



# Sifinity Charge Product Data Sheet

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VERSION 2

**SIEMENS**

# Sifinity Charge

## Product Data Sheet

**Sifinity Charge** is a software as a service & cloud-based charge point management system. It aims to simplify the operation of Electric Vehicle Supply Equipment (also called EVSE or charging station) for our customers and give them total control and transparency about their charge points (as part of the EVSE), charging sessions & financial transactions. It is the solution for hospitality, parking garages, campus, shopping centers or other commercial real estate businesses, who want to provide charging to their customers and see this as a side business and additional value stream. For this, the product offers many automatisms in the backend and an easy-to-use web application frontend.

Goal is to serve your customers, to charge as easy as possible on your charge points via QR-code (ad-hoc charging), guest card (free charging) or via mobile charging app (roaming via a third party eMobility Service Provider)

Unlike Sifinity Fleet, managing of vehicles or known drivers is not foreseen. Sifinity Charge contains a mobile app and the web portal

### Prerequisites

<b>Web Browser</b>	An HTML5 capable internet browser is required (e.g., Google Chrome or Microsoft Edge). The recommended screen resolution is 1024x768 or higher. Viewing on mobile devices is not supported.
<b>Internet Connection</b>	A functioning Internet connection must be available. The bandwidth of your internet connection will determine your experience of the service and its performance.
<b>Charging Infrastructure</b>	<p>You will be solely responsible for the reliability, performance, or interoperability of the chargers (including software, hardware, platform, or system integrations), for uploading your data to Sifinity Charge and other related infrastructure (e.g., power distribution systems, distributed energy systems, EVs (Electrical Vehicle)).</p> <p>Furthermore:</p> <ol style="list-style-type: none"> <li>1. The charging station must be performed, assessed, and approved by a qualified installer.</li> <li>2. The charging station must be commissioned &amp; connected to the internet be able to connect to Secure WebSocket(wss) and using http basic authentication scheme with sufficient bandwidth.</li> <li>3. The latest firmware version should be installed on the charging station.</li> </ol>
<b>Charge Point Onboarding</b>	<p>After charge point installation, the charging station must be assigned to your customer account. This is usually done by Siemens, after the charging station is online. In case the onboarding did not work, please contact Siemens customer support.</p> <p>Remark: Non-Siemens chargers might need integration tests prior to onboarding to ensure that the software's functions work accordingly. Non-Siemens chargers might also need to undergo integration tests before a new firmware version is rolled out to the fleet of chargers.</p>
<b>Report Software</b>	To view reports provided by Sifinity Charge, you need software to read .csv, .xlsx or .pdf files. Microsoft Excel, Acrobat Reader or similar are required.

## Charge Point Management

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<b>Charge Points View</b>	<p>An overview of each single charge point incl.:</p> <ul style="list-style-type: none"> <li>• Charging site</li> <li>• Charge point status</li> <li>• Connection state (to Sifinity Charge)</li> <li>• Accessibility (Private or Public)</li> </ul>
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Besides, you also have the possibility of a charging site overview.

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<b>Charge Point Details</b>	<p>Each charge point will be automatically rated on stability and fair pricing, to give you some indicator on the overall performance. Sifinity Charge will calculate the percentage of each charging state including the overall uptime of the charge point.</p>
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<b>Problem Notification and Assignment</b>	<p>In case of an error of the charge point a notification is created. It contains relevant data like charge point name, site, error message. This notification can be assigned to a third-party installer.</p>
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<b>Remote Control</b>	<p>For the control of your charge point, you can perform following remote actions:</p> <ul style="list-style-type: none"> <li>• Reboot</li> <li>• Start charge</li> <li>• Stop charge</li> <li>• Force stop all charges</li> <li>• Unlock</li> <li>• Set inactive</li> <li>• Set maintenance</li> <li>• Self-check</li> </ul>
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<b>Charge Point Interoperability</b>	<p>Sifinity Charge currently supports 400+ of charge points. Due to the different communication protocol implementations of each manufacturer, the quality of the software integration might be different. An indicator can be found here: <a href="https://monta.com/uk/supported-charge-points/">https://monta.com/uk/supported-charge-points/</a></p> <p>Charging stations by Siemens are always fully supported. For other manufacturers, an integration test must be done for each firmware release.</p> <p>When a charging station is ready (see prerequisites), a charge point usually can be onboarded within a few minutes.</p>
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## Charging

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<b>Charging Session View</b>	<p>An overview gives you the status on the charging activities and the health of your charging stations.</p> <p>Following KPIs are included:</p> <ul style="list-style-type: none"> <li>• Number of charging sessions (last 30 days)</li> <li>• Charging sessions incl. user, consumption, price, charging state &amp; export mechanism</li> <li>• Revenue</li> <li>• Charge point activity (like error notifications)</li> </ul> <p>In case there is a deeper understanding of the charging session needed, a detailed view can be accessed incl. user, price, cost information, meter readings and log files.</p> <p>The data can be downloaded as a report.</p>
<b>QR Code Linking</b>	<p>After ordering a QR code from our shop, you can link it to a specific charge point. By scanning the QR code your customers can directly charge without the charging app.</p>
<b>Adding Charge Keys</b>	<p>Charge keys can be added to your charge point to function as guest or member card.</p>
<b>Roaming</b>	<p>You can publish your charge point into the most common European roaming networks, which are contracted by our partner Monta. This is a "Monta Service" (see. "Third Party Content").</p>
<b>Reservation</b>	<p>You can enable the reservation for a charge point and set the max. reservation minute limit.</p>
<b>Charge Point Schedules</b>	<p>You can schedule accessibility (public/private) and price group for multiple defined timeslots on a defined day of the week.</p>
<b>Static Load Management</b>	<p>Maximum power can be limited per charge point location</p>
<b>24/7 Charger Hotline</b>	<p>This service includes a 1st level support hotline in the country-specific languages, which supports drivers in charging or can perform basic remote actions. In case the problem could not be fixed during the call, the hotline will initiate next steps, like informing the customer.</p>

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## Charge Point Monetization

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**Payment Transactions** Here you find all financial transactions regarding charging sessions of your connected charge points within a customizable period. You will see different transaction types, like Charge Payment or Transaction Fee.

Besides that, for each transaction you see:

- total amount
- included VAT
- Sub amount (VAT excl.)
- Transaction status

Each transaction also contains an automatic generated receipt.

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Depending on your tariff variety, you can create multiple prices and assign directly to specific charge points.

There are three general pricing types:

### Price groups

- Spot pricing: This price orientates on the energy market of each country. You can decide how much % of the price is variable and how much is fixed. Besides having a min. or max price is possible. In the end, you can mix this with a fixed price per kWh and/or a time-based price.
- Pricing per kWh
- Pricing per minute

Additionally, you can add fees, when starting a charging session and after a time limit, e.g., 20 min of idle time.

There can be three price groups per charge point:

- A public price group: Driver using the QR code.
  - A member price group: This is used by your guest cards.
  - A roaming price group: Drivers using a third-party charging app.
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### Cost groups

For your financial overview, each charge point can create a cost group reflecting your costs related to this charge point.

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**Adding Payment Terminals** Besides the charging station, you can add common payment terminals, like Payter or CPI.

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### Automated Billing & Payment

After a charging session, the receipt creation for the EV (Electrical Vehicle) driver and the monthly credit notes for you as charge point owner together with the financial transaction are automatically created and processed.

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### Third Party Content

Charge Point Monetization is a "Monta Service" and provided directly by our partner Monta ApS, Strandboulevarden 122, 5, 2100 Copenhagen, Denmark ("Monta") according to the following terms applicable at a time:  
<https://app.monta.app/uk/terms-and-conditions>.

## Export Control Regulations

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### **Disclaimer**

The described functionalities might be incomplete, inaccurate, or subject to change in future, since Sifinity Charge is updated constantly. Please be aware that software underlies constant change, which cannot be reflected in a static document.

Many functionalities rely on the charging station's capabilities and its communication protocol implementation. In case a functionality related to a charging station is not implemented or not usable from Sifinity Charge, it will not be available as expected.

