



Full Manual

Charging Station Management System(CSMS)

Autel Digital Power Co., Ltd.
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Getting Started

Caution Warnings

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Log In

Access the CSMS portal for the first time by clicking the link provided in your email, or by directly entering our website URL into the browser. Then, enter the username and password to log in.

United States

AUTEL®
Charging Station Management System (CSMS)

User Name

Password
 [Forgot Password](#)

or

I have read and agree to [User Agreement](#) and [Privacy Policy](#)

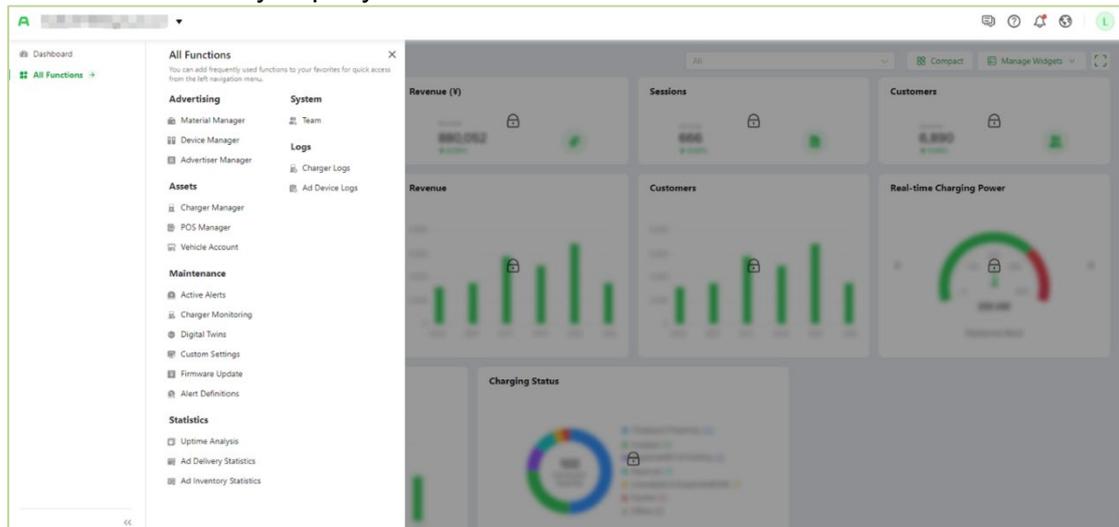
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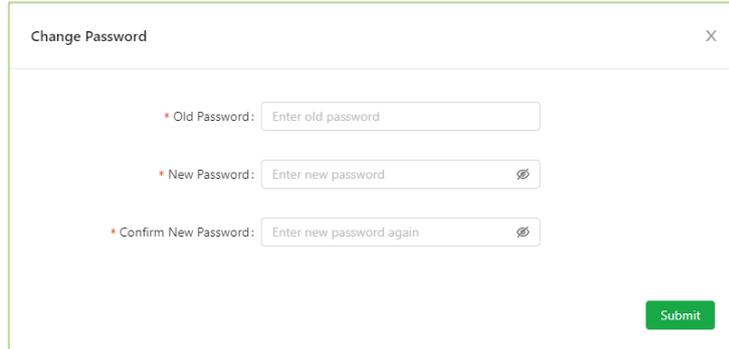
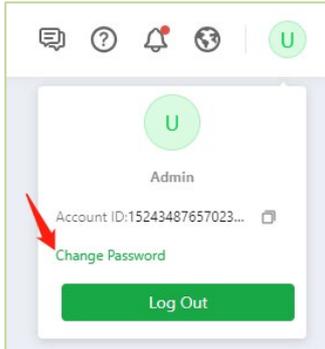
For first-time users without a subscription

This is the dashboard of CSMS which displays multiple default characters. 2 modules are located on the left, other modules can be located within All Functions. Suggestions and feedback, Help, Notification Center, Languages and account profile are in the top right corner.

Please utilize  to pin your frequently used modules to the left panel. The icon reveals itself when you put your mouse on the module name in All Functions.



If you prefer to change your password after login, please click on the avatar in the top right corner and click Change Password. Submit after input the old password and the new password twice.

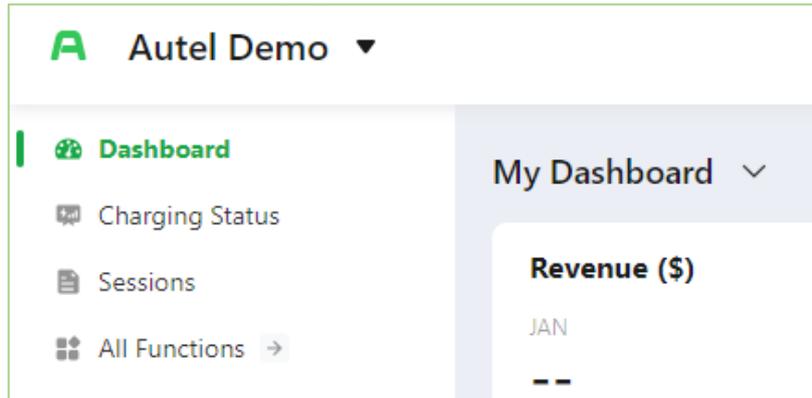


The image shows a 'Change Password' form. The title 'Change Password' is at the top left, and a close button 'X' is at the top right. The form contains three input fields, each with a red asterisk indicating a required field: 'Old Password: Enter old password', 'New Password: Enter new password' (with an eye icon for toggling visibility), and 'Confirm New Password: Enter new password again' (with an eye icon). A green 'Submit' button is located at the bottom right of the form.

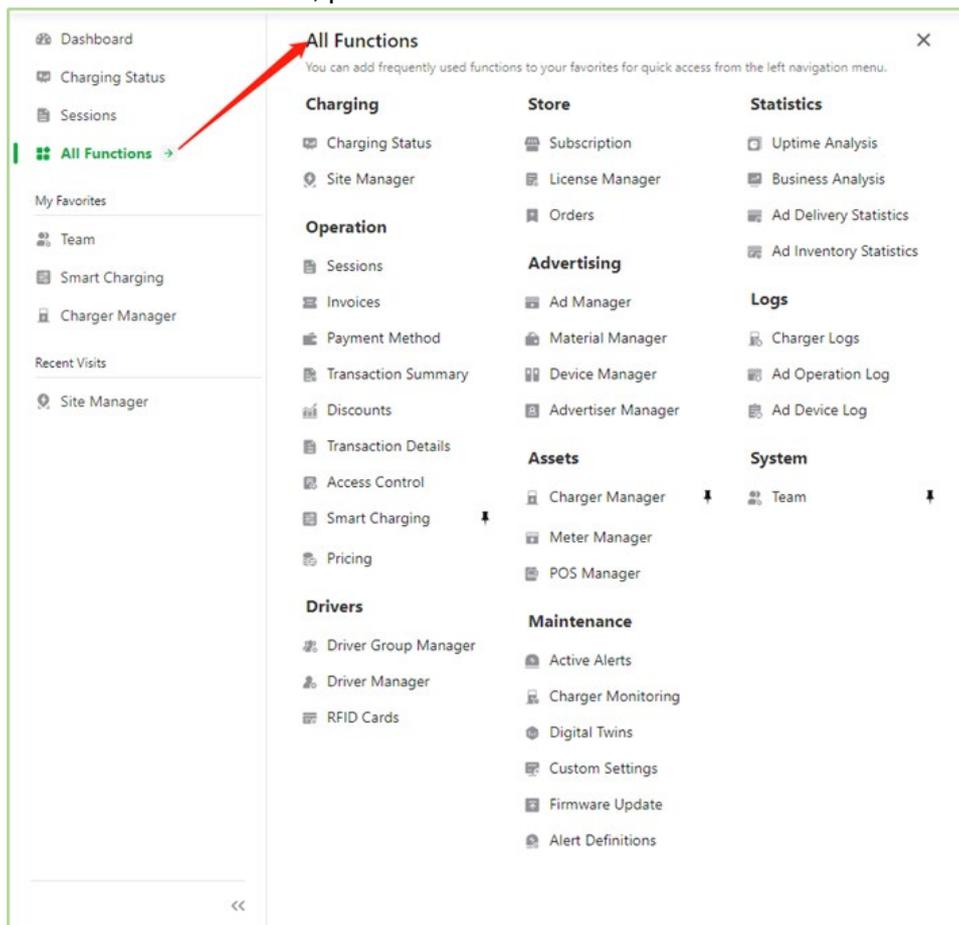
Menu

The menu enhances accessibility to frequently used features and offers the customization capability of your favorites.

The default view with license acquired will be four function tabs displayed on the left menu section: Dashboard, Charging Status, Sessions, and All Functions.



To find all other function tabs, please click **All Functions ->**

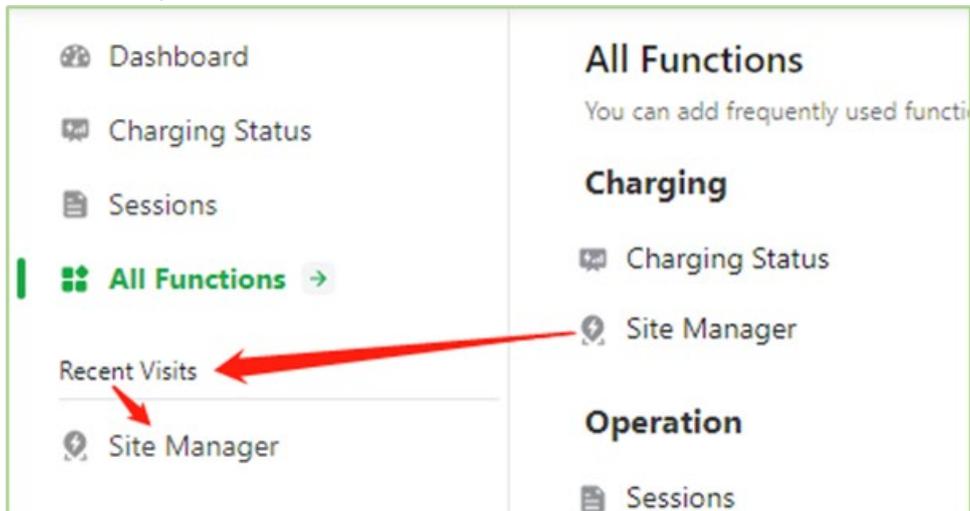


Function Tabs					
No.	Module	Menu Section Functions	Function Categories	Included Functions	
1	Menu	Dashboard			
2		Charging Status			
3		Sessions			
4		All Functions		Charging	Site Manager
5				Operation	Sessions Invoices Allocation Rules Payment Method Transaction Summary Discounts Transaction Details Access Control Smart Charging Pricing
6				Drivers	Driver Group Manager Driver Manager RFID Cards
7				Store	Subscription License Manager Orders
8				Advertising	Ad Manager Material Manager Device Manager Advertiser Manager
9				Assets	Charger Manager Meter Manager POS Manager
10				Maintenance	Active Alerts Charger Monitoring Digital Twins Custom Settings Firmware Update Alert Definitions
11				Statistics	Uptime Analysis Business Analysis Ad Delivery Statistics Ad Inventory Statistics
12				Logs	Charger Logs OCPD Logs Ad Operation Log Ad Device Log
13				System	Team

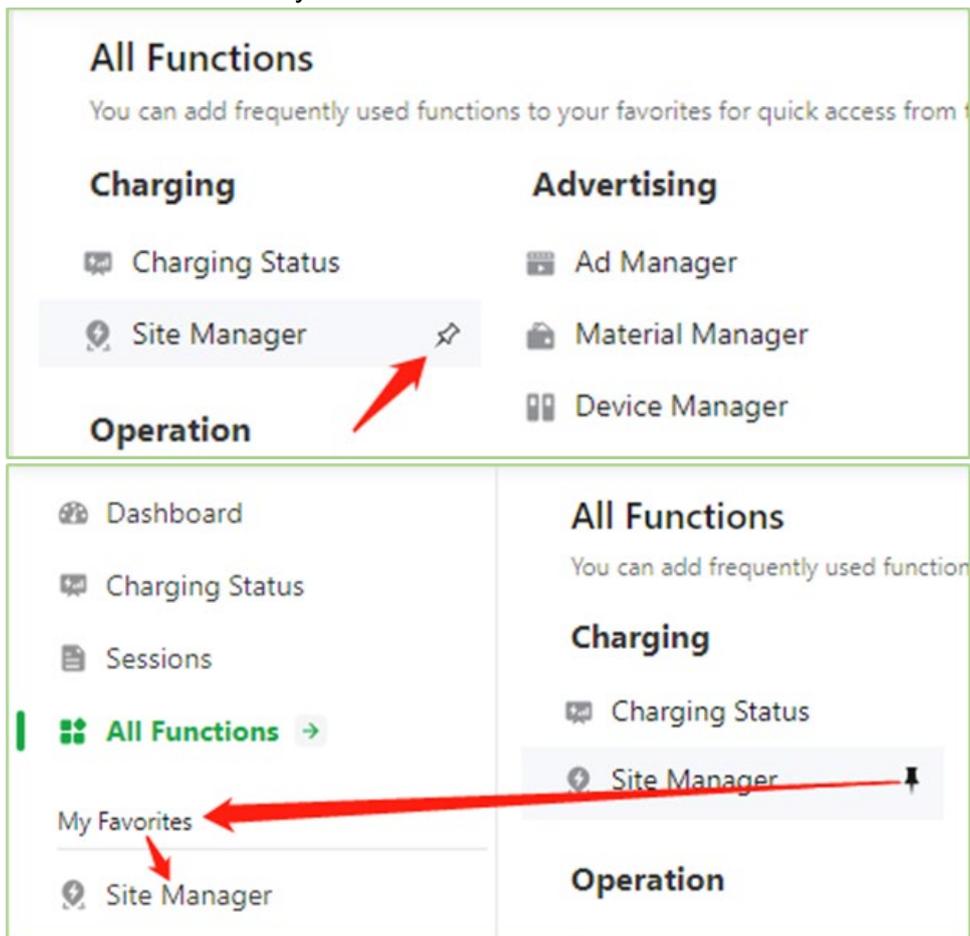
Note: All frequently used functions under each category can be pinned to the home page navigation area as favorites for quick access.

Within the **All Functions** ->, all function tabs can be:

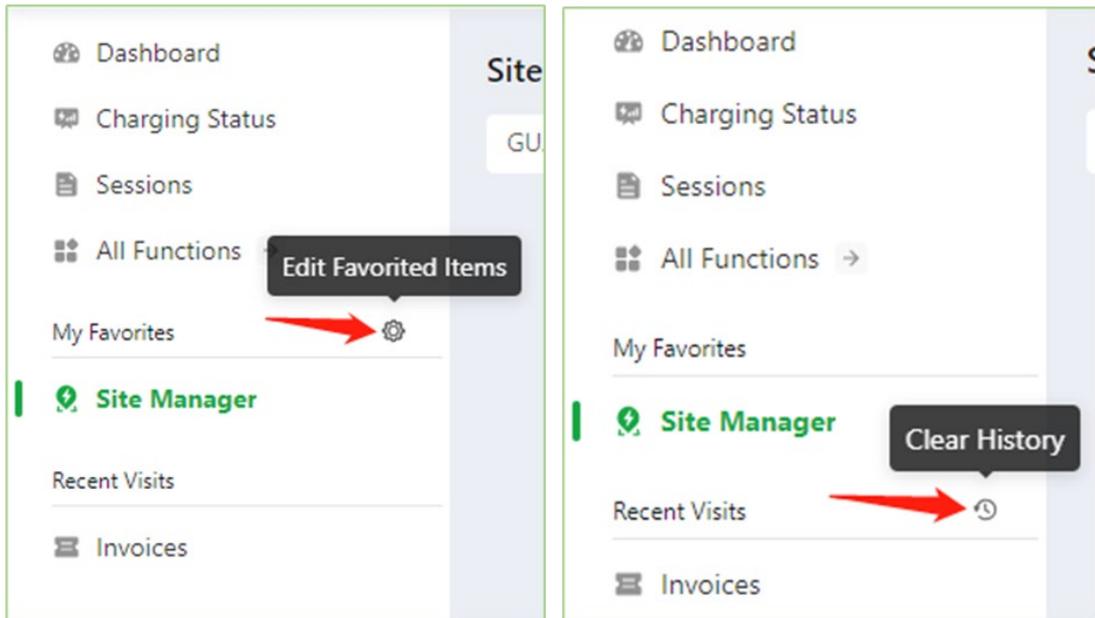
1. Clicked and kept as **Recent Visits** on the left menu section.



2. Pinned to the left menu section as **My Favorites** for quick access by clicking , the icon reveals itself when your mouse hovers over the tab name.

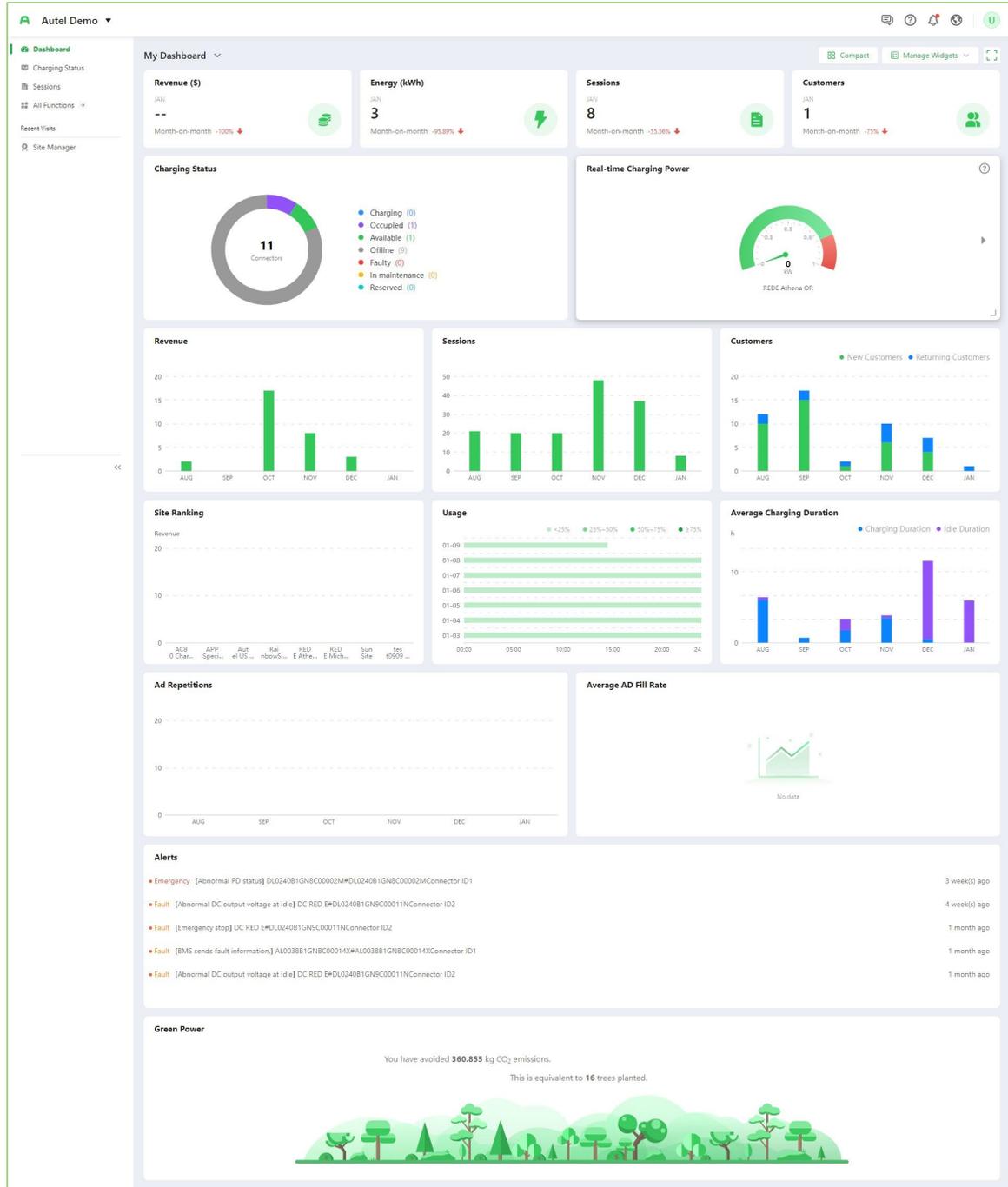


Except for the default four tabs, **My favorites** are editable, and **Recent Visits** can be cleared.



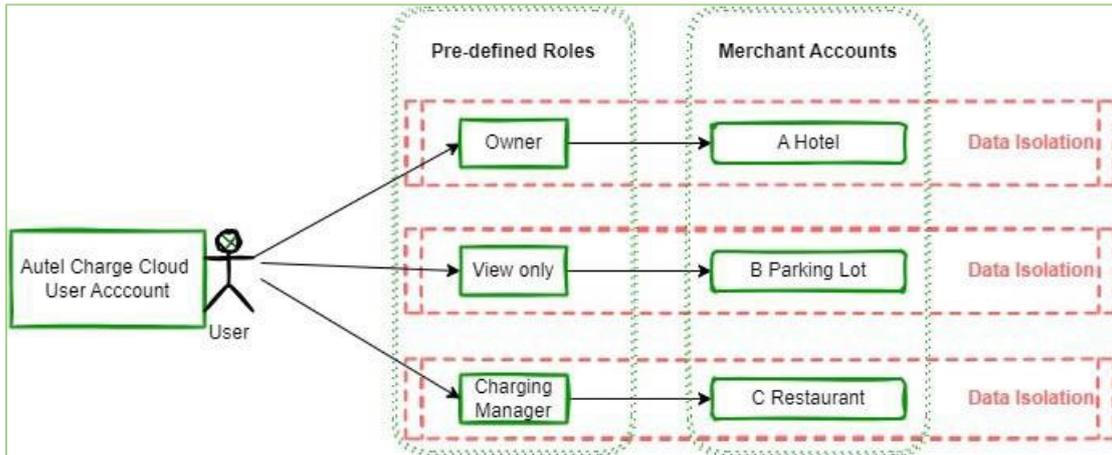
Dashboard

The dashboard is the home page of CSMS on which you have a diverse range of charts and histograms to monitor all the chargers, charging sessions, drivers, revenue, and so on.

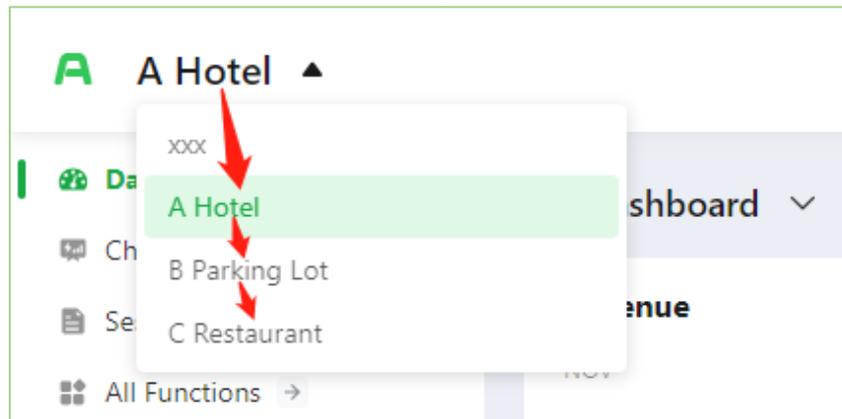


Multi-Merchants Account

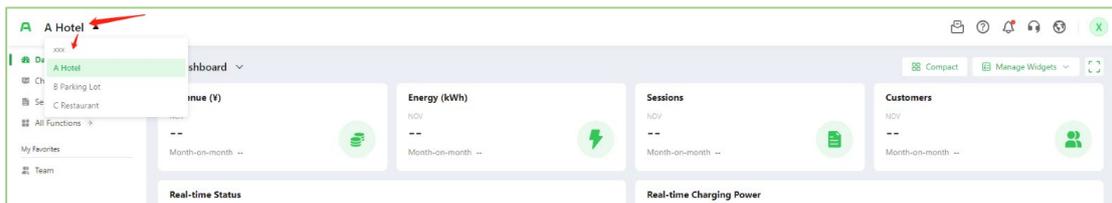
Users can assume roles under different merchants, with data isolation between different merchants. Switching between merchants allows users to perform various business operations. For better understanding, please check below:



Please reference to below screenshot of the CSMS Multi-Merchant account selection,



It is located at the top-left corner of the webpage where besides the Autel logo, utilize it to **Switch Merchant accounts.**



Widget Control

In the **Dashboard** portal, allows users to customize the layout and display information of the widgets.

Overall:

 **Compact** is used to organize the layout.

 **Manage Widgets** is used to configure what widgets you would like to see.

 is used and only used for the dashboard full screen.

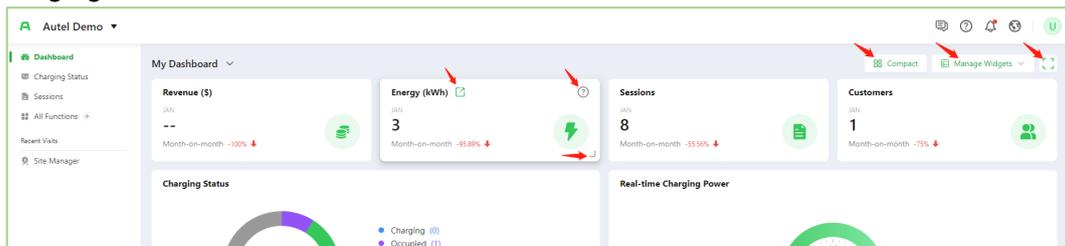
In widgets:

 is used to redirect you to the analysis page.

 is used to show you the description of this widget.

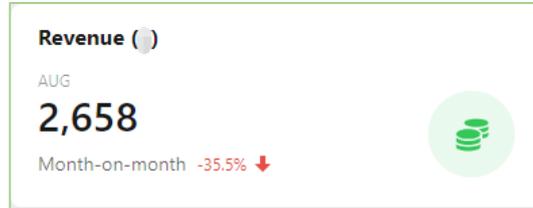
 is used to resize your widget.

Other than the above, you can also drag your widget to relocate it with your mouse changing to a  **hand**.

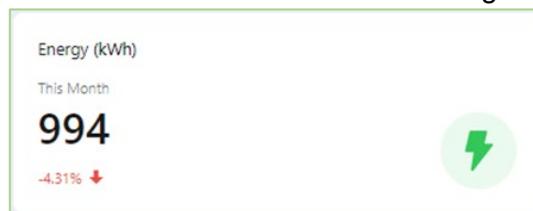


Default Widgets

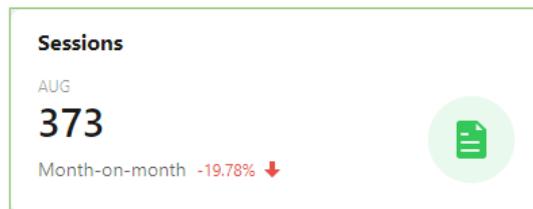
Revenue is the total Gross merchandise value (GMV) for this month. The numbers below the Charging Revenue show how much the month-on-month is increasing or decreasing in %.



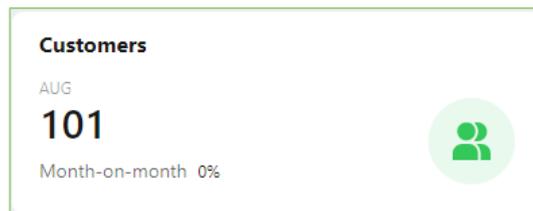
Energy is the total electricity that is delivered in this month. The numbers below the Energy shows how much the month-on-month is increasing or decreasing in %.



Sessions is the total number of sessions of each month.



Customers are the total number of deduplicated users charging at your charging station this month. The numbers below the Drivers show how much the month-on-month is increasing or decreasing in %. It displays - - if no data in the last month can be calculated.



Alerts notify you with different types of messages in case of any issues happening on your chargers. Click on the message to learn more details.

Alerts	
• Fault [Communication error with control board] MaxiCharger 7#AE0007A1GMBC00081M	3 d ago
• Fault [Communication error with control board] MaxiCharger Wall 1#AE0007A1GMBC00085S	3 d ago
• Fault [Communication error with control board] MaxiCharger 9#AE0022A1GN7C00280G	3 d ago
• Fault [Communication error with control board] MaxiCharger Wall#AG0021A1CN8C00007B	3 d ago
• Fault [Abnormal shutdown] MaxiCharger 7#AL0012A1GN7C00068S	3 d ago

Real-time Status is monitoring Connectors to show the real-time status of each charger, there are seven types of status.

Available stands for the charger are free to use.

In use stands for when the charger is plugged or charged.

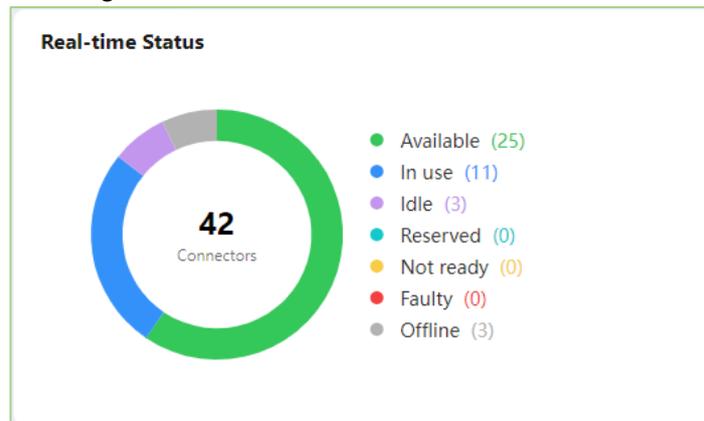
Idle stands for charger occupied by a vehicle after the charging session has been completed.

Reserved stands for chargers have been reserved online.

Not Ready stands for chargers that are not ready to use. stands for chargers that are not ready to use.

Faulty stands for when the charger is powered off or faulty.

Offline stands for chargers that are disconnected from the internet.



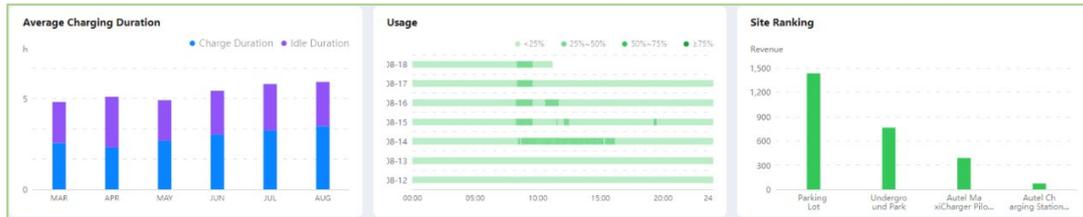
Business Analysis default widgets.



Average Charging Duration displays the total duration of all charging sessions. The purple bar stands for the Idle duration.

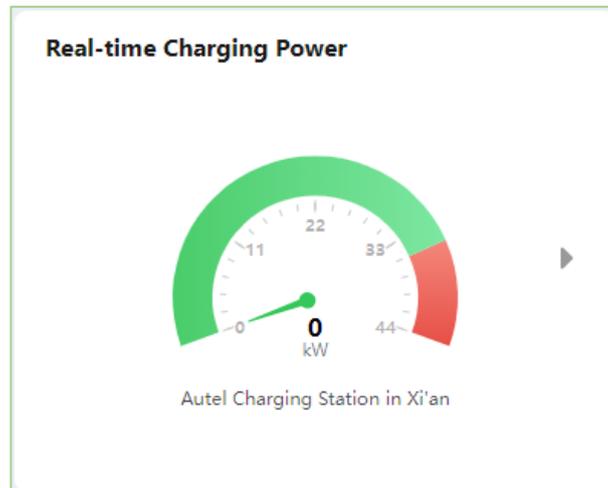
Usage is calculated as the number of charger connectors currently in use divided by the total number of connectors. More saturated green bars represent higher utilization.

Site Ranking displays the charging revenue of all the sites you manage which provides you with a comparison of the operating conditions of all charging stations



Real-time Charging Power displays the real-time power consumption of each site, the maximum power limitation can be modified in the site configuration.

There will be a left and right arrow for switching gauges once you have multiple sites.



Average AD Fill Rate and **Ad Repetitions** are default widgets for Ad analysis.



Green Power includes CO2 reduction and equivalent trees planted.

CO2 emission calculations are based on the energy dispensed through each organization's stations. We estimate how far an EV can go using the energy from the stations, calculate the emissions caused by generating this electricity, and compare this with the emissions that would be generated by a petrol-powered vehicle going the same distance.

5 km/kWh: average efficiency for an electric vehicle, estimation based on data for more than 200 types of electric vehicles.

7 liters/100 km: average fuel efficiency for an ICE passenger car.

2300 g CO2 per liter gasoline: average emissions from driving an internal combustion engine (ICE) vehicle.

475 g CO2/kWh: average for emissions factor from generating electricity to fuel EVs, estimation based on data from IEA.

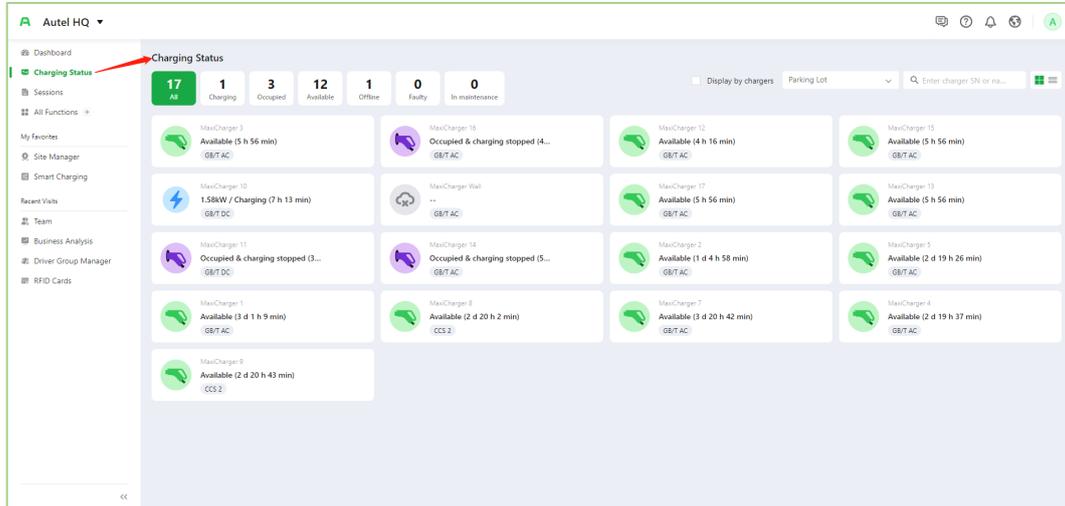
$$\text{CO2 emission} = 5 / 100 * 7 * 2300 - 475 = 330 \text{ g/kWh.}$$

Trees planted: 21.77 kg carbon reduction is equivalent to one tree. Round the value and get an integer without decimals. If the carbon reduction is below 21.77 kg, this is equivalent to 0 trees.



Charging Status

This tab introduces a charging live status menu for quick insights into the current state of charging stations. It includes two main characters: **Status Blocks** and **Charger Widgets**. They are related by status categories and status icons.



On this new page, there are 7 statuses with 7 icon indications for the charging station:

1. This icon indicates the charging station is on **Charging** status.
2. This icon indicates the charging station is on **Available** status.
3. This icon indicates the charging station is on **Offline** status.
4. This icon indicates the charging station is on **Occupied** status.
5. This icon indicates the charging station is on **Reserved** status,
Note: This block Reserved appears only with existing reservations.
6. This icon indicates the charging station is on **In maintenance** status.
7. This icon indicates the charging station is in **Faulty** status.

Each of the **Status Blocks** with numbers on the top are categories associated with the above seven icons, except the widget of All, which means displaying all chargers you have at once.



Click on the exclusive widget to display the exclusive status chargers. For example:

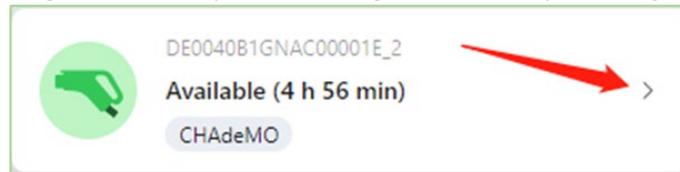
click on **0 Occupied**



Now you are only seeing all **Occupied** chargers. Same when choosing other widgets.

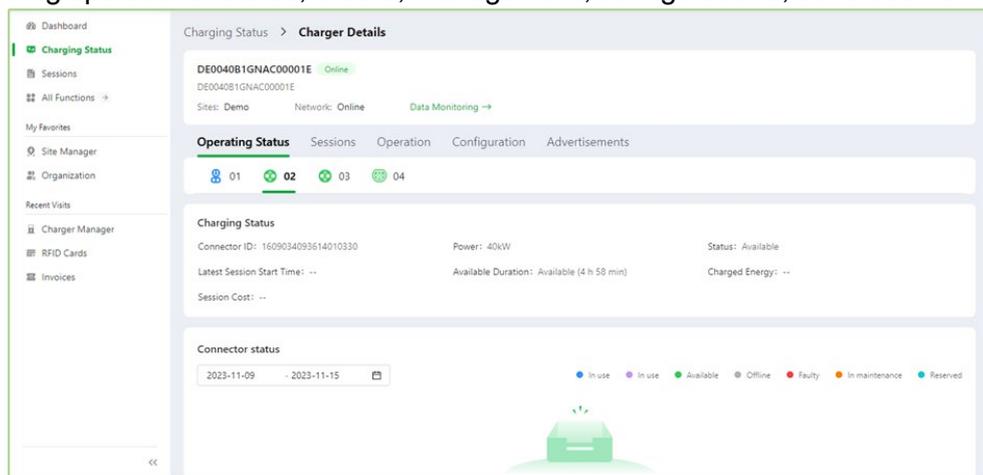
Regardless of the status of this charger, each **charger widget** can lead you to more information and pages that contain related information, data, and configurations. All you must do is select the charger you would like to learn more about and hover your mouse over it. The card expands to reveal more information and clicking redirects you to the relevant page.

Each **Charger widget** can lead you to **Charger Details** by clicking on the card.



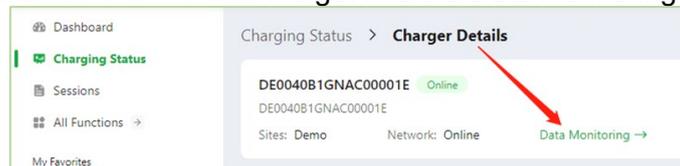
Charger Details

This page is redesigned to hierarchically display all station-related information, including operational status, orders, management, configurations, advertisements, etc.

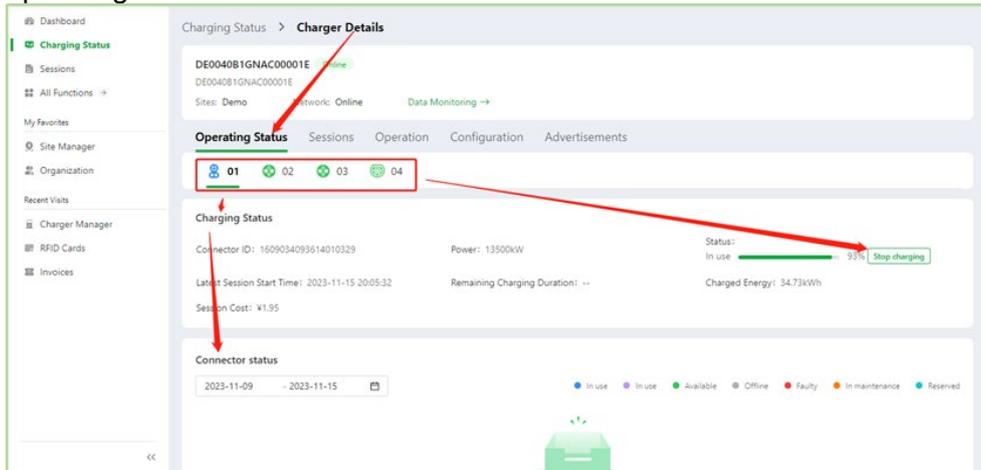


On this page,

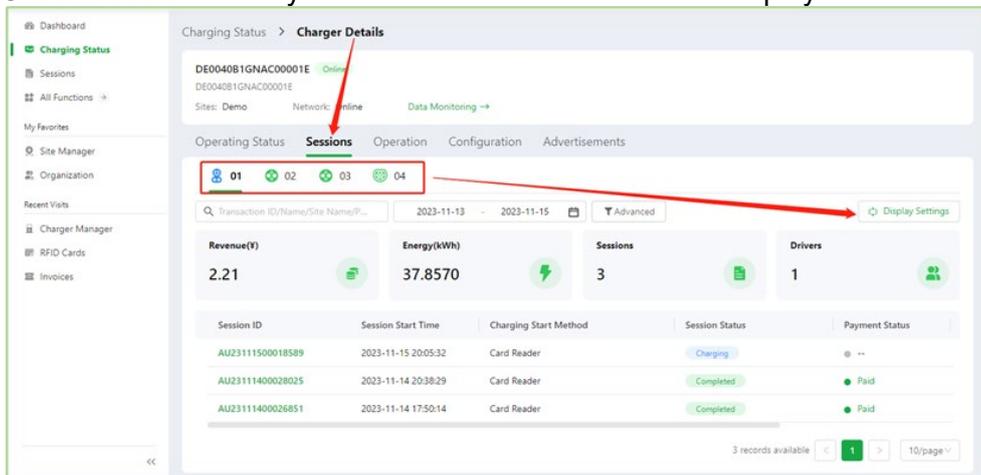
1. Users can click on [Data Monitoring](#) → it to get into the Data Monitoring.



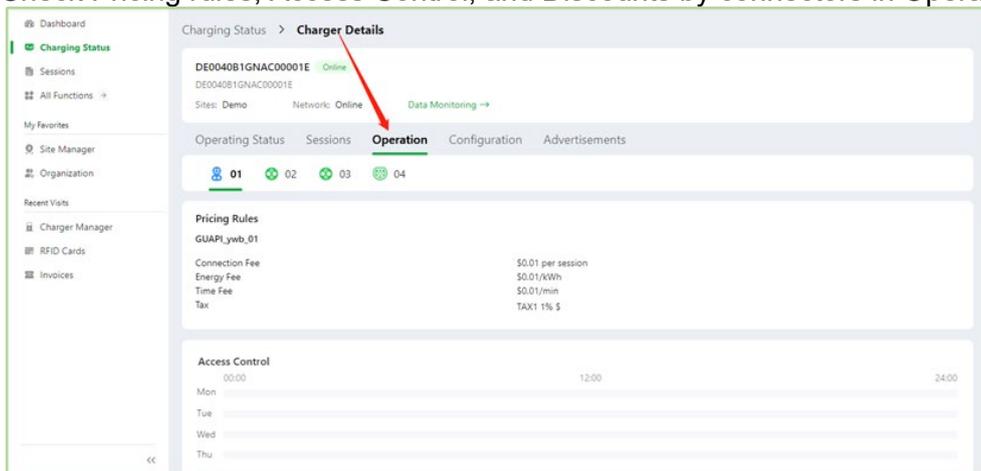
2. Stop charging for the connector and check the connector information in Operating Status.



3. Check Session data by connectors and customize data display.

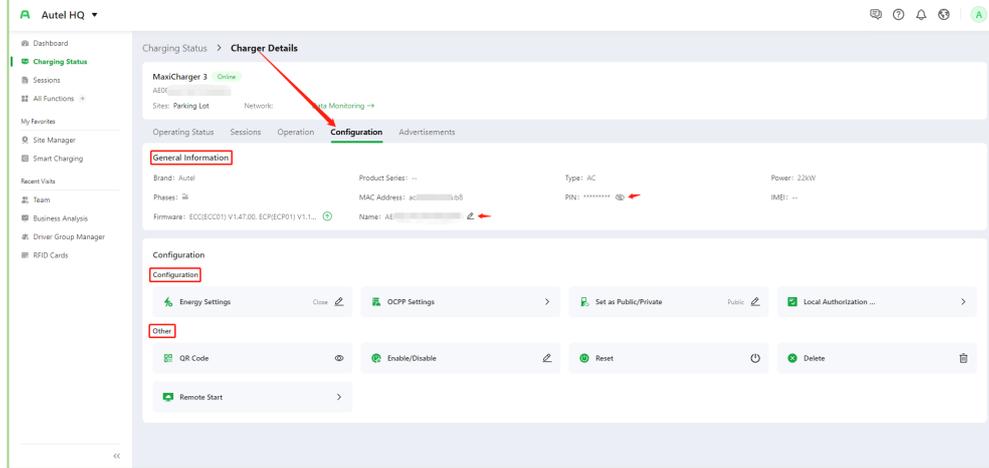


4. Check Pricing rules, Access Control, and Discounts by connectors in Operation.

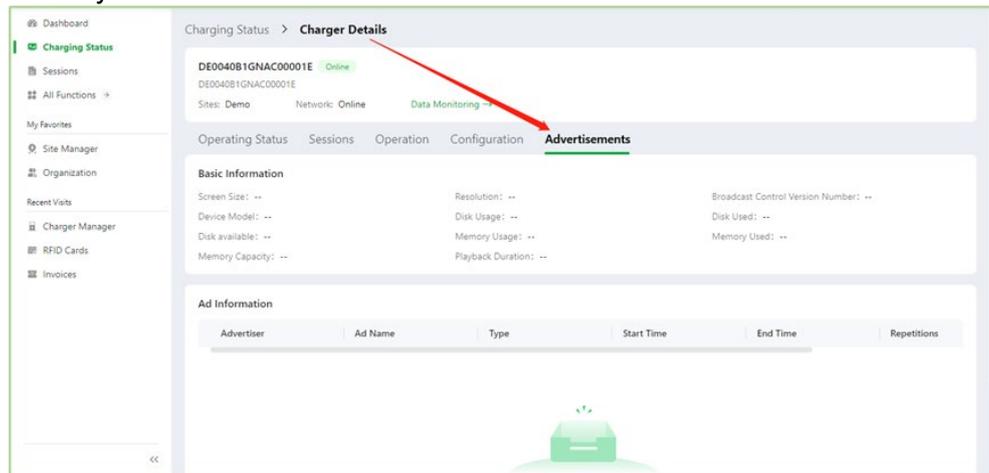


5. All configurations for the charger can be found in Configuration, which includes:

General Info:	Check charger PIN and Rename				
Configuration:	Energy Settings	Ocpp Settings	Set as Public/Private	Local Authorization	
Other:	QR Code	Enable/Disable	Reset	Delete	Remote Start



6. Check your Ads-related information in Advertisements



Order Details

Now get out this page and go back to **Charger Widgets** on the **Charger Status** page, when you hover your mouse over:

For example, the charger card with **Charging** status, more data and option revealed.

DE0040B1GNAC00001E_1
 13.50kW / Charged (2 h 12 min)
 CCS 1

78 %

Latest Session Today 20:05:32 Start
 Charged Time Charged (2 h 12 min)
 Charging Energy 29.51kWh
 Real-time SOC 78%

[Order Details >](#)

Click **Order Details** to redirect to the page, where can see:

1. Session Track
2. Basic Information
3. Session & Session Details

Click **Charger Details** to redirect again if necessary.

Dashboard > Charging Status > Order Details

1 Session Track **Charging**

Add Session 2023-11-15 20:05:32 Start charging 2023-11-15 20:05:32 Charge completed -- Generate Bill -- Payment completed --

2 Basic Information

Session ID: AU23111500018549 Start Method: Card Reader Energy (kWh): 37.1625 Duration: --
 Site Name: Demo Charger Name: DE0040B1GNAC00001E Connector ID: 01 Charger Type: DC_3_PHASE
 Customer ID: 1636291871334113281 Name: -- Phone Number: -- Email: --

Power kW: 15 Current A: 20 Voltage V: 200 SOC %: 100
 0 15 10 5 0 0 200 150 100 50 0 0
 20:05:00 21:05:00 22:05:00 23:05:18 20:05:00 21:05:00 22:05:00 23:05:18 20:05:00 21:05:00 22:05:00 23:05:18

3 Session Payment method: PDS Payment status: --

Session Details

Connection Fee: \$0.01
 Energy Fee: \$0.37

Period	Energy	Electricity Unit Price/kWh	Total
20:05:32 - 22:52:58	37.163	\$0.0100/kWh	\$0.37

Time Fee: \$1.67

Period	Duration	Electricity Unit Price/Hour	Total
20:05:32 - 22:52:58	2 h 47 min	\$0.0100/min	\$1.67

Discount Amount: \$0.00
 Discount: 0
 Subtotal(Tax not included): \$2.05
\$2.05 = Connection Fee: \$0.01 + Energy Fee: \$0.37 + Time Fee: \$1.67
 Total: \$2.05

[Charger Details](#)

Link Pricing Rule

There is a situation where the charger needs to link with the pricing rule. In Charger Status, when you hover over the Charger widget, for example, this charger card with **Reserved**  status, you will see Link Pricing Rule which redirects to the page to set the rule for the charger.

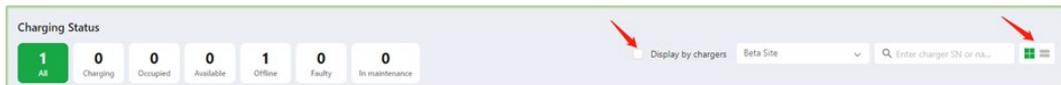


If the user has more than one Site to manage, you can view all chargers' statuses by switching the Site name.



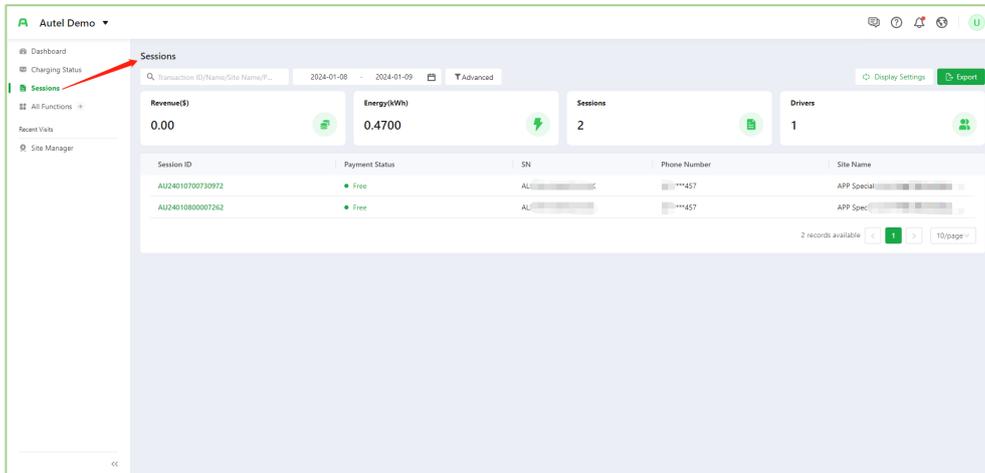
Other than these, welcome to re-organize the display style by toggle

Display by chargers and  .



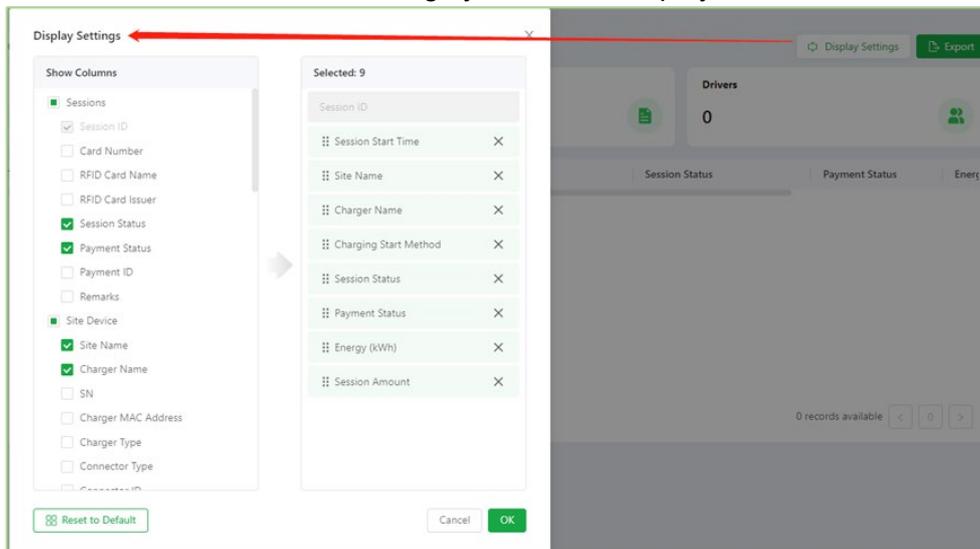
Session

Click **Sessions**, all the charging sessions in the last 7 days will be displayed as default.

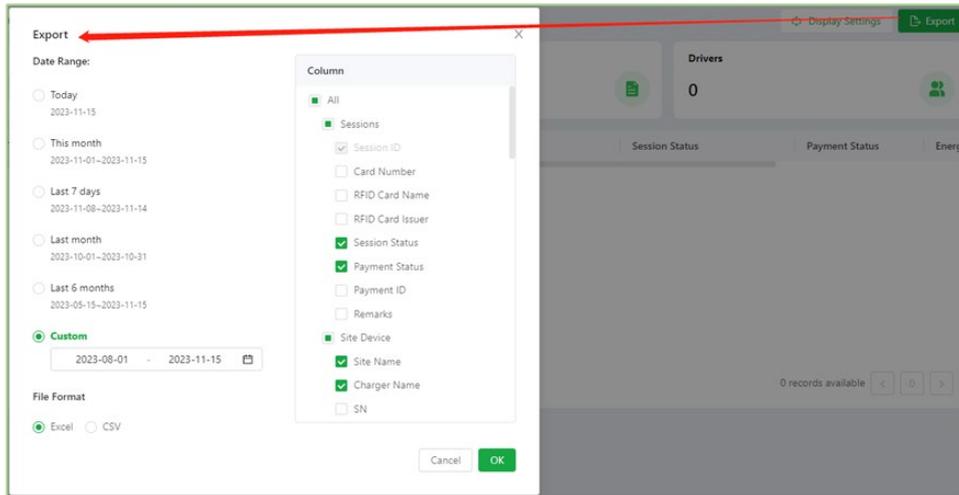


Click **Advanced** to filter and view sessions for a specified site, a specified order status, or a specified time frame. You can search by input any keyword related to the sessions.

Click **Display Settings** to select the settings you want to display on the orders table.



And **Export** setting with selectable options to only export the data you desire.



The session refreshes the page every 10 seconds to show the latest status of orders.

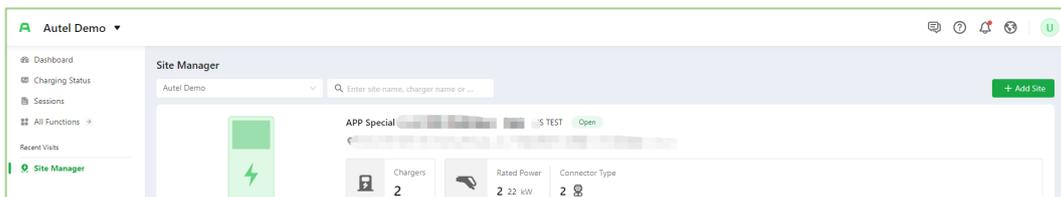
All Functions

Charging

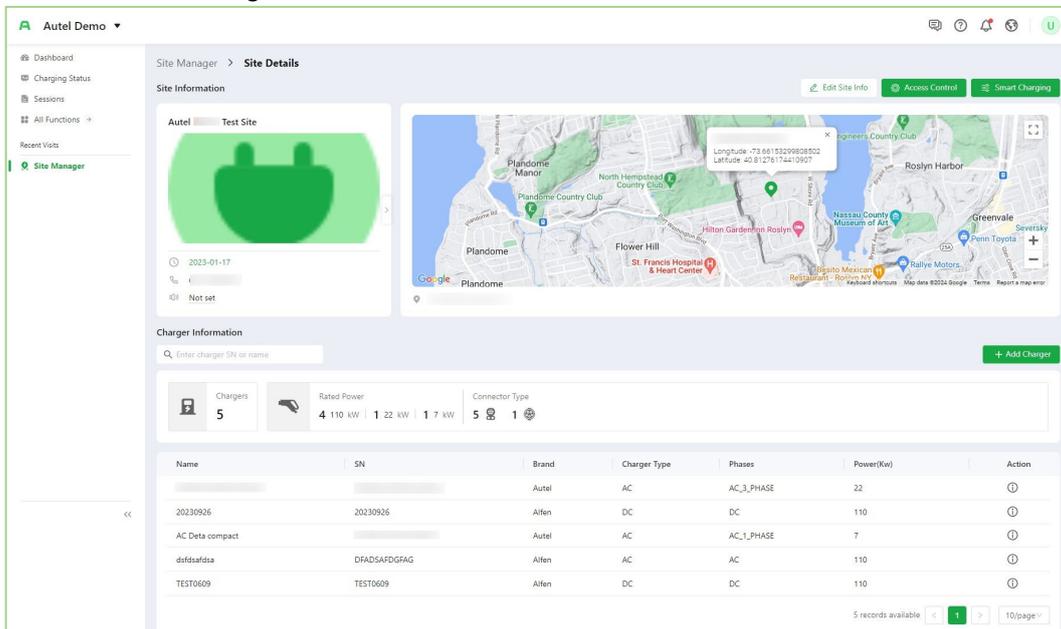
Sites Manager

Click **Sites Manager**, you can manage all the chargers in different sites and different organizations.

On this summary page, the Site name, address, image, numbers of chargers, rated power, connector type, connector status, total charging revenue, and drivers for this month will be displayed. Sites are categorized into different organizations which will be introduced later.



Click one of the sites to open the **Site Details** page. There is a site description on the left side that also displays to all drivers on the Autel Charge App, it can be expanded for more details. The map is on the right side to display the location of the Site. The rest is the Charger Information.

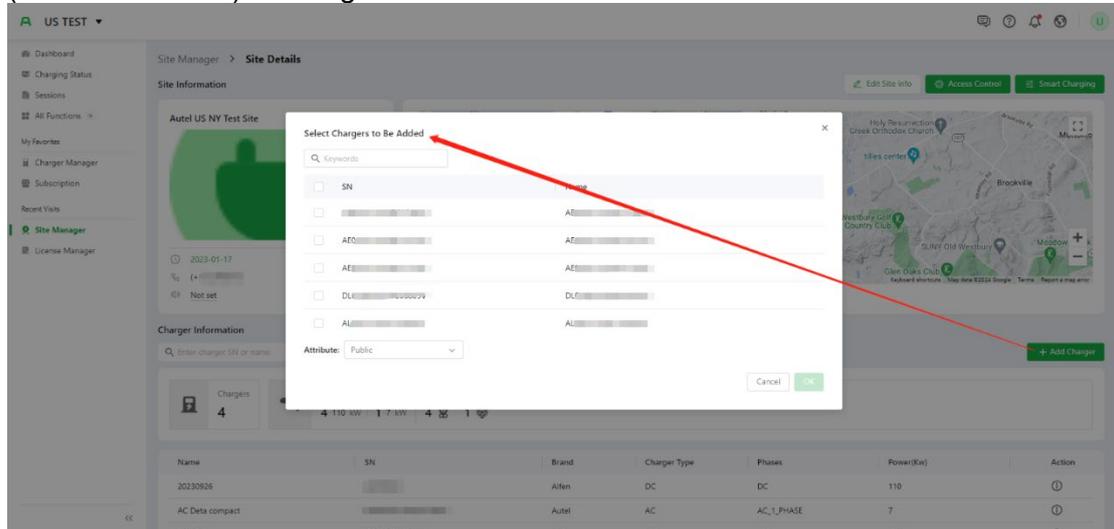


For users who would like to configure [Access Control](#) and [Smart Charging](#), you can conduct it through Site Details or the Access Control and Smart Charging function tabs under the operation category. Please utilize the Hyperlinks to redirect to the section for the guide.

Add Charger to Site

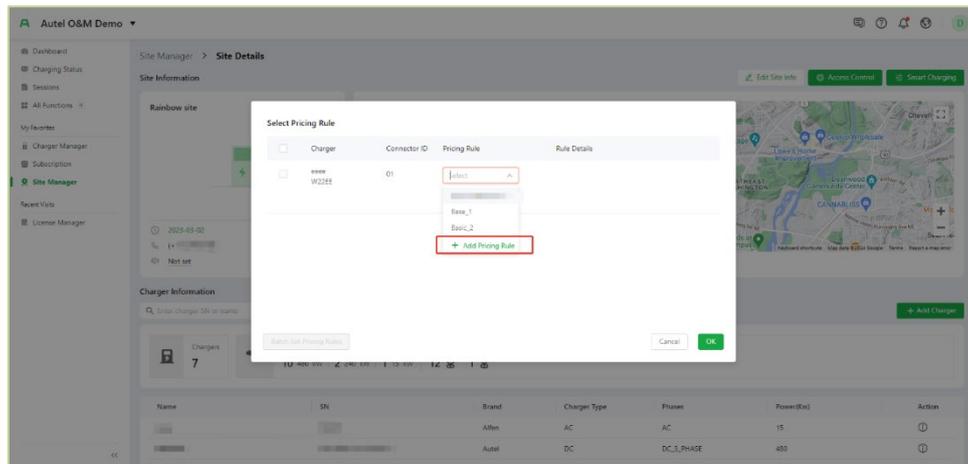
Click on the site you just created to get into Site Details and click on **+ Add Charger** to add chargers to your site.

Select chargers in batches or individually. In the meantime, confirm the Attributes (Public or Private) of chargers.



Click OK to continue to the next step.

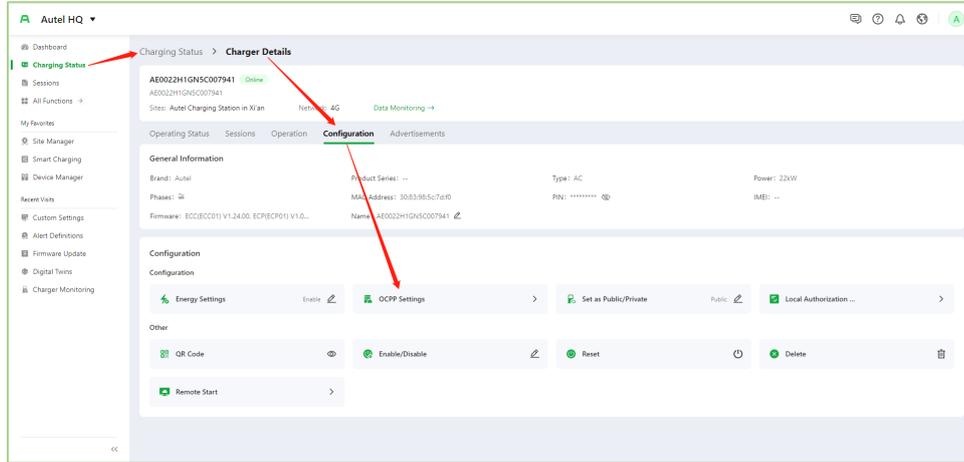
The Price Rule window will pop up after added charger to the site. Each charger can be configured with different Pricing rules. Click Add Pricing Rule to create the first one.



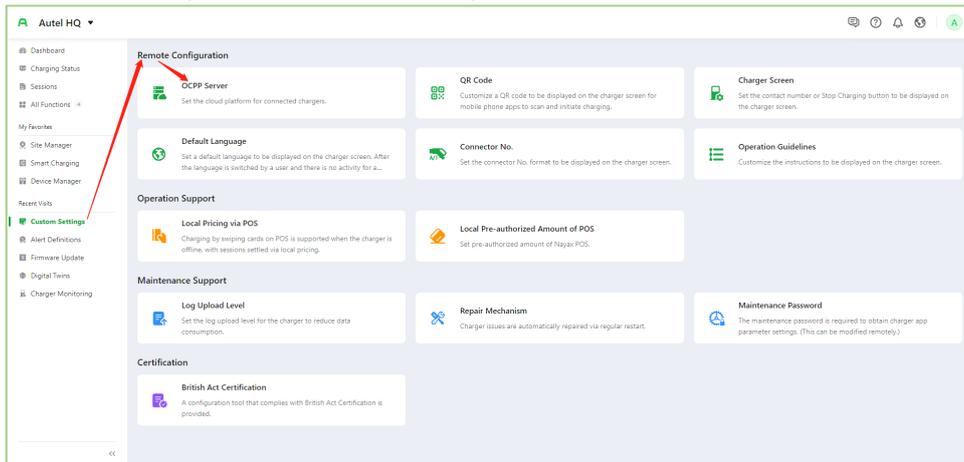
OCPP settings

This setting allows custom input and modification of URLs and more based on templates.

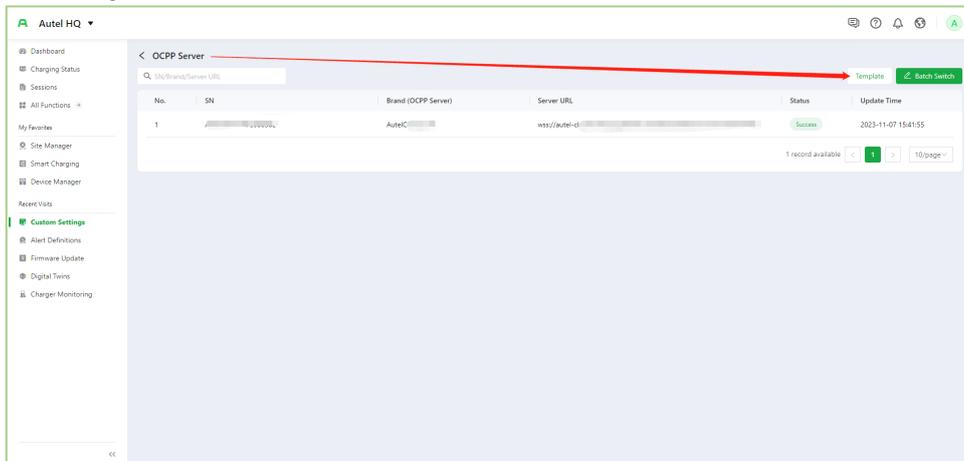
1. In Charger Details



2. Please navigate to Custom Settings --> OCPP Server

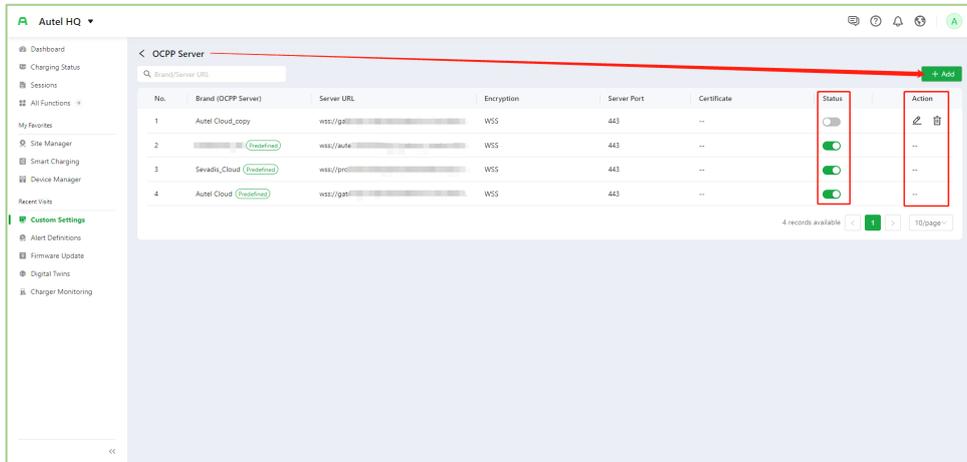


Then go to [Template](#).



Here you can

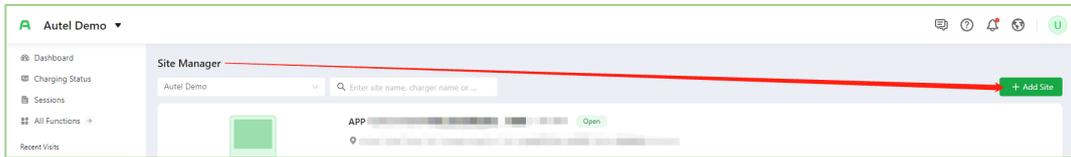
1. Add new URL
2. Enable or disable the record profile by toggle 
3. Modify or delete the existing one by utilizing the buttons under Action



Prepaid and Postpaid

Configure for a new site:

Navigate to Site Manager ---> Click [+ Add Site](#).

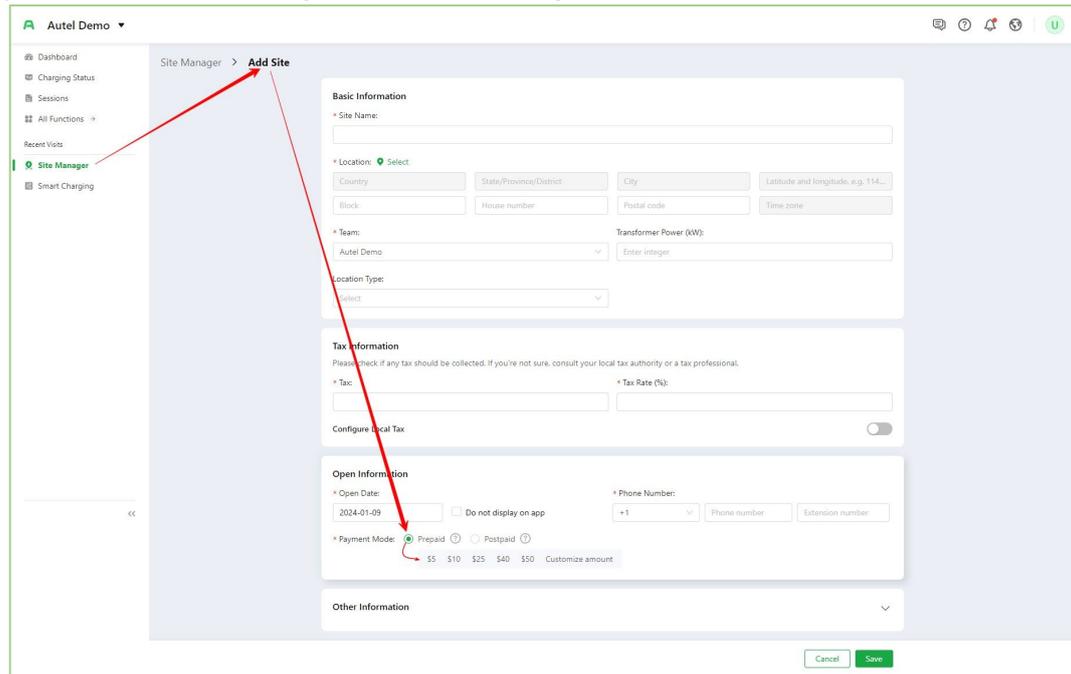


Within the third section of Add Site, that's where the payment mode option lies. Click to select prepaid to enable it. The payment mode will be applied and take effect after clicking "Save".

Please note:

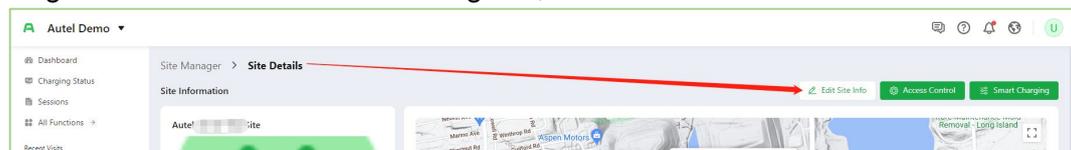
The numbers below the selections are suggested amounts that can be pre-defined and will be displayed to consumers. However, they are not mandatory for consumers to obey.

Customized amount is only referencing the actual payment amount conducted by the consumer, it might defer than the pre-defined amount.



Configure for existing Site:

Navigate to Site Details of the existing site, and click [Edit Site Info](#)



On the Edit Site page, the Prepaid option can be selected within the third section. Payment mode will be applied and take effect after clicking "Save".

Operation

Invoices

This is the unified portal to manage invoices related, which includes

1. Transaction Invoice.
2. Employee Reimbursement.
3. Invoice Company Manager.

Invoice Number	Name	Transaction Amount	Start Time	End Time	Associated Transactions	Created on	Status	Operator	Action
20231216117369941	Mike D	\$20.76	2023-10-23 02:24:29	2023-10-29 17:39:37	16	2023-12-16 11:17:41	Invoiced	USTest	ⓘ
20231216117143015	--	\$11.18	2023-02-28 16:19:07	2023-10-30 05:31:50	13	2023-12-16 11:17:17	Invoiced	USTest	ⓘ
20231216116427964	--	\$5.81	2023-11-16 03:10:25	2023-11-23 01:31:35	9	2023-12-16 11:16:51	Invoiced	USTest	ⓘ
20231216115274312	Victor Zhang	\$5.98	2023-11-20 20:53:11	2023-12-05 00:35:42	3	2023-12-16 11:16:10	Invoiced	USTest	ⓘ
202308312029436288	Nfnfn	\$0.58	2023-08-14 04:59:14	2023-08-14 04:59:14	1	2023-08-31 20:29:43	Cancelled	USTest	ⓘ
202308030628175441	--	\$0.1	2023-08-02 15:42:48	2023-08-02 15:42:48	1	2023-08-03 21:28:22	Cancelled	USTest	ⓘ
202307101652366673	--	\$0.01	2023-05-09 18:36:06	2023-05-09 18:36:06	1	2023-07-10 16:52:39	Cancelled	USTest	ⓘ
202306090539198439	--	\$0.51	2023-05-22 04:49:26	2023-05-22 04:49:26	1	2023-06-09 17:46:54	Cancelled	USTest	ⓘ
202304140909559471	Liu	\$0.53	2023-04-14 05:06:32	2023-04-14 05:06:32	1	2023-04-14 17:09:55	Cancelled	USTest	ⓘ
202303210614275372	jt	\$0.56	2023-03-09 11:39:56	2023-03-09 11:39:56	1	2023-03-21 14:14:27	Cancelled	USTest	ⓘ

Allocation Rules

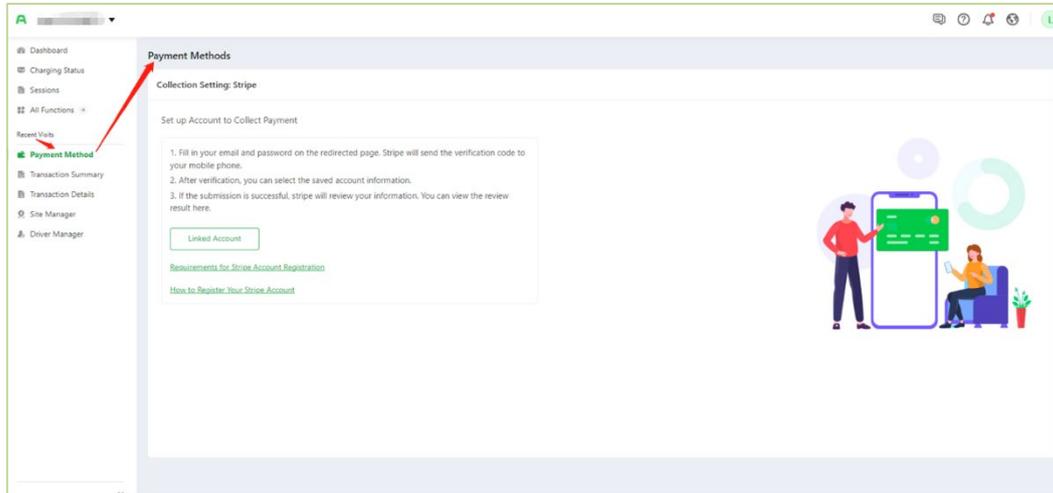
Allocation History shows all the records and supports Export.

Session ID	Session Time	Session Amount (\$)	Amount Paid (\$)	Commission (\$)	Receivers	Allocation Amount (\$)	Allocation Status	Allocation Time
AU23120500067375	2023-12-05 00:35:42	1.14	1.14	0.33	USTest Autel	0.81 0	Success	2023-12-05 02:57:53
AU23120100617144	2023-12-01 18:31:46	2.83	2.83	0.38	USTest Autel	2.45 0	Success	2023-12-01 23:17:34
AU23112000685052	2023-11-20 20:53:11	2.01	2.01	0.36	USTest Autel	1.65 0	Success	2023-11-21 02:43:18
AU23103000000111	2023-10-29 17:39:37	1.23	1.23	0.35	USTest Autel	0.88 0	Success	2023-11-15 00:02:14
AU23103000055244	2023-10-30 05:31:50	1.03	1.03	0.35	USTest Autel	0.68 0	Success	2023-10-30 05:32:13
AU23103000054894	2023-10-30 05:27:49	1.06	1	0.34	USTest Autel	0.66 0	Success	2023-10-30 05:28:54
AU23103000054548	2023-10-30 05:23:27	1.12	1.12	0.35	USTest	0.77	Success	2023-10-30 05:25:47

Payment Method

This portal allows users to link, modify, or unlink Stripe accounts. Detail guide please refer to Quick Start.

If Basic Pricing or Advanced Pricing Mode has been configured, you need to set up a Stripe account to collect payment. Navigate to Payment Method, and click Linked Account.



Enter an email and phone number to register a Stripe Express account.

Get paid by Autel

Fill out a few details so you can start getting paid.

Email

Email is not needed in test mode

Mobile number

US (201) 555-0123

We'll text this number to verify your account. Message and data rates may apply. By continuing, you agree to our [Terms of Service](#) and [Privacy Policy](#). In test mode, you can skip this with the [test phone number](#).

Continue →

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Enter the verification code we sent to your number ending in ••38

□ □ □ □ - □ □ □ □

[Resend code](#)

[← Use a different mobile number](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Select a region and business type, enter the information and representative of the company, and add a bank account to pay out.

The registration process consists of four main steps:

- Tell us about your business:** A form where users select their country (United States), type of business (Company), and business structure (Private corporation).
- Select an account for payouts:** A form where users select their currency (EUR - Euro), country of bank account (Germany), and provide their IBAN and confirm it.
- Tell us more about your business:** A form where users provide their legal business name, Employer Identification Number (EIN), doing business as (optional), registered business address, business phone number, industry, and business website.
- Verify you represent this business:** A form where users provide their legal name of person (first and last name), email address, job title, date of birth, home address, phone number, and last 4 digits of their Social Security number.

Once the registration of the stripe account is completed, the approved information will be displayed.

Collection setting: Stripe

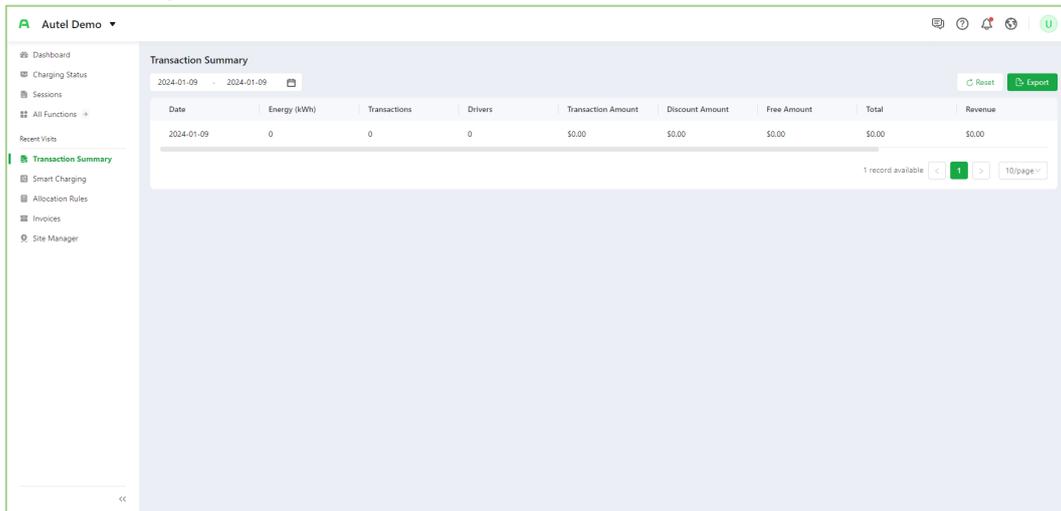
Your Stripe account **Approved**
 Normal collection can be made after approval. Your account information is as follows:

- Company name: [Redacted]
- Account type: express
- Account email: [Redacted]
- Account status: OK
- Approval status: Approved

Buttons: [Unlink Stripe Account](#) | [Modify Stripe Account](#)

Transaction Summary

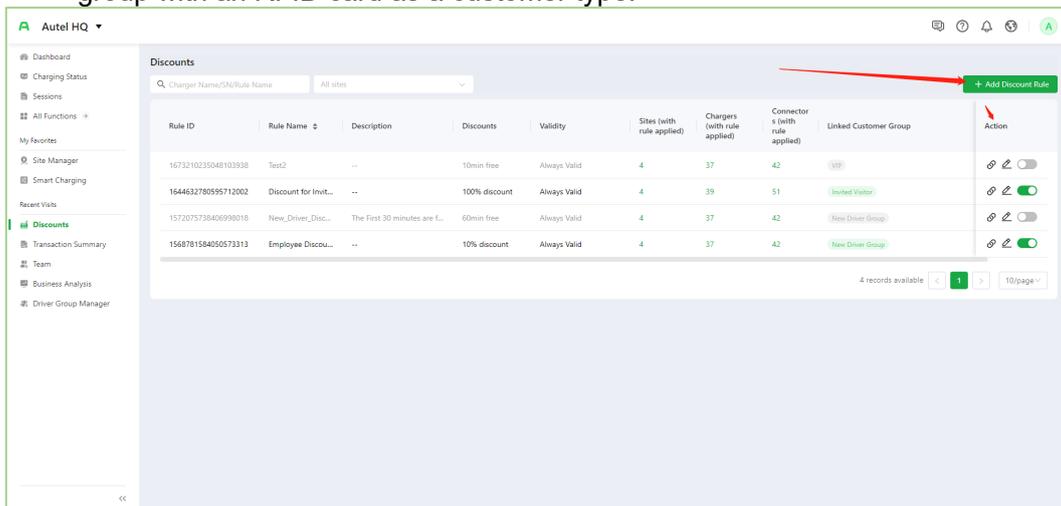
This portal can display all transaction history records, it supports Filter by date, Reset, and Export.



Discounts

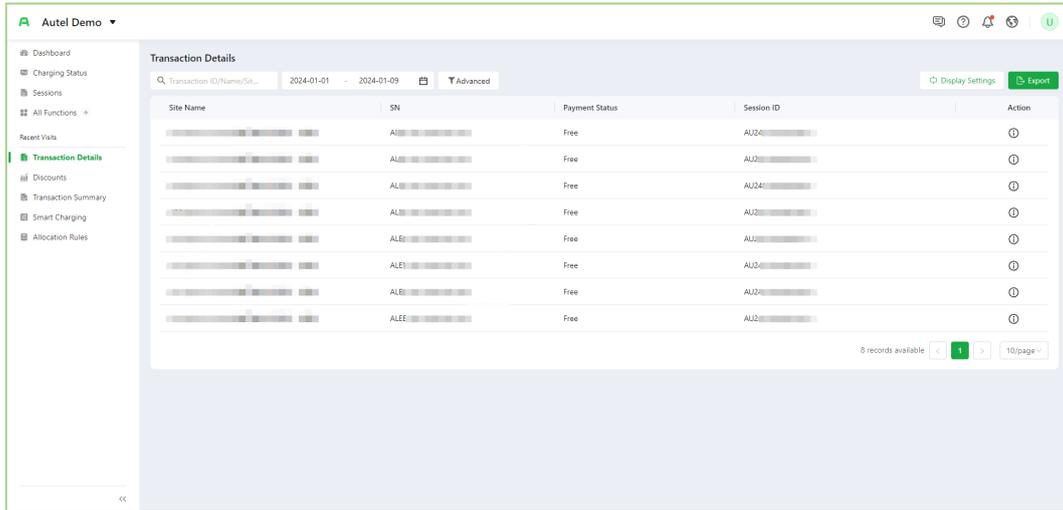
This portal displays all discounts you have created. Users can:

1. Click to create more.
2. Active discounts by clicking to link chargers first.
3. Click to modify the existing discount.
4. Click to Enable/Disable the discount.
5. When the discount is set to 100%, discount rules can be set for the customer group with an RFID card as a customer type.



Transaction Details

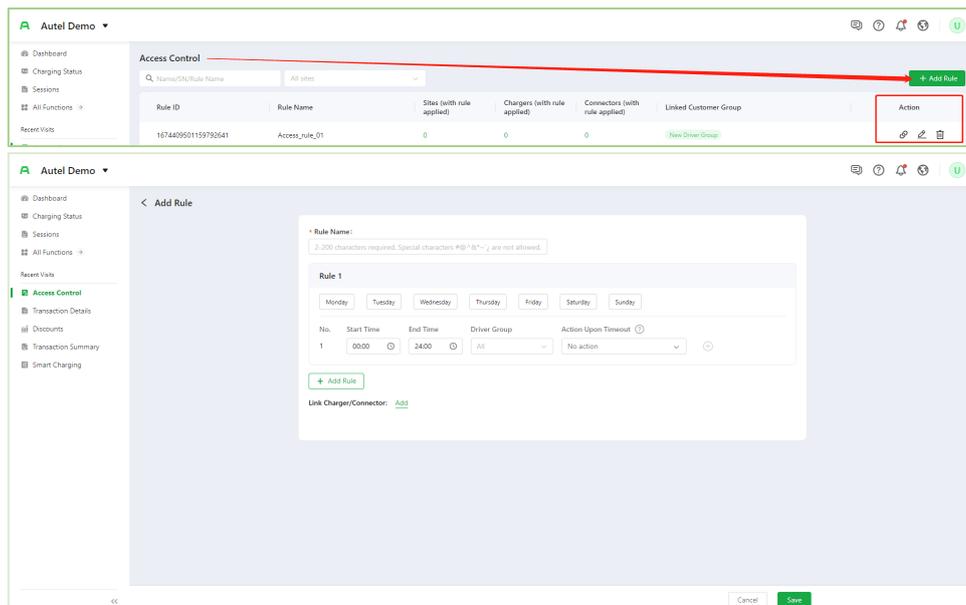
This portal can view all transaction details, it supports Filter by date, Advanced filter, Display Settings, and Export.



Access Control

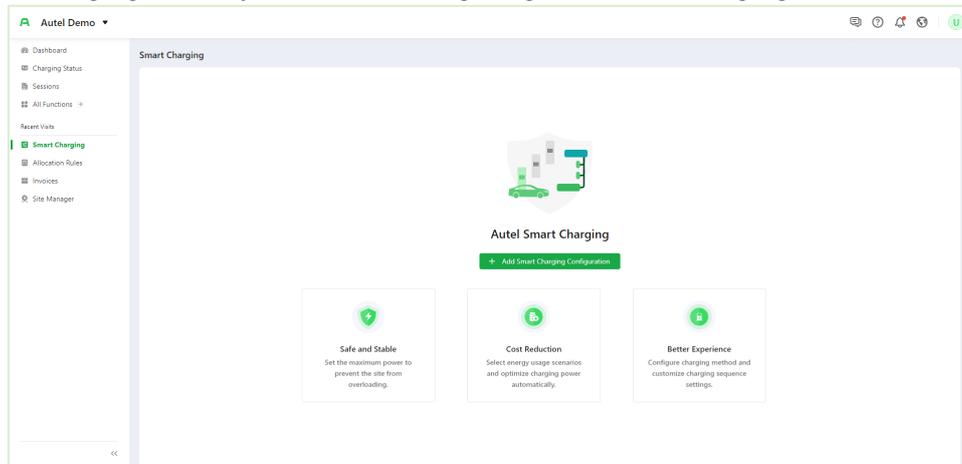
Other than common actions and the record list, users can click [+ Add Rule](#) to create new rules.

1. Name the rule
2. Configure the rule valid period with driver group you selected
3. Configure the Timeout notification as desired
4. Link the rule to one or multiple chargers/connectors



Smart Charging

For the first-time user who gets into the Smart charging, the welcome page of Add Smart Charging allows you to start configuring the smart charging solution.

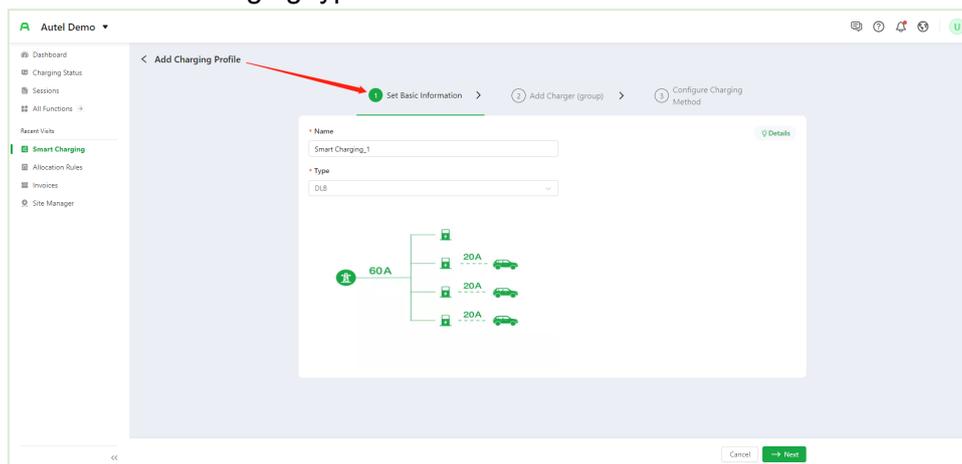


Click “Add Charging Profile” to create new smart charging profiles(Single Layer). It can be completed within three steps. For each step, please click on and to view the guidance. Guidance explanations in graphical and textual formats.



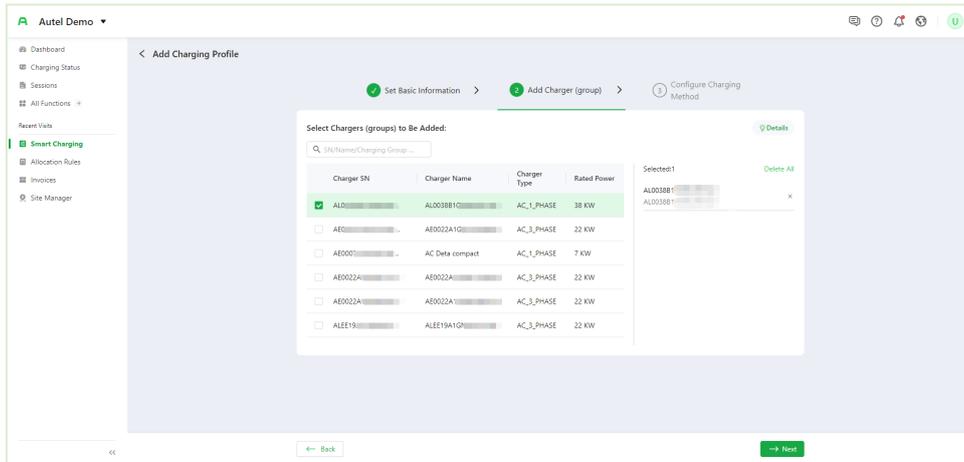
Step 1. Set basic information

1. Name the smart charging profile.
2. Select the smart charging type.

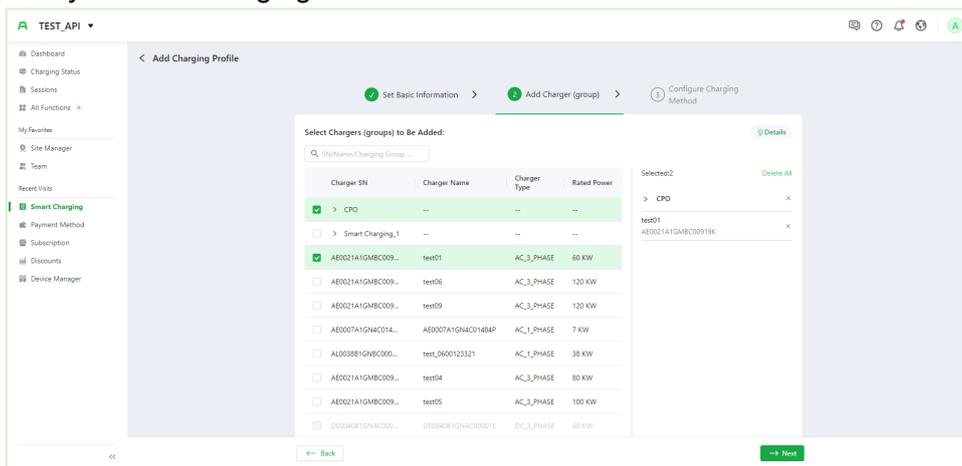


Step 2. Add Charger (group)

1. Select and include one or more chargers in the smart charging profile. **And under limited conditions, our system can now support DC/AC hybrid.**



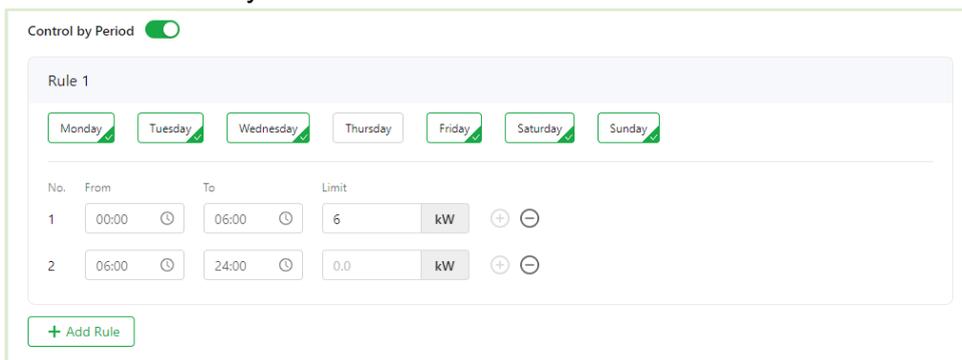
2. The user can select the configured Smart Charging profile (The one you completed the configuration process) with chargers/Another profile to create a Multiple-layer smart charging solution.



Step 3. Configure Charging Method

1. Maximum Load – A/kW (The unit you select will be inherited to Control by Period)

a. Control by Period – time/date/week/ & A/kW



2. Energy Usage Scenarios
 - a. Commercial – the only option is available for now.
 - b. Click on Show Settings for more options

i Note: The best method has been automatically selected. You can modify as needed. [Show Settings](#)

- c. Energy Usage Method – Selection is limited
 - d. Charging Strategy – Average/Weighted Average/First in, first out(Hover your mouse on the name and utilize for detailed explanation)
3. VIP Method – The customer/customer group you selected can be charged prioritized.
 - a. Validity – Always Valid/Valid in selected period for VIP Method

VIP Method

VIP Method1

* Select Customer Group/Customer:

* Validity

Always Valid Validity -

+ Add Method

4. Security Method
 - a. Slow Ascent and Rapid Descent – Safety Protection
 - b. Overload Fuse – safety protection
 - c. Reservation Settings – where the user can authorize this site to accept reservations.

Autel Demo 🔔 ⚙️ 👤

< Add Charging Profile

✔ Set Basic Information >
 ✔ Add Charger (group) >
 ✔ Configure Charging Method 🔍 Details

1 Maximum Load

A

Control by Period

2 Energy Usage Scenarios

Commercial Workplace (coming soon) Fleet operation (coming soon)

i Note: The best method has been automatically selected. You can modify as needed. [Hide Settings](#)

Energy Usage Method

Economy mode Performance mode

Charging Strategy

Smart allocation Average Weighted average First in, first out Alternate (charging/coming soon) Fleet scheduling (first/coming soon)

60kW Hardware limit

Re-distribution after any vehicle is fully charged

10kW	10kW	10kW	10kW	10kW
🔌	🔌	🔌	🔌	🔌

3 VIP Method

4 Security Method

Slow Ascent and Rapid Descent

* Slow Ascent Duration:

min

Overload Fuse

Reservation Settings

Reserve: A

← Back
Save

Click "Save" to complete the Smart charging configuration.

Now users complete the configuration and can see the Smart Charging Profile Record Page, where users can:

1. View Details with Data Curve and Load Monitoring.

The screenshot shows the 'Smart Charging' management interface. At the top, there is a table listing three charging profiles: 'Smart Charging_4', 'Smart Charging_3', and 'Smart Charging_1'. Each row includes columns for Changers, Connectors, Charging Current(A), Real-time Power(kW), Energy Usage Method, Charging Strategy, VIP Method, Security, and Action. A red arrow points to the 'Action' column of the first row.

Below the table, the 'Load Monitoring' section is expanded. It shows a 'Charger (group)' view for 'CPO'. Two charger units are listed: 'test02' (AE0021A1GMBC00920K) and 'test01' (AE0021A1GMBC00919K). Each unit has a 'Real-time SOC' indicator and fields for 'Actual Start Time' and 'Planned Time to Full...'. A red arrow points to the 'test02' unit.

2. Edit and delete existing profiles.

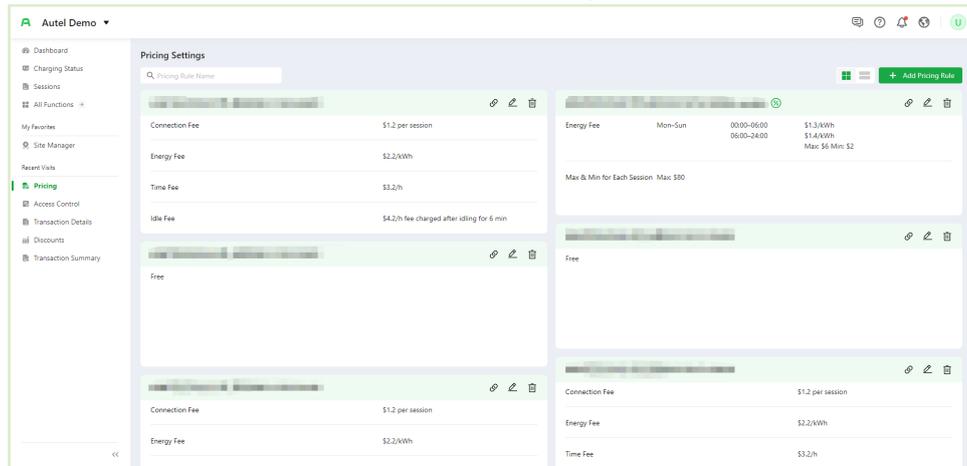
This screenshot shows the 'Smart Charging' table from a different perspective. A red arrow points to the 'Action' column, specifically highlighting the edit (pencil) and delete (trash) icons for the first profile, 'Smart Charging_4'.

3. Enable/Disable the existing Smart Charging profile.

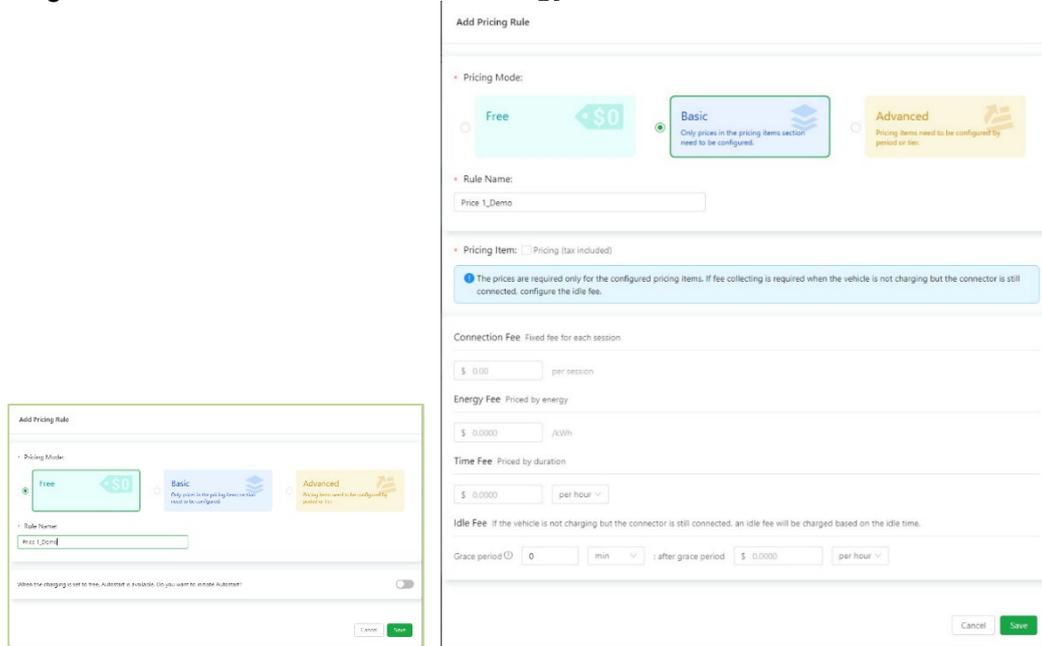
This screenshot shows the 'Smart Charging' table with a red arrow pointing to the toggle switch in the 'Action' column for the first profile, 'Smart Charging_4', which is currently turned on.

Pricing

In this portal, users can also set up prices for chargers.



Select desired Pricing Mode (Default is free), customize the Rule Name and toggle on AutoStart if you do not need any id-tag authorization of charging. The basic Pricing Mode includes connection fee, energy fee, time fee and idle fee.



Click on Save to continue, select the rule you just created and click OK for competition.

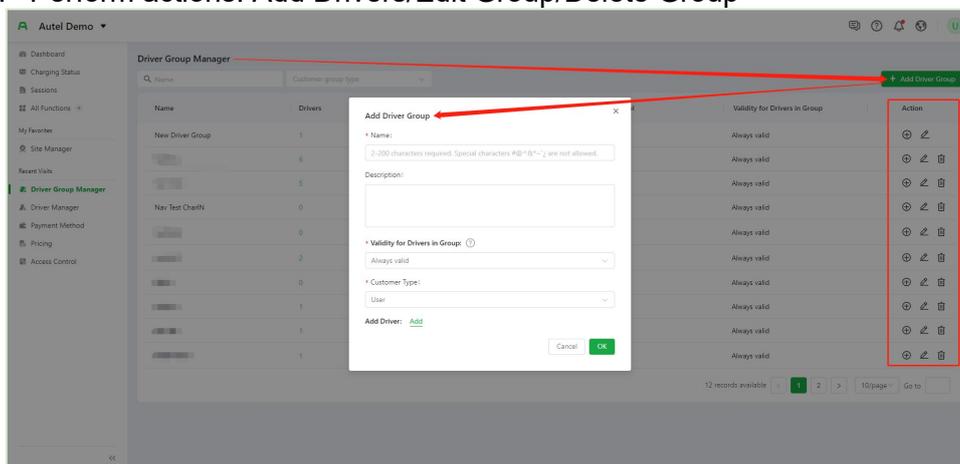
Drivers

CSMS offers charge point operators multiple advanced features to better manage customer relationships and meet different business requirements in diverse scenarios.

Driver Group Manager

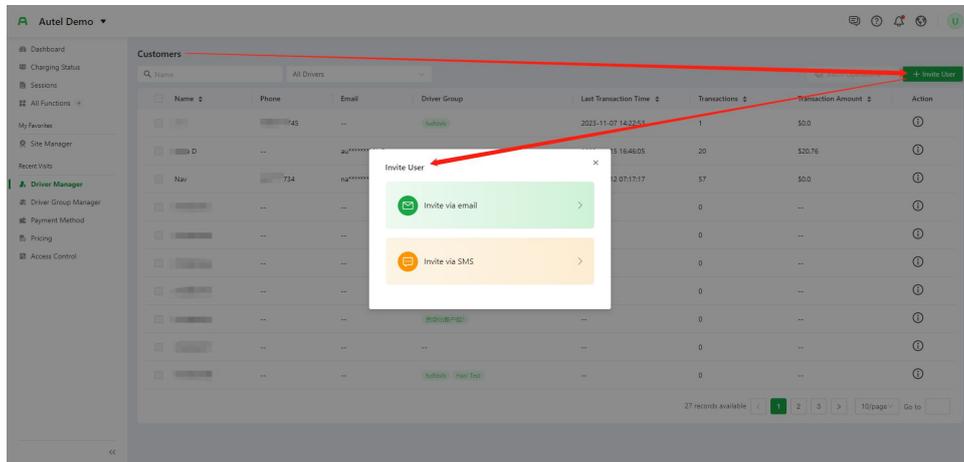
It displays the list of all groups you created. Users can

1. Add Driver Group
 - a. Name the group
 - b. Option for Description
 - c. Permit Validity period for Drivers in Group
 - d. Attach customer type
 - e. Add Drivers
2. Perform actions: Add Drivers/Edit Group/Delete Group

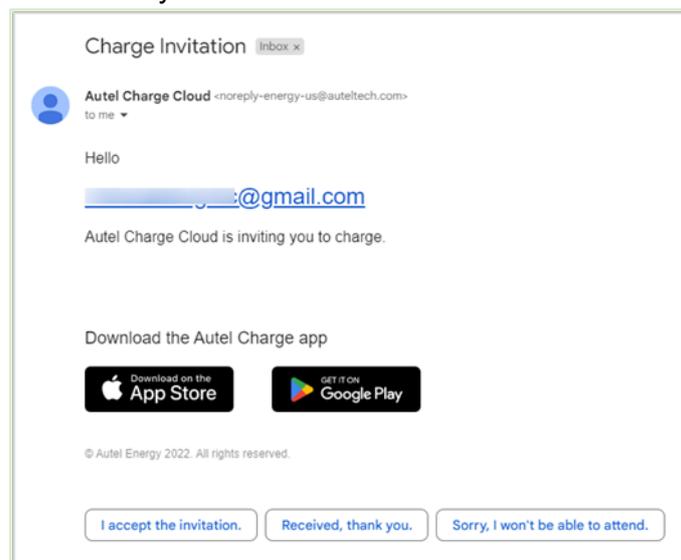


Driver Manager

All the drivers who have been charged at your charging station or have been invited are displayed on the page. The invocation can be conducted individually or batchly via Email or SMS.



If the driver accepts the invitation, he/she can download the Autel Charge App via the link included in the email and register with the same email, then the driver is added to the driver group successfully.



Store

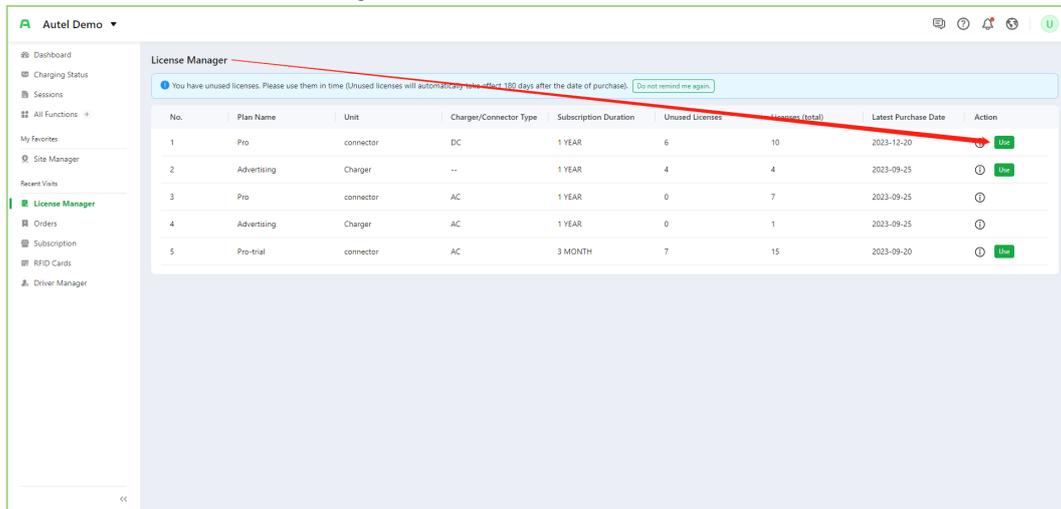
Subscription

Contact your sales for a subscription and subscribe yourself if your region offers this option. Please refer to Quick Start for Guide.

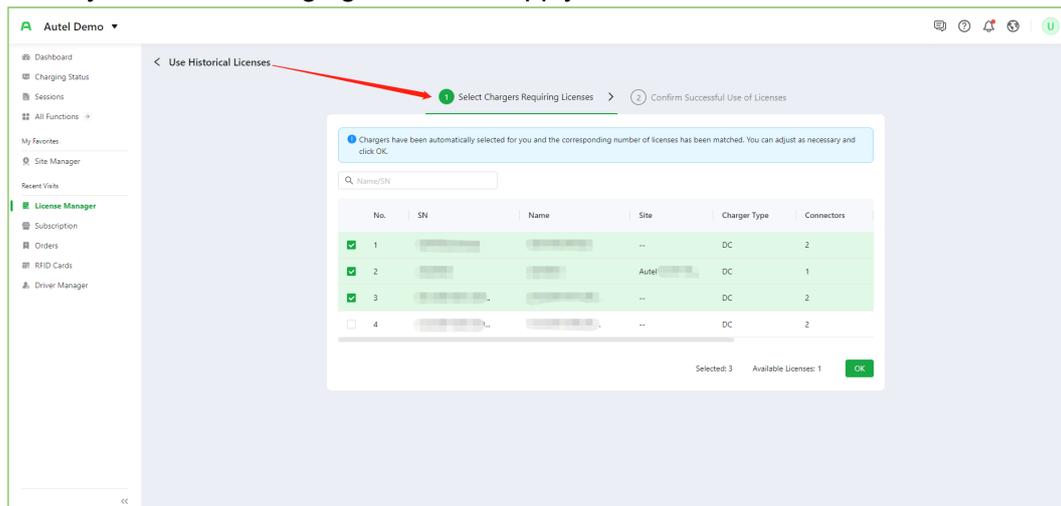
License Manager

All the licenses purchased by the merchant can be managed here. Unused licenses can be used for active chargers.

***Please note: Licenses will automatically start counting down from the purchase date after 180 days.**



Once you click **Use**, the system will automatically compare the appropriate license based on the connector type with the unlicensed/expiring chargers, or you can manually select the charging stations to apply for the license.



Orders

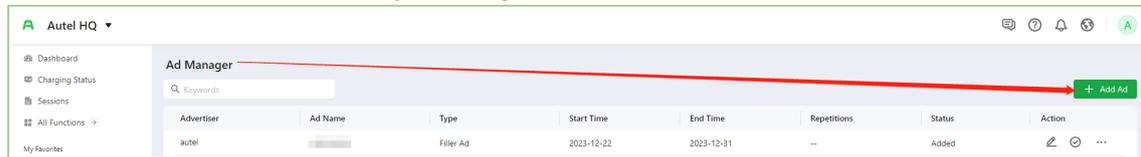
All subscription records are stored and displayed here. It is only visible when the Subscription option is available to your region.

Advertising

Ad Manager

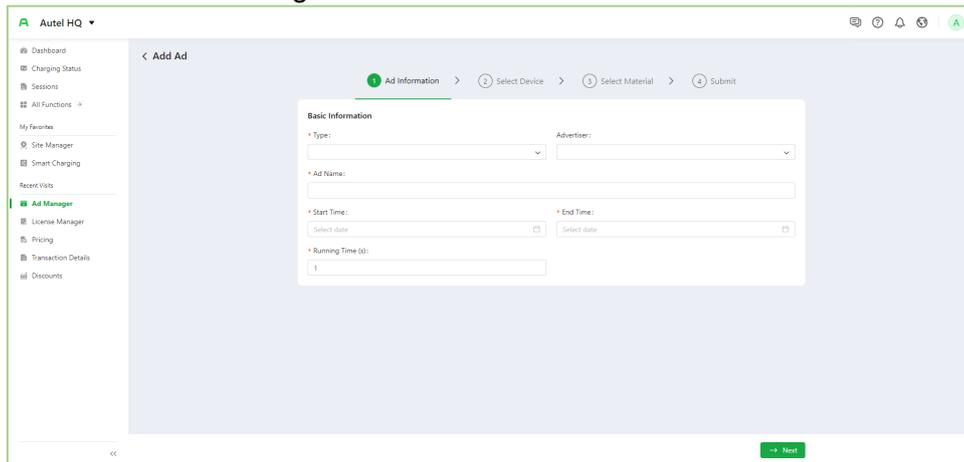
Ad Manager displays and manages all your Ads.

You can also Add a new Ad by clicking Add.



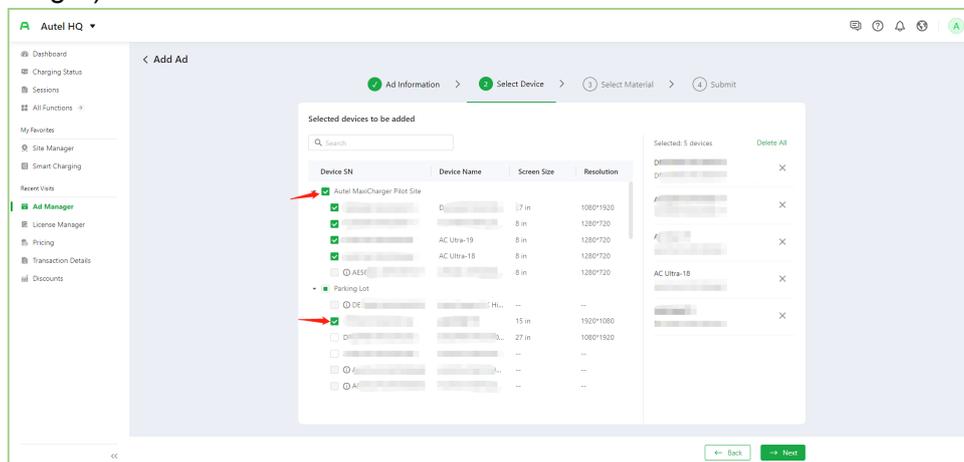
Step 1. Ad Information

1. Select Ad types: Emergent Ad, Scheduled Ad, Programmatic Ad, and Filter Ad
 - a. Different types Ad might need different inputs
 - b. [Programmatic Ad](#) will be specifically addressed
2. Select Advertiser (If there is none, redirect to [Advertiser Manager](#) to add Advertiser)
3. 2. Name your Ad
4. 3. Set up the start and End Time
5. 4. Select the Running Time (in Seconds)



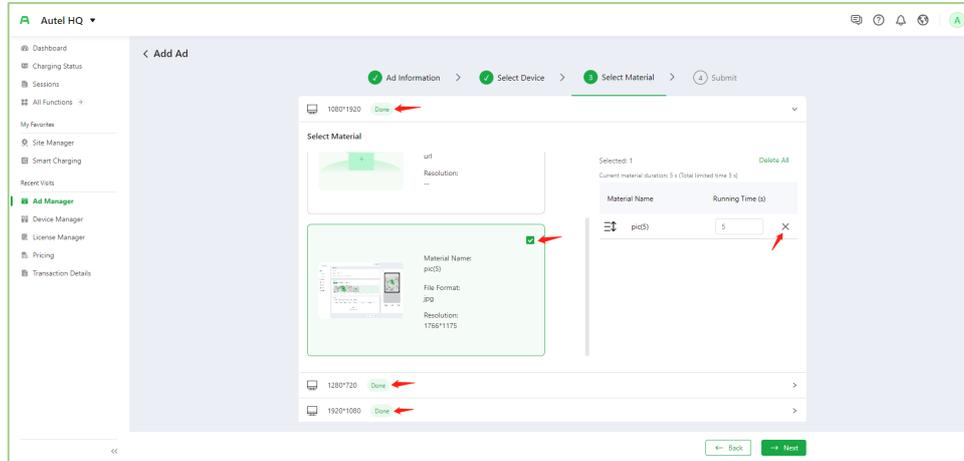
Step 2. Select Device

Select charger individually or in batch (If there is none, redirect to [Device Manager](#) to add charger).



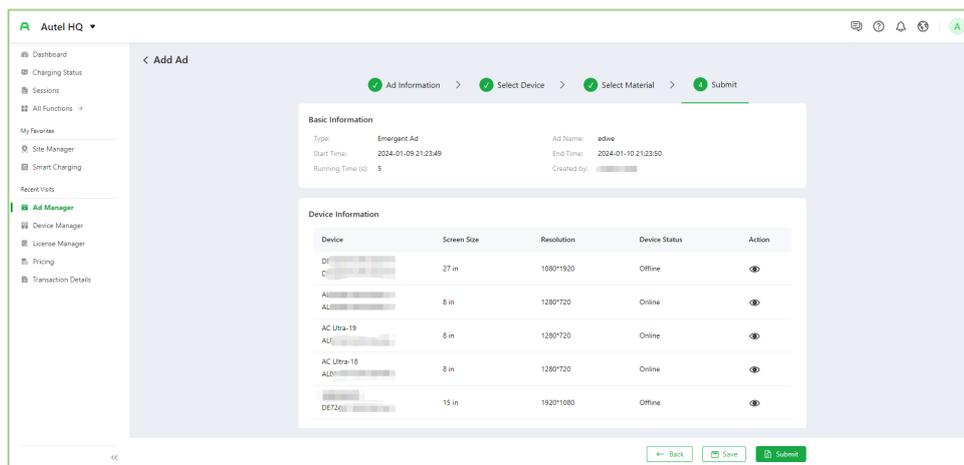
Step 3. Select Material

Based on the type of the chargers user selected, materials (If there are none, redirect to [Material Manager](#) to add materials) are organized by the charger screen resolution, select the materials to fulfill all resolutions. Click Next when you see all resolutions with **Done** Mark.



Step 4. Submit

Review the selections, Click **Back** to modify, click **Submit** to complete, or click **Save** to save the draft.



Autel Programmatic Ads Onboarding

Agreement Signature

Consent and sign the programmatic advertising service agreement

https://dtkj-my.sharepoint.com/:w/g/person/zhanghuicong_autel_com/EdKyCCc6YchGpfACxRceBq4BBGHuwEVmIKFJKQcsgSGEVQ?e=2NdYcu

Update Firmware

Update firmware of MaxiCharger to a specific version which needed to be generated by R&D hardware team.

Take some photos

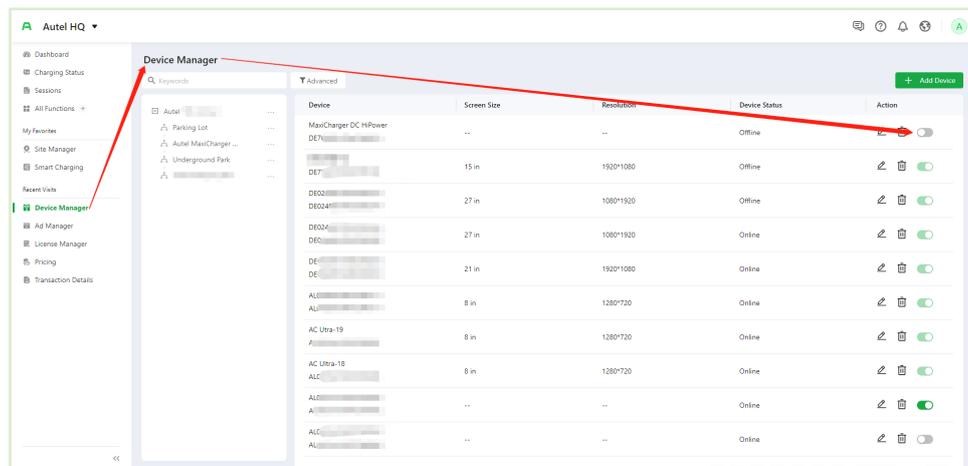
Indigo needs to take a few photos of the MaxiCharger involved in the advertising operation. Take two photos from a distance of 1-2 meters from the MaxiCharger, and another two from about 20 meters away. Autel will provide these photos to the programmatic advertisement service provider, who will then upload them to the advertiser platform. This allows the advertisers to visually see the appearance of the screen and the environment where the screen is located.

Enable Programmatic Ads Feature

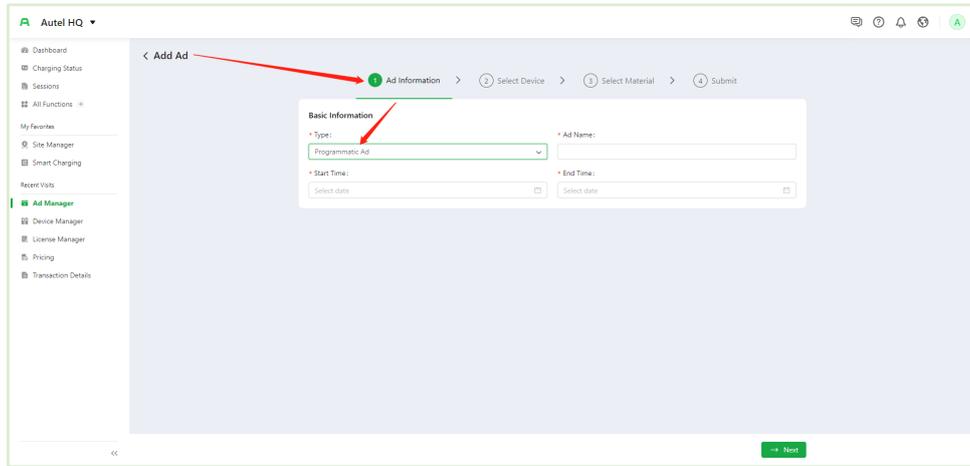
Autel grants the permissions to enable the programmatic advertising feature for customers

How to Play Programmatic Ads

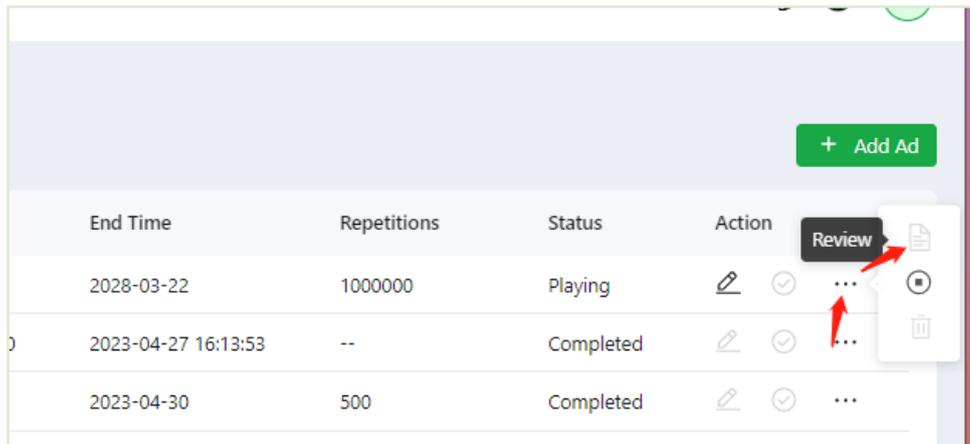
Log in to Autel CSMS, navigate to Advertising - Device Management, find the EV charger where the ad is to be played, and turn on the toggle button on the right.



Navigate to Advertising - Ad Management, click on 'Add Ad', select 'Programmatic Ad' for the ad type, and enter a duration of 5 seconds. The system will automatically adjust based on the advertiser's provided ad duration. After creating the ad, submit it for review.



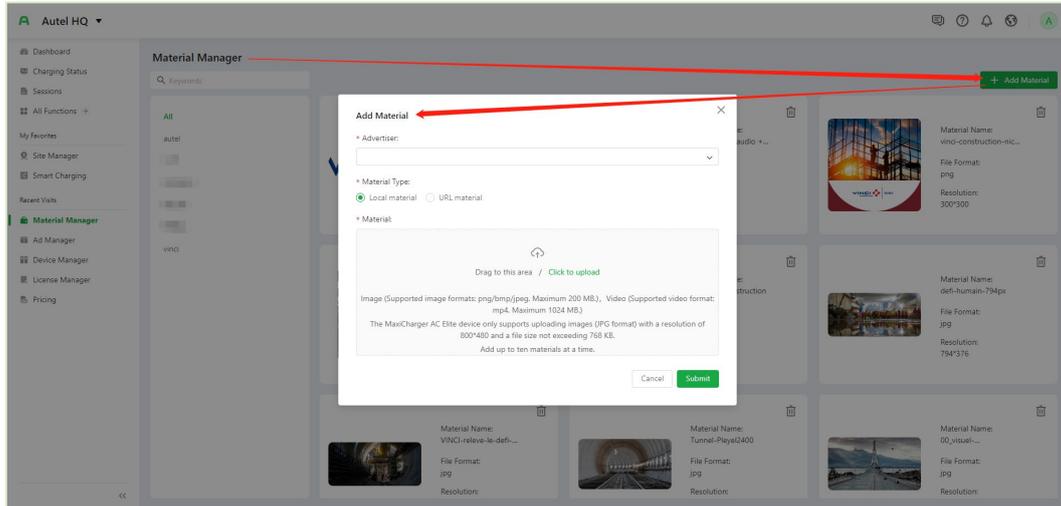
You can view the ads pending approval in the ad list and click 'Review and Approve' in the operation column. Now the Programmatic Ad configuration is completed.



Material Manager

Material Manager displays and manages all your Ad materials. Click Add Material to add.

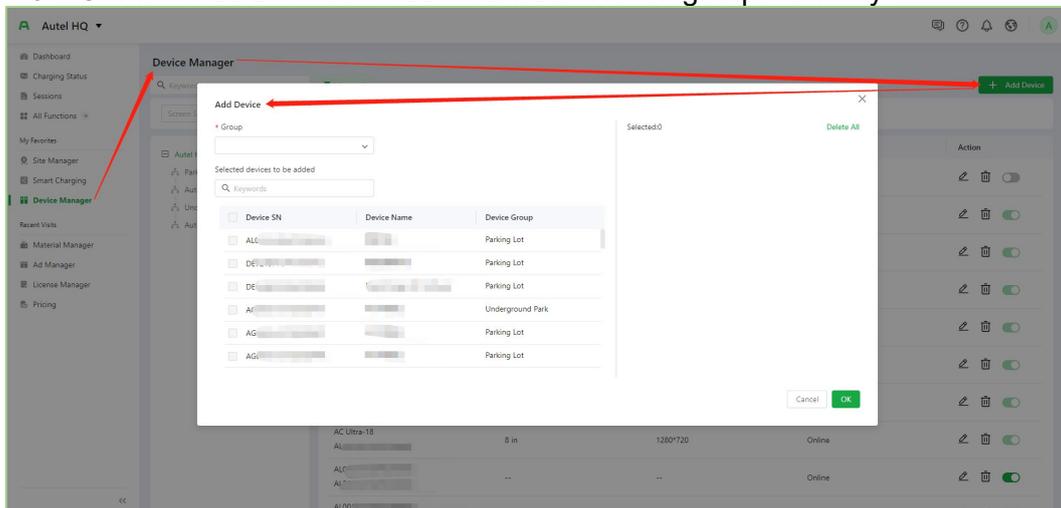
1. If you don't have an Advertiser yet, please go to Advertiser Manager to create one.
2. The Material can be a local file or and URL



Device Manager

In Advertising > Device Manager, it displays and manages all your devices as records.

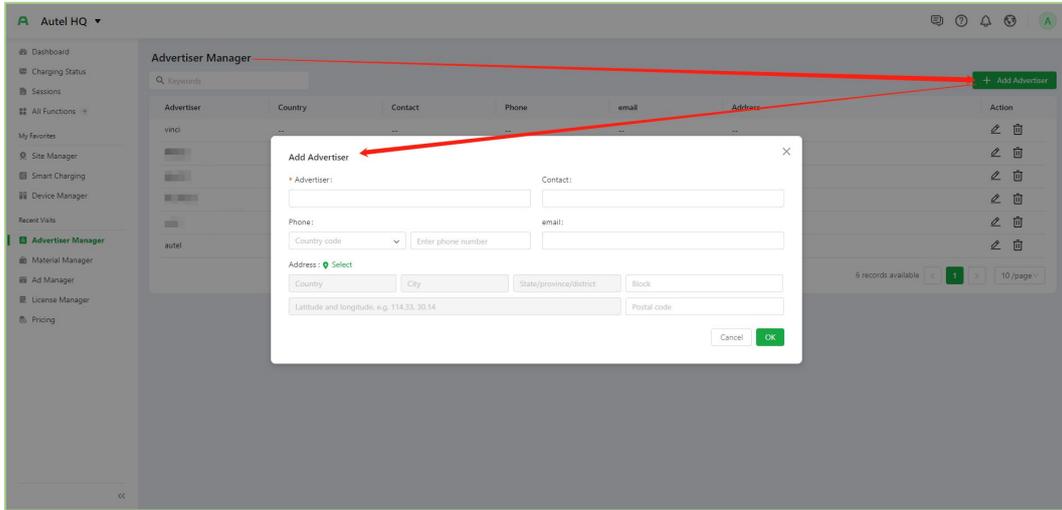
1. All your devices can be managed in groups such as Sites.
2. Check device details by clicking on the device name.
3. Click on Add Device to Add a new device or a group manually.



Advertiser Manager

Advertiser Manager displays and manages all Advertiser records.

You can also Add a new Advertiser record by Clicking Add Advertiser.



Assets

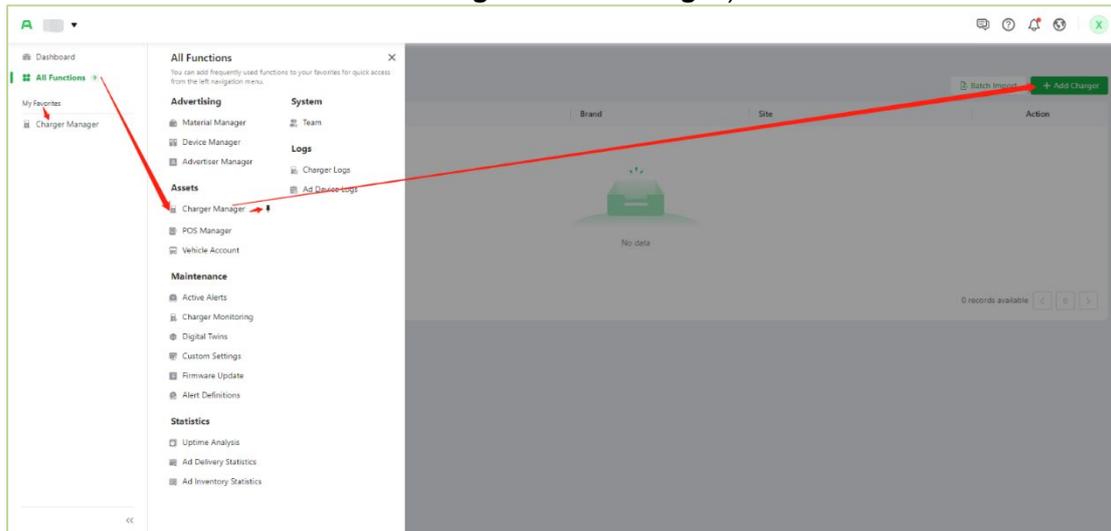
Charger Manager

This is the unified portal where you can manage all chargers for CSMS, which includes tasks such as adding and deleting devices and viewing detailed information.

Please navigate to Assets --> Charger Manager, On this page, you can

1.1 View the Charger information list and click on ⓘ for Details.

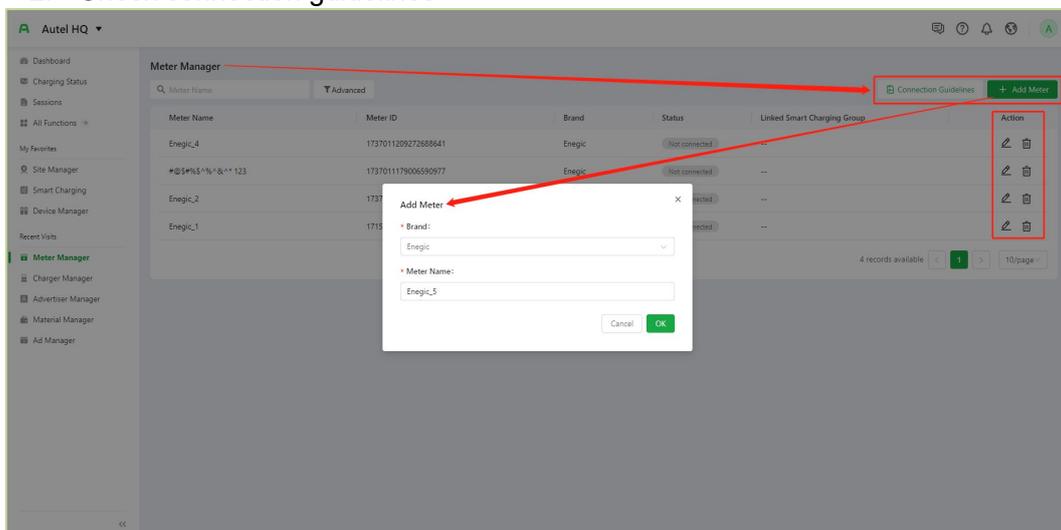
1.2 Click [+ Add Charger](#) or [Batch Import](#) to Add new Chargers Individually or in Batches, [✎](#) to edit Chargers and [🗑](#) to Delete Chargers (**Please note that the license chargers obtained will also be deleted along with the charger**).



Meter Manager

This portal manages all meters. Users can:

1. Add, Edit, and Delete meter profile
2. Check connection guidelines



POS Manager

This portal displays the record list of POS. Users can:

1. Add more POS.
2. Link existing POS to a charger. Apollo POS allows users to link with multiple chargers.
3. Edit or delete existing POS records.

Please note: All settings within Add POS are mandatory. To configure local pricing rules, contact technical support.

The screenshot displays the 'Autel Demo' POS Manager interface. On the left is a navigation sidebar with options like Dashboard, Charging Status, Sessions, All Functions, My Favorites, Site Manager, Charger Manager, Recent Visits, POS Manager (highlighted), Meter Manager, License Manager, Subscription, and Orders. The main content area is titled 'POS Manager' and features a search bar for 'POS SN / SN', an 'Advanced' filter, and a '+ Add' button. A table lists POS records with columns: POS SN, Model, SN, Pre-authorized Amount (\$), Function Modes, Used Function Mode, Pricing Methods, Used Pricing Method, and Action. The 'Action' column contains icons for edit and delete. A red arrow points from the '+ Add' button to the table. At the bottom right, it shows '6 records available' and a pagination control for '10/page'.

POS SN	Model	SN	Pre-authorized Amount (\$)	Function Modes	Used Function Mode	Pricing Methods	Used Pricing Method	Action
44343352150987	Nayax VPOS To...	DL02	\$	Local POS	Local POS	Local & cloud pricing	Local Pricing	
44343352151016	Nayax VPOS To...	DL0	\$	Local POS	Local POS	Local & cloud pricing	Local Pricing	
44343352151231	Nayax VPOS To...	DL0	\$	Local POS	Local POS	Local & cloud pricing	Local Pricing	
44343352151101	Nayax VPOS To...	DL02	\$	Local POS	Local POS	Local & cloud pricing	Local Pricing	
44343352150882	Nayax VPOS To...	DL02	\$	Local POS	Local POS	Local & cloud pricing	Local Pricing	
12345151213515	Payter_P66	--	\$	Cloud POS	Cloud POS	Cloud pricing	Cloud pricing	

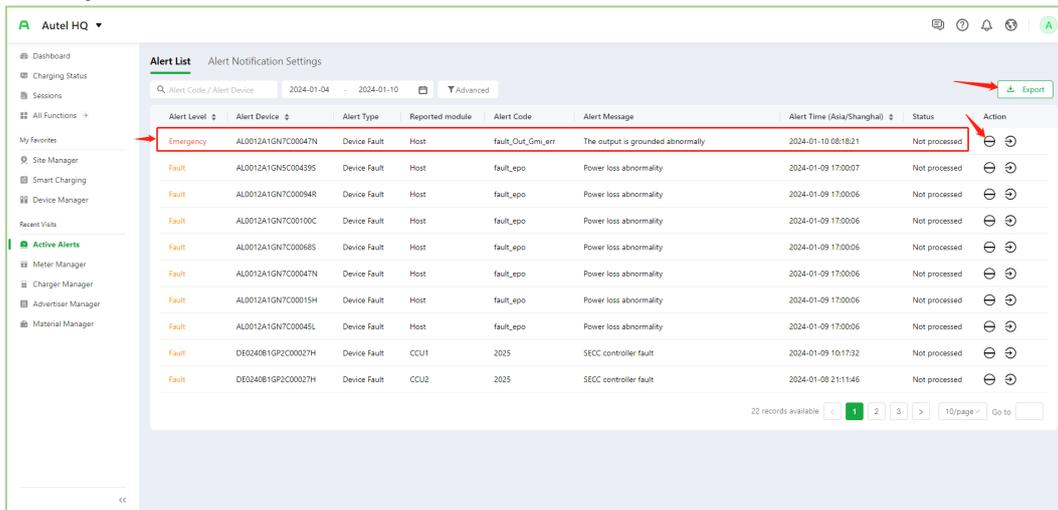
Maintenance

Active Alerts

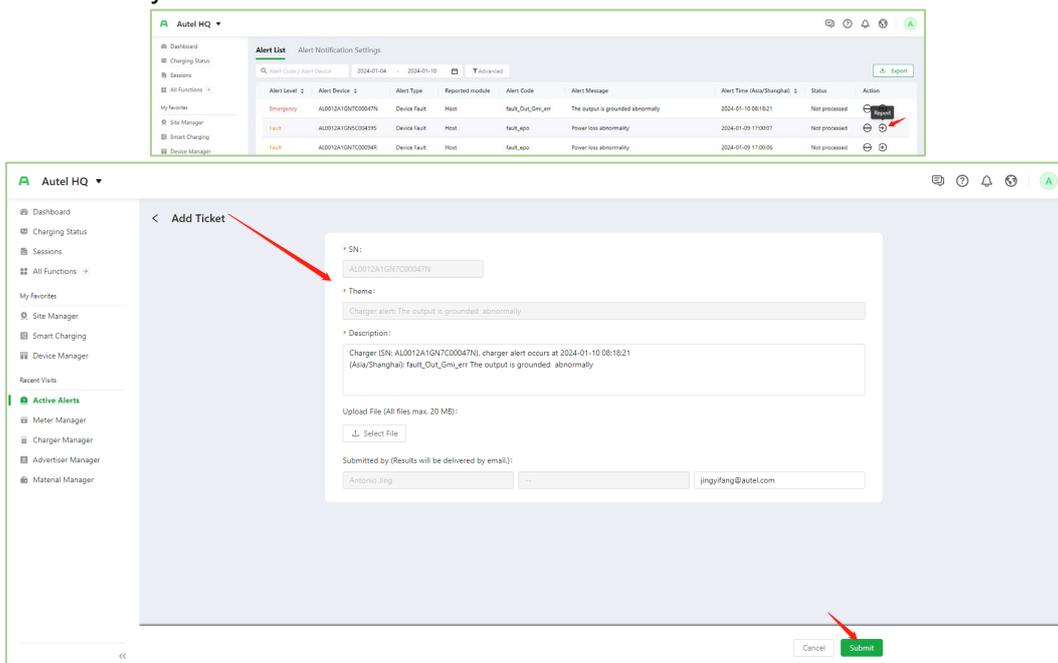
Active Alerts are made for charger status to report issues in time. In this portal, users can view notifications and customize notification settings.

Alert List

For each Alert record you have, you can Click on it to view details, export the Alert records to an Excel or CSV file, and click button to close the current report manually



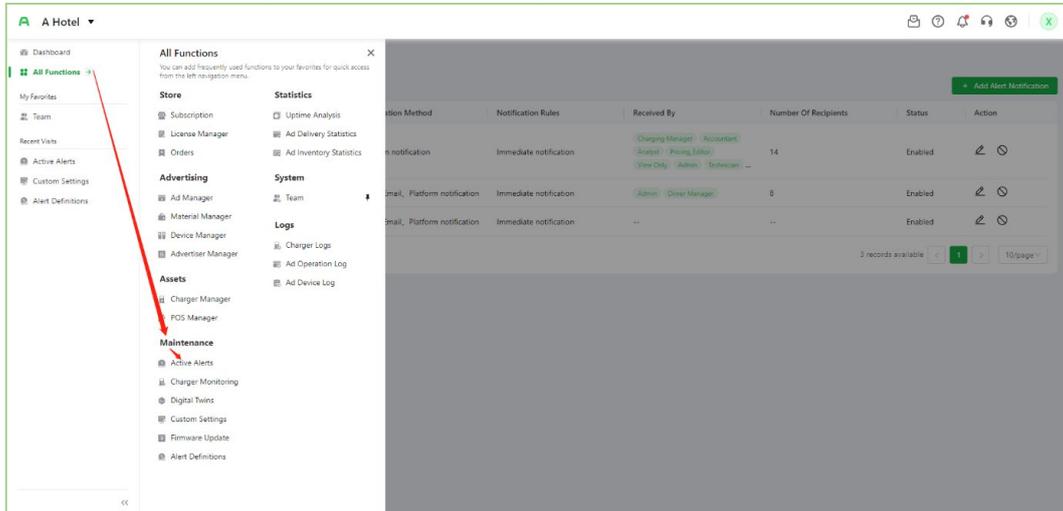
To submit a critical level issue as a ticket to tech support, please click on . Fill in the necessary information and submit.



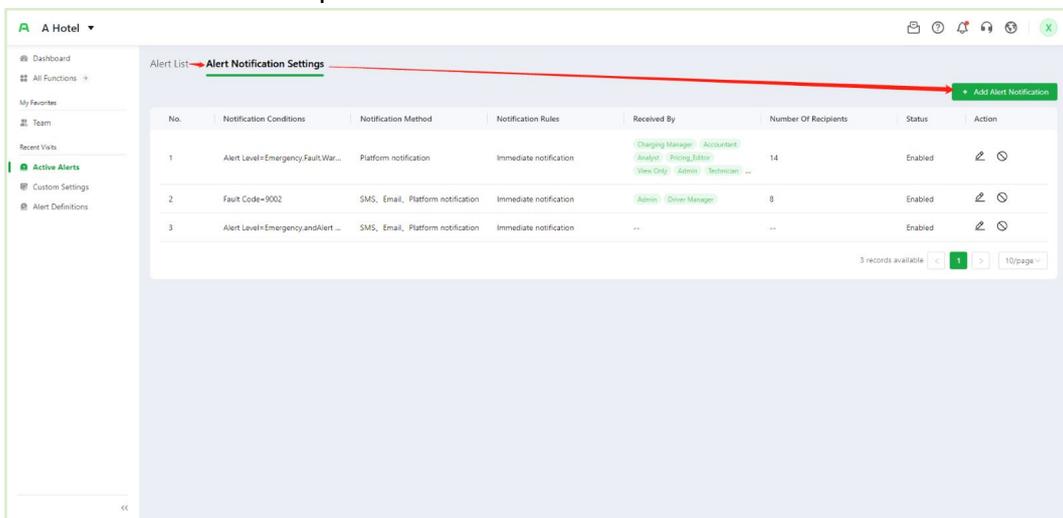
Alert Notification Settings

This page allows users to configure notification methods such as APP, SMS, Email, and in-platform message notifications, providing users with more powerful alarm notification capabilities.

To establish the configuration, please navigate to Maintenance --> Active Alerts



The Alert Notification Settings page is located on the right of the Alert List. Click **+ Add Alert Notification** to initial the process.



In Add alert notification, users can configure for

1. Notification Conditions.
2. Notification Method, by SMS, Email, and Platform notification.
3. Notification Rules.
4. Notification of Recipients, by Team member or Role.

1 Notification Conditions Match the following conditions:

Match the following conditions:

Alert Level Emergency Fault Warning

Alert Type Device fault Operation warning

Fault Code

2 Notification Method Select notification methods (more than one choice allowed).

SMS Email Platform notification

3 Notification Rules Select notification time.

Select Notification Time: Notify immediately after a new alert occurs
Noise reduction control: Receive only one alert of the same type from the same device within one day.

Notify everyday at a specific time
 Select

Mute Time:

4 Notification Recipients Select team members/roles to receive notifications.

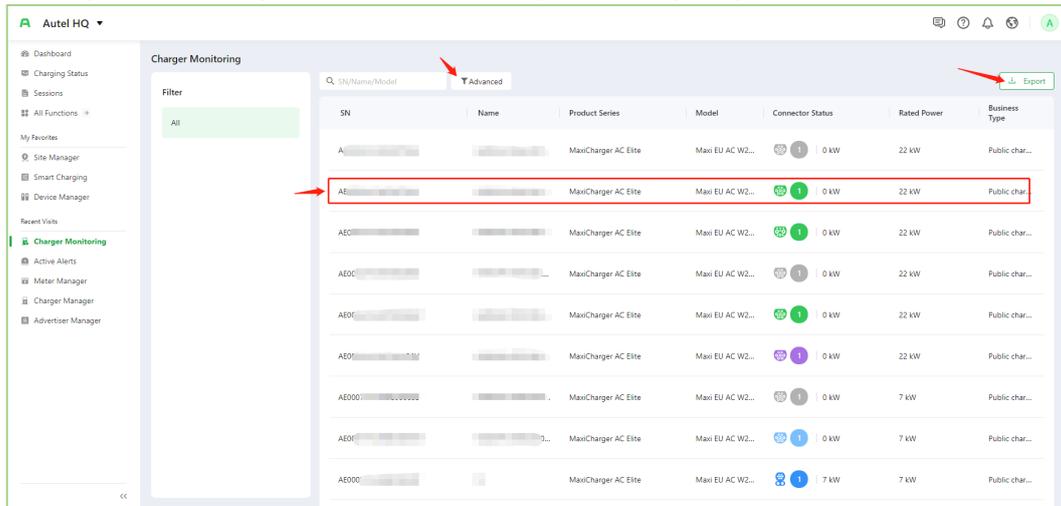
Team Member		Role			
Name	Team	Phone	Email	Role	
<input type="checkbox"/>	GP	GUAPI	852852		
<input type="checkbox"/>	Antonio				
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>	autotest				
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

60 records available page

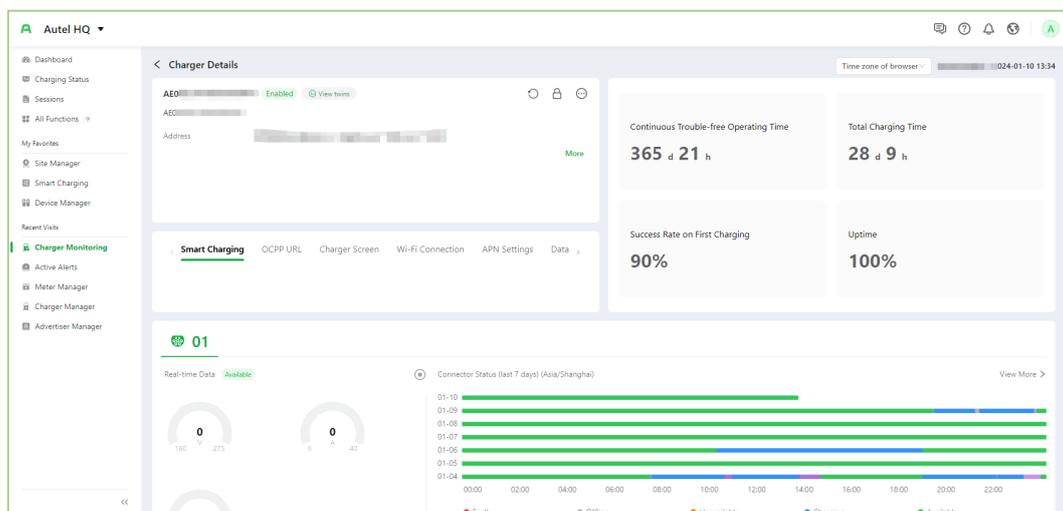
Click to complete.

Charger Monitoring

In Charger Monitoring monitors and displays all chargers you have.



1. Filter shows you the filters you have.
2. For each Charger record, you can click on it to view the details. Once you are in Charger Details:
 - a. System Reset allows you to reset your Charger remotely.
 - b. Export allows you to export data to a sheet sorted by date and type.
 - c.



3. Export allows you to export the charger list in an Excel or CSV file.

Digital Twins

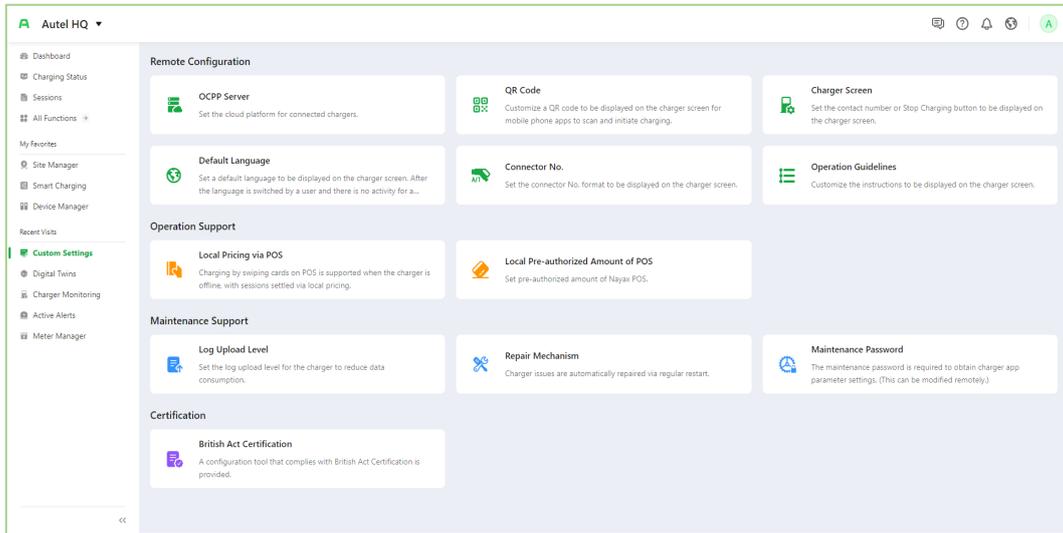
Optimized pagination for data viewing

The screenshot displays the 'Digital Twins' section of the Autel HQ interface. On the left, a sidebar lists various navigation options including Dashboard, Charging Status, Sessions, All Functions, My Favorites, Site Manager, Smart Charging, Device Manager, and Recent Visits. The 'Digital Twins' option is currently selected. The main content area features a search bar and an 'Advanced' filter overlay. This overlay includes dropdown menus for 'SN', 'Charger type', 'Business type', and 'Product Series', along with a 'Connector Status' dropdown and buttons for 'More options', 'Saved as a filter', and 'Reset'. Below the filter, a grid of 18 device entries is visible, each with a unique identifier and a status indicator (green or purple).

Device ID	Status	Device ID	Status	Device ID	Status
AG0021A1CP5C000417	Green	AG0021A1CP5C00044A	Green	AG0021A1CP5C000507	Green
AG0007A1CP3C00119F	Green	AG0007A1CP3C00139H	Green	DE7240F1GPAC000142	Green
AL0012A1GN7C00032G	Purple	DE7640D1GPAC000032	Green	AL0012A1GN7C00039P	Green
DE0340B1GP2C00027H	Green	DE0340B1GP2C00026G	Green	DE0040B1GNBC00023K	Green
SASASASASASAS	Green	AL0038B1GNAC000171	Green	AL0019A1GP3C00050L	Green
AL0019A1GP3C00046S	Green	AL0012A1GN7C00100C	Green	AL0012A1GN7C00094R	Green
AL0012A1GN7C00058S	Green	AL0012A1GN7C00053K	Green	AL0012A1GN7C00047N	Green

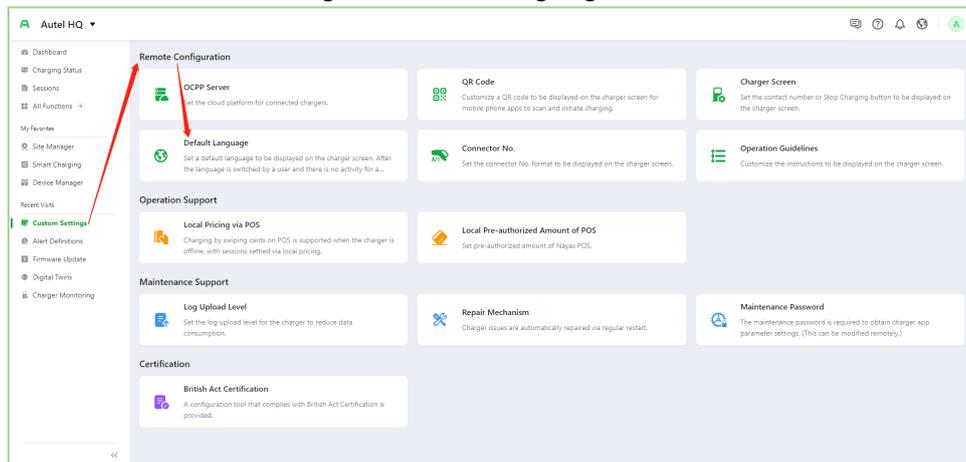
Custom Settings

This portal offers remote configuration options for chargers.

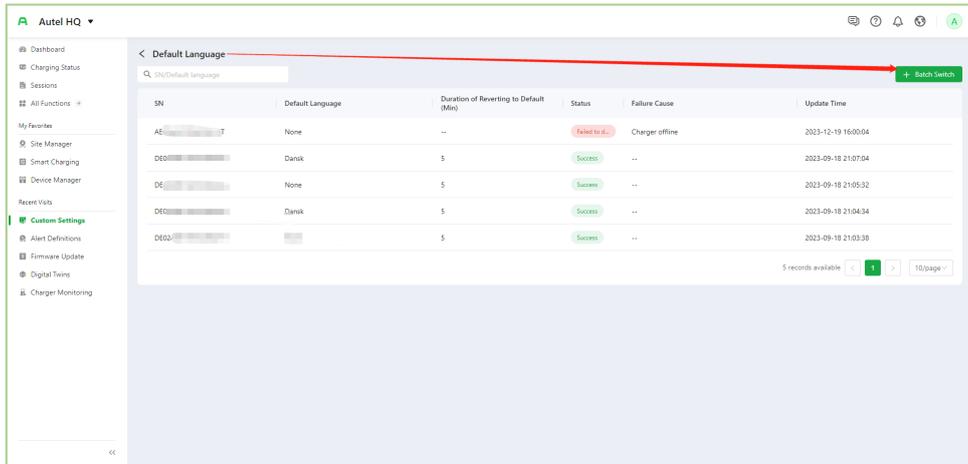


Default Language Setting

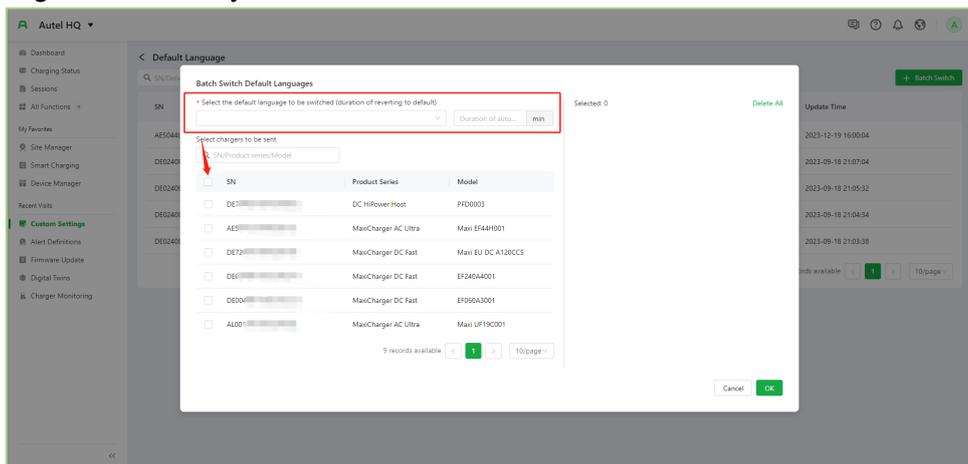
The charger factory settings did not include a default language. Now, the business owner can set the charger screen to display the default language through this function. Go to Custom Setting → Default Language



The default Language shows you the list of all charger records. To switch a charger's default language, please click on the green button, Batch Switch.



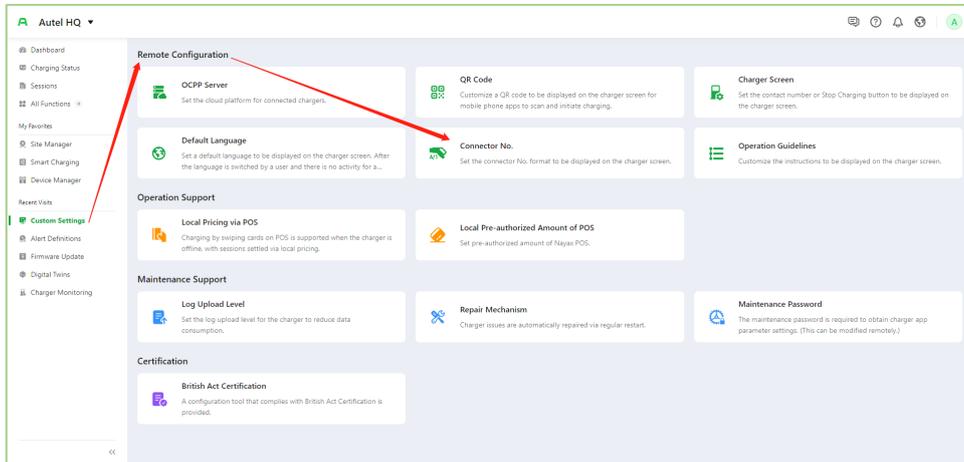
In Batch Switch, you can set Default Language and Duration Of Reverting To Default for chargers Individually and in batches.



Connector No.

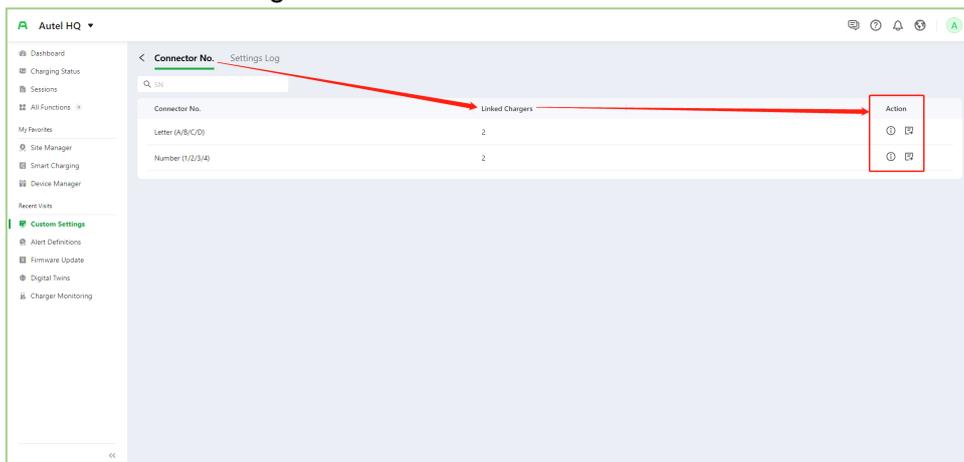
The connector number displayed on the charger screen supports 2 forms, the letter (A/B/C/D) or number (1/2/3/4) form. Now you can check them in Custom Setting -> Connector No.

Please note: This feature currently is only applicable with AC Ultra and all DC chargers.

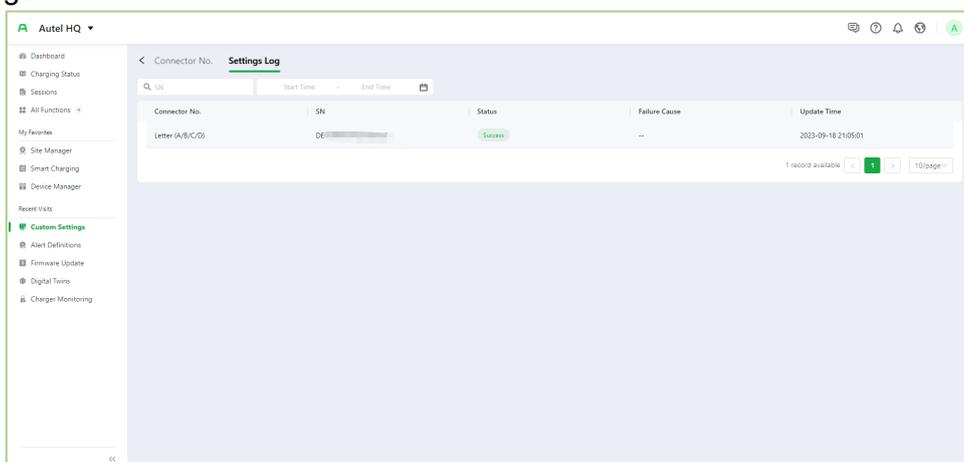


In Connector No., you can see how many chargers are linked to each connector No..

- View more details
- Link or unlink chargers to the connector number.



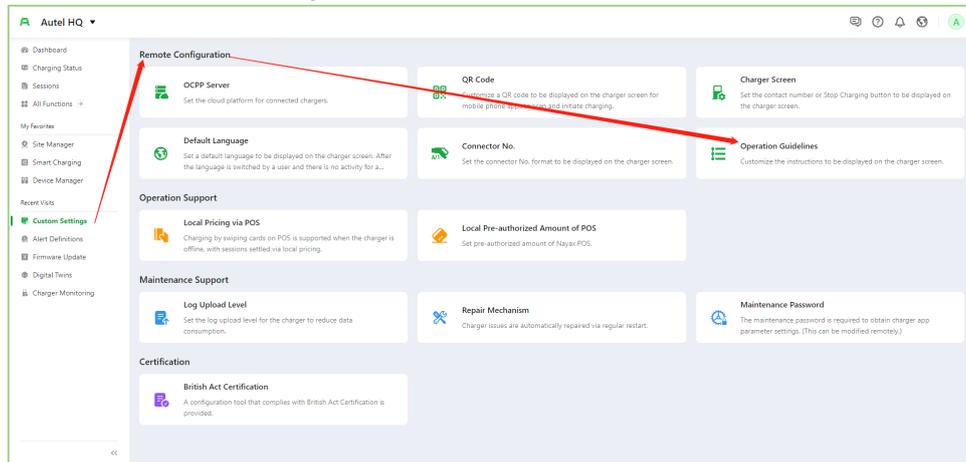
There is Setting Logs in Connector No. page where records all your historical settings.



Operation Guidelines

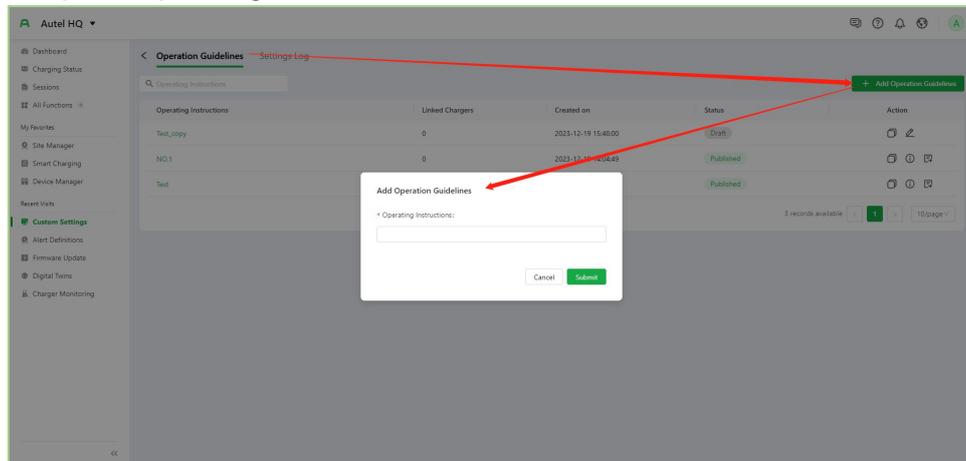
The Operation Guidelines configured here will be uploaded and used in chargers for guidance.

Go to Settings -> Custom Settings -> Operation Guidelines, you can Add Operation Guidelines by clicking the green button. You can either copy an existing guideline or make modifications to it using the Actions menu.

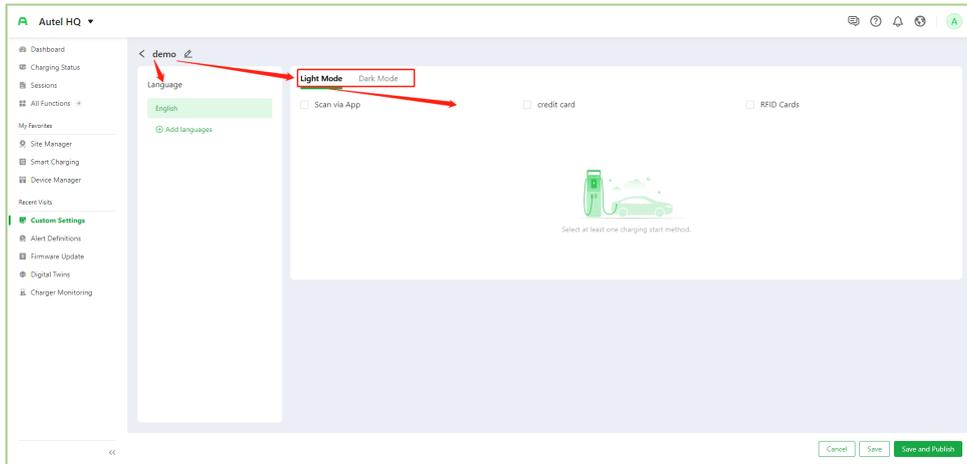


Add Operation Guidelines:

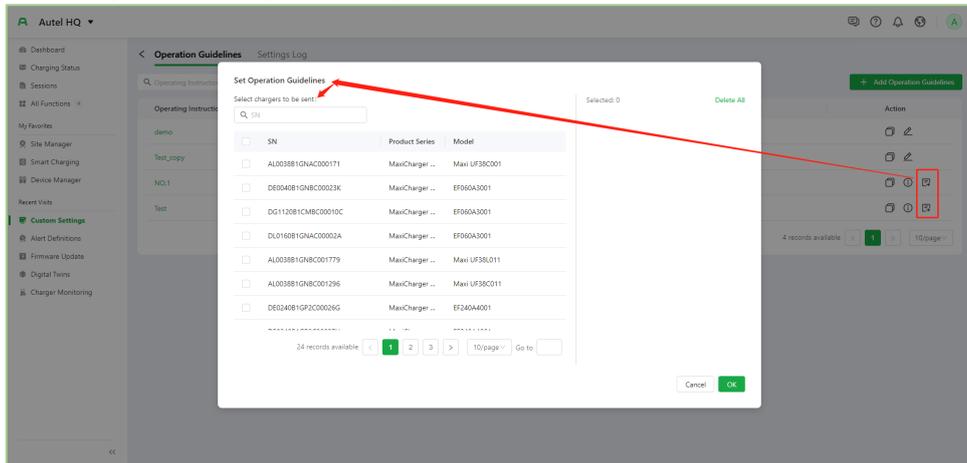
Step 1. Input a Operating instruction name



Step 2. Choose whether to add a new language(Maximum 5 kind); choose Light or Dark mode; choose which card can start the charger and expand to input pictures and detailed instructions(Maximum 6 steps).



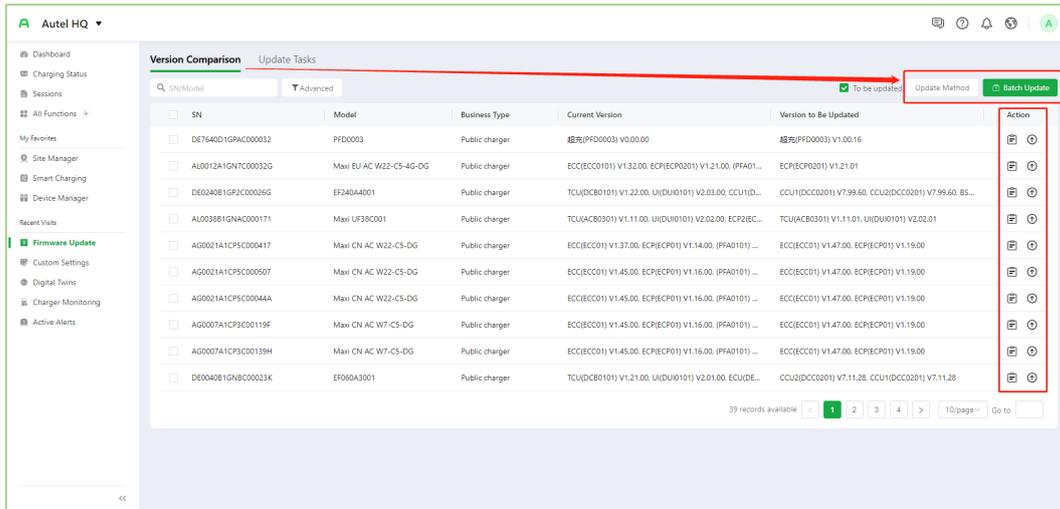
Click on  upload settings to chargers in batch.



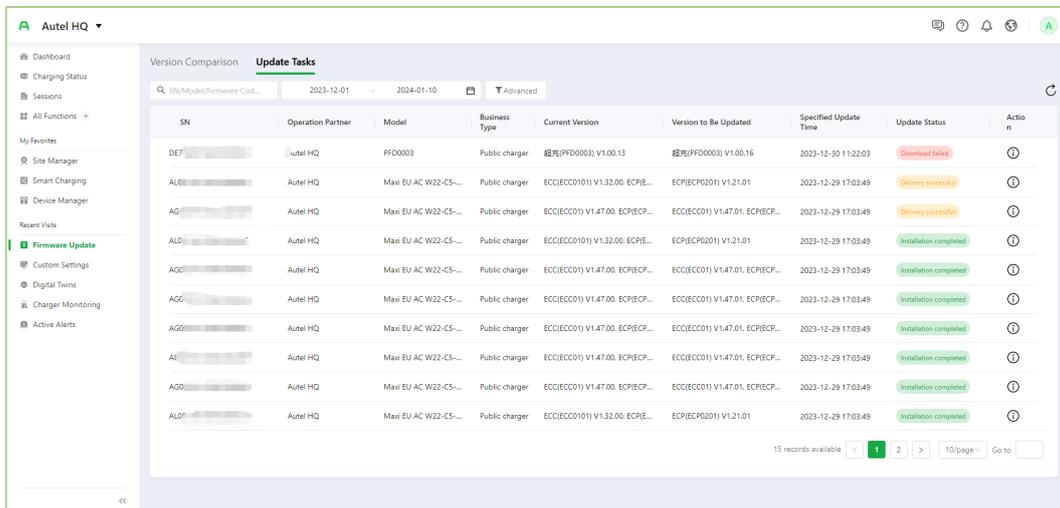
Firmware Update

Firmware update shows you your previous version of firmware, the updated version, and the schedule of updates.

1. In Version Comparison, you can see the version details, and:
 - a. Click Update Method to turn on automatically update.
 - b. Click the Batch Update button to schedule an update.
 - c. Click  for update history
 - d. Click  for the dedicated charger firmware update



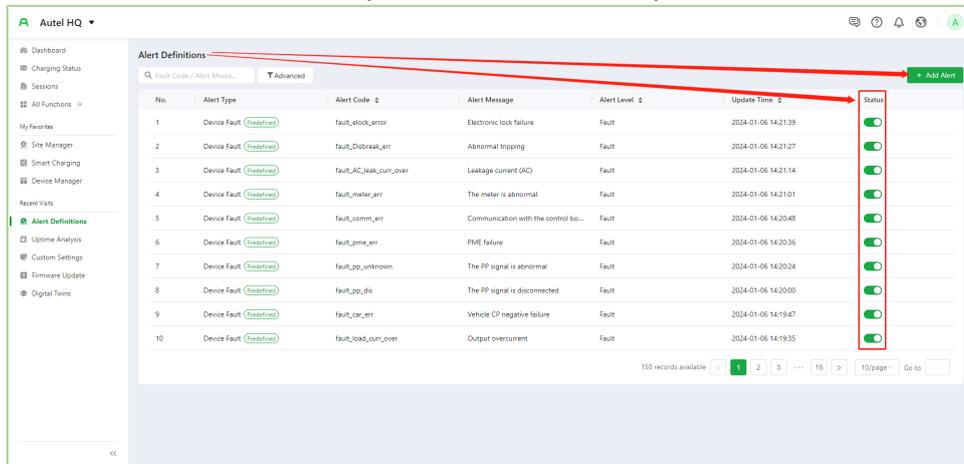
2. In Update Task, it displays all task details. Users can view the details of each record.



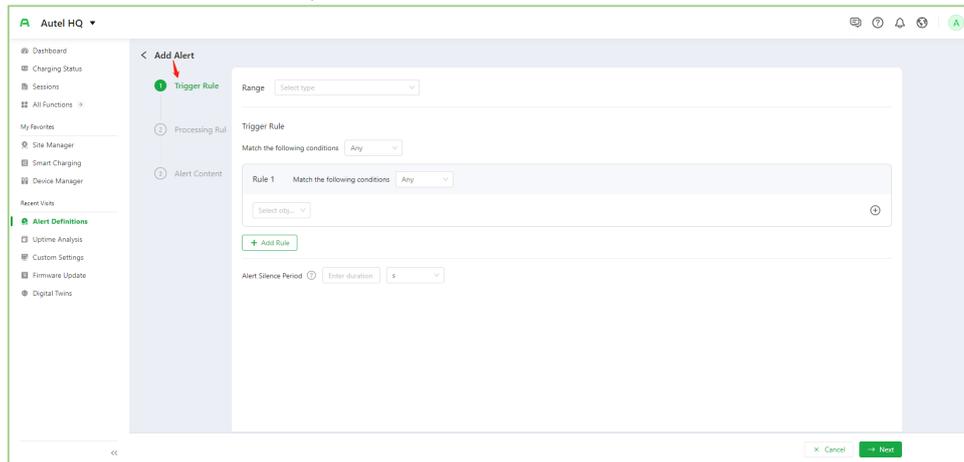
Alerts Definition

In Alerts Definition, you can find and customize your alerts based on your needs.

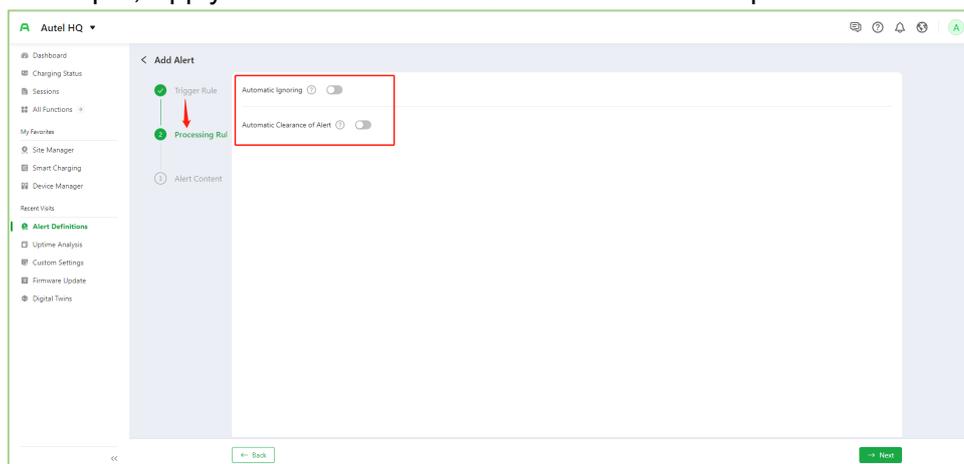
1. The Status switch allows you to enable/disable your alert.



2. Click Add Alert to customize your Alert.
Step 1, Add rules for your Alert.



- Step 2, Apply rules to the Alert. Hover on  for an explanation.



Step 3, select a language and input contents for the alert. Submit to complete.

The screenshot displays the 'Add Alert' configuration interface in the Autel HQ system. The interface is divided into several sections:

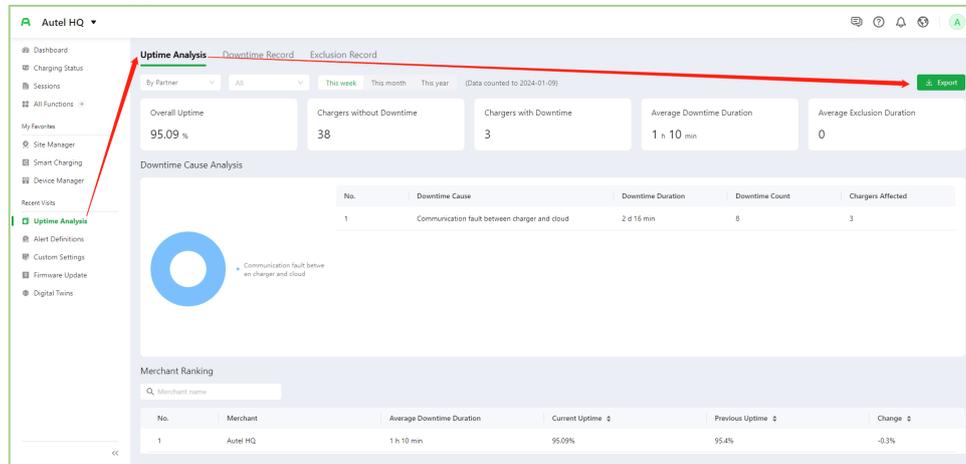
- Progress Bar:** Located on the left, it shows three steps: 'Trigger Rule' (completed), 'Processing Rule' (completed), and 'Alert Content' (active, indicated by a red arrow).
- Language Selection:** A list of languages is shown with checkboxes. 'English' is selected and highlighted in green. Other languages include Čeština, Deutsch, Español, Français, Italiano, Nederlands, Norsk, Polski, Dansk, Português, Svenska, বাংলা, and Suomi.
- Alert Configuration Fields:**
 - * Alert Code:** A text input field with the placeholder 'Enter'.
 - * Alert Level:** A dropdown menu with 'Select' as the current value.
 - * Alert Type:** A dropdown menu with 'Select' as the current value.
 - Alert Message:** A text input field with the placeholder 'Enter'.
 - Criteria:** A text input field with the placeholder 'Enter'.
- Maintenance Guidelines:** Three sections are visible, each with a dropdown arrow and the text '(Maintenance Merchant)':
 - ▼ Maintenance Guidelines (Operation Merchant) :
 - ▼ Instructions (Maintenance Merchant) :
 - ▼ Maintenance Guidelines (Maintenance Merchant) :

At the bottom of the page, there are two buttons: a 'Back' button on the left and a 'Submit' button on the right.

Statistics

Uptime Analysis

1. Uptime Analysis shows you all the analysis data and conclusion graphics. It also supports exportation.

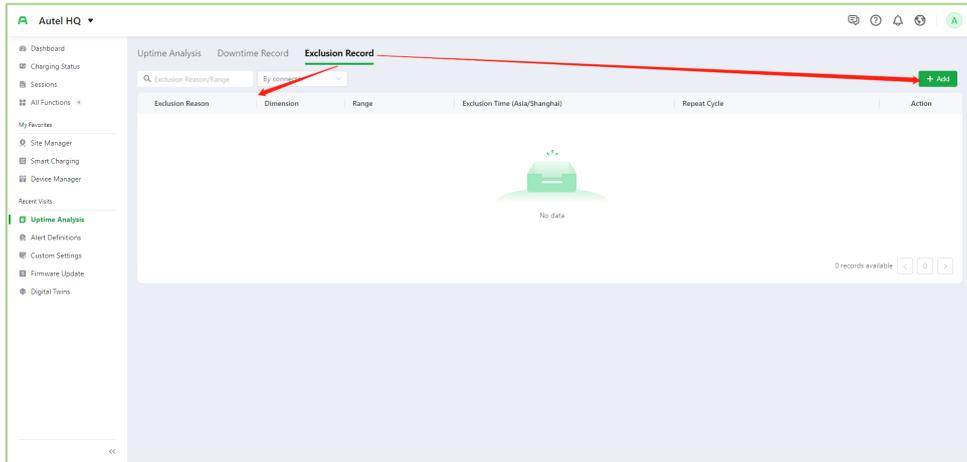


2. Downtime Record gives you all the details of downtime.
 - a. You can also manually input downtime records by clicking the Add button.
 - b. Or exclude a downtime record when it is determined incorrectly.

The screenshot shows the 'Downtime Record' interface. The table contains the following records:

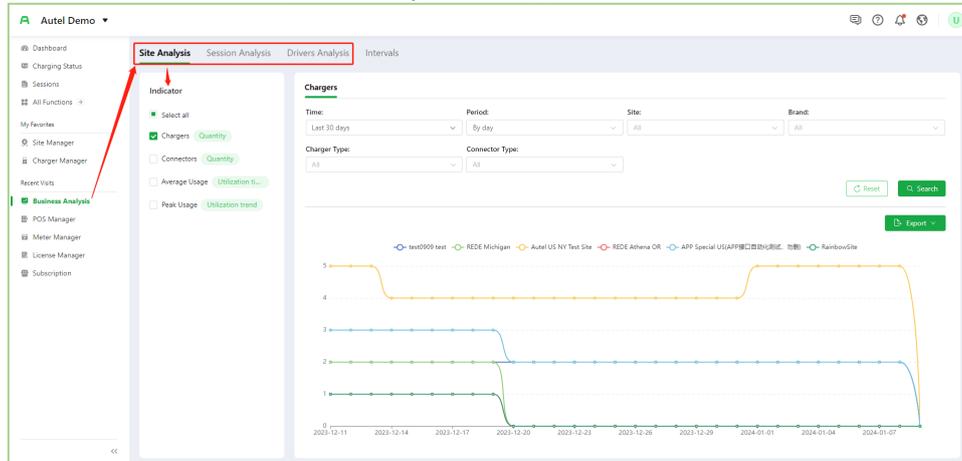
SN	Connector ID	Sites	Downtime (Asia/Shanghai)	Downtime Dur...	Downtime Cause	Identification ...	Mark	Action
AE11...	2	Autel MasiCha...	2023-07-24 15:47:40 - 2024-01-10 14:18:02	5 Month 16 d	Communicati...	Automatic ide...	--	[Action]
AE11...	1	Autel MasiCha...	2023-07-24 15:47:40 - 2024-01-10 14:18:02	5 Month 16 d	Communicati...	Automatic ide...	--	[Action]
AE11...	1	Underground ...	2023-10-23 10:46:53 - 2024-01-10 14:18:02	2 Month 18 d	Communicati...	Automatic ide...	--	[Action]
AGD1...	1	Parking Lot	2023-11-19 15:07:09 - 2024-01-10 14:18:02	1 Month 20 d	Communicati...	Automatic ide...	--	[Action]
DE71...	6	Autel MasiCha...	2024-01-02 11:39:25 - 2024-01-10 14:18:02	8 d 2 h	Communicati...	Automatic ide...	--	[Action]
DE71...	1	Autel MasiCha...	2024-01-02 11:39:25 - 2024-01-10 14:18:02	8 d 2 h	Communicati...	Automatic ide...	--	[Action]
DE71...	2	Autel MasiCha...	2024-01-02 11:39:25 - 2024-01-10 14:18:02	8 d 2 h	Communicati...	Automatic ide...	--	[Action]
DE71...	4	Autel MasiCha...	2024-01-02 11:39:25 - 2024-01-10 14:18:02	8 d 2 h	Communicati...	Automatic ide...	--	[Action]
DE71...	3	Autel MasiCha...	2024-01-02 11:39:25 - 2024-01-10 14:18:02	8 d 2 h	Communicati...	Automatic ide...	--	[Action]
DE71...	5	Autel MasiCha...	2024-01-02 11:39:25 - 2024-01-10 14:18:02	8 d 2 h	Communicati...	Automatic ide...	--	[Action]

3. The Exclusion Record keeps all the excluded history. Or you can manually Add a record by clicking on the Add button



Business Analysis

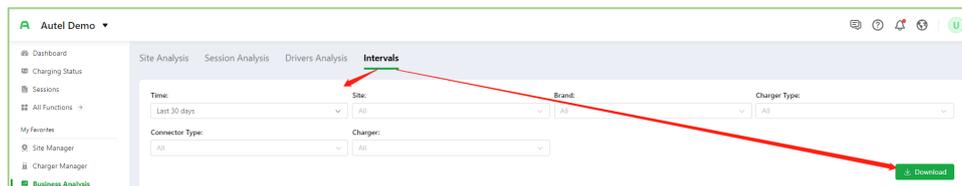
1. This Portal gives the user detailed data reports based on Site Analysis, Session Analysis, Drivers Analysis, and Intervals.
 - a. The report is displayed based on the indicator the user has selected.
 - b. For each report, the system supports a search filter and Exportation.



Intervals

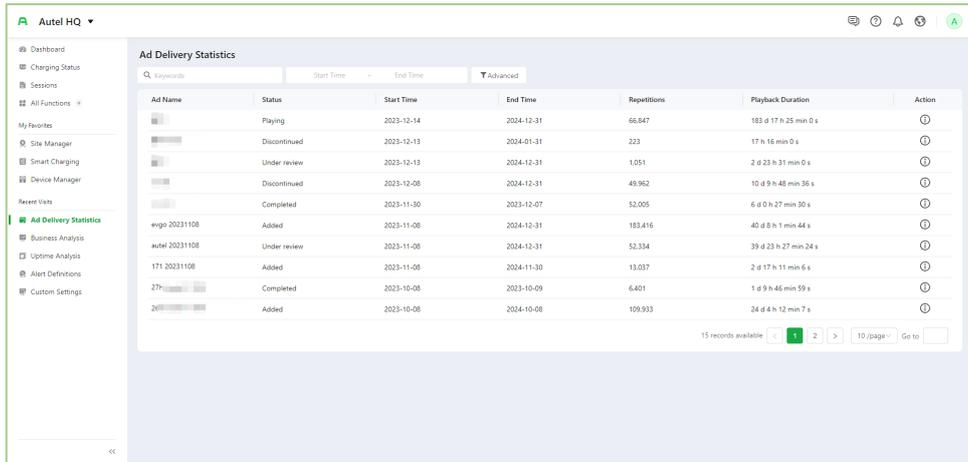
This portal supports Interval data download for business analysis.

To download the data, Please go to Statistics → Business Analysis, and Click on Intervals. Setup and click download for desired data.



Ad Delivery Statistics

This is the data report for Ad deliveries. View details of each record by clicking 

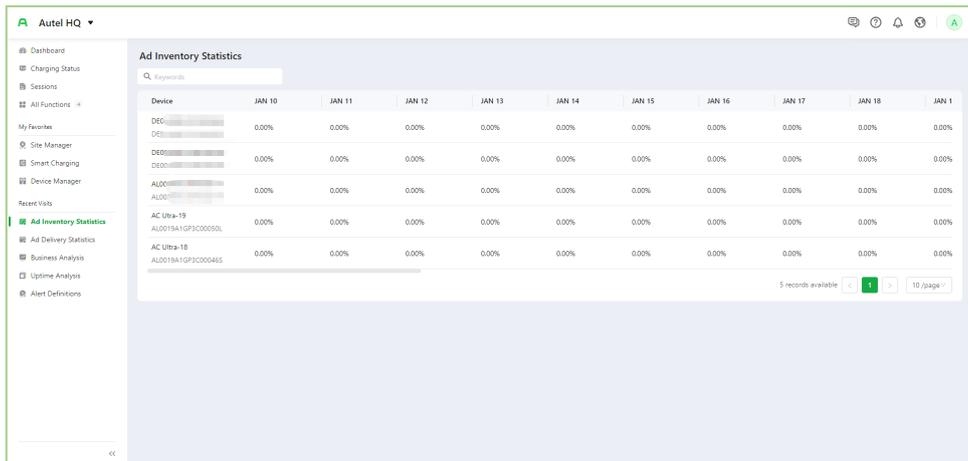


Ad Name	Status	Start Time	End Time	Repetitions	Playback Duration	Action
[Redacted]	Playing	2023-12-14	2024-12-31	66,847	182 d 17 h 25 min 0 s	
[Redacted]	Discontinued	2023-12-13	2024-01-31	223	17 h 16 min 0 s	
[Redacted]	Under review	2023-12-13	2024-12-31	1,051	2 d 23 h 31 min 0 s	
[Redacted]	Discontinued	2023-12-08	2024-12-31	48,962	10 d 9 h 48 min 36 s	
[Redacted]	Completed	2023-11-30	2023-12-07	52,005	6 d 0 h 27 min 30 s	
evgo 20231108	Added	2023-11-08	2024-12-31	183,416	40 d 8 h 1 min 44 s	
autel 20231108	Under review	2023-11-08	2024-12-31	52,334	39 d 23 h 27 min 24 s	
17i 20231108	Added	2023-11-08	2024-11-30	13,037	2 d 17 h 11 min 6 s	
27i [Redacted]	Completed	2023-10-08	2023-10-09	6,401	1 d 9 h 46 min 59 s	
2d [Redacted]	Added	2023-10-08	2024-10-08	109,933	24 d 4 h 12 min 7 s	

15 records available | Page 1 of 2 | 10/page

Ad Inventory Statistics

This is the data report for Ad Inventory of each charger.



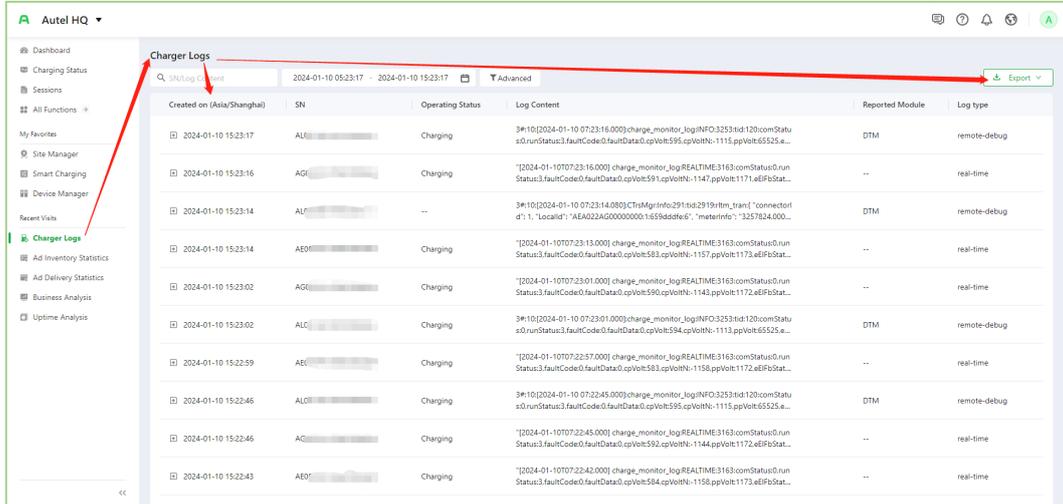
Device	JAN 10	JAN 11	JAN 12	JAN 13	JAN 14	JAN 15	JAN 16	JAN 17	JAN 18	JAN 1
DE0 [Redacted]	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DE00 [Redacted]	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
AL00 [Redacted]	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
AC Ultra-19 AL0019A1GP3C00055L	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
AC Ultra-18 AL0019A1GP3C00046S	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

5 records available | Page 1 of 1 | 10/page

Logs

Charger Log

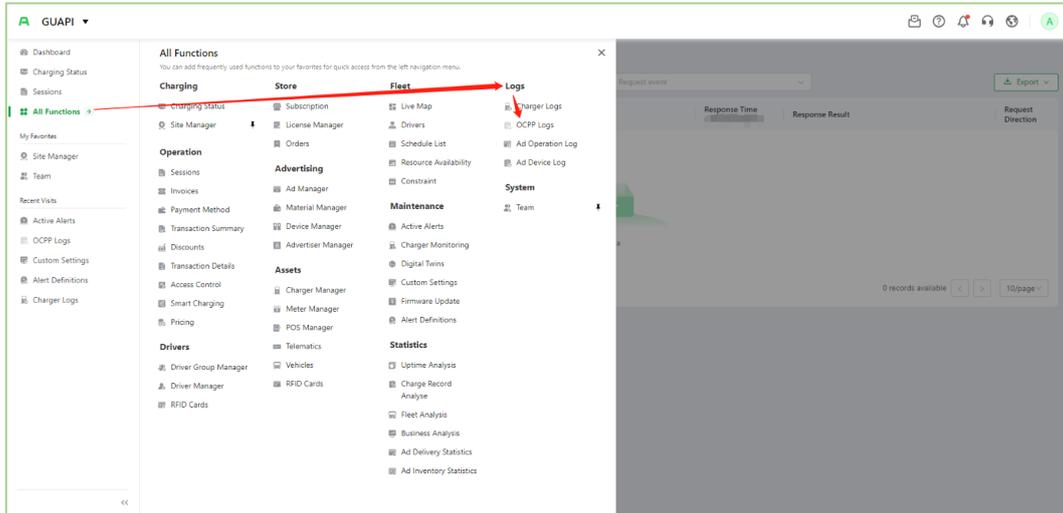
Charger Logs show you all the real-time logs collected from each charger. Exportation is supported.



OCPP Logs

The logs generated by the interaction between the charging station and the cloud through the OCPP protocol can be viewed by users with Pro Plan active.

Please locate the log at Logs --> OCPP Logs.



Ad Operation Log

In Logs > Ad Operation log, you can find all the Advertising operation logs.

Module	Action	Result	Time	Operator
Device manager	Toggle off Enable Ad	Success	2024-01-09 21:46:40	Antoni
Device manager	Toggle on Enable Ad	Success	2024-01-09 21:46:39	Antoni
Ad manager	Add material	Success	2024-01-09 21:33:50	Antoni
Ad manager	Add material	Success	2024-01-09 21:29:05	Antoni
Ad manager	Add device	Success	2024-01-09 21:27:47	Antoni
Ad manager	Edit	Success	2024-01-09 21:27:44	Antoni
Ad manager	Add device	Success	2024-01-09 21:23:59	Antoni
Ad manager	Add ad	Success	2024-01-09 21:23:53	Antoni
Ad manager	Add ad	Success	2024-01-09 21:18:50	Antoni
Ad manager	Add ad	Success	2024-01-09 21:15:13	Antoni

Ad Device Log

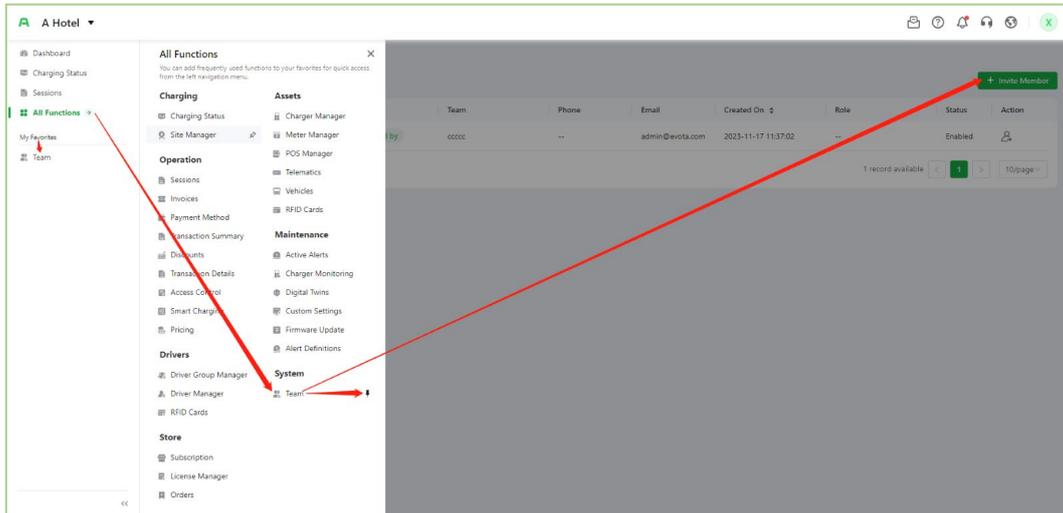
In here, you can view all the Device Operation Logs and manually upload the log file from the device.

Device	Log File	Upload Time	Progress	Upload Status	Action
AD [redacted]	--	2023-04-08 16:44:23	0%	Failed to upload	🗑️
AD [redacted]	2023-02-09-19-57.zip	2023-02-09 19:57:28	100%	Uploaded	📄

System

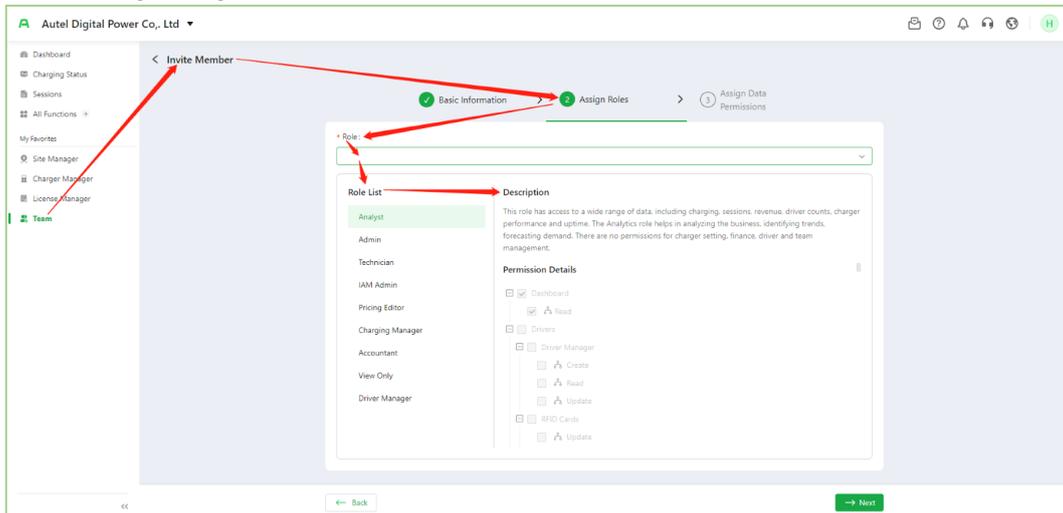
Team

When the Owner account user is going to add/invite other users. With the proper **Merchant account** selected, you can now add the user account by navigating to Team.



In the second step of Add Member, that's where you will select **Pre-defined Roles** for your Team Member. You shall see the descriptions for each role in the Description section.

Please be aware that the type of pre-defined roles users can see depends on the subscription plan.



Pre-defined Roles

The system now comes with predefined employee roles. Different roles have different privileges. Administrators can easily select from these roles when adding employees and streamlining management processes. Below the chart are the details:

Role Names	Role Descriptions
Owner	There can be only one Owner for a merchant account, who can perform all actions.
Admin	An Admin has permissions similar to those of the Owner. This role cannot modify the payment method of the merchant account.
IAM Admin	Identity and Access Management (IAM) is suitable for IT engineers to manage team members, roles, data permissions, and Microsoft 365 corporate accounts. This role has no other business permissions.
Charging Manager	Charging Manager includes read and update rights for charging and advertising operations, but it offers limited create or delete rights. There are no permissions for technical operations, drivers, finance, assets, and team management.
Driver Manager	Driver Manager includes read and update rights for driver management, charging, and advertising operations, but it offers limited create or delete rights. There are no permissions for technical operations, finance, assets, and team management.
Technician	The Technician role encompasses the necessary permissions for installation, commissioning, and maintenance tasks. This includes activating sites and chargers, configuring smart charging features, adjusting the technical settings of the chargers, as well as managing advertising, monitoring performance, and conducting remote diagnostics. However, this role does not include permissions for managing drivers, finance, or team management.
Analyst	This role has access to a wide range of data, including charging, sessions, revenue, driver counts, charger performance, and uptime. The Analytics role helps in analyzing the business, identifying trends, and forecasting demand. There are no permissions for charger setting, finance, driver, and team management.
Accountant	The Accountant role can query sessions, transactions, and business statistics, issue receipts, modify payment methods, and purchase subscription licenses online. There are no permissions for charger setting, driver, and team management.
Pricing Editor	This role only has read-only permissions for charging operations, sessions, analysis, advertising, and maintenance, along with edit permissions for pricing rules and charge cards, but cannot perform other add, read, update, or delete operations.
View Only	This role only has read-only permissions for charging operations, sessions, charge cards, and analysis, and cannot perform add, update, or delete operations.

That's ALL. Thank you for reading.