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.
- 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

Card & Customer API (insert/write)

#1 Card & Customer API (insert/write)

Target users: System users

Situation before

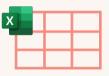
Since October 2021 it was made possible to bulk upload multiple charge cards including e.g. the ownership (who the card belongs to: provider, company, employee or end-user of company, end-user) and payment information. In general all to be configured items of a charge card can now be done in bulk via 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 2*: Manual bulk upload



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

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.

Updated ticket report

#3 Updated ticket report

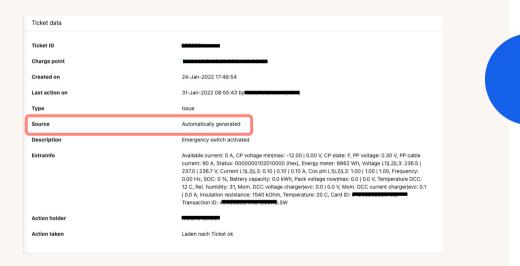
Target users: System users

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.



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' email 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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