

New Functionality Update

November 2021

Last Mile
Solutions



Covering

1. **Multi-VAT & Self-bill**
2. **New Customer - Automatically Send "Create Password" E-mail**
3. **App performance improvement**

#1

Multi-VAT & Self-bill

#1 Multi-VAT & Self-bill (1/3)

Target users: All users

Situation before

Regarding Multi-VAT: So far the VAT percentage was determined based on the address information in the customer account which could lead to incorrect application of VAT.

Regarding Self-bill: Costs and revenues were combined on a single invoice which could lead to negative amounts.

Implemented solution

To align with the latest insights related to the VAT regulations we invested a lot to stay compliant on a European and (where applicable) local level as well. We have planned multiple software releases to make this possible:

- The 1st release will be done before the start of the invoicing of November (over the month October)
- The 2nd release will be live before the start of the invoicing of December (over the month November)
- The 3rd and maybe a 4th release will be planned in the beginning of 2022



The 1st release is covering the information from this release notes document.

#1 Multi-VAT & Self-bill (2/3)

Regarding the 1st release, which covers the impact on two major topics:

- 1) Customer (End user) invoices
- 2) Provider invoices.

1) Remarks CUSTOMER invoice: VAT Invoices are raised per country.

- When a customer has been charging in multiple countries, the customer will receive an invoice per country with the applicable VAT tariff per country. Background: VAT tariff is determined by the location of the charge point.



The effect is that in certain cases (approximately 10% of the total Customer base) multiple customer invoices will be generated per Customer

Below examples of the new invoice(s) from an Belgian customer with an own charge point in Belgium (roaming enabled) can be found. The examples are:

1. Hosting fee own charge point and charging sessions at other charge points in same country (BE) - [Invoice example](#)
2. Charging sessions of cardholder at locations outside Belgium (in example: NL charging session) - [Invoice example](#)
3. Charging sessions delivered by Belgian chargepoint to third party (revenues in BE) - [Invoice example](#)

#1 Multi-VAT & Self-bill (3/3)

2) Remarks PROVIDER invoice: Invoices will be split by costs and revenues per country

The effect is that (when applicable) multiple provider invoices will be generated, resulting in:

- a) An invoice for the used LMS services and charging sessions that are payable (if applicable).
- b) A self-billing invoice for the amounts that you will receive from LMS for your revenues on your Customers' charging sessions.

Below examples of the new provider invoice(s) can be found:

4. Example of hosting fees (cost) - [Invoice example](#)
5. Example of self billing for hosting and transactions (revenues) - [Invoice example](#)



Please note that – depending on the situation – you will might need to record Last Mile Solutions as a debtor (for accounts receivable) as well as a creditor (for accounts payable), to record the cost and revenues separately.



A [special newsletter](#) about this topic is sent 9th of November



A [special note](#) will be added to the email containing the invoices of the invoicing round of November (over the month October)

#2

New Customer -
Automatically Send
"Create Password" E-mail

#2 New Customer - Automatically Send "Create Password" E-mail

Target users: End-users, Companies & Employees

Situation before

For each new customer account the login credentials needed to be shared manually or as alternative the customer needed to use the forgot password functionality to retrieve its login credentials.

Implemented solution

When creating a new customer account a checkbox is now present (default = send "Create Password" e-mail) to provide a more user friendly and secure customer experience by sending an automated welcome e-mail with instructions to the customer.



send "Create Password" e-mail

PS: The create password checkbox is also made available within the customer bulk upload functionality

#3

App performance
improvements

#3 App performance improvements

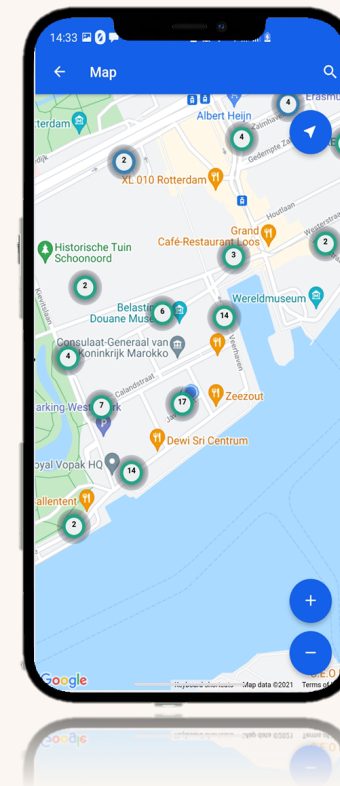
Target users: End-users, Companies & Employees

Situation before

So far the loading of the map in the white-label app was taking quite a bit of time which resulted in a poor performance and user experience.

Implemented solution

Several updates are made in the app itself as well as to the supporting back-end services, resulting in a 60-90% performance increase in terms of loading speed of the map. Good to know: This can differ per mobile device. Although this is already a big improvement we are not satisfied yet and will in the coming months further increase the map loading speed significantly.



Thank you!

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