

Toll-gate Feature Set-Up and Activation

Mercedes-Benz

The best or nothing.

NTG 7 Automated Toll-System - Background

- The first vehicle to offer the Toll-System will be MY21 S-Class vehicles (standard equipment).
- The Toll-System will allow users to pay for tolls without stopping throughout the US via a device in the vehicle.
- The Toll-System will be activated through the “Toll Service” Head Unit application. Users will enter payment information for the Automated Toll-Service via the *Mercedes me connect* Portal.
- Users may deactivate the service at any time by toggling the service off via the “Toll Service” Head Unit application.
- The Toll-System network is provided by Payviam, Bestpass is the service name

Quick Links & FAQ

Payviam provided customer FAQs:

<https://www.itmsignup.com/faq>

Which tolls are included in the Bestpass network?

<https://www.payviam.com/b/1> for coverage map including airport parking

How does it work?

Customer enrolls the built-in vehicle toll hardware via the headunit 'Tolls' app with Payviam. They follow the registration steps and are charged \$70 (\$20 annual subscription + \$50 for the account to use on toll routes). As they approach a toll road, the vehicle is recognized and customer can drive on the route.

How does the airport parking work?

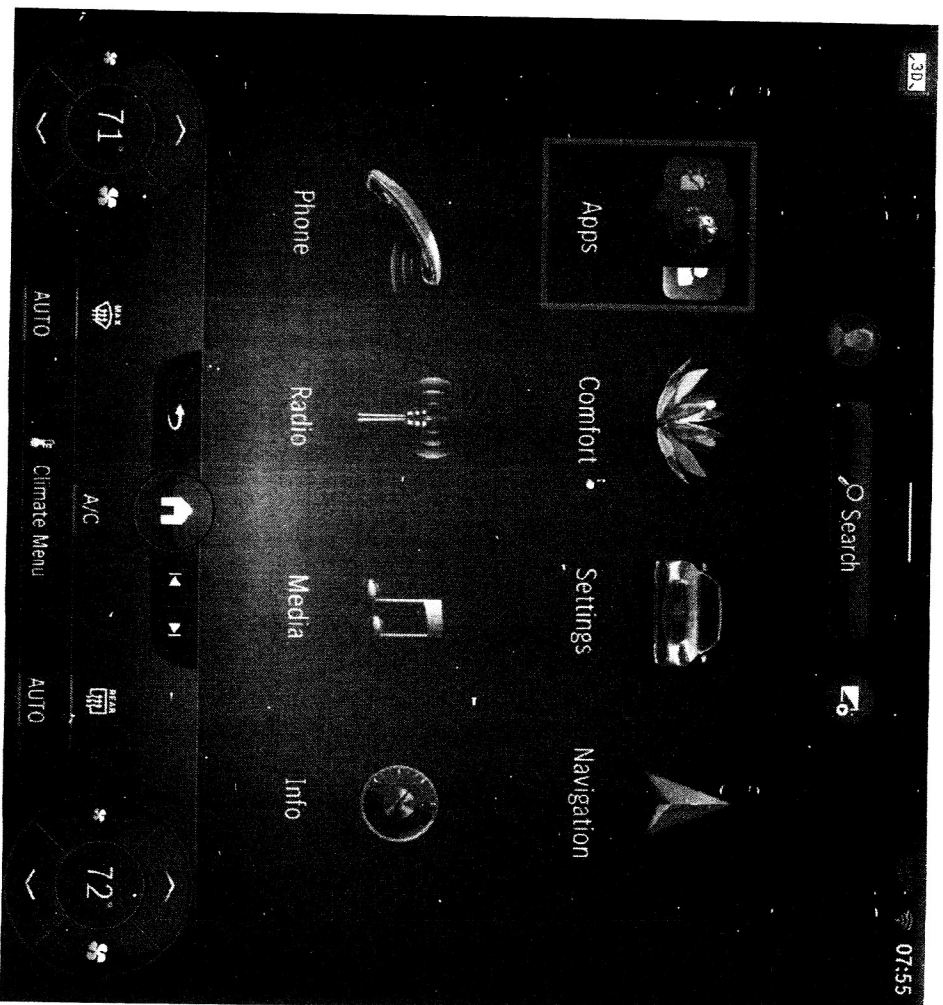
For enrolled customers, the customer drives up to the eligible airport parking lots and the gate will recognize the built-in hardware in the car and open. The customer can park anywhere in the parking lot and does not need to take a ticket. When leaving, the exit gate should also recognize the vehicle.

Who handles payment disputes?

MBUSA CAC does not handle any payment related inquiries but can redirect the customer to payviam support:
Telephone: 1-888-725-1012
E-mail: support@payviam.com

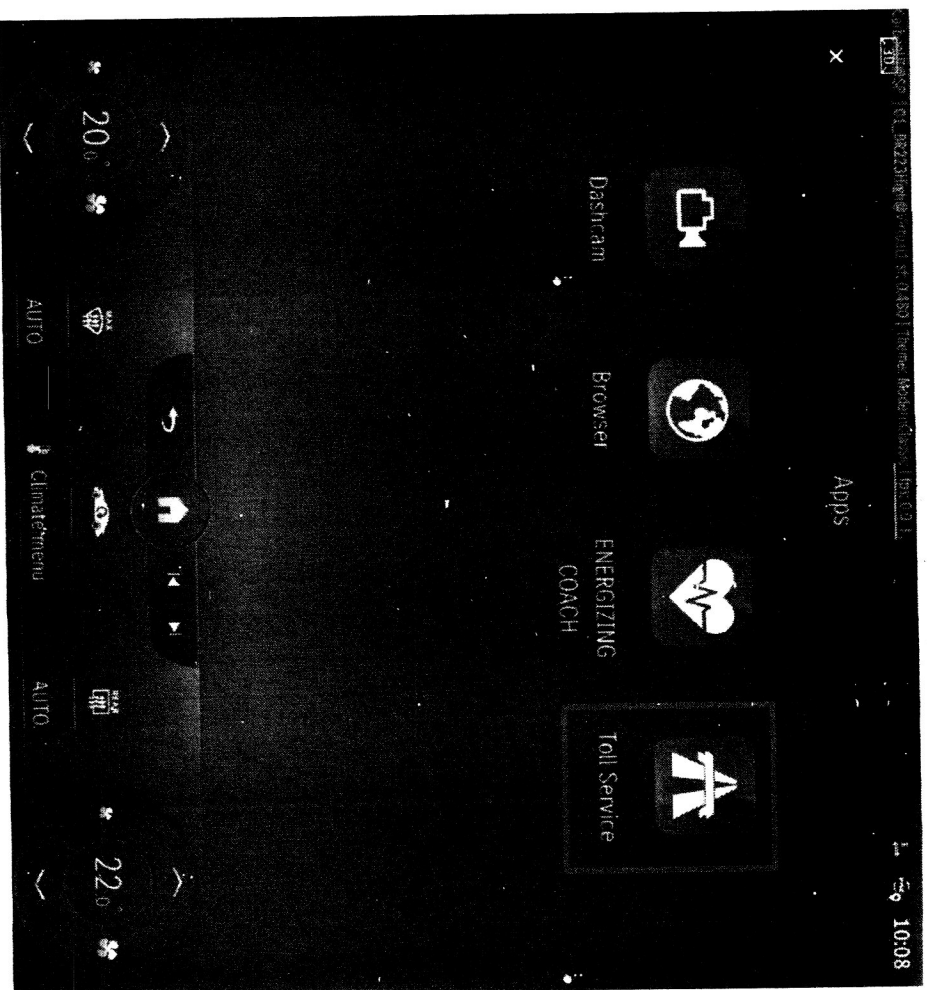
Head Unit Home Screen

1. User accesses the Toll-gate feature from the NTG 7 Home Screen by tapping on “Apps”

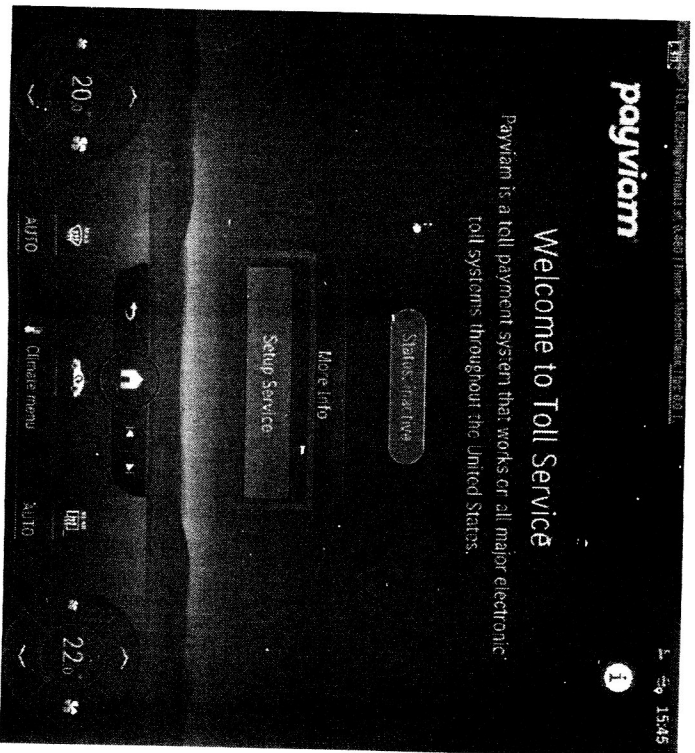


Head Unit App Menu

2. User selects the "Toll Service" icon within the Apps menu

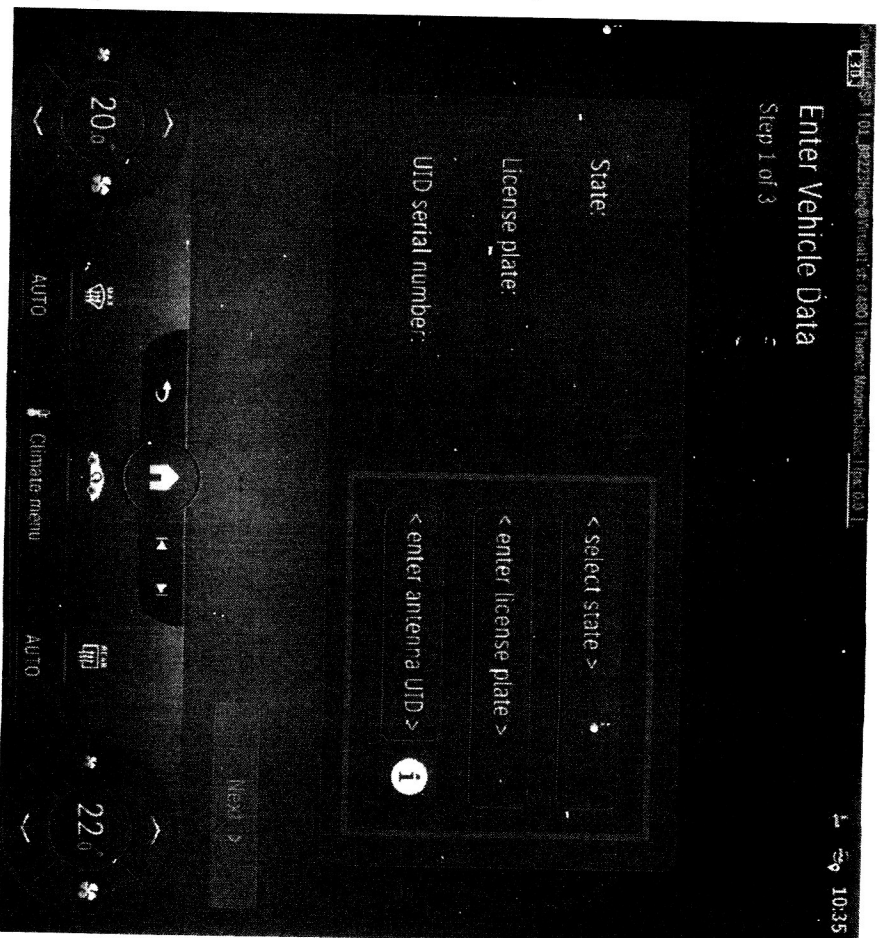


Toll Service Activation – Vehicle Data

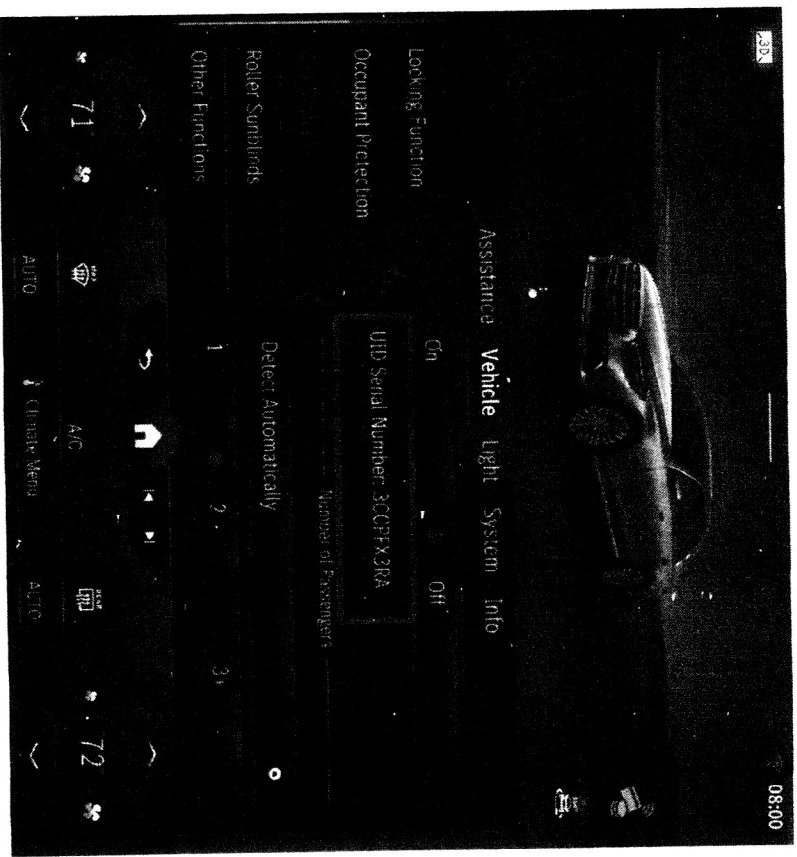
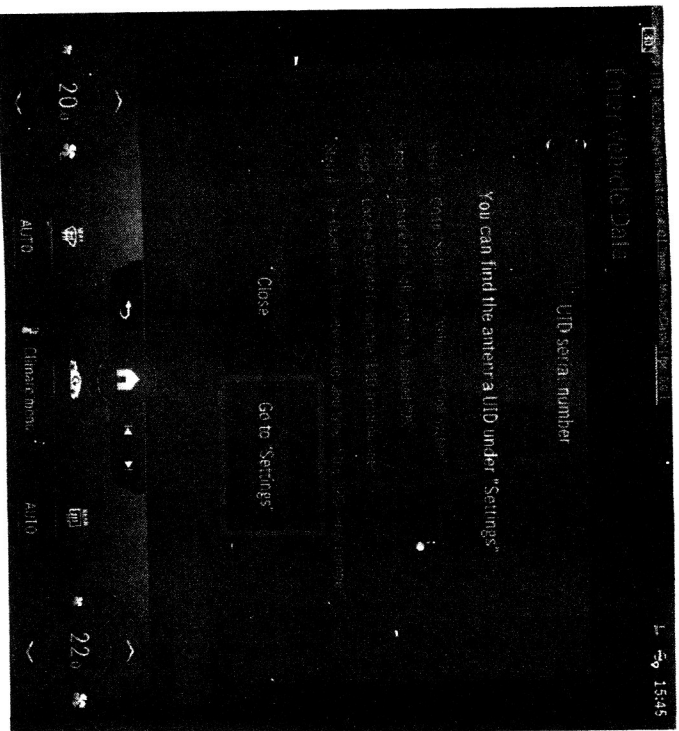


3. User selects “Setup Service” button to activate the service
4. If the UID serial number is not pre-populated, Click “I-button” to view instructions to locate the serial number.

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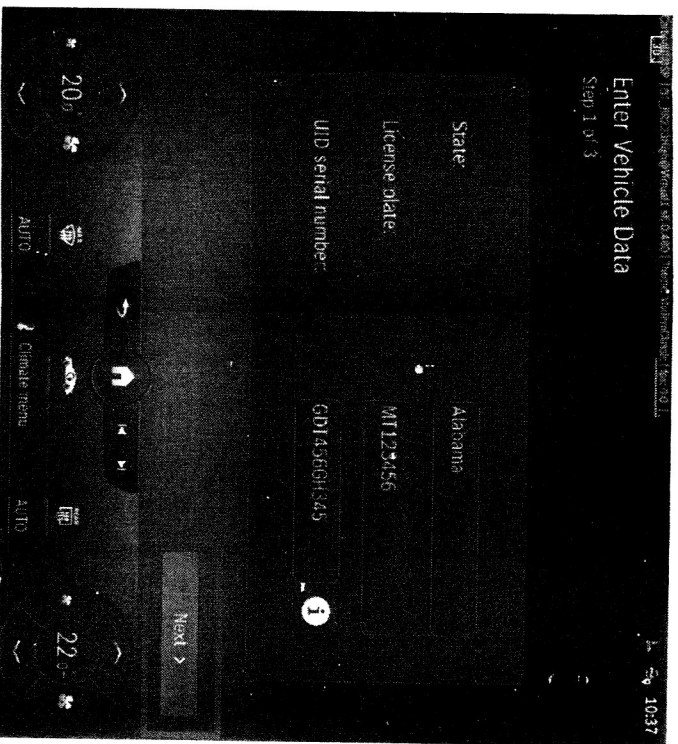
Toll Service Activation – Locating the Antenna UID



5. Tap the “i-button” to view instructions if UID serial number is not pre-populate.
6. Navigate to Settings -> Vehicle -> Toll System and ensure Toll System is “ON”. Locate UID serial number.

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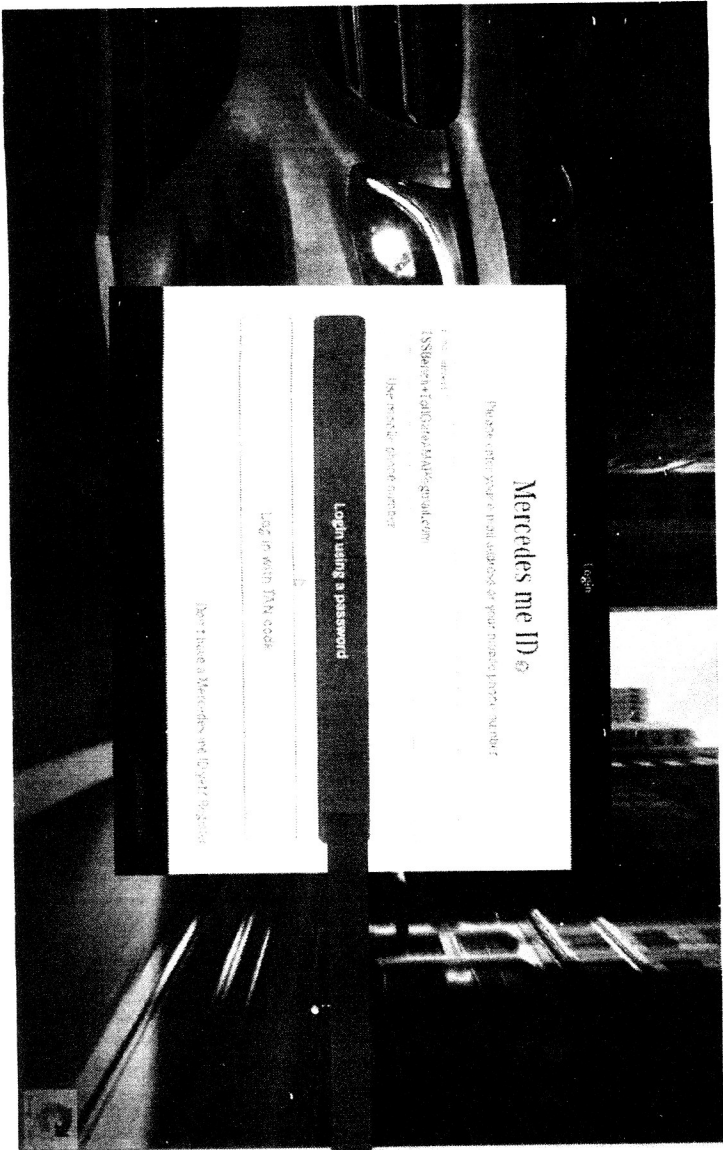
Toll Service Activation – Payment Info



7. Enter UID serial number and click Next.
8. User can now scan the QR code to enter their payment information within the *Mercedes me connect* Portal

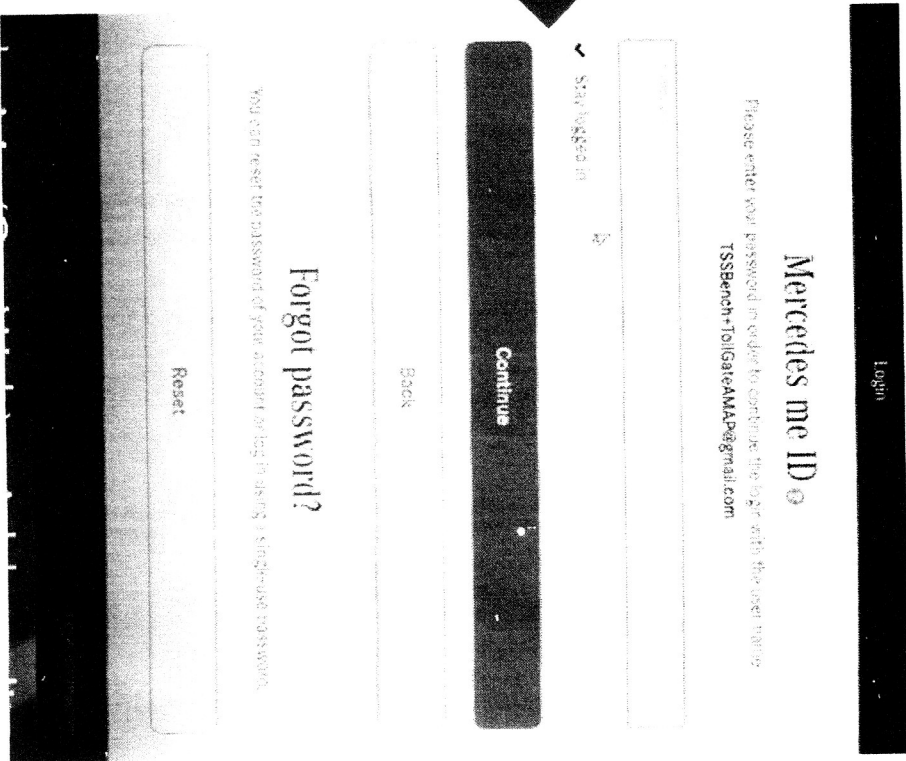
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Log into the Mercedes me connect Portal

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Vehicle Owner

My Mercedes-Benz Account

My Profile

Profile image



Please upload your profile image

Name

Mr. John Doe

Address

Country
Address
State

United States
Aldersway 1
Address

On the My Profile page, scroll down until you see "Means of payment" then click "+ Add means of payment"

Please enter a mobile phone number



Means of payment

No items added

+ Add means of payment

Mercedes me PIN

Here you can change or recover the PIN to connect with your Mercedes-Benz

Password

Use a secure password and change it frequently

Delete User Account

You can delete your user account with the link below. Please note that with the deletion of services in your vehicles will be deactivated and all driver authorizations will be rescinded.
The deletion of your user account may lead, if the account is used for business purposes, to your company also being deleted in Mercedes me. As a consequence of the deletion, all services in your vehicles will be deactivated and all driver authorizations rescinded.

> Delete User Account

Means of payment

X Cancel

Full name (as it appears on your credit card)

Toll Code

Credit card Number

Expiry date (YY-MM)

Expiry month

Year

Please select

Please select

CVV code

Store payment details for future purchases

By clicking on "Add this credit card" you agree to store your credit card information for future purchases. You can manage your credit card information at any time in your account settings.

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Add this credit card

Fill out valid credit card information and then click "Add this credit card"

Toll Gate

May take 30s to 2mins time to save
(depending on browser speed)

Store payment details for future purchases

By using the Mercedes-Benz Toll Gate



Means of payment

VISA

Visa

Credit card number: 0000

Credit card holder: Toll Gate

Expiry date: 03/2030

+ Add means of payment

1. Please save your means of payment info.

Mercedes me PIN

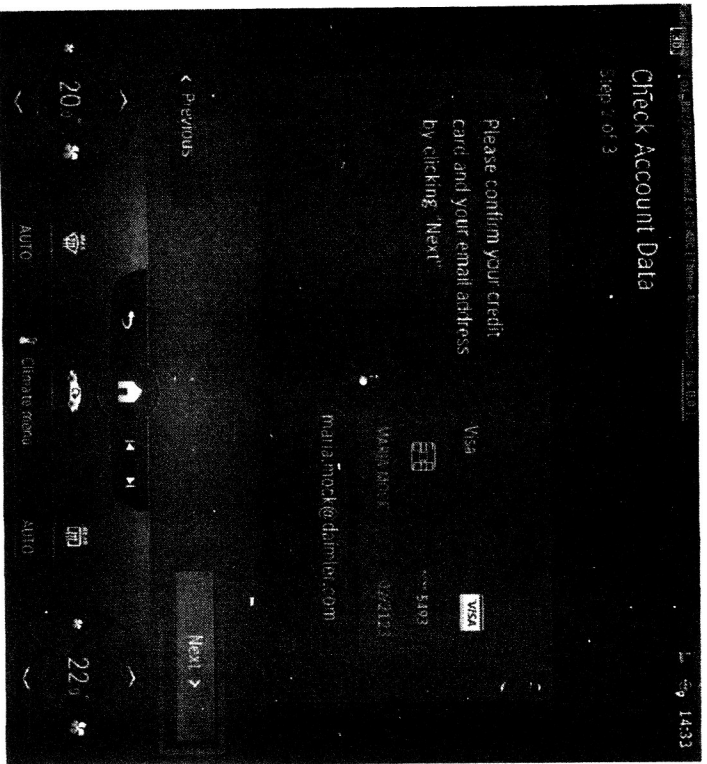
Here you can change or recover the PIN to connect with your Mercedes-Benz

Password

Use a secure password and change it periodically.

Payment info is confirmed when you can see the it saved under Means of payment. You can now return to the vehicle Toll-gate to finalize activation and enrollment.

Toll Service Activation – Terms of Use Acceptance

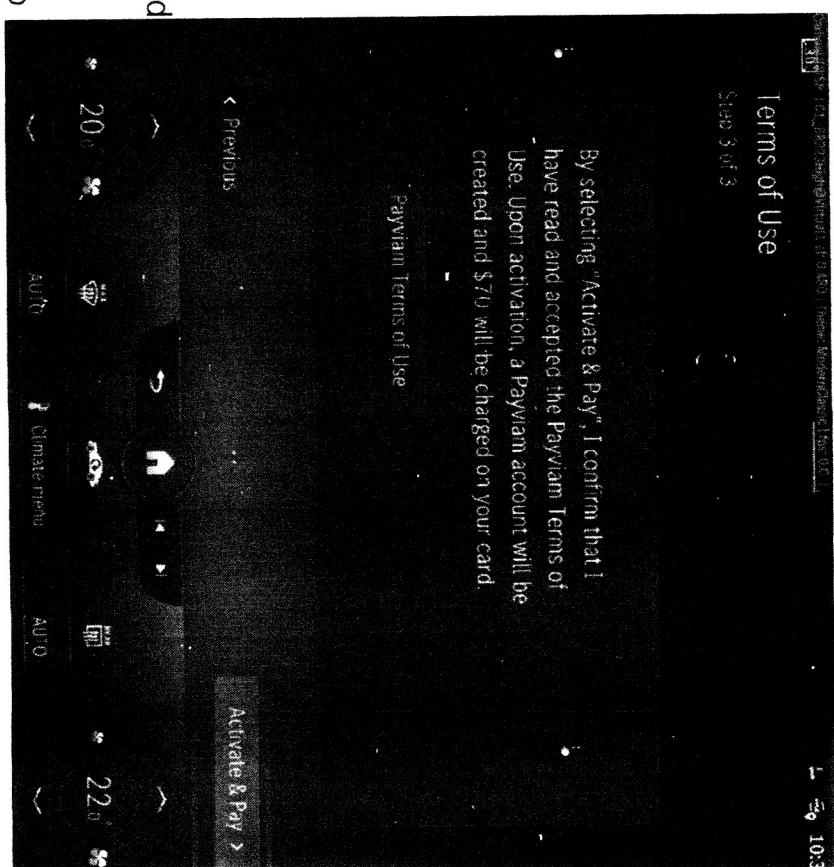


Confirm Payment information and email are correct in the vehicle and tap "Next".

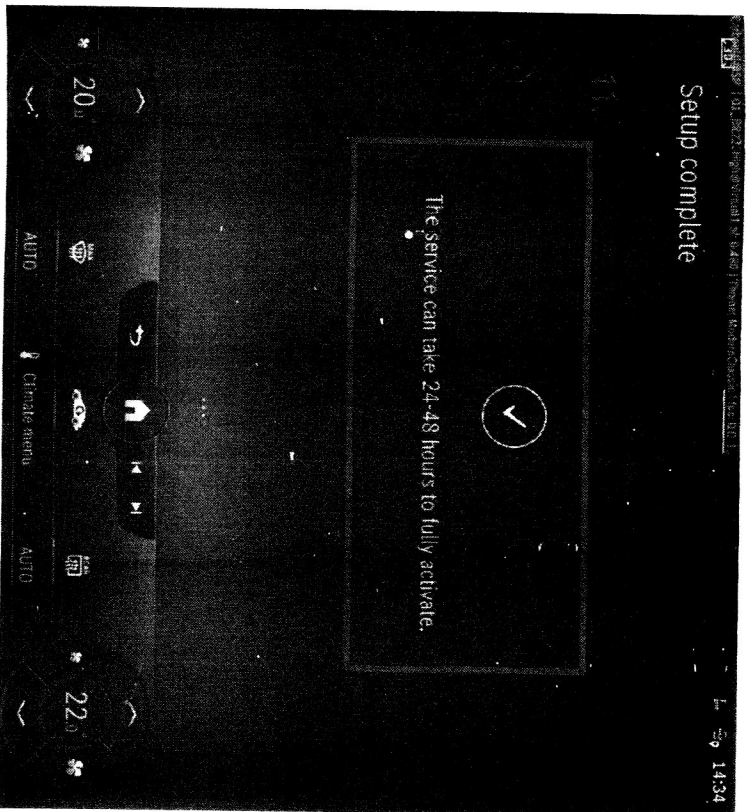
(Payment info should load instantly from the Portal)

0. View the Terms of Use for the toll-service and tap "Activate & Pay" to complete the activation.

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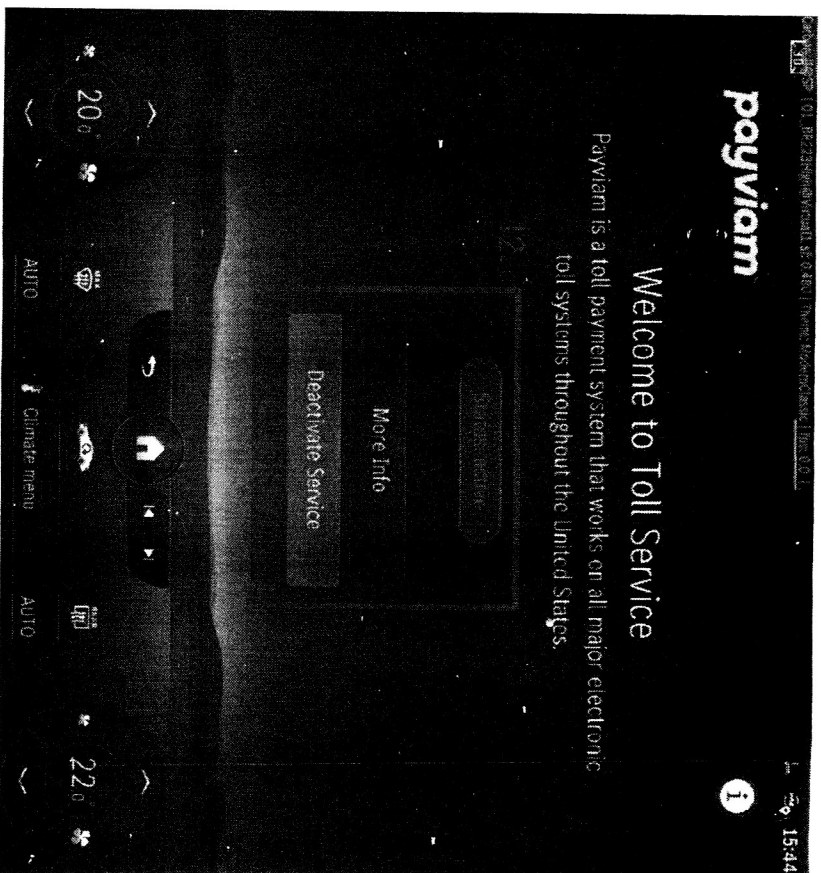


Toll Service Activation – Activation Confirmation



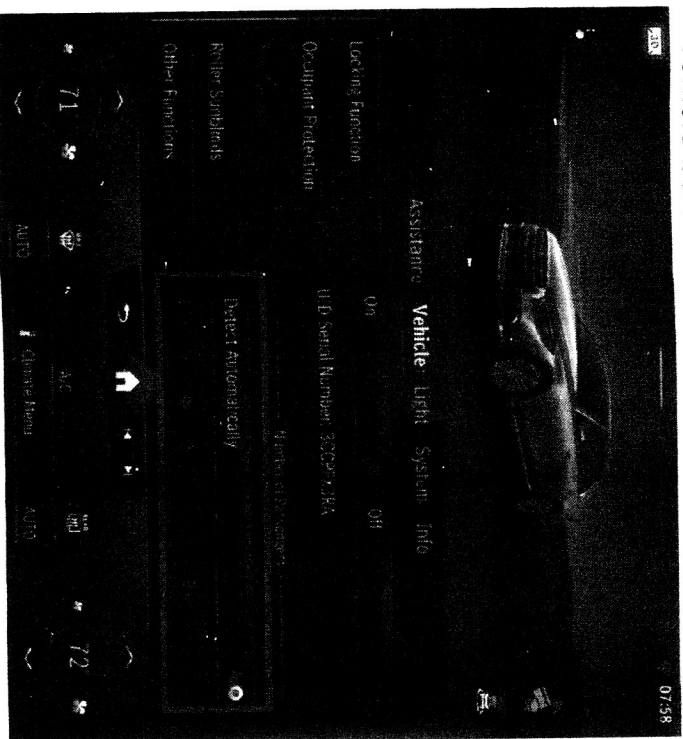
11. Activation confirmation will display notifying the user that the service may take 24-48 hours to fully activate.

12. Service status will now show as Active. User can tap "Deactivate Service" button at any time to deactivate.
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Vehicle Settings Screen – Automatic Passenger Detection

- On this screen, the user can select the option to let the vehicle automatically detect the number of passengers. The vehicle will indicate the number of passengers in the vehicle below.



- When the user selects “Detect Automatically”, they will be presented with this pop-up notification to let them know the vehicle will automatically detect passengers in the vehicle.

