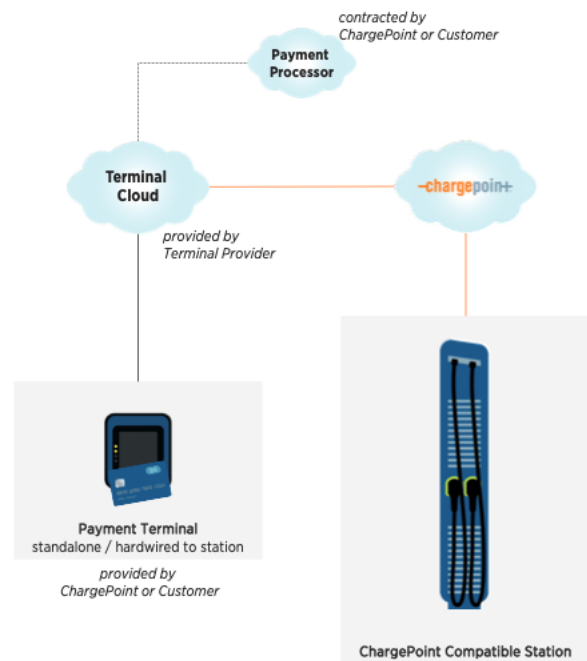# ChargePoint Payment Terminal Solution

Features and Ordering Information

Seamlessly integrate the payment terminal of your choice with the ChargePoint Platform to connect with more drivers when they want to charge. ChargePoint is a leading platform for e-mobility service providers, Charge Point Operators, organizations and fleets that want to offer simple, reliable EV charging solutions.

The ChargePoint Payment Terminal Solution enables the integration of compatible payment terminals with the ChargePoint Platform and to connect them to a charging station of choice. Once connected, station owners can take advantage of the features and benefits of the ChargePoint Platform to manage their payment terminals. The Payment Terminal Solution is designed to facilitate smooth integration onto the ChargePoint Platform to offer accessible direct payment options to drivers.

This document outlines the required steps and considerations when opting for a payment terminal solution and it describes all available options of the Payment Terminal Solution.

Step 1: Select the Terminal Hardware

OPTION 1: Purchase from ChargePoint [1]

You can purchase a charging station with an integrated payment terminal which is pre-configured and connected to be used with the station. Reach out to your ChargePoint contact or via the [ChargePoint website](#) to learn more.

ChargePoint doesn't sell standalone payment terminals, nor retrofit or installation services for payment terminals, but only terminals that are factory fitted to stations sold by ChargePoint.

OPTION 2: Connect Your Own Terminal [2]

You can connect your existing compatible terminal to the ChargePoint Platform, or if you don't have one yet, you can purchase and install a ChargePoint Compatible terminal through your distributor to retrofit it to your station.

Compatible Payment Terminals:

- Payter P66, P66S, P68
- Payter Apollo, Apollo Max, Apollo Polar

Installation and Configuration Requirements:

- The terminal serial numbers, the station serial numbers to which the terminal is or will be connected, and, if applicable, the SIM card serial numbers, must be known and provided upon request.
- The terminals must be configured in accordance with the cloud-to-cloud configuration instructions provided for the terminal. The applicable manual can be retrieved through your distributor.

If not already fitted to the station, it's the customer's responsibility to purchase and install the terminal in the field.

ChargePoint doesn't offer any support services or troubleshooting for issues with terminals not purchased from ChargePoint. The customer must contact their distributor or the payment terminal provider directly to resolve issues.

Step 2: Select the Payment Processor

OPTION 1: ChargePoint's Payment Processor [3]

With ChargePoint's seamless payment integration, all charging sessions on your stations that are managed with the ChargePoint Platform are processed uniformly through ChargePoint's Flex Billing service.
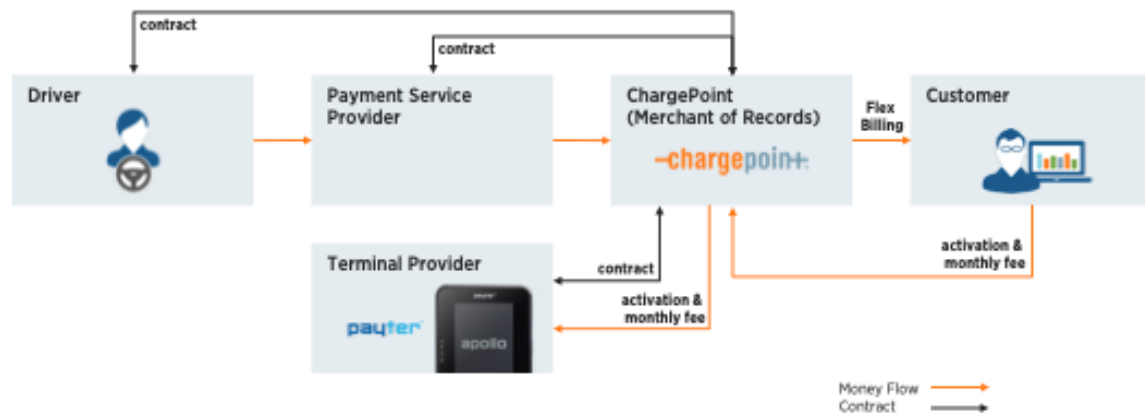
Payment Flow:

1. The driver authenticates using their credit card.
2. Once pre-authorization is successfully completed, the charging session begins.
3. After the session concludes, ChargePoint's acquirer captures the funds from the driver's bank account.
4. ChargePoint issues a digital receipt to the driver.
5. ChargePoint disburses the funds to the customer as part of the Flex Billing process.

Customer Benefits:

- No need for additional contracts with third-party payment terminal providers or acquirers.
- Ready for immediate use upon activation.
- No financial risk: ChargePoint handles the collection of funds from the driver.
- Consistent and consolidated Flex Billing payouts across various authentication methods (credit card, ad hoc, ChargePoint RFID card, ChargePoint app, roaming, etc.).
- A turn-key solution: ChargePoint manages the entire process from pre-authorization to customer payouts.

If the terminal was not purchased from ChargePoint and is (or was) already connected to a Payter domain, but you wish to benefit from ChargePoint's integrated payment management and payment processor, the terminal must be transferred to ChargePoint's Payter domain via Payter's terminal transfer form. There you will be given a Terminal Transfer Number (TT-Number) which you will need to provide to ChargePoint upon request.

OPTION 2: Use Your Own Payment Processor [4]

Leverage your existing payment processing contracts that are compatible with the payment terminals listed above.
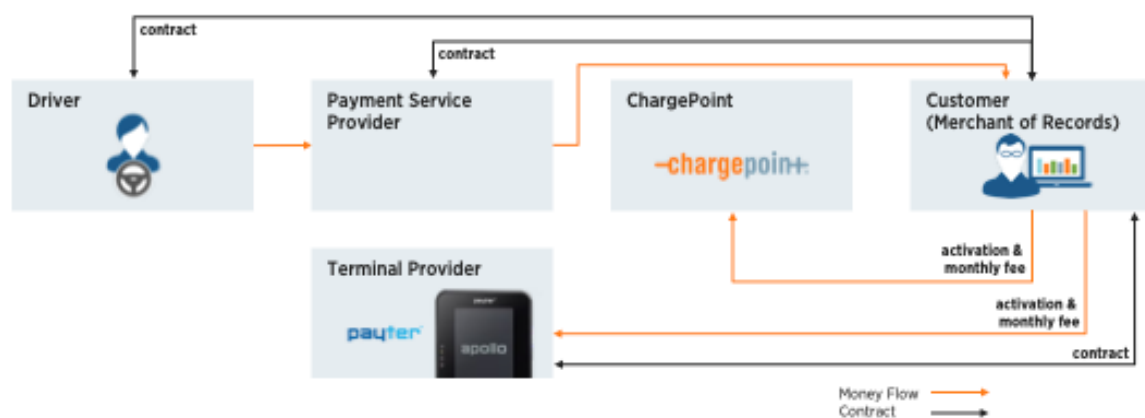
Payment Flow:

1. The driver authenticates using their credit card.
2. Once pre-authorization is successfully completed, the charging session begins.
3. After the session concludes, the customer's acquirer captures the funds from the driver's bank account.
4. The customer issues a digital receipt to the driver.
5. The customer's acquirer disburses the funds to the customer.

Minimum Requirements:

- An active agreement with Payter and a Payter domain, which can be requested through Payter's terminal activation form if you do not have one.
- An active Merchant ID / Payment Contract with a compatible acquirer. Payter can connect you with an acquirer via Payter's terminal activation form if needed.
- The customer must notify Payter at support@payter.nl to reconfigure your terminals to direct them to the ChargePoint software platform.

With this option it's the customer's responsibility to collect the funds from drivers and ChargePoint is only the technical facilitator to enable charging functionality.

If you purchased your terminal from ChargePoint it is pre-configured to work with ChargePoint's Payment Processor. You will have to inform the ChargePoint activations team during your onboarding process to have it transferred to your Payter domain.

Step 3: Purchase Required ChargePoint Licenses

Independent of the selected options in Step 1 and Step 2, the following licenses are required to connect a payment terminal to the ChargePoint Platform:

SKU	SKU Description
PAYMENT-TERMINAL-ACTIVATION	**Payment Terminal Activation License** Remote activation of third-party payment terminals within the ChargePoint Charger Management System (CMS). Priced per terminal.
CPCLD-PAYMENT-TERMINAL-1	**Payment Terminal Software License** 1-year prepaid payment terminal Cloud Plan subscription per terminal: managing payment terminals, session reporting, payment terminal provider integration. Optionally: payment service provider facilitation and automatic credit card payment collection. Payment terminal activation purchase required.

Step 4: Onboard the Payment Terminals

After purchasing the required ChargePoint Payment Terminal licenses you will be contacted by the ChargePoint Activations team with a ticket number for your reference. As part of this activation process, you will be able to provide all required information to onboard your payment terminals to the ChargePoint Platform.

[1] Applicable Payment Terminal Terms

1. **Deployment and Activation**
    1. Before deployment and/or activation of the Terminals, the customer must perform the following:
        1. Check for visible damage to the housing;
        2. Do not use the Terminal if it is damaged or covered with a non-standard sticker. For reference images, please check the Payter website, section downloads;
        3. Charge and/or connect the Terminal to the internet;
        4. Verify the Payter logo shows up after turning on the Terminal;
        5. Do not use the Terminal if the logo does not appear;
        6. Check whether an internet connection is established;
        7. After extended storage a test transaction is recommended;
        8. When distributing the Terminals within your organisation update the inventory (list of Terminals) with Terminal locations and personnel authorised to operate the Terminals;
        9. Ensure proper training and instruction of all personnel operating the Terminals, enforcing compliance to the responsibilities laid out in this schedule.
2. **Battery and storage**

    1. The Apollo terminals are equipped with Li-Ion batteries to ensure the integrity of the payment Terminals even when not powered. To ensure the security during the full lifetime of the Terminals, these batteries need to be recharged at regular intervals (once every three (3) months) to avoid fall back to the back-up battery.
    2. **Please note:** Failure to charge the batteries when notified drastically reduces the shelf life of the Terminal and can result in tampering the Terminal. A tampered Terminal needs to be returned to Payter for analysis, possible replacement of the batteries and key injection.

[2] Applicable Payment Terminal Terms

1. **Deployment and Activation**
   1. Before deployment and/or activation of the Terminals, the customer must perform the following:
      1. Configure the Terminals in accordance with the applicable configuration instructions provided for the Terminal. The applicable manual can be retrieved through your distributor;
      2. Check for visible damage to the housing;
      3. Do not use the Terminal if it is damaged or covered with a non-standard sticker, report any damage/tampering as per clause [7] below. For reference images, please check the Payter website, section downloads;
      4. Charge and/or connect the Terminal to the internet;
      5. Verify the Payter logo shows up after turning on the Terminal;
      6. Check whether an internet connection is established;
      7. If already activated, verify whether the Terminal(s) connect to the Terminal Management System;
      8. After extended storage a test transaction is recommended;

[3] Applicable Payment Terminal Terms

1. **Usage and Management**
   1. The Reseller and/or Reseller customer must when operating and using the Terminals:
      1. Ensure that the Terminal is kept and operated in a suitable environment (please check the User Manuals), used only for the purposes for which it is designed, and operated in a proper manner;
      2. Make no alteration to the Terminal and do not remove any component(s) from the Terminal without the prior written consent of ChargePoint;
      3. Not, without the prior written consent of ChargePoint, allow any third party to use the Terminal or submit transactions via the Terminal on behalf of a third party;
      4. Comply with the relevant User Manuals for the Terminals, including in particular: The User Manual of the particular type of Terminal;
2. **Security**

   1. For security reasons, customer and their personnel must check Terminals regularly for:

      1. Visible damage to the housing (do not use the Terminal if it is damaged or covered with a non-standard sticker. For reference images, please check the Payter website, section downloads); and
      2. Unusual cables connected anywhere on the Terminal.
   2. Customers must:

      1. Verify the Payter logo shows up after turning on the Terminal;
      2. Verify the identity of any third party persons or maintenance personnel claiming to repair, prior to granting them access to modify or troubleshoot Terminals;
      3. Not install, replace, or return Terminals without verification from ChargePoint;
      4. Be aware of suspicious behaviour around Terminals (for example, attempts by unknown persons to unplug or open the Terminals);
      5. Report suspicious behaviour and indications of Terminal tampering or substitution to appropriate personnel (for example, to a manager or security officer).
   3. Customer should maintain Terminal inventory to ensure that the location of all Terminals is known and to confirm that none of the Terminals have been lost, stolen or substituted. ChargePoint recommends enforcing procedures to perform visual Terminal integrity inspections on a weekly basis as well as before and after storage of the Terminals.

4. In case of any doubts, do not use the Terminal and contact ChargePoint via the regular support channels.

3. **Faulty, lost, stolen, or damaged/tampered Terminals**

    1. In the event of loss, theft, damage, tampering or destruction of a Terminal, the customer must inform ChargePoint immediately, and in no event later than 24 hours after discovery of the incident via the regular support channels. The notification must provide a complete description of the details of the incident, summarising all efforts undertaken and planned to investigate the incident and secure the information and Terminals at issue, and identify appropriate contacts of the Reseller who will be reasonably available to ChargePoint.
    2. In the event of a hardware failure during the Warranty Period, please contact ChargePoint.

1. **Transactions and reconciliation**
    1. ChargePoint does not have access to the customer's merchant account and it is therefore the customer's responsibility to reconcile the payments being made into the customer's merchant account with the transactions processed by the Terminal and payment service provider. In the event that the customer identifies a discrepancy they must notify Payter immediately.
    2. ChargePoint recommends that the customer checks their account and the Terminal Management System for transactions, connectivity of the Terminal and any error messages.
2. **Security**

    1. The customer must follow the Card Scheme Rules in operating the Terminals to submit point of sale transactions.
    2. As far as applicable, the customer must comply with PCI DSS security requirements imposed by the Card Scheme Rules in handling and using Terminals and on the acquirer's request fill out a self-assessment questionnaire ('SAQs') prescribed by the Card Scheme Rules under applicable PCI DSS regulations to confirm such compliance.