Benefits of the Discounts Feature

As a site host portal user responsible for managing EV charging at your site(s), you will be able to give employees, renters, hotel guests, condo owners, business customers or any group of your choosing discounts on EV charging.
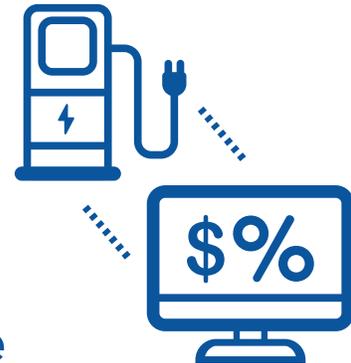
As a Site Host, How Do I Use the EV Charging Discount Feature

How do I set up discounts for EV drivers?
You will need to access your site host portal https://portal.gochargeport.com/login, which provides visibility into one or multiple locations where your EV chargers are installed. Once in the portal, navigate to the "Drivers" tab to access the Discounts feature.

Then, proceed with the following steps:

1. Click on Create New button. Give the discount a name.

2. Set a discount percentage (up to 100%).

3. Set a "not to exceed" dollar amount for each charging session.
   EXAMPLE: A vehicle with a 120kWh battery capacity will cost $36 to fully charge when the station rate is set to $0.30 per kWh.

4. Specify the expiration date for the discount, or set it to "none," which means the discount will be valid until you deactivate it.

5. Choose the location(s) where the discount will apply.

6. Keep Auto Approve or select Manual Approval if you want to approve each driver. When set to manual, each driver that requests approval for the discount will go into a "pending" state, and you will receive an email notifying you there is a new driver to approve.

7. Decide how many codes you want and generate the list of codes. If you need codes later, you can always generate more.

8. Send an email or provide the code a different way to your drivers.

How do I distribute the discount codes to drivers?
Generate a list of codes for each discount you create. When you generate the codes, you will be able to download them in CSV format. Make sure to save this CSV and keep track of which codes you have distributed. You will need to distribute these codes to each EV driver. Email, printed coupons and loyalty or referral programs are all effective channels for distributing codes.

What if I lose the list of codes?

Log in to the site host portal and navigate back to the "Drivers" tab to access the Discounts feature. Under the specific discount, use the "Generate codes" button to generate new codes for the specific discount. Please keep in mind that previously generated codes are not stored in the system, so site hosts are responsible for managing the CSV files once generated.

What is the risk of someone taking advantage of EV charging discounts that I create?

Certainly! We have implemented several safeguards to ensure the secure use of discount codes. Each discount code is designed for one-time use and automatically expires 30 days after its creation date. Additionally, you have the option to enable manual approval for discounts. This feature allows you to review and evaluate each application before granting approval, providing an extra layer of control over the discount code distribution process.

What if I want to make changes to a discount?

We advise thoroughly reviewing all discount information before its creation, as our current system does not support editing functionality once a discount has been created. In the event that changes are needed, your alternative is to delete the existing discount and generate a new one with the updated details. Please be aware that this process will necessitate the redistribution of codes to drivers.

How will drivers be notified?

When approved, the driver will receive a confirmation email as well as a push notification on their phone. They will not receive a notification if denied, removed from the discount or when the discount expires.

Recommended Best Practices

The following further highlights some recommended best practices for creating and managing discounts.

- Anyone who has access to the site host portal will be able to set up, delete and create new codes for discounts. Please make sure that all people with access to the portal know how to properly use the Discounts feature and you agree internally on your own best practices.

- The name you give to a discount during the setup process will be displayed to the driver within the mobile app. It will also appear on notifications sent to the driver, notifying them upon the completion of specific actions. We recommend that you use the following structure for a discount name:
[LOCATION NAME], [DISCOUNT PURPOSE], [OTHER] (EXAMPLE: "ACME HQ - 80% Employee Discount")

- While creating the discount, you have the option to use the 'Back' button and navigate to a previous screen for edits. However, it is crucial to ensure your satisfaction with the discount setup, since modifications cannot be made after the discount has been finalized.

- If you wish to modify the discount, you will need to: (1) create a new discount with the changes, (2) distribute codes to the relevant drivers for the new discount, and (3) deactivate the old discount.

- The default setting in the system is 'Auto-Approve,' meaning you won't have to manually approve drivers. The generated codes are single-use and expire after 30 days, minimizing the risk of misuse or excessive sharing. Alternatively, you have the option to manually approve drivers, but keep in mind that you will need to access the dashboard to individually approve each driver.

- After generating codes for a discount, it is your responsibility to manage the associated CSV files. We suggest keeping track of distributed codes to prevent any confusion for the drivers. In the event of a lost file, you can generate a new set of codes using the 'Generate Codes' button found under Discount details on the site host portal.

- We recommend utilizing the email template available through the 'Get Email Guide' text link under the discounts page. This template will assist you in effectively communicating with drivers, guiding them on how to use the discount code.

- Drivers will not be notified when you deny a discount approval, delete the discount, or the discount expires.