



Schweizerische Eidgenossenschaft
Confédération suisse
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Swiss Confederation

Federal Department of Finance FDF

Federal Customs Administration FCA
Foundations Directorate

Supplement 4 to Annex 1 to the FDF EETS and Fuel Card Providers Ordinance

Implementation Concept Template - Level 1

EUROPEAN ELECTRONIC TOLL SERVICE FOR THE LSV

VERSION 2.1

Implementation Concept Template - Level 1

CONTENTS

1	Overview	3
1.1	Purpose of the document.....	3
1.2	List of changes in template	3
1.3	References	3
1.4	Limitations	3
1.5	Terms and abbreviations	3
1.6	Template instructions.....	4
1.7	List of changes in implementation concept	4
2	Principles of the implementation concept	4
2.1	EETS provider identification.....	4
2.2	Person responsible	4
2.3	Document versions	5
2.4	Completeness of the implementation concept.....	5
2.5	EETS OBE	5
2.6	System concept.....	6
3	Implementation descriptions.....	6
3.1	On-board units used by the EETS provider.....	7
3.2	Transmission of the contract data of the on-board units.....	10
3.3	Communication with the FCA's EETS systems	11
3.4	Registration of EETS users and their vehicles	14
3.5	Recording and declaring the chargeable trip.....	15
3.6	Assessment decisions and billing	18
3.7	Complaints by EETS users	20
3.8	Transmission of blocked OBES	20
3.9	Adjustments to the LSVA EETS system by the EETS provider	21
3.10	Key performance indicators (KPIs)	23

Implementation Concept Template - Level 1

1 Overview

1.1 Purpose of the document

This document contains the requirements for the EETS provider to document the implementation concept according to the technical specifications. The implementation concept shall be submitted together with the application form.

The document contains the specifications on the topics, questions and scope of the descriptions to be provided by the EETS provider in the implementation concept.

1.2 List of changes in template

Version	Date	Section	Change
2.0	01.03.2020		First published version
2.1	21.08.2020	1.7 2.1 3.1 (6) 3.2 (7) 3.4 (16) 3.5 (21) 3.6 (25)	Table for versioning of implementation concept CountryCode and providerIdentifier added Adaption to Version 2.1 of Annex 1 Ditto Ditto Ditto Ditto and required implementation description: confirmation instead of description

1.3 References

Document
[1] Annex 1 to the FDF EETS and Fuel Card Providers Ordinance: Technical and Operational Requirements for EETS Provider
[2] Supplement 2 to annex 1: LSV A Compliance Check Communication
[3] Supplement 3 to annex 1: EETS Provider Interface
[4] Supplement 5 to annex 1: CCC Integration Test Specification - Level 2
[5] Supplement 6 to annex 1: EETS Provider Interface Test Specification - Level 2

1.4 Limitations

Requirements from the approval contract are not taken into account in the implementation description.

1.5 Terms and abbreviations

See Annex 1.

Implementation Concept Template - Level 1

1.6 Template instructions

This document is made available to the EETS provider as a fully editable Word template. The provider shall use this template to reply and it shall be returned to the FCA as a PDF file.

As an EETS provider, you should, whenever possible, limit yourself to completing the table fields provided for this purpose. Changes which only concern document customisation should be made elsewhere.

Below you will find instructions on how to use this document as a template.

Customising the document:

- In the field under *File*→*Properties*→*Topic*, replace the current subtitle "Implementation concept template – Level 1" with the new subtitle "Implementation concept <EP-NAME>" (<name of EETS provider>).
- The header on the first page can be designed using the EETS provider's logo.
- The version of the implementation concept <EP-NAME> shall be filled in section 1.7

Table fields to be completed:

Table fields which are to be completed by the EETS provider are marked with "...". Example:

Self-declaration document name	Self-declaration date
...	...

1.7 List of changes in implementation concept

Version	Date	Section	Change

2 Principles of the implementation concept

2.1 EETS provider identification

Name and address of the EETS provider
...

Provider Identification	
countryCode	...
providerIdentifier	...

2.2 Person responsible

The EETS provider shall designate the contact person responsible for the implementation concept.

Implementation Concept Template - Level 1

Title	...
Full name	...
Function	...
Email	...
Landline/mobile phone	...

2.3 Document versions

The EETS provider confirms (as part of the self-declaration below) that it refers to Annex 1 and Supplement 2 and Supplement 3 with the versions indicated in its implementation description. Currently, no further documents are relevant for the implementation description.

Technical adjustments, amendments to standards, etc. may result in newer versions of the FCA requirement documents. This confirmation ensures that the EETS provider has used the correct versions for this implementation description.

2.4 Completeness of the implementation concept

The EETS provider shall submit the following self-declaration together with the implementation concept in a separate document with legally binding signatures:

- We confirm that we have complied with all the technical requirements set out in Annex 1 section 2 for the implementation of the LSV A EETS service and the implementation concept.
- We confirm that Annex 1 and Supplement 2 and Supplement 3 with the date and version specified in each case were used as the basis for the implementation of the LSV A EETS service and for drawing up the implementation concept.
- We confirm that the implementation concept submitted contains all the concepts, descriptions and answers required in the "*Implementation concept*" template.

The implementation concept will not be examined without this self-declaration.

Self-declaration document name	Self-declaration date
...	...

2.5 EETS OBE

List of EETS OBE units to be approved with unique identification (in accordance with Annex 1 section 4.1).

OBU no.	Manufacturer (brand)	Unique type designation	basicVersionId (1) (2)
1
2
...

Information on the EETS OBE units regarding the CCC VST as described in chapter 2.9.7 in Supplement 3:

Implementation Concept Template - Level 1

OBU no.	manufacturerID (2)	equipmentClass (2)
1
2
...

- (1) The basicVersionId as described in section 2.3.2.3 in Supplement 3. The description for the definition and assignment of this ID is stipulated in section 3.9 in the implementation descriptions for specifications 30) and 31).
- (2) Representation of the value in hexadecimal format.

2.6 System concept

The EETS provider shall provide a system concept (top-level design) for its LSVAs EETS service solution. The EETS provider shall document the implementation of the technical specifications and the processes required to collect the LSVAs in this concept. The concept shall include the following points in particular:

- Description of all required functions for the LSVAs and their integration in its EETS system
- Description of the dependencies between the functions for the LSVAs and the functions for other toll areas

In the event of adjustments to the EETS provider's system, the updated version of this system concept shall enable changed, removed or new functions and processes to be identified.

This system concept also serves to improve/simplify the understanding of the detailed processes and answers described in chapter 3.

The system concept should be delivered in a separate, stand-alone document.

System concept document name	Date and/or version
...	...

3 Implementation descriptions

The general aim of the implementation descriptions stipulated in this chapter is to identify and avoid implementations that do not comply with the requirements and to uncover misunderstandings. The EETS provider shall answer the questions and required explanations regarding the specifications, which either are important for the FCA to ensure a correct understanding of the requirement or allow an assessment of the effects on the LSVAs EETS system.

The EETS provider should keep its descriptions as concise as possible. References to descriptions from the system concept are permissible only if the referenced description is short (no more than 3 to 4 pages) and precise.

The structure of this chapter is identical to Annex 1 section 2. The specifications without the required implementation description are marked accordingly.

Implementation Concept Template - Level 1

3.1 On-board units used by the EETS provider

Specification	
1) Declaration of conformity	The EETS provider shall have the EC declaration or certificate which attests the conformity of the OBE used. The declaration of conformity shall at least cover the requirements resulting from the implementation of the standard EN ISO 12813.
Required implementation description	
Provision of the declaration of conformity for the EETS OBEs used. The list below shall contain the document names of the corresponding declaration(s) of conformity for all EETS OBEs intended for approval.	
EETS provider description	
OBU no. as specified in section 2.5 1 - ... 2 -	

Implementation Concept Template - Level 1

Specification	
2) EETS OBE personalization	The EETS provider shall personalize the EETS OBE it provides to the EETS user to the registered vehicle. The EETS provider shall use the PAN in the EETS OBE as the unique key to the registered vehicle (vehicle data) with the corresponding vehicle holder (holder data).
Required implementation description	
Description of the processes for customer administration regarding the assignment of vehicle holders to PAN and EETS OBE. This should include the following points: <ul style="list-style-type: none"> • Initial notification/registration of vehicle and vehicle holder • Changes to vehicle and/or vehicle holder data • Replacement of the EETS OBE in the vehicle • Change of vehicle holder with transfer of EETS OBE (EETS OBE remains in the vehicle) • Time of data update (especially of PAN and vehicle registration number) in the back office and in the EETS OBE 	
EETS provider description	
...	

Specification	
3) EETS OBE assignment	The assignment of EETS OBE (PAN), vehicle and vehicle registration number, including the country code of the vehicle subject to tolls, to each other shall always be unambiguous at all times during the EETS journey.
Required implementation description	
Description of the measures which ensure that the combination of EETS OBE, PAN and vehicle registration number, including country code, does not change during the EETS journey.	
EETS provider description	
...	

Specification	
4) Functionality of the EETS OBE	The EETS provider shall ensure its EETS OBE functions correctly when recording the LSVAs. This concerns in particular the communication with the FCA's DSRC beacons and the recording of the route travelled by the EETS user in the LSVAs toll domain. Functionality is measured using the KPIs according to specification 35) (KPI no. 3: position data for the EETS journey) and 38) (KPI no. 6: DSRC transaction rate).

Implementation Concept Template - Level 1

Required implementation description	
<p>(a) Description of the processes for monitoring the functionality/recording capability of the EETS OBE</p> <ul style="list-style-type: none"> • in the EETS OBE • in the EETS provider's back office <p>also with regard to specification 5) EETS OBE recording capability.</p> <p>(b) Description of how the EETS provider's system behaves with an EETS OBE when it is no longer capable of recording.</p> <p>Notes:</p> <ul style="list-style-type: none"> • All functions of the EETS OBE monitored by the EETS provider with respect to recording capability shall be taken into account. • The user/driver's obligation to cooperate is not to be described here. 	
EETS provider description	
...	

Specification	
5) EETS OBE recording capability	<p>The user interface of the EETS OBE shall clearly indicate to the EETS user whether or not it is capable of recording in the LSVA toll domain.</p> <p>In particular, the EETS OBE's capability to record shall be permanently visible to the EETS user as a status (green = capable of recording).</p>
Required implementation description	
<p>The EETS provider shall provide the FCA with operating instructions for the EETS OBE intended for approval. The relevant pages, chapters or points of the instruction manual shall be specified.</p>	
EETS provider description	
...	

Implementation Concept Template - Level 1

Specification	
6) EETS OBE user interface	<p>The EETS user (driver) shall be able to enter via the EETS OBE user interface all information necessary for a trailer declaration including either the information for a simplified declaration or a declaration with indication of weight (trailerMaxLadenWeight) and trailer type (trailerTyp). The weight shall be indicated in one of the following resolutions:</p> <ul style="list-style-type: none"> • 10 kg rounded down • 100 kg rounded up • 1000 kg rounded up <p>The EETS user shall be able to see all information regarding the current trailer declaration status on the EETS OBE.</p> <p>The result of CCC transactions completed with LSVA beacons shall be immediately signalled to the EETS user in accordance with the SetMMI.request command. The EETS user shall be able to distinguish clearly between the different results (see Supplement 2).</p>
Required implementation description	
<p>a) The EETS provider shall provide the FCA with operating instructions for the EETS OBE intended for approval. The relevant pages, chapters or points of the instruction manual shall be specified.</p> <p>b) Description of which type of trailer declaration is possible, the simplified declaration or the declaration with indication of weight and trailer type.</p>	
EETS provider description	
...	

3.2 Transmission of the contract data of the on-board units

Specification	
7) DSRC contract data	<p>The EETS provider shall transmit its DSRC contract data (CCC ContextMark, DSRC master keys, ManufacturerID and EquipmentClass) valid for the LSVA toll domain to the FCA. The EETS provider shall transmit changes to DSRC master keys or deactivation (deletion) of DSRC contract data to the FCA.</p> <p>Changes of DSRC master keys or deactivation (deletion) of DSRC contract data must be transmitted by the EETS provider to the FCA at least 15 days before the requested change or deactivation date.</p> <p>The detailed requirements for the content and transmission of DSRC contract data are defined in Supplement 3.</p>
Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	
EETS provider description	
...	

Implementation Concept Template - Level 1

Specification	
8) Activation of new DSRC contract data	<p>New DSRC contract data (a new combination of CCC ContextMark, ManufacturerID and EquipmentClass) shall be submitted to the FCA by the EETS provider at least 90 days before the desired activation date.</p> <p>Upon request, the EETS provider shall supply the FCA with an OBE configured with the new DSRC contract for test purposes.</p> <p>The FCA will activate the data once the test has been successfully completed.</p>
Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	
EETS provider description	
...	

3.3 Communication with the FCA's EETS systems

Specification	
9) Interfaces	<p>The EETS provider's system shall have the interfaces specified by the FCA in accordance with specifications 10) and 11), and operate them in accordance with the FCA's specifications.</p>
Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	
EETS provider description	
...	

Specification	
10) DSRC interface	<p>The EETS OBE shall have a DSRC interface with the CCC protocol in accordance with Supplement 2.</p> <p>The test procedure for verifying the DSRC interface is defined in Supplement 5.</p> <p>The EETS provider is responsible for the performance of its OBE when communicating via the DSRC interface.</p> <p>The performance is measured via the KPI according to specification 38) (KPI no. 6: DSRC transaction rate)</p>

Implementation Concept Template - Level 1

Required implementation description	
<p>Indication of which version(s) of ISO 12813 (2009, 2015 and 2019 versions) has (have) been incorporated in the EETS OBE.</p> <p>Description of how the EETS OBE solves the compatibility problems with the different CCC standard versions (2009, 2015 and 2019 versions of ISO 12813).</p> <p>Specifically, the question is whether the EETS OBE offers one or more CCC ContextMark(s) as a response to the BST in the LSVa toll domain in the VST.</p> <p>If there are more than one CCC ContextMarks in the VST, the maximum number shall be stated and it shall be explained how it is ensured that only one CCC ContextMark is valid for the LSVa toll domain.</p>	
EETS provider description	
...	

Specification	
11) Back office interface	<p>In order to exchange data with the FCA, the EETS provider's IT system shall have a back office interface in accordance with Supplement 3.</p> <p>The test procedure for verifying the back office interface is defined in Supplement 6.</p>
Required implementation description	
<p>Description of the implementation of the back office interface, in particular with regard to</p> <ul style="list-style-type: none"> the requirement in section 3.6.1 and the recommendation in section 3.6.2 <p>of Supplement 3 listed below:</p> <p><i>3.6.1 Limitations</i></p> <p><i>The EETS provider shall use only one thread to send messages to the FCA and only one other thread for receiving messages from the FCA. That means the EETS provider shall use the send and receive functionalities of the FCA server as if it were a "single-threaded server" for each of these two functionalities and a next command would therefore be possible only after the HTTP response.</i></p> <p><i>Reason:</i></p> <p><i>The reason for this requirement is to avoid overloading the FCA server. All EETS providers use the same server and therefore the restriction to only one thread for sending and one thread for receiving per EETS provider avoids blocking of other EETS providers caused by a multithreaded overload of the FCA server by a single EETS provider.</i></p> <p><i>3.6.2 Recommendations</i></p> <p><i>The FCA recommends to send an EETS journey declaration shortly after the vehicle has left the LSVa toll domain. In addition, the FCA recommends sending messages to the FCA and receiving messages from the FCA throughout the day (not only once a day as a batch job).</i></p> <p><i>Depending on the workload, the FCA's system will process and reply to a message from the EETS provider as quickly as possible. A quick EETS journey declaration and fast reply to the holder data request decreases the delivery time of the assessment data and electronic assessment decision (BillingDetails) to the EETS provider.</i></p>	

Implementation Concept Template - Level 1

EETS provider description	
...	

Specification	
12) Time standard	All time data transmitted between the FCA and the EETS provider as part of the data exchange shall be given in UTC.
Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	
EETS provider description	
...	

Specification	
13) Unique vehicle identification	During an EETS journey, the vehicle and thus also the vehicle holder shall be uniquely identifiable via the PAN (Personal Account Number, in accordance with ISO/IEC 7812-1). The PAN shall be stored in the EETS OBE.
Required implementation description	
Description of the measures taken to ensure that during an EETS journey <ul style="list-style-type: none"> • the assignment of the PAN to the vehicle holder • and the PAN stored in the EETS OBE cannot be modified.	
EETS provider description	
...	

Specification	
14) Securing the back office interface	The back office interface between the FCA and the EETS provider shall be secured in accordance with the FCA's security requirements. These are defined in Supplement 3.
Required implementation description	
a) Confirmation from the EETS provider that the requirement has been understood and correctly implemented. (b) Identification of the issuer of the EETS provider certificates accepted by the FCA.	
EETS provider description	
...	

3.4 Registration of EETS users and their vehicles

Specification	
15) EETS users	<p>The EETS provider shall register the EETS user's holder data according to the registration certificate (COUNCIL DIRECTIVE 1999/37/EC) and keep this up to date.</p> <p>For the registration, holder data is prioritised as follows: C3 above C2 above C1.</p> <p>The information shall include all three subheadings Cx.1 (name or company name), Cx.2 (first name(s) or (if applicable) initials) and Cx.3 (address in the country of registration when the certificate was issued).</p>
Required implementation description	
<p>Description of the processes for registering holder data. The following points are of particular interest:</p> <ul style="list-style-type: none"> • Which documents or data sources are used to register holder data? • How is quality ensured when registering holder data? • How is the data kept up to date? 	
EETS provider description	
...	

Specification	
16) Vehicle data	<p>The EETS provider shall register the vehicle data in accordance with the registration certificate (COUNCIL DIRECTIVE 1999/37/EC). Where EETS users collect the vehicle data themselves, the EETS provider will check the accuracy of the data collected. The EETS provider keeps the vehicle data up to date based on information obtained from the EETS user.</p> <p>At least the following categories shall be registered</p> <ul style="list-style-type: none"> F2: Total weight (vehicleMaxLadenWeight) F3: Total weight of the vehicle combination (vehicleTrainMaximumWeight) V9: Emission class (euroValue) <p>together with the registration number (licencePlateNumber) and country code (countryCode).</p> <p>When using the trailer declaration with weight indication and trailer type according to specification 6), the following category shall also be registered:</p> <ul style="list-style-type: none"> G: Unladen/net weight (vehicleWeightUnladen) <p>The EETS provider collects the weights with 10 kg resolution rounded down.</p>

Implementation Concept Template - Level 1

Required implementation description
<p>Description of the processes for registering vehicle data. The following points are of particular interest:</p> <ul style="list-style-type: none"> • Which documents or data sources are used to register vehicle data? • Are copies of these documents kept by the EETS provider? • How is quality ensured when registering vehicle data? • How is the data kept up to date?
EETS provider description
...

3.5 Recording and declaring the chargeable trip

Specification	
<p>17) Transmission of EETS journey declaration</p>	<p>The EETS journey declaration consists of the registered vehicle data, the position data to describe the route travelled in the LSV A toll domain and the trailer data declared by the EETS user on the EETS OBE, including the corresponding position data.</p> <p>The EETS Provider shall transmit to the FCA on its own initiative all data concerning an EETS journey, separately for each EETS journey.</p> <p>The latter also applies if several EETS journeys take place on one calendar day.</p> <p>In the case of a one-day EETS journey, the data shall be transmitted to the FCA within 24 hours of the start of the EETS journey.</p> <p>For EETS journeys lasting several days, the data for the first calendar day shall be transmitted in accordance with the time specifications for a one-day EETS journey, and then within 24 hours from midnight of the day in question for each subsequent calendar day.</p> <p>This also applies to calendar days on which the vehicle does not move.</p> <p>The detailed requirements for the data elements and the transmission of the EETS journey declaration are defined in Supplement 3.</p>
Required implementation description	
<p>Description of the processes for transmitting EETS journey declarations to the FCA. The following points are of particular interest:</p> <ul style="list-style-type: none"> • How is the transmission of EETS journey declarations triggered for one-day and multi-day EETS journeys? • Are these EETS journey declarations transmitted on an ongoing basis (e.g. after leaving the LSV A toll domain) or in batches once or several times a day? 	
EETS provider description	
...	

Implementation Concept Template - Level 1

Specification	
18) Coordinate system	<p>Position data for the EETS journey shall be based on the WGS84 coordinate system.</p> <p>For details see: NIMA TR8350.2, Third Edition – Amendment 1, January 2000, Department of Defense – World Geodetic System 1984, Its Definition and Relationships with Local Geodetic Systems, issued by the National Imaging and Mapping Agency (NIMA), US Department of Defense.</p>
Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	
EETS provider description	
...	

Specification	
19) Accuracy of position data	<p>The position data transmitted by the EETS provider shall describe the route travelled by the EETS user in such a way that the FCA can calculate the distance travelled directly from the position data by means of vector calculation without using a road map.</p> <p>The deviation of the travelled distance determined in this way from the distance actually travelled shall not exceed +/- 4%.</p> <p>The declared position data shall include all sections of the self-driven trip, irrespective of whether this takes place on or off a defined road, in a car park or within a private area.</p> <p>The accuracy of the position data is measured using the KPI according to specification 35) (KPI no. 3: Position data of the EETS journey).</p>

Implementation Concept Template - Level 1

Required implementation description
<p>Description of the implementation of the position determination to ensure the required accuracy and availability.</p> <p>Since we assume that the position determination is mainly carried out via a global navigation satellite system (GNSS), the following points are of particular interest:</p> <ul style="list-style-type: none"> • Which GNSSs (e.g. GPS, Galileo, GLONASS) are used? Are augmentation systems such as EGNOS used? • GNSS start-up speed, the time between switching on the EETS OBE and the first determination of a position. When is a warm start possible or is there always a cold start? Are support functions such as assisted GPS used during device start-up? • How does the system deal with the loss of position determination via GNSS when driving through road tunnels? • How great are the expected deviations in GNSS positions (e.g. due to shadows and reflections) in metres? • Are corrective measures used to improve position determination based on GNSS position data, and if so which ones? <p>Question regarding the self-driven trip:</p> <ul style="list-style-type: none"> • What prevents non-self-driven trips from being declared (e.g. crossing the LSVA toll domain with a vehicle loaded on a train)?
EETS provider description
...

Specification	
20) Removal of redundant position data	The transmitted position data should not include any multiple positions of immobile vehicles (e.g. resting positions, vehicles in traffic jams, etc.).
Required implementation description	
Description of the measures taken to avoid the transmission of redundant position data.	
EETS provider description	
...	

Specification	
21) Border recognition	<p>The EETS journey declaration shall contain sufficient position data before entering the LSVA toll domain and after leaving the LSVA toll domain for the FCA to be able to unambiguously identify that the border was crossed and the point at which it was crossed.</p> <p>The volume of position data outside the LSVA toll domain for this identification should be as low as possible.</p> <p>Consequently, the data transmission shall not contain any positions with a distance greater than 5km beyond the border of the LSVA toll domain (reference border according to Maps of Switzerland, www.geo.admin.ch). After the exit, however, the position data should contain a minimum distance of 1km.</p>

Implementation Concept Template - Level 1

Required implementation description	
Description of the processes and measures (in the EETS OBE and/or EETS provider's back office) to comply with the requirements for border recognition before entering and after leaving the LSV A toll domain.	
EETS provider description	
...	

Specification	
22) Transmission of holder data	<p>If a technical request is made by the FCA, the EETS provider shall also supply the correct vehicle holder data for each EETS journey within 12 hours.</p> <p>The technical request and holder data response are defined in Supplement 3.</p>
Required implementation description	
<p>Description of the processes for transmitting holder data. The following point is of particular interest:</p> <ul style="list-style-type: none"> • Is the holder data transmitted immediately in response to a request or in batches several times a day? 	
EETS provider description	
...	

3.6 Assessment decisions and billing

Specification	
23) Assessment	<p>For each EETS journey, the FCA makes the assessment decision, together with the charge claim, available to the EETS provider for collection on the back office interface (BillingDetailA-DU).</p> <p>The EETS provider shall collect the assessment at least once a day and confirm their receipt to the FCA within 24 hours.</p> <p>The technical provision and confirmation of the assessment are defined in Supplement 3.</p> <p>By confirming receipt, the EETS provider accepts the decision with effect for the EETS users.</p> <p>The EETS provider shall make the assessment immediately available to the EETS user.</p> <p>The EETS provider shall keep the confirmed BillingDetailADU for at least 60 days.</p>

Implementation Concept Template - Level 1

Required implementation description	
<p>Description of the processes for collecting and forwarding decisions. The following points are of particular interest:</p> <ul style="list-style-type: none"> • Does the collection of the decisions and the transmission of the confirmation take place continuously or rather once or several times a day? • Average time until transmission of a positive confirmation of receipt for an individual BillingDetailsADU. • Maximum time until transmission of a negative confirmation, i.e. refusal, for an individual BillingDetailsADU. • How and in what timeframe is the assessment decision forwarded to the EETS user? 	
EETS provider description	
...	

Specification	
24) Daily claim	<p>The FCA supplies the EETS provider with a daily aggregation of assessments confirmed by the EETS provider on the back office interface. This forms the daily claim (PaymentClaimADU).</p> <p>The technical provision and confirmation of the daily claim are defined in Supplement 3.</p> <p>The EETS provider shall collect the daily claim at least once a day and confirm its receipt within 24 hours.</p>
Required implementation description	
<p>Description of the processes for collecting and confirming the daily claim. The following points are of particular interest:</p> <ul style="list-style-type: none"> • Average time until transmission of a positive confirmation of receipt. • Maximum time until transmission of a negative confirmation of receipt (refusing of daily claim). 	
EETS provider description	
...	

Specification	
25) Billing	<p>Twice a month, the FCA prepares an invoice for the EETS provider. As a collective invoice, it includes all LSVA amounts levied via this EETS provider during the billing period (15 calendar days), based on the daily claims confirmed by the corresponding EETS provider (specification 24).</p> <p>The EETS provider receives the invoices sent by the FCA by e-mail in PDF format.</p>
Required implementation description	
<ul style="list-style-type: none"> • Confirmation from the EETS provider that the requirement has been understood and correctly implemented. 	
EETS provider description	
...	

--

3.7 Complaints by EETS users

Specification	
26) Complaints by EETS users	<p>The EETS provider examines an EETS user's complaint in accordance with the approval contract.</p> <p>If this results in a correction of the assessment, the EETS provider will be provided with a corrected assessment for collection on the back office interface, together with a reference to the original assessment (see BillingDetailADU, specification 23).</p> <p>The amount in the BillingDetailADU corresponds to the difference between the corrected and the original assessment.</p>
Required implementation description	
<p>Description of the process for handling complaints by the EETS user in accordance with the accreditation contract.</p> <p><i>Specification of the approval contract: "The EETS provider accepts complaints from its users regarding the assessment, checks them with the user and forwards them to the FCA if it cannot deal with them itself."</i></p> <p>It is of particular interest to know how the EETS provider ensures that the EETS user does not contact the FCA directly.</p> <p>Note:</p> <p>This description does not take into account the details concerning the interface for forwarding to the FCA.</p>	
EETS provider description	
...	

3.8 Transmission of blocked OBEs

Specification	
27) Transmission of exception list	<p>Before midnight each day, the EETS provider transmits to the FCA its exception list containing all blocked on-board equipment.</p> <p>The block becomes active in the FCA's systems from 4am the following calendar day.</p> <p>The exception list shall be transmitted even if it is empty.</p> <p>The exception list shall only contain blacklist type entries.</p> <p>Each entry in the exception list consists of a PAN and the vehicle registration number including country code.</p> <p>The detailed requirements and rules for the transmission of the exception list are defined in Supplement 3.</p>
Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	

Implementation Concept Template - Level 1

EETS provider description
...

Specification	
28) Maintenance of the exception list	<p>The EETS provider shall maintain the exception list transmitted to the FCA.</p> <p>Entries shall be removed from the transmitted exception list as soon as they are no longer needed. This is considered to be the case if one or more of the following criteria are fulfilled:</p> <ul style="list-style-type: none"> • The blocked EETS contract has been removed (deleted) from the EETS OBE. • The EETS OBE with the blocked EETS contract has been uninstalled from the vehicle. • The expiry date of the blocked EETS contract (Payment-Means.PaymentMeansExpiryDate) has passed. • The blocked EETS contract has been on the exception list for 30 days (or more).

Required implementation description	
<p>Description of the processes for maintaining the exception list (blacklist) The following points are of particular interest:</p> <ul style="list-style-type: none"> • Relationship between an entry in the exception list and a "noGo" status in OBESStatusHistory of the same EETS OBE. • Description of the possible causes, or the probability, that the following criterion will have to be applied to remove an entry from the exception list: "The blocked EETS contract has been on the exception list for 30 days (or more)". • Is it possible that a block is only valid for the LSVA toll domain? If yes, description of how the user will be informed before entering the LSVA toll domain (see specification 5) EETS OBE recording capability). 	

EETS provider description
...

3.9 Adjustments to the LSVA EETS system by the EETS provider

Specification	
29) Adjustment to the EETS provider's back office	<p>The EETS provider shall analyse the impact planned software or hardware changes to its EETS system back office will have on the collection of the LSVA. If functional effects or quality level effects are to be expected, the provider shall record the planned changes with a functional description, together with the results of the impact analysis, and report them to the FCA.</p> <p>In addition, the EETS provider shall describe the measures taken to avoid or reduce the risk of adverse effects on the LSVA toll domain.</p>

Implementation Concept Template - Level 1

Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	
EETS provider description	
...	

Specification	
30) New EETS OBE	<p>New EETS OBE types are devices in which, relative to devices currently approved in the LSVA toll domain, functional units have been replaced by new units or components for compliance with specifications (e.g. DSRC module, GPS receiver, mainboard, etc.).</p> <p>The EETS provider shall report the planned use of new EETS OBE to the FCA. A description shall be given of the differences between the new EETS OBE and the approved types (specifications). If it is a completely new type, this shall be indicated accordingly.</p> <p>As a further part of the notification, the EETS provider shall describe at the software concept level the similarities and differences in data collection and transmission for the LSVA toll domain relative to the approved EETS OBE.</p>
Required implementation description	
<p>Description of the definition/interpretation of the content of the <code>basicVersionId</code> (see Supplement 3 section 2.3.2.3). <i>The <code>basicVersionId</code> should contain as a minimum the major HW and SW versions of the OBE. The EETS provider shall deliver a description of the content of <code>basicVersionId</code> to the FCA.</i></p> <p>In particular, the concept of the different HW versions of the EETS OBEs is to be explained here. This concerns both potentially different manufacturers as well as an individual manufacturer's potentially different HW versions.</p> <p>The explanations of the SW versions are to be described in specification 31).</p>	
EETS provider description	
...	

Specification	
31) Software change to approved EETS OBE	<p>For planned software changes to an approved EETS-OBE, the EETS Provider shall analyse the impact on data collection and transmission for the LSVA toll domain. If functional effects or quality level effects are to be expected, the provider shall record the planned changes with a functional description, together with the results of the impact analysis, and report them to the FCA.</p> <p>In addition, the EETS provider shall describe the measures taken to avoid or reduce the risk of adverse effects on the LSVA toll domain.</p>

Implementation Concept Template - Level 1

Required implementation description
Description of the versioning concept of the EETS OBE software in relation to the representation in the basicVersionId (see Supplement 3 section 2.3.2.3). If different EETS OBE types are used, all potentially different versioning concepts shall be described. The versioning concept should indicate at least the following: <ul style="list-style-type: none">• Main software version of the ETS OBE• Software/firmware versions of all OBU subcomponents such as DSRC or GNSS modules which belong to this main software version
EETS provider description
...

Specification	
32) Other changes	For changes to the EETS provider's system that are not included in specifications 29), 30) and 31), the EETS provider shall analyse their impact on the collection of the LSVA and notify the FCA of the planned changes. When doing so, it shall submit the impact analysis and risk avoidance or mitigation measures to the FCA.
Required implementation description	
Confirmation from the EETS provider that the requirement has been understood and correctly implemented.	
EETS provider description	
...	

3.10 Key performance indicators (KPIs)

No implementation descriptions are required for specifications 33) to 38).