

Smappee Services

User manual



Accuracy statement

The specifications and other information shown in this document were checked for accuracy and completeness at the time of publication. Continuous product improvement means this information is subject to change at any time without notice. Please refer to our online documentation for the most recent information: www.smappee.com/nl/downloads/

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1. Introduction

Thank you for purchasing a Smappee charging station for electric vehicles — the smartest charging solution around.

This user manual explains how to activate and set up the various Smappee Services on Smappee charging stations.

Please read this manual carefully to ensure that the settings are secure and correct.

If you prefer a more visual way of learning, we definitely recommend the [Smappee Academy](#). Once set up as a user, you get access to technical and how-to videos. The videos relating to this manual can be found [here](#).

Support

Please contact your service partner if there are any questions.

To speed things up, please have the following information to hand: product code and serial number. These can be found on the rating label on the charging station.



If your local dealer cannot help, or if you wish to make a suggestion, please contact Smappee at: info@smappeeservices.com.

Smappee Services
Evolis 104
8530 Harelbeke
Belgium

2. Smappee Services

Three distinct services are available as part of the Smappee ecosystem. These can be activated and set up separately by companies or private individuals.

Each service delivers a specific solution to a particular matter, and they can be combined together as required.

The three distinct services are:

1. Split billing

This is where employers reimburse employees who charge at home. A simple agreement between employer, employee and Smappee Services suffices. Each month, Smappee Services invoices the employer for the relevant charging sessions and reimburses the employee accordingly.

2. Public charging cards (business).

A Smappee Smart Charge card is activated for public chargers. This allows the user to use public charging stations. This is not limited to Smappee charging stations, but applies to any charging station where public charging is activated.

3. Public charging point operator.

Someone who manages a public charging point is also sometimes called a CPO (Charge Point Operator). CPOs make one or more charging stations available for public charging. This means other users can, for a fee, use your charging stations to charge their car. This is a way to generate income from your charging stations or charging hub.

See below for a list of several real-world scenarios where Smappee services deliver the most appropriate solution.

Scenario	Split billing	Public charging cards (business)	Public charging cards (personal)	Public charging point operator
I am an employer and I want to reimburse my employees when they charge at home.	X			
I am an employer and I reimburse employees who charge while away on business.		X		
I would like to make the charging stations on my property available to others.				X
I am a private individual and I want it to be easy to charge at different charging stations.			X	
I am self-employed and I want to be reimbursed properly when I charge at home.	X			
I am self-employed and I want to put the cost of charging the company car for business travel through the business.		X		
I have both a company car and my own car. I want to make sure that I pay for all private charging myself.			X	
My employer reimburses me when I charge in my own country, but I have to pay for private travel abroad myself.		X (own country)	X (abroad)	

3. Register a business with Smappee Services

Using any of the Smappee Services requires an agreement between the owner/operator of the charging hub and Smappee Services.

A VAT or company registration number is required to set up an agreement with Smappee Services. No contract can be set up with Smappee Services without one of these.

The web portal will activate the contract with Smappee Services each time you access it, as well as split billing, public charge cards or Public charging point operator.

The contract with Smappee Services only needs to be set up once, of course. Once the contract has been set up, all other services can be activated and set up via the Smappee Dashboard. To set things up properly, you can create a user specifically for managing the contract.

Setting up the contract and activating split billing



This step is only required where no other Smappee services have been activated yet. If you already use public charge cards or manage a public charging point, go to 'Setting up split billing' on page 14.

To set up your contract along with the split billing service, visit dashboard.smappee.net/register-split-billing.

Use the set-up wizard to set up the contract.

1. The first screen asks for the company's legal contract information. All fields are mandatory.

Company registration for split billing
Register your company and create split billing agreements for your employees.

Legal contract information **Billing information**

Company name: Tomscreenshot
Entity: NV
Legally registered entity type (e.g. Ltd, BV...):
VAT number: BE0474.272.392
Street + Nr: Evolis 104
City: 8530 Harelbeke
Country: Belgium

Same as business information
Automatic payment
IBAN: BE79059311652433
BIC: GKCCBEBB
Account holder: Tom Knockaert

By continuing this registration, you declare your are authorised to sign contracts on behalf of this company.

First name: Tom
Last name: Knockaert

Next →

2. In the second step, we register the person responsible for managing the contract. The person managing the services needs to be a user on the Smappee Dashboard. This can be a new or existing user.
We strongly recommend you always create a user specifically for managing Smappee Services. We will refer to this user as the fleet manager throughout this document.

Company registration for split billing
Register your company and create split billing agreements for your employees.

Administrative information **Smappee user**

Language: English

Do you already have a user to manage your organisation?
 Use existing user
 Create new user as administrator
Additional users can be created afterwards.

First name: Tom
Last name: Knockaert
Email address: tom.knockaert@smappee.com
Phone number: +32 9 260 20 000

Optional

Username: tom.knockaert
Email address: tom.knockaert@smappee.com
First name: Tom
Password: *****
Confirm password: *****

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3. In the next step you will see a brief summary of the information, and you have to agree to Smappee's general terms and conditions.

Company registration for split billing

THIS AGREEMENT AND ITS CORRESPONDING ANNEXES (the "Agreement") is made and entered into on 28/02/2024 (the "Effective Date") BY AND BETWEEN

1) Smappee Services

Smappee Services BV, a limited liability company organized and existing under the Laws of Belgium, having its registered office at 8500 Kortrijk, Diksmuidekaai 11, bus 16.1, and registered with the Belgian Crossroads Bank for Enterprises under number 0835.376.866 (RPM Gent, division Kortrijk), hereby represented by its managing director Xvent NV ICBE 0478.077.3461, permanently represented by Stefan Grosjean (hereinafter referred to as "Smappee Services").

2) Client

[redacted], a NV company organized and existing under the Laws of Belgium, having its registered office at [redacted] and tax number [redacted], hereby represented by [redacted] (hereinafter referred to as the "Client").

3) Contact information

Contact person (Name) : Tom [redacted]
Email address contact person : [redacted]
Telephone number : [redacted]
Email address invoicing : [redacted]
Language : English

4) Duration

The "Effective Date": 28/02/2024
This Agreement has been entered into for an indefinite period of time and will take effect as from the Effective Date.

5) Services

Description: Connect the users to the platform record the transactions and ensure the disbursement to the user and the charge to the customer
Smappee Services mark-up: The services price is equal to 5 EUR per active end-user agreement and payable monthly

6) Annexes

Annex 1: General terms and conditions
 I agree with the Smappee Terms & Conditions.

The signing of this Agreement creates an agreement between the Client referred to in article 2 above, and Smappee Services referred to in article 1.
This agreement is subject to all the annexes mentioned in article 6 above, which the Client declares to know and accept by signing this document. These annexes govern the Agreement to the exclusion of any general terms and conditions and/or invoice conditions of the User.
Thus agreed in Kortrijk, Belgium and drawn up the last of the dates mentioned below, in as many original copies as there are parties. Each party acknowledges to have received one original copy.
For and on behalf of Smappee Services, represented by Stefan Grosjean, XVENT NV
For and on behalf of the Client, read and approved, represented by Tom Knockaert

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4. Payments for Smappee Services are all made purely by direct debit or SEPA. On this last screen you authorise the direct debit mandate in favour of Smappee Services. You will also receive confirmation of this authorisation by email.

Company registration for split billing

Automatic payment (SEPA)

No administrative burden thanks to monthly automatic payment. You will receive your recurring bill every month via email.

Creditor name
Smappee Services BV

Creditor address
Diksmuidekaai(Kor)11 bus 16.1
8500 Kortrijk
BELGIE

Creditor ID
BE29ZZ0835376866

Type of payment
Recurring claim

I agree my recurring bill will be paid automatically

< Previous

Setting up a contract and activating public charge cards



This step is only required where no other Smappee services have been activated yet. If you already have split billing or manage a public charging point, go to **Setting up 'Setting up a contract and activating public charge cards'** on page 19.

To set up your contract along with public charge cards, visit dashboard.smappee.net/register-emsp-business.

1. The first screen asks for the company's legal contract information. All fields are mandatory.

Company registration for public charging

Register your company and activate your employees' charge cards or badges for public charging. For every session, the total charging fee, a 5% roaming fee and a 0.35 € administration fee will be charged. All payments are made on a monthly basis via automatic payment. You'll receive your monthly invoice via email.

Prices are shown excluding VAT

Legal contract information	Billing information
Company name <input type="text"/>	<input type="checkbox"/> Same as business information
WAT number <input type="text"/>	Automatic payment <input type="checkbox"/>
Street + Nr <input type="text"/>	IBAN <input type="text"/>
City <input type="text"/>	BIC <input type="text"/>
Country Belgium	Account holder <input type="text"/>
By continuing this registration, you declare you are authorised to sign contracts on behalf of this company.	
First name Tom	
Last name <input type="text"/>	
Next →	

2. In the second step, we register the person responsible for managing the contract. The person managing the services needs to be a user on the Smappee Dashboard. This can be a new or existing user.

We strongly recommend you always create a user specifically for managing Smappee Services. We will refer to this user as the fleet manager throughout this document.

Company registration for public charging

Register your company and activate your employees' charge cards or badges for public charging. For every session, the total charging fee, a 5% roaming fee and a 0,35 € administration fee will be charged. All payments are made on a monthly basis via automatic payment. You'll receive your monthly invoice via email.

Administrative information

Language: English

First name: Tom

Last name: [Redacted]

Email address: [Redacted]

Phone number: [Redacted]

Optional

Smappee user

Do you already have a user to manage your organisation?

Use existing user

Create new user as administrator

Additional users can be created afterwards.

Username: [Redacted]

Email address: [Redacted]

First name: Tom

Password: [Redacted]

Confirm password: [Redacted]

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3. Payments for Smappee Services are all made purely by direct debit or SEPA. On this last screen you authorise the direct debit mandate in favour of Smappee Services. You will also receive confirmation of this authorisation by email.

Company registration for public charging

Automatic payment (SEPA)

No administrative burden thanks to monthly automatic payment. You will receive your recurring bill every month via email.

Creditor name
Smappee Services BV

Creditor address
Diksmuidekaai(Kor)11 bus 16.1
8500 Kortrijk
BELGIE

Creditor ID
BE29ZZ0835376866

Type of payment
Recurring claim

I agree my recurring bill will be paid automatically

← Previous Reject Complete registration

Setting up a contract and activating manager of a public charging hub



This step is only required where no other Smappee services have been activated yet. If you already have split billing or a public charge card, go to Setting up 'Setting up a public charging point manager' on page 23.

To set up your contract along with managing a charging hub, visit dashboard.smappee.net/register-charging-host.

1. The first screen asks for the company's legal contract information. All fields are mandatory.

Company registration for Smappee CPO platform services

Register your organisation as a charge point operator via the Smappee CPO platform and receive payments for public charging sessions performed on your charging stations.

A monthly fee of 5 € (AC) / 20 € (DC) per connector activated for the "Scan and charge" or "Public charging" feature will be billed to your organisation.

Legal contract information	Billing information
Company name <input type="text" value="Smappee"/>	<input checked="" type="checkbox"/> Same as business information
VAT number <input type="text" value="BE0123456789"/>	Automatic payment <input type="checkbox"/>
Street - Nr <input type="text" value="1234567890"/>	IBAN <input type="text" value="BE0123456789012345"/>
City <input type="text" value="Brussels"/> <input type="text" value="12345678901234567890"/>	BIC <input type="text" value="SMPB3333"/>
Country Belgium	Account holder <input type="text" value="Smappee"/>
First name <input type="text" value="Tom"/>	
Last name <input type="text" value="Van der Meulen"/>	

By continuing this registration, you declare your are authorised to sign contracts on behalf of this company.

2. In the second step, we register the person responsible for managing the contract. The person managing the services needs to be a user on the Smappee Dashboard. This can be a new or existing user.
We strongly recommend you always create a user specifically for managing Smappee Services. We will refer to this user as the fleet manager throughout this document.

Company registration for Smappee CPO platform services

Register your organisation as a charge point operator via the Smappee CPO platform and receive payments for public charging sessions performed on your charging stations.

<h4>Administrative information</h4> <p>Language English</p> <p>First name Tom</p> <p>Last name Dijk</p> <p>Email address t.dijk@smappee.com</p> <p>Phone number +31 (0) 20 488 8888</p> <p>Optional</p>	<h4>Smappee user</h4> <p>Do you already have a user to manage your organisation? <input type="radio"/> Use existing user <input checked="" type="radio"/> Create new user as administrator</p> <p>Additional users can be created afterwards.</p> <p>Username tom</p> <p>Email address t.dijk@smappee.com</p> <p>First name tom</p> <p>Password *****</p> <p>Confirm password *****</p>
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3. Payments for Smappee Services are all made purely by direct debit or SEPA. On this last screen you authorise the direct debit mandate in favour of Smappee Services. You will also receive confirmation of this authorisation by email.

Company registration for Smappee CPO platform services

Automatic payment (SEPA)

No administrative burden thanks to monthly automatic payment. You will receive your recurring bill every month via email.

Creditor name
Smappee Services BV

Creditor address
Diksmuidekaai(Kor)11 bus 16.1
8500 Kortrijk
BELGIE

Creditor ID
BE29ZZ0835376866

Type of payment
Recurring claim

I agree my recurring bill will be paid automatically

← Previous Reject Complete registration

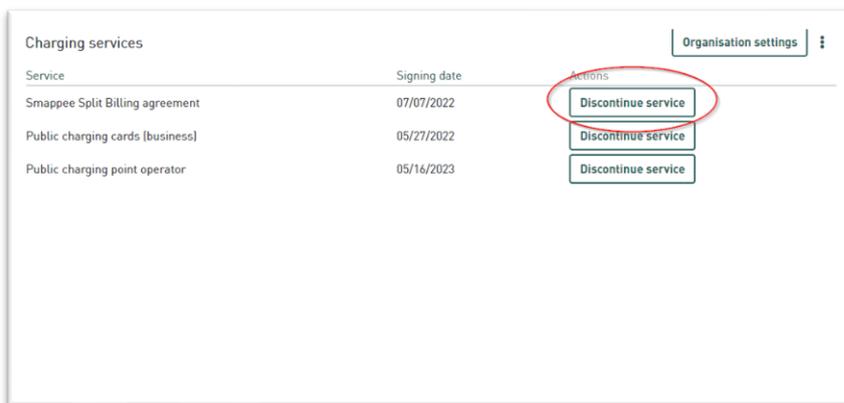
4. Setting up split billing

Split billing can only be set up via the Smappee Dashboard (dashboard.smappee.net). To manage this contract, log in with the username created in section 3, Register a business with Smappee Services.

Checking if split billing has been activated

Once logged in, you can check whether split billing has been activated by going to the **Charging services** dashboard.

If a date is shown next to the line **Smappee Split Billing agreement**, along with **Discontinue service**, then the split billing service is active.



Service	Signing date	Actions
Smappee Split Billing agreement	07/07/2022	Discontinue service
Public charging cards (business)	05/27/2022	Discontinue service
Public charging point operator	05/16/2023	Discontinue service

However, if the **Activate** button is displayed, this means this service has not yet been activated. You can activate it by clicking the **Activate** button.

There are two steps to setting up a split billing agreement:

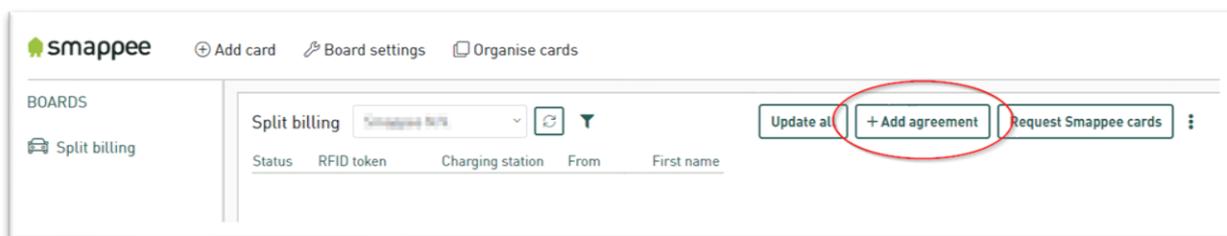
1. Employer sets up the agreement. The reimbursement rate is entered together with the employee's personal details.
2. The agreement is sent to the employee by email. The employee checks the details and adds more if/where necessary. The contract comes into effect once confirmed.

Contract set up by the employer

The first step is therefore the employer setting up the contract for the employee. The employer does this by taking the following steps for each employee.

1. Visit dashboard.smappee.net and log in using your fleet manager user profile.
2. Select the **Split billing** dashboard.

3. Click on the **+ Add agreement** button to create a new agreement.



4. Fill in the required information. At present, the following information is required:

- Reimbursement rate
The reimbursement rate is agreed between employer and employee. Any amount can normally be entered here, but certain guidelines may apply depending on the region.



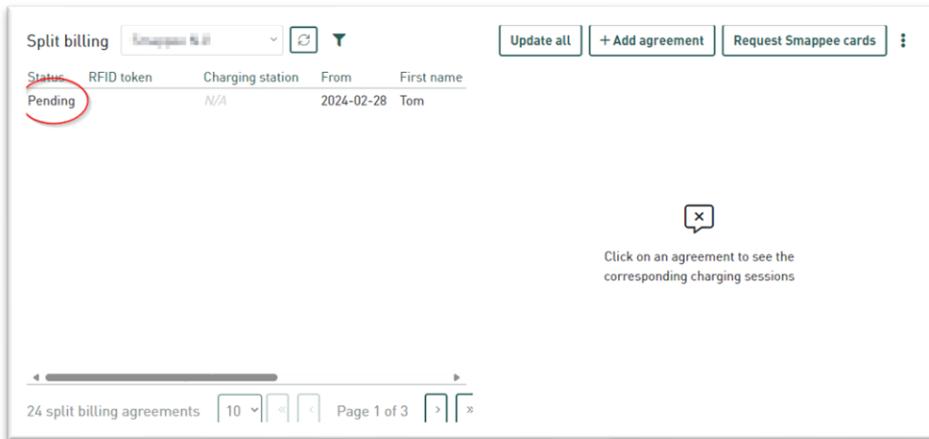
The [CREG \(Commission for Electricity and Gas Regulation\) rate card](#) can be used in Belgium. This table, updated monthly, groups together several major factors in the electricity and natural gas markets, both wholesale and retail.

- Email address
- First name
- Last name

Currently, all other details are optional and can be filled in by the employee.

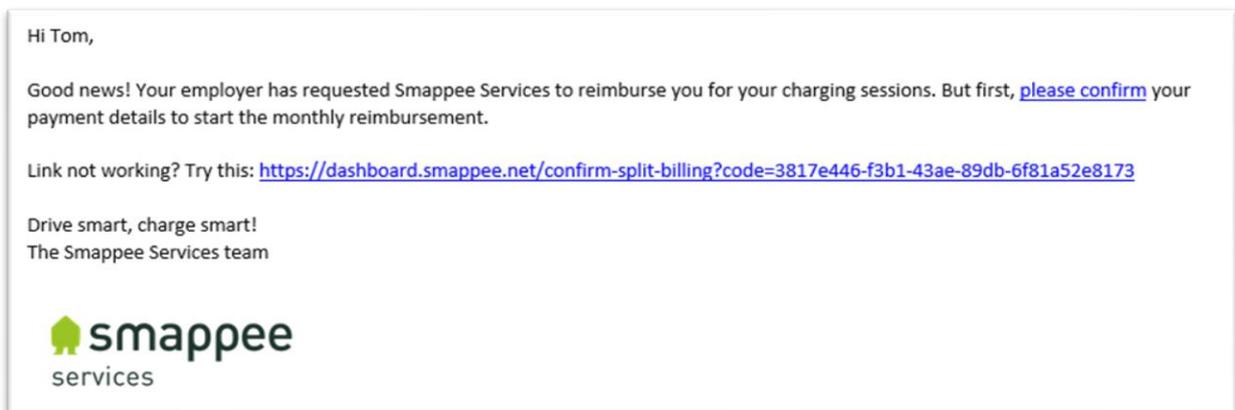
A screenshot of the 'Add split billing agreement' form. The form is divided into three columns: 'Applies to', 'Reimbursed to', and 'Reimbursement invoice information'.
- 'Applies to': 'RFID token' (text input), 'Optional' (checkbox), 'From' (date input, '2024-02-28'), 'To' (text input), 'Optional' (checkbox), 'Reimbursement rate' (input '0,5', 'C/kWh' button), 'Includes VAT' (checkbox).
- 'Reimbursed to': 'BIC' (text input), 'Optional' (checkbox), 'IBAN' (text input), 'Optional' (checkbox), 'Email address' (text input, 'f.Bosco@kier@smappee.com'), 'Company name' (text input, 'Smappee P.R.').
- 'Reimbursement invoice information': 'Language' (dropdown, 'English'), 'Employee number' (text input), 'Optional' (checkbox), 'First name' (text input, 'Tom'), 'Last name' (text input, 'Klooswijk'), 'Street' (text input), 'City' (text input), 'Postal code' (text input), 'City' (text input), 'Country' (dropdown, 'Belgium').
An 'Add agreement' button is at the bottom right.

The contract is not yet active. The contract shows in the list as 'Pending'. The contract only becomes active once completed by the employee. Depending on which details the employer has already entered, the employee will need information such as the charging station serial number, the RFID code for the card, employee bank account number, etc.



Employee fills in the agreement

Once the employer has set up the contract, notification will be sent to the employee by email.



Clicking on the link takes you to the form to complete setting up the contract. At this point, all fields need to be filled in. Information already entered by the employer is displayed and can be edited if necessary, except for the amount per kWh.

Your payment details

Monthly reimbursement:

Starting 28/02/2024, you will receive a monthly reimbursement of 0,50 €/kWh for your charging sessions. The reimbursement will be made by Smappee Services to the account with IBAN . Only charging sessions done with your personal RFID card with code at your personal charging station will be reimbursed.

Personal information:

<p>Applies to</p> <p>RFID token</p> <input type="text"/>	<p>Reimbursement invoice information</p> <p>Language</p> <input type="text" value="English"/>
<p>User</p> <p><input type="text" value="tom@smappee.com"/> <input type="button" value="Log"/></p> <p>This user will be able to see the split billing agreement and the corresponding charging sessions.</p> <p>Serial number</p> <input type="text"/>	<p>First name</p> <input type="text" value="Tom"/>
<p>Reimbursed to</p> <p>BIC</p> <input type="text"/>	<p>Last name</p> <input type="text"/>
<p>IBAN</p> <input type="text"/>	<p>Street</p> <input type="text" value="Street"/>
<p>Email address</p> <input type="text" value="tom@smappee.com"/>	<p>City</p> <input type="text" value="Postal code"/> <input type="text" value="City"/>
<input type="button" value="Confirm details"/>	<p>Country</p> <input type="text" value="Belgium"/>

Some notes about the most important details:

- **RFID token**
 - This is the unique number for the (Smappee) charge card or key fob used for split billing.
 - For Smappee Smart Charge cards, this number can be found on the back just below the barcode.

	<p>This can be the same Smappee Smart Charge card used for public charging. One card can have different functions depending on the charging station being used. Using this card away from home is invoiced as public charging, but for a charging station at home as split billing.</p>
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- **User**
 - This is shared with the employee when a charging station is installed. It means the employee is able to see power consumption, solar generation, always-on usage and other data. If in doubt, employees can find the username in the Smappee App under Settings.

- You have to log in here using this username. This allows access to the charging station serial number in the serial number list. Only charging stations shared with that user will be visible in this list.
- Serial number
 - This is the serial number for the charging station. If the charging station installed at the employee's home does not appear in this list, it means that the charging station has not yet been shared with that employee.
- Paid to
 - This is the account number where payment for split billing is sent. In other words, this is the employee's IBAN and BIC.

Once all the information has been entered, and after checking thoroughly, click on **Confirm details**. If everything has been entered correctly, you will see a message at the bottom saying the contract is active.

The employer will now see in the split billing list that the contract has been updated to **Active** status.

Status	RFID token	Charging station	From	First name	Last name	En
Active	00000000000000000000000000000000	00000000000000000000000000000000	2023-01-20	Helen	Vandenberg	
Active	00000000000000000000000000000000	00000000000000000000000000000000	2023-10-30	Wend	Wendelberg	
Active	00000000000000000000000000000000	00000000000000000000000000000000	2022-08-08	Ben	Stroobant	
Active	00000000000000000000000000000000	00000000000000000000000000000000	2023-02-17	Gerard	Stroobant	
Active	00000000000000000000000000000000	00000000000000000000000000000000	2024-02-09	Christine	Vanbergen	
Active	00000000000000000000000000000000	00000000000000000000000000000000	2024-02-07	Stijn	Vanbergen	
Active	00000000000000000000000000000000	00000000000000000000000000000000	2023-08-29	Alex	Vanbergen	
Closed	00000000000000000000000000000000	00000000000000000000000000000000	2023-10-11	Wend	Stroobant	
Active	00000000000000000000000000000000	00000000000000000000000000000000	2024-01-29	Stijn	Vanbergen	
Pending	00000000000000000000000000000000	00000000000000000000000000000000	2024-01-10	Wend	Vanbergen	

23 split billing agreements Items per p... 10 Page 1 of 3

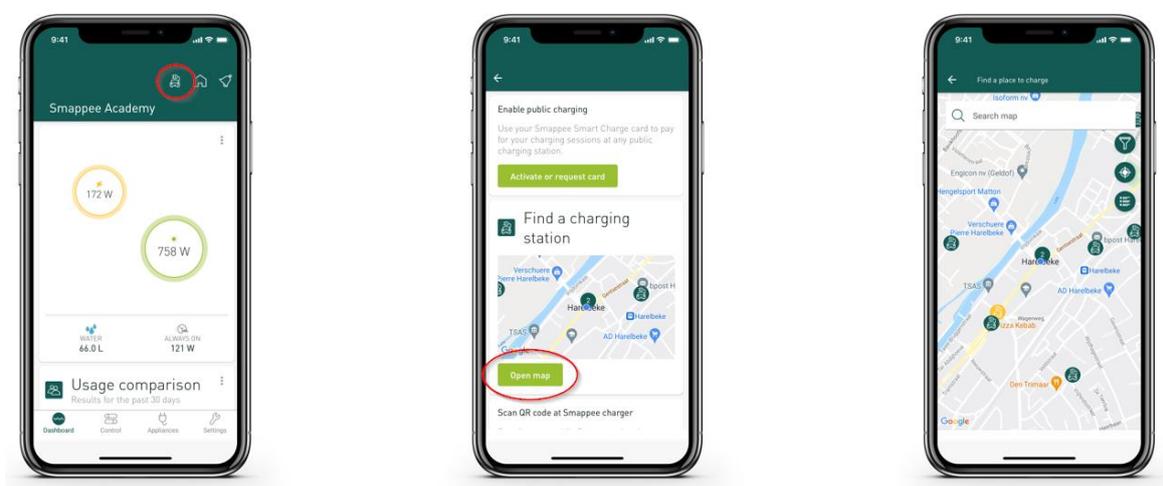
5. Setting up public charge cards

The point of public charge cards is that you can use the Smappee Smart Charge card at public charging stations. This includes Smappee charging stations and also charging stations from other brands operated by other companies.

Thanks to Smappee's partnerships with various e-mobility providers, there is a global network covering hundreds of thousands of charging stations.

Travelling to Oslo on business, or on holiday on the Spanish coast? No problem, with the Smappee Smart Charge card you can charge your battery at charging stations en route.

Use the Smappee app to see what charging stations are available; more specifically, tap the car icon at the top right. This makes it easy to search for charging stations nearby, en route or at your destination.



Public charge cards can only be set up via the Smappee Dashboard (dashboard.smappee.net). To manage this contract, log in with the username created in section 3, Register a business with Smappee Services.

Checking whether the public charge cards service is active

Once logged in, you can check whether the public charge cards service has been activated by going to the **Charging services** dashboard.

If a date is shown next to the line **Public charge cards (business)**, along with **Discontinue service**, then the **Public charge cards (business)** service is active.

Charging services			Organisation settings
Service	Signing date	Actions	
Smappee Split Billing agreement	07/07/2022	Discontinue service	
Public charging cards (business)	05/27/2022	Discontinue service	
Public charging point operator	05/16/2023	Discontinue service	

However, if the **Activate** button is displayed, this means this service has not yet been activated. You can activate it by clicking the **Activate** button.

Public charge cards for employees

All that remains is to enter which Smappee Smart Charge card should be activated for public charging.

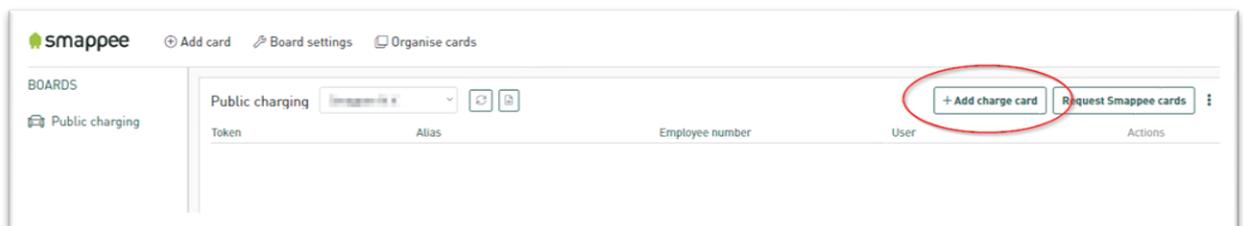


This can be the same Smappee Smart Charge card used for split billing.

A Smappee Smart Charge card can be used with split billing both for charging at home and as a public charge card for charging away from home at a Smappee or other charging station.

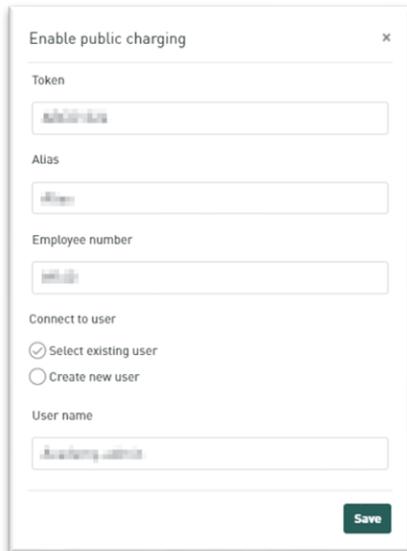
Employers should take the following steps to activate a charge card for public charging.

1. Visit dashboard.smappee.net and log in using your fleet manager username.
2. Select the **Public charging** dashboard.
3. Click on the **+ Add charge card** button



4. Fill in the information required on the screen.
Important note about the **Connect to user** option. By linking the public charge card to a user, not only can the employer view charging data, but the employee can also view consumption and charging data via the Smappee App and Smappee Dashboard.

A user may still have to be created at this stage, but the user with whom the charging station was shared or with whom split billing was set up can usually be used again. The employer can only see charging data associated with this charge card. The employer cannot see any other charging data (own car, for example) or home consumption data.

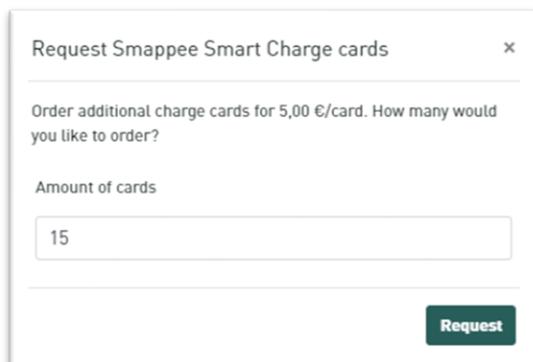
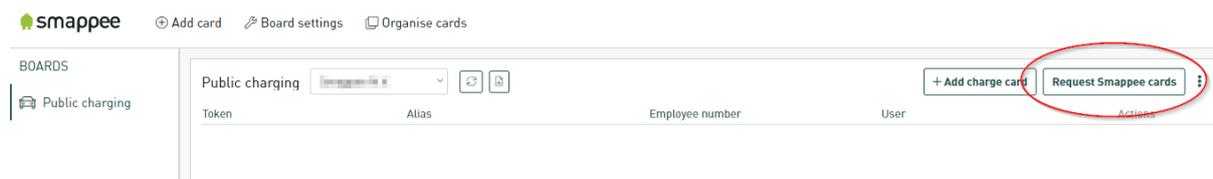


The dialog box titled "Enable public charging" contains the following fields and options:

- Token: [input field]
- Alias: [input field]
- Employee number: [input field]
- Connect to user:
 - Select existing user
 - Create new user
- User name: [input field]
- Save button

5. Click on **Save** to save the information and activate the card.

Employers can also order extra Smappee Smart Charge cards via the Smappee Dashboard. Simply click on the **Request Smappee cards** button and enter how many additional cards to order. Our Sales Operations team will do the rest and deliver the cards as quickly as possible. There will be no confirmation email for this order.



The dialog box titled "Request Smappee Smart Charge cards" contains the following information:

- Order additional charge cards for 5,00 €/card. How many would you like to order?
- Amount of cards: [input field with value 15]
- Request button

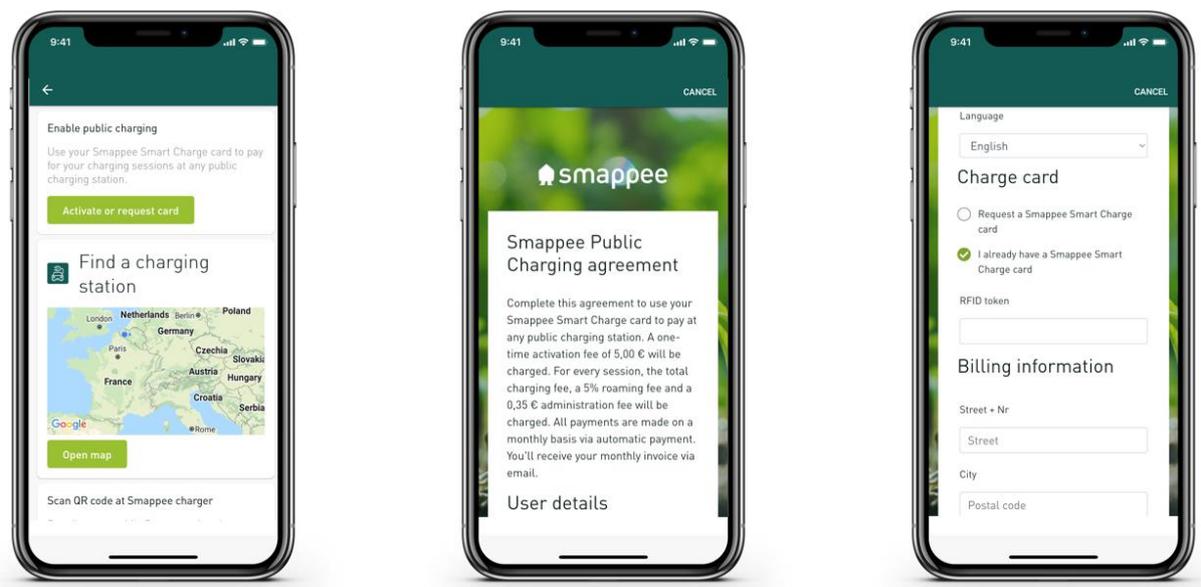
Optional: public charge cards for private use

Finally in this section, a side note. We have assumed so far that the employer pays the costs for using public chargers. Depending on the vehicle policy in operation, the employer might not cover the cost of all charging, or the employee might also have their own electric vehicle.

Naturally, the company charge card cannot be used for this type of charging. However, the employee can perfectly well link a different Smappee Smart Charge card to a personal account. Charging with this charge card will be invoiced not to the employer, but to your own account.

Personal public charge cards can only be activated via the Smappee App, so this must be done by the employee direct.

The employee does this by selecting the icon with the car at the top right, then **Activate or request a card** in the next screen. By following the steps in the app, the card will be activated for public charging. If the employee does not have their own card, one can be requested via the Smappee App.



6. Setting up a public charging point manager

The point of CPO Services or public charging point managers is to ensure that people driving electric vehicles can use your charging stations for a fee.

This means your charging stations can generate income.

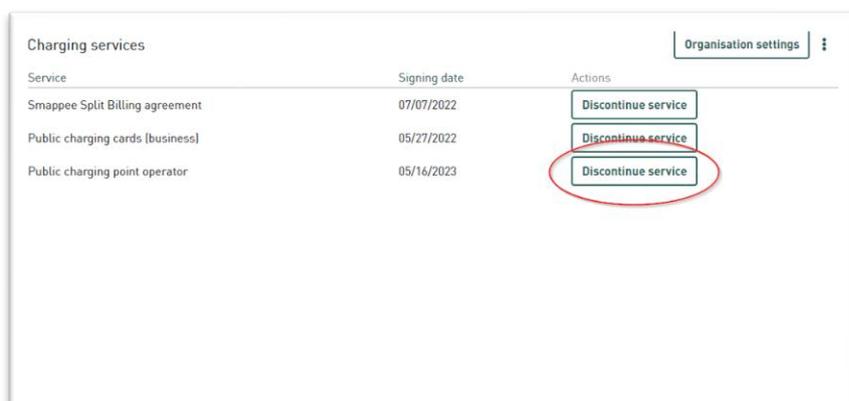
The charging stations must be linked to a management system for this to happen. In this manual we assume that the Smappee management system is being used, even though it is perfectly possible to connect the Smappee charging station with another supplier.

Public charge point manager can only be set up via the Smappee Dashboard (dashboard.smappee.net). To manage this contract, log in with the username created in section 3, Register a business with Smappee Services.

Check whether the public charging point manager service is active

Once logged in, you can check whether the public charging point manager service has been activated by going to the **Charging services** dashboard.

If a date is shown next to the line **Public charging point operator**, along with **Discontinue service**, then the public charging point operator service is active.



Service	Signing date	Actions
Smappee Split Billing agreement	07/07/2022	Discontinue service
Public charging cards (business)	05/27/2022	Discontinue service
Public charging point operator	05/16/2023	Discontinue service

However, if the **Activate** button is displayed, this means this service has not yet been activated. You can activate it by clicking the **Activate** button.

Adjusting charging station/charging hub settings

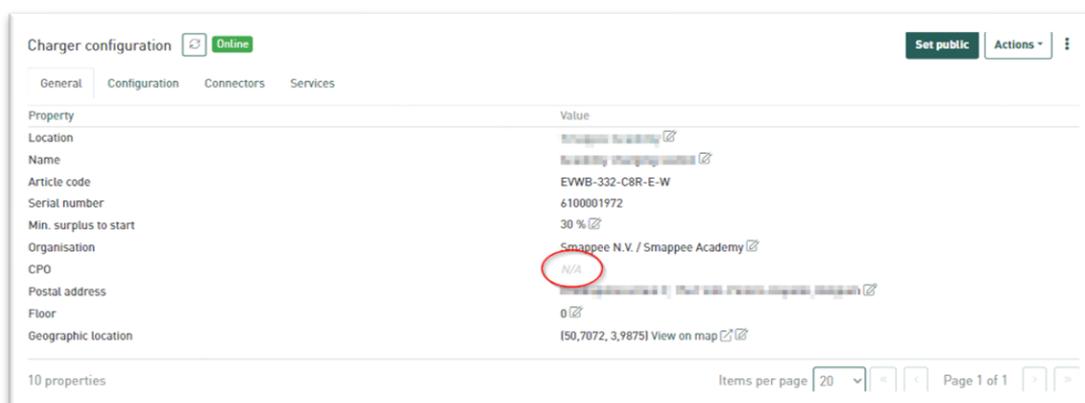
A few settings need to be configured before the charging station is available for public charging.

Setting up a CPO

The first setting to check is whether the charging station is linked to yourself/your company as CPO. Unfortunately, this is not something you can do yourself. You need support from Smappee Services for this.

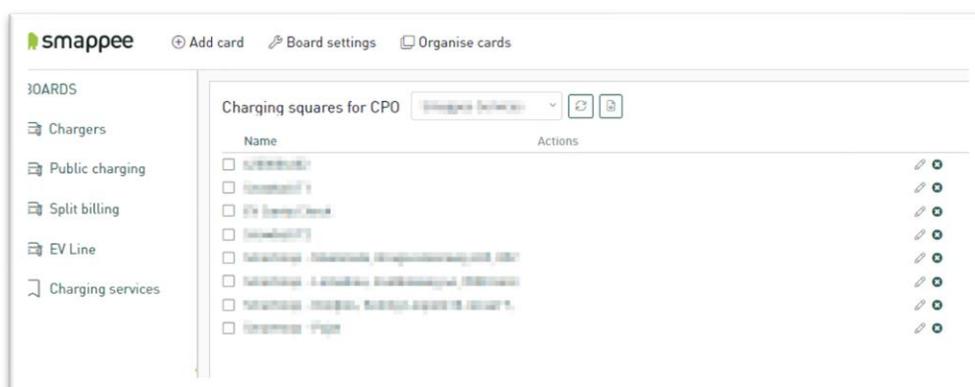
Email info@smappeeservices.com asking to set up the CPO. Provide the serial number and/or location identifier for each charging station.

Please note, you or your company will be set as the CPO for each charging station you indicate.



Setting address details

Once your company has been designated as a CPO, it will be displayed in the fleet manager's dashboard. Select **Charging squares for CPO** from the **Chargers** board.



To make it easy for customers to find a charging station, you need to set the address details.

Select the charging station you want to set the address for from the **Chargers** board. Scroll to **Charger configuration** and the **General** tab.

Property	Value
Location	<input type="text"/>
Name	<input type="text"/>
Article code	EW-332-C8R-E-W
Serial number	<input type="text"/>
Organisation	<input type="text"/>
CPO	<input type="text"/>
Postal address	N/A <input type="text"/>
Floor	<input type="text"/>
Geographic location	(51,0163, 3,7572) <input type="text"/>

Under **Postal address** settings, click the pencil icon and enter the required address details. Please note, these address details will be displayed on the Smappee App and other apps which enable searching for public charging stations.

Address of this location

Street + Nr

Street

City

Postal code City

Country

Belgium

Save

If the charging station is located on a certain floor level, you can also specify this via using the **Floor** setting.

This might be useful, for example, in a multi-storey car park.

As always, the point is to be as customer-oriented as possible so that potential customers know where to find your charging station.

Postal address

N/A

Floor

Floor

Save Cancel

Devising a pricing policy for a charging station/charging hub

If your charging hub is public, it is important to ask the right price for charging services. Too expensive, and drivers will not use your charging hub, but too cheap and the charging hub could run at a loss.

With energy prices constantly fluctuating, it is also important to check your rates regularly and adjust where necessary.



The [CREG \(Commission for Electricity and Gas Regulation\) rate card](#) can be used in Belgium. This table, updated monthly, groups together several major factors in the electricity and natural gas markets, both wholesale and retail.

So it needs to be easy for you to set and adjust prices for one or more charging stations.

By devising a pricing policy, you ensure that rates are allocated clearly and unambiguously across the entire charging hub or to certain charging stations.

Besides the rates, it's also possible to offer discounts for certain groups.

To help explain pricing policies, we have developed a video available from the [Smappee Academy](#). So we recommend setting up as a user with the Smappee Academy and then watching the video in the appropriate language.

The videos can be found [here](#) in three different languages. From among these resources, it is best to watch the module **Use pricing policies for your charging squares**.

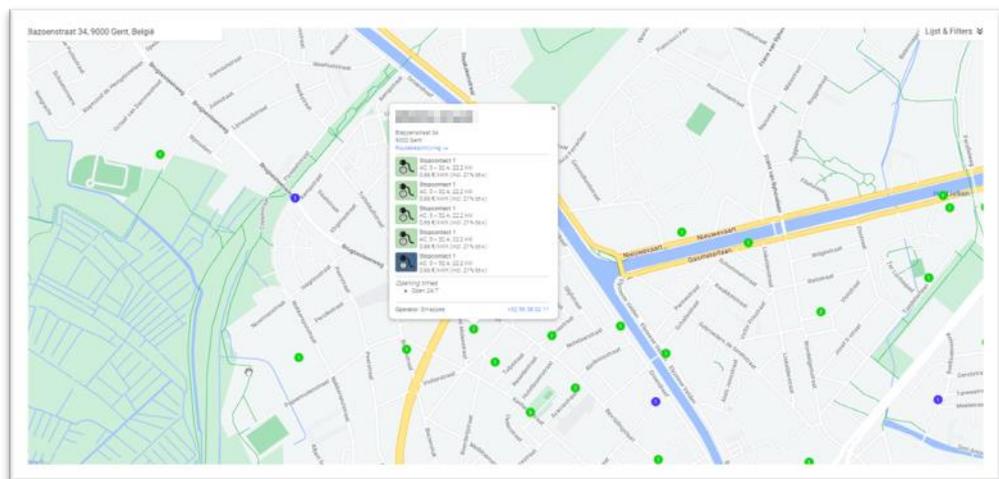
7. Advertising your public charging hub

There are various ways to attract customers to your charging hub. We have set out below a brief overview of the most popular platforms and how to get started with each.

- You can add your public charging stations yourself on Chargemap and Google Maps.

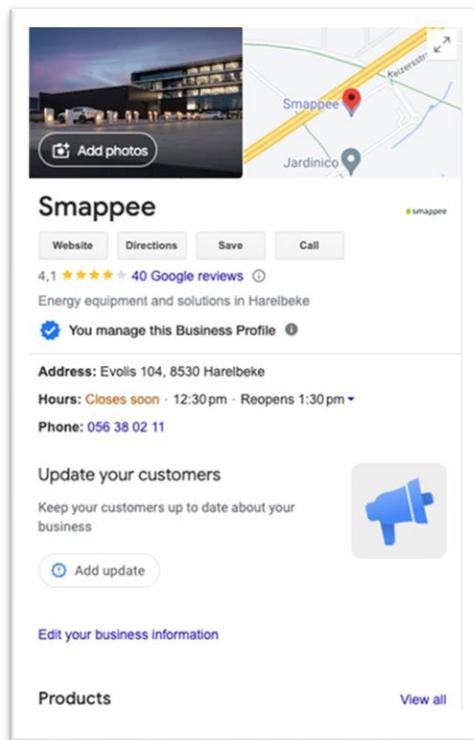
An article with full instructions can be found [here](#).

- You can access most other apps via our system. However, this is not instant and depends on the app. So allow a little time for your charging stations to be displayed, especially if they have only recently been activated.
 - [Here](#) is an example with DATS24.



- Another thing worth trying is “Google my Business account”.
 - Google offers comprehensive guidance on how to set up and manage a Business account. This guidance can be found [here](#).
 - Be careful to use the right identifier: “Smappee Smart Chargers — **address**”

- Example showing the Smappee office in Harelbeke.



- Finally, you can pay to advertise your charging hub on Facebook or Google.
 - [Local Facebook ads](#)
 - [Local Google ads](#)