



sanef

Paris Normandie

Transformation of the Paris-Normandy axis (A13-A14)

In free flow toll

2024

210 km in total !



The 14 free-flow locations

- | | |
|---|---|
| 1 Montesson site (A14) | 8 Bourneville interchange (A13/A131) |
| 2 Chambourcy interchange n°6.a (A14) | 9 Toutainville n°27 interchange (A13) |
| 3 Buchelay site (A13) | 10 Beuzeville site and interchange n°28 (A13) |
| 4 Heudebouville site and interchange n°18 (A13) | 11 Quetteville interchange (A13/A29) |
| 5 Incarville interchange (A13/A154) | 12 Dozulé site and interchange n°30 (A13) |
| 6 Bourg-Achard n°25 interchange (A13) | 13 Troarn n°31 interchange (A13) |
| 7 Bourneville n°26 interchange (A13) | 14 Cagny interchange (A13/A813) |

Tomorrow's situation

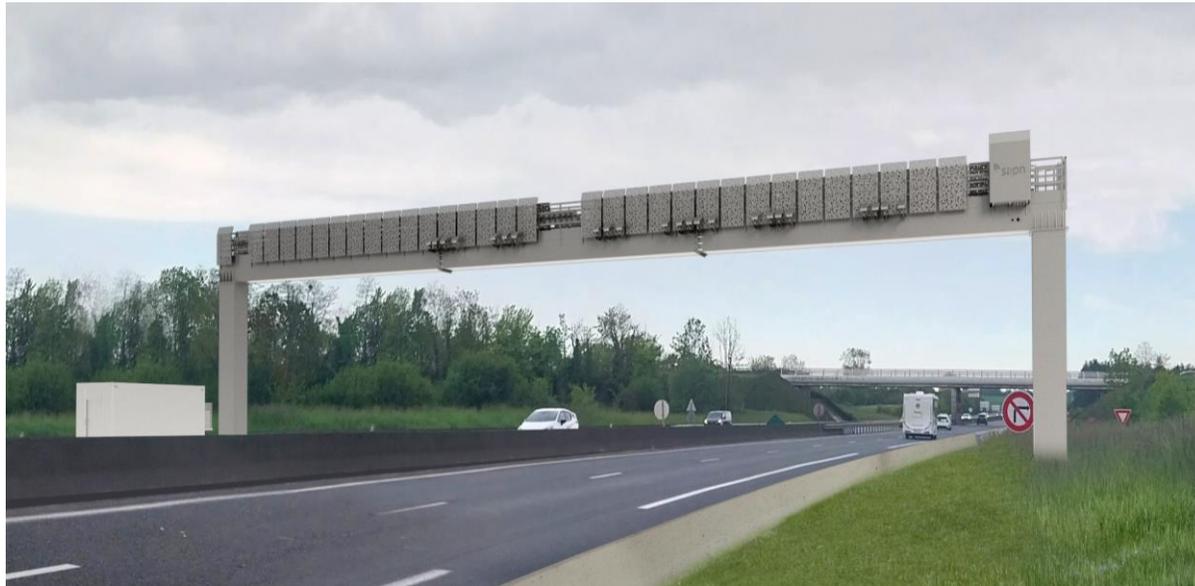


Current situation at the Buchelay toll barrier



After switching to free flow

More specifically...



" Gantries " spanning the roadway to cover all the lanes

Sensors that recognize vehicle category (vehicles, heavy goods vehicles, etc.)

Antennas that detect electronic toll payment badges

Cameras that photograph the vehicle's license plate without an electronic toll payment badge.

Key stages in the project



The payment methods



Payment by electronic toll badge

- The badge is automatically detected.
- Payment is made on the electronic toll badge invoice with all toll passes on the free-flow motorway network.
- No action to be done.

ONLY ACTION: FIX YOU BADGE securely on the windshield or ensure its detection.



Payment by credit card on sanef.com

Within 72 hours

Payment to be made after each passage to the free toll, within 72 hours.



Payment in a NIRIO tabacconist

Within 72 hours

Payment to be made after each passage to the free toll, within 72 hours.

What happens in case of non-detection of the Electronic toll badge?

- If one of your customer receives a surcharge payment notice, it may be because their electronic toll badge has not been detected.
- What answer should you give him?
 - The customer must make a complaint/protest on his payment notice, by giving his electronic toll badge number, on the [sanef.com](https://www.sanef.com) website or by mail.

Non-payment of free-flow tolls

What happens if payment is not made within 72 hours ?

1. A payment notice **is sent by post to the holder of the vehicle registration certificate** (including in the case of a leased vehicle).
2. It is up to this holder to **designate the end customer/driver concerned**.

Which surcharges apply when I receive a payment notice ?

After 72 hours, non-payment of the toll is considered to be an infraction and will result in a payment notice being sent.

- Payment within 15 days of dispatch: the fixed penalty is reduced to €10, in addition to the toll to be paid.
- Payment between 15 days and 2 months following dispatch: the fixed penalty is increased to €90, in addition to the price of the toll to be paid.
- Non-payment more than 2 months after dispatch

In accordance with the 2019 “Loi d’Orientation des Mobilités” (LOM), an increased Class IV fine of €375 is applied.

Warning : penalties are applied for each free-flow toll journey.

For example: a late payment for a return journey made on the same day will result in 2 separate payment notices.

What are the challenges for badge issuers?

- Remind customers of the importance of **fixing securely their badge on the windshield** to avoid its non-detection and receipt of a payment notice.

This allows :

- To guarantee **customer satisfaction** with the badge issuer.
- To **avoid too many customer requests** to the badge issuer and therefore the treatment of customers whose badge has not been detected.

What can I do in case of customer questions?

- If your customer have any questions about free flow tolling, you can invite them to :
 - Consult the **FAQ** on the [sanef.com](https://www.sanef.com) website.
 - Contact **Sanef Customer Service** on [33 \(0\)9 708 08 709](tel:330970808709) (non-premium rate call) by selecting « 1 » in the menu.
Service opened Monday to Saturday from 8 am to 8 pm.

Key communication elements

- You can find on the sharepoint the key communication tool that can be useful :
 - This Power Point presentation in French and English languages
 - Motion design of free-flow in French and English languages
 - Diagram for installing the electronic toll badge on the windshield

Please note that the song rights will end on **November 5th, 2025**.