

# myNewMotion

## Quick reference guide for businesses

Configure and manage your charge points and charge cards on the NewMotion digital user platform.



# Contents

|        |                                       |    |
|--------|---------------------------------------|----|
| Part 1 | Getting started with myNewMotion      | 3  |
|        | • Registering an account              | 4  |
|        | • Activating your charge point        | 5  |
|        | • Activating a charge card            | 7  |
|        | • Getting charging insights           | 8  |
|        | • Optimising charge point utilisation | 9  |
| Part 2 | myNewMotion Functionalities           | 10 |
|        | • Charging map                        | 11 |
|        | • Dashboard                           | 12 |
|        | • Charge cards                        | 13 |
|        | • Charge points                       | 14 |
|        | • Billing                             | 15 |
| Part 3 | Support                               | 16 |
|        | • Frequently asked questions          | 17 |
|        | • Contact                             | 18 |





# Getting started with **myNewMotion**

MyNewMotion is our online platform in which you can easily manage your charge points and charge cards. In this guide you will find all the information you need to setup and manage the EV charging infrastructure of your business.



## How to register an account

### 1. Go to [my.newmotion.com](https://my.newmotion.com)

⚠ When visiting myNewMotion, use Safari, Google Chrome or Firefox as a browser. The platform doesn't work optimally on Internet Explorer.

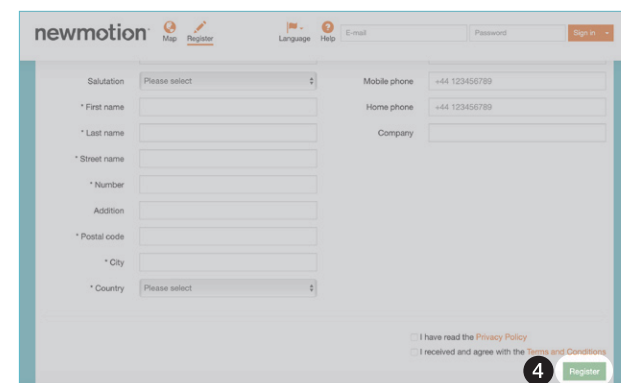
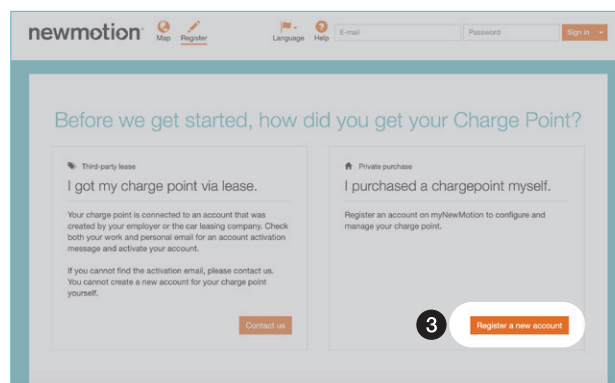
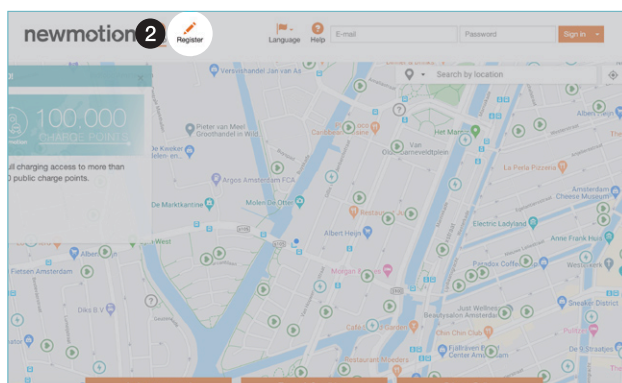
### 2. Click on **Register**, next to the NewMotion logo

### 3. Choose private purchase, and click **Register an account**

### 4. Fill in your own account details

Once finished, click **Register**. A registration email will be sent to you to set up a password to your new My.NewMotion account

### 5. Use the email to set up a password and login



## How to activate your charge point

1/2

### 1. Login to myNewMotion

⚠ When visiting myNewMotion, use Safari, Google Chrome or Firefox as a browser. The platform doesn't work optimally on Internet Explorer.

### 2. Navigate in the menu to **Charge points**

### 3. Click **Add charge point**

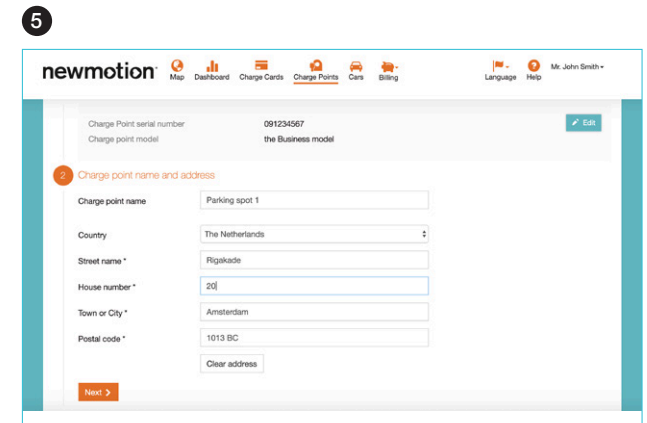
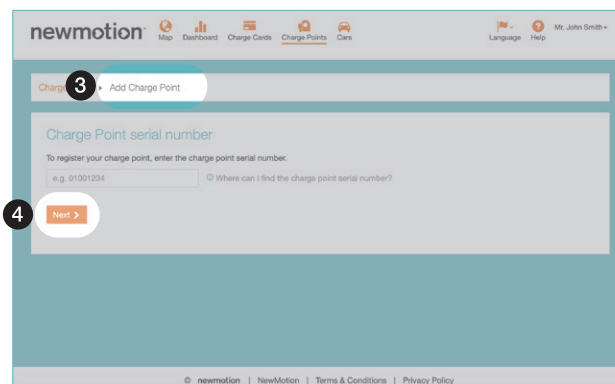
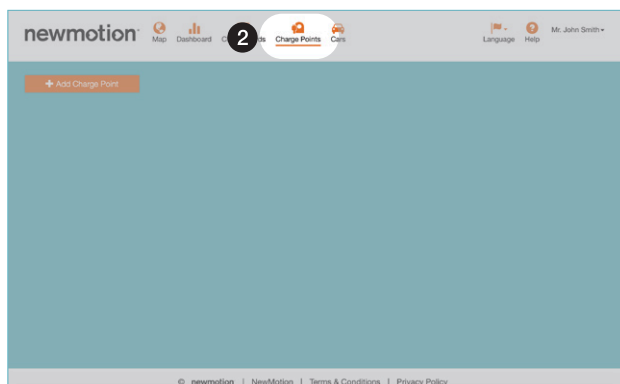
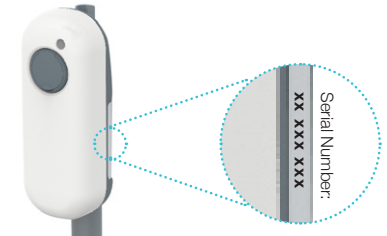
### 4. Fill in the serial number and click **Next**

The model of your charge point is now displayed. Click **Next** again.

### 5. Give your charge point a name and fill in the address

### ⚠ BEFORE YOU START

On the charge points, you will find a sticker with the serial number on it. Write down the serial numbers of all your charge points and give each charge point a name you can easily remember.



## How to activate your charge point

2/2

### 6. Click **Next** to confirm the subscription

The charge point serial number is connected to a subscription. Please validate the information that is shown and confirm the subscription. If the information is incorrect, please contact Customer Support.

### 7. Guest usage

Determine who can get access to your charge point.

- Disabled - Only you can use the charge point and grant access to other users
- Free for guests - Charge point is free for anyone to access with a NewMotion card
- Paid by guests - Will allow you to set a tariff

### 8. Choose whether if you want your charge points to be visible on the map

If intending to set up for public access. In the case you choose to do so, move the charge point to where it is installed on the map.

### 9. Decide if you want to whitelist charge cards

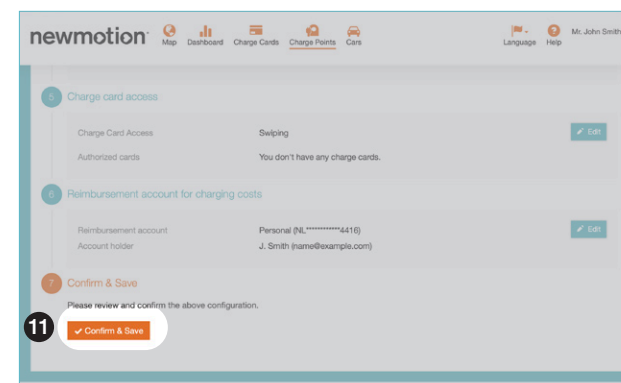
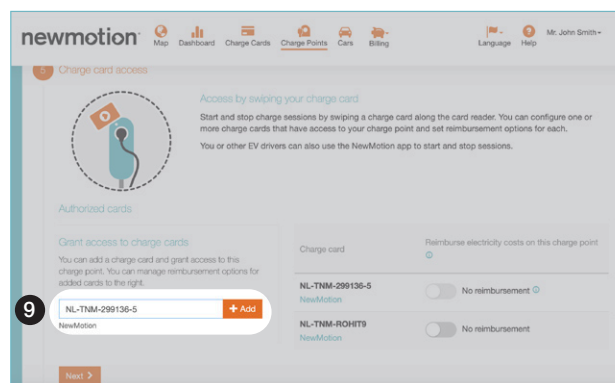
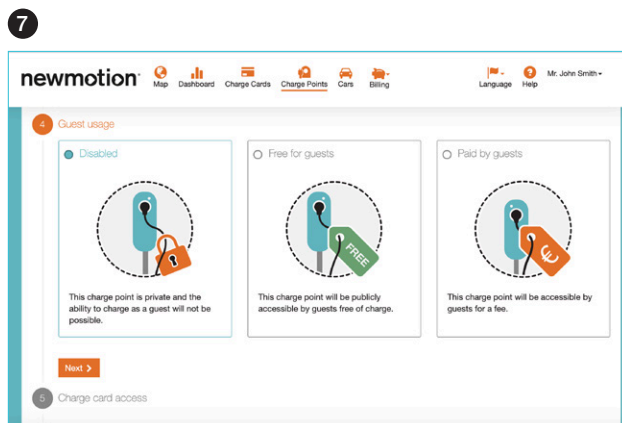
Whitelisting is giving non-public access within a closed network, to all employees for instance. If you want to give selected cards free access to your charge point, type in the charge card you want to add to the charge point. If you choose to set a separate tariff for the whitelisted charge card, slide the slider to the right so it turns blue. You will get the option now to set a separate tariff. If you choose not to charge a tariff to a specific charge card, whitelist it and leave the slider to the left and click

**Save and continue.**

### 10. Fill in bank details

If a tariff has been added to the charge point you will have to add bank details of where you would like the money to go.

### 11. Confirm and save



## How to activate a charge card

### 1. Log in to my.NewMotion.com

ⓘ When visiting myNewMotion, use Safari, Google Chrome or Firefox as a browser. The platform doesn't work optimally on Internet Explorer.

### 2. Navigate in the menu to **Charge cards**

### 3. Click **Add charge card**

### 4. Fill in the card details

Fill in the number that is on the charge card, give the card a clear name and click next.

### 5. Choose between private or public charging

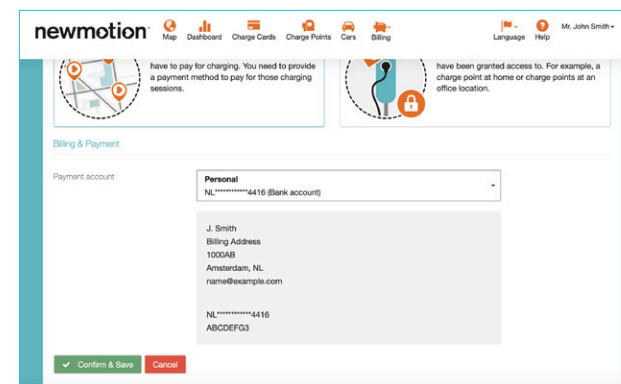
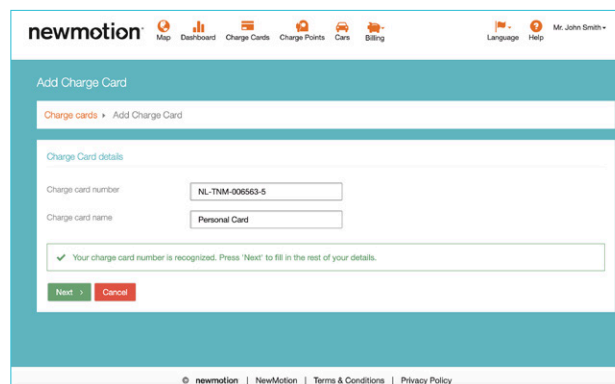
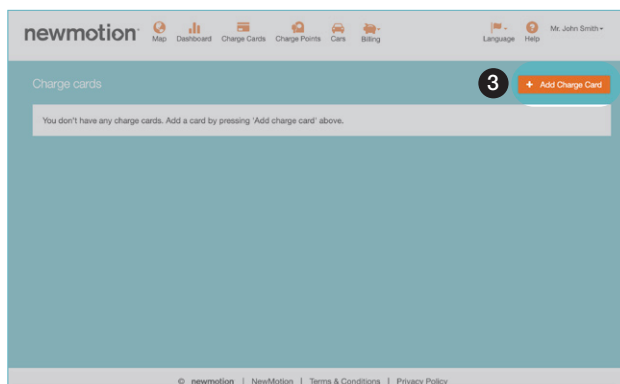
#### • Private charging

If you choose private charging, you will only be able to use private charge points which you have been granted access to.

#### • Public charging

If you choose public charging you will be able to access the broader NewMotion network. To pay for these sessions, you will need to fill in your bank details.

### 6. Confirm and save





# How to get charging insights

## Insight and control

The myNewMotion dashboard provides insights into the activity of your charge points, kWh-usage, costs and CO2-savings. Also, it gives a detailed overview of all charging sessions performed with your charge cards. Moreover, the duration and the status of charging sessions are shown, as well as if a charge point is available, charging, occupied, in failure or offline.

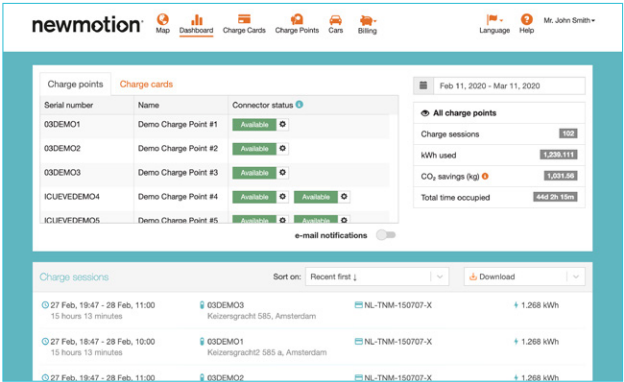
## Reporting

Through your online dashboard, you can create customized 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.

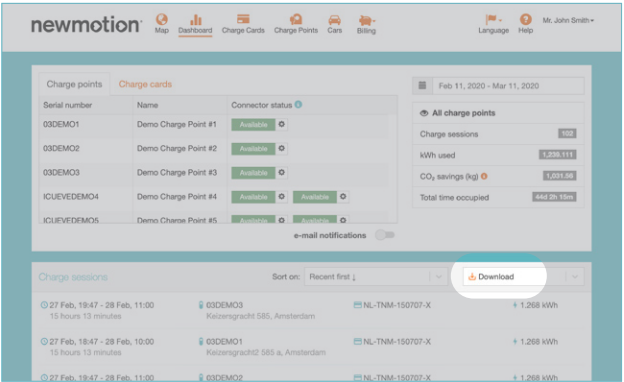
## Billing and invoicing

In the billing section of myNewMotion, you can view and download your past invoices and reimbursement overviews, and those of your employees in the case you manage their charge cards through your business account in myNewMotion. For your convenience, you will also receive these by email once a month. Invoices for installed charge points will not appear here.

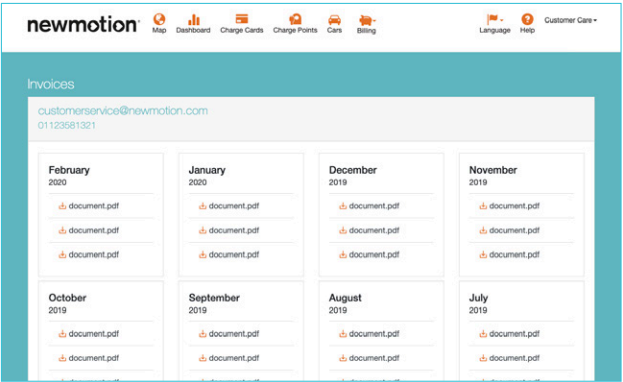
Insight and control



Reporting



Billing and invoicing



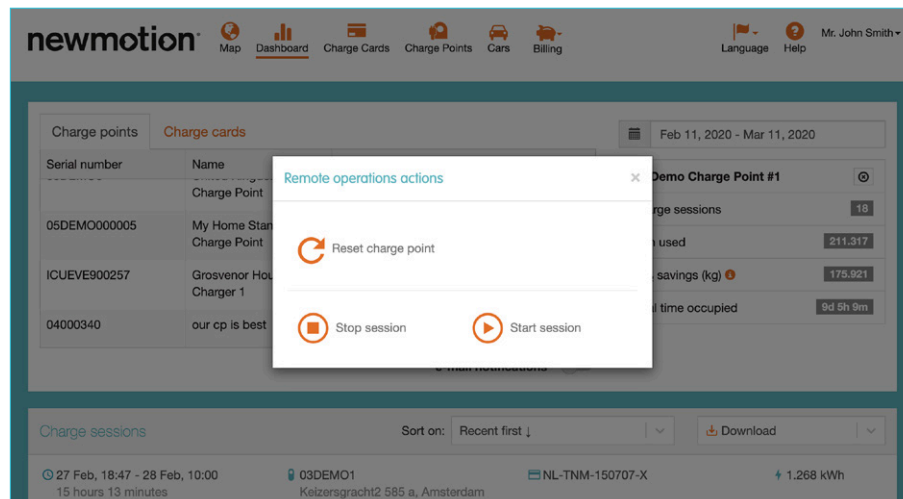


## How to optimise charge point utilisation

**When you acquire an EV infrastructure, you want it to be used at optimal cost-efficiency. To improve charge point utilisation, you can remotely control your charge point or encourage employees to not keep charge points unnecessarily occupied by using the Group Charge App.**

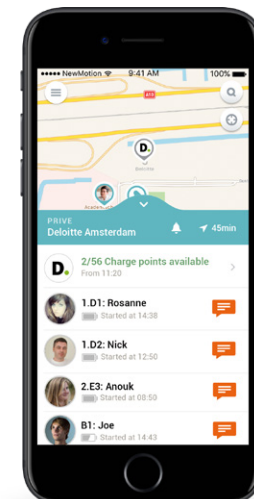
### Remote Charge Point Control

In myNewMotion you can easily start and stop charge sessions on your charge points by clicking at the cogwheel next to the concerning charge point. Once stopped, the charge cable will be automatically unlocked. The charge points will no longer be occupied and other employees or visitors can charge their car right away.



### Group Charge App

The Group Charge App helps you to make the most of infrastructure as needs grow. In the app, employees can check the real-time status of the company's charge points. Through an easy-to-use interface, EV drivers can see who is charging, get notified when charge points have become available or ask other colleagues to move their fully charged car via a closed group chat functionality. If you'd like to better understand the capabilities of the Group Charge App and how it might suit your needs, speak with your Account Manager.




# myNewMotion functionalities





To ensure your EV charging infrastructure is cost-efficient, monitoring your charging data is essential. In myNewMotion you can easily see and download your company's charging data, allowing you to combine it with other data to create valuable insights.

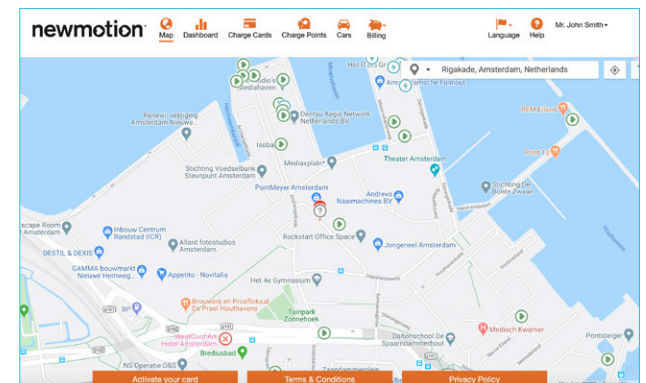
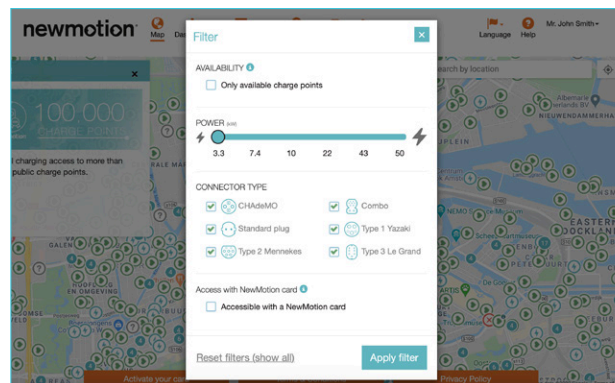
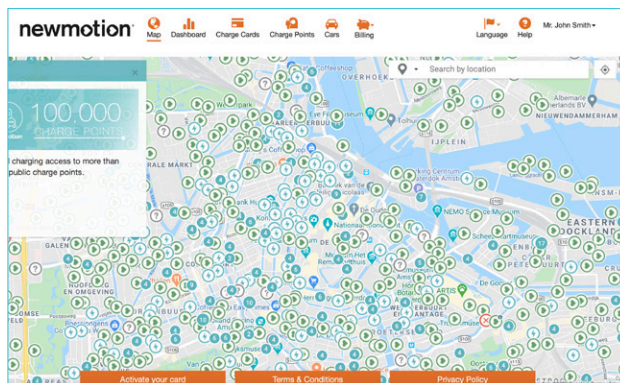


## Charge map

On the charge map, you will find all public charge points, including your own. Use the search bar at the right top corner to search for a location. Use the  to select the properties the charge point needs to have. Click **Apply filter** to start searching.

On the map, you will see the charge points appear with a green, flipped heart. Click on this icon to view the charge point properties, including pricing information, access hours and technical details.

-  At this location, one or more charge points are available.
-  At this location, all charge points are currently occupied
-  At this location, no charge points are available due to malfunctioning
-  The status of the charge points at this location is currently unknown. Please be aware that the charge points possibly do not function properly.






## Dashboard

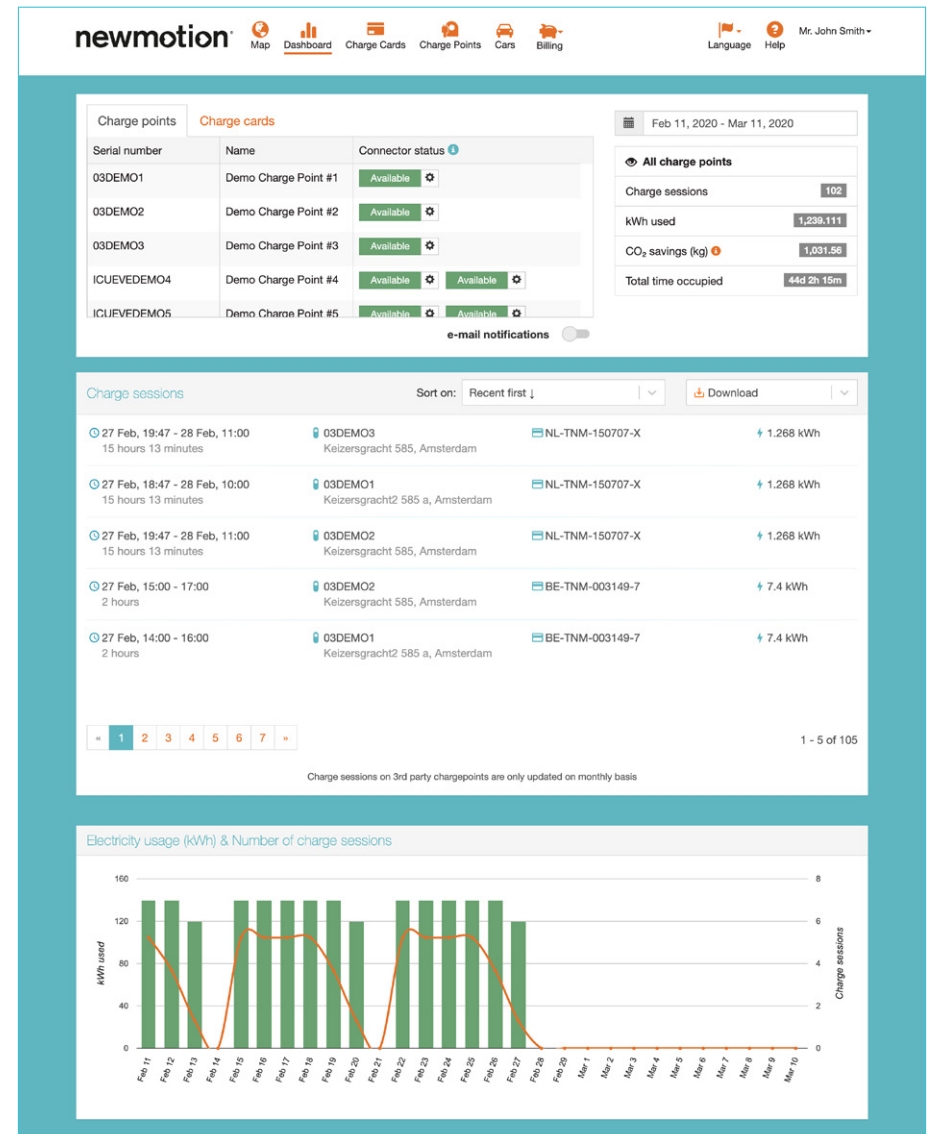
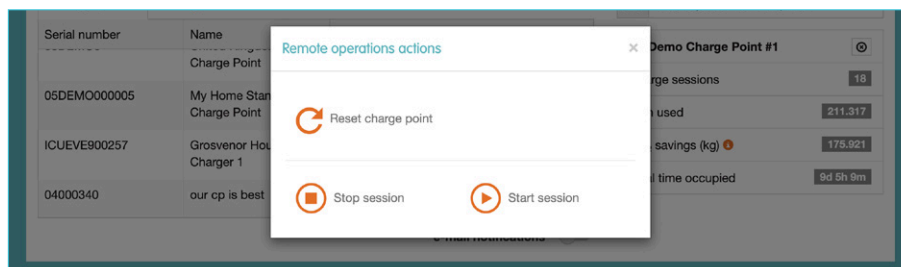
The dashboard gives an overview of all the charging activities at your business location. At **Charge points** you will find the charge points you've registered and their status. The tab **Charge cards** shows the charge cards you've registered.

The column on the left side shows an overview of your charging behaviour on your site in the previous period. Click on a date to change the period and view charging insights of the past 7 or 30 days, the last month, previous month or define a period of time for yourself.

At **Charging sessions**, your last charging sessions are displayed. Determine how you want to sort the sessions and use the **Download** button to download the overview as a PDF or an Excel file.

Finally, you can use the Dashboard to remotely access your charge points. Click on the  to open the menu for remote control. Start or stop your charging session, without the need to present a charge card. Also, this feature allows you to reset your charge point in case it doesn't work properly.

When clicking the 





## Charge cards

In this section of myNewMotion you can view, activate and manage your charge cards. You will receive a number of charge cards with your new infrastructure. Click **Add charge card** to add a new charge card. Or change settings of existing charge cards, by clicking **Edit**. When you want to block a charge card, e.g. in case it is lost or stolen, click **Block**.

If your employees will pay a tariff for charging, they will need to set up an account on myNewMotion, add the card you've allocated them and select Public Charging in order to add payment information. If employees already have a charge card, they can provide you with the charge card number for you to add to the charge points in your network. You can allow access to specific or all charge points.



To add these pre-existing charge card details, you will need to go into the charge point configuration section and add the details there.

**newmotion** Map Dashboard Charge Cards Charge Points Cars Billing Language Help Mr. John Smith

### Charge cards

[+ Add Charge Card](#)

| Card Icon | Card Name          | Card Number     | Card Provider | Card Usage            | Actions    |
|-----------|--------------------|-----------------|---------------|-----------------------|------------|
|           | Belgian Demo Card  | BE-TNM-003149-7 | NewMotion     | Private charging only | Block Edit |
|           | Deutsche Demokarte | DE-TNM-106408-7 | NewMotion     | Public charging       | Block Edit |

Debtor number: D00233491

**newmotion** Map Dashboard Charge Cards Charge Points Cars Billing Language Help Mr. John Smith

### Edit charge card

Charge cards > NL-TNM-299136-5

**Charge Card details**

Charge card name:

Charge card number:

Charge card provider:

**Charge card usage**

☐ You want to use this charge card for public charging

☒ You want to use this charge card only for private charge points

Select this option if you intend to use the charge card for charge points whereby you have to pay for charging. You need to provide a payment method to pay for those charging sessions.

You want to use this charge card only for your own charge point or private charge points you have been granted access to. For example, a charge point at home or charge points at an office location.

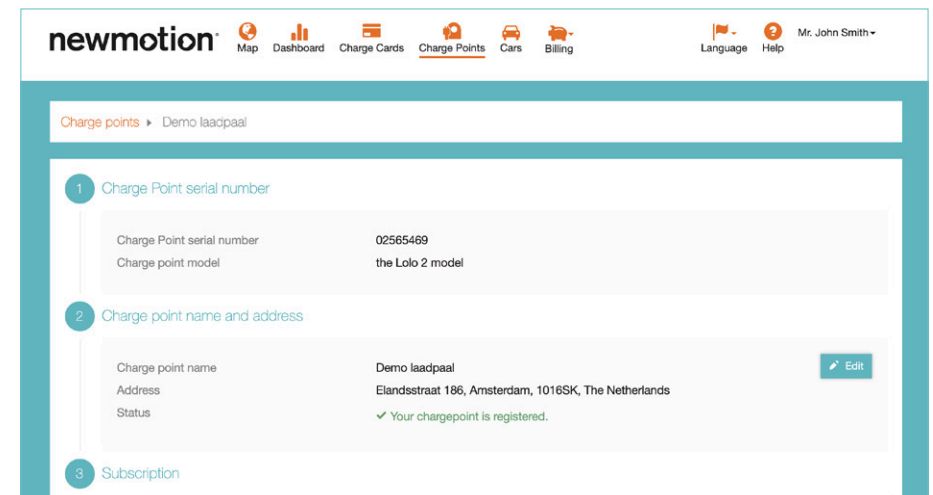
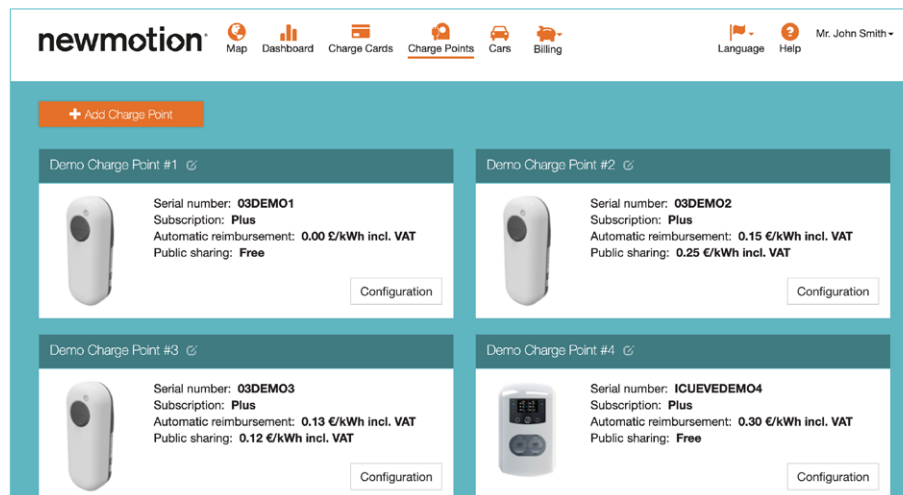
## Charge points

View, activate and manage your charge points. Click **Add charge point** to add a new charge point. Or change settings of existing charge points, by clicking **Edit**. Do you need help in activating your charge points? Then view the chapter [How to activate your charge point](#).

## Charge card access

All charge cards that you add to your charge point will be whitelisted against all of the charge points on this account, but they won't however be set up to use on public charge points automatically since individuals must add payment details first.

When adding charge cards to your charge point, you can set a different tariff per employee. This allows you to e.g. ensure a director with free fuel agreement pays nothing, but charge a tariff to an employee who does not get free fuel.



## Billing

### Invoices

View and download your NewMotion invoices. Click on the payment account you want to see the invoices for, and next click on the Invoice ID of the invoice of which you want to download a copy. Only invoices from after December 2019 are stored in myNewMotion.

The screenshot shows the 'Invoices' section of the NewMotion user interface. At the top, there's a navigation bar with icons for Map, Dashboard, Charge Cards, Charge Points, Cars, and Billing, along with a user profile 'Mr. John Smith'. Below the navigation bar, the 'Invoices' section is titled. A message states: 'Starting with your next invoice, you will be able to view and download your invoices here.' Below this, there's a list of demo accounts. The first account, 'Demo Account D00033488', is expanded to show three invoices for February 2020, January 2020, and December 2019. Each invoice has a download icon and a PDF filename: '20F052815.PDF', '20F027629.PDF', and '19F378818.PDF' respectively. Below the expanded account, there are three more demo accounts listed: 'Demo Account D00033491', 'Demo Account D00033492', and 'test D00040381'. At the bottom, there's a footer with the NewMotion logo and links to Terms & Conditions and Privacy Policy.

### Billing details

Change your billing details. Click **Edit** at the information you would like to change. You can only change billing information here, changing a bank account can only be done through the settings of your charge point or charge card.

The screenshot shows the 'Billing Information' section of the NewMotion user interface. At the top, there's a navigation bar with icons for Map, Dashboard, Charge Cards, Charge Points, Cars, and Billing, along with a user profile 'Mr. John Smith'. Below the navigation bar, the 'Billing Information' section is titled. There are two sections for 'Demo Account'. The first section, 'Demo Account D00033488', has an 'Edit' button. It contains a form with the following fields: Contact person (Prof. Demo Demo), Billing e-mail (mytnm-demo@thenewmotion.com), Address (Keizersgracht 585), Postal code (1017DR), City (Amsterdam), and Debtor number (D00033488). The second section, 'Demo Account D00033491', also has an 'Edit' button and contains a similar form with the same information. At the bottom, there's a footer with the NewMotion logo and links to Terms & Conditions and Privacy Policy.

# Support


Our team of local EV experts is available around-the-clock to support you on myNewMotion. View the most frequently asked questions or use the contact details to get in touch. We're ready to help.





## Frequently asked questions

### How can I request a copy of an invoice?

You can view and download your invoices on myNewMotion, navigate in the top menu to **Billing > Invoices**, shown by the piggy bank icon.  Documents older than December 2019 should be available in your email inbox. If you cannot find them, you can send a request to Customer Care via [customerservice@newmotion.com](mailto:customerservice@newmotion.com).

Please note that invoices for the purchase of your charge points are not stored in myNewMotion.

### How do I request charge cards?

You can request charge cards via your account manager.


### 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. For anything technical, contact Customer Service team on +44 (0)20 3868 1036 or via [customerservice@newmotion.com](mailto:customerservice@newmotion.com)

### The payment details on the invoices are incorrect.

#### How can I change these?

To change the name, address or email used on your invoice, please follow the next steps:

1. Log in to my.NewMotion.com using your email address and password.
2. Go to  **Billing > Billing information** to find an overview of your payment details.
3. Click on **Edit** at the payment account you would like to change.
4. Fill in the correct details and click on **Save** to confirm.

The new payment account details will be used for all upcoming invoices. If you made the changes before the 10th of the month, the changes will apply to the invoice of that same month. It is not possible to change your actual bank account number on myNewMotion.



## Contact

If you have questions, please feel free to contact your account manager or our Customer Service team on +44 (0)20 3868 1036 or via [customerservice@newmotion.com](mailto:customerservice@newmotion.com).

Make sure to have your serial number at hand, you can find this on a sticker on the side of the charge point.