

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 you are registered as a user, you get access to technical and how-to videos. The videos relating to this manual can be found [here](#).

1.1 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 via: 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 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 square.

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

Scenario	Split billing	Public charging card (business)	Public charging card (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

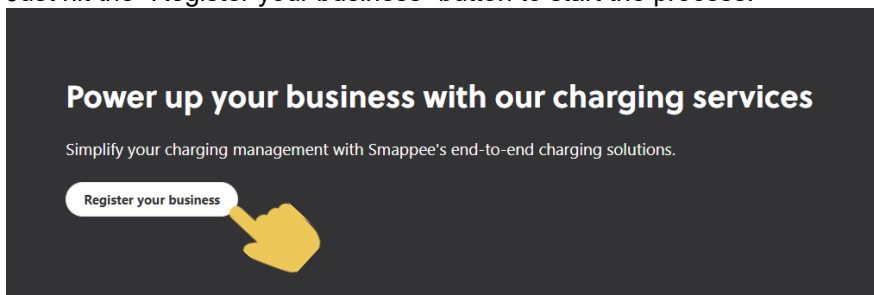
Using any of the Smappee Services requires an agreement between the owner/operator of the charging square and Smappee Services.

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.

By using a simple web page, setting up and signing the contract is an easy, paperless process. During the process you get the option to create a user account specific for managing the fleet process and activate the desired services.

To set up your contract, visit dashboard.smappee.net/register-organisation.

1. The welcome screen gives you an overview of the available services. Just hit the “Register your business” button to start the process.



2. The first screen allows you to use an existing user account as the fleet manager, or create a new account for that role.



We strongly recommend you always create a user account specifically for managing Smappee Services. We will refer to this user as the **fleet manager** throughout this document. If you were already logged on as **fleet manager** user, you can use the existing user.

Organisation registration

Link a user account that can be used as an administrator for the organisation.

Smappee user account

Use existing user
 Create new user as administrator

Additional users can be created afterwards.

First name

Last name

Email address

Password

- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number
- ✓ At least one of these special characters: @ \$! % * ' &
- ✓ At least 8 characters

Next →

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

Organisation registration for split billing

Register your organisation and create split billing agreements for your employees.

Legal contract information

Organisation name

MyCompany

Street + Nr

Somwherestreet 13

City

8530 Harelbeke

Country

Belgium

My company is based in Belgium and I make use of the exemption scheme for small businesses provided in art. 56bis VAT Code. I declare to notify Smappee Services by immediately should this regime change.

VAT number

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

First name

Tom

Last name

Billing information

Same as business information

Automatic payment

IBAN

BIC

Account holder

Next →

- In the next step, we register the administrative information for the contract. This determines the language and email address for all communications.

Organisation registration

Link a user account that can be used as an administrator for the organisation.

Administrative information

Language
English

First name
Tom

Last name
Knockaert

Email address
[Redacted]

Phone number
[Redacted] Optional

← Previous
Next →

- 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.

Organisation registration for split billing

THIS AGREEMENT AND ITS CORRESPONDING ANNEXES (the "Agreement") is made and entered into on 26/09/2024 (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, Diksmuidekaal 11, bus 16.1, and registered with the Belgian Crossroads Bank for Enterprises under number 0835.376.866 (RPR Gent, division Kortrijk), hereby represented by its managing director Xvent NV (CBE 0478.079.346), permanently represented by Stefan Grosjean (hereinafter referred to as "Smappee Services");

2) Client

MyCompany, a company organized and existing under the Laws of Belgium, having its registered office at Somwherestreet 13, 8530 Harelbeke and tax number BE0667591612, hereby represented by Tom Knockaert (hereinafter referred to as the "Client");

3) Contact information

Contact person (Name) : Tom Knockaert
 Emailadres contact person : t.knockaert@smappee.com
 Telephone number :
 Email address invoicing : t.knockaert@smappee.com
 Language : English

4) Duration

The "Effective Date": 26/09/2024
 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.

This 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

← Previous
Reject
I agree →

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

The screenshot shows the 'Organisation registration for split billing' screen for Smappee. The title is 'Automatic payment (SEPA)'. Below the title, there is a note: 'No administrative burden thanks to monthly automatic payment. You will receive your recurring bill every month via email.' The screen lists the following details:

- Creditor name:** Smappee Services BV
- Creditor address:** Diksmuidekaal(Kor)11 bus 16,1, 8500 Kortrijk, BELGIE
- Creditor ID:** BE29ZZ0835376866
- Type of payment:** Recurring claim

At the bottom, there is a checkbox with the text 'I agree my recurring bill will be paid automatically', which is checked. Navigation buttons include '← Previous', 'Reject', and 'Complete registration'.

7. At this point you select the services you want to activate, together with the contract. No worries, once the contract is finalised, you activate or de-activate services using the Smappee Dashboard.

The screenshot shows the 'Select charging services' screen for Smappee. The title is 'Select charging services'. Below the title, there is a note: 'Which charging services do you wish to use? You can always start or stop services afterwards.' The screen lists three service options:

- Smappee CPO Services:** Manage and operate charging stations at your business locations. Set pricing, monitor usage, and optimise for sustainability. **€6 per AC connector, €12 per DC connector, billed monthly.**
- Smappee Split Billing:** Register your organisation and create split billing agreements for your employees. **€5 per agreement per month.**
- Smappee Public Charging:** Register your organisation and activate your employees' charge cards for public charging. **For every session, the total charging fee, a 5% roaming fee for non-Smappee charging stations and a €0.35 administration fee will be charged.**

At the bottom, there is a note: 'Prices are shown excluding VAT'. Navigation buttons include '← Previous' and 'Complete'.

4 Setting up split billing

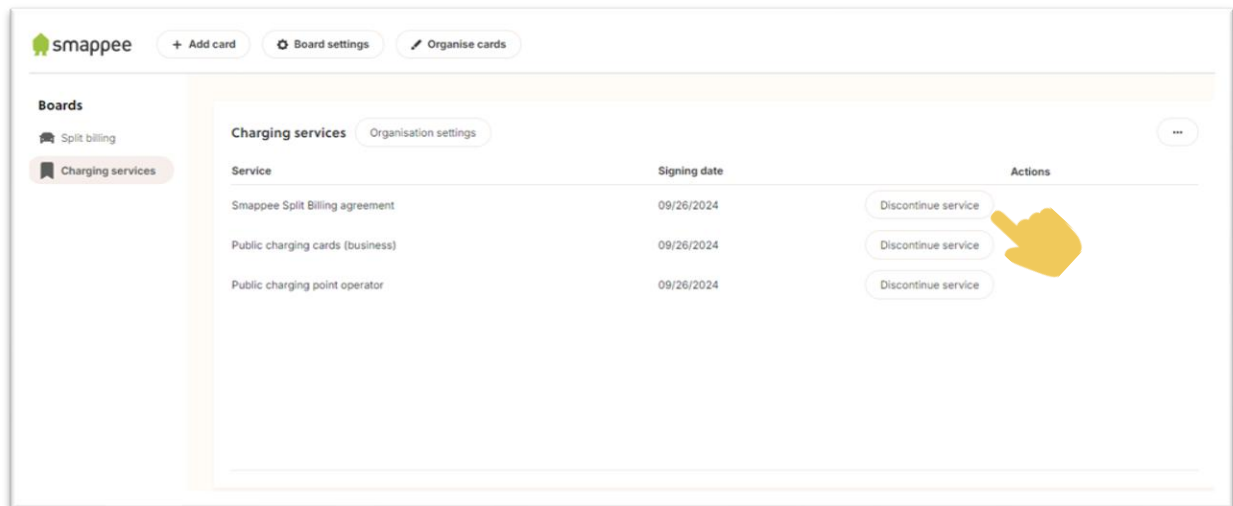
Split billing can only be set up via the Smappee Dashboard (dashboard.smappee.net).

To manage this contract, log in with the fleet manager account.

4.1 Checking status of the split billing service

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

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



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.

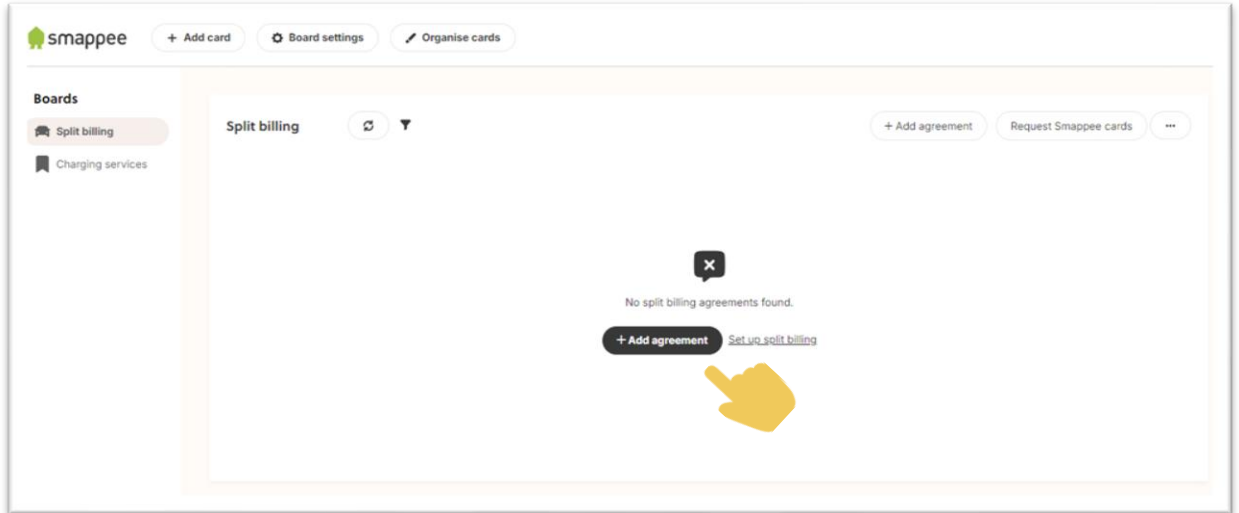
There are two steps to setting up a split billing agreement:

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.

4.2 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** board.
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 be entered here, but certain guidelines may apply depending on the region.



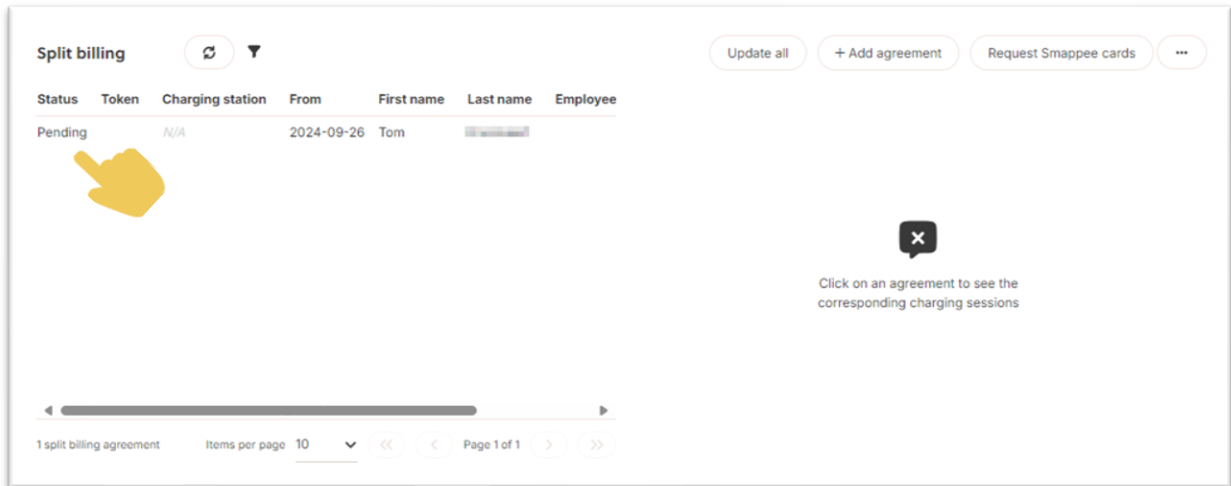
For Belgium, the “[Circulaire 2024/C/77](#)” can be used to determine the maximum re-imbusement rate per quarter and per region.

- Email address
- First name
- Last name

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

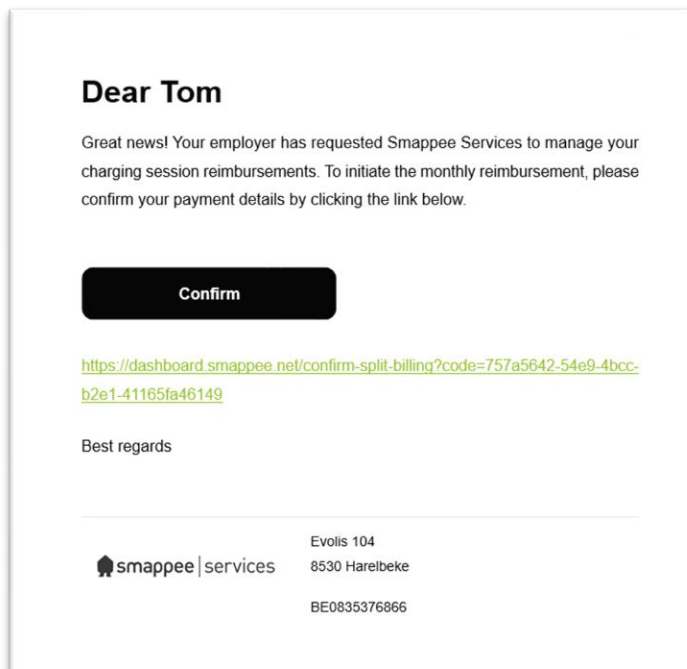
The contract is not yet active. The contract shows in the list as **'Pending'**.

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.



4.3 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 reimbursement rate.

Your payment details

Monthly reimbursement:

Starting 26/09/2024, you will receive a monthly reimbursement of 0,42 €/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>Token</p> <hr/> <p>User</p> <p><input type="text"/></p> <p><input type="button" value="Log in"/></p> <p><small>This user will be able to see the split billing agreement and the corresponding charging sessions.</small></p> <p>Serial number</p> <p><input type="text"/></p>	<p>Reimbursement invoice information</p> <p>Language</p> <p>English <input type="button" value="v"/></p> <p>First name</p> <p>Tom</p> <p>Last name</p> <p><input type="text"/></p> <p>Street</p> <p>Street</p> <p>City</p> <p>Postal code Town</p> <p>Country</p> <p>Belgium <input type="button" value="v"/></p>
<p>Reimbursed to</p> <p>BIC</p> <hr/> <p>IBAN</p> <hr/> <p>Email address</p> <p><input type="text"/></p> <p><input type="button" value="Confirm details"/></p>	

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 Charge Cards, this number can be found on the back just below the barcode.



This can be the same Smappee 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.

- **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.

<input type="checkbox"/>	Status	Token	Charging station	From	First name	Last name	Tags	Actions
<input type="checkbox"/>	Active	[blurred]	[blurred]	2023-09-25	[blurred]	[blurred]		✎ 🔒
<input type="checkbox"/>	Closed	[blurred]	[blurred]	2023-08-29	[blurred]	[blurred]		✎ 🔒
<input type="checkbox"/>	Pending	[blurred]	[blurred]	2024-05-29	[blurred]	[blurred]		✎ 🔒
<input checked="" type="checkbox"/>	Active	[blurred]	[blurred]	2022-07-29	[blurred]	[blurred]		✎ 🔒
<input checked="" type="checkbox"/>	Active	[blurred]	[blurred]	2023-09-18	[blurred]	[blurred]		✎ 🔒
<input type="checkbox"/>	Active	[blurred]	[blurred]	2024-10-02	[blurred]	[blurred]		✎ 🔒
<input type="checkbox"/>	Active	[blurred]	[blurred]	2024-02-09	[blurred]	[blurred]		✎ 🔒
<input type="checkbox"/>	Active	[blurred]	[blurred]	2024-08-29	[blurred]	[blurred]		✎ 🔒
<input type="checkbox"/>	Active	[blurred]	[blurred]	2024-08-29	[blurred]	[blurred]		✎ 🔒

40 split billing agreements - 2 selected

Items per page 10

Page 1 of 4

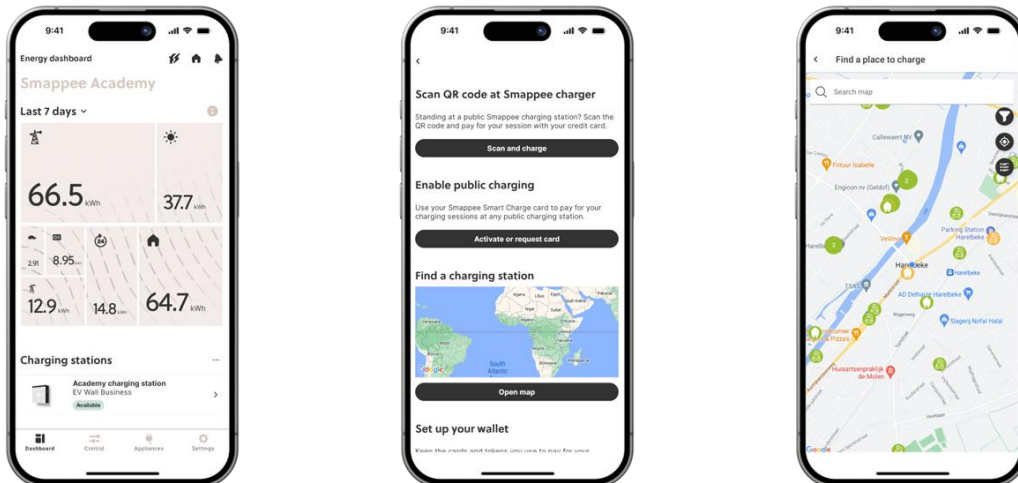
5 Setting up public charge cards

The point of public charge cards is that you can use the Smappee 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 for business, or on holiday at the Spanish coast? No problem, with the Smappee 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.

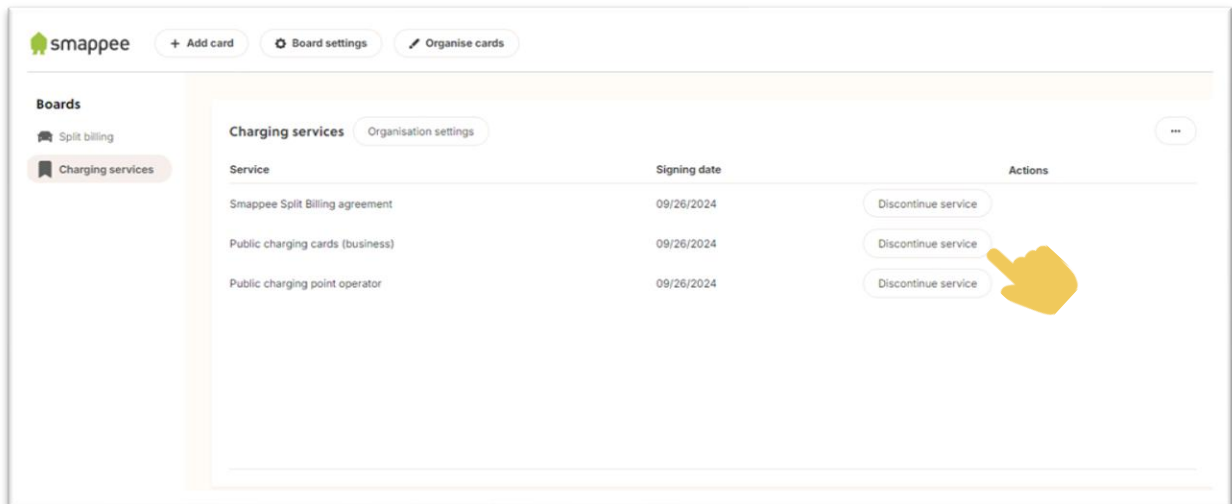


Public charge cards can only be set up via the Smappee Dashboard (dashboard.smappee.net). To manage this contract, log in with the fleet manager account.

5.1 Checking status of the public charge cards service

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.



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.

5.2 Public charge cards for employees

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



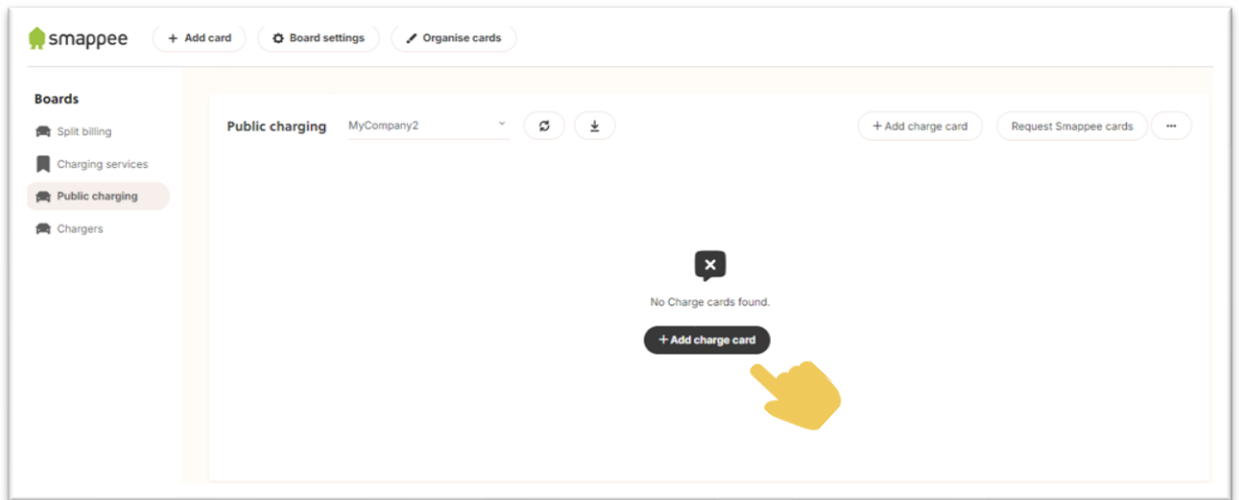
This can be the same Smappee Charge Card used for split billing.

A Smappee Charge Card can be used with split billing both for charging at home and as a public charge card for charging on the road 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.

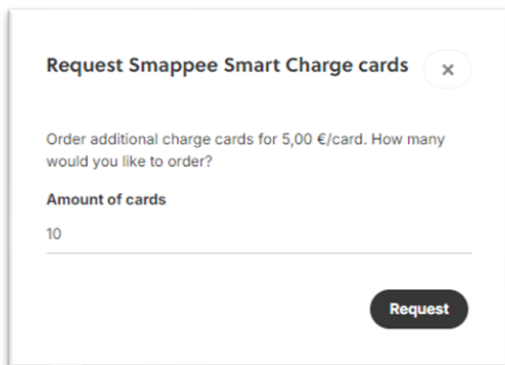
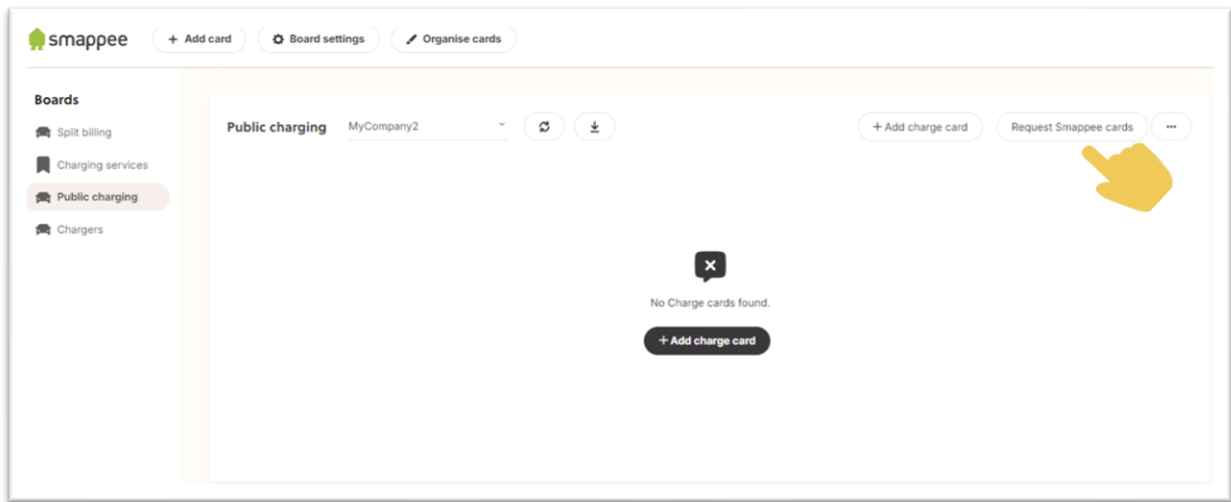
The employer can only see charging data associated with this charge card. The employer cannot see any other charging data (own car, for example) or home consumption data.

A screenshot of a modal form titled 'Enable public charging'. The form contains the following fields: 'Token', 'Alias', 'Employee number', 'Connect to user' (with radio buttons for 'Select existing user' and 'Create new user'), and 'Username'. A 'Save' button is located at the bottom right of the form.

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

Employers can also order extra Smappee 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.



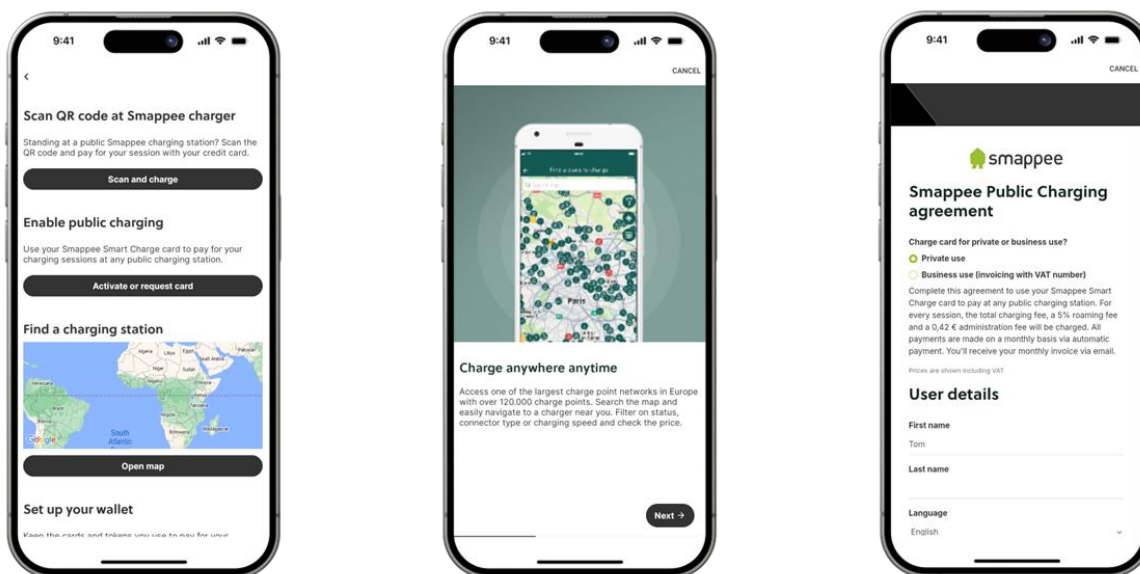
5.3 Optional: public charge cards for private use

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 link a different Smappee Charge Card to a personal account. Charging with this charge card will be invoiced not to the employer, but to the account of the employee.

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

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 public charging

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.

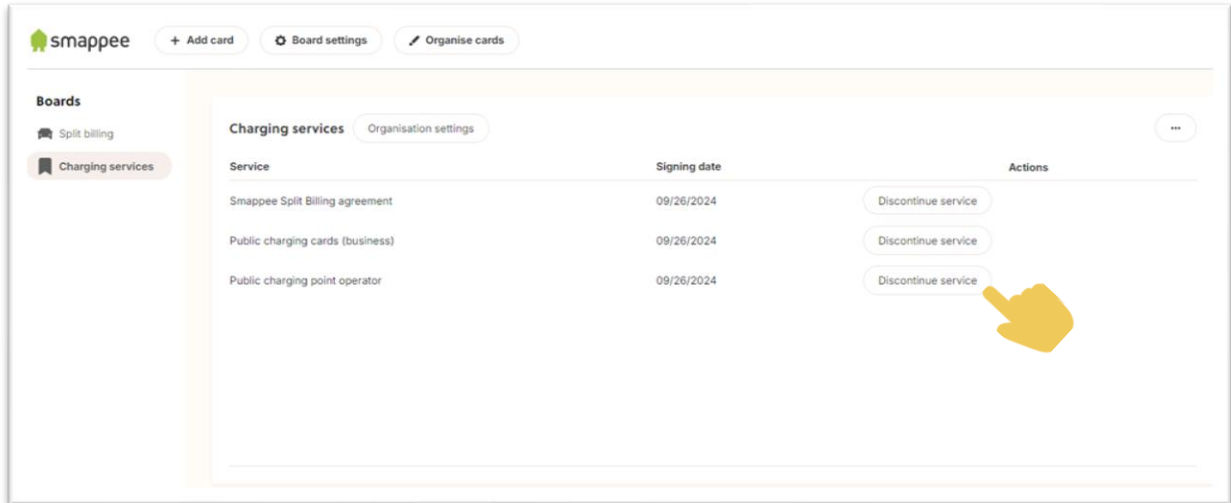
The charging stations must be linked to a management system for this to happen. In this manual we assume that the Smappee management system is being used, even though it is perfectly possible to connect the Smappee charging station with another supplier.

Public Charge Point Operator can only be set up via the Smappee Dashboard (dashboard.smappee.net). To manage this contract, log in with your fleet manager account.

6.1 Check if the CPO 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.



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.

6.2 Adjusting charging station/charging square settings

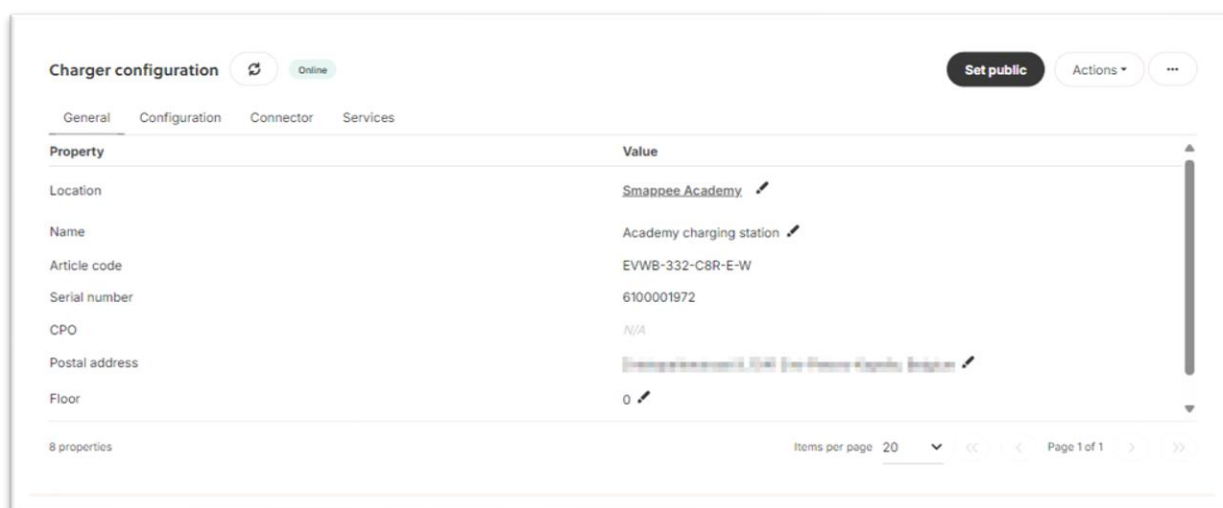
A few settings need to be configured before the charging station is available for public charging.

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.

Charger configuration	
General Configuration Connector Services	
Property	Value
Location	Smappee Academy
Name	Academy charging station
Article code	EVWB-332-C8R-E-W
Serial number	6100001972
CPO	N/A
Postal address	
Floor	0

8 properties Items per page: 20 << < Page 1 of 1 > >>

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.

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.

6.3 Setup a pricing policy for a charging square

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

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



In Belgium, the [CREG \(Commission for Electricity and Gas Regulation\) rate card](#). 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 square or to certain charging stations.

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

New pricing policy ✕

Price structures Groups Assign General

Set up various price structures

As a CPO, you'll receive the price set here. Prices are VAT-exclusive. VAT is set at 21% based on the CPO's country. The amount the EV driver pays may differ based on the payment provider.

Price per kWh €/kWh 🗑️

Price per kWh for this price structure

+ Starting fee **+ Price per hour**

Next

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**.

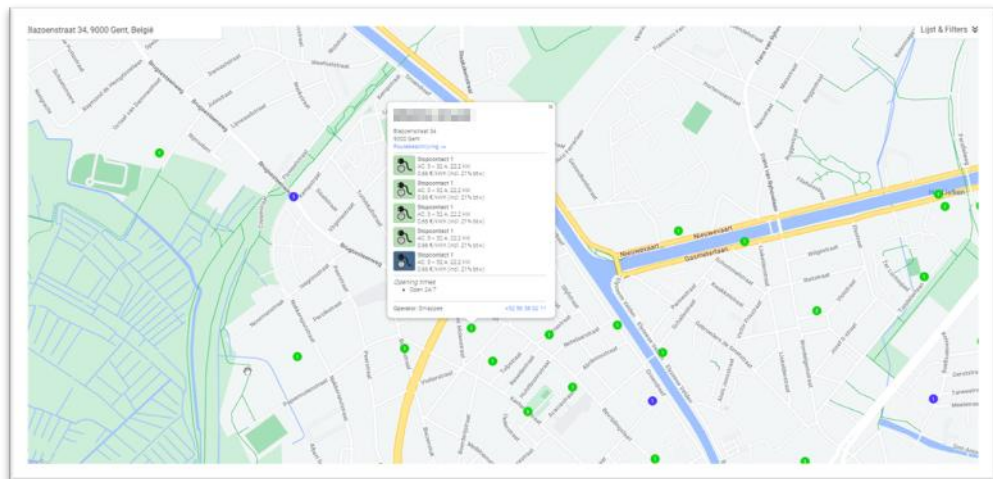
7 Advertising your public charging square

There are various ways to attract customers to your charging square. 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.

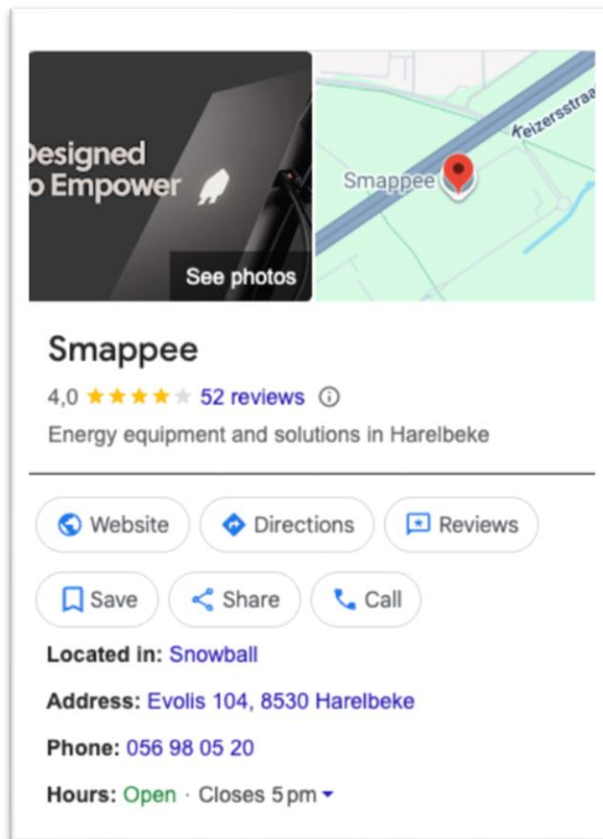
An article with full instructions can be found [here](#).

- 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 Chargers — *address*”

- Example showing the Smappee office in Harelbeke.



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