



Welcome Booklet

Electronic Toll Payment

Find us at:
fulli.com





Welcome to Fulli

Fulli electronic toll payment does more than just save you time.

The Fulli badge gives you access to all motorways and most car parks in France and the rest of Europe.
It also helps make your journey convenient and smooth.

Contents

01	Getting started with your badge	03	04	More services with Fulli	14
02	How to use your badge according to country.....	06	05	Contact.....	19
03	Fulli customer area.....	12			



01

**Getting started
with your badge**

Which vehicles can you use your badge for?

You can use your badge for the following vehicles:

Class 1

Passenger vehicles **under 2 m in height**, with or without a trailer.



Class 2

Vans or camper vans, **under 3 m in height**.



Class 5

Motorcycles and sidecars. To ensure the correct prices are applied, motorcycles and sidecars must also keep **4 m behind** the vehicle in front of them.



For motorcycles, to ensure that your badge is detected by the electronic toll station, place it either:

- On the front windscreen of the motorcycle (with the badge label facing down),
- In a toll badge armband,
- In the tank bag, in the “road map” compartment with a transparent front (with the badge label facing down),
- Otherwise, in your jacket pocket with the badge label facing you.



How do you attach your badge?

Your badge must be attached using the adhesive holder, beside your rear view mirror, on your windscreen that you have cleaned beforehand.

If your vehicle has an athermic windscreen, the holder must be installed in the shaded area filled with black dots in the middle of the windscreen. If you have any doubts, please read your vehicle's manufacturer guide.

Do not throw away the pouch your badge comes in.
We recommend that you keep it handy to store your badge when you don't want it to be detected at the toll station.

Avoid storing your badge near a mobile phone, because it could be damaged by emitted waves.



01

Remove the backing from the adhesive on the holder, and affix it to the windscreen. Press down for a few seconds to ensure it is stuck down.



02

Slide your badge into the holder. You will hear a "click" when your badge is correctly attached.



03

To remove it from the holder, press the badge and pull gently whilst holding the holder with your other hand to prevent it from becoming detached.





02

**How to use
your badge
according to
country**

How do you use your badge in France?

Your badge must be attached.

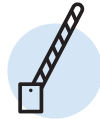
If your badge is attached, it will be detected.



The badge is detected.



The light turns green.



The barrier is raised.



You can go.

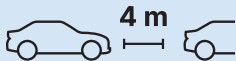


Your badge also works in **free-flow toll systems.**

For it to be detected, it must be attached correctly. If it is not detected, you will have to pay the toll at a later date.



Never reverse once you're in a lane. Press the "Assistance" button if you have any problems.



4 m

Maintain a **safe distance of 4 m** between you and the vehicle in front.



Check the height of your vehicle in lanes equipped with a **2 m maximum height gauge.**



Some car parks in France with the **t** symbol and some car parks abroad accept badges as a means of payment.


French motorways





You can use your badge on
ALL French motorways and in
ALL lanes, regardless of what is displayed above the lane
(except a red cross).

If you decide to use the lanes reserved
for electronic toll badges:





1. **Select** one of the lanes indicated by the following symbol: .
2. **Proceed at a moderate speed**, and then stop.
3. > **The badge is detected**, the light turns green and the barrier is raised: you can go.



1. **Choose** one of the no-stopping electronic toll lanes marked by a sign  above or beside the .
2. **Slow down** to 30 km/h and pass through without stopping.



With your badge, you can also use the **free-flow** toll lane.
You don't have to do anything.

If you have a load on the roof (bike, roof box, etc.)
or if your vehicle is class 2 (total height between 2 and 3 m) or **class 5** (motorcycle), you are not permitted to use lanes  with a height gauge. 

If your badge is not detected:

- **When entering the motorway:** take a ticket; this will ensure you pay the correct price when you exit the motorway. When exiting the motorway, select a payment lane (green arrow). If you don't take a ticket, you must pay the toll based on the most expensive tariff, as per Article 17 of our Operating Regulations.
- **When exiting the motorway:** don't reverse; call for help using the toll payment terminal.
- **Under free-flow gantries:** the system reads your number plate and assigns the journey, with the associated invoicing, to your badge. To make this possible, you must link your number plate to your badge beforehand.



IMPORTANT

For your badge to work correctly, the label barcode must be readable at all times. If this is not the case, go to one of our Customer Centres* to get a new label.

* List of customer centres on fulli.com

Spanish motorways



With your Fulli Nomade badge, you can use two types of lane:



Select one of these free-flow lanes **reserved exclusively for electronic toll payment.**

Slow down to 30 km/h to pass through lanes reserved for electronic toll payment.




You can also use one of the lanes **allowing all means of payment.**

The badge is detected, the light turns green and the barrier is raised: you can go.



If your badge is not detected:

- **When entering the motorway:** take a ticket, then at the exit, select a payment lane with a  symbol.
- **When exiting the motorway:** call for help using the button available in the lane.

Portuguese motorways



With your Fulli Nomade badge, you can use two types of lane:



Select one of the lanes reserved for electronic toll payment (and without a barrier).



Slow down to 40-60 km/h to pass through lanes reserved for electronic toll payment.



Free-flow motorways (with no toll stations) are indicated by “Electronic toll only” signs.



You don't have to do anything.

The gantries installed on the motorways detect your badge and record your journey.

If your badge is not detected:

In lanes with a toll station, the light in the lane remains yellow.

As with free-flow motorways, don't stop. You don't have to do anything. The system will read your vehicle's number plate (linked to your badge) and will allocate the journey and invoicing to your badge.

Italian motorways



With your Fulli Nomade + badge, you can use three types of lane:



Choose one of the yellow toll lanes

reserved exclusively for electronic toll payment.

Slow down to 30 km/h to pass through lanes reserved for electronic toll payment.



You can also travel on **free-flow** motorways (without toll barriers).

You don't have to do anything.

The gantries installed on the motorways detect your badge and record your journey.



You can also use **one of the T** lanes allowing mixed means of payment.

If your badge is not detected:

- **When entering a motorway with toll stations:** take a ticket, then at the exit, select a payment lane with a **T**. Insert the ticket. The system will read your vehicle's number plate (linked to your badge) and will allocate the journey and invoicing to your badge.
- **When exiting a motorway with toll stations:** don't reverse, call for help using the toll station terminal.
- **On free-flow motorways:** the system reads your vehicle's number plate (linked to your badge) and allocates the journey and invoicing to your badge.



The badge is also accepted in some car parks and ferry companies with routes to Sicily.



The Fréjus and Mont Blanc tunnels are not equipped with electronic toll systems and therefore do not accept the badge as a means of payment.



03

**Fulli
Customer area**

A customer area to manage your badge



View or edit

your personal information



View your journeys in the current month



View and download your invoices



Find the documents you need to manage your account



- **View and manage**

your electronic toll offers

- **Order** an extra badge or badge holder

- **Replace, free of charge**

your badge in the event of normal battery depletion

- **Report** the loss or theft of your badge



Access your loyalty scheme infini*t*



- **Read** our frequently asked questions

- **Contact** Customer Service

To log on, visit **fulli.com** and go to the **CUSTOMER AREA**

Enter your 12-digit user name (that starts with 250), which you can find on your badge, in your welcome email, or on one of your invoices.

When logging in for the first time, click “forgotten password”, and you can then change it.



04

**More services
with Fulli**



The complete Fulli app

With the Fulli app on your mobile phone, it's easy to manage all your services and locate the nearest service areas.



View your invoices, your journeys pending invoicing



Report a lost badge, order a badge holder



Find the services available along your route



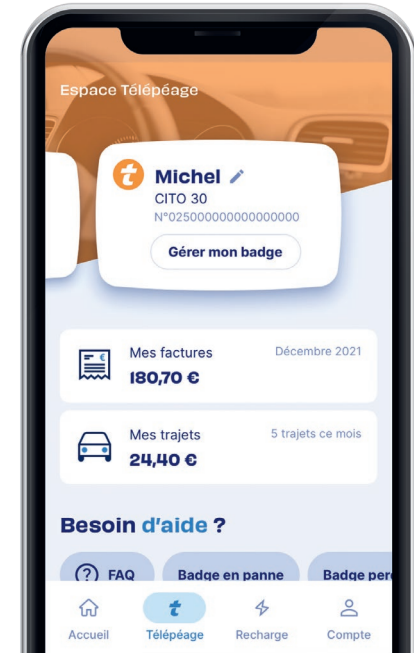
Locate electric vehicle charging terminals, their prices and their availability



Edit your contact details, contact Customer Service



And if you have an electric vehicle charging card, you can also manage your account!



Download the Fulli app from:

Télécharger dans
l'App Store

DISPONIBLE SUR
Google Play

The voice assistant for a perfect break

All along your route, you can find all the services and retailers available in service areas in the French motorway network without taking your eyes off the road or your hands off the steering wheel.

Whether you want to take a break or charge your battery, your Fulli voice assistant will guide you!

Available via the Amazon Alexa voice assistant, the “Motorway Services” voice app lets you locate the next service area and find out which retailers it has: the choice of restaurants, service stations, EV charging terminals, and many other services.



Download the free app



Télécharger dans
l'App Store



DISPONIBLE SUR
Google Play



The Fulli EV charging card

does much more than just charge your batteries!

An accessible journey and a price that won't shock you



Access to **the first fast charging network** in France.



A fast-growing European network:
Netherlands, Ireland, Belgium, Germany, and Italy.



A mobile app to manage your account and view the map of charging terminals.



An **expert Customer Service department** answers your questions.



Some of the **lowest** charging prices on the market (according to an online price comparison site).

Discover your options and the interactive charging station map at fulli.com





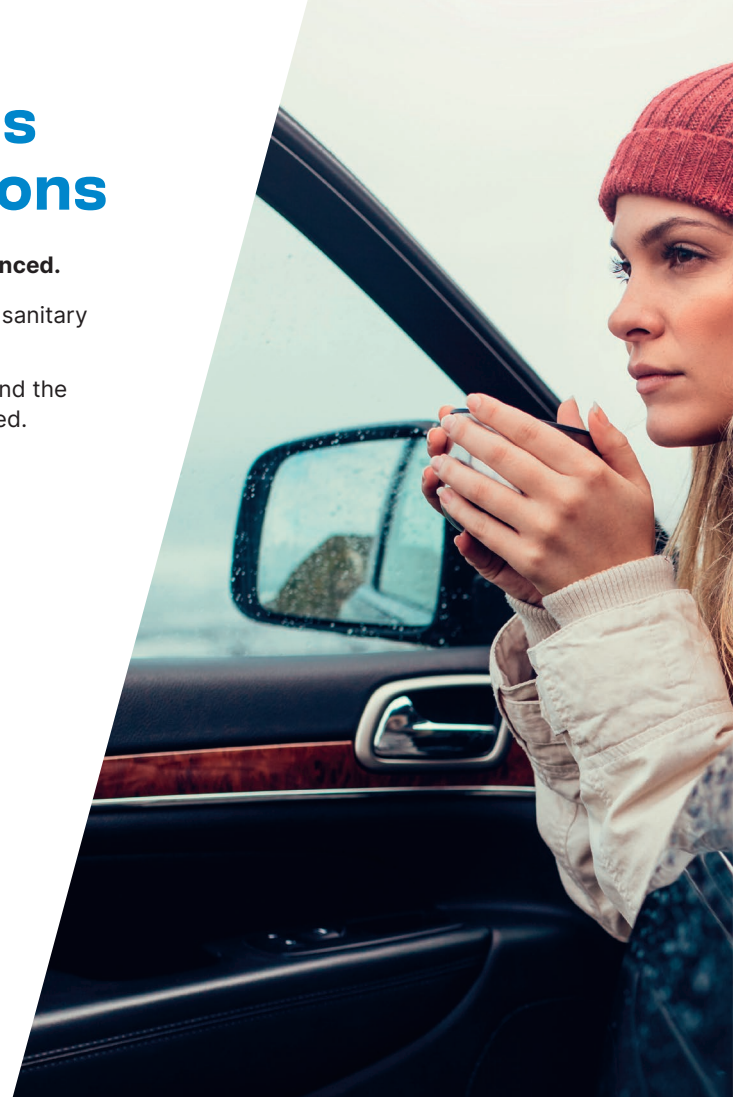
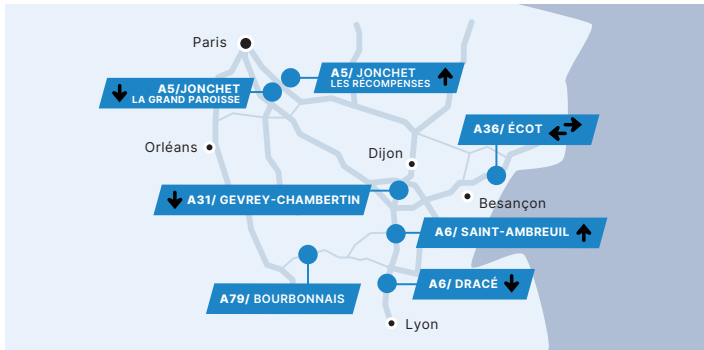
Fulli service areas and service stations

Fulli invites you to enjoy the most relaxing break you have ever experienced.

Fulli service stations offer you fuel at the right price and bright, spacious sanitary facilities, so you can relax.

You will also appreciate the selection of food in our partner restaurants and the local products that are available, so you can go on your way fully refreshed.

- Fuel and ADBLUE at low prices.
- 24/7 card payment at all fuel pumps.
- Private fuel cards accepted: DKV, UTA, WEX, EW.
- Tyre pumping service, vacuum cleaner, jack, campervan toilet emptying station, etc..





05

Contact

Find us

Find Fulli shop opening hours at fulli.com,
"Help & Contact" section.



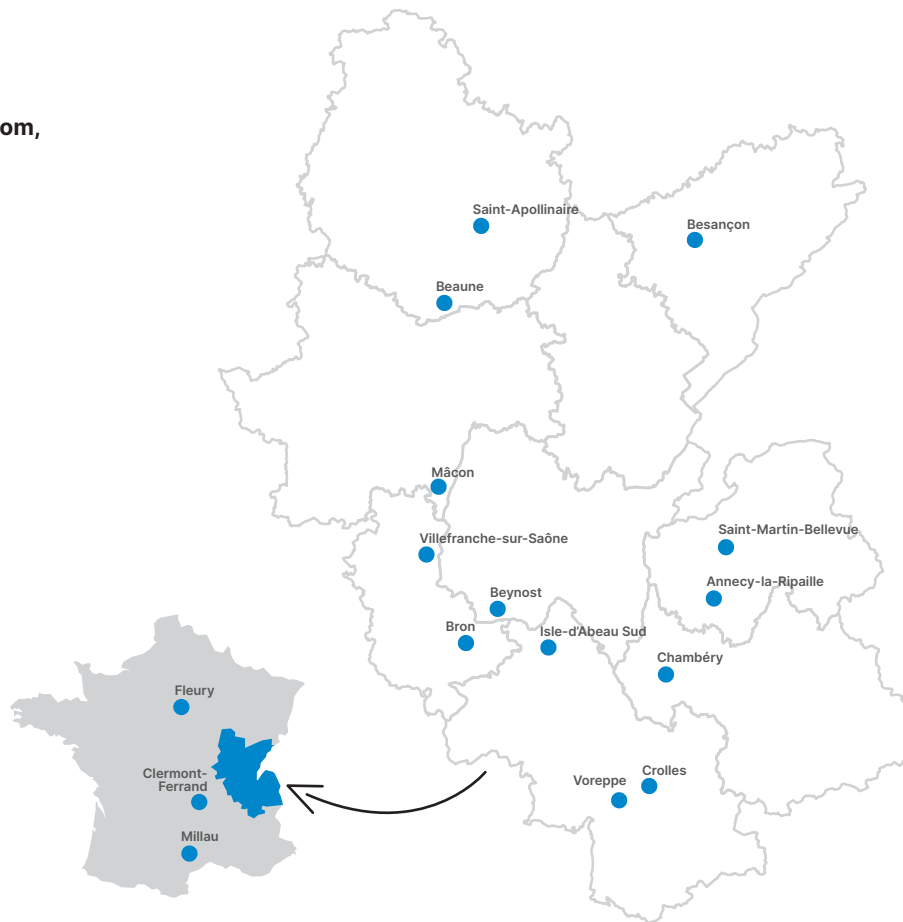
Beaune
Besançon
Beynost
Clermont-Ferrand
Fleury
Mâcon
Saint-Apollinaire
Villefranche-sur-Saône



Anney-la-Ripaille
Bron
Crolles
Chambéry
Isle-d'Abeau Sud
Saint-Martin-Bellevue
Voreppe



Millau CEVM



To find the answers to your questions, or to write to us, please visit fulli.com and go to the Help & Contact section.



Happy travels!

Fulli, an APRR Group brand

With Fulli, the APRR Group is inventing the mobility of the future to accompany you on all your journeys, short and long, encouraging you to experience travel in a different way.

