



Operating instructions

NATRAS AG



1. Introduction to the operating regulations

- 1.1. These operating regulations are an integral part of the General Terms and Conditions (GTC) of NATRAS AG. They were submitted to the Federal Office for Customs and Border Security (FOCBS), which reviewed and approved them.
- 1.2. They regulate the commissioning and operation of the vehicle recording system (VRS) as well as the use of the Online-Service-Desk (OSD) and the failure solution (ALL).
- 1.3. The customer's conduct must comply with the requirements of the Federal Act on the Performance-Related Heavy Vehicle Fee (HVC) of 19 December 1997 in the version of 1 May 2024 or newer (SVAG; SR 641.81) and the Ordinance on the Heavy Vehicle Fee of 27 March 2024 in the version of 1 May 2024 or newer (SVAV; SR 641.811).
- 1.4. This includes compliance with all legal provisions on the performance-related heavy goods vehicle charge in order to ensure proper recording and invoicing of kilometers travelled.
- 1.5. The operating regulations cover the following areas:
 - commissioning and operation of the vehicle recording system (VRS)
 - use of the Online Service Desk (OSD) and the failure solution (ALL)
 - obligations of the person liable to pay the tax to cooperate
 - obligations of the driver to co-operate
 - obligation to co-operate when commissioning NATRAS for foreign vehicles
- 1.6. Compliance with these operating regulations is essential to ensure the correct use of the systems and to fulfil the legal requirements of HVC legislation.

2. Commissioning and operation of the vehicle recording system (VRS)

- 2.1. **Instructions for commissioning and operating the VRS:** the vehicle detection system (VRS) must be installed and operated in accordance with the instructions in the vehicle detection system manual. It must be ensured that all steps for commissioning are carried out correctly in order to guarantee the functionality of the system. The detailed instructions can be found in the manual: <https://natras.ch/manual/esf/>.
- 2.2. **Consideration of the regulations for ADR/SDR vehicles:** when installing and operating the vehicle detection system (VRS) in ADR/SDR vehicles, the relevant legal regulations must be observed. The operation must comply with the special requirements for the transport of dangerous goods as specified in the ADR/SDR guidelines. The detailed instructions can be found in the manual: <https://natras.ch/manual/adr/>.



- 2.3. **Displaying and monitoring the functionality of the VRS:** the condition and functionality of the recording system (VRS) must be checked regularly and, if necessary, measures must be taken to ensure functionality. The corresponding indications of functionality are described in the manual for the recording system and can be viewed here : <https://natras.ch/manual/esf/> .
- 2.4. **Monitoring of functionality via the Online-Service-Desk (OSD):** the status and functionality of the VRS can also be monitored via the Online-Service-Desk (OSD). The functions required for this are described in the OSD manual and can be viewed here: <https://natras.ch/manual/osd/> .
- 2.5. **Availability in the mobile phone network:** within the Swiss customs territory, the VRS must be activated at least every 72 hours in order to establish a connection to the Swisscom mobile phone network. This is the only way to ensure proper automated registration with FOCBS. In the event of prolonged planned inactivity, a manual "registration of days without travelling" must be carried out in the outage solution. In the event of disruptions or failures, measures to restore the connection must be initiated immediately. Days with no registration will be assessed by FOCBS at its own discretion.

3. Operating instructions for using the Online-Service-Desk (OSD) and the failure solution (ALL)

- 3.1. **Initial registration of keeper data:** as part of the initial registration, the person liable to pay the levy is obliged to provide correct personal details. After approval, further agents can be added to the corresponding account. The person liable for payment is responsible for maintaining this data and keeping it up to date for the entire duration of the contractual cooperation. The functions required for this are described in the OSD manual and can be viewed here: <https://natras.ch/manual/osd/>.
- 3.2. **Registration of the vehicle data:** once the account has been confirmed, the user enters the corresponding vehicle identification number (VIN) in the Online-Service-Desk (OSD). This data is then transmitted electronically to the FOCBS and reported back with the corresponding status. The user is obliged to check the accuracy of all data entered, in particular the entered VIN. The functions required for this are described in the OSD manual and can be viewed here: <https://natras.ch/manual/osd/>.
- 3.3. **Foreign vehicles:** foreign licence holders who wish to use the services of the NNA require a permit from the FOCBS. This authorisation is a prerequisite for using the services offered and serves to ensure proper registration and compliance with legal regulations.



- 3.4. **Ordering vehicle recording systems (VRS):** for confirmed vehicle identification numbers (VIN), the corresponding number of vehicles recording systems (VRS) can be ordered directly from the Online Service Desk. These are then delivered to the user during business hours within 48 hours of the following day. The functions required for the ordering process can be viewed here: <https://natras.ch/manual/osd/>.
- 3.5. **Monitoring the functionality:** monitoring the status and ensuring the functionality of the vehicle recording system (VRS) is the responsibility of the person liable to pay the fee. This can be done via the Online-Service-Desk (OSD). The functions required for this are described in the OSD manual and can be viewed here: <https://natras.ch/manual/osd/>.
- 3.6. **Use of the failure solution (ALL):** if the vehicle recording system (VRS) does not function correctly, the failover solution must be used. The deadlines described in chapter 4 must be observed for this. The required functions are described in the chapter "Failure solution" and can be viewed here: <https://natras.ch/manual/osd/>.
- 3.7. **Reporting defective vehicle (VRS) recording systems:** vehicle recording systems (VRS) that have been identified as defective by the user must be reported immediately to the Online Service Desk. Further steps must be followed in accordance with the provider's requirements. The functions required for this can be viewed here: <https://natras.ch/manual/osd/>.

4. Obligations of the person liable to pay the tax to cooperate

- 4.1. **Installation and ensuring operational readiness:** in accordance with HVC legislation, the person liable to pay the fee is obliged to install the vehicle recording system (VRS) for the relevant journeys and to always keep it operational. Detailed instructions on installation, commissioning and subsequent operation are available in the manual at <https://natras.ch/manual/esf/>.
- 4.2. **Procedure in the event of a confirmed malfunction:** in the event of a confirmed malfunction of the automatic system, the person liable to pay the fee is obliged to use the specified failure solution. The corresponding journeys must be recorded within 10 calendar days after the journey. The functions required for this are described in the "Failure solution" section and can be viewed at <https://natras.ch/manual/osd/>.
- 4.3. **Correction of a recorded journey that is not subject to HVC:** the person liable to pay the fee is obliged to enter corrections such as registrations and cancellations of journeys



within 10 calendar days of the journey. The functions required for this are described in the chapter "Failure solution" and can be viewed here: <https://natras.ch/manual/osd/>.

- 4.4. **Deletion of recorded registrations, additions and corrections:** subsequent registrations, additions or corrections to journeys must be made by the person liable to pay the fee within 10 calendar days of the journey. The required functions are described in the chapter "Failure solution" and can be viewed at <https://natras.ch/manual/osd/>.
- 4.5. **Registration and recording of days without driving:** vehicles that are not in operation for a longer period of time must be recorded within 10 calendar days after decommissioning and up to a maximum of 90 calendar days in the future for a maximum of 30 days to avoid an assessment in the absence of registration in accordance with Article 51 SVAV. The functions required for this are described in the "Outage solution" section and can be viewed here: <https://natras.ch/manual/osd/>.
- 4.6. **Procedure for change of keeper with and without continued use of the VRS:** if the person liable to pay the fee intends to transfer a vehicle with or without a vehicle recording system (VRS) to another keeper registered with NATRAS, the instructions in the "Transfer" section of the Online-Service-Desk must be followed. The relevant information can be viewed here: <https://natras.ch/manual/osd/>.
- 4.7. **Decommissioning a vehicle recording system (VRS) that is no longer required:** if the VRS is no longer required, it must be deregistered by the person liable for the levy in accordance with the instructions in the Online-Service-Desk. The functions required for this are described in the manual at <https://natras.ch/manual/osd/>.
- 4.8. **Returning VRSs that are no longer required:** vehicle recording systems (VRSs) that are no longer required must be returned to NATRAS. The corresponding steps and requirements can be requested in the "Support" section of the Online-Service-Desk. Information on this can be found here: <https://natras.ch/manual/osd/>.

5. Obligations of the driver to co-operate

- 5.1. **Operational readiness of the vehicle recording system (VRS):** the vehicle driver is obliged to keep the vehicle recording system (VRS) always operational for the relevant journeys. He must ensure that the VRS is working properly before starting a journey. Detailed instructions on installation and commissioning are available in the manual at <https://natras.ch/manual/esf/>.



- 5.2. The user is obliged to register or deregister the trailer type and the respective total weight with the VRS before entering the CUSTOMS AREA.
- 5.3. **Correct operation of the vehicle recording system (VRS):** the vehicle driver is obliged to operate the VRS in accordance with the instructions in the manual and to ensure that it functions correctly during the journey. Incorrect operation must be avoided to ensure the correct recording of mileage-related data. The necessary operating instructions can be found in the manual at <https://natras.ch/manual/esf/> .

6. Obligation to co-operate with foreign vehicles

- 6.1. **Operational readiness of the vehicle recording system (VRS) before entering the customs territory:** the person liable to pay the fee is obliged to ensure that the vehicle recording system (VRS) is installed in a foreign vehicle and put into operation before the vehicle enters the customs territory. The installation and activation of the VRS must not take place within the customs territory but must be completed prior to entry to ensure that the journey data is recorded correctly in accordance with the provisions of the HVC legislation.

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