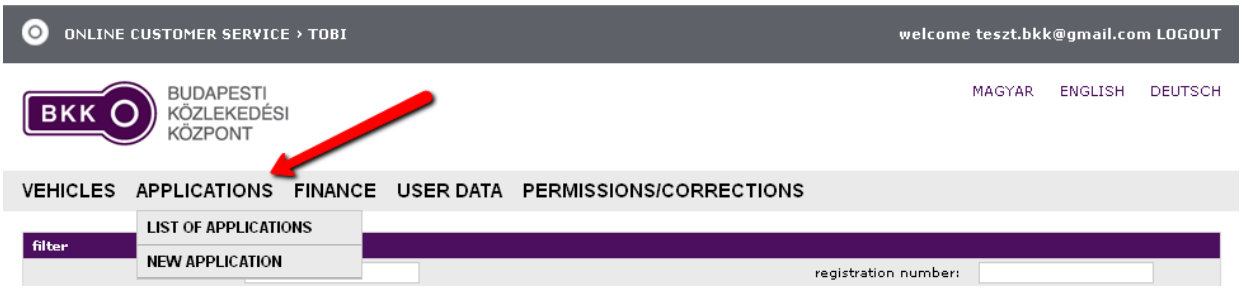
To modify data click the “+" as well. Appearing data can be modified with the exception of the registration number and the registration certificate number. To confirm changes click on "send".



The data group containing the previous data of the vehicle becomes "inactive" and disappears from the user's view until a newly added vehicle gets the "added" status to be verified by Customer Service, too. The vehicle registration certificate has to be uploaded at each modification as a requirement for data changes of already approved vehicles.

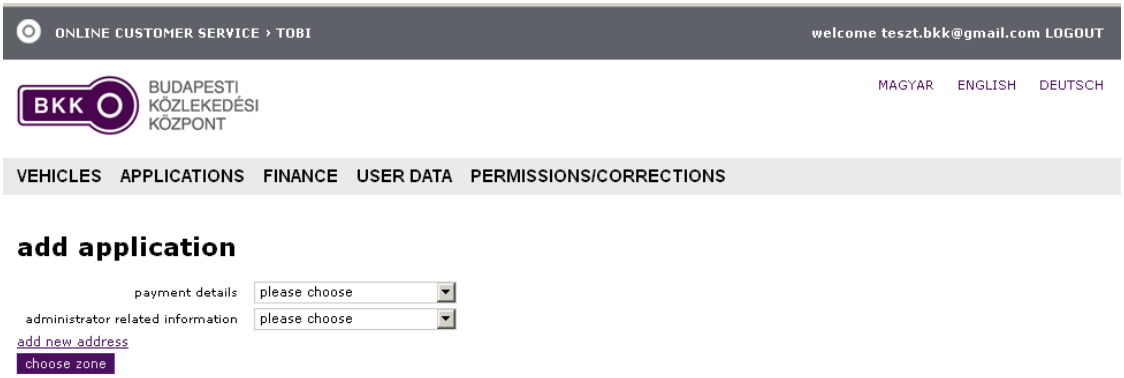
2.2 APPLICATIONS

In addition to entering new applications, already entered applications can be viewed.



2.2.1 NEW APPLICATION

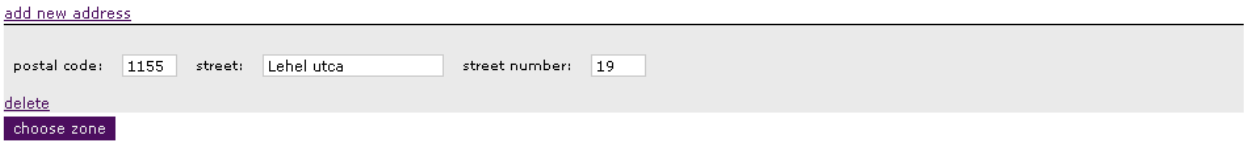
To launch a new application, select "New application."



The first step is to select from the drop-down list the Payment details and Administrator related information you would like to attach to the application. These data will appear on the invoice and proforma. BKK Customer Service will contact the administrator if needed.

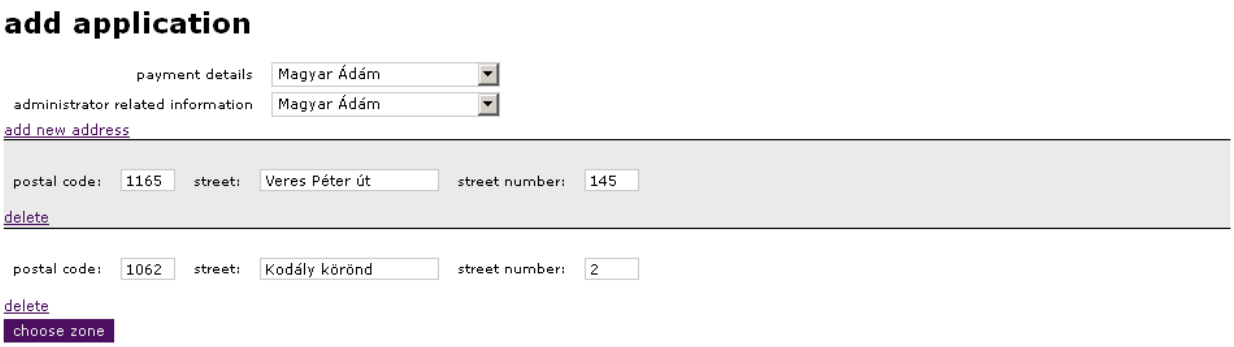
Next, please enter the Address. The program assists by showing options as you type.

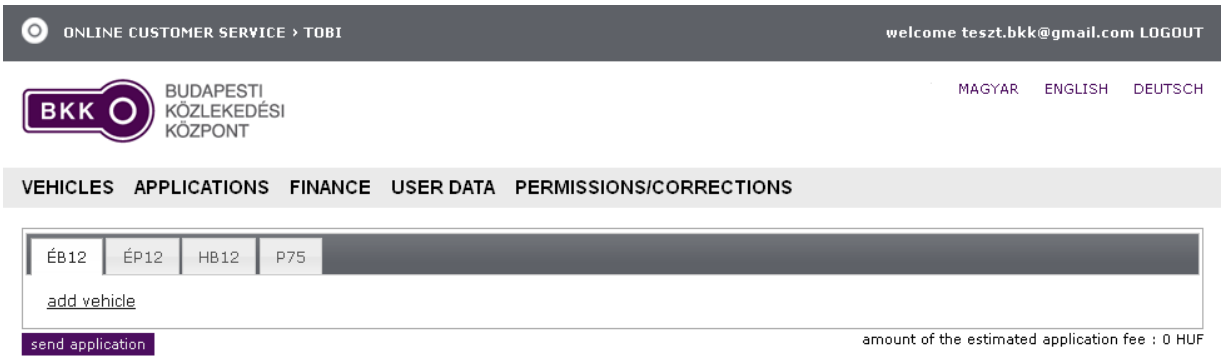
After you have selected an item from the list, the cursor will jump to the next field. Enter postal code, street name and number.



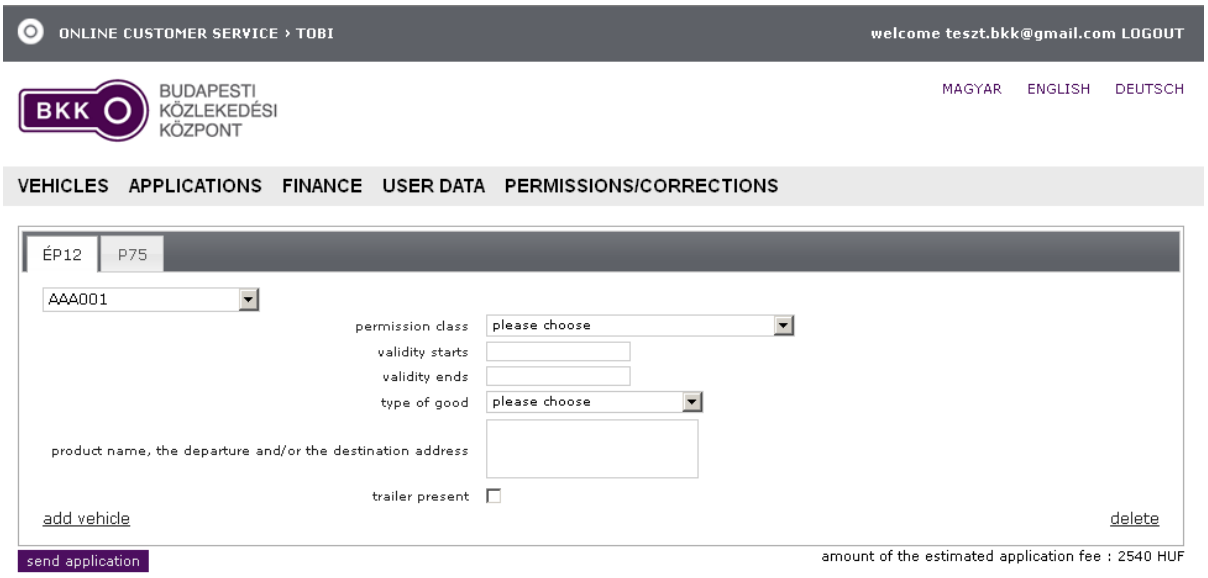
More than one address can be entered by clicking on "add new address.” To delete an address from the list click on "delete" to be found under each row.

Next, please click on “choose zone”. The program will classify the addresses according to area: protected zone and fright access restricted zone; each requiring a separate form.





Enter here the vehicle type you would like to enter with into the given zone. Click on "add vehicle" to choose from the list that contains only vehicles that comply with the restrictions for the given address.

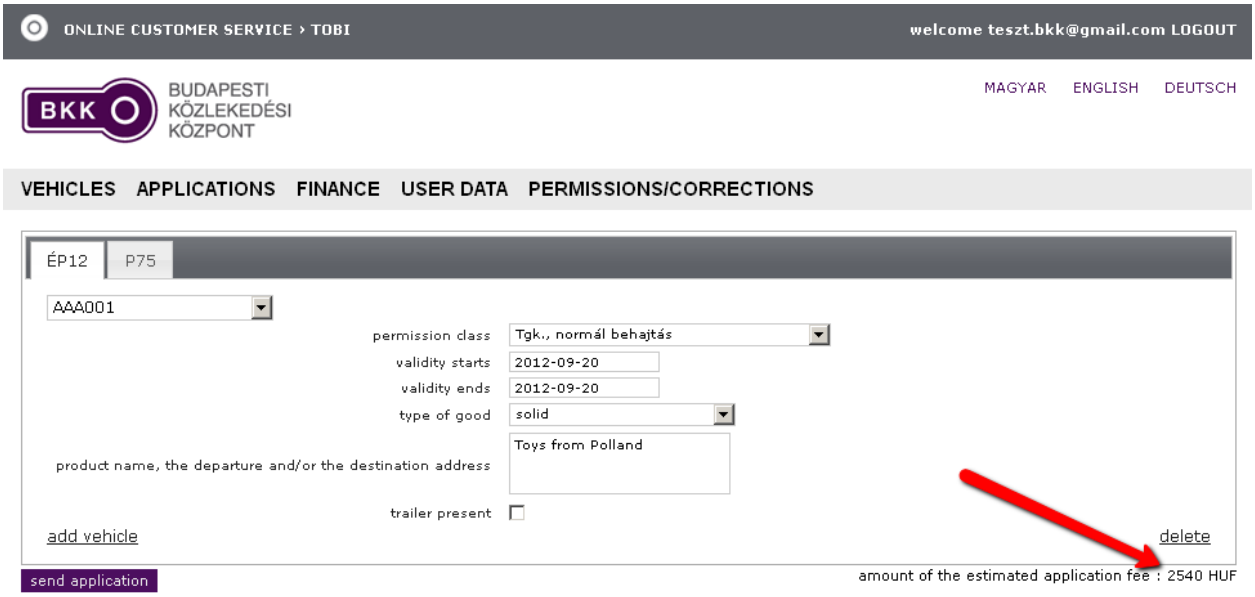


After providing the vehicle registration number, the following data will be requested by the system:

- permission class (in case of zones with freight transport restriction)
- Type of access permit (in case of protected zones)
- Start of validity
- End of validity
- Type of goods
- other description
- Is there a trailer present?
    - If yes, is it a semi-trailer?
    - Trailer's registration number

      If you do not provide a registration number for your trailer, the system will base the calculation of the total weight on the maximum permitted trailer weight

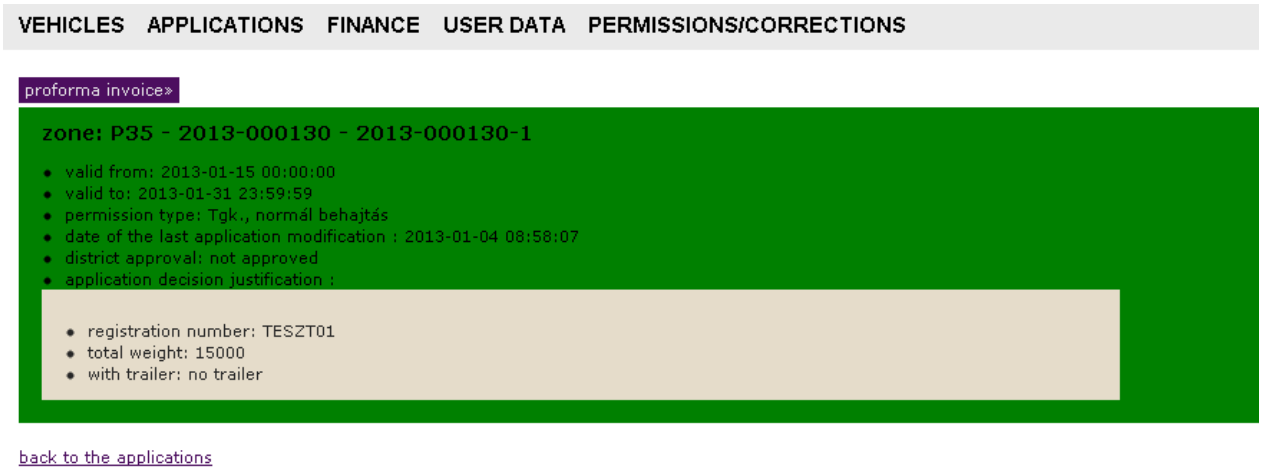
The fee amount to be paid is shown in the lower right corner.



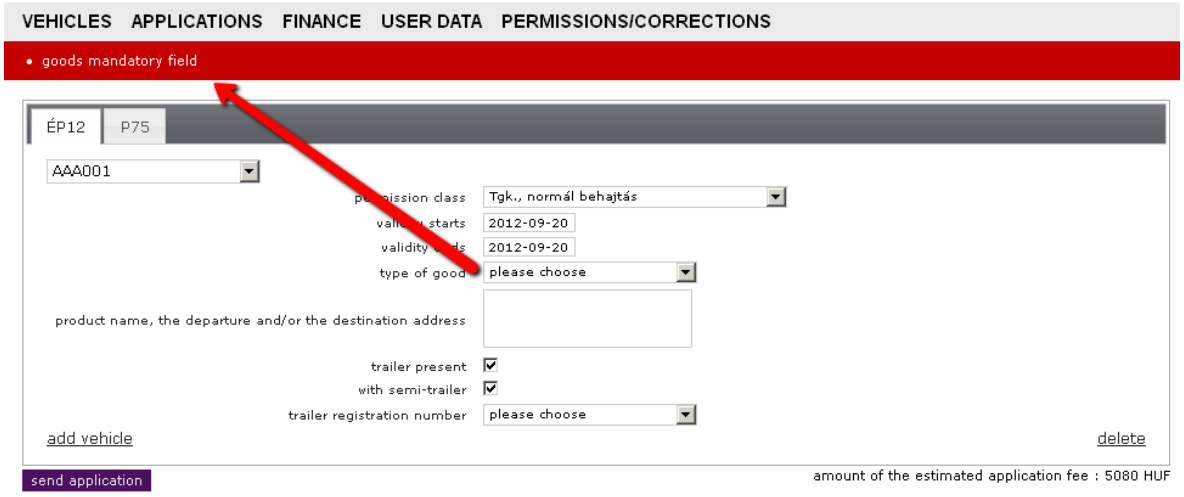
More vehicles can be added on this page by clicking on "add vehicle". To delete vehicles, click "delete."

IMPORTANT: If a semi-trailer is not marked as the trailer in case of a tractor trailer, or if a semi-trailer is marked as trailer for a non-tractor-trailer, the program will not be capable of calculating the correct fee, thus it might occur that a new application has to be completed. In the above cases, the fee for the incorrectly completed applications will not be reimbursed by BKK ZRt according to the General Terms and Conditions.

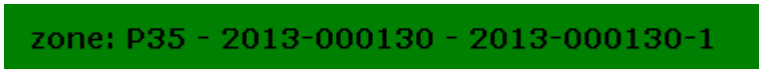
To finish the application process all required data need to be filled in on all of the forms. Click on "send application" for the system to generate the access request.



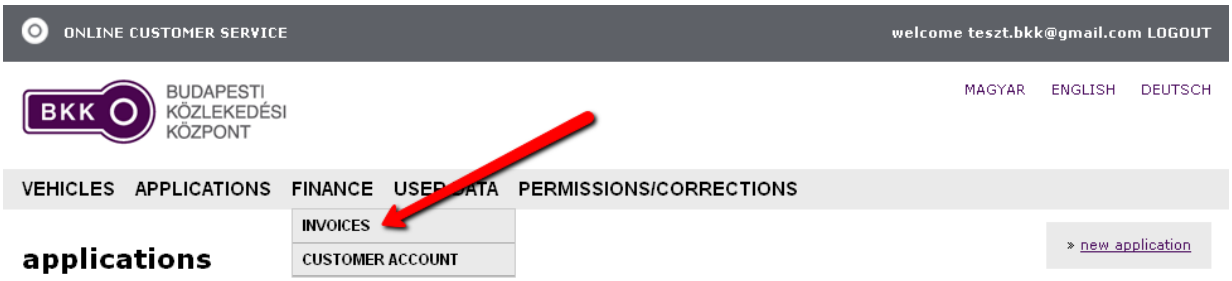
The system will indicate missing data in the upper left hand corner.



Each sent application will automatically receive a reference number Sub-reference numbers are issued for each zone.



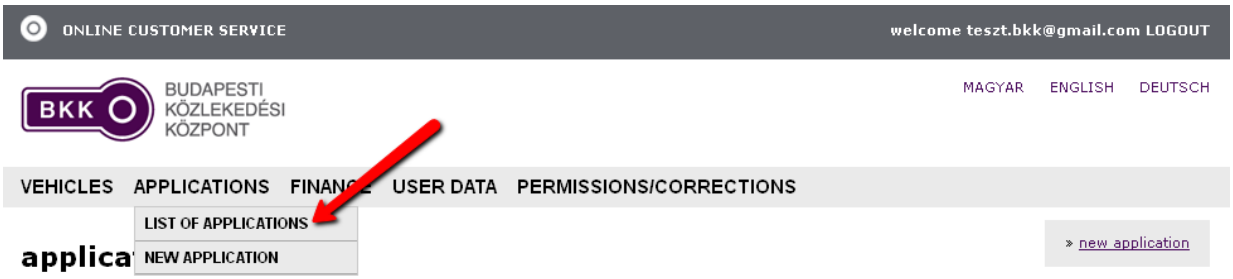
The system generates an electronic proforma invoice for the customer for fee payment. Please go to "Finance/Invoices" to find the proforma. .



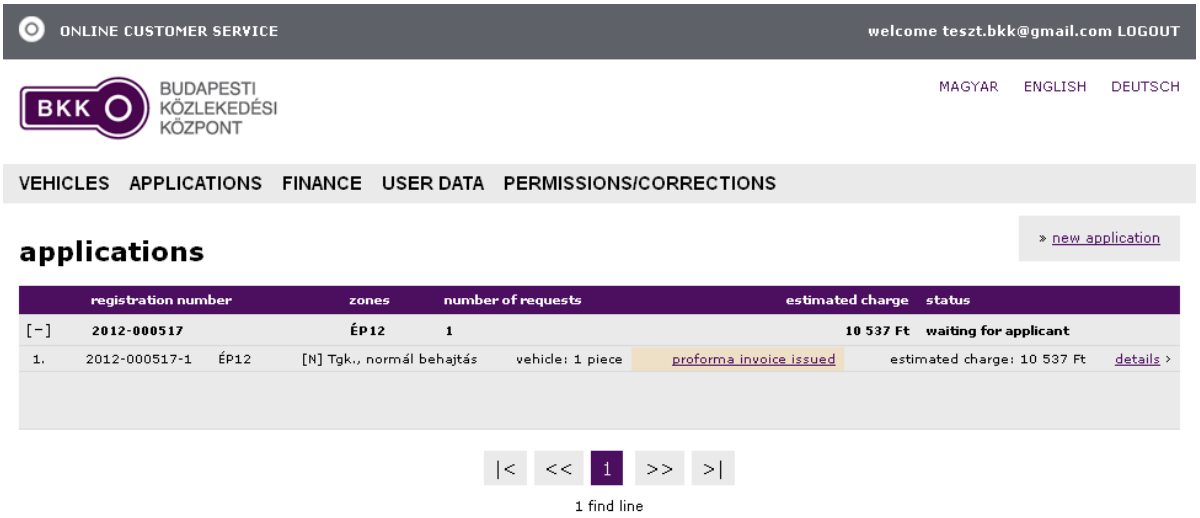
A separate application fee must be paid for each vehicle, time period and zone. No fee discounts are available, thus the proforma will not include any discounts.

When clicking on "back to the applications," the list of applications will appear.

2.2.2 LIST OF APPLICATIONS

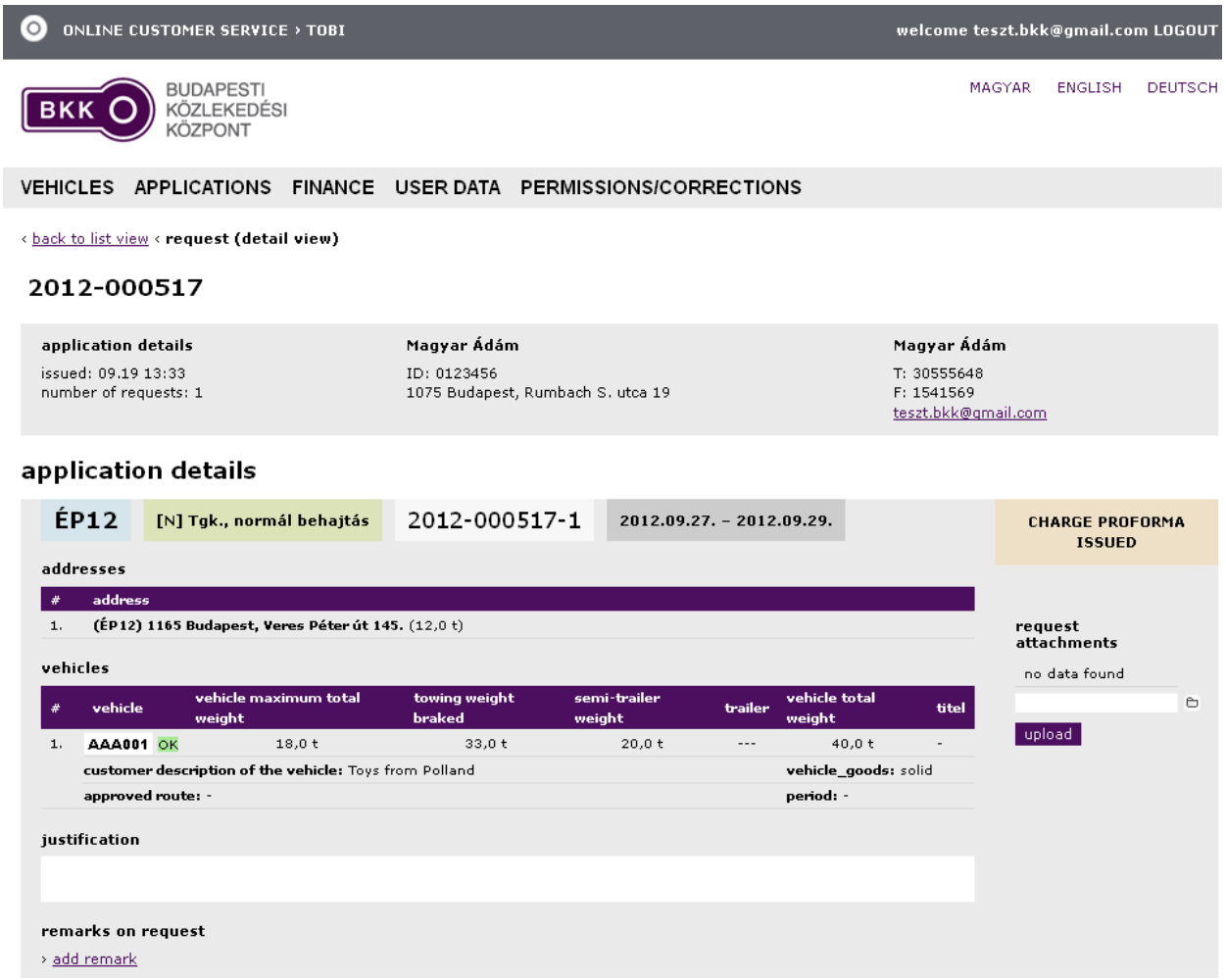


Previously sent applications are listed with basic data for each application showing in the header: reference number, zones, number of requests, estimated charge and application status. For more details on ach request, click on "+".



In this view the sub-reference numbers, zone code, access type, number of vehicles, a link to the proforma, the estimated charge for the request and a link to the detailed view are displayed.

When clicking on the "details" link, the screen below will appear:



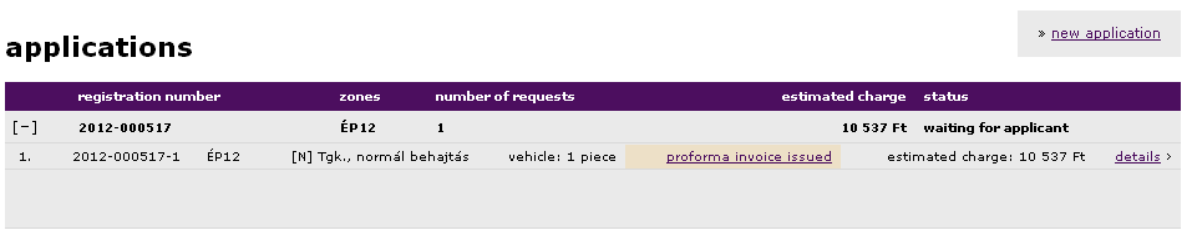
An overview of application details is presented here, with application status. Documents can be uploaded and comments can be attached at the request of Customer Services.

2.2.3 "WAITING FOR APPLICANT" STATUS

IMPORTANT: In "waiting for applicant" status, the administration process is on hold. Please check the detailed view to find out the reason for this.

This status shows in the following cases:

a) "proforma invoice issued"



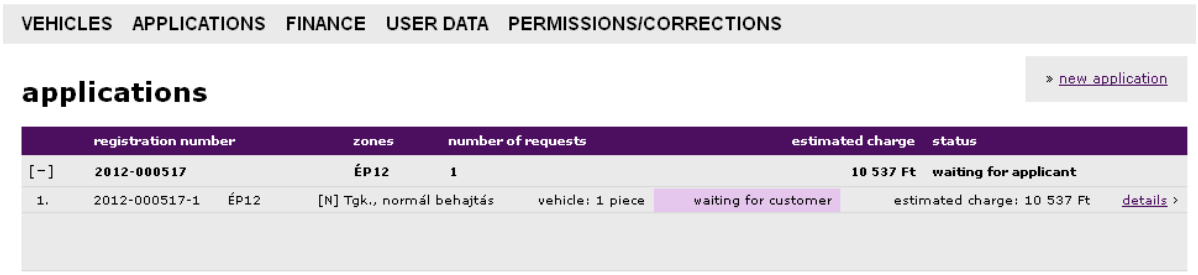
In this case the application has been submitted, the system has generated the proforma invoice. The approval process is on hold until the fee has been paid.

b) "approved"

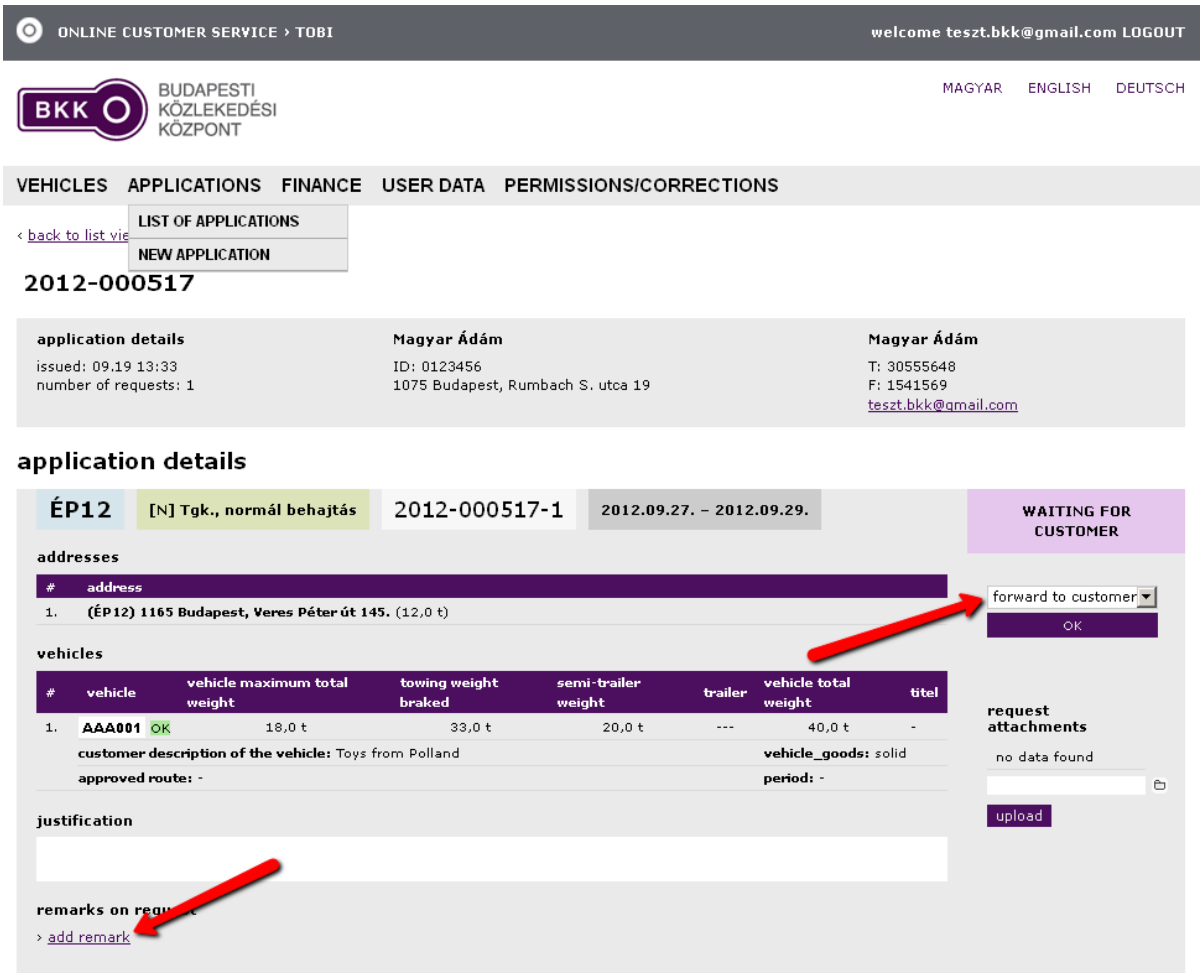
In this case the application has been approved, the proforma can be issued after marking the appropriate boxes, the fee of the approved permit can be paid.

IMPORTANT: Until the access or parking fee has been paid, the permit is not valid and does not entitle for entry into the restricted zones.

c) "waiting for customer"



In this case, a question has arisen during the evaluation process; the answer is expected from the applicant. Please check the detailed view for the exact reason for the on hold status.



The upper box indicated that information is needed from the customer regarding the transported goods.

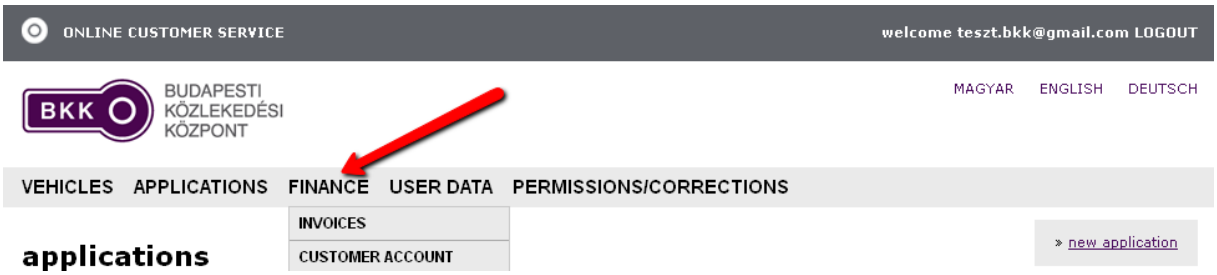
To answer the question, please click on “add remark” and write into the pop-up box. After saving, the remark will appear on the screen.

Click on OK below the “forward to customer service” field.

IMPORTANT: If you fail to forward the answered question to customer service, the evaluator will not be able to see your response and the process will remain on hold.

2.3 FINANCE

View your account balance, invoices and proformas here.

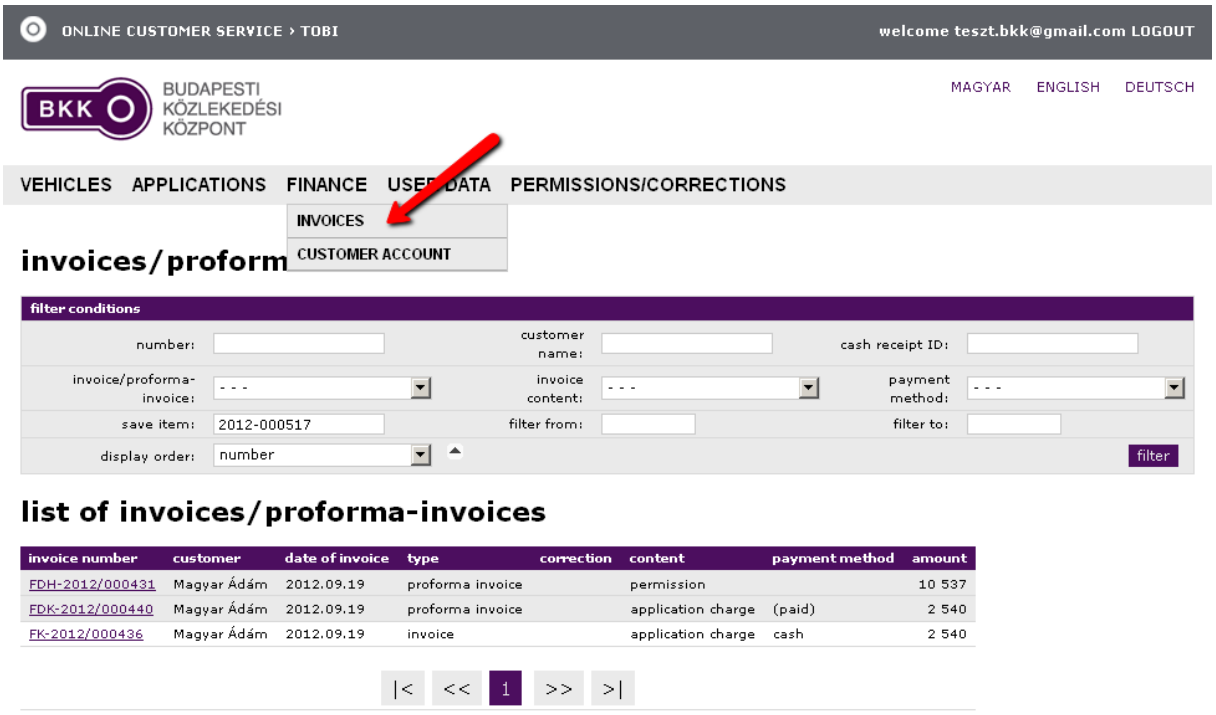


2.3.1 INVOICES

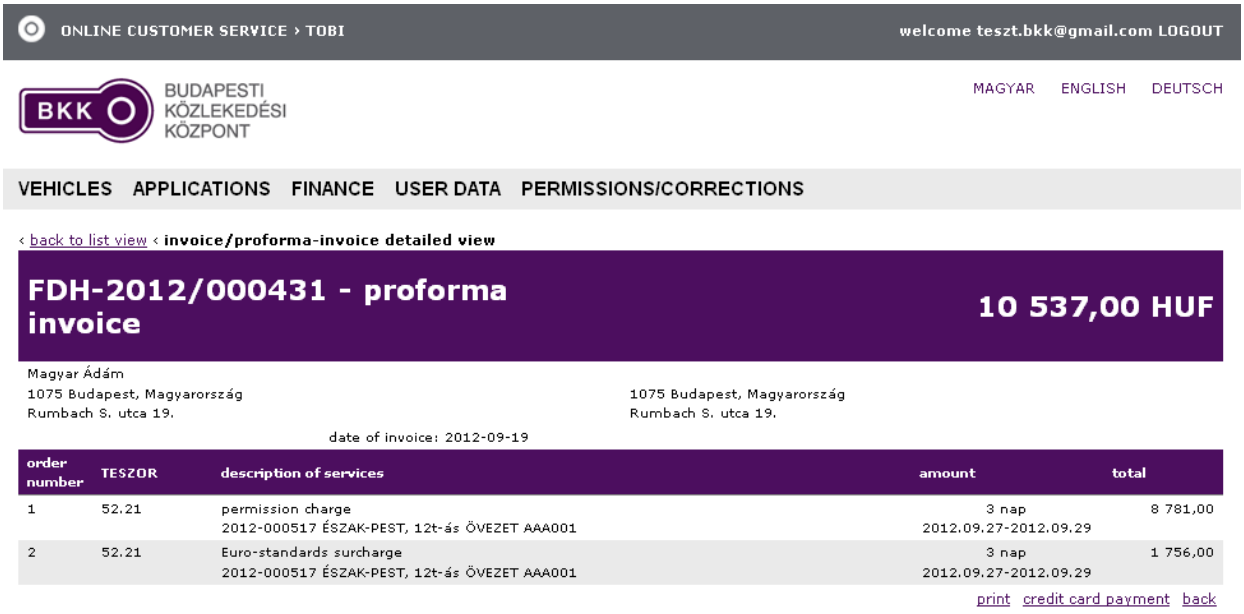
Under this menu item, you can view, print and pay invoices using a bankcard.

The following filters are available:

- Invoice number
- Filter from
- Filter to
- Invoice / proforma invoice
- Invoice content
- Payment method
  - cash
  - bank transfer
  - online
  - POS terminal
- Cash receipt ID
- Display order
  - number
  - date
  - amount



Click on proforma to display the preview.



To print the proforma click on “print”. A pop-up window will display the print preview. To exit, click on the X in the upper right corner.

vendor:
Budapest Főváros Önkormányzata megbízásából BKK Zrt.
1052 Budapest, Magyarország
Városház utca 9-11.
tax number: 15735636-2-41
bank account number: 10700024-67032082-55200004

proforma invoice

proforma-invoice number: FDH-2012/000431

customer:
Magyar Ádám
1075 Budapest, Magyarország
Rumbach S. utca 19.

postal address:
Magyar Ádám

Budapest, Magyarország
Rumbach S. utca 19.
1075

Kelt:	due date:	due day:	payment method:
2012-09-19			

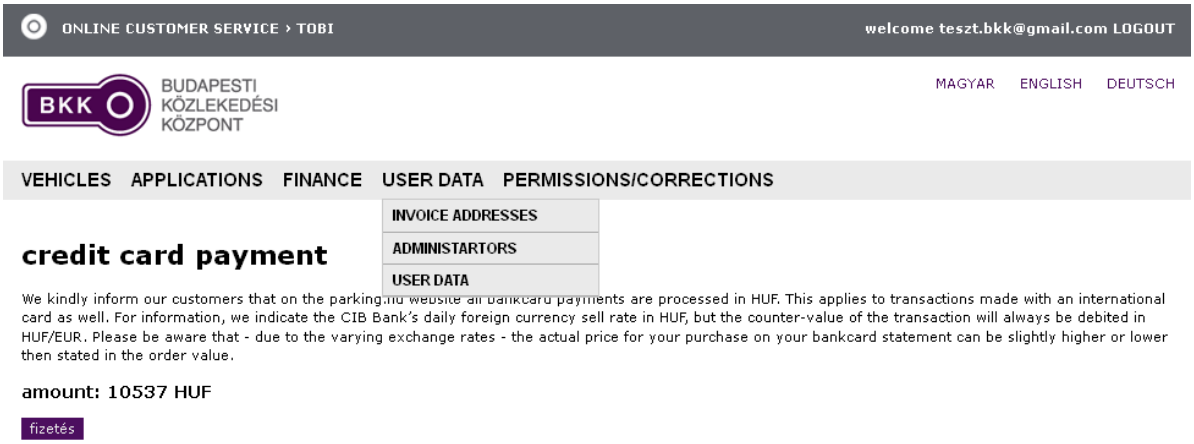
	TESZOR	description of services comment	amount period	unit price (net)	net amount	VAT rate	VAT amount	total
1	52.21	permission charge 2012-000517 ÉSZAK-PEST, 12t-ás ÖVEZET AAA001	3,00 nap 12.09.27 -12.09.29	2 304,72	6 914,17	27%	1 866,83	8 781,00
2	52.21	Euro-standards surcharge 2012-000517 ÉSZAK-PEST, 12t-ás ÖVEZET AAA001	3,00 nap 12.09.27 -12.09.29	460,89	1 382,68	27%	373,32	1 756,00

		net amount	8 297,00 HUF
27% VAT base:	27% VAT amount:	VAT amount	2 240,00 HUF
full VAT base:	full VAT amount:	total (gross)	10 537,00 HUF

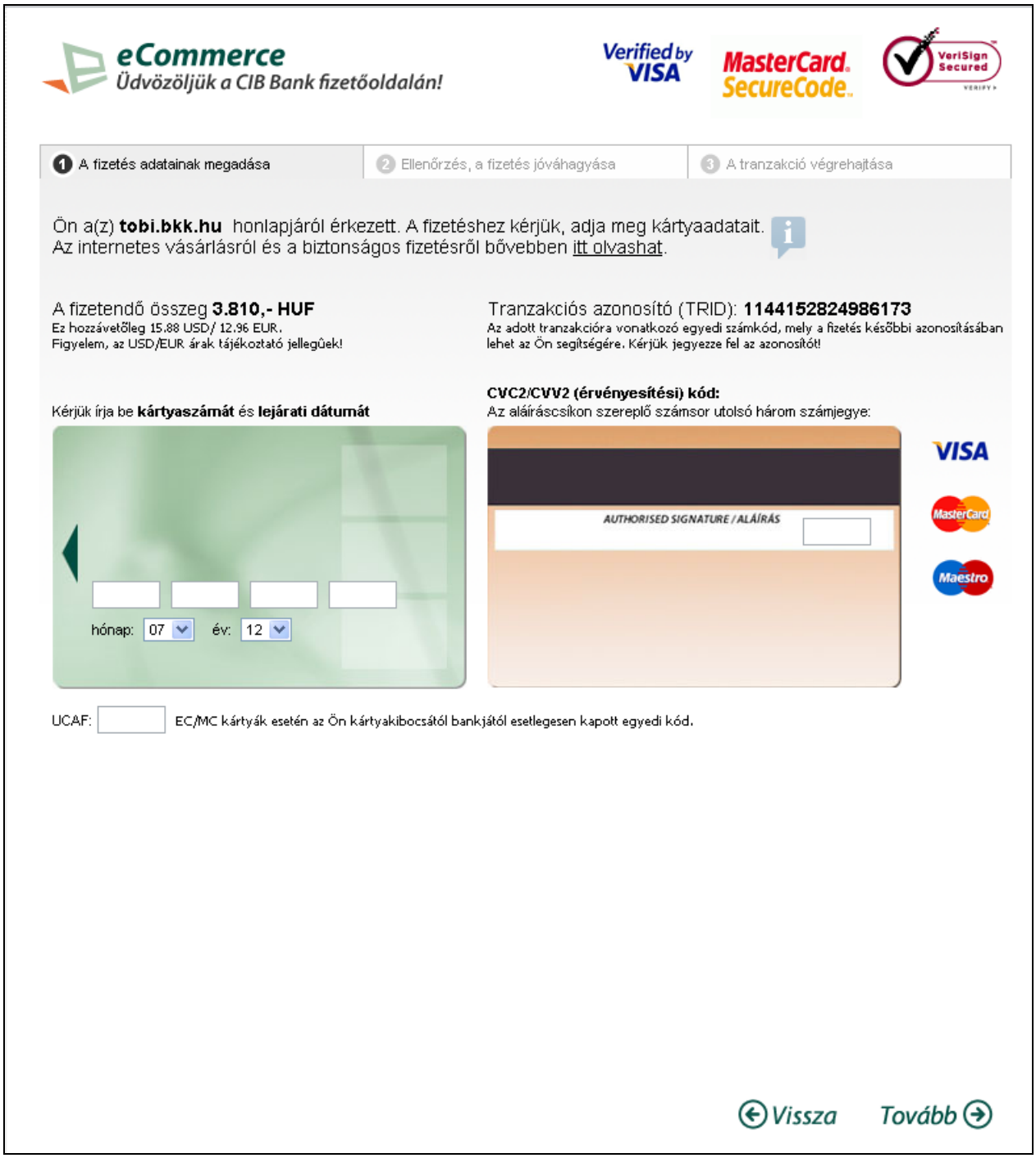
A díjbekérő ÁFA levonásra nem jogosít, a díjbekérő alapján fizetett összegről számla kerül kiállításra.

page number: 1

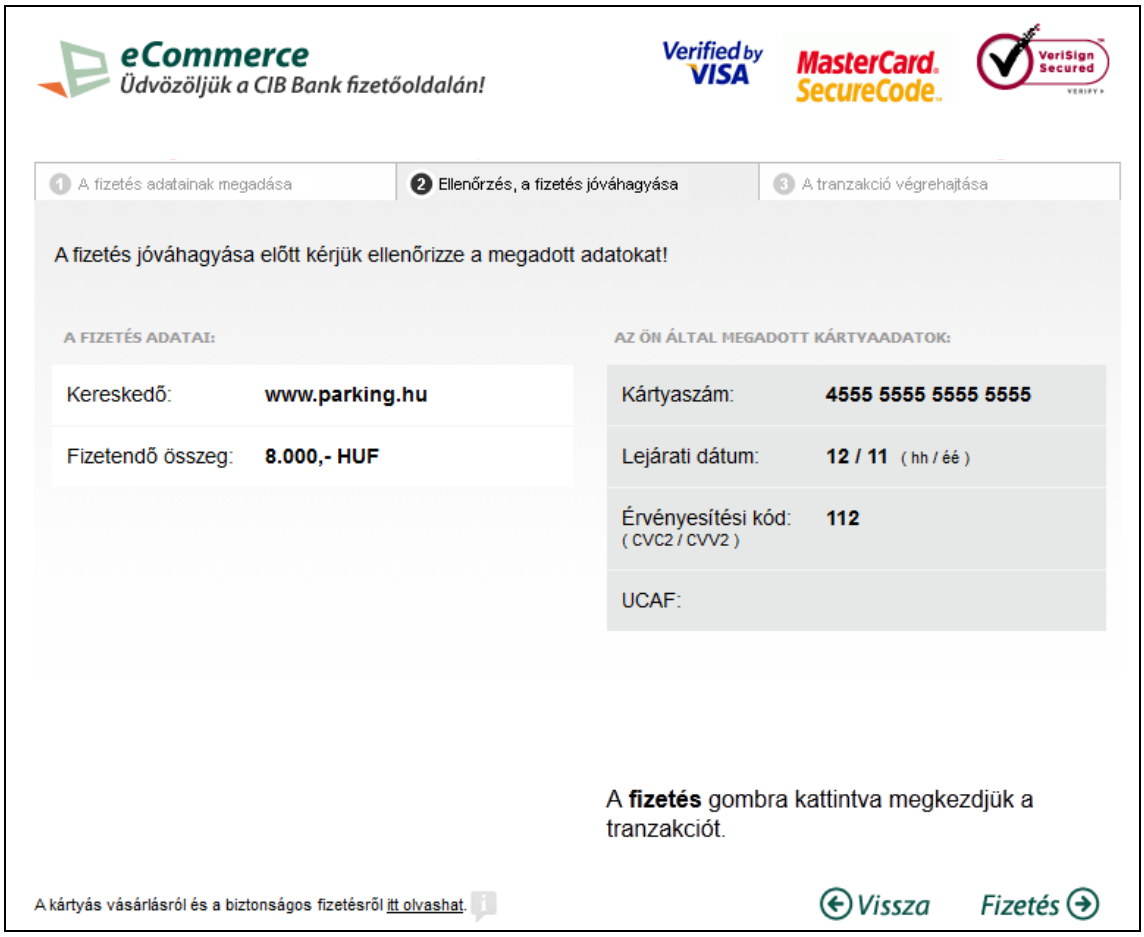
- The “credit card payment” link will direct you to CIB bank’s bank card payment screen.



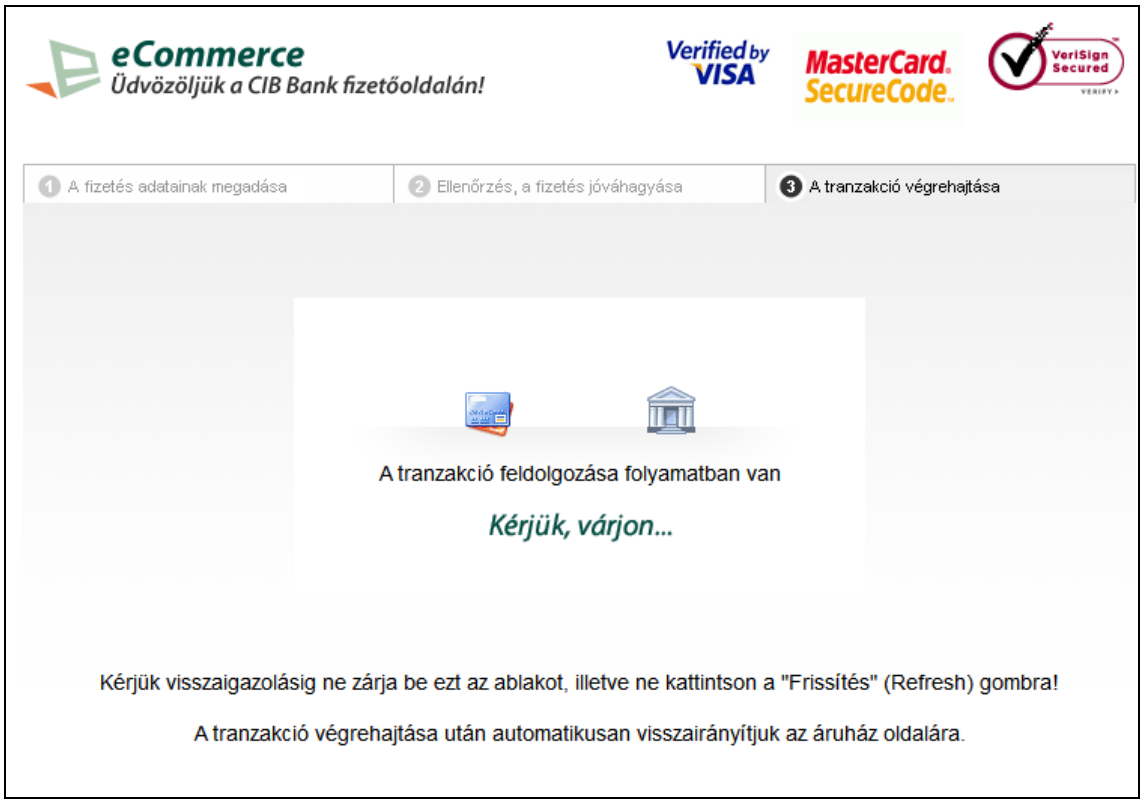
To start the payment process press "fizetés" (the following screenshots were captured during the testing). On the first page, please provide the numbers on the front and back of our card.



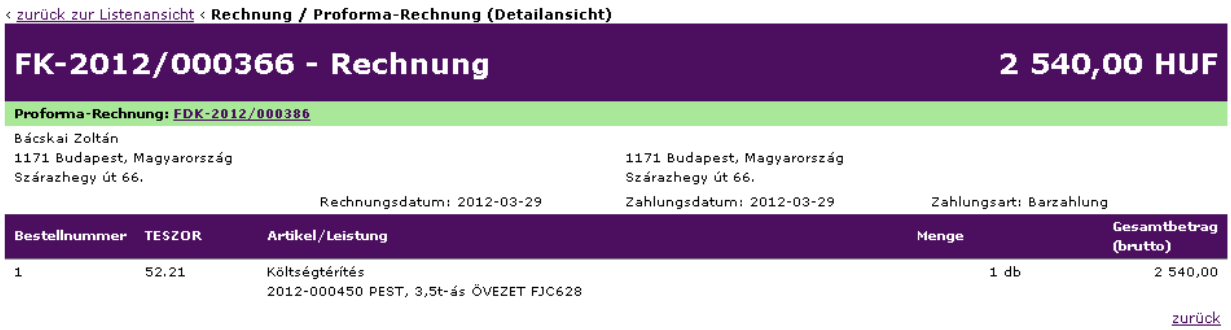
Please check payment details on the second page.



Click on “fizetés” to confirm payment.



Following the successful transaction the invoice preview will be displayed.



‹ zurück zur Listenansicht ‹ **Rechnung / Proforma-Rechnung (Detailansicht)**

FK-2012/000366 - Rechnung **2 540,00 HUF**

Proforma-Rechnung: FDK-2012/000386

Bácskai Zoltán
1171 Budapest, Magyarország
Szárazhegy út 66.

1171 Budapest, Magyarország
Szárazhegy út 66.

Rechnungsdatum: 2012-03-29 Zahlungsdatum: 2012-03-29 Zahlungsart: Barzahlung

Bestellnummer	TESZOR	Artikel/Leistung	Menge	Gesamtbetrag (brutto)
1	52.21	Költségtérítés 2012-000450 PEST, 3,5t-ás ÖVEZET FJC628	1 db	2 540,00

zurück

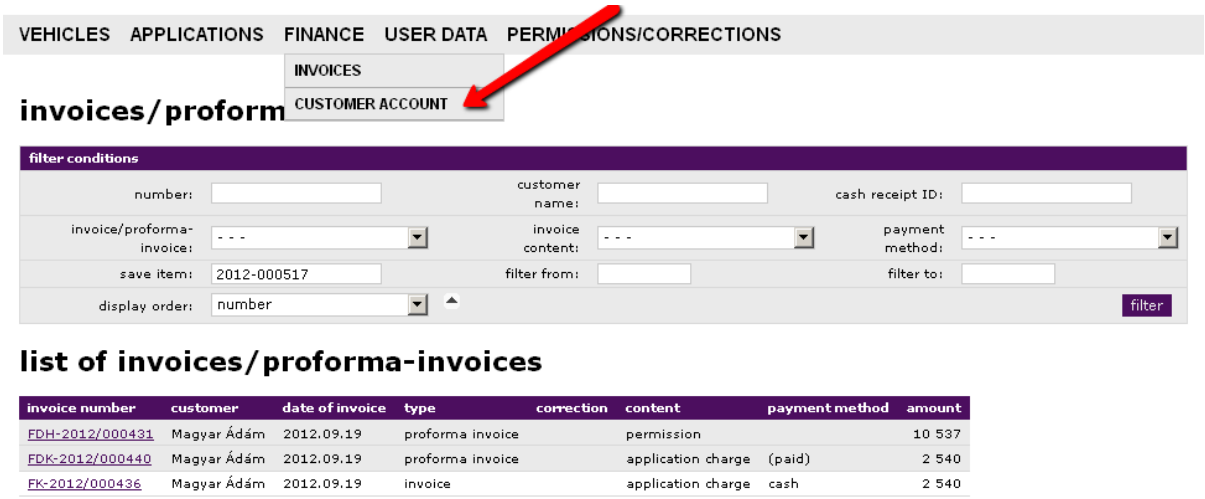
The invoice can be printed or you can return to the list.

2.3.2 CUSTOMER ACCOUNT

You can view and filter the items in your customer account and also check account balance.

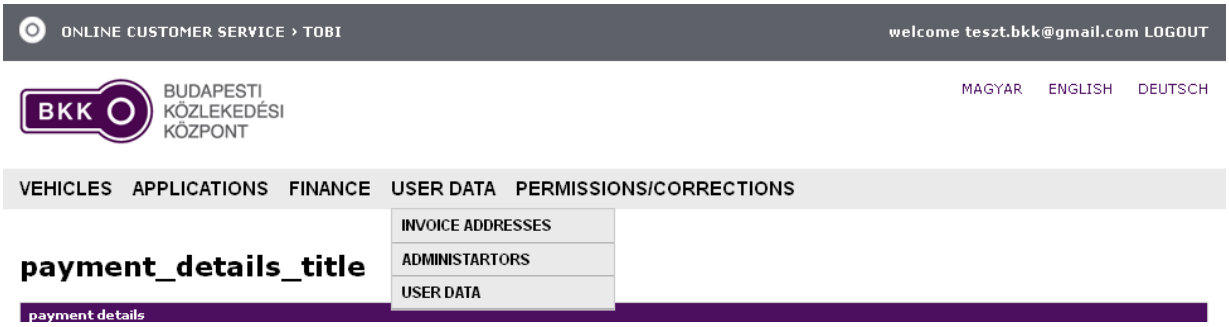
Filtering is possible by the following fields:

- Invoice number
- From date
- To date
- Balance
  - All
  - Settled
  - Unsettled
  - Overpaid
  - Unpaid
- Invoice content
  - proforma
  - access fee
- Display order
  - number
  - invoice date
  - amount



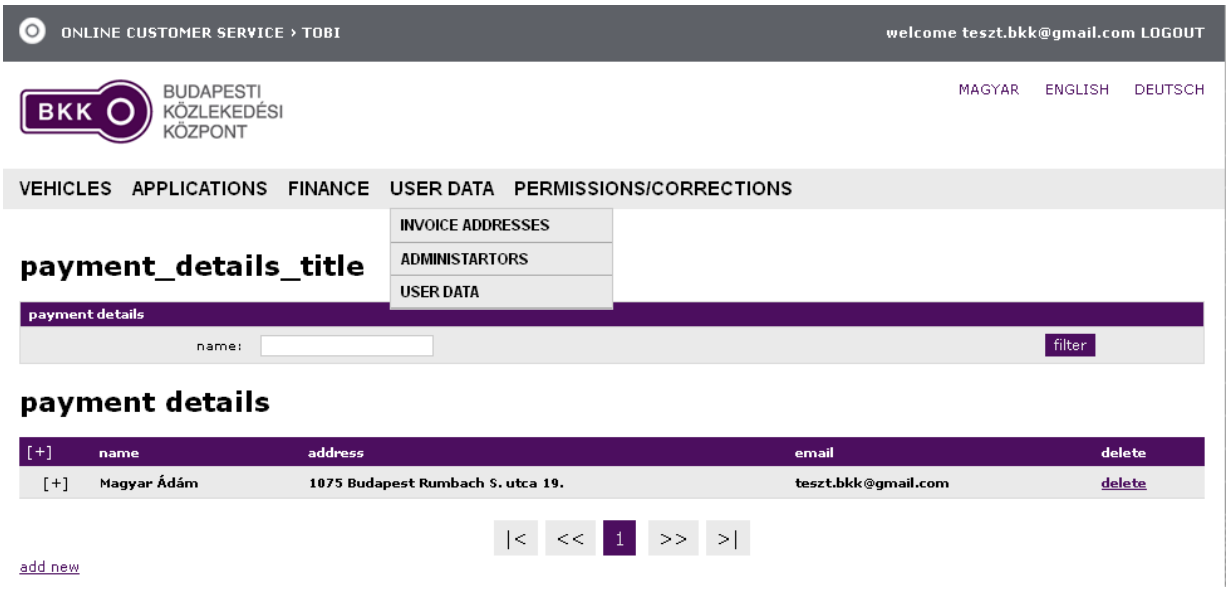
2.4 USER DATA

Here you can view the invoicing, contact and personal data provided in the course of the registration process.

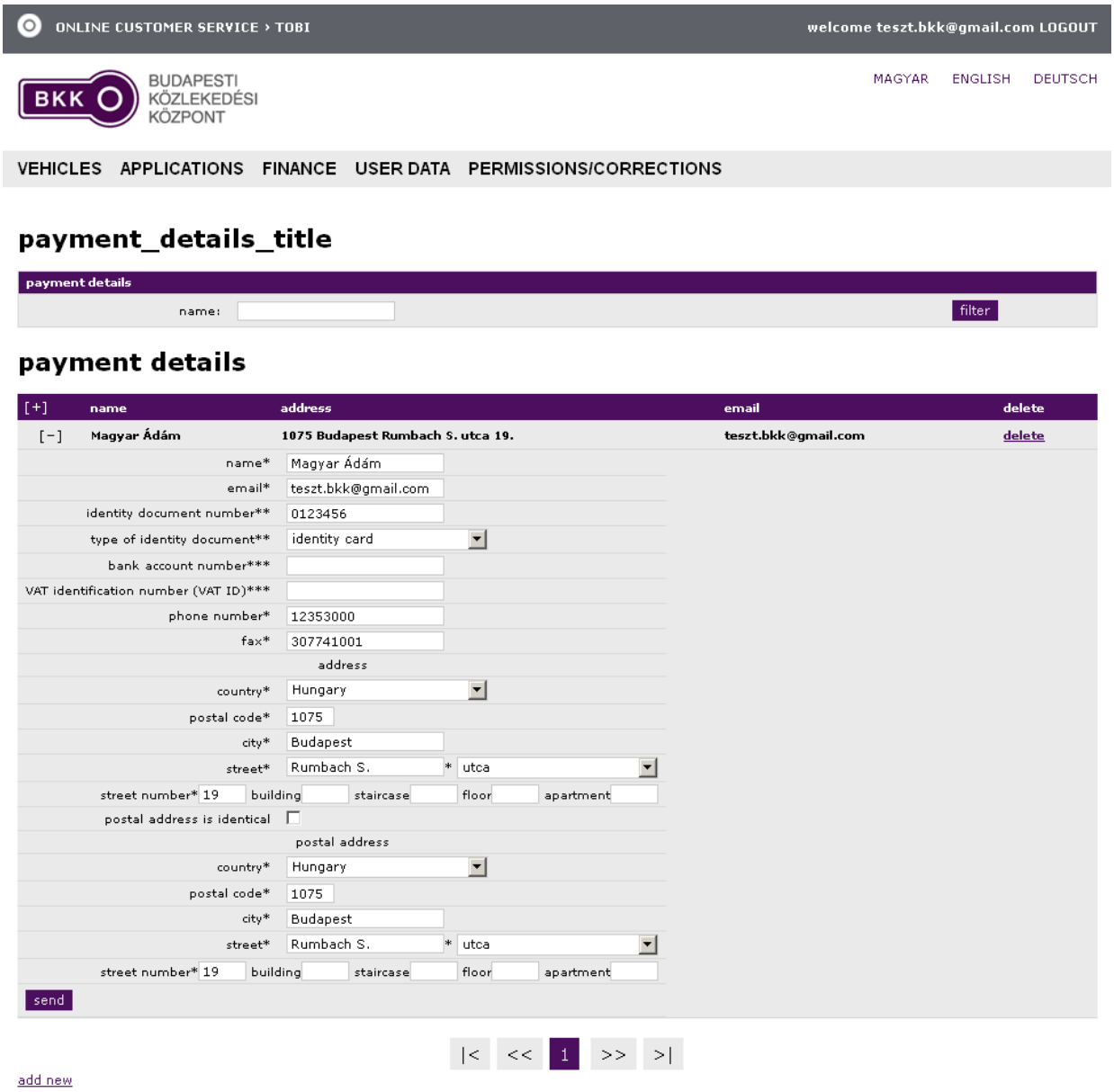


2.4.1 INVOICE ADDRESSES

The list of the most important registered invoice details is displayed.



To view the full data group, press "+". You can also amend data here.



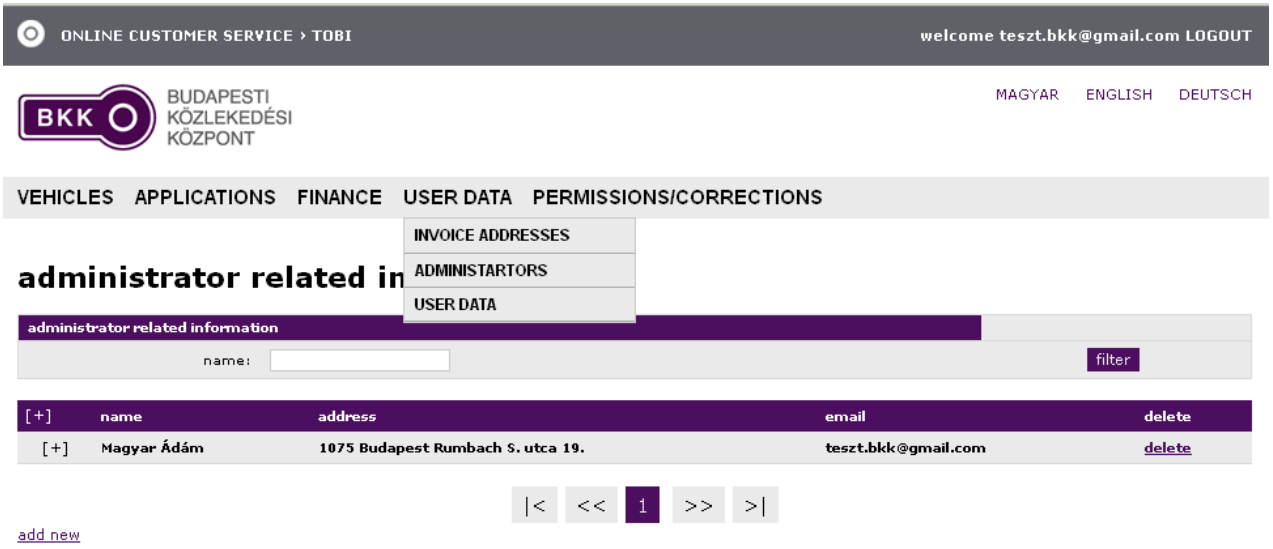
To save changes, press “send”. The changed data will be automatically transferred to History. The same thing happens when the user deletes a similar data group from the list of displayed items. The data are not deleted from the database; however, as the data for already issued invoices might be needed later on for cancelling invoices.

Users have the option to enter new invoice details into the database. In this case, the data to be used for the invoice can be selected at the time of preparing the application.

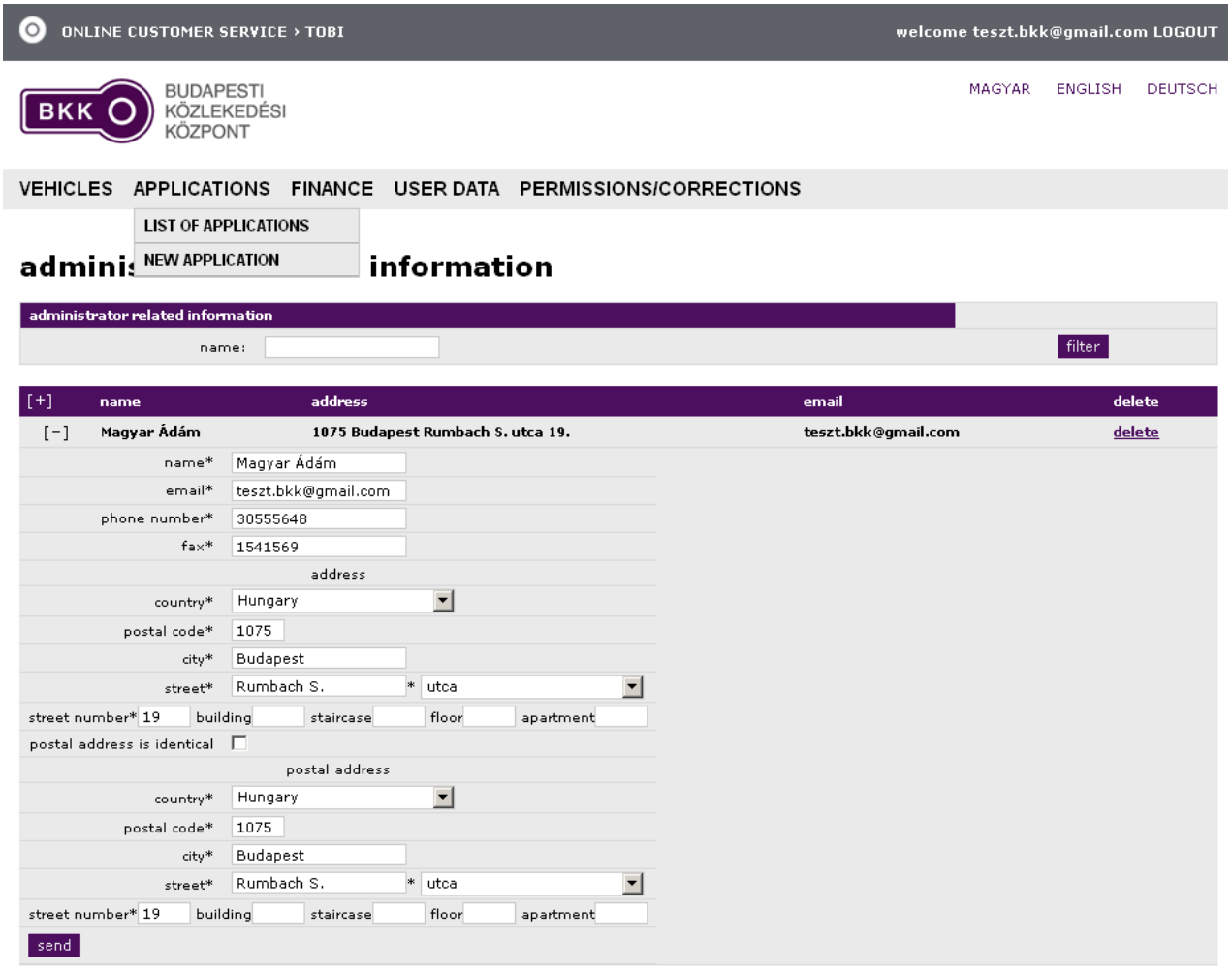
In case all such data are deleted from the list, no new applications can be made.

2.4.2 ADMINISTRATORS

The list of registered administrator data are displayed here showing the most relevant data.



To view the full data group, press "+". You can also amend data here.



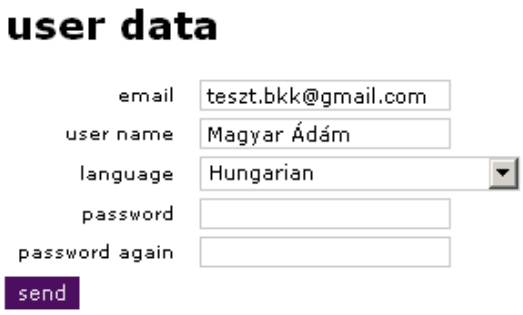
To save changes, press “send”. The changed data will be automatically transferred to History. The same thing happens when the user deletes a similar data group from the list of displayed items. The data are not deleted from the database; however, as the data for already issued invoices might be needed later on for cancelling invoices.

Users have the option to enter new administrator details into the database. In this case, the data to be used for the invoice can be selected at the time of submitting the application.

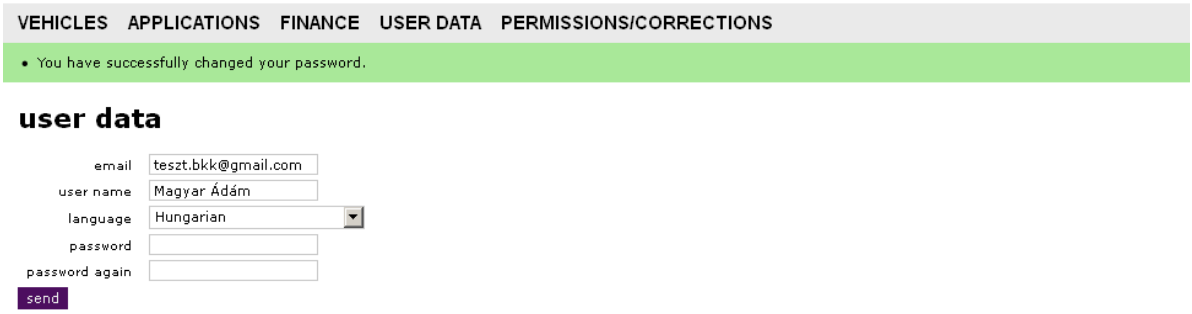
In case all such data are deleted from the list, no new applications can be made.

2.4.3 USER DATA

This is where you can change the password you provided during registration or the temporary password you received after requesting a new password with “I forgot my password”.

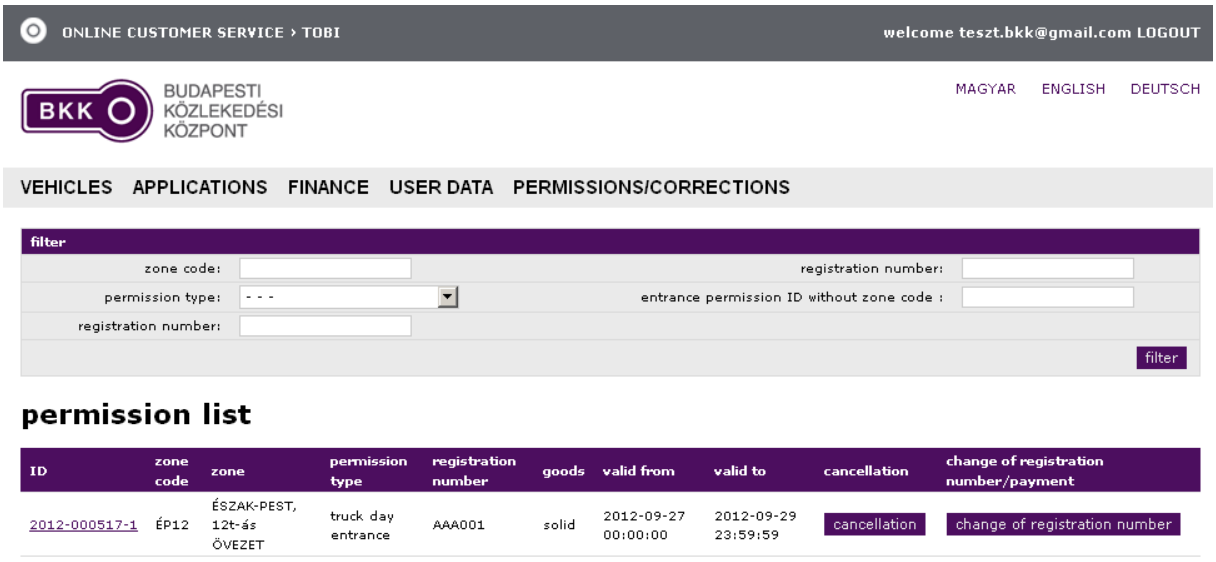


To change the password, enter the new password twice and press “send”.

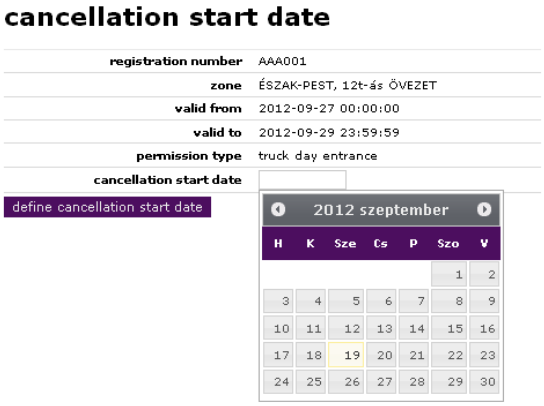


2.5 PERMISSIONS / CHANGES

Customers with approved access permissions can initiate amendments and cancellations to individual permits.



2.5.1 CANCELLATION OF ACCESS PERMITS



The entered date will determine the type of cancellation:

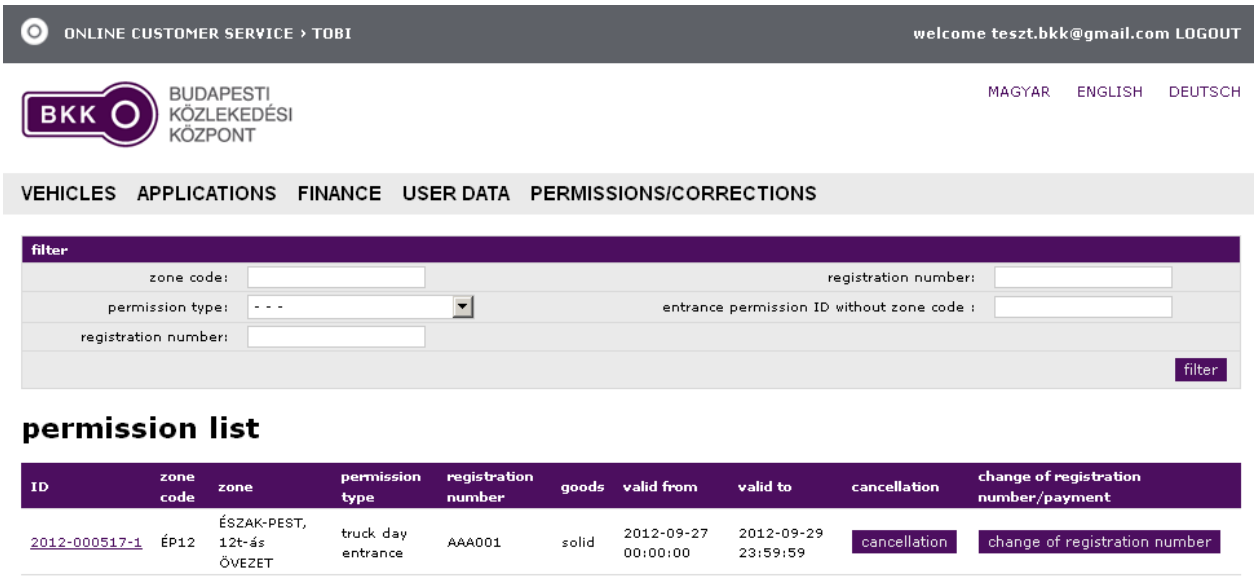
- complete (full cancellation of not yet approved access permit)
- partial in progress (cancellation of already approved permit)
- partial future (change of the expiration date of a not yet approved, or already approved permit)

The fee due back as a result of the cancellation will be transferred to the bank account provided with the invoice data.

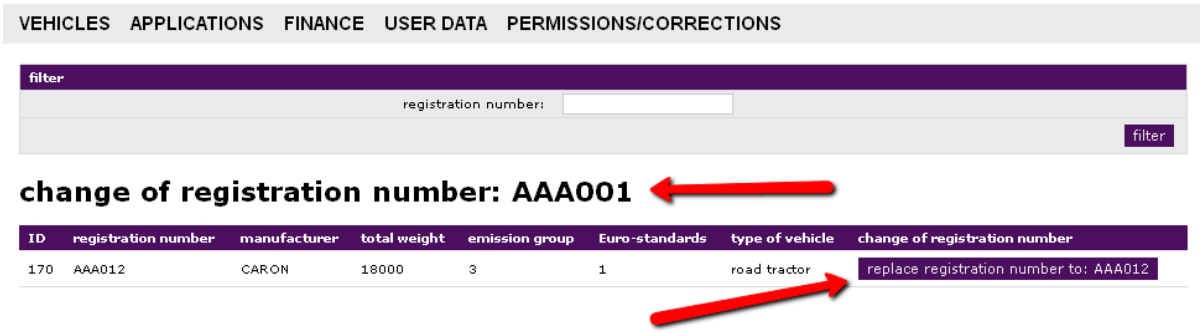
2.5.2 AMENDMENT OF ACCESS PERMIT

Click on "change of registration number" to reach the appropriate screen.

IMPORTANT: The change of registration number always qualifies as the cancellation of an old registration permit and the application for a new one; however, the two-day evaluation period does not apply here as in compliance with legal criteria the modification concerns an already approved permit. The charge for the new access or parking permit will always be defined according to the regulation in force, which will result in extra charges after fee payment even if the vehicle data do not change.



The change takes immediate effect, but changes can be made only if the vehicle is of the same or higher EURO category with a smaller or the same total weight as the original vehicle. The list will display only vehicles that comply with these criteria.



After you replace the registration number, the extra charge will have to be paid. Please proceed as when compleating the application.

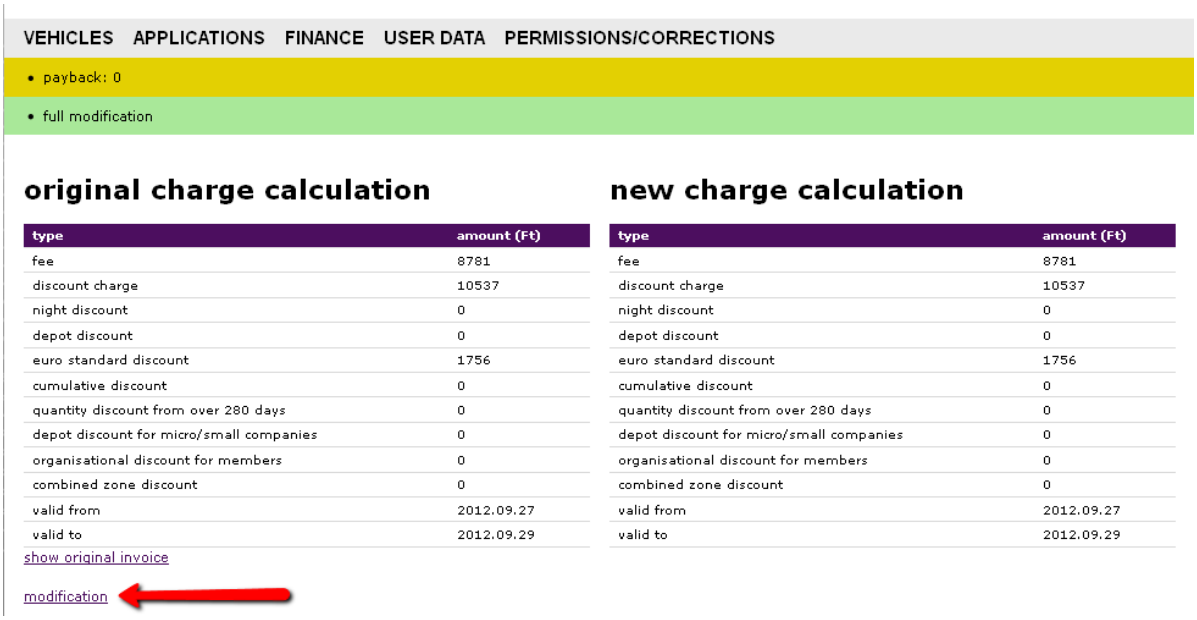
After payment, return to PERMISSIONS / CORRECTIONS to confirm the registration number replacement by clicking on the “payment” button.

IPORTANT: if this action is not completed, the permit will not be applied to the new registration number.

permission list

ID	zone code	zone	permission type	registration number	goods	valid from	valid to	cancellation	change of registration number/payment
2012-000517-1	ÉP12	ÉSZAK-PEST, 12t-ás ÖVEZET	truck day entrance	AAA012	solid				payment - AAA012

During fee payment, the eventual difference between the previous and the new fees can be checked.



To confirm the registration number change, click on “modification”.

If based on the new charge calculation

a) you owe payment, the permit will be approved only after the charge has appeared in your customer account.

b) you overpaid, the surplus amount will be transferred back to your registered bank account