Release Notes
Home Charging Reimbursement Service

August 2022 | New Features & Improvements

New Features & Improvements

Integrating Sign-Up for FM and Driver onto the login page for the reimbursement portal

Driver language selection for emails in the portal (My Account)

Display vehicle OEM & Model to Fleet Manager

Request additional information from EV-Driver in Onboarding

Show near real-time charging sessions in the portal

Visualization of charging session status for "processed and refined"

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Improvement
Integrating Sign-Up for FM and Driver onto the login page

Today, the Fleet manager needs to send an invitation for the driver in order to sign up to the reimbursement portal – which requires the driver to actively inform the fleet manager once his Wallbox is installed.

This leads to a delay in activating the reimbursement service, additional workload for the fleet manager as well as an incomplete and "frustrating" user-journey for the driver.

In only 21 out of 124 times (17%), fleet managers are able to send a prompt invitation to the driver. This showed the need to improve the process-step and customer journey of sending invitations.

In order to offer Fleet-Managers and Drivers an additional and "intuitive" sign-up channel besides the "classic" e-mail invitation, both sign-ups are now accessible via the login page.

(RE-1931 / RE-2148)

Login

Username

Your company email address

Password ❓

Password

Forgot your password?

Login

or

Sign up

Before we begin, please answer the following:

Is your company already using BP Fuel & Charge cards?

⦿ Yes
◯ No

Does your company receive Fuel & Charge cards from a leasing business?

◯ Yes

Sign up

Please select your role:

🚗 I am a driver

👥 I am a fleet manager

Sign up

Do you own a Fuel & Charge card?

⦿ Yes
◯ No

Fuel & Charge card

Fuel & Charge card number

Enter your 18 digit Fuel & Charge card number

Expiry date

MM   YY

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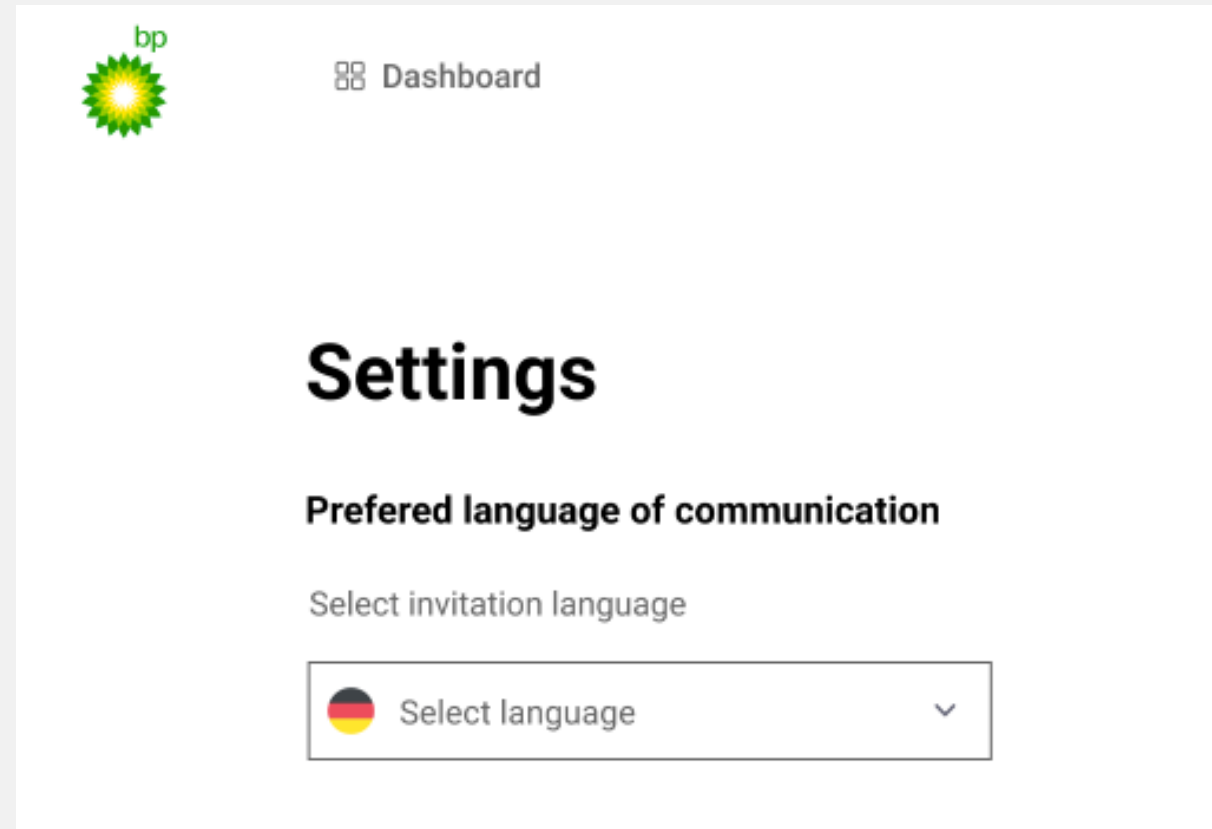
Feature

Driver language selection for emails in the portal (My Account)

Today, the EV-driver cannot choose his preferred language of communication (for example receiving e-mails from his fleet manager etc.).

This results in drivers receiving e-mails depending on the language, chosen by the fleet manager – and sometimes in a possible language barrier or inconvenience for the driver.

As part of the release, we optimized this part of the customer journey and now offer drivers the option to independently set their preferred language of communication after onboarding as well.

(RE-1967)

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Feature

Display vehicle OEM & Model to Fleet Manager

In order to offer the Fleet Manager more comfort and overview of his drivers and fleet within the portal, he is from now on able to see holistically entered vehicles (OEM and model).

At first glance, the fleet manager is shown a simplified vehicle icon when the driver has entered his vehicle information. In the driver details, he then also sees the OEM and the model of his driver.

(RE-2167)

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Up to day, the fleet manager has to manually add license plates for each driver in the reimbursement portal. Since some companies and fleets assign cars with F&C cards, they identify the cards based on the car (e.g. license plate, location of Wallbox etc.).

To help companies and fleet managers with this, we have expanded and optimized the onboarding process for drivers. From now on, we will ask drivers for their additional information as part of this process.

In addition, we are currently working at high pressure to ensure that drivers who are already registered will be able to enter additional information into their portal in the near future.

Walbox information

Add the ID and location of your wallbox

EVSE-ID of Wallbox

Add EVSE-ID

The '*' are also part of the EVSE-ID

Address line 1

Address

Address line 2 (optional)

Address

City | Postcode
Add place | Add postcode

Country
Germany

✓ Wallbox information

✓ Tariff type

✓ Electricity contract

✓ Bank Details

6 Vehicle information

Vehicle information

You will now be redirected to an external page hosted by our payment service provider Rapyd, where you will be able to securely enter your bank infrmation.

License Plate Number

Format should be: png, jpg, pdf.

Select vehicle model

☑ My vehicle is not on the list

Add your vehicle model

License Plate Number

Format should be: png, jpg, pdf.

Audi|

Audi

Audi e-tron 55 quattro
BEV - 55 kWh

Audi e-tron 55 quattro
BEV - 55 kWh

BMW

BMW i3 60 Ah
BEV - 22 kWh

Back

(RE-1854)

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Improvement

Show near real-time charging sessions in the portal

As a driver, I want to be able to see my charging sessions as well as my charging behavior in real time - as a fleet manager, I need a holistic view on how my fleet is behaving.

Until now, however, it was not possible to display these data in real time due to technical reasons.

With this technical feature improvement, we are now not only able to display this data "near real-time", but also lay the (obligatory) foundation for new features, such as the new driver dashboard, which we are already working on.

(RE-1925)

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The driver needs to be informed <u>correctly</u> about the status of his payout and reimbursement processing.

The near real-time charging sessions *(previous presented improvement RE-1925)* creates a new scenario, where the user is confronted with earlier visualization of a specific reimbursement.

This leads to the requirement of a new and additional type of visualization (color), where the driver can see the successfully refined real-time charging sessions in a distinct state, so that he is aware of the current (and newly visualized) progress.

Instead of adding the "processed and refined" transactions (CDRs) into the yellow status – we will visualize these in white and show the driver a tool-tip, that the charging session status is "received".

(RE-2350)