

New Functionality Update

February 2022 / release #2.21

Last Mile
Solutions



Introduction

1. Please share this 'New Functionality Update' with you colleagues in order to make sure everyone in your organization is aware of the latest changes and added functionalities.
2. All 'New Functionality Updates' can be found on the special customer support page, available via the 'Support' button within EVC-net (once logged in).

Covering

1. Card & Customer API (insert/write)
2. Virtual token update
3. Updated ticket report
4. Minor improvements & Bug fixes
 - Working filter: Pay only with App
 - Added/Updated country list at registration
 - Re-send 'forgot password' link when expired
 - Improved phishing error message

#1

Card & Customer API (insert/write)

#1 Card & Customer API (insert/write)

Target users: System users

Situation before

Since October 2021 it was made possible to bulk upload multiple charge cards including e.g. the ownership (who the card belongs to: provider, company, employee or end-user of company, end-user) and payment information. In general all to be configured items of a charge card can now be done in bulk via a standard excel template with all the required information. This solution opens up the possibility to download and use the existing customer details from the CRM system.

Implemented solution

Customer (provider/operator) can now implement our newly developed Customer and Card API to further optimise their operations. The Customer API contains 'insert' and 'write' functionality; the Card API contains 'insert' functionality.



Option 1:
Manual single entry



Option 2*:
Manual bulk upload



Option 3:**
API upload



* contact Support for initial support
** additional costs apply to make use of the API. Please contact Sales for more info.

#2

Virtual token update

#2 Virtual token update

Target users: End-user, company or employee

Situation before

If a customer (end user, company or employee) is being created by an admin within the evc-net platform, no virtual charge card (token) ID is being created. If this customer logs into the app later with his evc-net credentials, he will be able to enter the app with his customer account but will not be able to charge via the app (remote start/stop). The only way for this customer to charge via the app is to add a physical charge card ID to evc-net (specifically via EVC-net, not via the app).

Implemented solution

Customers that have been registered by an admin on provider.evc-net.com now get a virtual charge card (token) ID assigned that enables them to charge via the app even without the need of having a charging card assigned. Just like a customer that registers via the app.

#3

Updated ticket report

#3 Updated ticket report

Target users: System users

Situation before

In the Ticket itself the source of origin can be found, but this is not visible in current search results overview / reporting which makes it impossible for a system user to easily sort and filter.

Implemented solution

With this release within the Ticket search results overview an additional column will added displaying the source. Possible sources are: telephone, e-mail, mail, contact form, automatically generated (by charge point) and other.

Ticket data	
Ticket ID	██████████
Charge point	████████████████████
Created on	24-Jan-2022 17:46:54
Last action on	31-Jan-2022 08:55:43 by ██████████
Type	Issue
Source	Automatically generated
Description	Emergency switch activated
Extrainfo	Available current: 0 A, CP voltage min max: -12.00 0.00 V, CP state: F, PP voltage: 0.30 V, PP cable current: 90 A, Status: 0000000102010000 (hex), Energy meter: 8862 Wh, Voltage L1 L2 L3: 236.5 237.0 236.7 V, Current L1 L2 L3: 0.10 0.10 0.10 A, Cos phi L1 L2 L3: 1.00 1.00 1.00, Frequency: 0.00 Hz, SOC: 0 %, Battery capacity: 0.0 kWh, Pack voltage now max: 0.0 0.0 V, Temperature DCC: 12 C, Rel. humidity: 31, Mom. DCC voltage chargerlev: 0.0 0.0 V, Mom. DCC current chargerlev: 0.1 0.0 A, Insulation resistance: 1540 kOhm, Temperature: 20 C, Card ID: ██████████ Transaction ID: ██████████,SW
Action holder	██████████
Action taken	Laden nach Ticket ok

#4

Minor improvements & Bug fixes

#4 Minor improvements & Bug fixes

Target users: All user types

Implemented solutions

1. Working app filter again: 'Pay only with app'

- In the filter section of the App, an user can select "pay only with the App". If this setting is enabled, the user should only see a list/map of charge points for in-app transaction. This filter was broken and is now fixed again.

2. Added/Updated country list at registration

- End users cannot select the right country when registering in the App / EVC-net. Within the App 'Netherlands Antilles' has been removed and Bonaire, Curaçao, St Maarten are added. Within evc-net Bonaire and St Maarten are added.

3. Re-send 'forgot password' link when expired

- Up till now the reset link in the 'forgot password' e-mail expires without having the option receive a new reset password link. If now clicked on the link an option is provided to receive a valid link again.

4. Improved phishing error message

- To prevent phishing the error message which is shown when entering an incorrect email address is updated: "Thank you for submitting the request, if your email address is known a reset link will appear in your mailbox within the next 15 minutes"

Thank you!

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