



# Setting Up At-Home Reimbursement for Drivers

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# 1. Introduction

This document describes the steps a driver must take to start charging a company electric vehicle (EV) at home and qualify for charging cost reimbursement.

## 1.1. About Home Reimbursement

Light duty electric vehicles can access the cheapest EV charging – and the cheapest form of transportation energy of any kind, price per gallon equivalent – from residential electricity rates.

A fleet may provide the opportunity for drivers to charge at home in the interest of efficiency and logistical considerations. By charging an electric fleet vehicle overnight at home, drivers will rarely, if ever, need to interrupt day-to-day operations to charge.

The purpose of this document is to describe how a driver can start charging a business EV at home, with home charger installation as needed, and reimbursement for their charging costs.

# 2. Getting Started with DriverDash

The DriverDash app will be used by some fleets to enhance the vehicle refueling experience for both electric and gas-powered vehicles.

## 2.1. Downloading the DriverDash App

Drivers that already use DriverDash can continue to step 2.2.

The Fleet Manager will send an email to drivers prompting them to click a unique link to download the DriverDash app

**The link will only work for 24 hours after the email has been received.** If the link expires, ask the Fleet Manager to resend.

Please do not forward the email to other drivers.

## 2.2. Creating DriverDash + EFS PayControl Reimbursement Accounts

1. Open the DriverDash app on the driver's company device
2. Tap "More"
3. Tap "Setup reimbursement"
4. Tap "Get started"
5. Enter the driver's company vehicle serial number and tap "Continue"
6. Tap "Yes" or "No" depending on the driver's usage needs and tap "Continue"
7. Tap "Connect utility account"
8. Tap "Accept" to agree to the Arc Platform End User Terms and continue
9. Enter the driver's home zip code and elect the correct electric utility from the dropdown, then tap "Continue"
10. Driver will be prompted to set up PayControl to manage reimbursements
11. Tap "continue"
12. Enter the driver's utility account username and password
13. Tap "OK"
14. Create an account using custom credentials that meet security requirements
  - a. Be sure to remember these credentials
15. Tap "Create account and continue"
16. Set up security questions with private, custom answers
  - a. Select different security questions by clicking Security question 1, 2, or 3
17. Tap "Create account"
18. Tap "Download PayControl app"
  - a. If the EFS PayControl app does not appear, search "EFS PayControl" on the App Store (iPhone) or Google Play, and download the app
19. Once downloaded, locate the EFS PayControl application on the device and tap to open
20. Enter login credentials created in step 17 and log in
21. Enter driver details. All fields are required. Then, tap "Save"
22. Tap "Activate Card" button
23. Enter a secure 4-digit PIN
24. Tap "Save"
25. Tap "OK" to complete card activation

## 3. Setting Up a Home Charger

To begin, drivers must have a functioning ChargePoint home charger and an active ChargePoint account associated with their WEX account.

### 3.1. Already Have a Home Charger?

If a driver already has a home EV charger in-use, or has ever turned a new charger on after installation, it must be reset & reassociated to the driver's WEX account.

Drivers who have never powered on their home charger may continue to step

#### 3.1.1. Removing a charger from an existing account

1. Open the ChargePoint mobile app on the driver's mobile device, and log into the driver's previous account
2. Tap the 3 horizontal lines in the upper right corner
3. Tap "Home Charger"
4. Tap "Settings"
5. Tap "Remove from Account"
6. Tap "Reset"

#### 3.2. Setting up a WEX-associated ChargePoint account

1. Go to <https://www.chargepoint.com/drivers/activate>
2. Click "I Already Have An Account"
3. Click "log in"
4. When prompted to enter an email or username, input the driver's WEX-associated email address and click "Next"
5. When prompted to enter a password, click the "Forgot password?" link
6. Confirm that the email address is correct and click "Send"
7. An email with the password reset link will be sent to the inbox of the email address associated with the WEX account
8. Click the password reset link
9. Enter the new password for the account, then reenter the same password in the second text box
10. Click "Submit" to confirm password reset

### 3.3. Activating a Charger Within the WEX Network

1. In the driver's mobile device, open the ChargePoint app
2. Tap the 3 horizontal lines in the upper right
3. Tap "Home Charger"
4. Tap "Set Up Home Charger"
5. Tap the correct power source
6. Enter correct breaker amperage
7. Tap the correct WiFi network and enter security credentials
8. Enter the charger location
9. Tap "Ok" to complete charger setup

## 4. Receiving Home Charging Reimbursements

Drivers will receive reimbursement funds after Fleet Manager approval of each transaction. Reimbursement funds will be available in each driver's EFS account.