

Business Hub

Quick reference guide

Business Hub is the online platform of Shell Recharge Solutions. It allows you to easily monitor, analyse and control all aspects of your Shell Recharge EV infrastructure, including your charge cards.

This guide contains all the information your business needs to set up and manage your charge cards and EV charging infrastructure.



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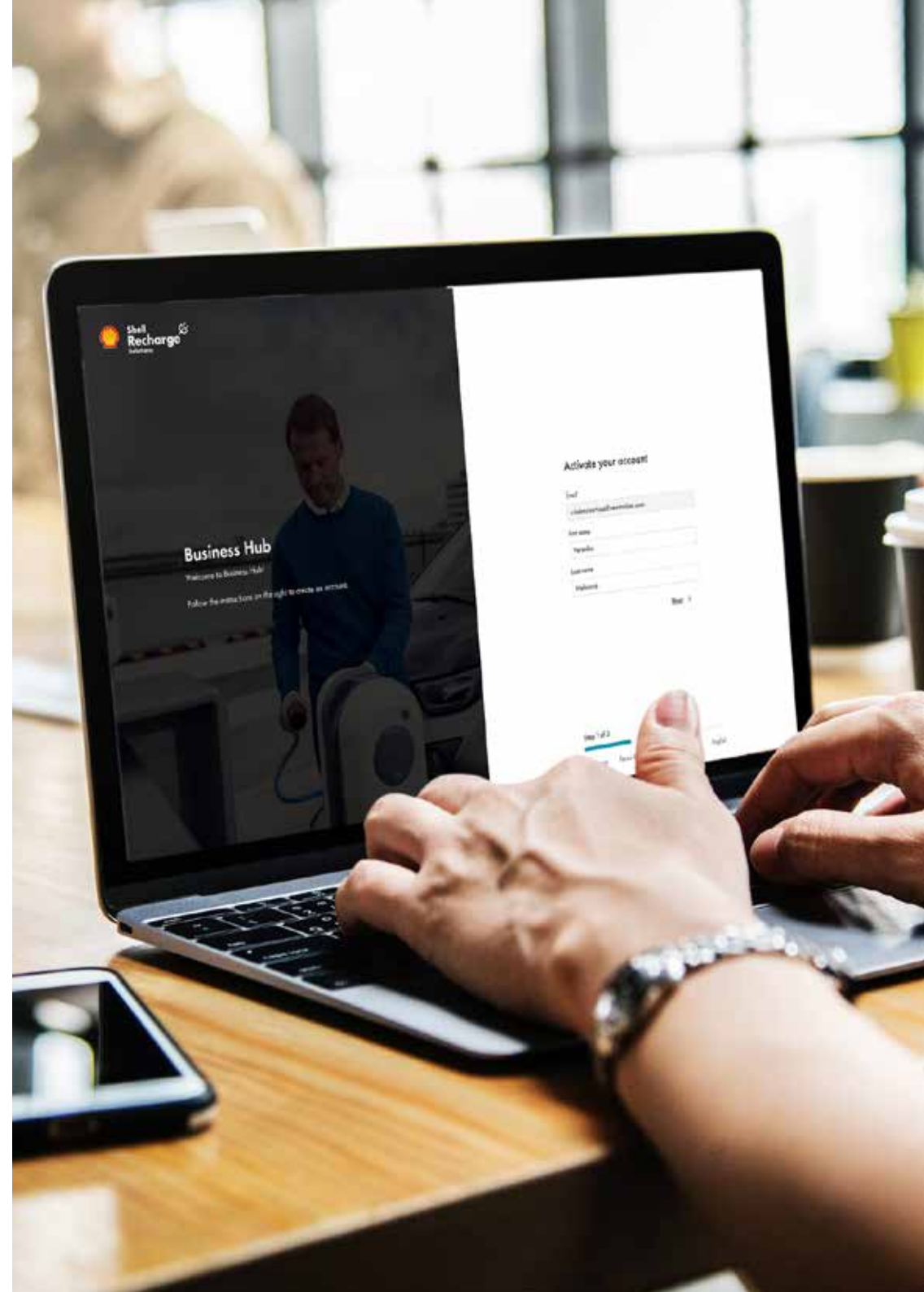
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Getting started with Business Hub

To get started with Business Hub, you first need to set up and activate your account.

Then, after you add users such as your location manager or fleet manager, you'll be ready to manage your EV structure and charge cards more efficiently.



How to setup an account

To get started with Business Hub, your account manager will set up an account for you.

To ensure correct setup, if you have a charging infrastructure, you need to provide us with an overview of your charge point locations, charge point serial numbers and their names.

- 1. Create a list of your company's charging locations**
- 2. Write down the serial numbers of your charge points, installed at each location**

On the charge points, you will find a sticker with the serial number on it. Write down the serial number and give the charge points a recognisable name.

- 3. Send the list per email to your account manager**

Your account will be created and you will soon receive an activation email.



Serial number

How to activate an account

You will receive an activation email from Shell Recharge shortly after you've completed the intake.

If you haven't received an email, please contact your account manager.

1. Open the activation email

Click on the button **'Activate my account'**.

2. Fill in your first and last name

Click **'Next'**.

3. Create a password

Password should contain at least:

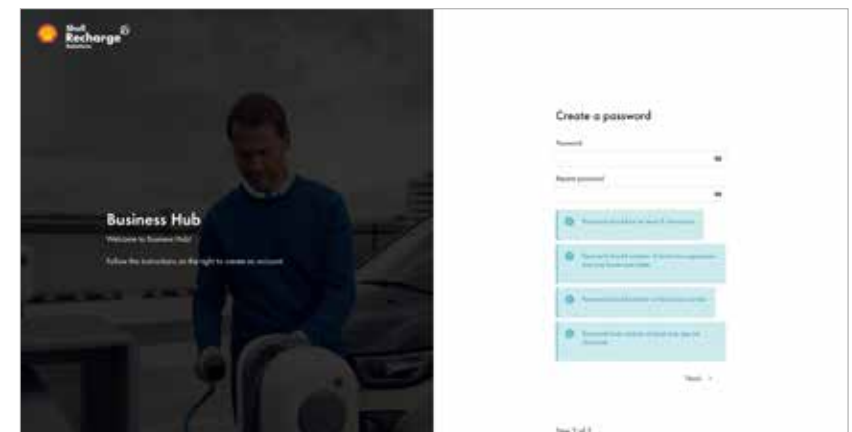
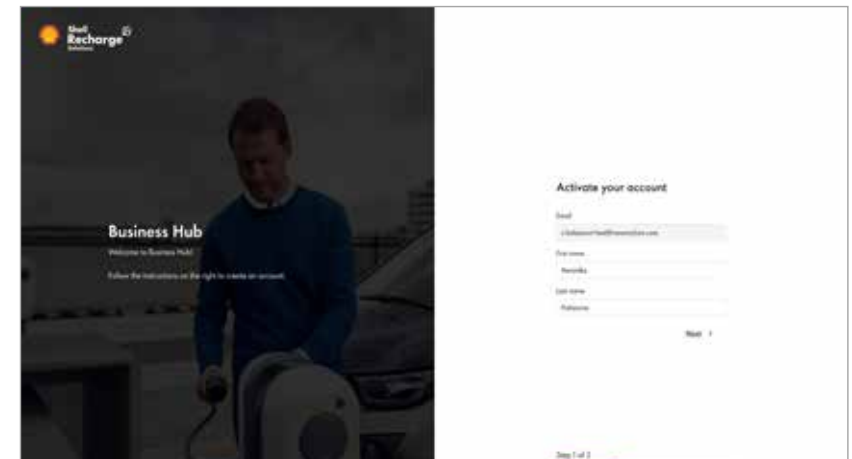
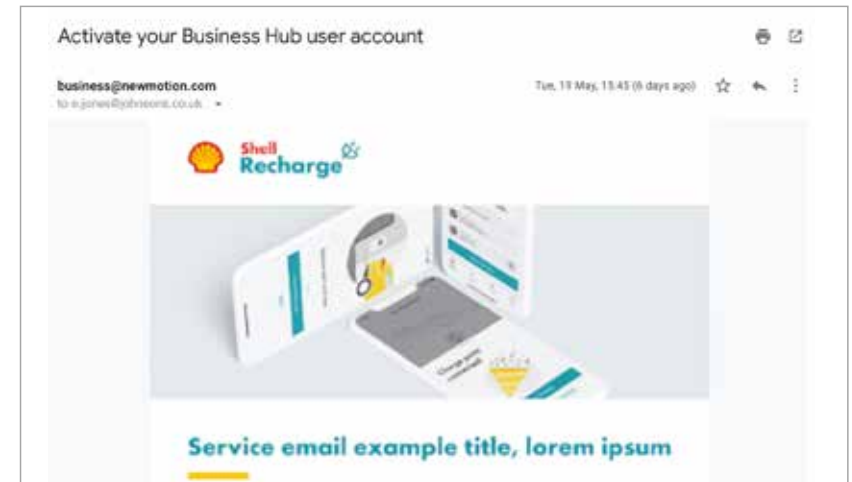
- 8 characters.
- One capital letter.
- One number.
- One special character.

4. Send the list per email to your account manager

Check the two boxes and click **'Create Account'**.

5. You are automatically logged

You will receive an email confirmation of your account.



How to add users

In Business Hub, there are two user types: e-mobility managers and location managers.

Both types of users can manage the EV infrastructure and charge cards, but only administrators can add, view or block other users. In order to add new users, it is important that they have the same domain as your main email account.

1. Log on to your Business Hub account

Go to **business.shellrecharge.com** and fill in your username and password.

2. Navigate in the top menu to 'User management'

3. Click on 'Invite user' and fill in contact details

Ensure the user is using the same domain (@companyx) as your main account.

4. Select role that you would like your new user to have

■ E-mobility manager

Has access to all charging locations and features including billing information and user management.

■ Location manager

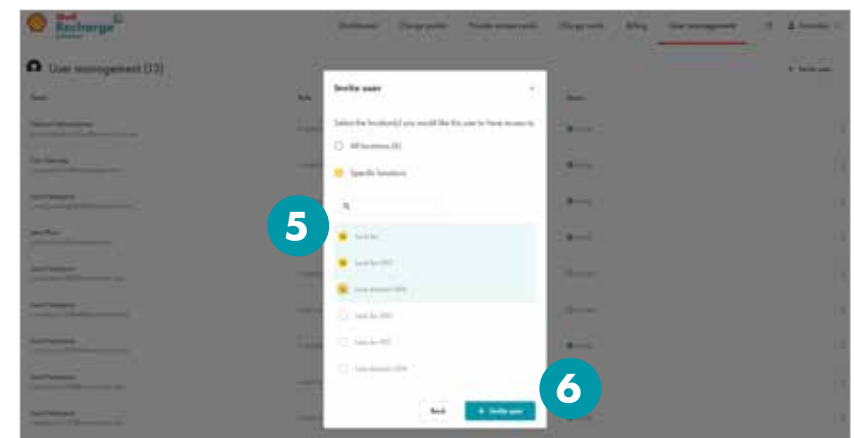
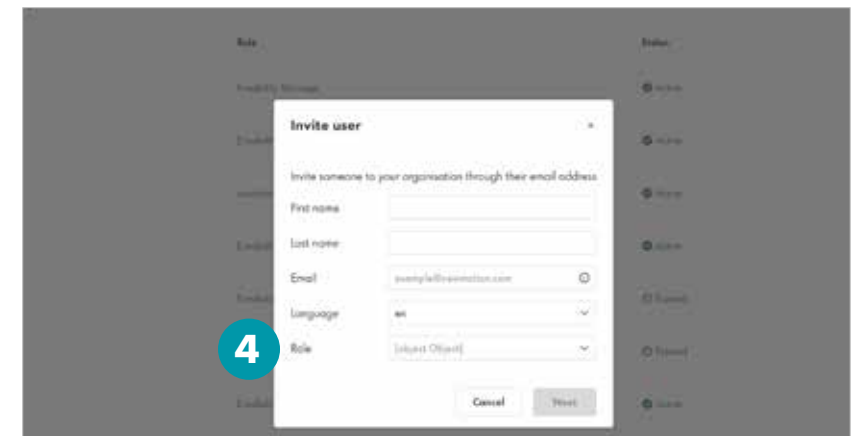
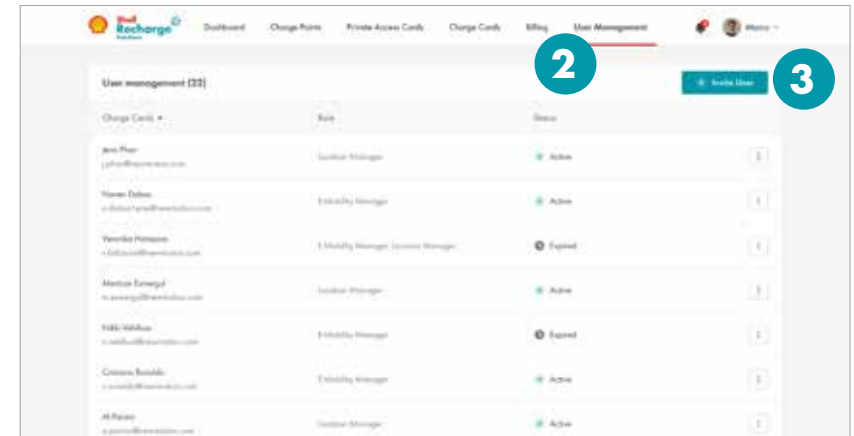
Has access to charge points, dashboards and setting private access for charge points in the chosen location(s).

5. Select locations you would like the user to have access to

E-mobility manager role will have access to all locations by default.

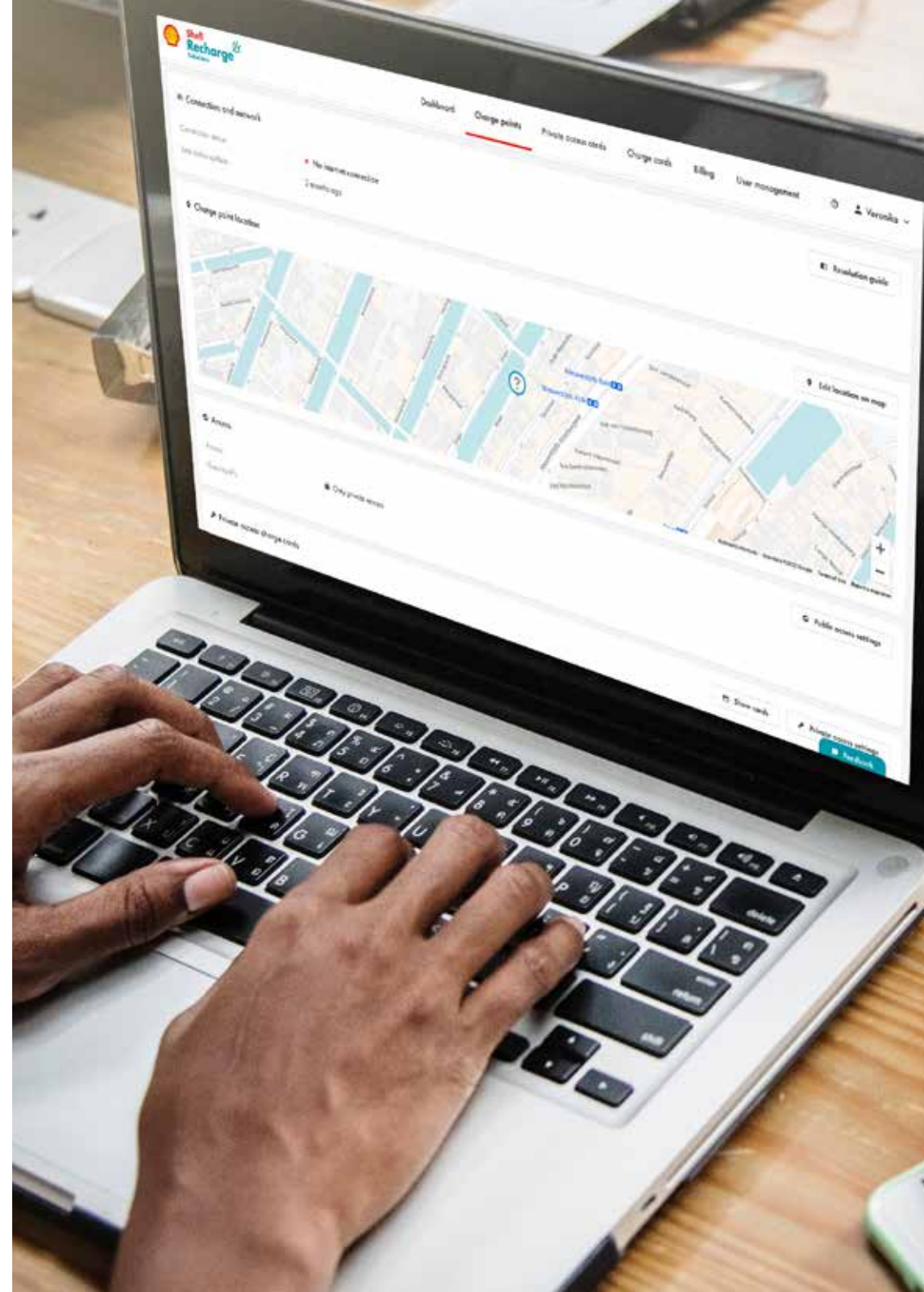
6. Click 'Invite user'

The selected user will receive an email invitation.



Using Business Hub

To ensure your EV charging infrastructure is cost-efficient, monitoring your charging data is essential. In Business Hub you can easily see and download your company's charging data, and get valuable insights into the performance of your EV infrastructure.



Editing charge point details

Business Hub allows you to configure the settings of your charger points remotely.

Easily determine who can access the charge point and at what cost, and show the name and the location on a map.

1. Log on to your Business Hub account

Go to **business.shellrecharge.com** and fill in your user name and password.

2. Navigate in the top menu to 'Charge point'

Here, a list of the charge points is shown. Are you missing a charge point? Please contact your account manager.

3. Click on the ⋮ next to the charge point you want to configure.

4. Click on 'Charge point detail'

A new tab will open in which you'll see all the known charge point details.

■ Charge point details

All characteristics of your charge point. Click on **'Edit name'** to change the name of your charge point.

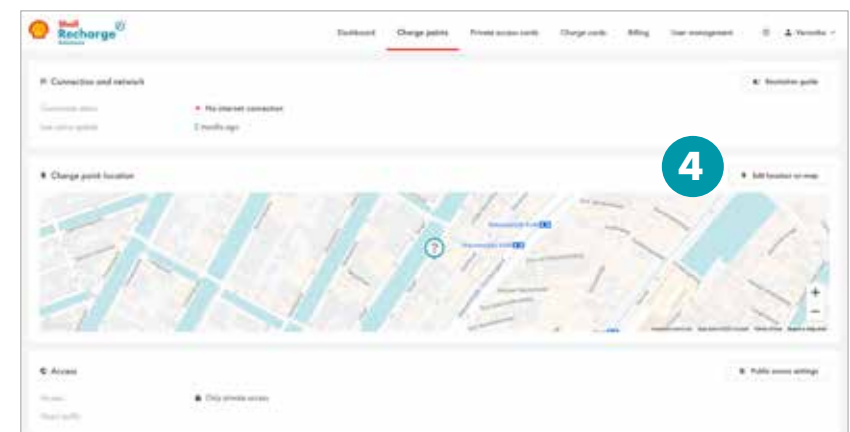
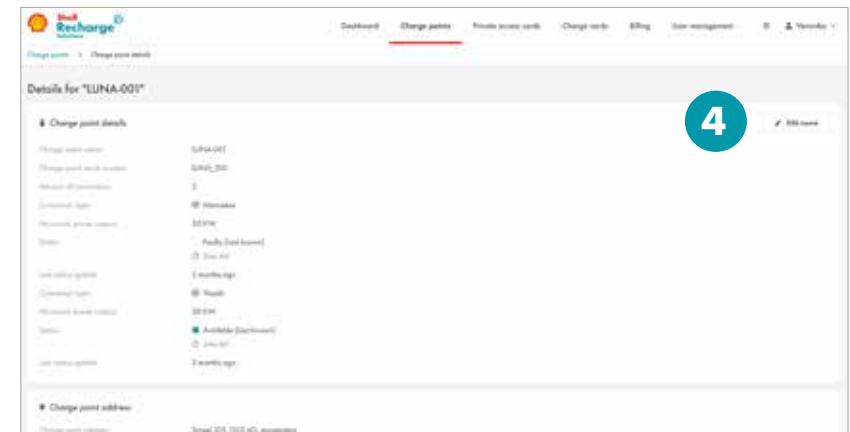
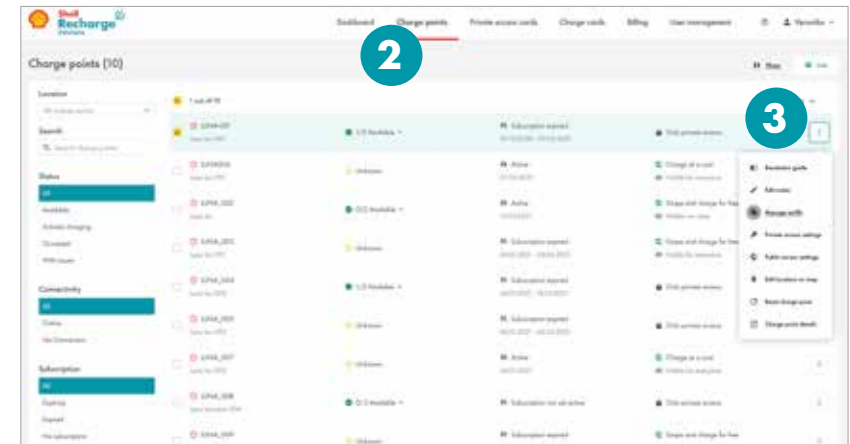
Tip: use a name that is easy to reference.

■ Charge point address

Check and confirm the address of your charge point.

Click **'Edit location'** on map to drag the charge point to the right location on the map and click **'Apply'** to confirm.

Moving location is only possible within 200 meter radius.



Public access settings

Guest usage or public access settings determine who can use this charge point and at what cost.

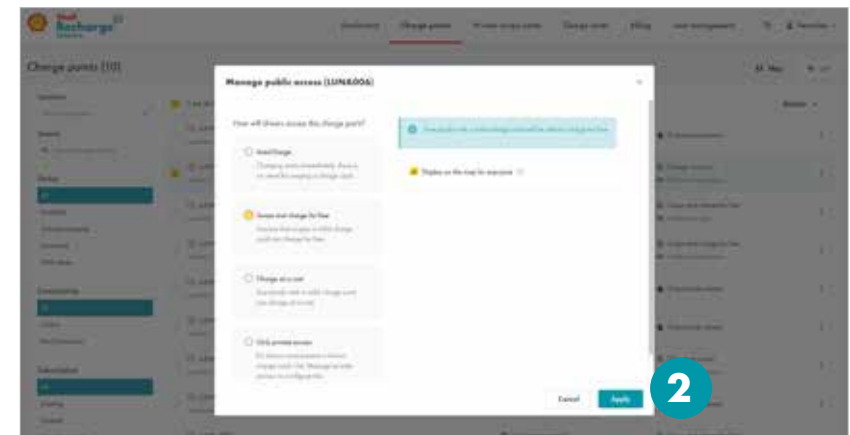
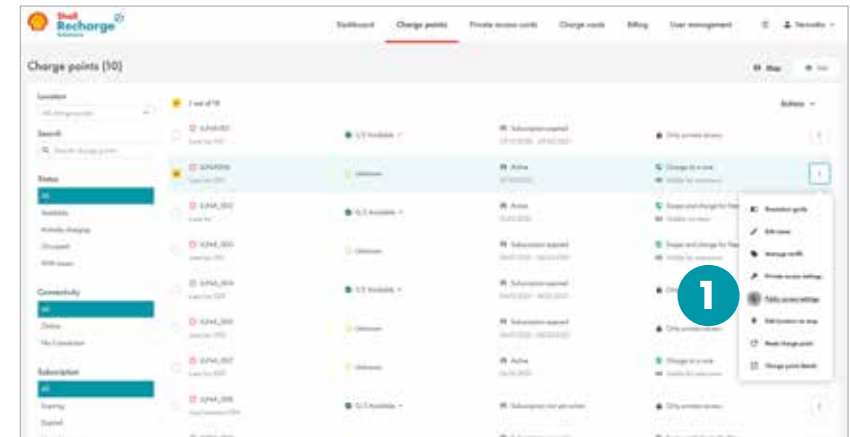
1. Select charge point that you would like to edit and select

Click **'Public access settings'** to enable:

- **AutoCharge**
Charging starts immediately, there is no need for swiping a charge card.
- **Swipe and charge for free**
Anyone who swipes a valid charge card can charge for free.
- **Charge at a cost**
Everybody with a valid charge card can charge at a cost.

2. Click **'Apply'** to confirm

Private access settings: see next chapter.



Private access settings

Private access settings apply to cards that will be able to charge privately on the selected charge point(s).

1. Log on to your Business Hub account

Go to business.shellrecharge.com and fill in your user name and password.

2. Navigate in the top menu to 'Charge points'

3. Select charge point that you would like to manage access

Choose which cards you want to give private access to your charge points. Click **'Private access settings'** to:

■ Grant access to all

Grant access to all cards associated with your account and determine at what cost these drivers can charge by selecting paid or free.

■ Grant access to specific charge cards

Search for a charge card by name or card number, select the cards you want to add and add all cards at once. Determine at what cost these drivers can charge by selecting paid or free. *Charge cards need to have configured their payment account in My Shell Recharge in order to be set as paid.*

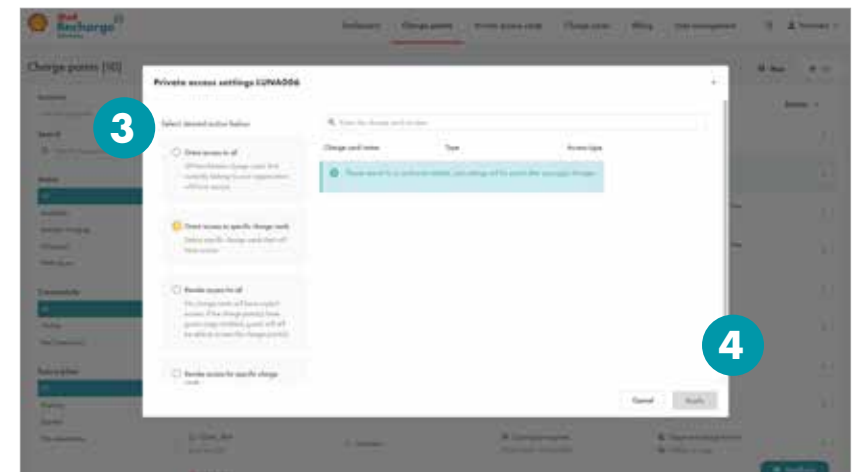
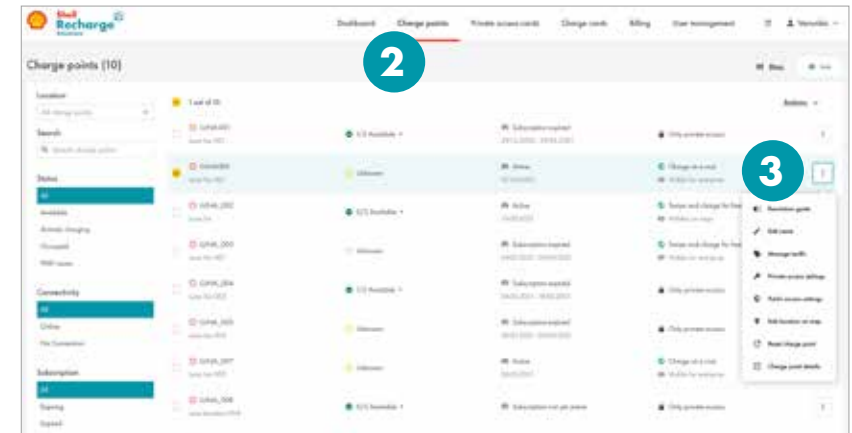
■ Revoke access for all

Block access to all cards that were previously granted private access and confirm the action before you can apply the changes.

■ Revoke access for some cards

Search for a charge card by name or card number, select the cards you want to block access and process the changes all at once.

4. Click 'Apply' to confirm



How to grant charge cards private access

Business Hub allows you to grant charge cards paid or free access to specific charge points.

Easily add charge cards and grant them private access, to allow the owners of these cards to charge on your charge points at a tariff you determine.

1. Log on to your Business Hub account

- **Go to business.shellrecharge.com**
Fill in your username and password.
- **Would you like the cards to have paid or free access?**
If opting for paid access, make sure to set up your tariff first before following the next steps. (See page 12: How to set up tariff)

2. Navigate in the top menu to 'Private access cards'

3. Click on 'Add charge cards'

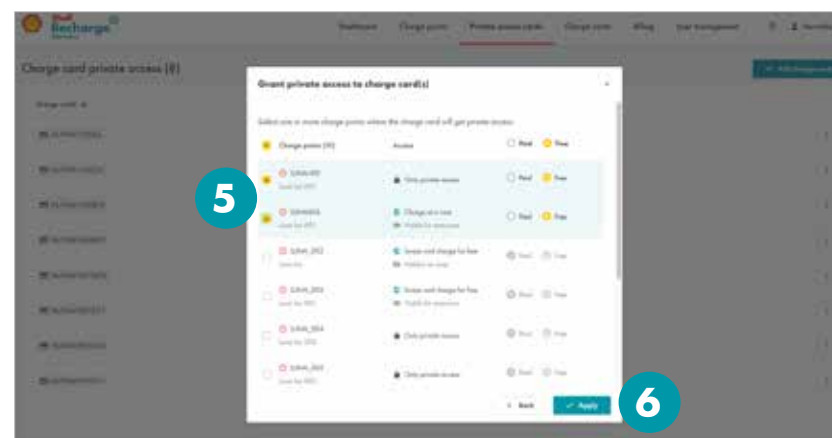
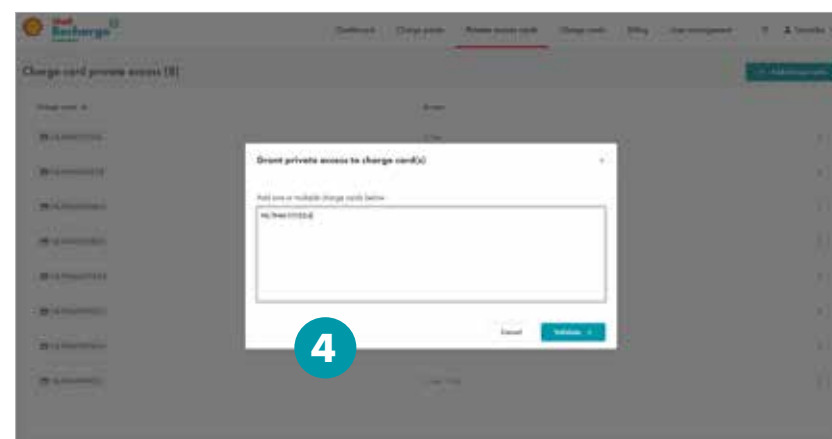
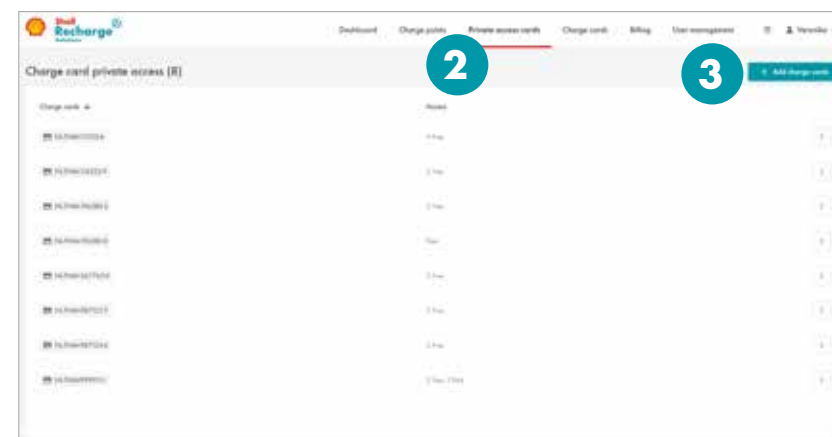
4. Enter the charge card number

To add a charge card, the owner must have configured a payment account.

5. Select the charge points you want to give this card access to

Later, you can determine whether this should be free or paid at **Charge points**.

6. Click 'Apply' to confirm



How to set a tariff

Business Hub allows you to grant charge cards paid or free access to specific charge points.

If you want to opt for paid access, as a first step you need to set up a tariff.

1. Log on to your Business Hub account

Go to **business.shellrecharge.com** and fill in your user name and password.

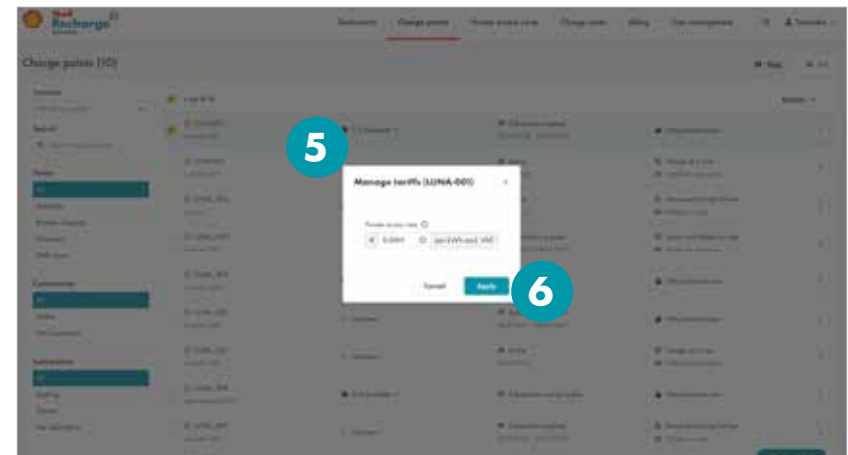
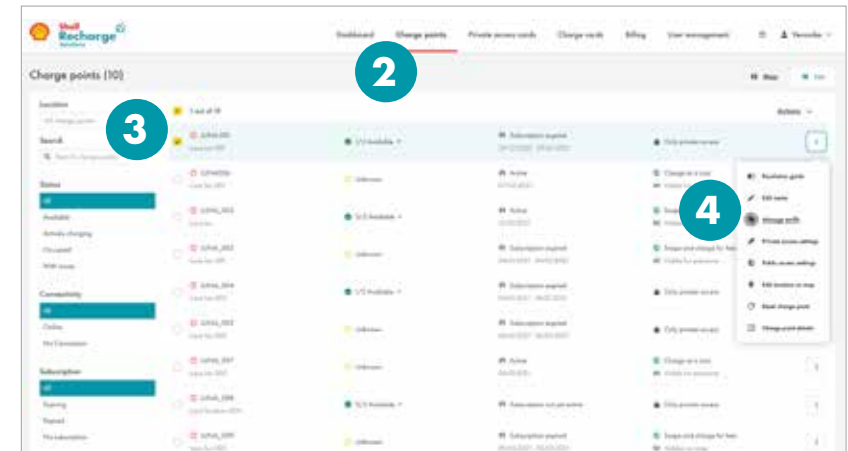
2. Navigate in the top menu to 'Charge points'

3. Select the charge point(s) you would like to set the tariff for

4. Select 'Manage tariffs'

5. Set the tariff that you would like the specific private access cards to pay when charging on the selected charge point(s)

6. Click 'Apply' to confirm

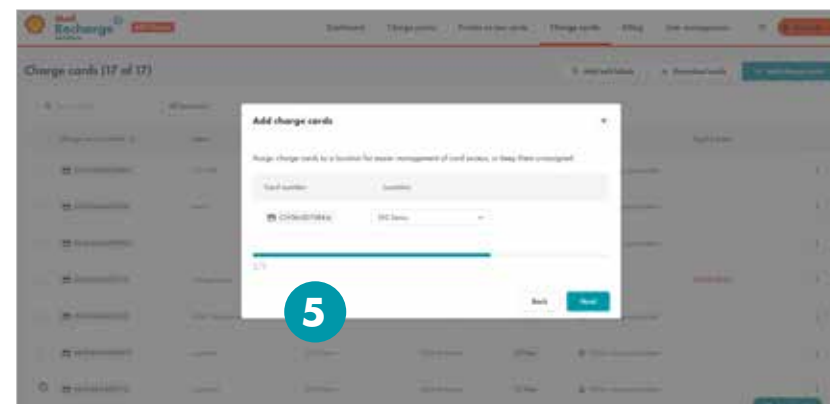
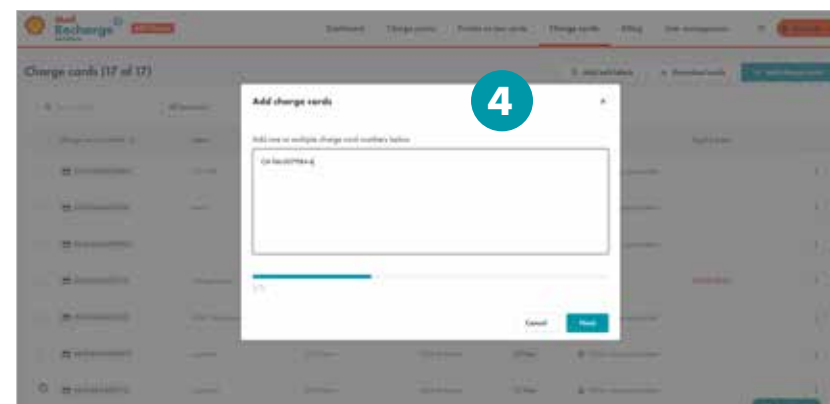
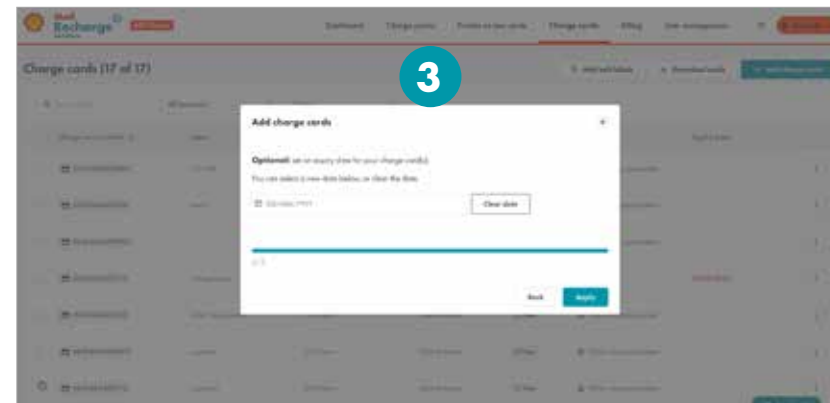


Managing your charge cards for public usage

Business Hub lets you easily manage charge cards that your customers or employees can use for public charging.

How to add charge cards

1. **Log onto your Business Hub account.**
Go to **business.shellrecharge.com** and fill in your username and password
2. **Navigate in the top menu to 'Charge Cards'**
3. **Click 'Add Charge cards'**
4. **Type one or more charge card numbers in the blank space. To add cards in bulk, drag and drop an Excel list of card numbers.**
5. **Choose a location that features 'Company Name - Country'.** If you can't find your location, please contact your account manager.
6. **You can add an expiration date for your cards (not compulsory)**
7. **Click 'Apply' to confirm.**

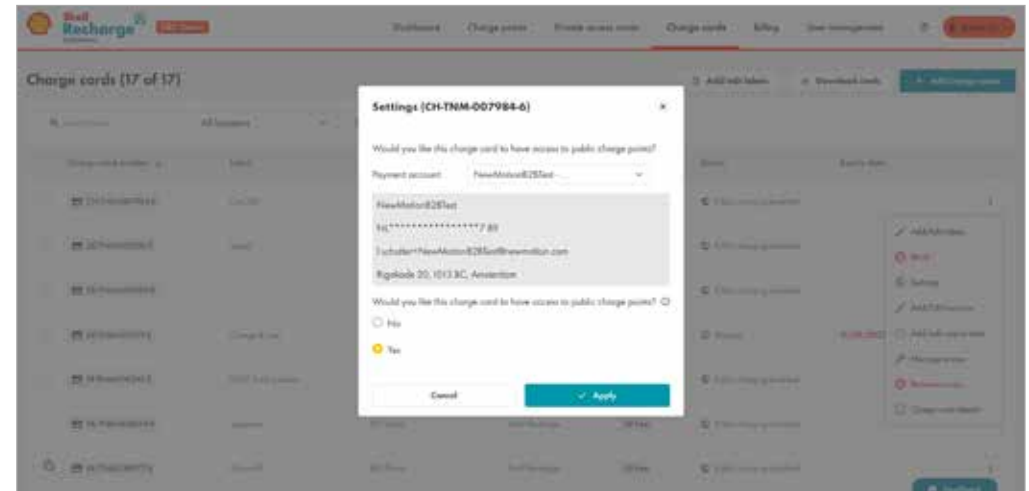


Enabling charge cards for public charging

After you've added charge cards to your account, you need to enable them for public charging.

1. Click on  next to the card you want to enable
2. Click on **'Settings'** and then on **'Select Payment Account'**. If your location payment account is not on the list, contact your account manager
3. Select **'Yes'** when asked if you want the card to have access to public charging
4. Click **'Apply'** to confirm

In the cards overview section, the status should say 'Public charging enabled'. This means cards are immediately active and drivers can start charging right away.



Adding a label

With Business Hub, you can add a label to each charge card to group cards and make identification easier.

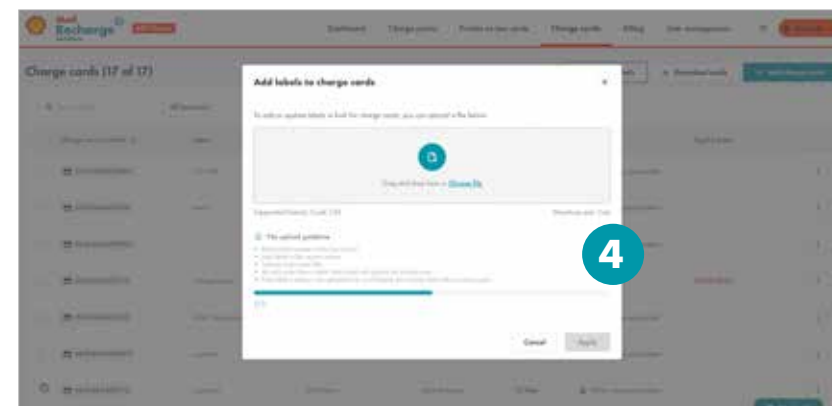
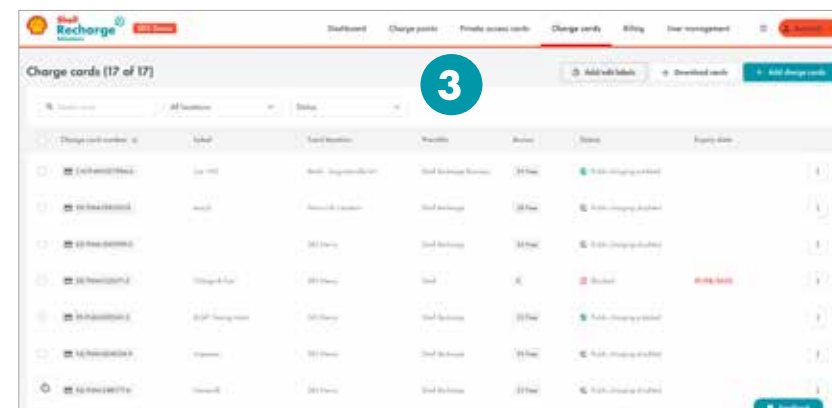
For example, you can label your cards with the driver's name or the vehicle's license plate. All labels can be customised and changed when needed.

Add a label to one card:

1. **Navigate in the top menu to 'Charge cards'**
2. **Click on  next to the card you want to add a label for**
3. **Click 'Add/edit label'**
4. **Write down the label in the blank space**
5. **Click 'Apply to confirm'**

In bulk:

1. **Prepare an Excel or csv file. The csv file needs to contain the card numbers in the first column and the label you want to give your charge cards in the second column. The columns don't need titles.**
2. **Navigate in the top menu to 'Charge cards'**
3. **Click 'Add/edit labels'**
4. **Upload the file by dragging it to the pop-up window or by clicking 'Choose file' to search for the file**
5. **Click 'Apply to confirm'**



Blocking and unblocking charge cards

Business Hub lets you configure access settings for each of your charge cards in a few clicks, so you can easily block and unblock cards.

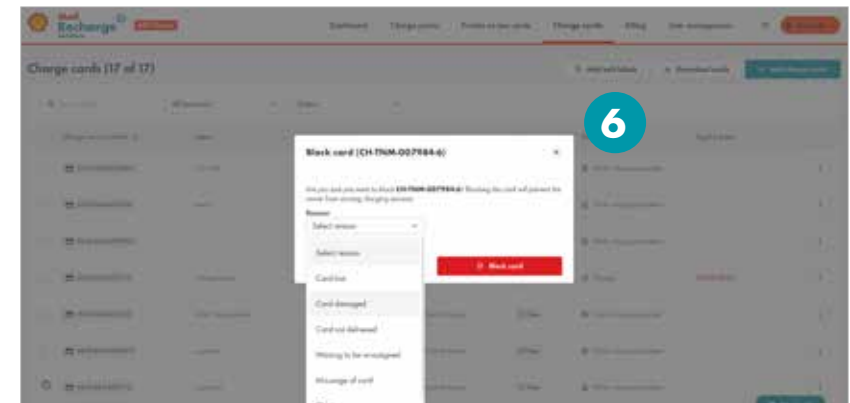
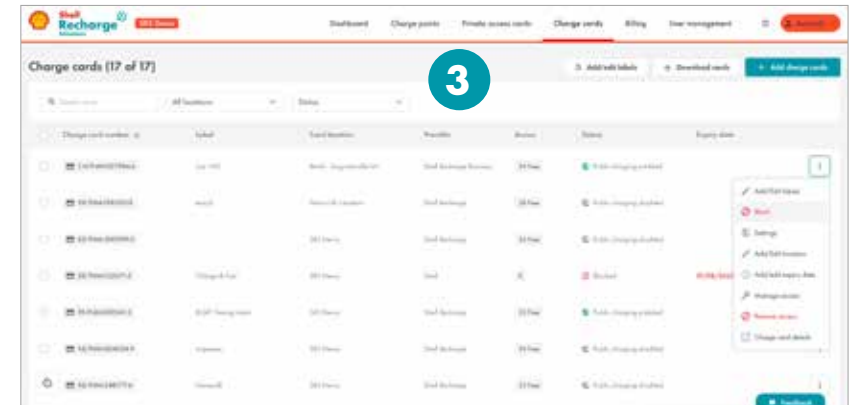
To block a card

1. Navigate in the top menu to **'Charge cards'**
2. From the **'Overview of charge cards'** section, click on **:** next to the charge card you want to block
3. Select **'Block'**
4. Choose the reason why you want to block the card. Some options will be supplied, but if you can't find anything relevant, choose **'Other'**, and write down your reason for blocking the card
5. Click **'Block card'** to stop users from charging using that card

To unblock a card

1. Navigate in the top menu to **'Charge cards'**
2. From the **'Overview of charge cards'** section, click on **:** next to the charge card you want to unblock
3. Select **'Unblock'**

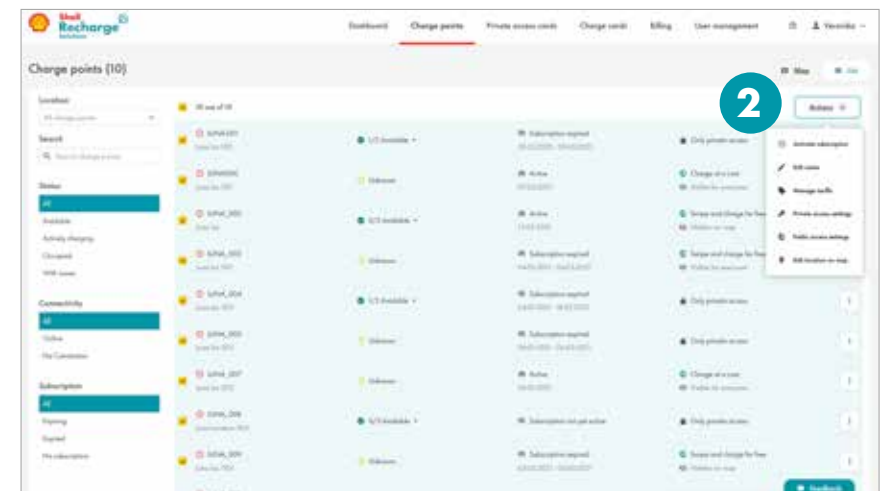
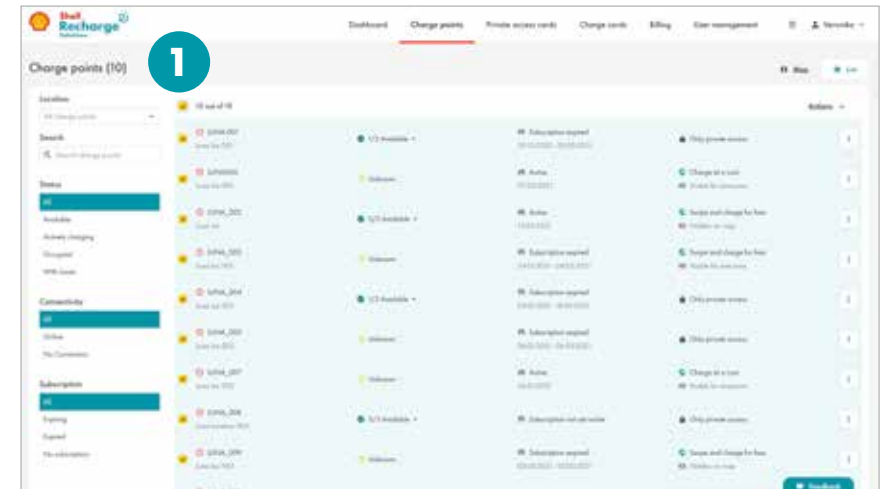
This card will immediately be available to use for charging.



How to take bulk actions

To make managing large EV charging infrastructures easy, Business Hub allows you to process changes at a large scale and apply actions in bulk.

To apply multiple actions at once, use the checkbox. When opening up the settings of a part of your EV infrastructure, whether that is a charge point or a charge card, you can find a checkbox on the left side of the element. You can either manually select the elements from the list, or check the box next to the heading, to select all. Next, choose your preferred settings and click **'Apply'** to apply the changes to all selected units at once.



Leveraging insights from Business Hub

Business Hub enables you to monitor, analyse and control all aspects of EV charging at your company. Learn how to get the most out of your EV infrastructure by leveraging charging insights and optimising charge point utilisation.



Dashboard

The dashboard of Business Hub gives a quick overview of your charging infrastructure, both for monitoring and analysis.

Get insights into the status of charge points, your charge point occupancy, the usage of charge points at your different locations and download reports to share data.

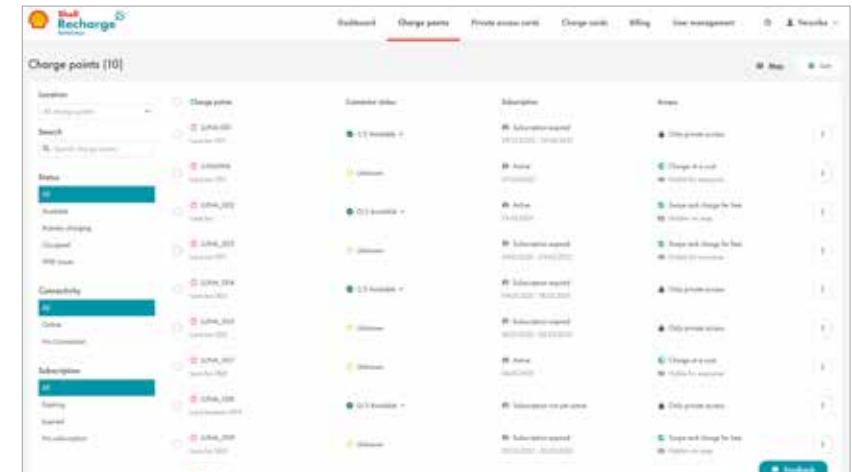
In the top section of the dashboard, you see a short summary of the overall statuses of your charge points at the charge location you filtered for. The coloured blocks show at a glance if a charge point is available, charging, occupied, in failure or offline, allowing you to quickly see if action is needed. By clicking on these numbers, you will see a list of the concerning charge points.



Charge point monitoring

Current status of charge points

- **Actively charging**
Charge points that are charging at this moment.
- **Occupied**
Charge points that are occupied, but not charging.
- **Available**
Charge points that are available for charging.
- **Issues**
Charge points that have issues.
- **Offline**
Charge points that do not temporarily allow start of a public charging session. Starting a private and AutoCharge session as well as continuing or ending any running charging session is possible even if a charge point is Offline.
- **Charge points waiting to sync**
The number of charge points that have no internet connection.
- **Subscription status**
The number of charge points of which subscriptions need to be renewed or activated.



Charge point monitoring

The second part of the dashboard shows you how your charge locations have been performing over time.

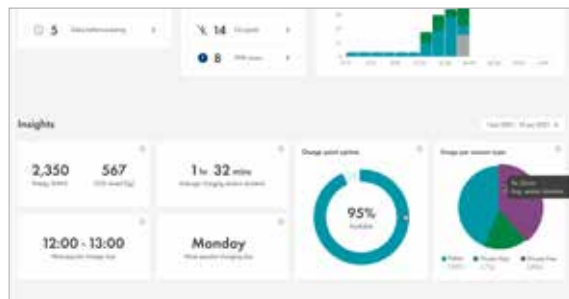
By default, the past 7 days are selected, but by clicking the calendar you can select the period you want to know more about. Use the top right filter to select the locations you want to view data from.

Occupancy today

View your charge point occupancy, broken down by the statuses charging and not charging.

Charge point occupancy

The data and insights from Business Hub, specifically the charge point occupancy section, can help you determine if the size of your charging infrastructure per location is still right, or whether it is time to scale up. Filter on a representative period of time and filter on location to specify your data further. Hover over the past performance graph to see the total percentage of time your charge points were in use. Generally, it is time to start scaling up when your charge points are used > 75%.



Location occupancy

Get insights into the occupancy of your charge points across your charging locations. This heatmap helps you get insights into how active your locations and charge points are, and on which days of the week. Discover charging patterns at locations and signal where charge points need to be checked - e.g. if something is blocking their way.

Reporting

Through your online dashboard, you can create customised reports on charging related information and download them for your own administration or tax declarations. To create such a report, go to the dashboard, navigate to charge sessions and click '**Download**' in the right-hand corner. Available in PDF as well as Excel.

The spreadsheets contain the following information:

- Charge point at which session took place.
- The serial number of charge point.
- Session start time, end time and duration.
- Session charge location.
- Session type (public or private, paid or free).



Reporting on cards

1. **Log on to your Business Hub account. Go to business.shellrecharge.com and fill in your username and password.**
2. **Navigate in the top menu to 'Dashboard'**
3. **Scroll down to 'Analyse charge sessions'**
4. **Select 'Charge cards'**
5. **Select 'All charge points'**
6. **Add a date range**
7. **Select the file format**
8. **Click 'Download'**

You will get a download of all the charge sessions with the following information:

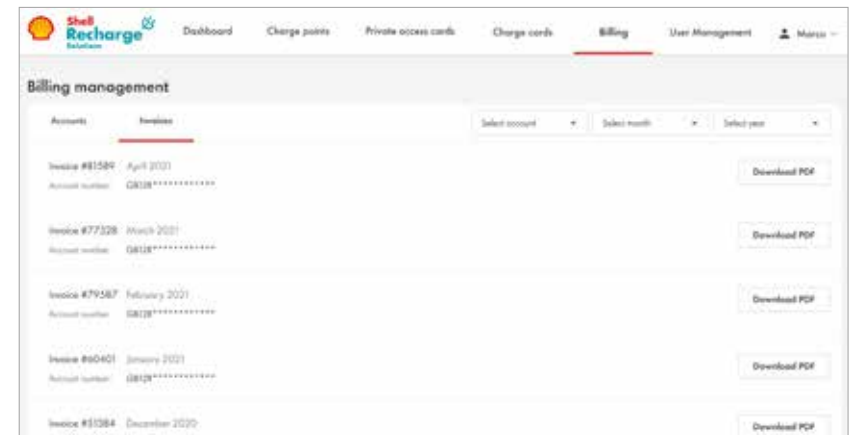
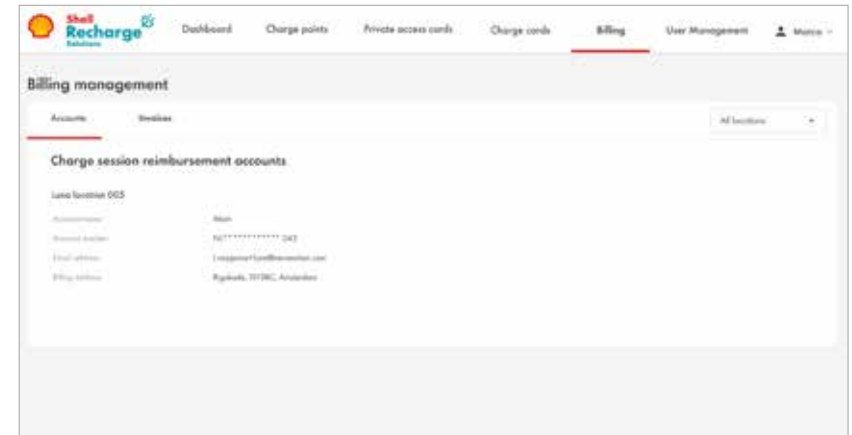
Charge session ID
Start date
Start time
End date
End time
Time zone
Duration
Energy (kWh)
CO2 saved (kg)
Charge card
Charge card label
MSP provider
Session type
Charge point location
Charge point name
Charge point serial number
EVSE ID
Amount including VAT
Currency
VAT rate



Billing management

Business Hub has a Billing section that will help you with overview and management of your payment accounts associated with your charge cards and charge points.

You can also see an overview of your invoices and are able to filter these per payment account or month and date and download them as a PDF if needed.



Support

Our team of local EV experts is available around-the-clock to support you on Business Hub. View the most frequently asked questions or use the contact details to get in touch.

We're ready to help.

Contact

If you have any other questions, please contact our customer care team at **+44 (0)20 3868 1036**.



Frequently asked questions

How much does using Business Hub cost?

Information on subscriptions, volume discounts and pricing is available through your account manager.

How many charge points can be connected?

There is no maximum number of charge points that can be connected. The Business Hub is designed to support the rollout of large charging infrastructure for businesses including retail, parking lots, office locations and more.

Is the data shown in real-time?

The Business Hub shows both real-time and historical data for your charging infrastructure.

Does the Business Hub only work with Shell Recharge charge points?

Yes, the Business Hub platform is specifically designed to operate with Shell Recharge's charge points to offer an optimal user experience. It is not possible to connect charge points from other brands.

What features will be coming in the future?

With your feedback and insights, we are always adding to the development roadmap of the Business Hub. As features are launched we will inform you about these and how your business can take full advantage as the platform develops.

Where can I find out more information on the Business Hub?

You can find more information on the Business Hub at our website. If you have any questions that are not answered here, please speak directly to your Shell Recharge account manager.

Who within my company should be using Business Hub?

The Business Hub addresses the specific needs of location management staff within your company. This covers employees who manage driver access, charge point control and make use of charging data, including energy usage and associated costs.

Does my business need training to use the Business Hub?

No, you do not need specific training in order to be able to use the Business Hub. The Business Hub is designed with your company's needs in mind, and is easy-to-use and intuitive, just like all of Shell Recharge's products and services. By all means, we are on hand to help with the platform should you ever need assistance.

How do I reset my password?

Go to business.shellrecharge.com and click '**Forgot password?**', enter your email address and click '**Request password change**'. You will receive an email with a link to reset your password.

How do I change the language of the platform?

Click on your username at the top right of the navigation bar. Select next to the  the language that is currently used and select the new preferred language. Business Hub is available in Dutch, English, German and French. The platform will immediately refresh.

If I have any queries, where do I go?

If you have an enquiry about ordering charge cards or about getting more charge points, speak with your account manager. If you have any other questions, please contact our customer care team at **+44 20 3868 1036**.

About Shell Recharge Solutions

**Shell Recharge Solutions
is Europe's leading smart
charging solutions provider
for electric vehicles.**

With experience that covers over **80,000** charge point installations across Europe, our mission is to enable everybody to drive as many kilometres as possible powered by clean energy with a focus on business and home locations.

With access to more than **600,000** charge points in 33 countries, we are one of the largest roaming networks in Europe. More than **400,000** registered drivers use Shell Recharge's charge card or app for a seamless charging experience on-the-go. As a member of the Shell group, Shell Recharge is ISO 9001 & ISO 27001 certified and proud to have played an active leading role in the industry since 2009.

