

Roadhauliers Liguria (refund): FAQ

1) What is the timeframe for applying for lump sum reimbursement?

First Tranche Business trips 2022:

- a) by 8 February 2024 -> user registration at the portal
- b) by 6 March 2024 -> loading travel business trips
- c) by 15 March -> closing application

Second Tranche Business trips 2023: To be defined

2) What is the timing and method of payment?

First Tranche Business trips 2022:

29 March 2024 -> payment **by bank transfer** to all enterprises with at least one eligible travel business trip

Second Tranche Business trips 2023: To be defined

3) How is the lump sum reimbursement calculated?

The unit amount of the lump-sum reimbursement will be determined by relating the amount of the annual allocation to the number of eligible business trips.

A total of 70M€, net of the initiative's management costs, has been earmarked as a lump sum reimbursement for the transport business trips carried out during the years 2022 (35M€) and 2023 (35M€), plus any further sums that may become available for 2024 at the end of the cash-back initiative.

4) Who are the beneficiaries of the refund?

Eligible for the lump-sum reimbursement are companies registered in the National Register of Hauliers of Goods for Third Parties (ex. Art. 40 L. 298/1974) or in the REN (EC) 1071/2009 and 1072/2009 that have carried out transport business trips, during the years of reference of the Memorandum of Understanding, passing through the toll stations of the motorway network under ASPI's jurisdiction (A10, A26, A12, A7) in the Ligurian territory.

Companies no longer registered in the commercial register and consequently not in possession of a valid tax position at the time the benefit is granted will not be entitled to the lump-sum refund.

5) How to apply and what documents are required?

Reimbursement applications may be submitted by the individual enterprise, or through a delegated party acting on behalf of the delegating haulage enterprise, by uploading the appropriate forms on the web portal containing:

- a) records of vehicles and tolling devices

- b) the list of business trips/transits and references to the documentation certifying the business trip information (O/D) and the actual completion of the business trip

Hint: business trips must be declared and not motorway journeys, which will be automatically matched by the application

If a business trip on the form was carried out without the use of a toll device, the operator must attach documentation proving payment for the transit.

6) How to apply?

Portale [Autotrasporto - Autostrade per l'Italia](#), after registration of the legal representative

7) I am an Italian company; how do I register?

Access the [Autotrasporto - Autostrade per l'Italia](#) portal [Login \(site.com\)](#), [Register \(site.com\)](#)

Go to the registration form and enter the required data:

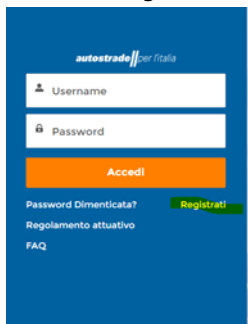
- a) Name and surname e- mail of legal representative
- b) company name and tax code of the transport company
- c) Accept terms & conditions and privacy policy

- Wait for e-mail with OTP code
- Enter OTP and wait to confirm and activate user
Choose and confirm password
- Complete the biographical data by entering the number and date of registration in the REN or in the hauliers' register

8) I am a foreign company; how do I register?

Access the [Login \(site.com\)](#) portal (English still pending)

Go to the *registration* form (registrati) and enter the required data:



It leads you to: [Register \(site.com\)](#)

autostrade // per l'italia
Unisciti alla community per ricevere informazioni personalizzate e assistenza clienti.

Tipo Utente
Impresa di trasporto - Legale Rappres... ▼

Nome

Cognome

Email

Ragione Sociale

Codice Fiscale dell'Impresa di trasporto

Per poter inserire i Tuoi dati è necessario prendere visione ed accettare l' Informativa sul trattamento dei dati personali resa ai sensi del Regolamento Europeo 2016/679.

Per poter inserire i Tuoi dati è necessario prendere visione ed accettare i Termini e Condizioni.

Registrati

Tipo Utente

Impresa di trasporto - Legale Rappres... ▼

✓ Impresa di trasporto - Legale Rappresentante

Impresa di trasporto - Operatore

Soggetto Titolare - Legale Rappresentante

Soggetto Titolare - Operatore

Transport company – Legal representative

Transport company - Operator

Entitled party - Legal representative

Entitled party - Operator

- a. Name, surname, e-mail of legal representative,
- b. company name and tax code of the transport company
- c. Accept Terms and Conditions and Privacy Policy

(Translation: to enter your data it is necessary to read and accept the rules for handling personal data under the terms of European regulation 2016/679. To enter your data, it is necessary to read and accept the terms and conditions)

- Wait for e-mail with OTP code
- Enter OTP and wait to confirm and activate user
- Choose and confirm password

- Complete your personal data by entering the REN registration number and date or the number and start date of validity of your Community licence

9) Which motorway entry/exit toll stations are covered?

Business trips with entry/exit at the following **toll stations** are eligible:

- A10 (Savona-Albisola-Celle, Ligure-Varazze-Arenzano-Genoa, Prà-Genoa, Pegli-Genoa Airport)
- A26 (Masone)
- A7 (Isola del Cantone-Ronco Scrivia-Busalla-Genova Bolzaneto)
- A12 (Sestri Levante-Lavagna-Chiavari-Rapallo-Recco-Genova Nervi-Genova Est)

Business trips travelling on the A10 -A26 -A7 -A12 with entry/exit toll stations other than those mentioned above are not eligible



10) What types of travel business trips are eligible for refreshment?

- Goods transport business trips with or without a device, including those carried out with exceptional means, are eligible
- Travel business trips without transporting goods (empty) are NOT subject to lump-sum reimbursement; transport of empty containers and for "ship embarkation/disembarkation" type business trips, transport of empty swap bodies or semi-trailers are considered valid.
- A business trip with multiple entries and exits is only entitled to one lump-sum reimbursement and must therefore only be entered once.

11) Where can I find templates to fill in?

In the **My files** folder of the useful documents section, visible after logging in to the platform

12) What are the possible formal errors for the vehicle-device master file?

Formal errors: Vehicle master data -devices	Corrective Actions
License Plate - Missing or formed value incorrect	Enter letters and numbers without spaces
Nationality - missing value or value not allowed	Enter a permitted value
Provider - Missing value or value not allowed	Enter a value from among the following: Telepass, DKV, UnipolTech, AXES, TOLLTICKETS
Device type - missing value or value not allowed	Enter a value from among the following: Electronic toll collection, Viacard
Device No. (PanNumber) - missing value or wrong format	Enter a value in the following format: - If Telepass provider: 6 to 10 numbers. - If provider other than Telepass: numeric with 19 digits (to which we add the final F) or alphanumeric with 19 digits followed by an F
From date: wrong format	Enter a value in the format dd/mm/yyyy
To date: wrong format	Enter a value in the format dd/mm/yyyy
Presence of several devices with the same number plate and time period	Correcting date ranges to avoid multiple devices on the same day
Date of removal prior to date of installation	Correct values so that To date is not less than the From date field
Time interval not overlapping the year of application	Correct values in the From Date and To Date columns by putting dates with the year corresponding to the application year

13) What are the possible formal errors for the C1 mission form type file?

Formal errors: C1 business trip forms	Corrective Actions
Mission ID Missing or wrong format	Enter a numerical value
Transport type - value missing or value not allowed	Enter a value from among the following: <ul style="list-style-type: none"> - Centred / hooped - Container - Goods traction (railway) - Miscellaneous goods - Embarking/disembarking ship
Container code - wrong format	Enter letters and numbers without spaces
Vehicle number plate - missing value or in incorrect format	Enter letters and numbers without spaces
Semitrailer number plate - wrong format	Enter letters and numbers without spaces
Device-Provider - missing value or value not allowed	Enter a value from among the following: Telepass, DKV, UnipolTech, AXXES, TOLLTICKETS
Device-Type - missing value or value not allowed	Enter a value from among the following: Electronic toll collection, Viacard
Device-No. - missing value or wrong format	Enter a value (from the motorway transit charge invoice) in the following format: <ul style="list-style-type: none"> - If Telepass provider: 6 to 10 numbers. - If provider other than Telepass: numeric with 19 digits (to which the system will add the final F) or alphanumeric with 19 digits followed by an F
Municipality of origin - missing value or wrong format	Enter an alphanumeric value
Destination municipality -value missing or wrong format	Enter an alphanumeric value
Document certifying the business trip- Type of document Value missing or value not allowed	Insert a value between those present in the sheet: documents_issue (business trip)
Document certifying the business trip- Missing document date value or wrong format	Enter a value in the format dd/mm/yyyy
Document attesting to the business trip - Document number - missing value	Enter a document number
Document of actual business trip accomplishment- Document type 1 missing value or value not allowed	Insert a value between those present in sheet: documents_completion

Actual business trip accomplishment document - Document number 1 - missing value or wrong format	Enter an alphanumeric value, if r e q u i r e d by the document type 1
Actual business trip accomplishment document- Document type 2 value not allowed	Insert a value those present at sheet: between documents_completion
Document of actual business trip accomplishment- Document number 2 missing value or wrong format	Enter an alphanumeric value, if r e q u i r e d by the document type 2
Document of actual business trip accomplishment- Document type 3 value not allowed	Insert a value those present at sheet: documents_completion
Document of actual business trip accomplishment- Document number 3 missing value or wrong format	Enter an alphanumeric value, if r e q u i r e d by the document type 3
Document of actual business trip accomplishment- Effective date Missing value or wrong format or Year different from claim year	Enter a value in the format dd/mm/yyyy with year = application y e a r
At least one of the two fields must be a commune and in the province of Genoa or Savona	Insert at least one municipality in the province of Genoa or Savona

14) What are the possible formal errors for the C2 business trip form type file?

Formal errors: C2 business trip forms	Corrective Actions
Mission ID - value missing or wrong format	Enter a numerical value
Transport type - value missing or value not allowed	Enter a value from among the following: - Hooped/centred - Container - Goods traction - Miscellaneous goods - Embarking/disembarking ship
Container code - wrong format	Enter letters and numbers without spaces
Vehicle number plate - missing value or format incorrect	Enter letters and numbers without spaces
Semitrailer number plate - wrong format	Enter letters and numbers without spaces
Municipality of origin - missing value or wrong format	Enter an alphanumeric value
Destination municipality -value missing or wrong format	Enter an alphanumeric value

<p>Document certifying the mission- Type of documentValue missing or value not allowed</p>	<p>Insert a value present in the sheet: documents_issue/business tripe</p>
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Document certifying the mission- Missing document date value or wrong format	Enter a value in the format dd/mm/yyyy
Document attesting to the mission - Document number - missing value	Enter a document number
Document of actual mission accomplishment- Document type 1 missing value or value not allowed	Insert a value those present at sheet: documents_completion
Actual mission accomplishment document- Document number 1 missing value or wrong format	Enter an alphanumeric value, if required by the document type 1
Actual mission accomplishment document- Document type 2 value not allowed	Insert a value those present at sheet: documents_completion
Document of actual mission accomplishment- Document number 2 missing value or wrong format	Enter an alphanumeric value, if required by the document type 2
Actual mission accomplishment document- Document type 3 value not allowed	Insert a value those present at sheet: documents_completion
Document of actual mission accomplishment- Document number 3 missing value or wrong format	Enter an alphanumeric value, if required by the document type 3
Document of actual mission accomplishment- Effective date Missing value or wrong format or Year different from claim year	Enter a value in the format dd/mm/yyyy with year = application year
Transit liguria- payment document type- Value not allowed	Enter a value from among the following: - Transit payment receipt - Invoice at the same time as payment - Scaled Viacard
Transit liguria-casello (entry/exit) - Value not allowed	Enter a value from among those on the sheet: Caselli Aspi
At least one of the two fields must be a commune and in the province of Genoa or Savona	Insert at least one municipality in the province of Genoa or Savona

15) What are the possible formal errors for the C3 mission form type file?

Formal errors: C3 mission forms	Corrective Actions
Mission ID - value missing or wrong format	Enter a numerical value
Authorisation type - missing value or value not allowed	Enter a value from among the following: - Single - Multiple - Periodic

Exceptional transport authorisation number - value missing	Enter letters and numbers without spaces
Authorisation date - missing value or wrong format	Enter a value in the format dd/mm/yyyy
Vehicle number plate - missing value or format incorrect	Enter letters and numbers without spaces
Municipality of origin - missing value or wrong format	Enter an alphanumeric value
Destination municipality -value missing or wrong format	Enter an alphanumeric value
Document certifying the mission- Document type missing value or value not allowed	Insert a value those present at sheet: documents_issue
Document certifying the mission- Document date missing value or wrong format	Enter a value in the format dd/mm/yyyy
Document attesting to the mission - Document number - missing value	Enter a document number
Document of actual mission accomplishment- Document type 1 missing value or value not allowed	Insert a value those present at sheet: documents_completion
Actual mission accomplishment document- Document number 1 missing value or wrong format	Enter an alphanumeric value, if r e q u i r e d by the document type 1
Document of actual mission accomplishment- Document type 2 value not allowed	Insert a value those present at sheet: documents_completion
Document of actual mission accomplishment- Document number 2 missing value or wrong format	Enter an alphanumeric value, if r e q u i r e d by the document type 2
Document of actual mission accomplishment- Document type 3 value not allowed	Insert a value those present at sheet: documents_completion
Document of actual mission accomplishment- Document number 3 missing value or wrong format	Enter an alphanumeric value, if r e q u i r e d by the document type 3
Document of actual mission accomplishment- Effective date Missing value or wrong format or Year different from claim year	Enter a value in the format dd/mm/yyyy with year = application y e a r
At least one of the two fields must be a commune and in the province of Genoa or Savona	Insert at least one municipality in the province of Genoa or Savona

16) What are the reasons for discarding individual business trips?

- a) No transit found: no transit was found compatible with o/d municipalities and business trip date
- b) Maximum number of redeemable slots reached: 2 business trips with the same transit date have already been matched for the declared vehicle
- c) Exceeded number of 4 eligible daily business trips: for the declared vehicle and business trip date, 4 business trips have already been submitted; business trips with this rejection reason are not considered in the consistency checks and cannot be combined with motorway transits

17) Can I apply even if the transits are invoiced by a third party consortium?

Yes, the claimant is the one who made the journey and not the one who paid for it

18) What are the file processing times?

Files are processed within minutes:

- a) if they pass the formal checks -> they assume the status of "taken in charge" and, on the night following their correct loading, undergo consistency checks for matching with motorway transits
- b) if they do not pass the formal checks -> they assume the status 'discarded' and a file in csv format with details of the errors found can be downloaded. The corrected file must be reloaded complete with all business trips (even those without errors)

19) Am I limited in the number of files I can send?

No limits in all cases.

Files discarded for formal errors can be re-uploaded until they are successful

20) Should business trips be uploaded in a single form?

No, they may be uploaded in several forms, even not in chronological order, the important thing being that each one contains different business trips (each file supplements and does NOT replace the previous ones),

21) How do I change the registration email of the legal representative? Or the company's tax code?

I request an intervention at the service desk by writing an e-mail to supporto-rimborsi-liguri@autostrade.it

22) Where should I upload my travel documents?

It is not only necessary to upload the references of the documents within the form in Excel format.

Physical documents must be retained by the applicant and provided if requested by the competent control authorities (e.g. revenue agency)

23) What data must be present in the documents attesting to the business trip?

- a) origin and destination of the journey
- b) type of goods transported
- c) vehicle or semi-trailer number plate

d) document issue date

24) Where do I retrieve the business trip date?

a) corresponds to the date of loading/unloading of goods

b) can be found in the various types of documents; they are not necessarily the same as those attesting to the business trip

25) What is the difference between documents certifying the business trip and those certifying its accomplishment?

They are the same if all the necessary data are present on a single document: origin and destination of the journey, type of goods transported, date transport began, vehicle or semi-trailer number plate, date of loading/unloading of goods

26) How do I retrieve the device number (PanNumber)?

Read the motorway transit charge invoice; if the **device** provider is Telepass it is a 6- to 10-digit number, otherwise it is a 19-character alphanumeric code.