K-Charge

Movement that inspires

Agenda

Introduction

- About K-Charge

K-Charge Usage

- For All Kia EV Customers

K-Charge Usage

- For Non-Kia EV Customers

EV Route Planner

- For All EV Customers

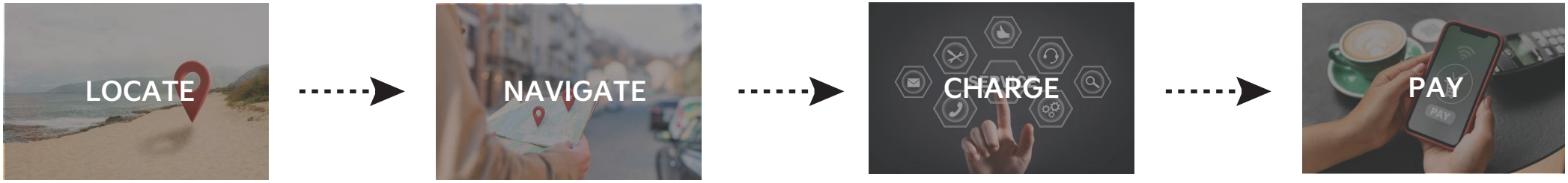
Introduction

About K-Charge

Introduction

K-Charge is an exclusive feature by KIN, integrated into the MyKia app, that helps you effortlessly locate charging stations, navigate to them, access charging services, and make seamless payments — all in one place.

This app is designed for both Kia and non-Kia customers.

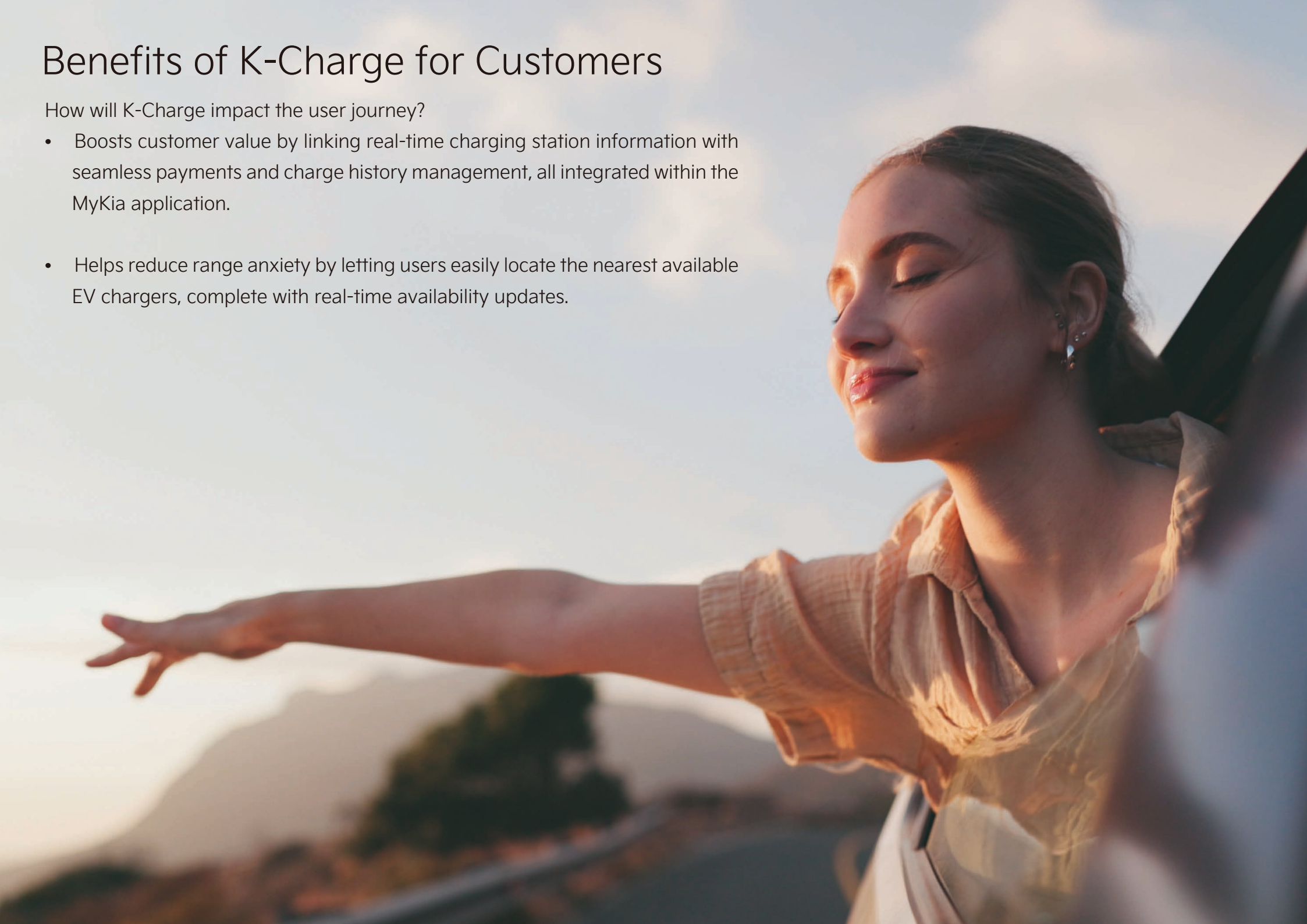


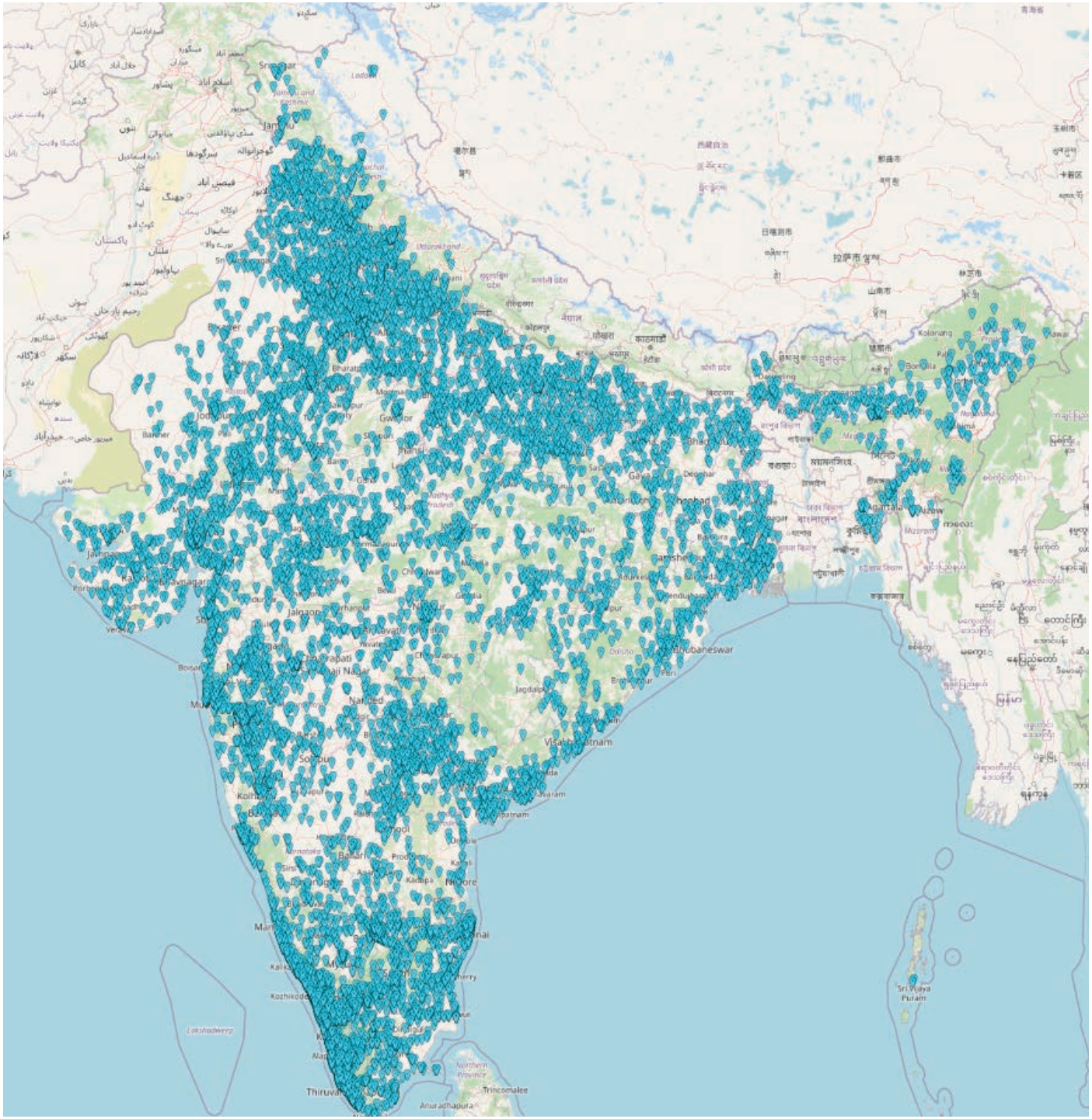
Benefits of K-Charge for Customers

How will K-Charge impact the user journey?

- Boosts customer value by linking real-time charging station information with seamless payments and charge history management, all integrated within the MyKia application.

- Helps reduce range anxiety by letting users easily locate the nearest available EV chargers, complete with real-time availability updates.



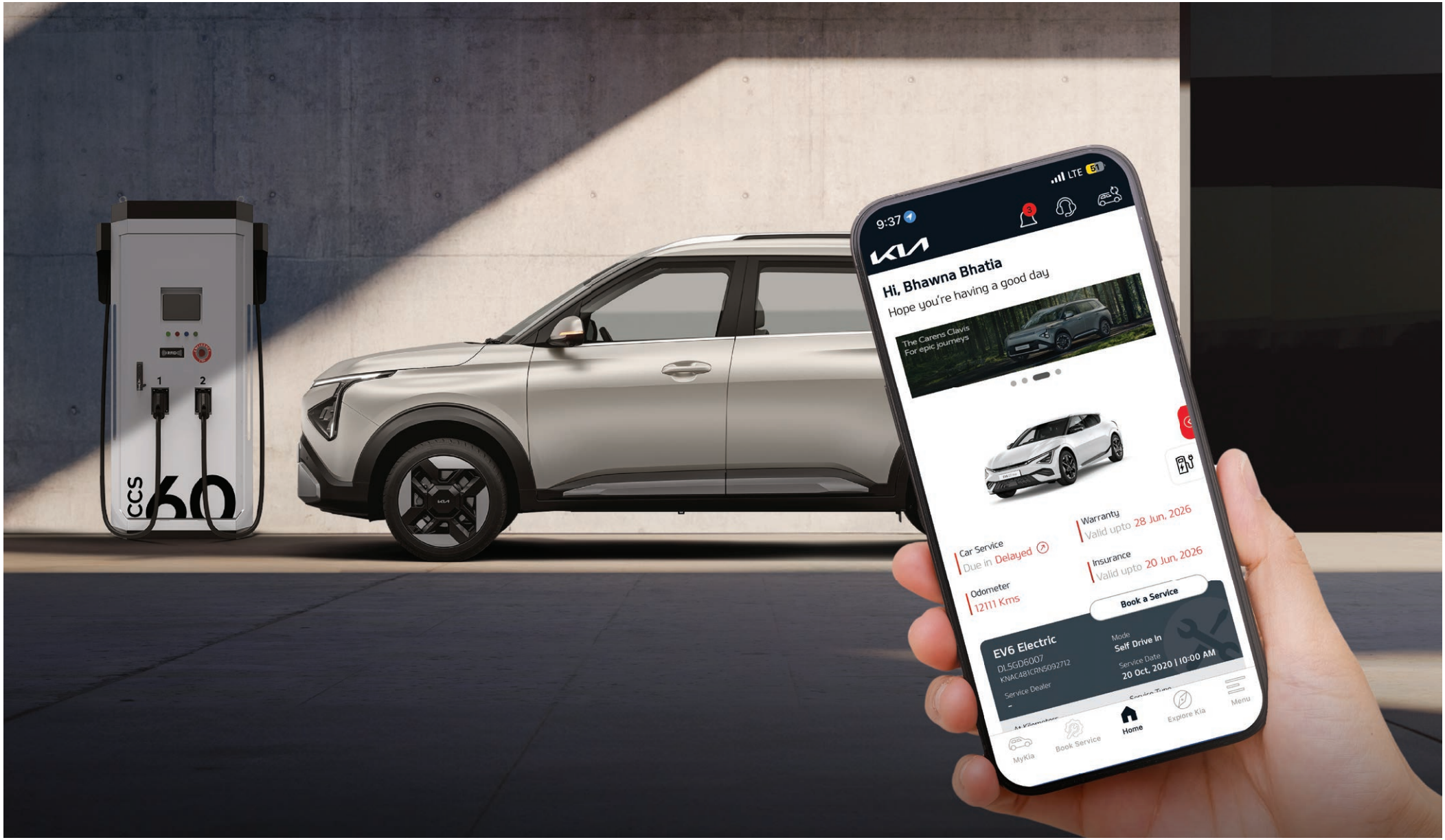


K-Charge Coverage

Kia offers has a PAN India coverage with K-Charge.

Our network now spans 18 Charge Point Operators, providing access to more than 11 000 charging points nationwide, with 7 000+ AC chargers and 4 000+ DC fast chargers, to keep you moving.

Let’s explore the step-by-step process of using K-Charge within the MyKia app.



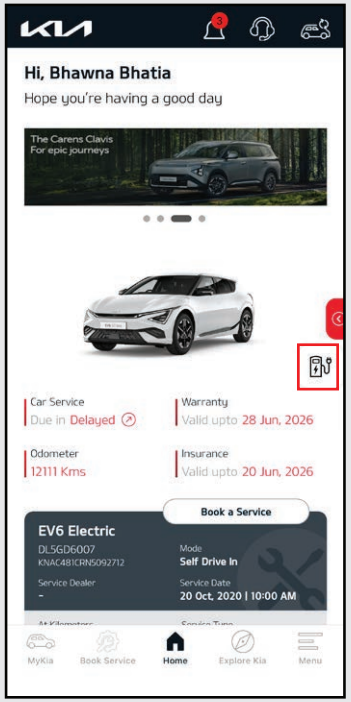
Let’s explore the step-by-step process of using K-Charge within the MyKia app.

K-Charge Usage

(For Kia EV Customers)

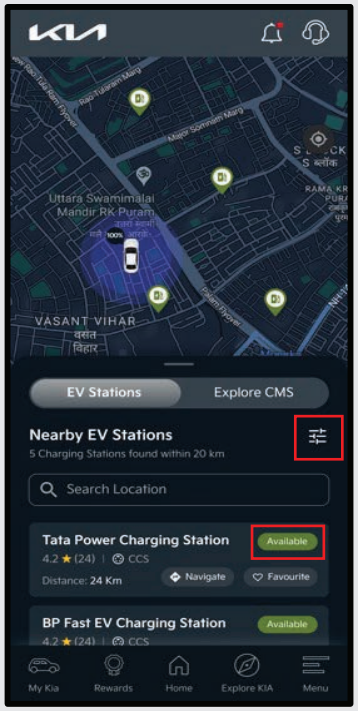
K-Charge: My Kia

(For Kia EV Customers)



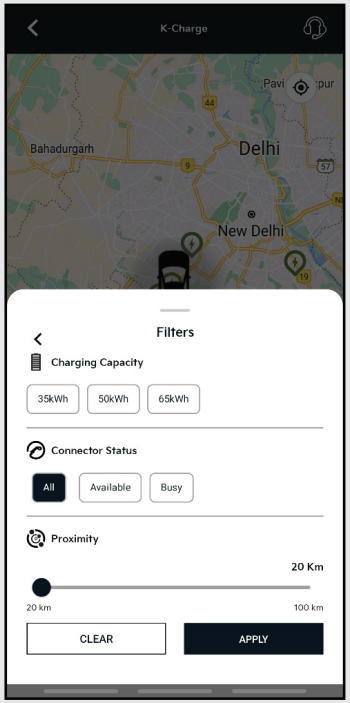
My Kia Homepage

The K-Charge icon will appear for MyKia EV customers. With a single click, they'll be taken straight to the K-Charge landing page.



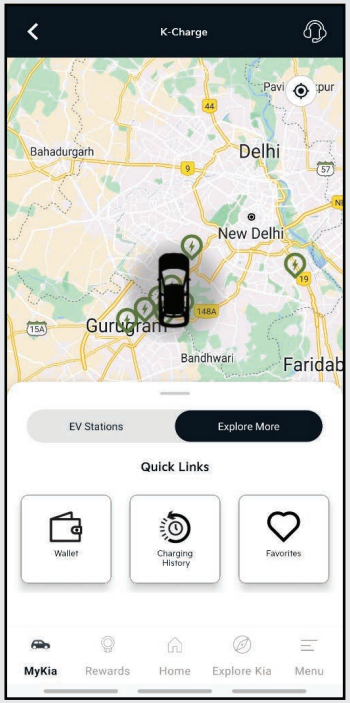
EV Stations

Users can tap any station on the map to see its details instantly highlighted in the list below.



Filters

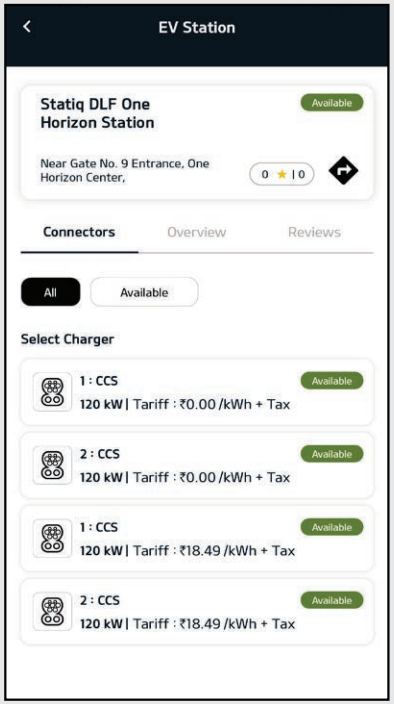
Users can tap the Filters icon to customize their search.



Explore More

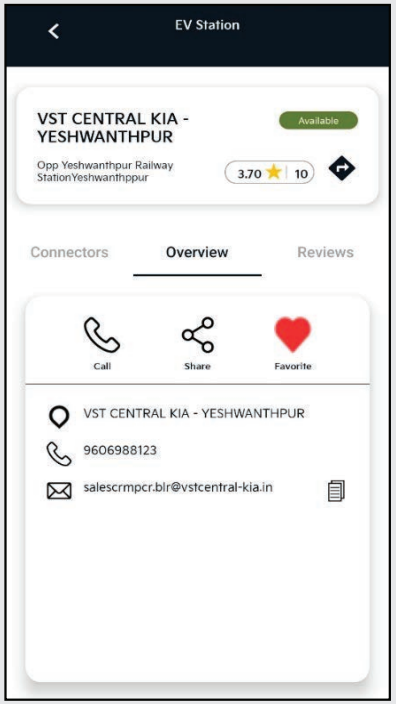
Under Explore More >> Quick Links, users can view their Wallet, Charging History, and Favorites.

EV Stations



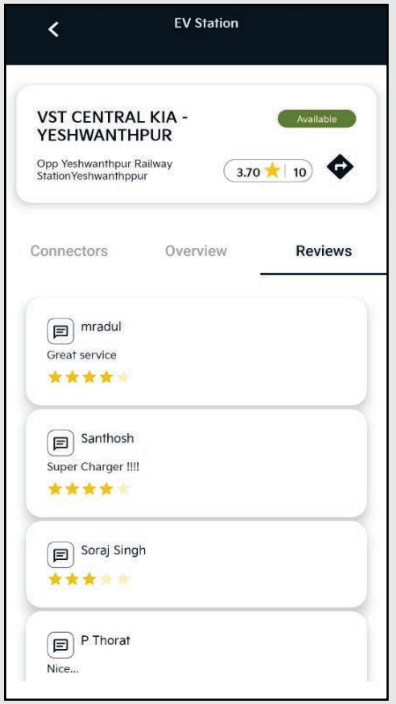
CONNECTORS

Users can select the charger type and compatible connector (charger must be 'Available' to proceed) and then navigate directly to the station using the highlighted navigation icon.



OVERVIEW

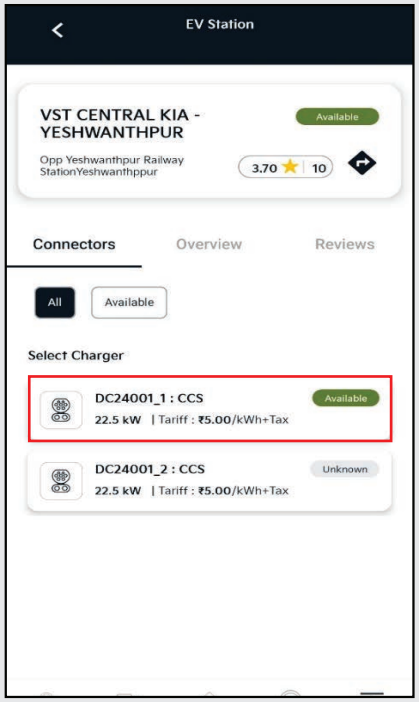
This screen displays station details such as full address, email, and contact. Users can mark or unmark it as a favorite, shortlist it, share the station details, and copy the email address to paste anywhere.



REVIEWS

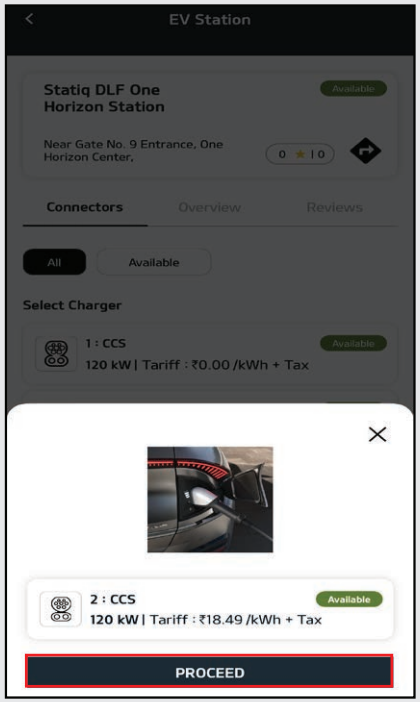
Users can select the charger type along with the compatible connector. (The charger must be marked 'Available' to proceed.)

Charging the EVs: Initialization



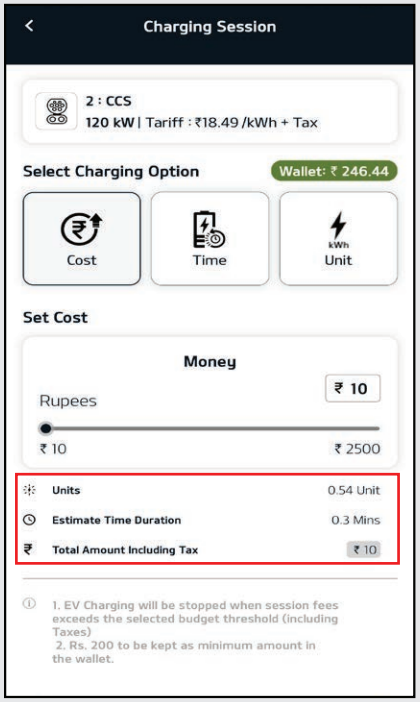
EV Stations

Users need to select an 'Available' charger to view its details, such as connector type, kWh, and tariff.



EV Stations

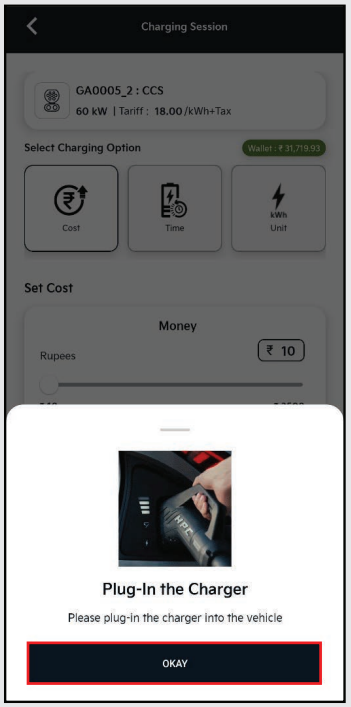
After clicking Proceed (as seen in the 2nd screenshot), the user is directed to the Charging Session screen.



Charging Session

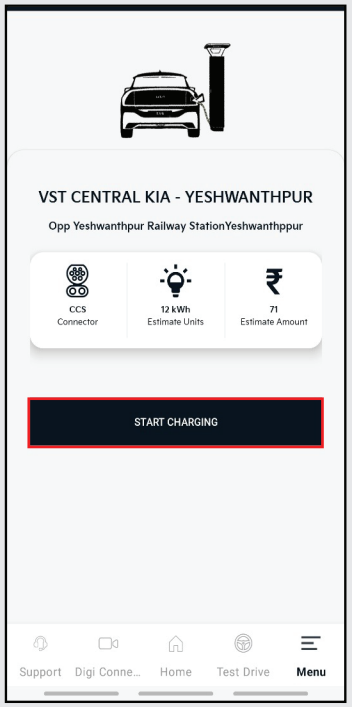
On the Charging Session screen, users can choose from multiple charging options — Cost, Time, or Units. They can adjust the slider to set their preferred budget, charging duration, or energy units.

Start Charging – Kia EVs



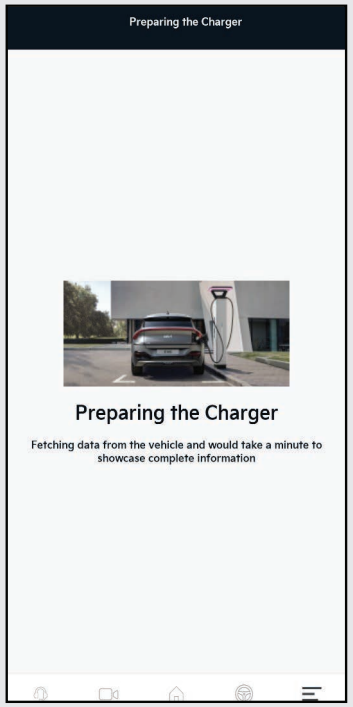
Plug-in the Charger

As instructed on the first screen, the user must plug the charger into the car and then tap **Okay** to continue.



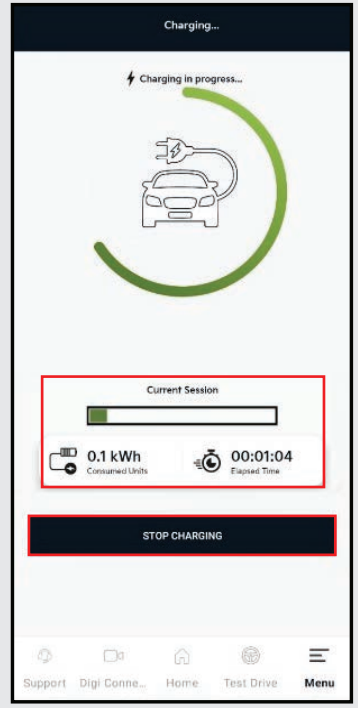
Start Charging

Click the **Start** button.



Preparing the Charger

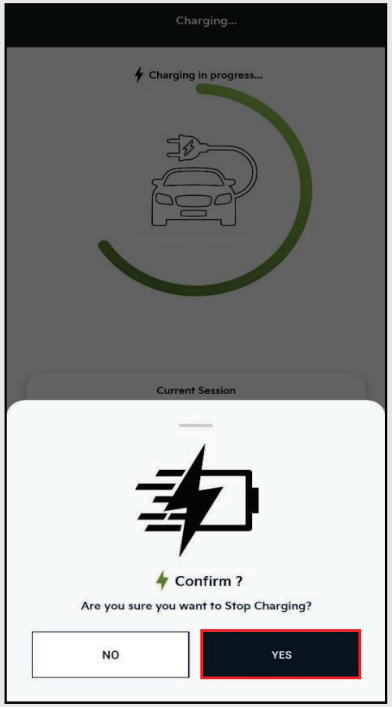
Once you tap **Okay** and then Start, the charger enters preparing mode, taking about 1–1.5 minutes to retrieve all data.



Charging in Progress

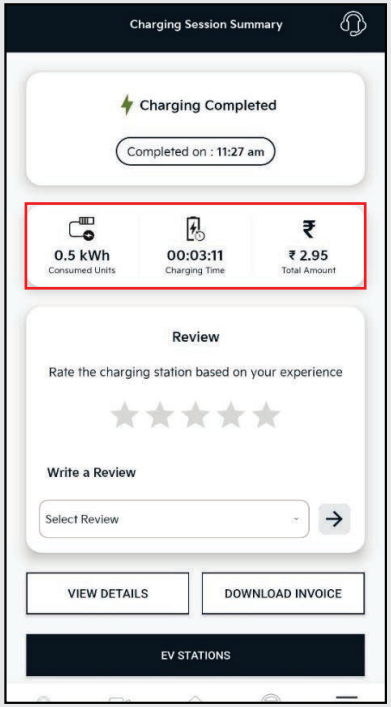
On the Charging (Active Session) screen, users can see real-time updates of the consumed units and elapsed time.

Stop Charging



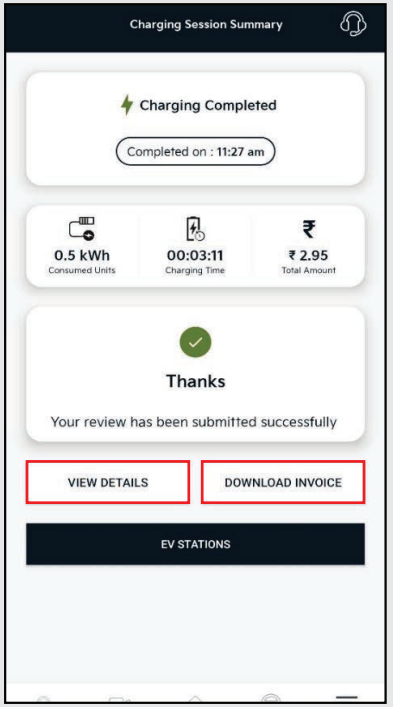
Confirmation

Users can stop charging by clicking the **Yes** button.



Session Summary

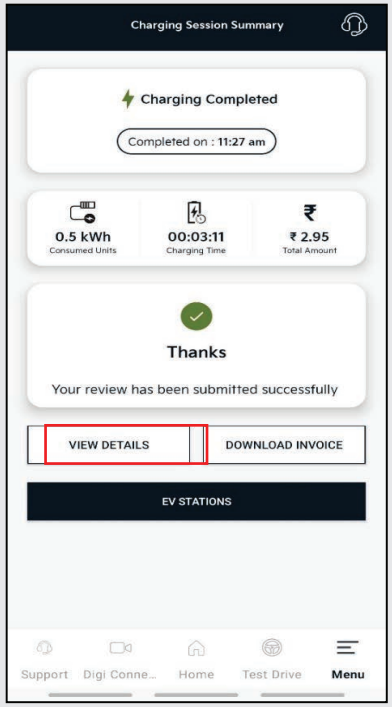
After charging ends, the user is taken to the Charging Session Summary screen showing units consumed, time taken, and total amount charged.

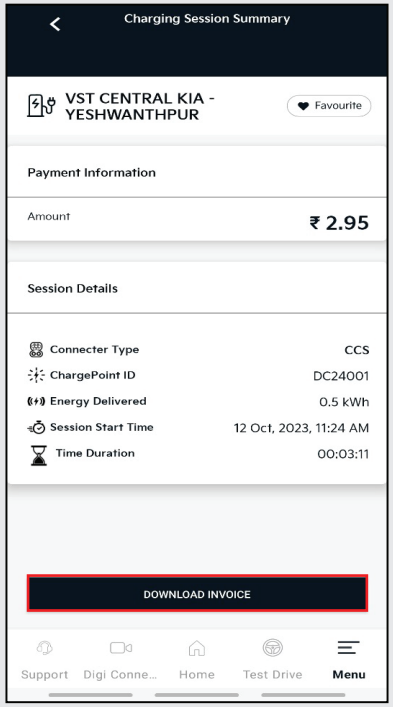


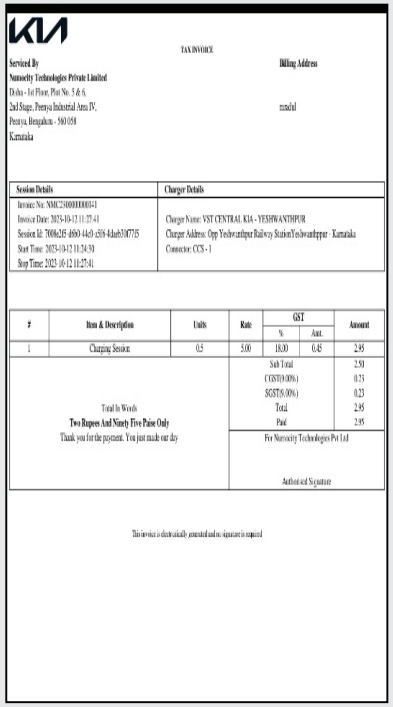
Session Summary

Customers can submit their review, select relevant feedback from the dropdown, and download the invoice by clicking the respective button.

Details and Download Invoice





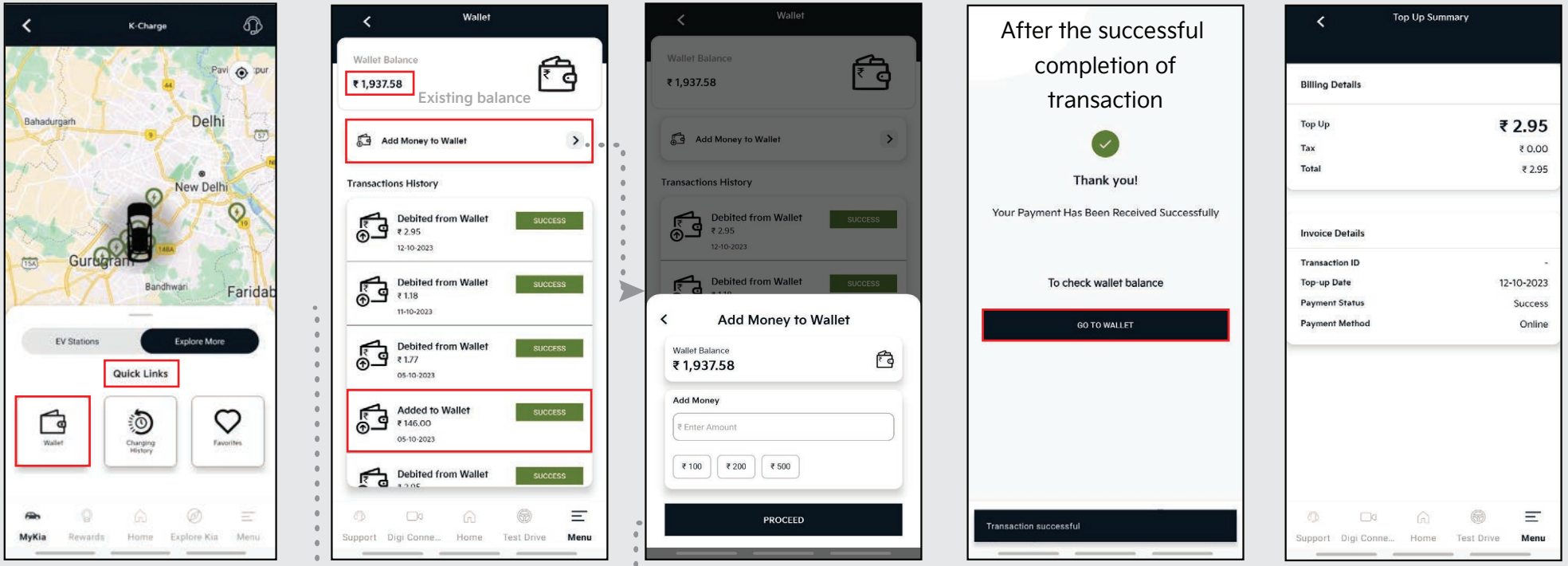


Session Summary - -➤ **Session Details** - -➤ **Invoice**

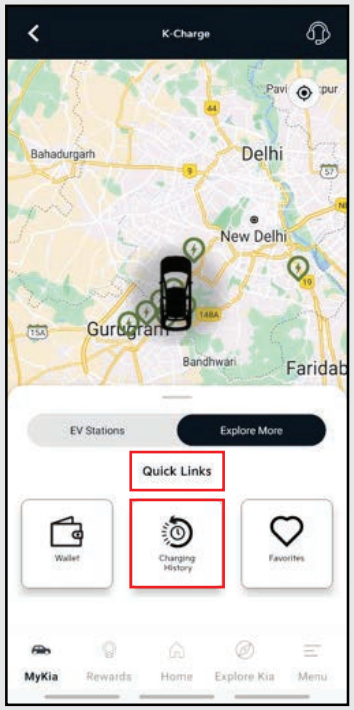
Invoice includes :

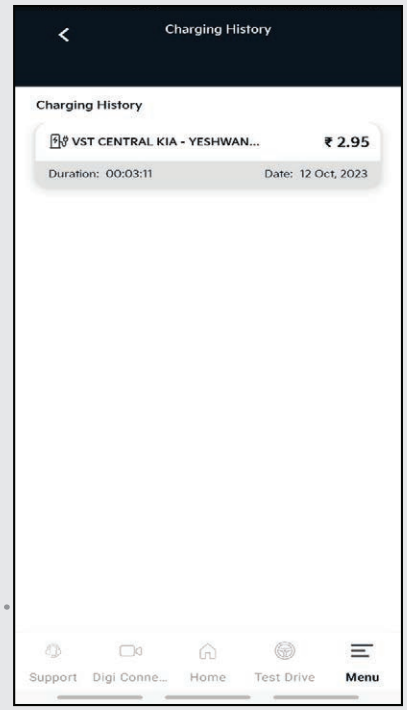
- KIA logo
- Details of service provider
- Item & description
- Charger details
- Total amount inclusive of tax briefs

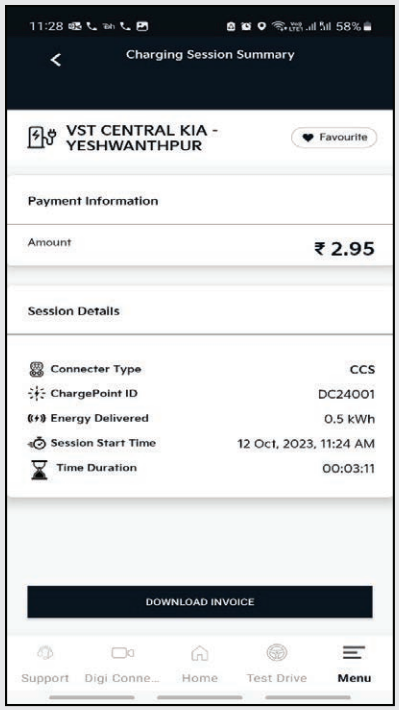
Wallet


K-Charge
Delhi
New Delhi
Gurugram
Bandhwari
EV Stations
Explore More
Quick Links
Wallet
Charging History
Favorites
MyKia
Rewards
Home
Explore Kia
Menu
Explore More>>
Quick Links
Wallet
Wallet Balance
₹ 1,937.58
Existing balance
Add Money to Wallet
Transactions History
Debited from Wallet
₹ 2.95
12-10-2023
SUCCESS
Debited from Wallet
₹ 1.18
11-10-2023
Debited from Wallet
₹ 1.77
05-10-2023
Added to Wallet
₹ 146.00
05-10-2023
Debited from Wallet
Support
Digi Conne...
Home
Test Drive
Menu
Wallet Balance
Add Money to Wallet
Wallet Balance
₹ 1,937.58
Add Money
₹ Enter Amount
₹ 100
₹ 200
₹ 500
PROCEED
Wallet Balance
After the successful completion of transaction
Thank you!
Your Payment Has Been Received Successfully
To check wallet balance
GO TO WALLET
Transaction successful
Wallet Balance
Top Up Summary
Billing Details
Top Up
₹ 2.95
Tax
₹ 0.00
Total
₹ 2.95
Invoice Details
Transaction ID
Top-up Date
12-10-2023
Payment Status
Success
Payment Method
Online
Support
Digi Conne...
Home
Test Drive
Menu
Wallet Balance
Add the required balance to proceed to the payment page and complete the transaction through internet banking.
Transaction details

Charging History







Users can also mark the station as a Favorite, as shown

View or download charging details as an invoice

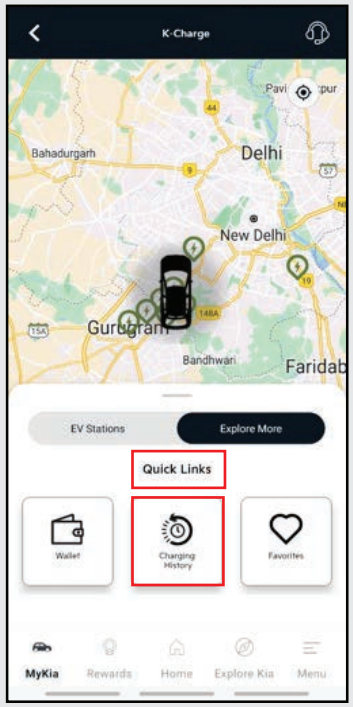
Explore More>>
Quick Links

Charging History

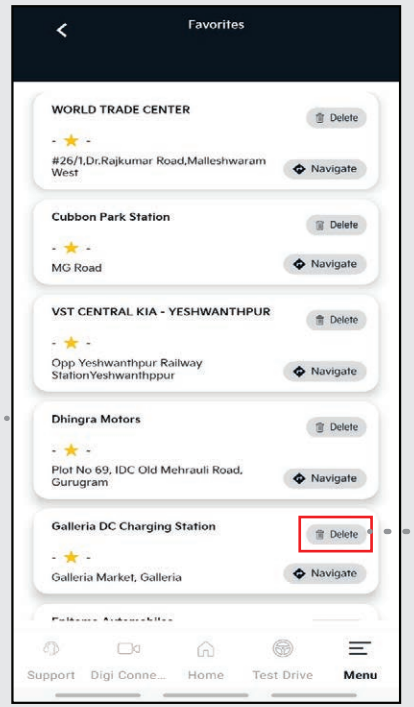
Charging Summary

History of previous transactions

Favorites



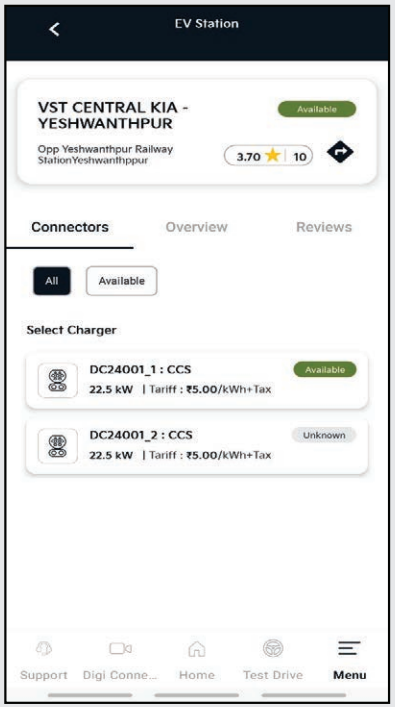
Explore More>>
Quick Links



Favorite Stations

Users can go directly to the detail screen from their list of Favorite Stations

Use the **Delete** button to remove the station



Favorite EV Station

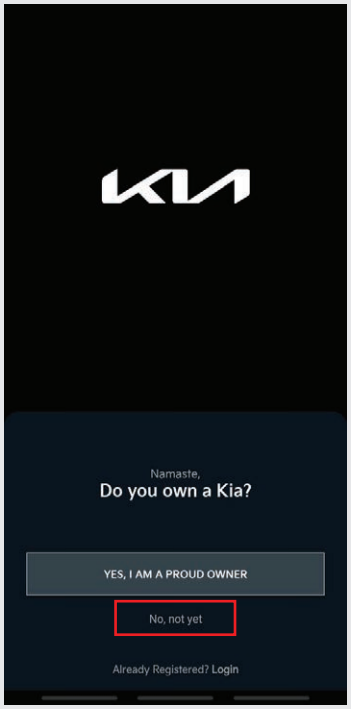
List of Favorite Stations

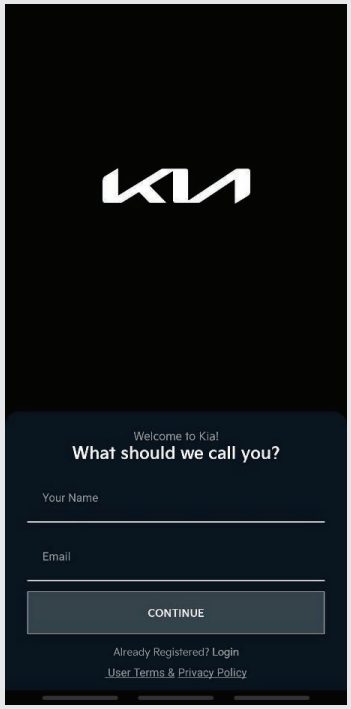
K-Charge Usage

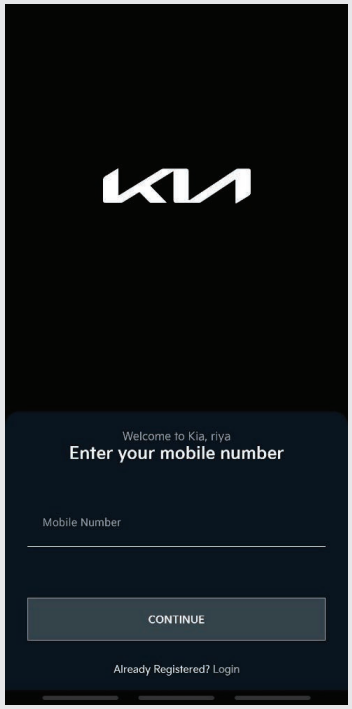
(For Non-Kia EV Customers)

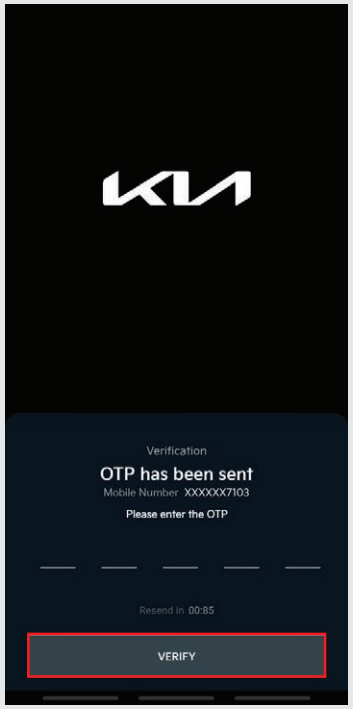
User Registration

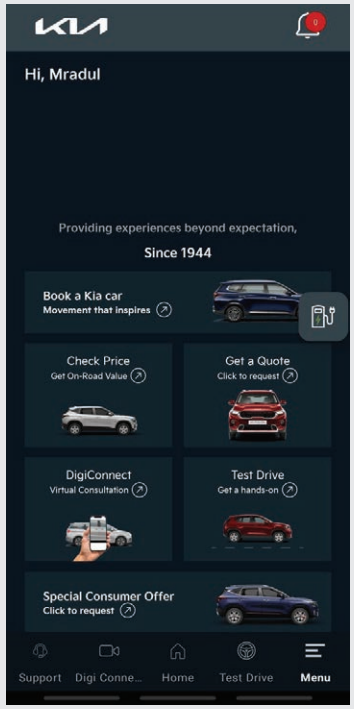
For First-time User Registration on MyKia:





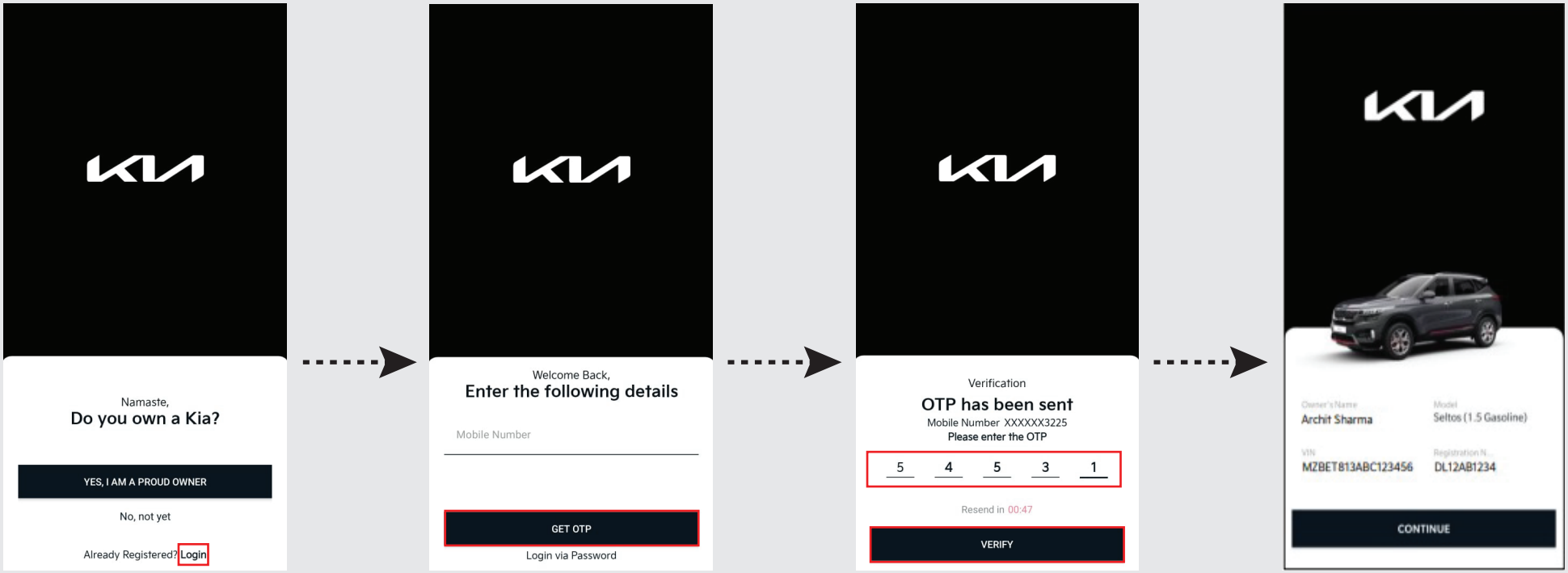






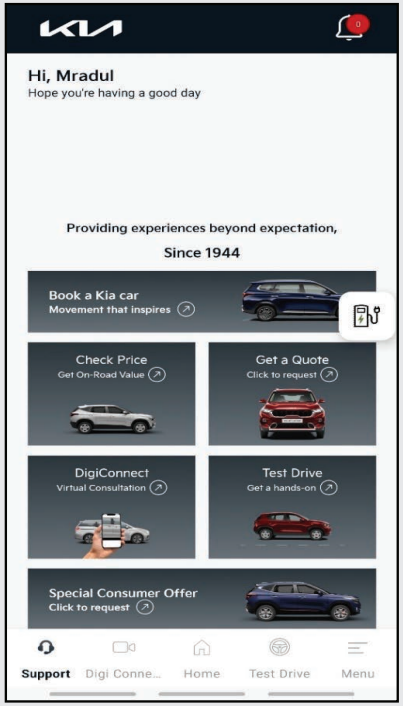
User Registration

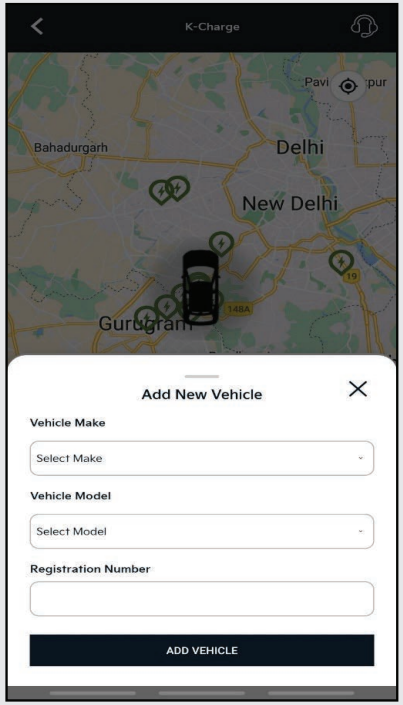
For Existing MyKia Users:

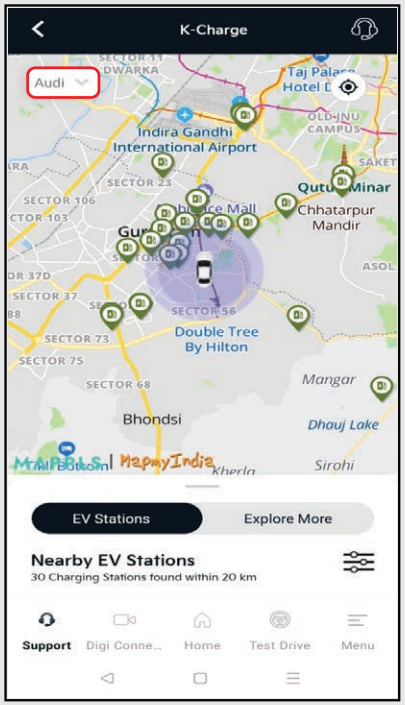


Vehicle Addition

If prospects haven't added a vehicle in K-Charge:



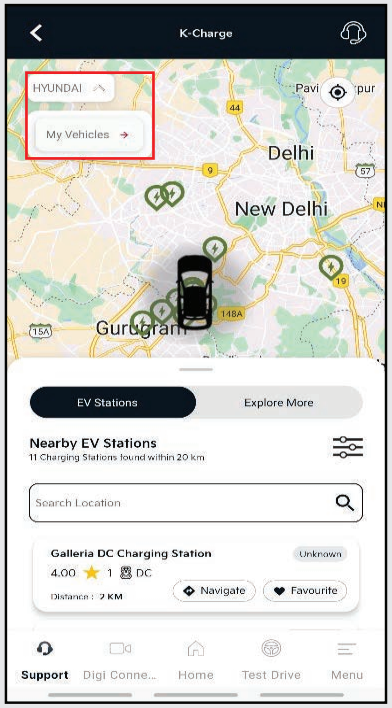


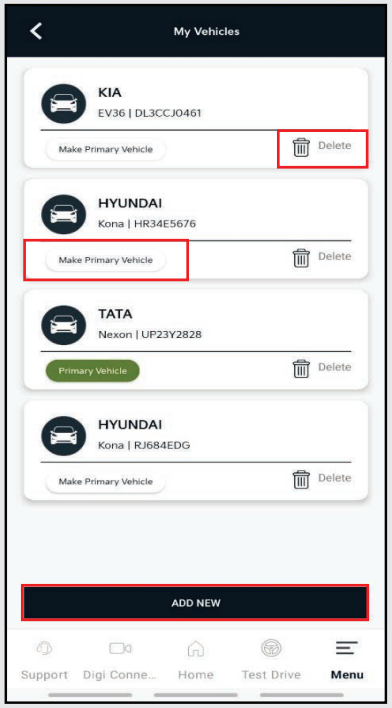


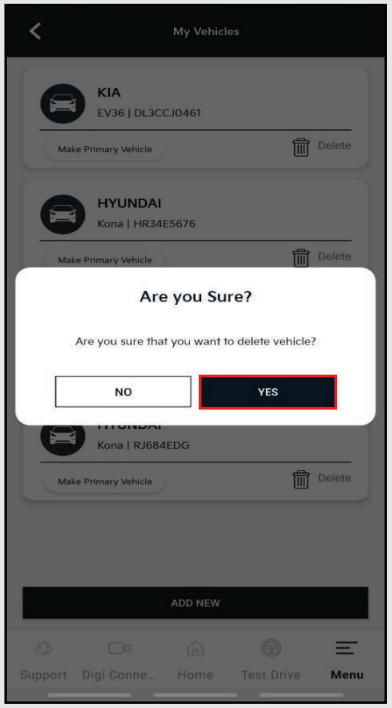
- Clicking the K-Charge icon opens the Add New Vehicle screen.
- Enter the vehicle make, model, and registration number, then click Add Vehicle.
- The user will land on the K-Charge page with their vehicle added to the module.`

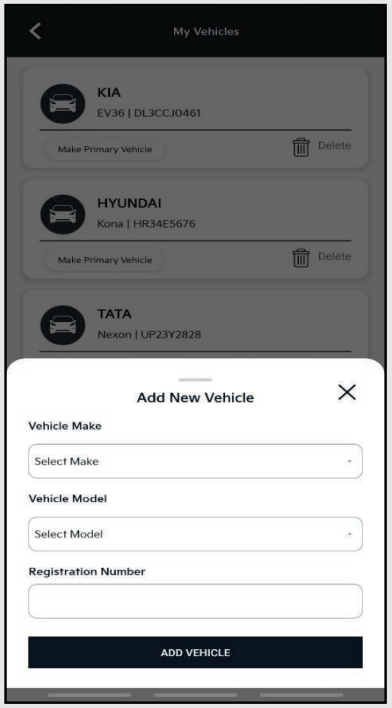
Vehicle Addition

If prospects have already added vehicles in K-charge:



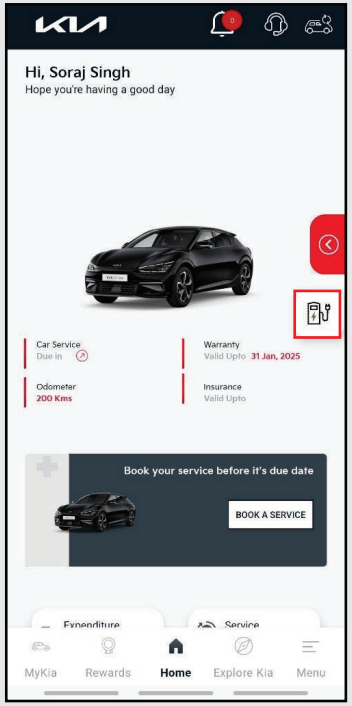






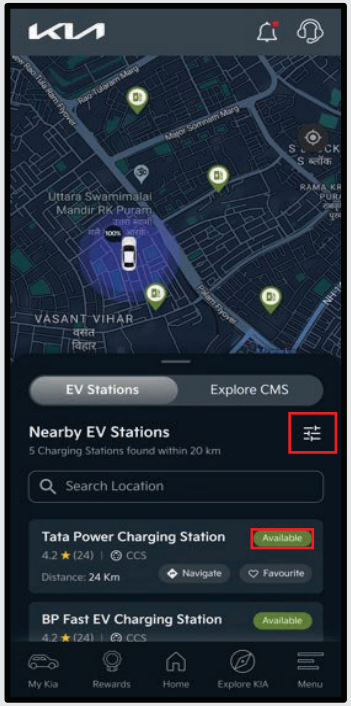
- The primary vehicle name will be displayed on the map screen, as highlighted.
- In the drop-down, selecting My Vehicle will take the user to the Vehicle List screen, showing all their added vehicles.
- The primary vehicle can be switched, and any vehicle can be deleted after confirmation, as shown in the screenshot above.
- A new vehicle can be added by clicking the highlighted button.

K-Charge: My Kia



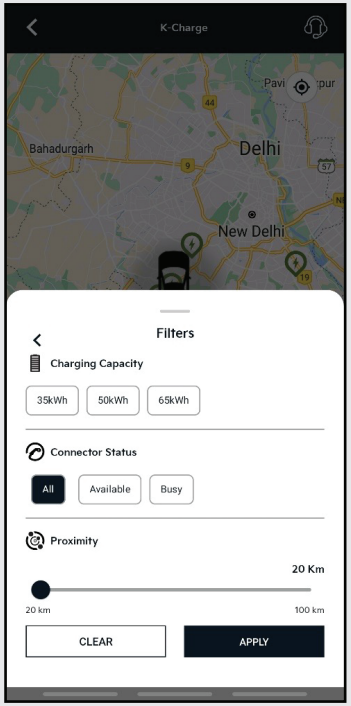
My Kia Homepage

This K-Charge icon will be visible to all MyKia customers; EV customers can click it to proceed to the K-Charge landing page.



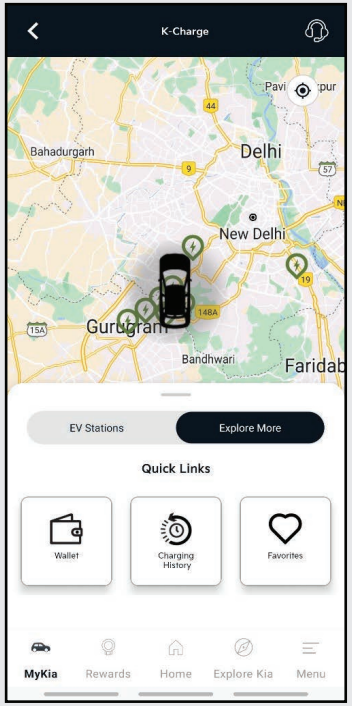
EV Stations

Users can click on any station on the map to see its details highlighted in the list below.



Filters

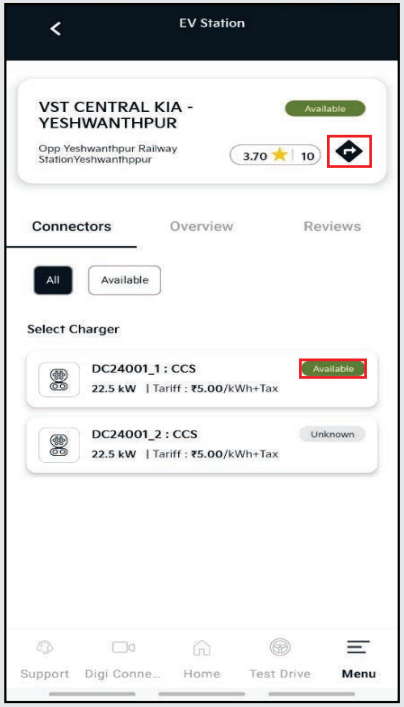
Users can click the Filters icon to customize their search.



Explore More

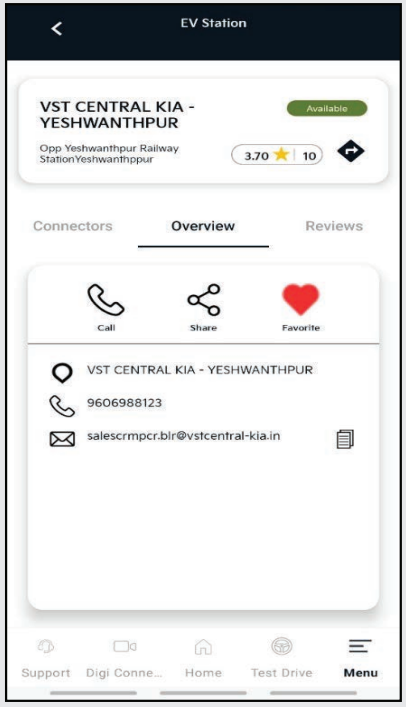
Under Explore more >> Quick links, users can view their Wallet, Charging History, and Favorites.

EV Station



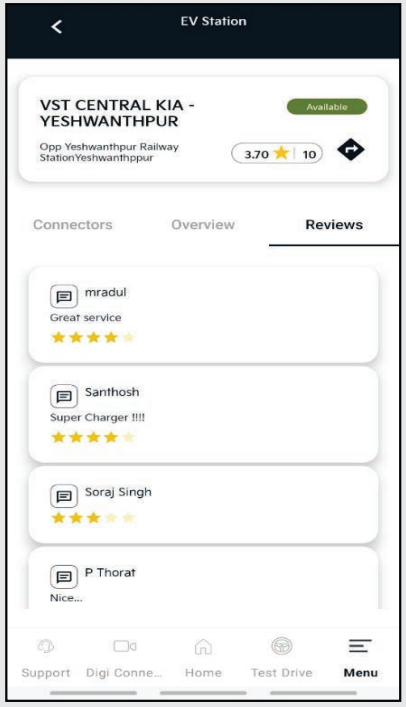
CONNECTORS

Users can select the charger type and compatible connector (charger must be 'Available' to proceed) and then navigate directly to the station using the highlighted navigation icon.



OVERVIEW

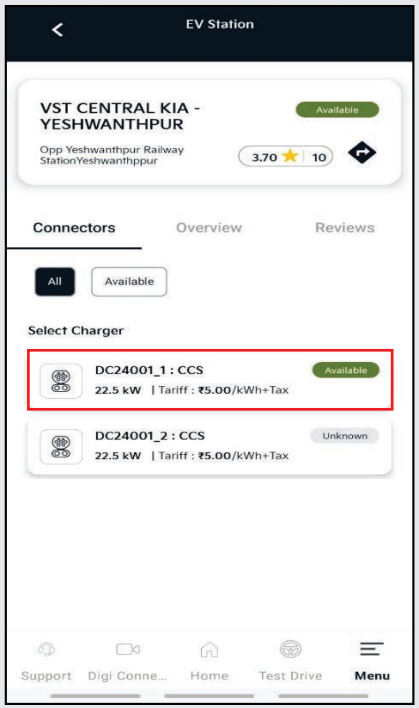
This screen displays station details such as full address, email, and contact. Users can mark or unmark it as a favorite, shortlist it, share the station details, and copy the email address to paste anywhere.



REVIEWS

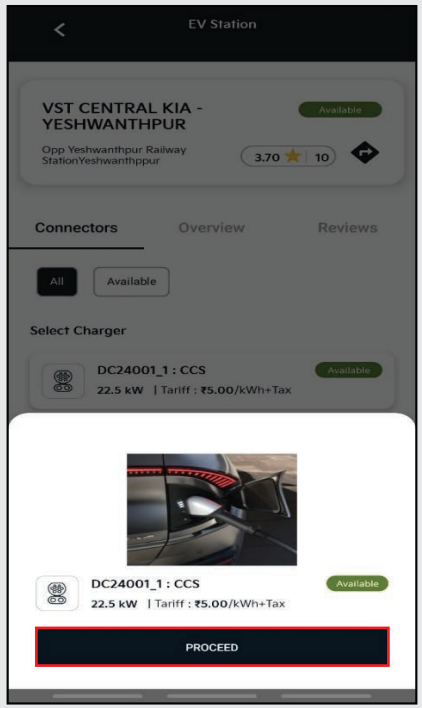
Users can select the charger type along with the compatible connector. (The charger must be marked 'Available' to proceed.)

Charging the EVs: Initialization



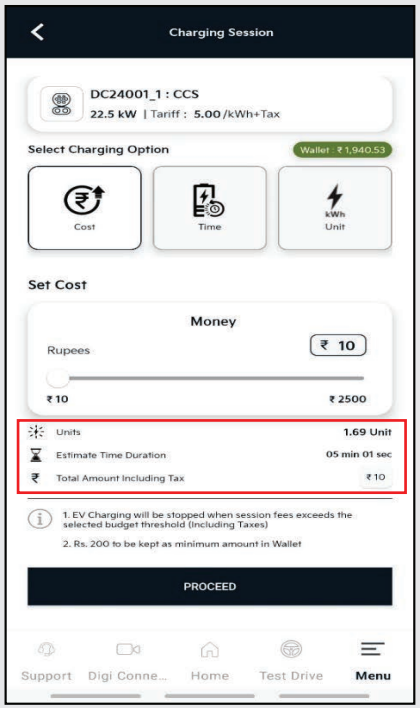
EV Stations

Users need to select an 'Available' charger to view its details, such as connector type, kWh, and tariff.



EV Stations

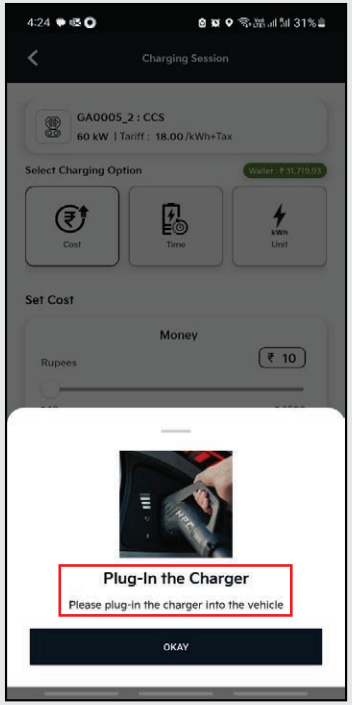
After clicking Proceed (as seen in the 2nd screenshot), the user is directed to the Charging Session screen.



Charging Session

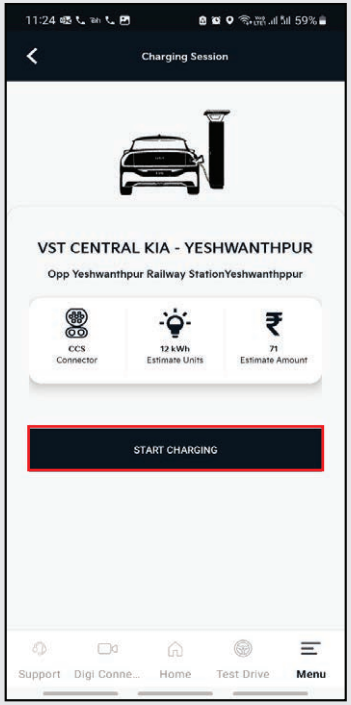
On the Charging Session screen, users can choose from multiple charging options — Cost, Time, or Units. They can adjust the slider to set their preferred budget, charging duration, or energy units.

Start Charging: Your EV



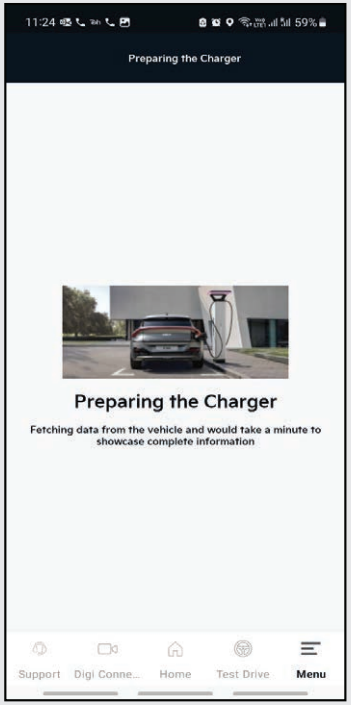
Plug-in the Charger

As instructed on the first screen, the user must plug the charger into the car and then tap **Okay** to continue.



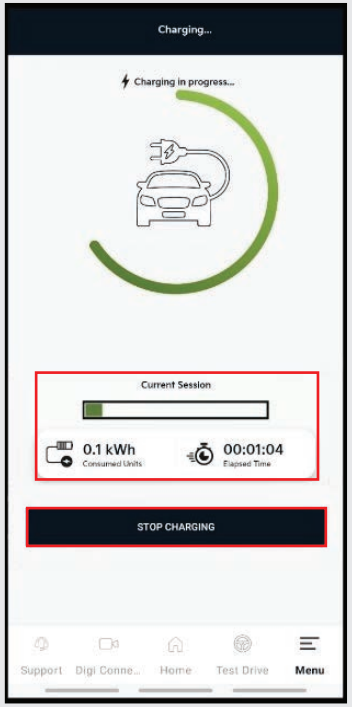
EV Stations

Click the **Start** button.



Filters

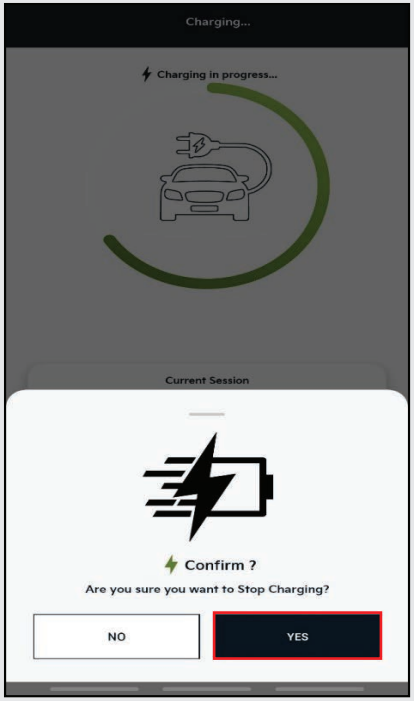
Once you tap **Okay** and then Start, the charger enters preparing mode, taking about 1–1.5 minutes to retrieve all data.



Explore More

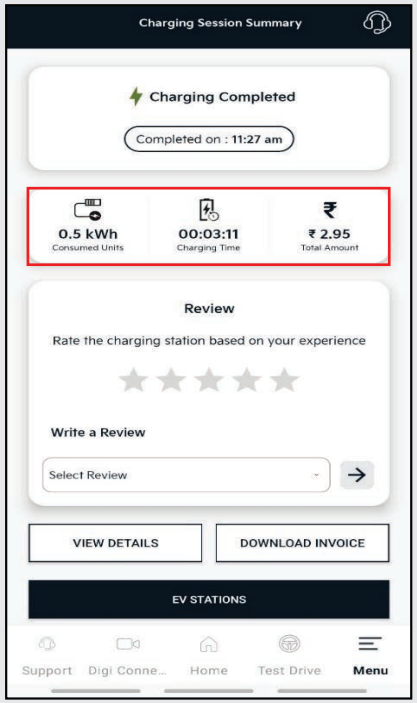
On the Charging (Active Session) screen, users can see real-time updates of the consumed units and elapsed time.

Stop Charging



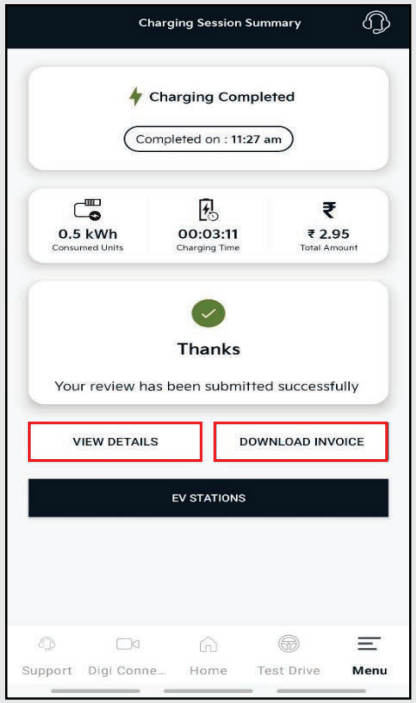
Confirmation

Users can stop charging by clicking the **Yes** button.



Session Summary

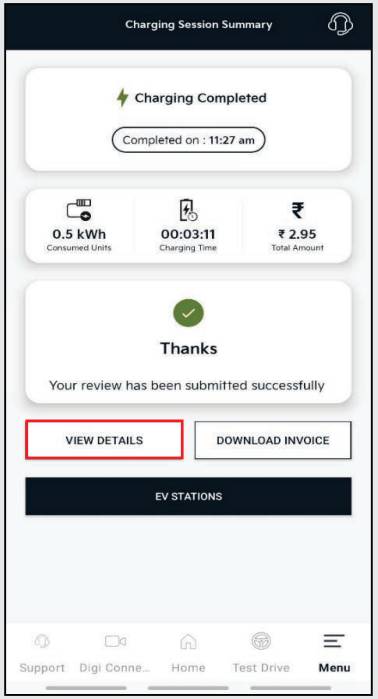
After charging ends, the user is taken to the Charging Session Summary screen showing units consumed, time taken, and total amount charged.



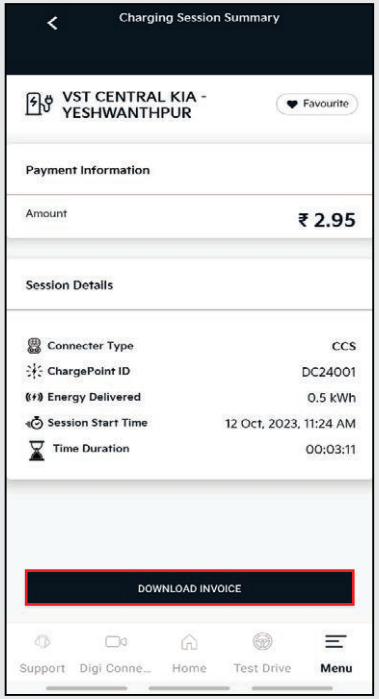
Session Summary

Customers can submit their review, select relevant feedback from the dropdown, and download the invoice by clicking the respective button.

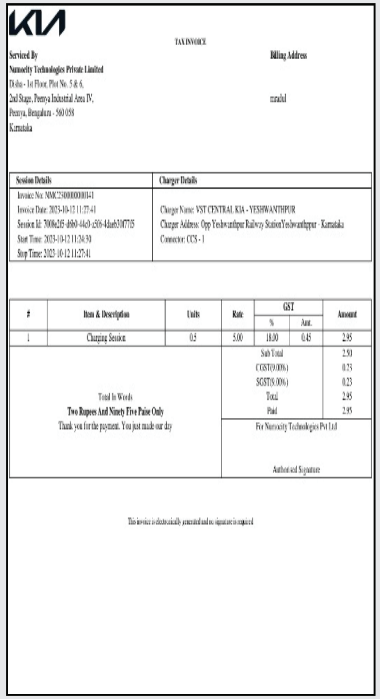
Details and Download Invoice



Session Summary



Session Details

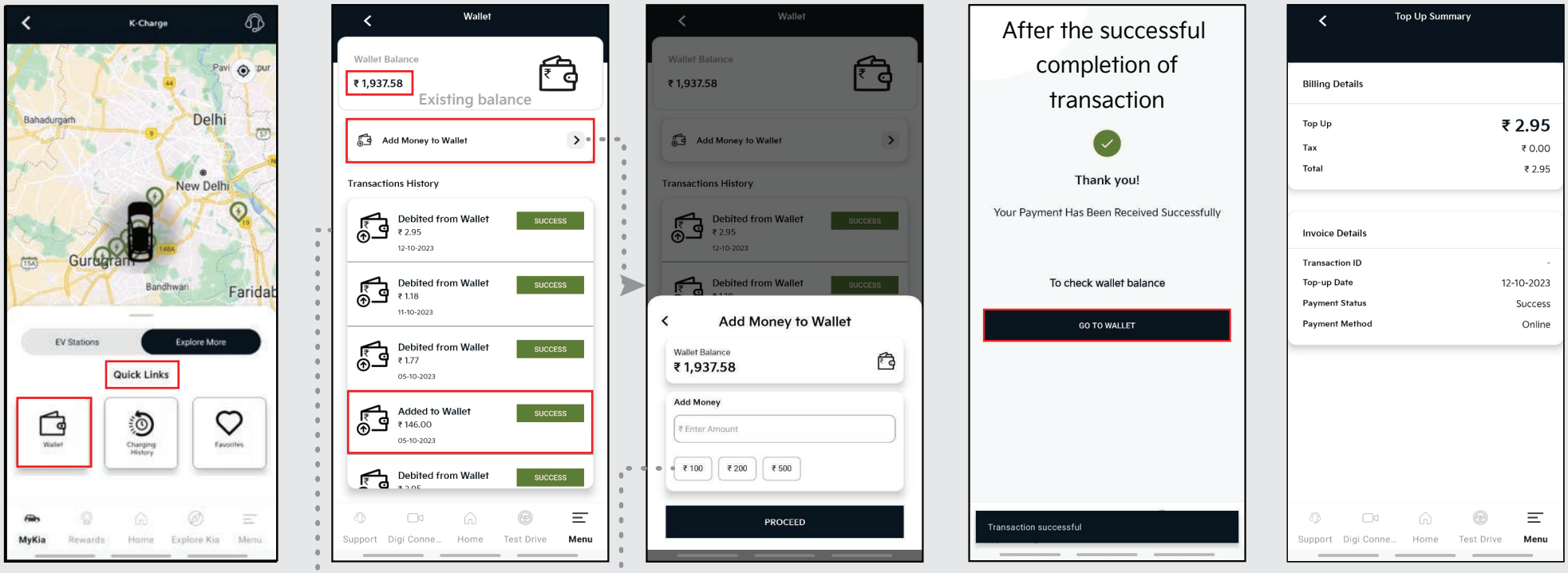


Invoice

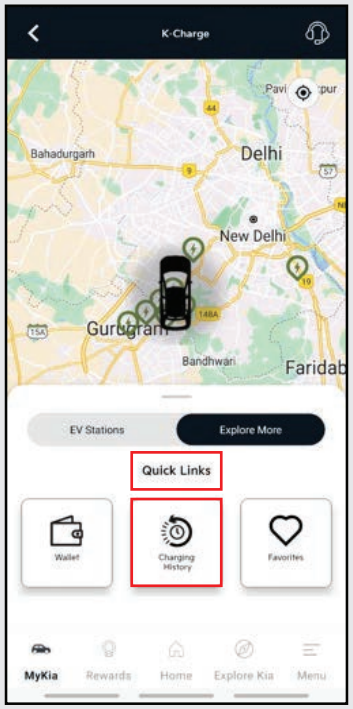
Invoice includes :

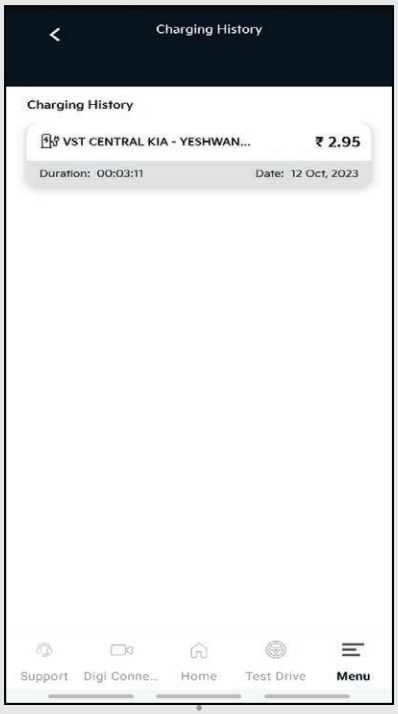
- KIA logo
- Details of service provider
- Item & description
- Charger details
- Total amount inclusive of tax briefs

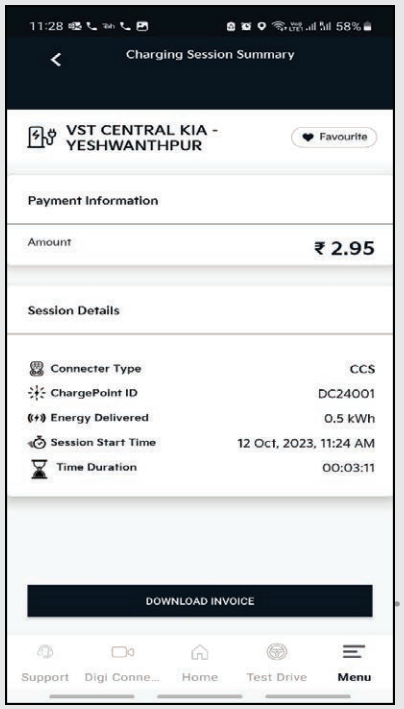
Wallet


K-Charge
Delhi
New Delhi
Gurugram
Bandhwari
EV Stations
Explore More
Quick Links
Wallet
Charging History
Favorites
MyKia
Rewards
Home
Explore Kia
Menu
Explore More>>
Quick Links
Wallet
Wallet Balance
₹ 1,937.58
Existing balance
Add Money to Wallet
Transactions History
Debited from Wallet
₹ 2.95
12-10-2023
SUCCESS
Debited from Wallet
₹ 1.18
11-10-2023
SUCCESS
Debited from Wallet
₹ 1.77
05-10-2023
SUCCESS
Added to Wallet
₹ 146.00
05-10-2023
SUCCESS
Debited from Wallet
SUCCESS
Support
Digi Conne...
Home
Test Drive
Menu
Wallet Balance
₹ 1,937.58
Add Money to Wallet
Transactions History
Debited from Wallet
₹ 2.95
12-10-2023
SUCCESS
Debited from Wallet
SUCCESS
Add Money to Wallet
Wallet Balance
₹ 1,937.58
Add Money
₹ Enter Amount
₹ 100
₹ 200
₹ 500
PROCEED
Wallet Balance
₹ 1,937.58
Add Money to Wallet
Transactions History
Debited from Wallet
₹ 2.95
12-10-2023
SUCCESS
Debited from Wallet
SUCCESS
Add Money to Wallet
Wallet Balance
₹ 1,937.58
Add Money
₹ Enter Amount
₹ 100
₹ 200
₹ 500
PROCEED
After the successful completion of transaction
Thank you!
Your Payment Has Been Received Successfully
To check wallet balance
GO TO WALLET
Transaction successful
Top Up Summary
Billing Details
Top Up
₹ 2.95
Tax
₹ 0.00
Total
₹ 2.95
Invoice Details
Transaction ID
-
Top-up Date
12-10-2023
Payment Status
Success
Payment Method
Online
Support
Digi Conne...
Home
Test Drive
Menu
Wallet Balance
Add Money to Wallet
Transaction
Billing Details
Add the required balance to proceed to the payment page and complete the transaction through internet banking.
Transaction details

Charging History







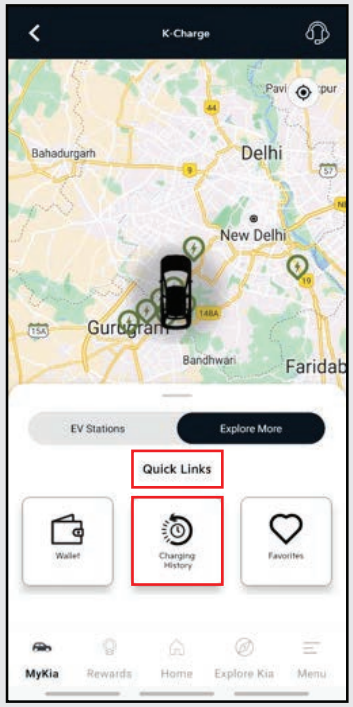
Users can also mark the station as a Favorite, as shown

View or download charging details as an invoice

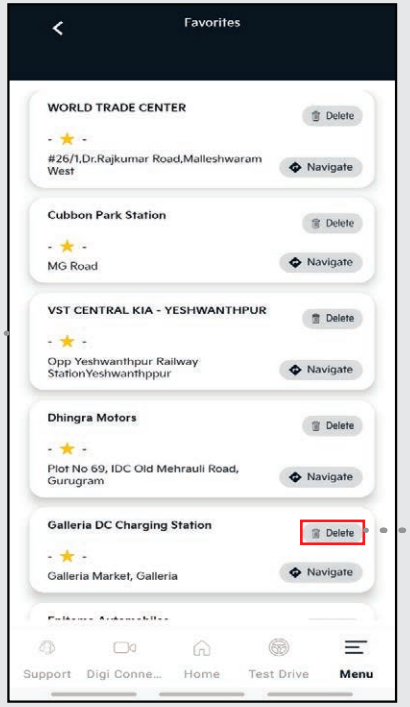
Explore More>> Quick Links → **Charging History** → **Charging Summary**

History of previous transactions

Favorites



Explore More>>
Quick Links

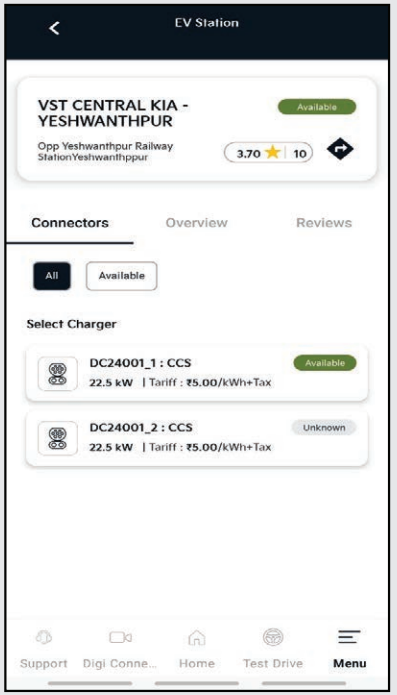


Favorite Stations

Users can go directly to the detail screen from their list of Favorite Stations

Use the **Delete** button to remove the station

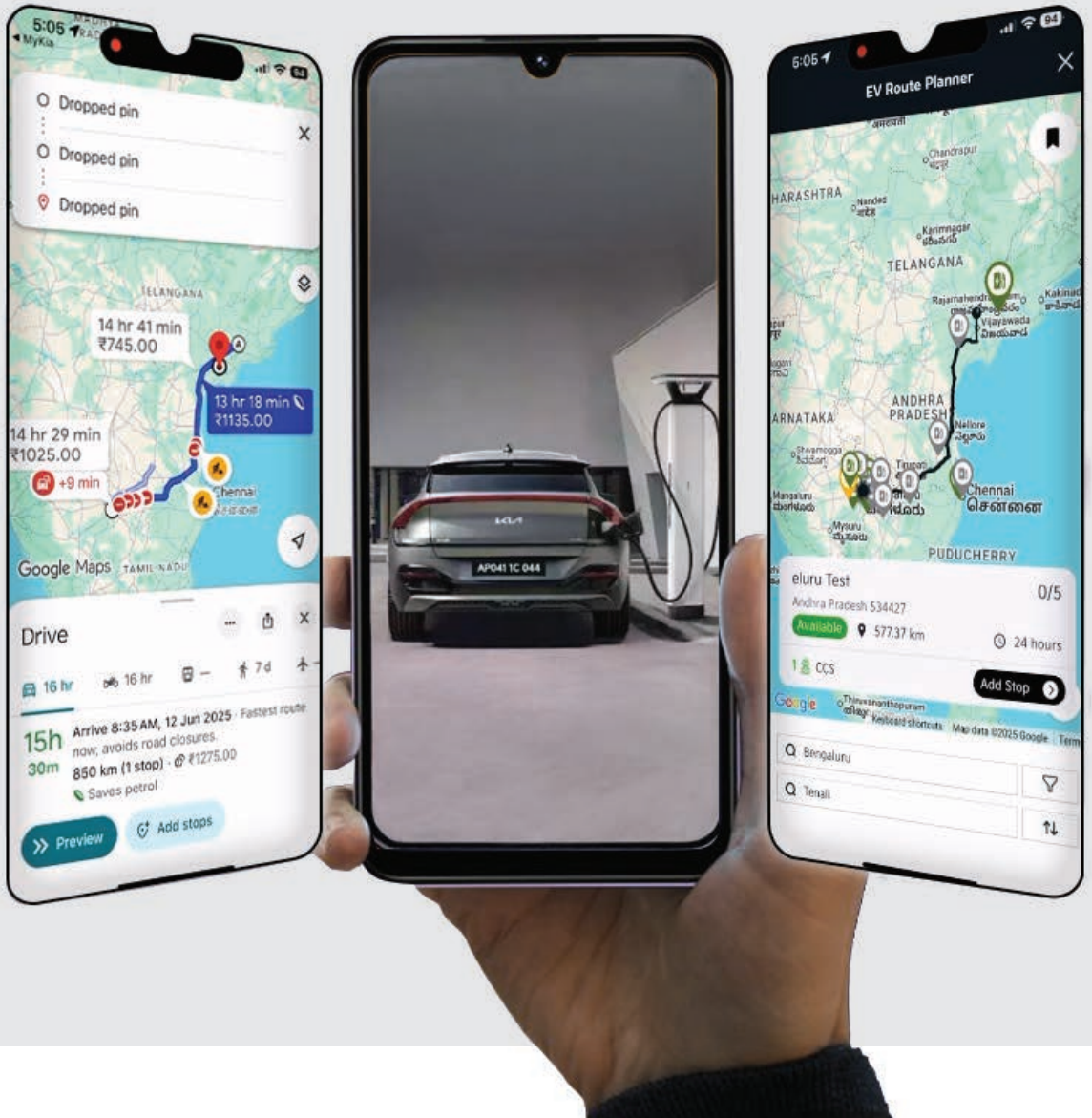
List of Favorite Stations



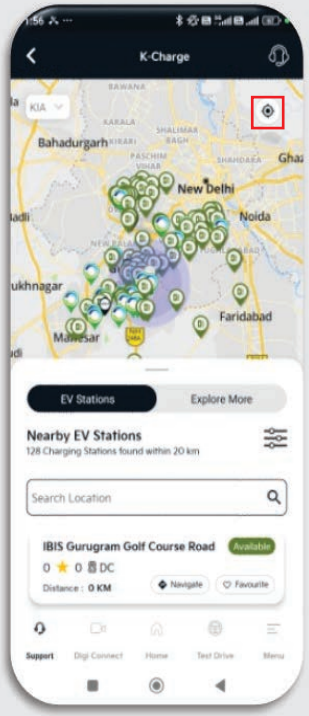
Favorite EV Station

K-Charge Route Planner

(For all EV Customers)



Route Planning



Route Planner Icon

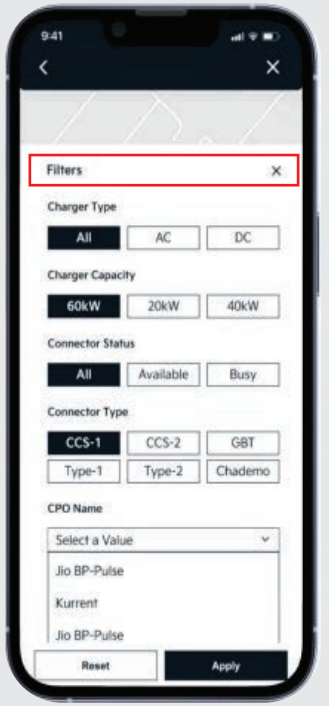
Go to the K-Charge home screen and tap the Route Planner icon.

Home Screen

This will take you to the EV Route Planner homepage in the app.

Source & Destination Selection

Now select your source and destination in the menu; you'll then see a list of available chargers along your preferred route.



Filtering

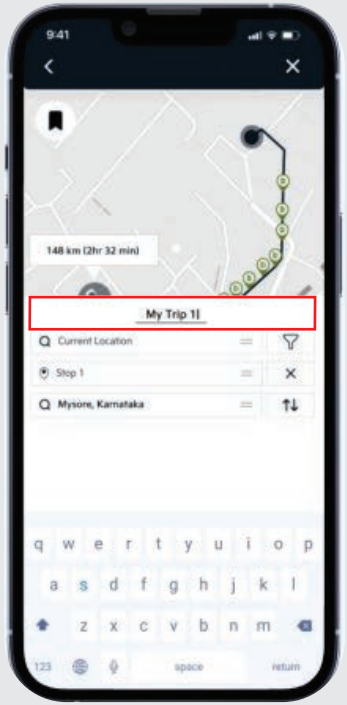
Filter the chargers based on your preferences.

Filter by: : Charger type • Connector status • Connector type • CPO

Route Planning

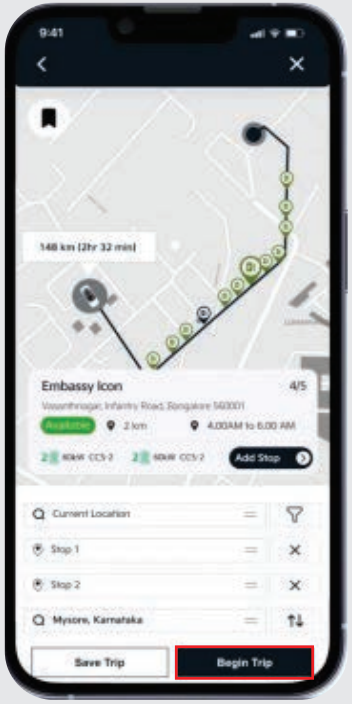
Adding Stops

Add charging stops along your selected route as per your convenience.



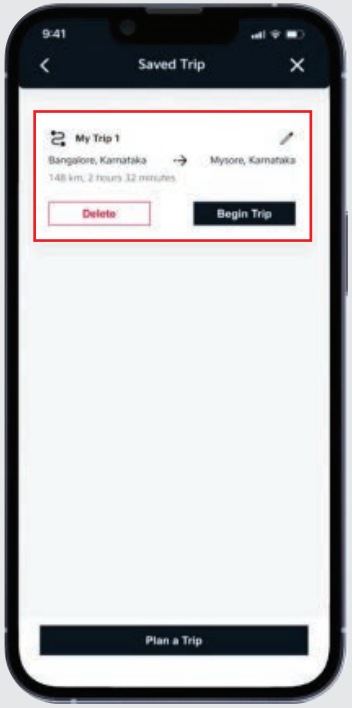
Edit Trip Name

Edit the trip name according to your preference.



Start Trip

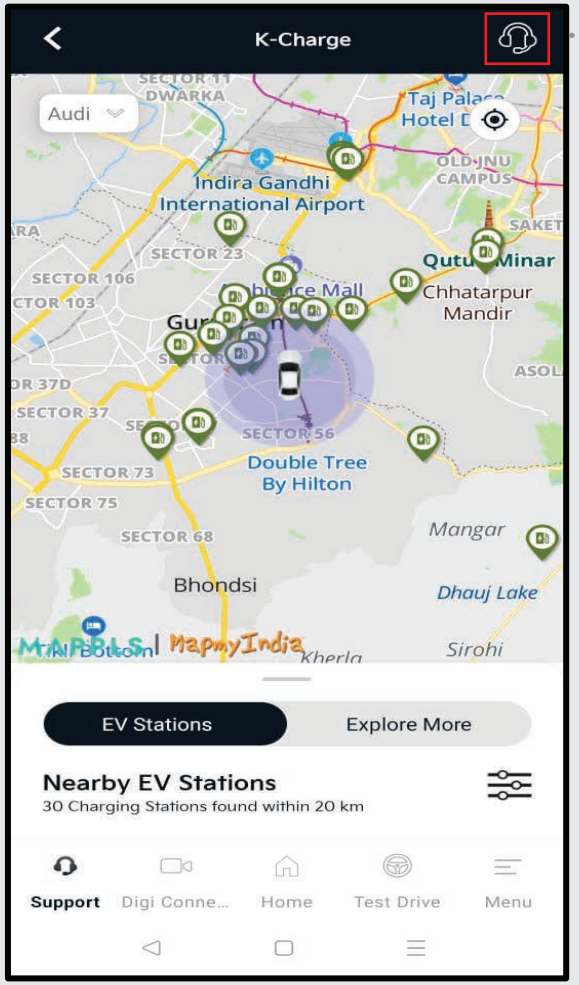
Start your trip by clicking the Begin Trip icon. You'll now be on the most optimized route for your journey.



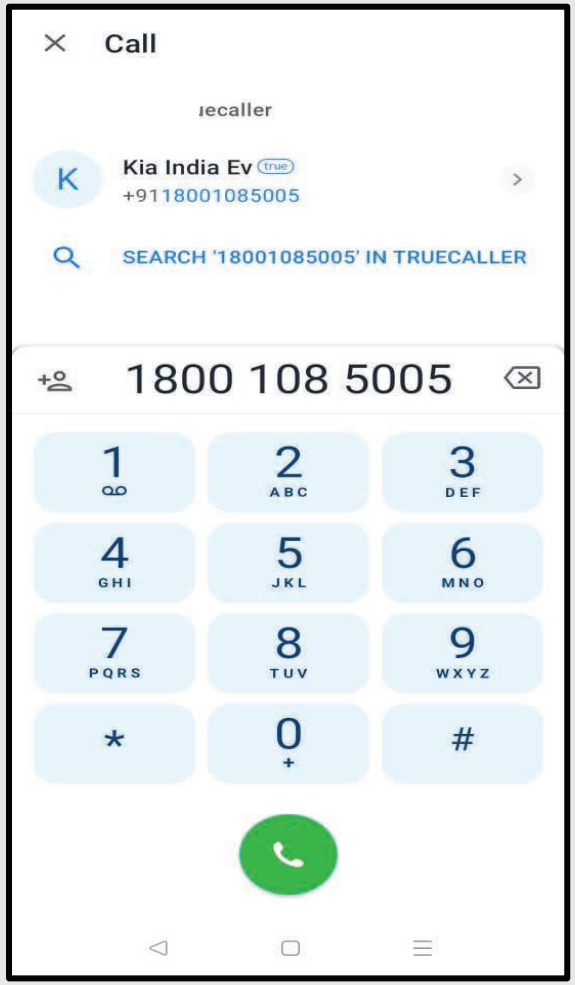
Save Trip

Save the trip for your future reference.

Customer Support Center



Need to "Click"



For charging related concerns, call: 18001085005 (IVR – 4)

Charging Do's & Don'ts

The Kia Clavis EV supports DC fast charging, designed to keep you moving with minimal downtime.

Do's & Don'ts

Do's

- ✓ Always park your vehicle in the designated EV charging bay.
- ✓ Use K-Charge via the MyKia App for the best charging experience.
- ✓ Ensure the charging gun is securely connected to your vehicle.
- ✓ Return the charging gun to its holder after use.
- ✓ Press the charger's emergency stop button immediately in case of fire or smoke.
- ✓ Keep the EV charging area clean and uncluttered.
- ✓ Move your vehicle promptly once charging is complete to allow others to use the station.

Don'ts

- × Do not remove the cover from any charger component to avoid serious electrical hazards.
- × Avoid touching any live wires with bare hands.
- × Do not operate the charger with wet hands or if the connector is wet.
- × Keep inflammable liquids and hazardous materials away from the charging area.
- × Do not press the **Emergency Stop** button unless there's a real emergency.
- × Do not allow children to operate the charger.
- × Do not smoke near the charging station.

Movement that inspires