

Chargefox Billing - Set Up Instructions and Guidance



This document provides electrical contractors instructions and tips for setting up Chargefox billing software on EV chargers when purchased through the JET Charge Partner Store.

To get Chargefox billing services onto your chargers you are required to use JET Charge's pre-commissioning service. While JET Charge is part of the process, there are also actions that you and your Client will need to take.

Summary:

 All steps are sequential - don't start the next step before the one prior is complete.

STEP 1: Prepare

- Confirm whether your Client is eligible for a Chargefox account; are they an organisation with an ABN registered for GST?
- Provide Chargefox [overview](#), [terms](#) and [pricing](#) to your Client, alongside your installation quotation.

STEP 2: Chargefox Account Setup

- Ask your Client to submit the Chargefox [Account Set Up form](#) to initiate their account setup.

STEP 3: Purchase Chargers

- Login to the [JET Charge Partner Store](#), select "Add pre-commissioning services" on the ChargeMate chargers you want to buy, and click "Add to cart".
- Select "Connect charger to a Chargefox account" on the pre-commissioning form and provide your Client's [the Site Host's] details for each charger. Complete the checkout process.

STEP 4: Charger Enablement

- Submit a [New Charger form](#) to Chargefox.
- [Schedule](#) and attend call with Chargefox for the day of installation.
- Send handover email to Chargefox.

Notes:

- In this document, we refer to the electrician's customer as 'Client' and this could be any private company, a council, other government body or an owners corporation for an apartment building. The process for all these clients is the same.
- Chargefox no longer accepts individual apartment owners or tenants as Site Hosts. This means that the owners corporation must be the owner of the charging station and pay Chargefox directly for billing services. If you are adding new chargers into a building where the existing Site Hosts are individuals, please work with Chargefox at customers@chargefox.com to agree on a path forward.

 Information in green is about the actions you need to take.

 Information in blue is the details behind the action you need to take.

 Information in purple is guidance from JET Charge about how to successfully complete a step.

 Information in yellow is about where to get help.

STEP 1: Prepare - Validate Client's eligibility and share information about Chargefox

 Confirm whether your Client is eligible for a Chargefox account. E.g., are they an organisation with an ABN registered for GST? Check they will be able to complete this [Account Set Up form](#).

 Provide a Chargefox [overview](#), and the [terms](#) and [pricing](#) to your client, alongside your installation quotation.

 Information your Client will need to provide in the [Account Set Up form](#) includes:

- Legal entity name, ABN, address
- Contact details of an authorised representative
- Accounts Payable contact details
- Contact details for EV charger faults (typically, this is the Building/Facilities Manager on site)
- Whether a price will be set for charging to provide the pricing strategy
- Whether any EV chargers on site will be available to the Public (Public stations are made visible on the Chargefox map, allowing anyone on the Chargefox network to navigate to the charger)
- The installer and their contact details (you)

 If your Client has questions about the Terms, they can [reach out to Chargefox](#) to discuss.

STEP 2: Client Sets up a Chargefox Account

 Ask your Client to submit the Chargefox [Account Set Up form](#) to initiate their account setup.

 Please request your Client completes the form as soon as possible after you have received an order to proceed with the EV charging project. Account setup can take up to 2 weeks.

 Once submitted, Chargefox will validate eligibility and coordinate with your client to complete their Account Setup. Chargefox will notify you and your Client when the account is created.

 Typically, in an Apartment setting all EV chargers will be private unless the Owners' Corporation allows the General Public unrestricted access to the car park and chargers at all times.

 If your Client needs help while completing the form, they can [contact Chargefox](#).

STEP 3: Purchase chargers with “Pre-commissioning services” from the JET Charge Partner Store

 Do not purchase until you have confirmation that your Client's Chargefox account is setup.

 Login to the [JET Charge Partner Store](#), select “Add pre-commissioning services” on the ChargeMate chargers you want to buy, and click “Add to cart”.



- Once we receive your order, and subject to having the correct information and the Site Host being setup by Chargefox, it will typically take 2-3 days for JET Charge to pre-commission and dispatch your charger. This timeframe will increase if there is a large volume of chargers. Feel free to add your install date into order notes at the Cart if you have a tight timeline.



⚠ If you need help please contact JET Charge at +61 3 90633483 (7am - 7pm on business days) or info@jetcharge.com.au.

STEP 4: Charger Activation: Submit a New Charger form, attend a support call with Chargefox on the day of installation and send Chargefox a handover email. ↗

- Once you have received your charger, submit a [New Charger form](#) to Chargefox. You will receive a receipt # from Chargefox.

i To submit the [New Charger form](#), you will need to provide:

- Your details
- Client (Site Host) details
- Location details
- Charger details

- Once you have a receipt #, [Schedule](#) and attend call with Chargefox for the day of installation.

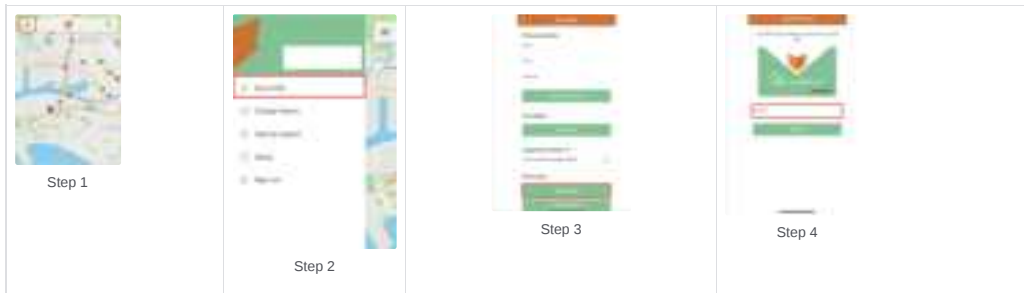
i To [schedule the support call](#) with Chargefox, you will need to provide:

- Station number: you will find this on the sticker fixed to the charger
- Site address
- New Charger Form reference number (will be provided after you complete the form)

- Schedule the call for the day you're installing the chargers and at a time when you expect the installations to be complete. During this call Chargefox will check the connection between the charger and the Chargefox platform. You can then complete a test charge.

i To complete a test charge you will need to link an RFID card to a Chargefox account.

1. Make sure you have a Chargefox RFID card: JET Charge will send you one RFID card and your client will have the RFID cards requested in their account setup process.
2. Link the card to a Chargefox account - either your own or your clients. This process is done following the screenshots below. You can setup your own account on the Chargefox app and add a credit card.



i **To complete a test charge:**

Start Charge

1. Arrive at charging station and plug in vehicle
2. Unlock charging port via RFID
3. A “beep” sound indicates charging session has started

Stop Charge

1. Stop charging session via RFID
2. A “beep” sound indicated charging session has stopped
3. Unplug vehicle and drive away

⚠ Chargefox will be able to support troubleshooting related to the Site Host connection. If after basic troubleshooting the charger is not connecting to the Chargefox platform, this will likely relate to the network connectivity of the charger.

If you need help troubleshooting other issues, please contact JET Charge at +61 3 90633483 (7am - 7pm on business days) or info@jetcharge.com.au.

✓ Send handover email to Chargefox, with fields detailed below. Chargefox will enable the charger on the platform no later than 2 business days of receiving the form.

i The handover email should be sent to support@chargefox.com with subject of "Charger handover email", and include:

- Site Host Name:
- Chargefox Station #: [on the sticker on the charger]
- List of plugs and plug type: [socket/T2/T1/CCS/Chademo i.e. Port A = CCS, Port B + Chademo]
- Tethered/Untethered:
- Final power rating on site (kW):
- Load management used (Yes/No): (Y/N)
- Location coordinates: (Address if private)
- SIM card: (Y/N)
- Chargefox SIM card: (Y/N)

- Chargefox SIM card: (Y/N)
- If yes, ICCID Number
- Charger Tested (Y/N):
- Photo of completed installation: