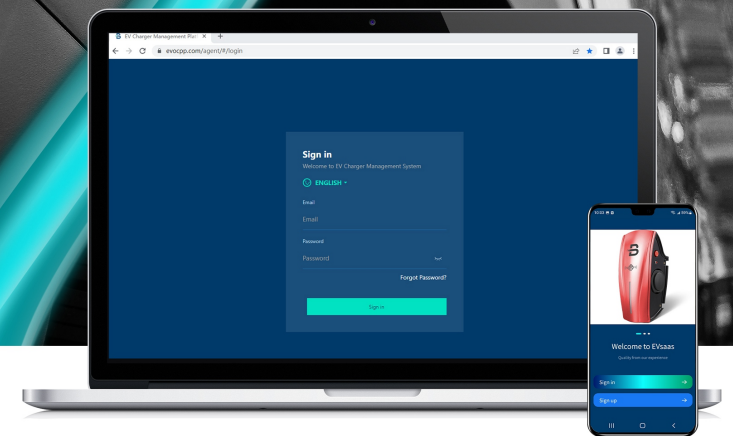# OCPP Cloud Platform Instruction Manual

WWW.BENY.COM

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VERSION: 20230412

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⊕ www.beny.com

CONTENTS

1. General Function Introduction

1.1. Functions for Platform Account

- Management of all users and RFID cards.

- The management of charging stations, including the name and basic information of different stations or projects.

- Reserve an EV charger for the end user.

- Review each of EV chargers linked to the platform, including income, user activity info on the "Home Page".

- Set the different TOP UP levels and packages for users' selection.

- Review the income and how to do withdrawal operations.

- Click the avatar in the upper right corner to modify personal information and the login password.

1.2. APP Functions

- Open the APP to scan the QR code on the EV Charger.

- TOP UP the balance

- Review the balance details.

- Review TOP UP records and charging records.

- Modify Personal Information.

1.3. The Functions of OCPP Cloud Platform

- Review the status of EV chargers.

- Management of EV chargers.

- The account owner can check the "Unregistered EV Chargers" page, clicks "Add to the Station", to select the station accordingly.

- Management of charging stations or projects.

- Management of RFID cards numbers .

- Management of all users in the account.

- Reserve a charger for the end user.

- The income and withdraws for account owner.

- Modify personal information.

2. How to Get the Account and Password of the Platform

- Please provide logo, account name you prefer, password, bank account number, tel number, e-mail to BENY.

- According to the information you provide, BENY could open an account for you

- You can log in to the platform with the email and password you provided like below picture

- If you forget the password, you can choose "Forgot Password" to reset the password.
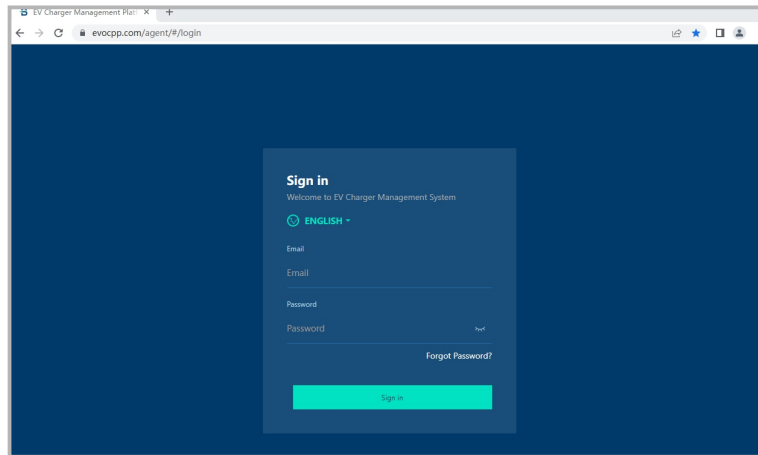
3. How to Add EV Chargers to the Account

- For BENY brand EV Chargers and platform only.

- We will add the chargers to your account before shipping.

- After sign in your account, you need to check the page of 'Unregistered EV Charger', and you will find all the chargers.

- ⓘ Note: EV Charger ID - EV Charger Code, Connector Number--Connector ID


4. How the Account Owner Activates EV Charger after the Installation

- After signing in the account, Find the page of 'Management of Station', then Click 'Add' button to build a new station.
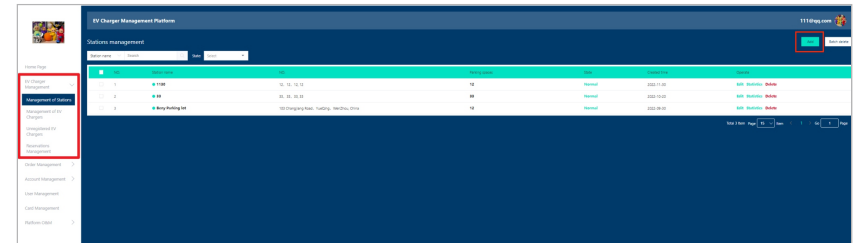

- Please fill in some basic information, such as 'Time Zone', 'Electricity Price Rate', the Station could have many Chargers.

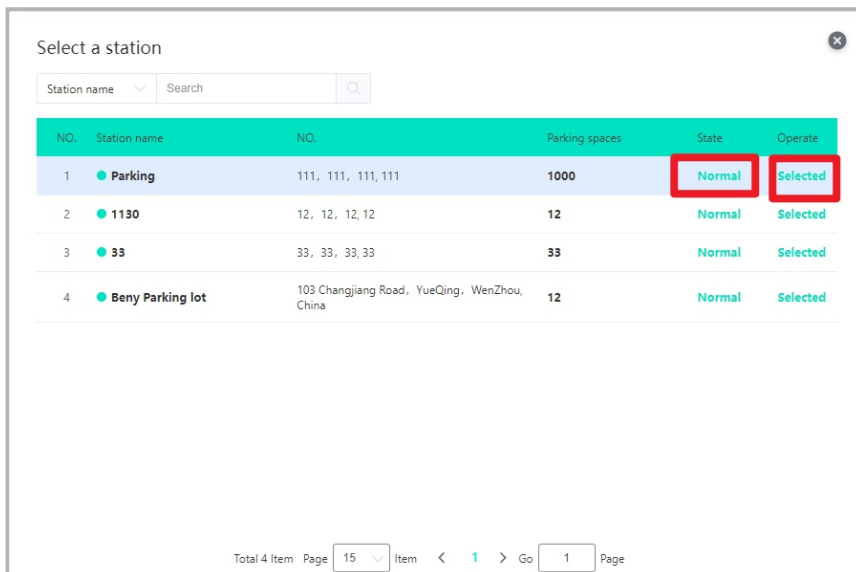- ⓘ Note: The 'Time Zone' is very important, it will influence the time and the calculation of the price
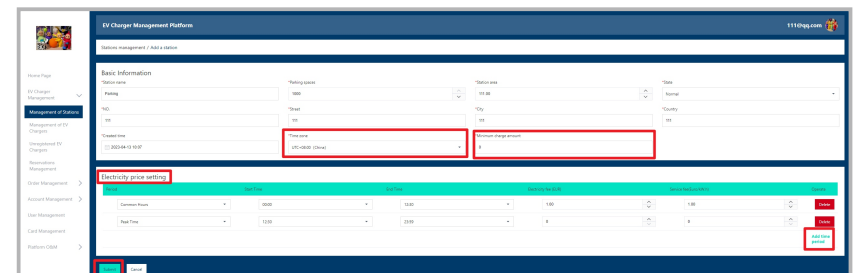
- Go to the page of 'Unregistered EV Charger', and add the chargers to the new station you selected by clicking 'Add to the Station'.
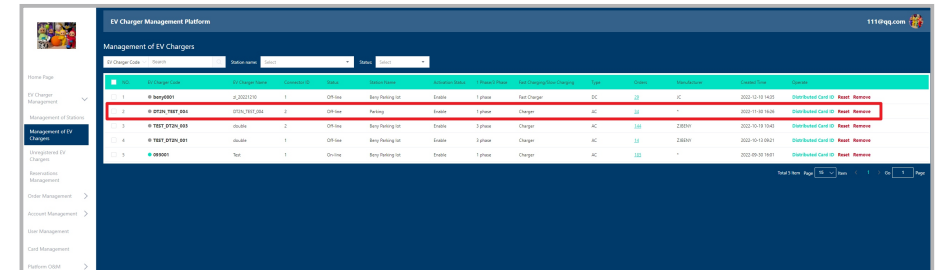
- ⓘ **Note:** please ensure the Station is working as normal.
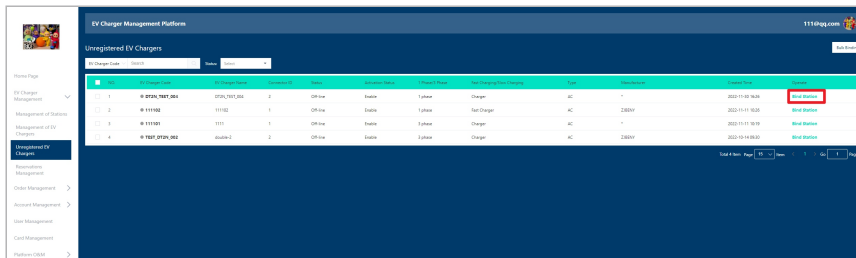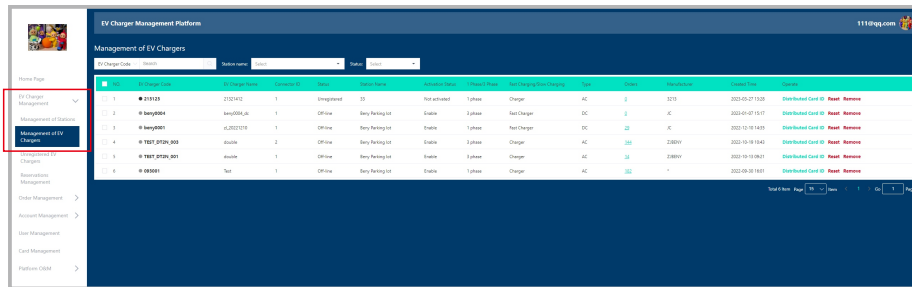

Step-1

Step-2

Step-3

- After added the EV Chargers to the Station, please configuration the internet connection according to the manual of 'OCPP Configuration', then the EV Chargers could be connected to our platform.

- After the configuration, you can download the end user APP and login by scanning the QR code with your mobile phone to test.

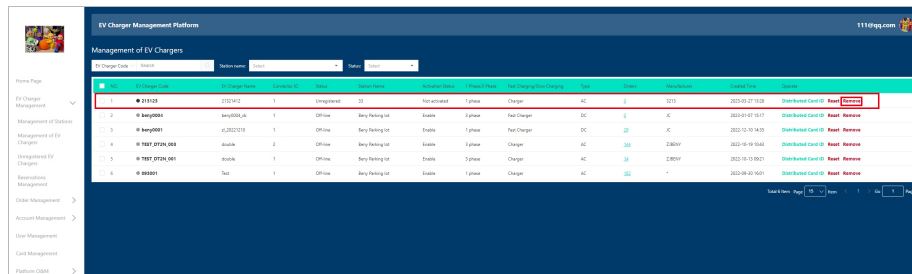 Process: Add a new Station--->Add EV Chargers to the Station--->Configuration--->Test.

5. How does the agent remove EV chargers from station

- Click on the "EV Charger Management"

- Click on the "Management of EV Chargers"
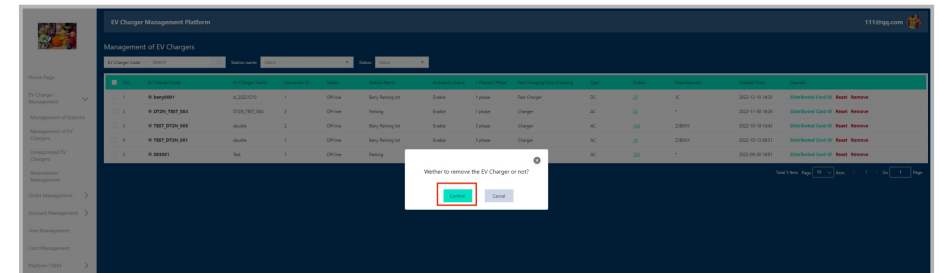

Step-1-2
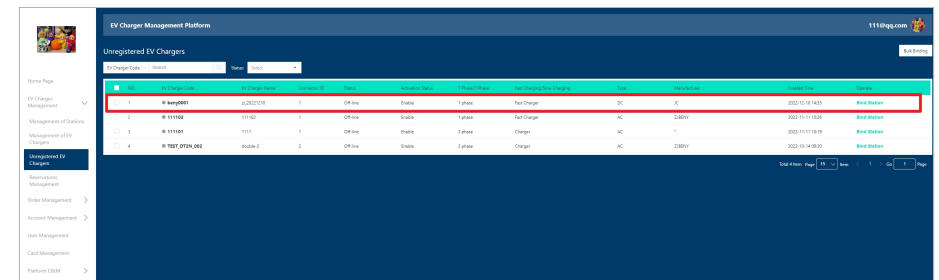
- Find the target charger

- Click to remove

Step-3-4

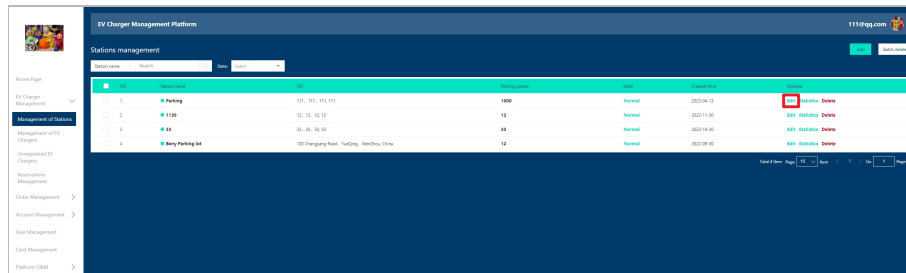- You will find it on the list of "Unregistered EV Chargers" after its removal


Step-5

Step-5

6. How Account Owners Set Electricity Price Rate

- The account owner logs in the management platform through the website, and enter the "Management of Stations" page.

- Select a station that you want to set the electricity Price Rate and click "Edit".

Step-1-2

- After the electricity price rate setting, click "Add time period" in the lower right corner, set the relevant content in it, and click "Submit" to complete the electricity price rate setting.
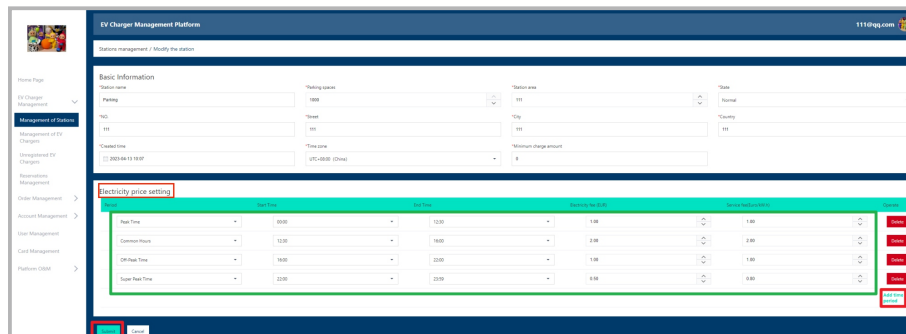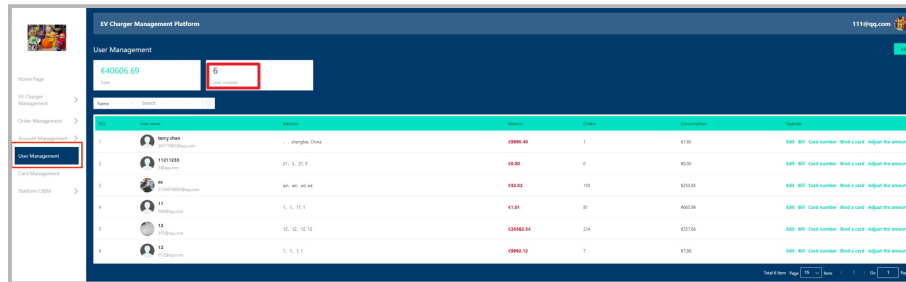

Step-3

7. How Account Owner to Get Users

- After users download the APP and log in.

- Scan the code on charger to use the charger.

- This user will be listed to the account owner that owns the charger.

## 8. How Account Owner Gets Income and Withdraw

- Ensure there are users under the account.

- The user scans the charger and uses the EV charger under the account.

- The actual amount of the user's charging consumption is the income to the account owner.

- The account owner logs in the management platform and clicks to enter the "Financial Management" page.

- The account owner can see their income, enter the withdrawal amount, and click "Confirm".
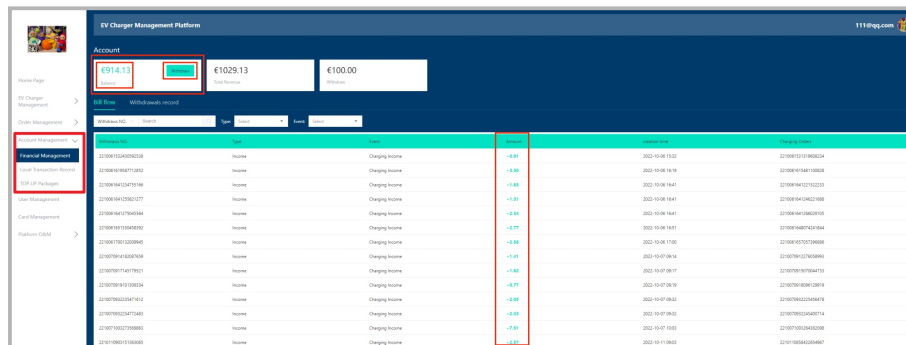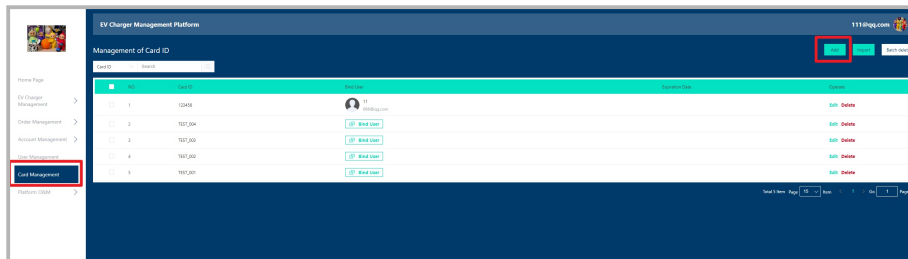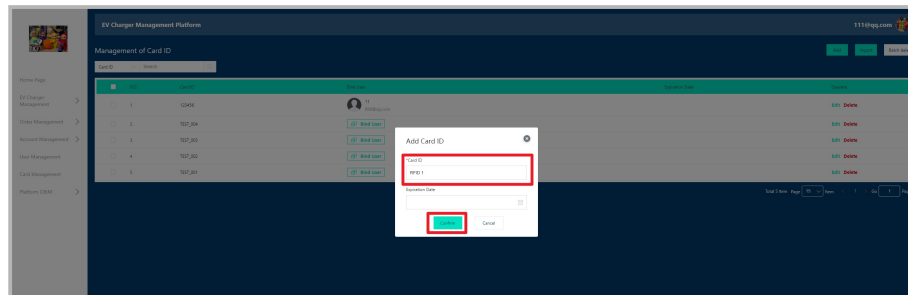

Step-1
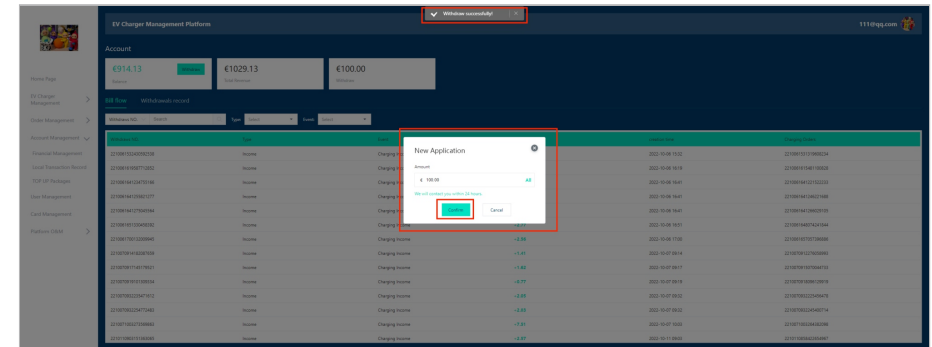
Step-2

- The withdrawn amount will be credited to the bank account number provided by the platform account owner.

9. How Account Owner Links Offline Cards to One User

- The account owner logs in the platform.

- Enter the " Cards List" page, click "New" to configure an offline card.
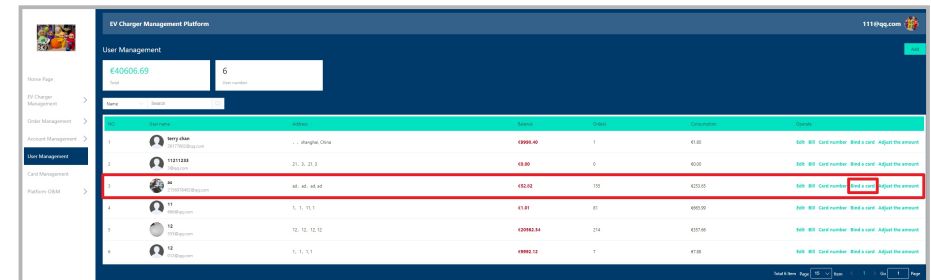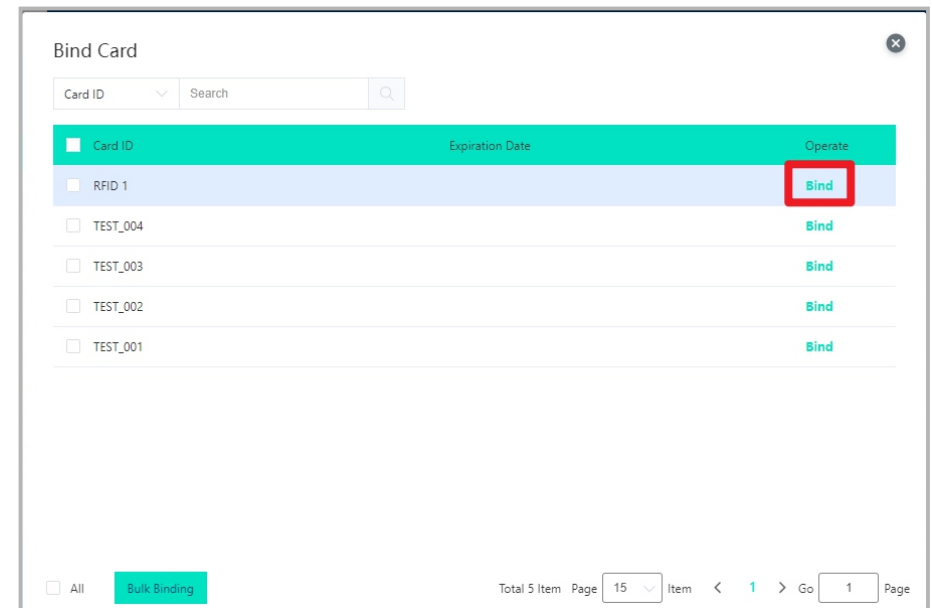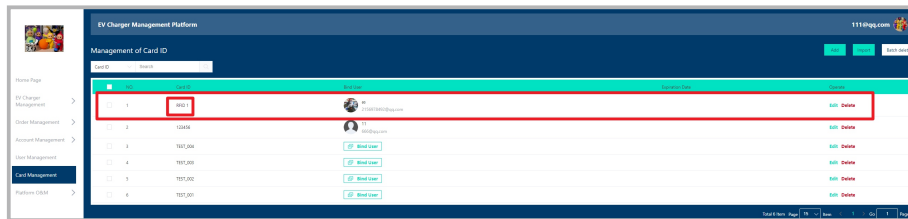

Step-1

Step-2

- Click to enter the "User Management" page.

- Find the user and clicking "Add a card".   Then, select the card number accordingly and click to binding to complete successfully.
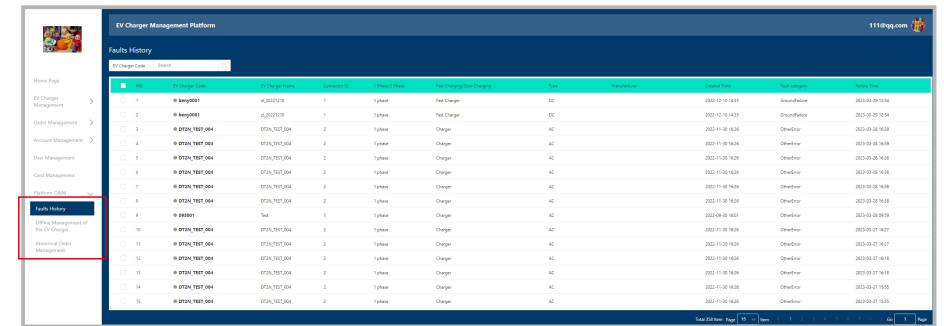

Step-3

Step-4

Step-5

ⓘ Notes of Offline Cards: Recommend to use the user own offline card to swipe the card to end the charging when the user scans the code for the first time to start charging so that the EV charger can identify this offline card. When the charging pile is not connected to the Internet, users can swipe the offline card to charge the car.

Caution:
a. An offline card can only be bound to one user, while a user can have many offline cards 17
b. The user can use the offline card to swipe the card to charge when the EV charger is not connected to the network. Meanwhile, the amount consumed by the user for offline charging will be automatically deducted from the user's wallet balance.
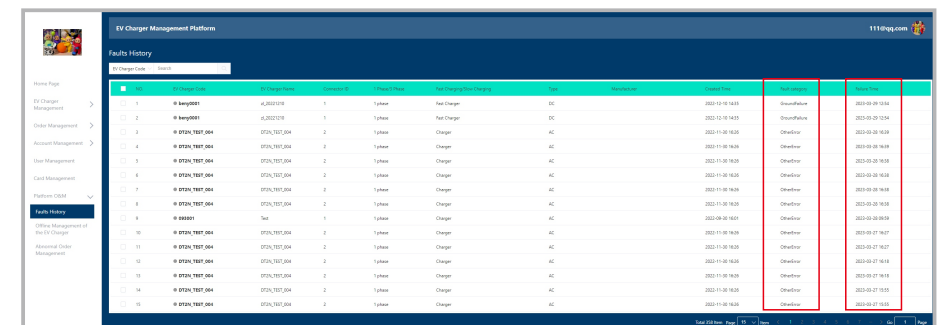
10. How do the agents view the fault history
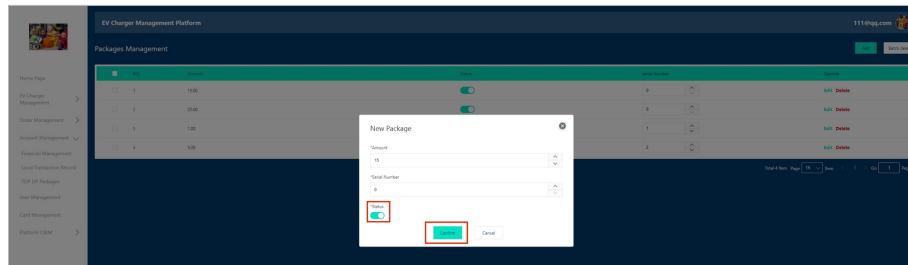
- Click on "Platform O&M"

- Click on "Faults History "

Step-1-2

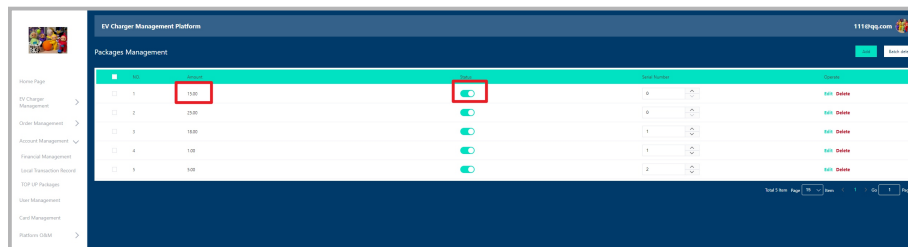- You could check record about fault category and fault time of all EV chargers in the fault history list.

Step-3

11. How to Find Charging Order Information

11.1. Find the Information of the Charging Orders

a. Log in the platform and click to enter the "Charging Order" page

b. Search the charging order number

c. Review the charging order details

11.2. Find the Information of Top up

- Logs in to the background and enter the "TOP UP Orders" page

- Search by nickname or order number (Filter the time period by clicking the filter icon and check previous orders)

- Find the corresponding TOP UP order information

12. How to Set up Users' Top up Package

- Logs in to the platform through the website

- Enter the "TOP UP Packages" page

- Click "Add" in the upper right.

Step-1

Step-2

- States" must be ON (i.e., the color of button from gray to green)
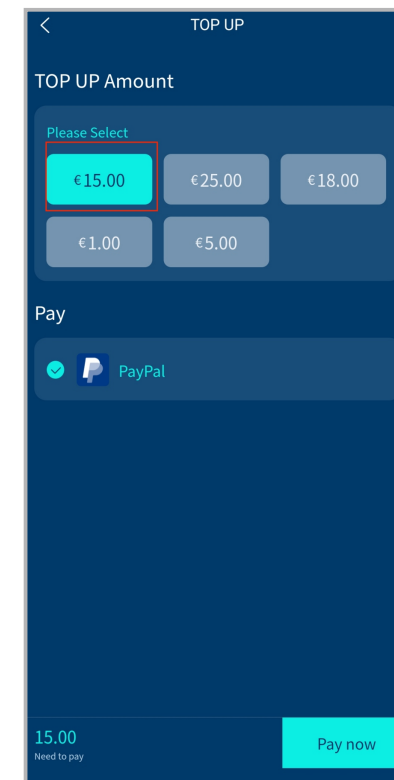

Step- 3

Step- 4

- Click "Confirm" to add the amount can be selected.

① Note:

After the account owner sets a new recharge package in the background, there will be a corresponding display on the page when the user recharges using the APP.

Step- 5

13. How does the agent view the local transaction record

- Click on "Account Management"

- Click on "Local Transaction Record"

Step-1-2

- The specific amount of the EV drivers' offline recharge and charging consumptioncan be viewed on page"Transaction Enquiry".

Step-3

14. How to notify the agent when EV Chargers turn into an offline state

- Click on "Platform O&M"

- Click on "Offline Management of the EV Charger"

Step-1-2

- Tick the EV chargers that need to receive offline notification.

- Open the offline timeout notifications in the upper right corner

Step-3-4

- Set offline time more than 10 minutes in a pop-up window

Step-5

Step-5

- If the EV charger is in an offline state more than 10 minutes, the agent will receive an email that notify the EV charger has been offline.

Step-6

15. How do the agents handle abnormal orders

- Click on the "Platform O&M"

- Click on the "Abnormal Order Management"
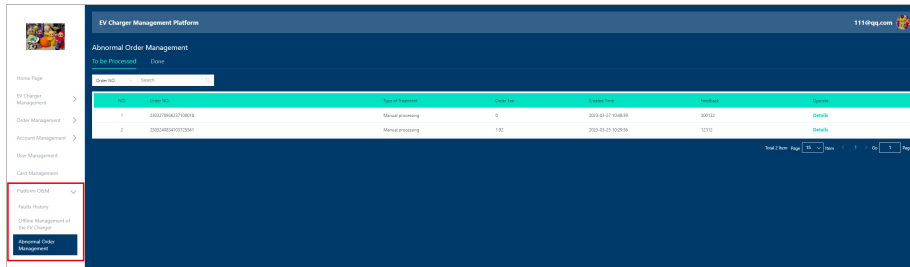
Step-1-2

- Find its data according to the abnormal order number reported by the user

- Click on the "Details" for more
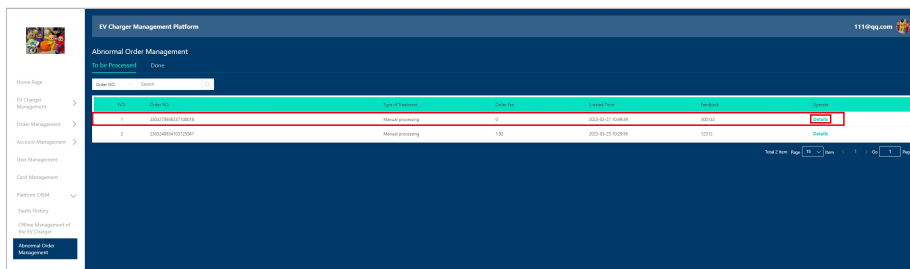
Step-3-4

- Find the "Type of Deduction"

- **The First Way:** Select the order fee---the actual charge of the user---and then click "Submit". The amount of the user's charging consumption will be deducted accordingly.
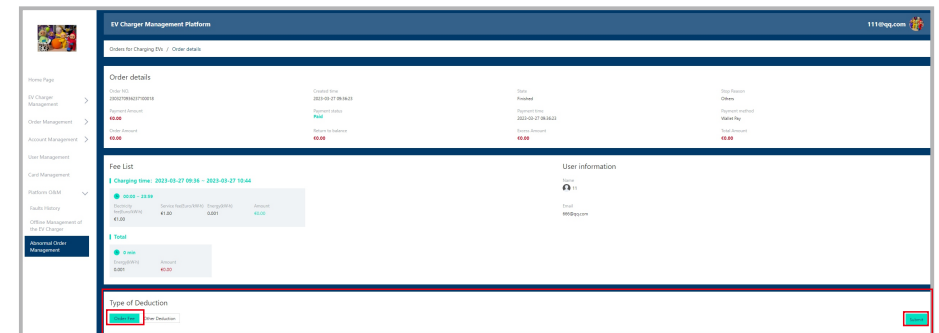
Step-5-6

- **The Second Way:** Select other deductions, input the corresponding deduction amount(It not only deducts the actual amount of the user's charging consumption, but also deduct the additional cost)and click "Submit".
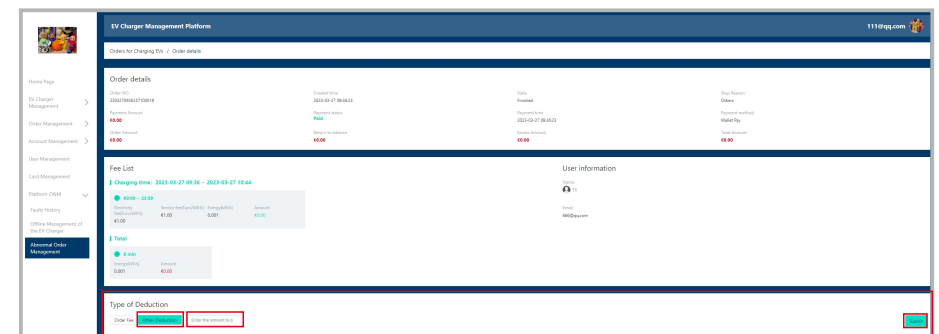
Step-7

16. How to Solve the System Fault

- If you cannot open web page or words such as 404 appear on the page, please check following as: The account owner needs to check whether the computer network connection is normal; The account owner needs to check whether the browser input web address is correct. If you follow the steps above and still cannot solve the problem, please contact the BENY administrator in time.

- If there is an indication abnormal in the system page such as network errors: The account owner needs to check that the operation steps are correct; The account owner needs to check the data input and validation. If you follow the steps above and still cannot solve the problem, please contact the BENY administrator in time.

17. How to Download the APP

For Android users, they can download and install EVsaas by searching "EVsaas" in Google Play.

For Apple users, they can download and install "EVsaas" by searching "EVsaas" in App Store.
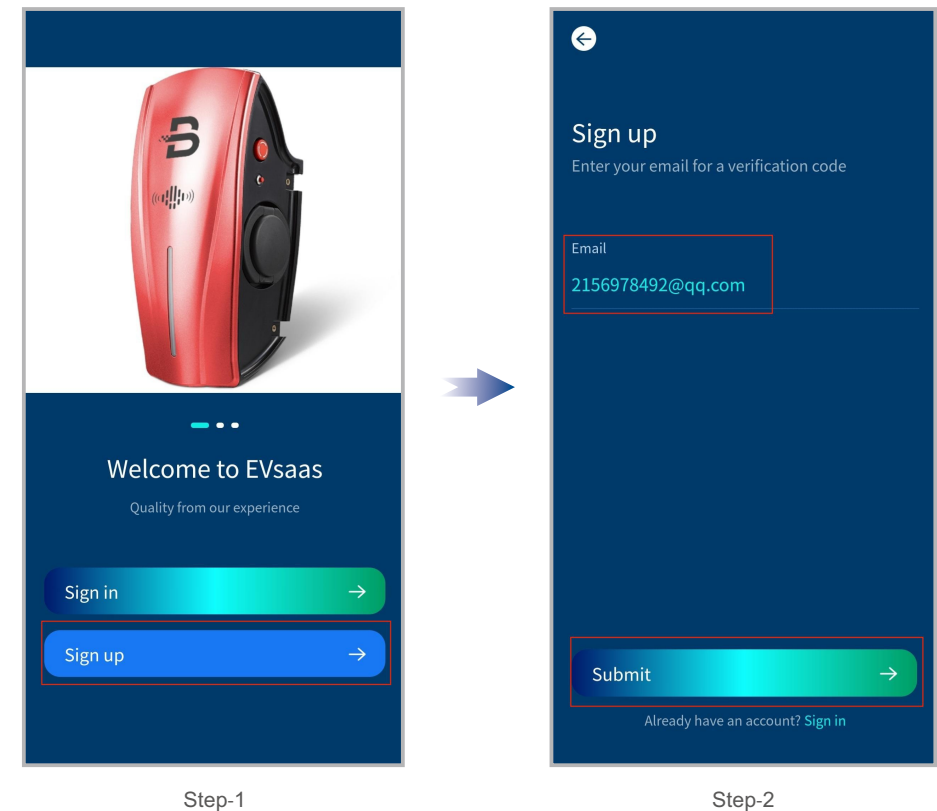

18. How to Sign up an Account of APP

18.1. Following steps of Sign up an account of APP.

- Click "Sign up" on the front page.

- Enter the correct email address and click Submit

Step-1

Step-2

- Enter the "Set Information" page and send the verification code to the email address. After entering the relevant information, such as the email verification code, password, full name and address, click "Sign up"

- Go back to the "Login" page when the successful registration prompt pops up

Set up information
Please edit your information

Verification code   56s
Verification code   Resend

Password
Password

Full name
Full name

Address
Apt/Suite/Other   Street

City   Country

Sign up

Have an account already? Sign in

Step-3

Set up information
Please edit your information

Verification code
4557   Send

Password
• • • • •

Full name   Signed up!
as

Address
ad   ad

ad   ad

Sign up

Have an account already? Sign in

Step-4

ENGLISH ▼

Sign in
Welcome back!

Email
Email

Password
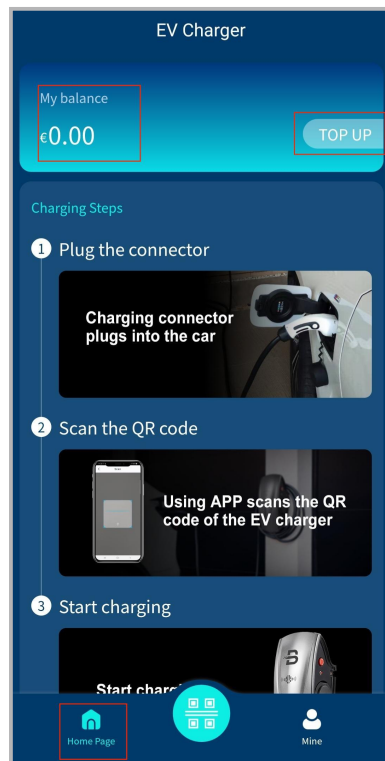Password

Forgot Password?

Sign in
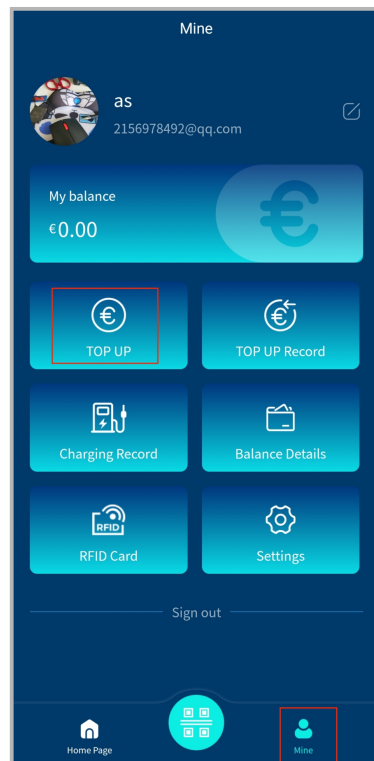
Don't have an account yet? Sign up

Step-5

19. How to Top up the Balance

19.1. How to Top up Online

- Logs in the App
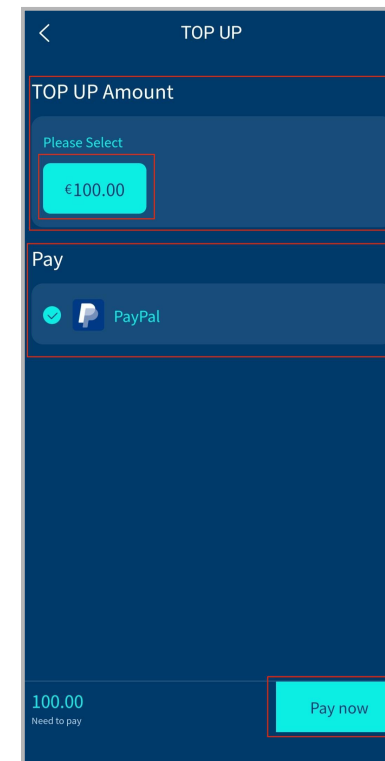
- Click "TOP UP" on the "Home Page" or "My" page

Step-1

- Enter the "TOP UP" page

- PayPal Select the TOP UP amount and payment mode: Paypal

- Click "Pay Now"

Step- 2

- To PayPal payment web page

- If the user does not have a PayPal account, they need to register a PayPal account firstly.

Step-3

- The balance will automatically refresh after TOP UP successfully.

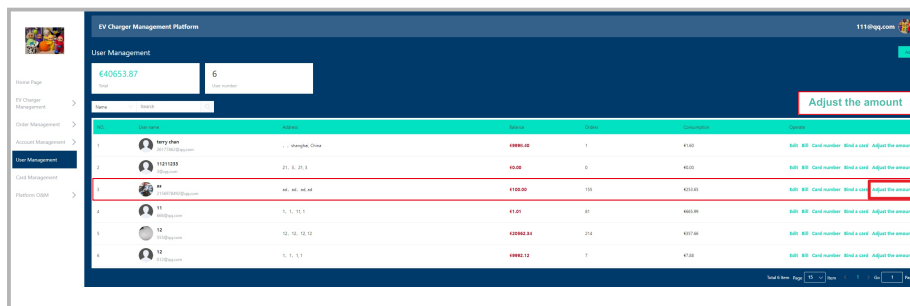Step-4

19.2. How to Top up Offline

- EV drivers make payment to agent offline

- The Agent logs in to "EV charger management platform" by PC side.

- Click "Users Management" and find the target EV driver.

- Click "Adjust the amount"to modify the balance of the target EV driver's account.

- Enter to"Balance Change"page

- Choose the options named"Top up the balance"and enter the amount.

- Click "Confirm" and complete top-up.Afterward, the page automatically turns to the Users Management Platform.

- The EV driver 's balance will increase by top-up from the agent side.

Eg:

The user could see information about the amount "My balance" by APP side.

The EV driver named "as" topped up 100 euros online through PayPal, and then recharged 100 euros offline.

Finally, the total balance would be 200 euros.
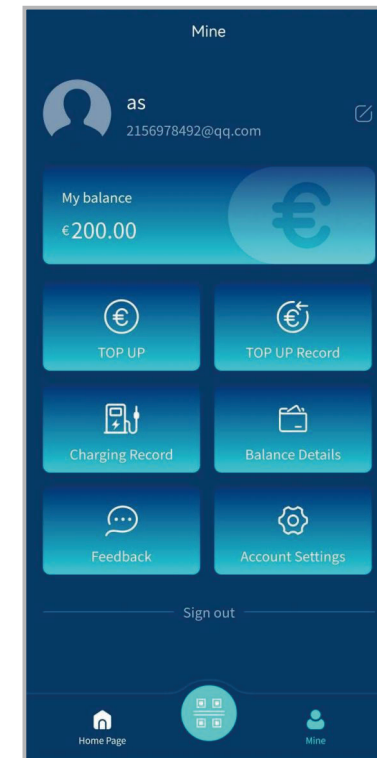
20. How to Start the Charging and End the Charging

20.1. Start charging

- The user logs into the app. If there is no balance in wallet, the user requires topping up firstly and make sure wallet balance is sufficient.

- Scan the QR code by app on the EV Charger or type EV Charger ID to choose Connector A or Connector B to enter the "EV Charger Information" interface.

ⓘ Note:If the EV charger is single socket,you need to choose Connector A;if the EV charger is dual socket,Connector A on the left, Connector B on the right.
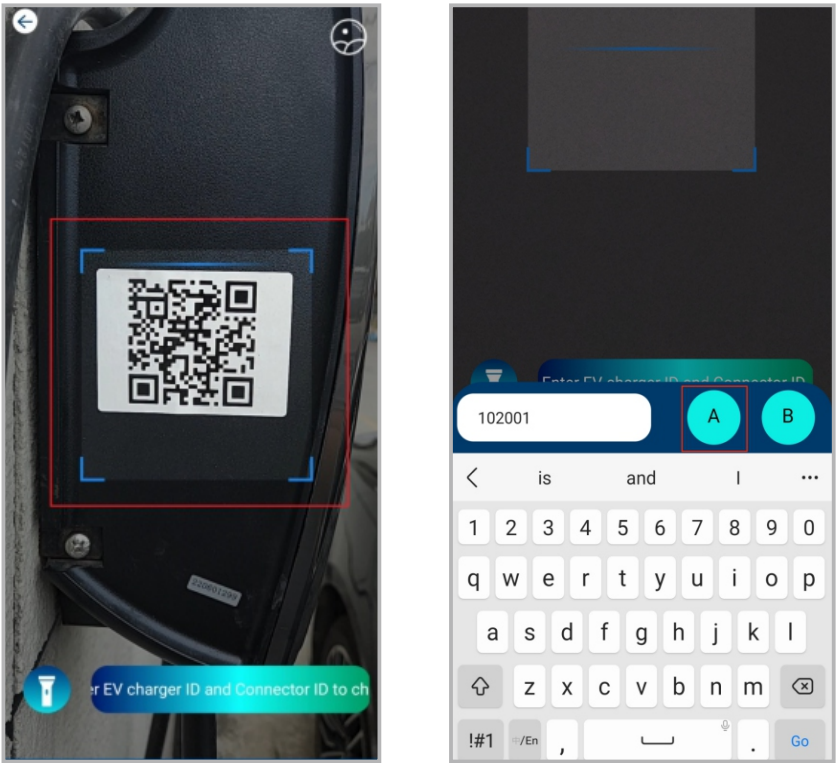
Step-1

Step-2

ⓘ Note:
APP should be allowed to use the camera before scanning.
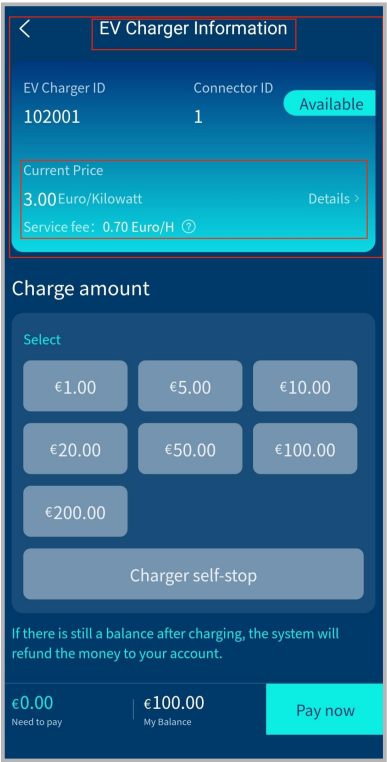
- Find an available charger and plug the connector with EV. Select "Charge Amount" or "Charger self-stop", and click to pay and start charging.

EV Charger Information

EV Charger ID Connector ID [Available]
102001 1

Current Price
3.00 Euro/Kilowatt Details >
Service fee: 0.70 Euro/H ⓘ

Charge amount

Select

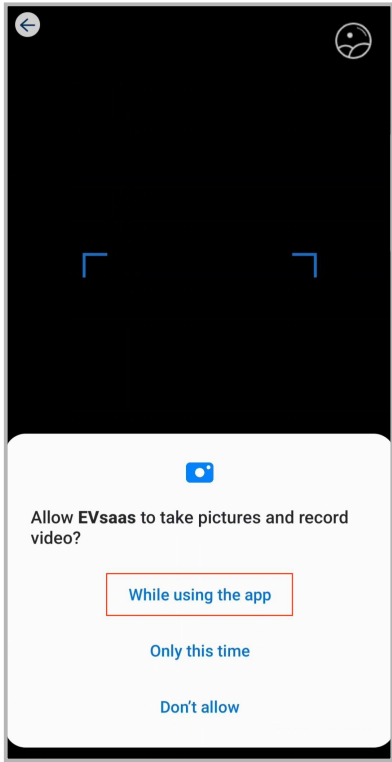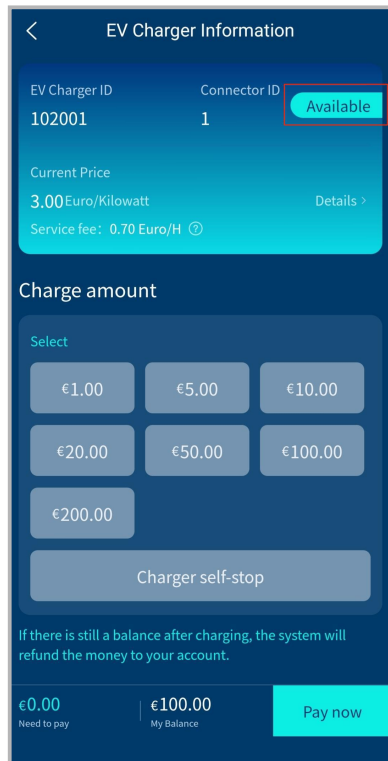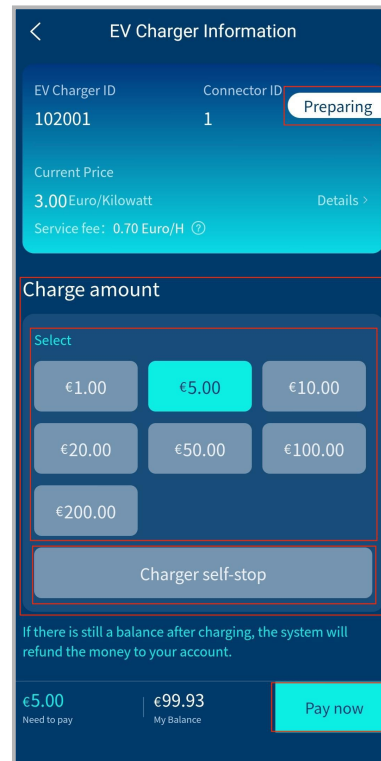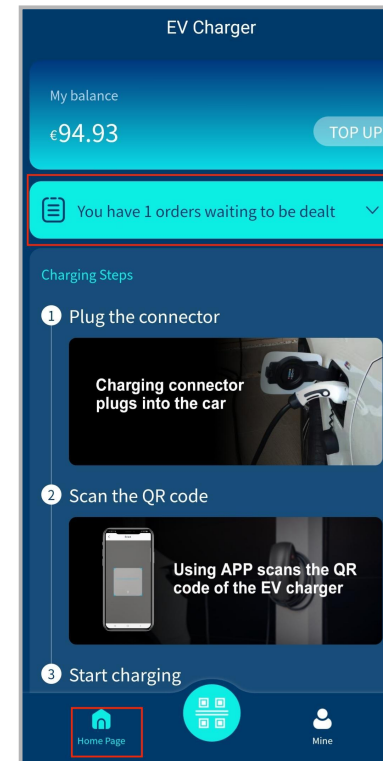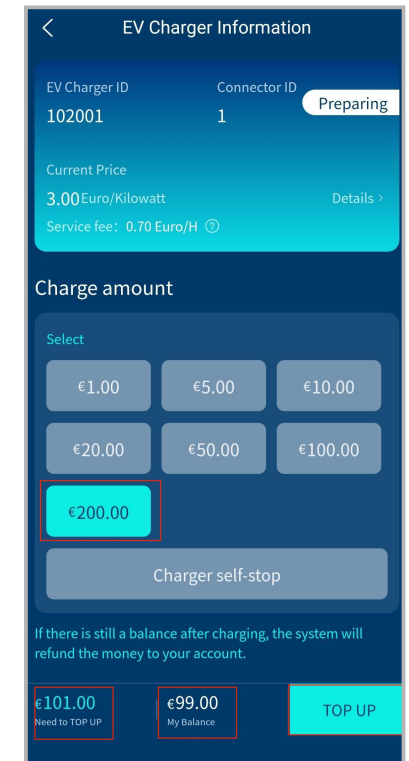| €1.00 | €5.00 | €10.00 |
| €20.00 | €50.00 | €100.00 |
| €200.00 | | |

Charger self-stop

If there is still a balance after charging, the system will refund the money to your account.

€0.00 €100.00 Pay now
Need to pay My Balance

Step-1

EV Charger Information

EV Charger ID Connector ID [Preparing]
102001 1

Current Price
3.00 Euro/Kilowatt Details >
Service fee: 0.70 Euro/H ⓘ

Charge amount

Select

€1.00	€5.00	€10.00
€20.00	€50.00	€100.00
€200.00		

Charger self-stop

If there is still a balance after charging, the system will refund the money to your account.

€5.00 €99.93 Pay now
Need to pay My Balance

Step-2

- You can find a charging order record back to the home page.

EV Charger

My balance
€94.93 TOP UP

You have 1 orders waiting to be dealt ⌄

Charging Steps
① Plug the connector
Charging connector plugs into the car

② Scan the QR code
Using APP scans the QR code of the EV charger

③ Start charging

Home Page Mine

Step-1

EV Charger Information

EV Charger ID Connector ID [Preparing]
102001 1

Current Price
3.00 Euro/Kilowatt Details >
Service fee: 0.70 Euro/H ⓘ

Charge amount

Select

€1.00	€5.00	€10.00
€20.00	€50.00	€100.00
€200.00		

Charger self-stop

If there is still a balance after charging, the system will refund the money to your account.

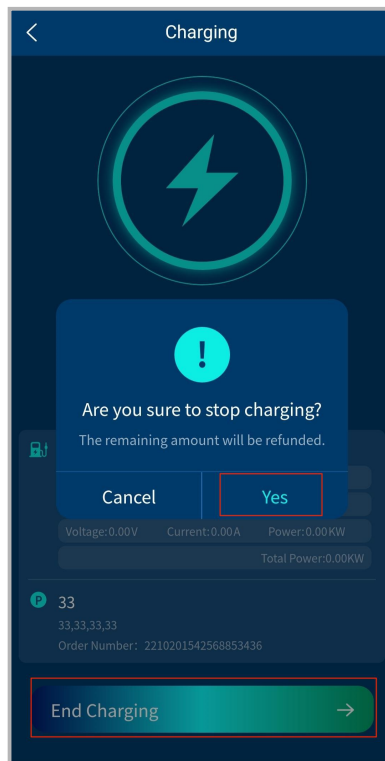€101.00 €99.00 TOP UP
Need to TOP UP My Balance

Step-2

ⓘ **Note:** When the selected charging amount is greater than the wallet balance, the button"Pay Now" will change to the button "TOP UP Now". You need to click the "TOP UP" and finish the recharging.
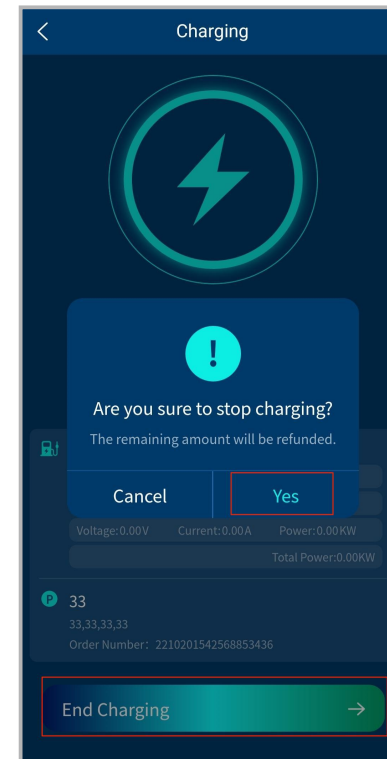
20.2. End of Charging

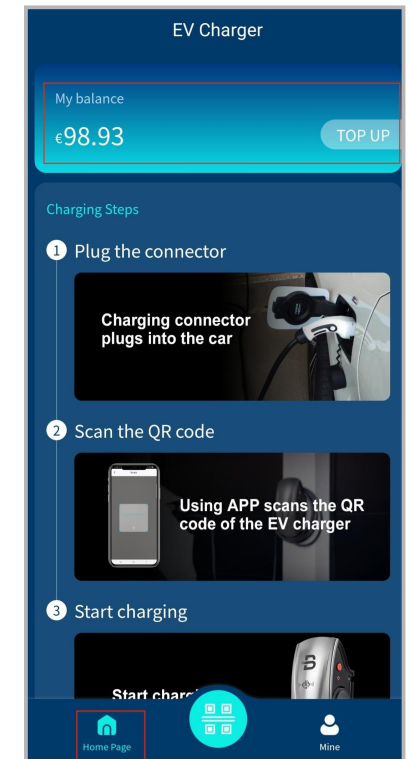- The charging can be finished on the APP, or by pulling out the connector during the charging process.

Charging

Are you sure to stop charging?
The remaining amount will be refunded.

Cancel   Yes

Voltage:0.00V   Current:0.00A   Power:0.00KW
Total Power:0.00KW

33
33,33,33,33
Order Number: 2210201542568853436

End Charging

Step-1

- The remaining charging amount will be returned to the balance of the wallet If the user ends charging their car at midway by themselves .

Charging

Are you sure to stop charging?
The remaining amount will be refunded.

Cancel   Yes

Voltage:0.00V   Current:0.00A   Power:0.00KW
Total Power:0.00KW

33
33,33,33,33
Order Number: 2210201542568853436

End Charging

Step-2

EV Charger

My balance

€98.93   TOP UP

Charging Steps

1 Plug the connector

Charging connector
plugs into the car

2 Scan the QR code

Using APP scans the QR
code of the EV charger

3 Start charging

Start char...

Home Page   Mine

Step-3

- The EV charger will automatically stop charging if the user chooses "Charger self-stop". After the electric car is fully charged, the amount will be automatically deducted.

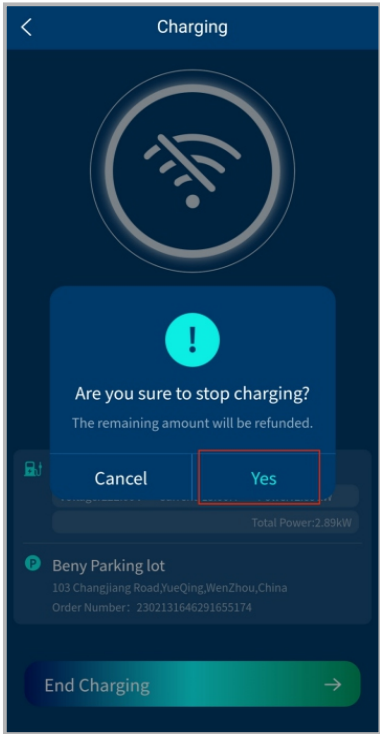## 20.3 How the End Users to end the abnormal order

When an abnormal order is generated during the charging process, the user need to fill in the feedback according to the actual situation and click "Submit" to end the abnormal order.
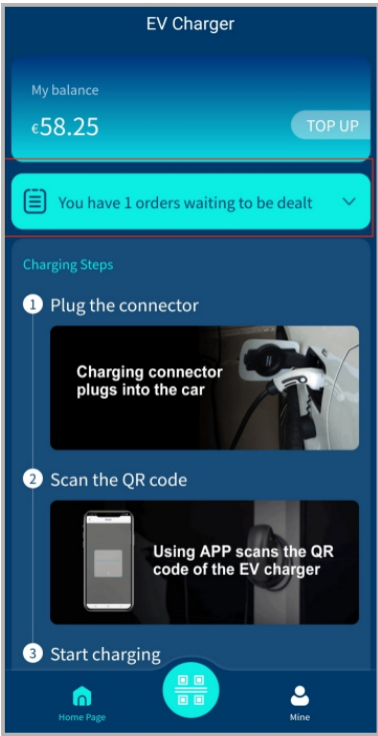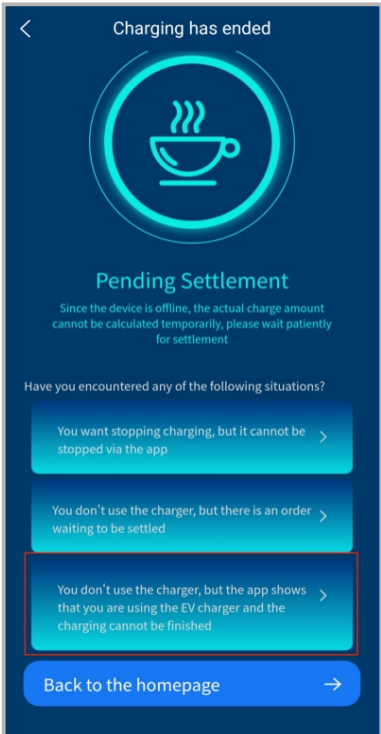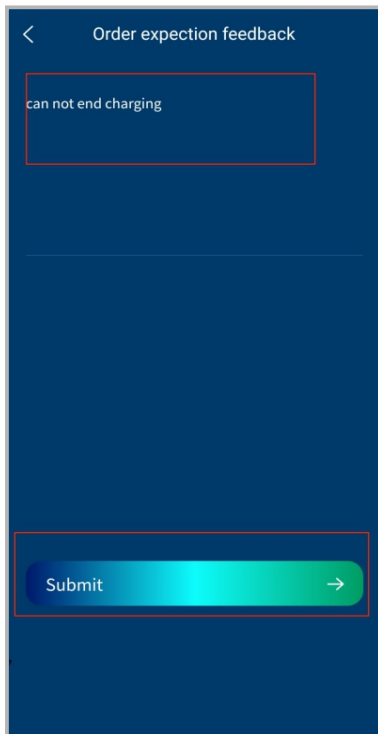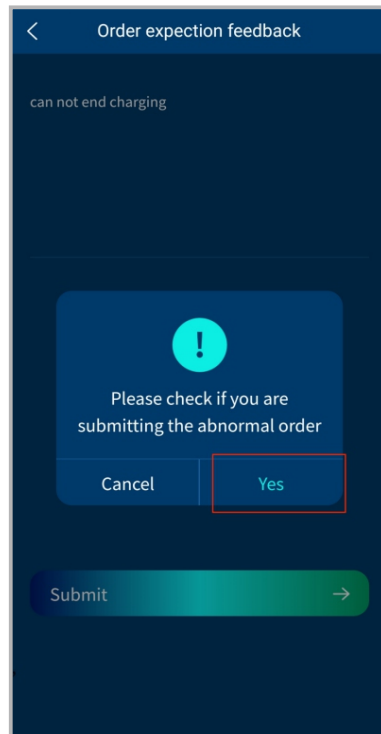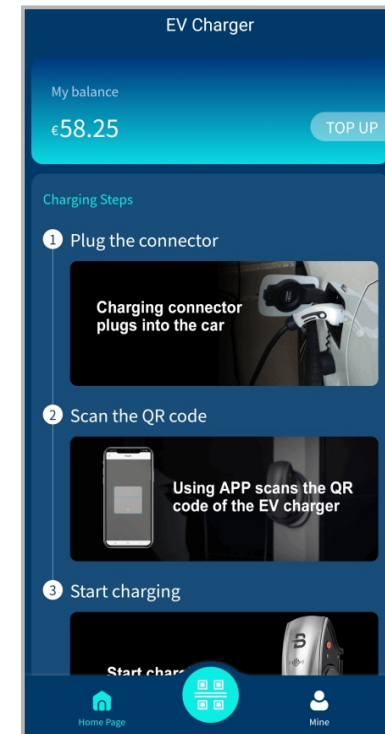
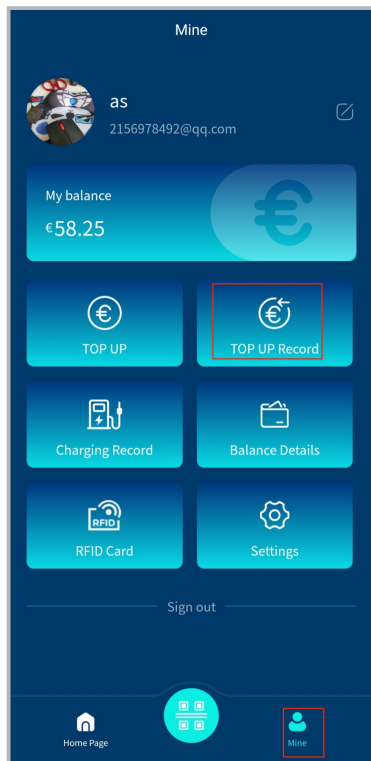Step-1
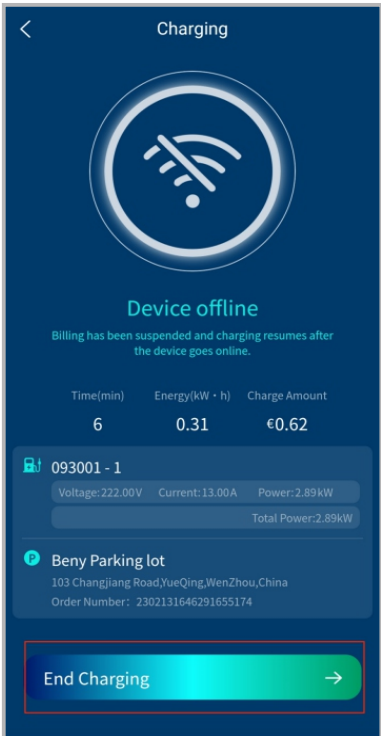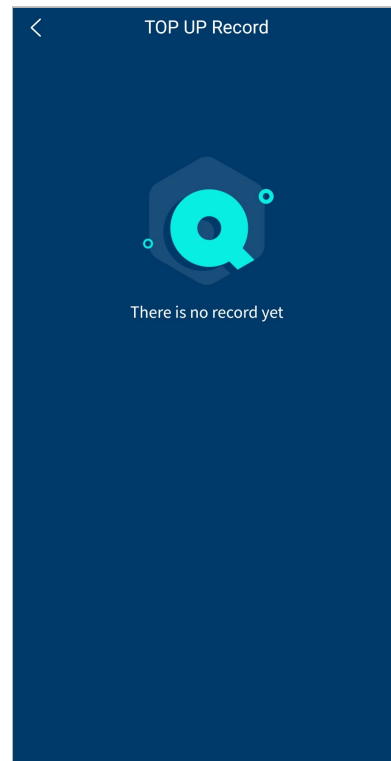
Step-2

Step-3

Step-4

Step-5

Step-6

Step-7

21. How to Find Top up Records

21.1. Review the TOP UP Records.

- The User logs in the APP
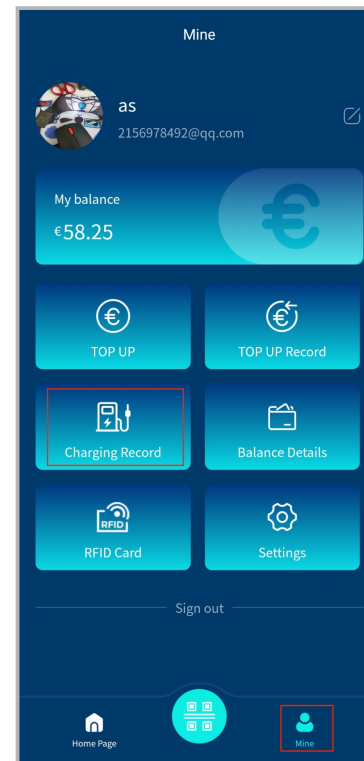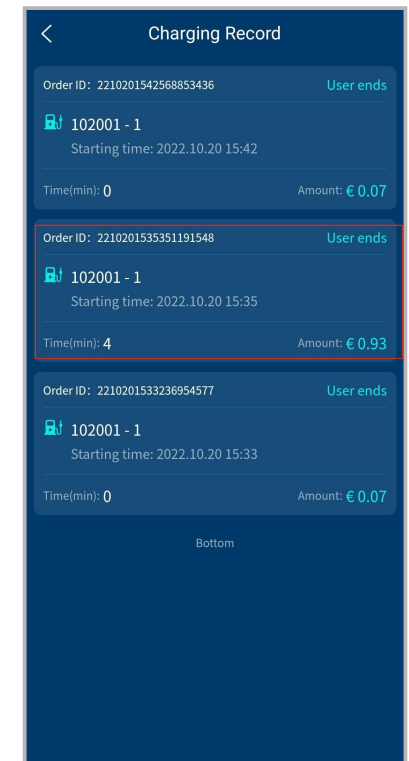- Click on "Mine"
- Click "TOP UP Records"
- Find the TOP UP records on the page

Step-1

Step-2

21.2. Find Charging Records

- Users can log in to the APP and click "Mine"
- Click "Charging Records"
- Enter the charging records page
- Users can browse all charging orders on the page
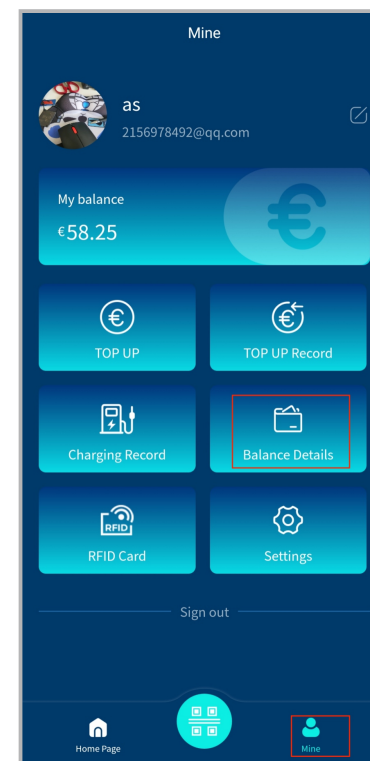- View the details of one order by clicking the order.

Step-1

Step-2
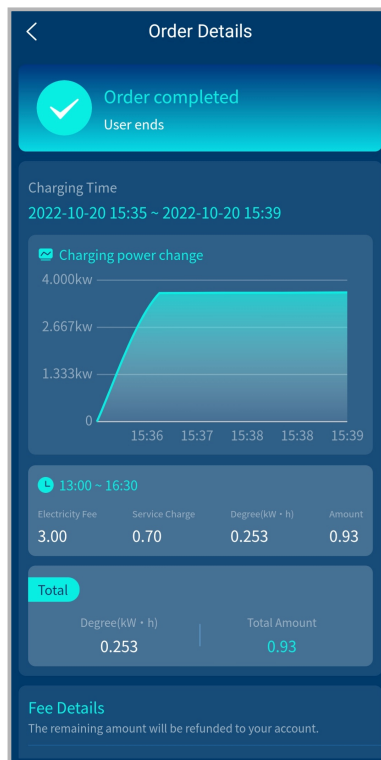
Step-3

21.3. Review the Details of Balance

- Users can log in to the APP and click "Mine"

- Click "Balance Details"

- Enter the balance details page

- Check your own TOP UP records and charging records by clicking the small calendar icon in the upper right corner and filter
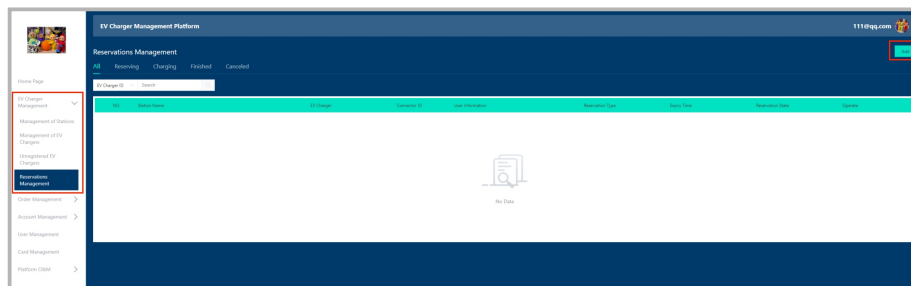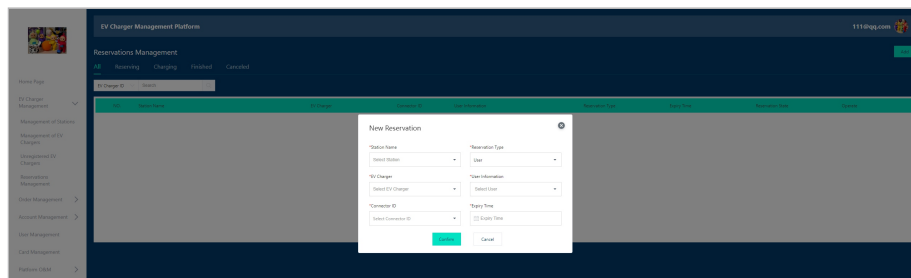

Step-1

Step-2

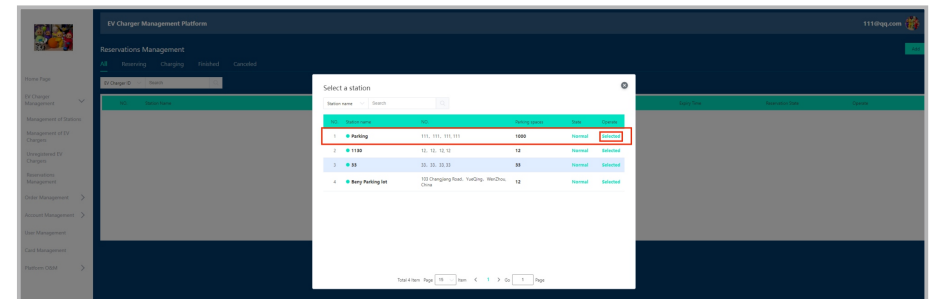## 22. How to Reserve a Charger for the User

- Get the request from the user including reservation time and hours

- The account owner logs in the account through URL

- Enter the reservation list
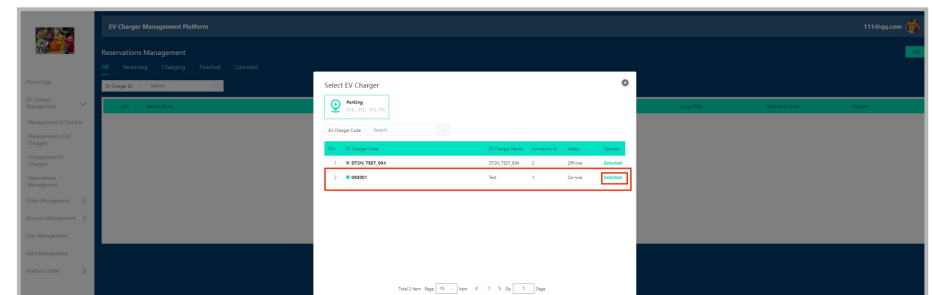
- Click "Add" to add "New Reservation"
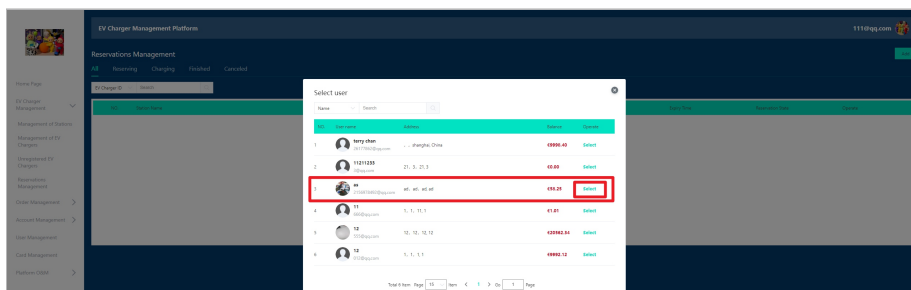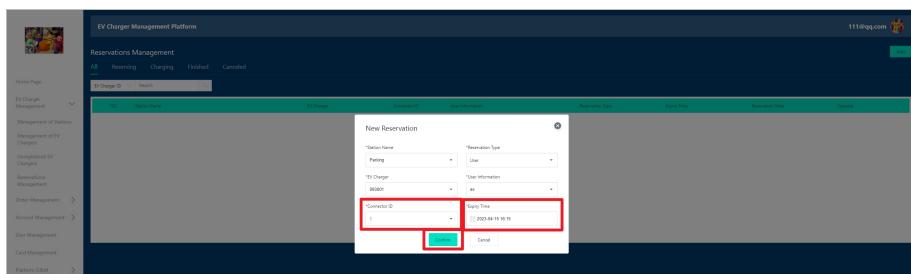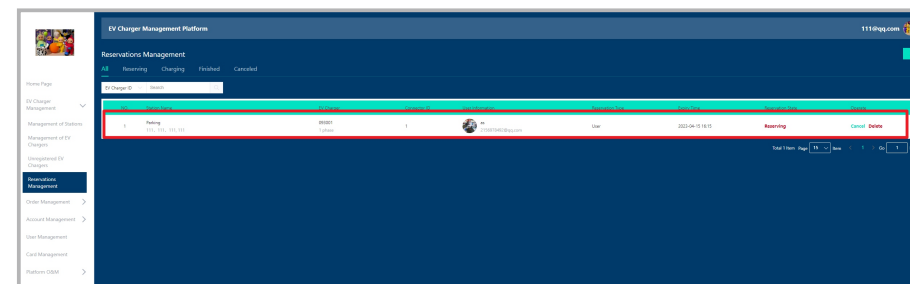

Step-1

Step-2

Step-3

Step-4

Step-5

- Click to "Confirm" to complete the appointment for the user

Step-6

Step-7

- The user can charge within the expiry time

⊙ Note: Appointment would be successful after meeting following demands :

1. The charging station should be used normally

2. Make sure sufficient balance

3. The EV charging is online in the available state
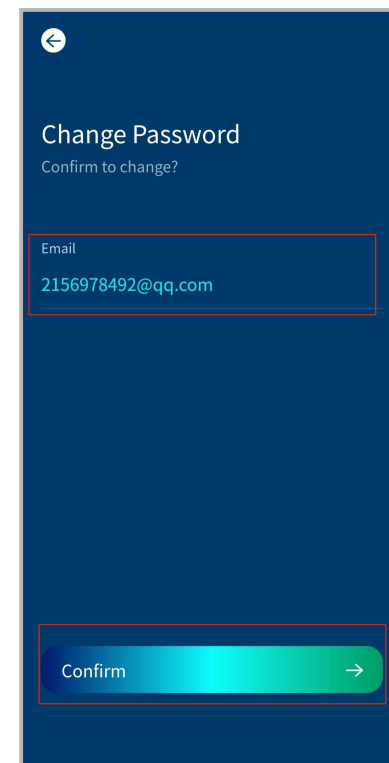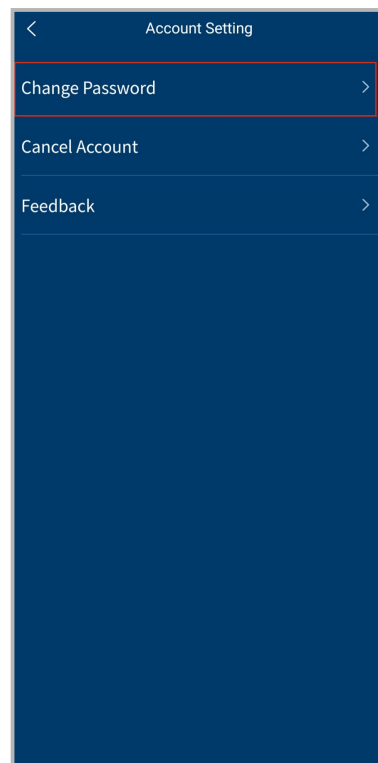
23. How to Modify the User's Password

- Users can log in the APP

- Click "Mine"

- Click "Account Settings" and "Change Password"

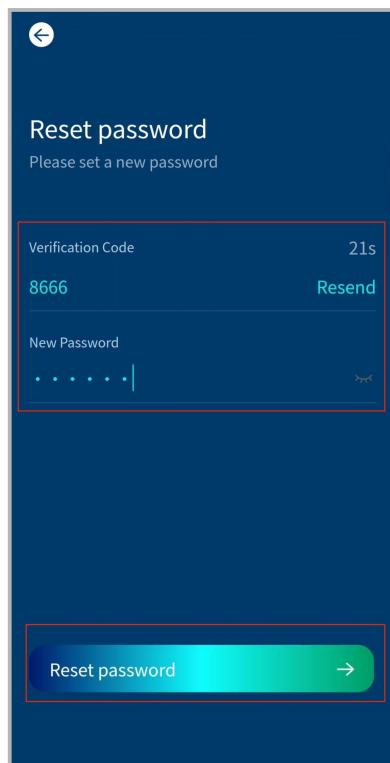- Enter your own email address and enter the verification code, and click "Sure"
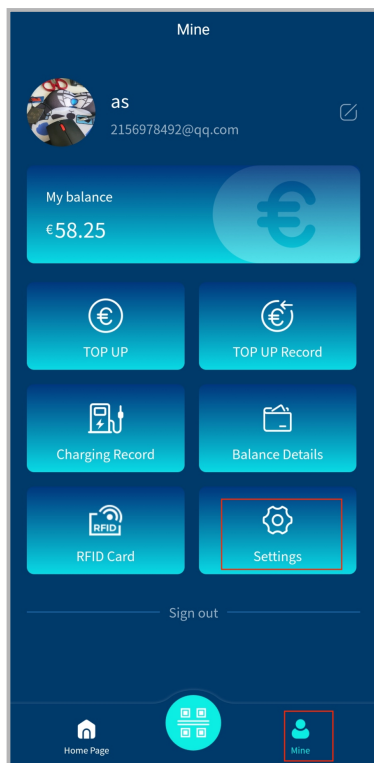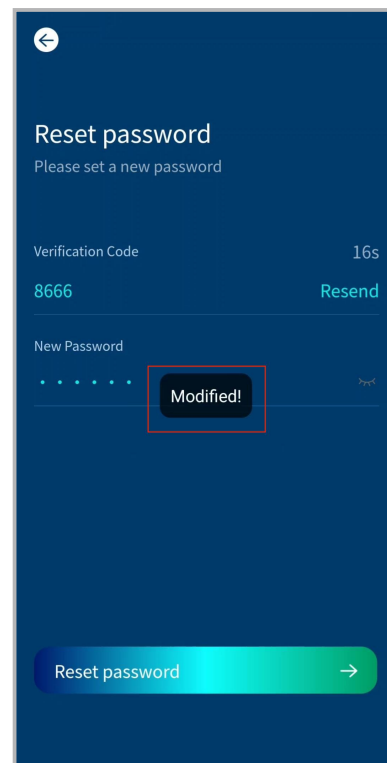
Step-1

Step-2

- Enter the "Reset password" page

- Enter the verification code received by the mailbox, and set a new password

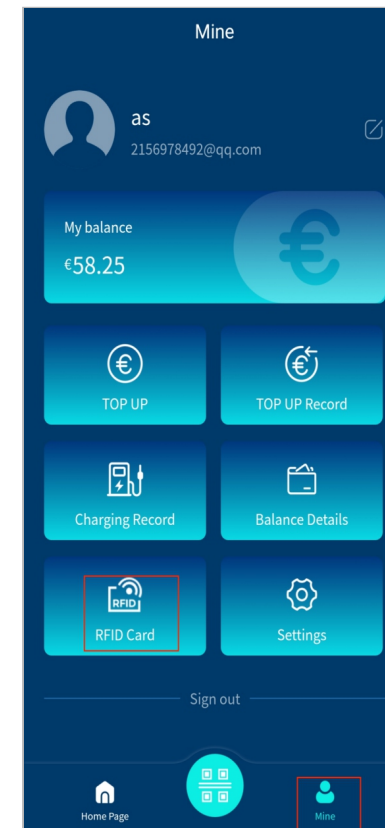- Click "Reset the password", and the password is modified successfully

Step-3

Step-4

- Log in with new password

24. How the End Users to add the RFID Card by the APP

- Click on "Mine"

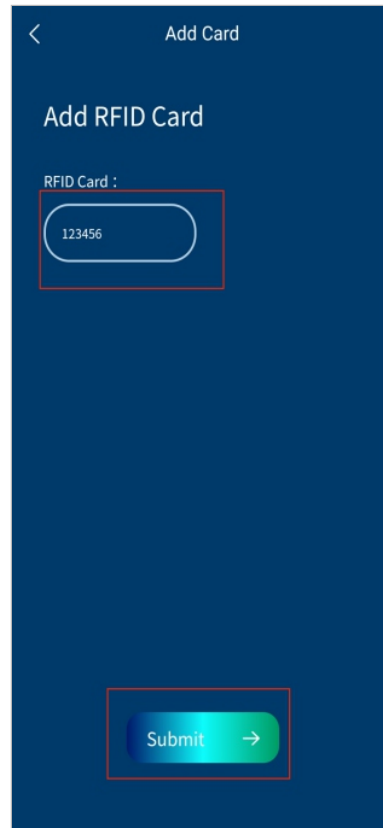- Click the RFID Card to enter the Card List

Step-1-2

- Click the "Add card" to add RFID card

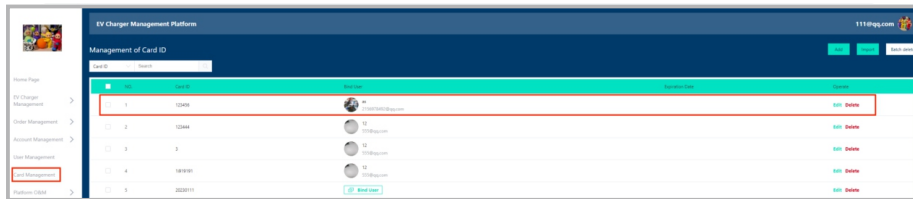- Enter the number on the RFID card

- Click to submit

Step-3

Step-4-5

- (6) Pop-up prompt: add successfully.The page jump to the Card List, you can see the newly added card number

Step-6

- The agent could check information about binded RFID Cards by End User in the "Card Management"

Step-7

25. How to Make Comments

- The end user can log in the APP at and click "Mine"

- Click "Feedback"

- Enter your comments, and click "Submit"