# MB.CHARGE Public for Business Onboarding and User Guide

Mercedes-Benz integrates with ChargePoint to provide a service allowing drivers to locate, use, and pay for charging across a wide network of stations. To activate this service, complete the following steps:

1. Log in to the **Mercedes-Benz** portal and click **Request** under the **Connect ChargePoint Network Manager Account** option.

   An automated email will be sent to you acknowledging the request.
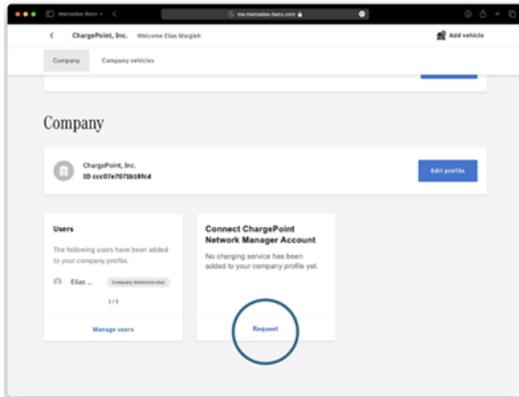
   ChargePoint will send a $0 quote to you via DocuSign within 2 to 4 business days after requesting for an account. This is for the purpose of agreeing to ChargePoint's Terms of Service.
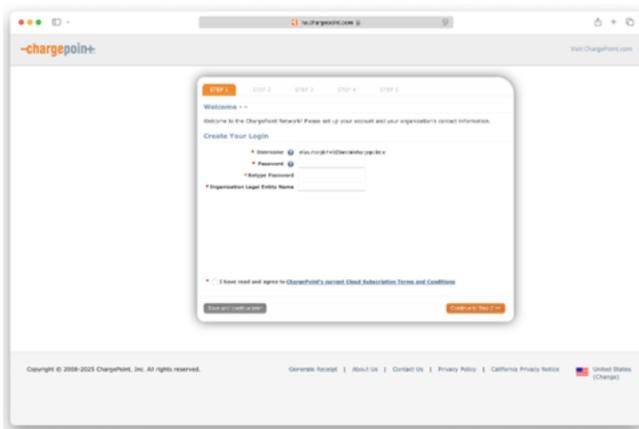
2. Review and sign the quote at your earliest convenience.
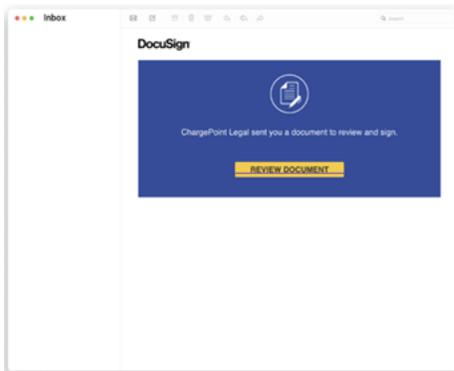
3. ChargePoint will process the order within 2 to 3 business days after signing the quote. An automated email will be sent to you with a link to set up your account/organization.
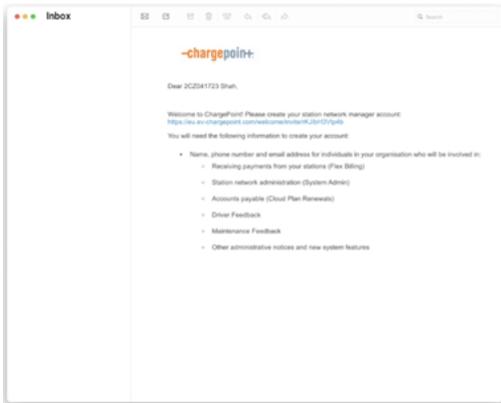
4. Please click the link and follow the steps in Set up your Network Account to set up your account.

5. Once the account/organization is set up, it will be automatically connected to the **Mercedes-Benz** portal within 24 hours. And you can begin using the public charging service.
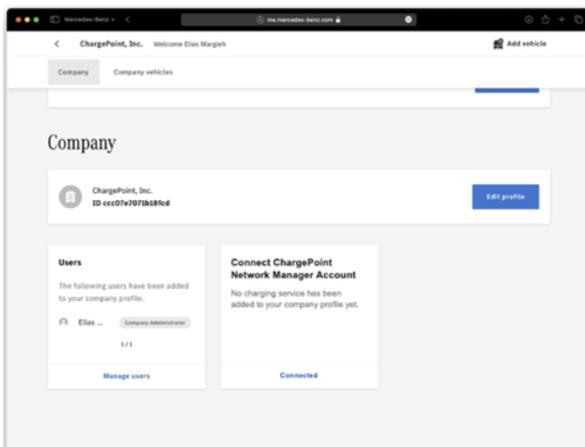
After the account setup is complete, ChargePoint will contact you to request direct debit information which will be used to pay for monthly charging fees. Each month, ChargePoint will email an invoice noting the total charging fees for the month.

Set up your Network Account

Welcome to ChargePoint! Before setting up your station network manager account, we need to know a little more about your organization. You will need the following information to create your account:

- Name, phone number, and email address for individuals in your organization who will be involved in:
  - Receiving payments from your stations (Flex Billing)
  - Station network administration (system admin)
  - Accounts payable (cloud plan renewals)
  - Driver feedback
  - Maintenance feedback
  - Other administrative notices and new system features
- Legal name of your organization

Click the link in your welcome email to start the setup process for your station network manager account.

Create your Login

1. Select a user name. The user name needs to be unique and cannot be associated with any other account.
2. Select a password. Your password must include:
   - 6-32 characters
   - At least 2 numbers
   - At least 1 letter
   - No spaces
3. Review the **Terms and Conditions**.
4. After reading the Terms and Conditions, enter your organization's legal entity name and click I agree to the Terms and Conditions.
5. Click **Continue to Step 2**.

Enter Contact Information

1. Enter your contact information.
2. Click **Continue to Step 3**.
3. Enter your organization name, station common name, contact information, and preferred language.

   The **Station Common Name** is shared by all ChargePoint stations managed by your organization.

   > **NOTE:** This field is irrelevant to your MB.CHARGE related organization but it must be entered as part of the account setup process.

4. **Preferred Language** sets the default language displayed on your stations. For stations with a display screen, users can select other language options.

5. When finished, click **Continue to Step 4**.

Contact Details

1. Choose individuals in your organization to serve as points of contact for various functions. Depending on your organization size, you may assign multiple functions to one individual. To begin, click **Add New** and enter their contact information.

2. Select the contact to assign to each role. Here are some suggested roles for each function:

> **NOTE:** Not all roles are relevant to your MB.CHARGE account, but the step is required to move forward with account setup.

Role	Description
Flex Billing	Accounts receivable manager
Services & Support	Facilities manager
System Admin	Station network manager
Station network manager	New Station Requests
Accounts payable manager	Cloud Plan Renewals
Station network manager	New System Features Driver Feedback Administrative Notices
Facilities manager	Maintenance Feedback

3. When finished, click **Continue to Step 5**.

> **IMPORTANT:** Please skip the **Activate Flex Billing** step. It is not relevant to this account.

Activate your Account

Once you have created your account, it will sync with the Mercedes-Benz platform within 24 hours at which point you can begin using the public charging service.

View Charging Session Reports

To view charging session reports, complete the following steps:

1. Log in to ChargePoint Platform and navigate to Reports > Financials > Lease Co.
2. You can access charging session data for your organization.
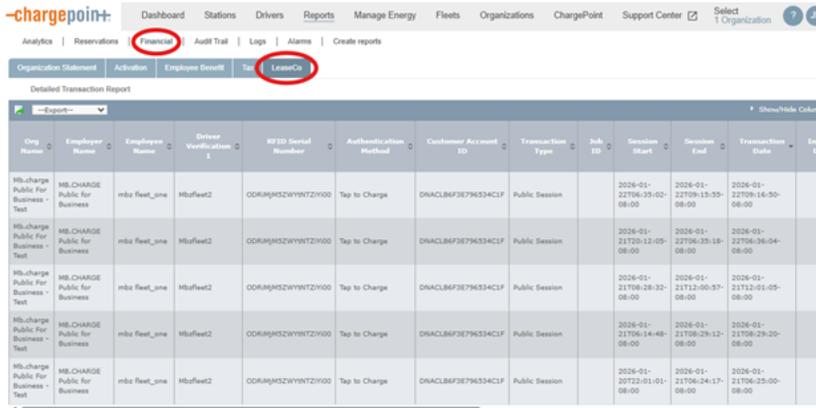
Use the **Show/Hide Columns** option to customize the fields that appear in the report.

Click the **Export** button to download the data for analysis, auditing, troubleshooting, or compliance tracking.

Export (visible columns): Exports only the fields selected in the **Show/Hide Columns**.

Export (all columns): Exports all connection data fields, regardless of visibility.