



ChargeStack

CLIENT OVERVIEW

Charging payments and operations, made easy

ChargeStack is the software that connects compatible EV chargers with drivers, payments, access, and day-to-day site management.



Collect payments

Give drivers a clear way to pay at the charger.

Run the service

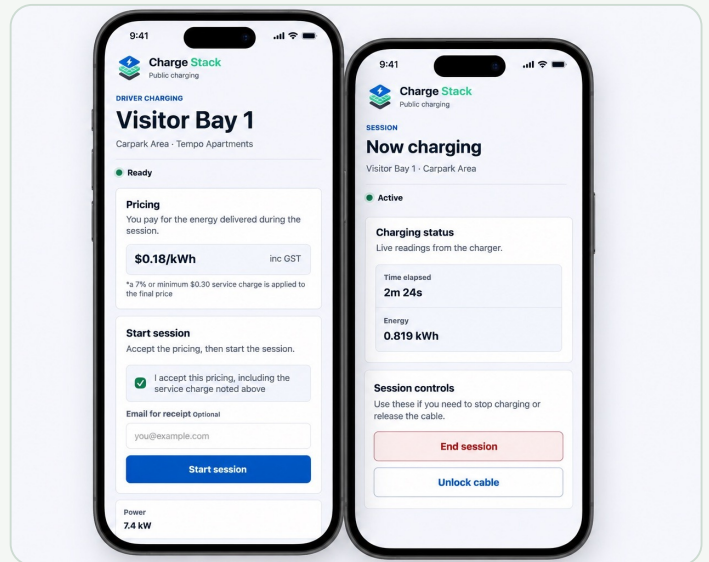
Manage access, pricing, sessions, and charger rules.

See what happened

Keep usage, payment, and reporting records together.

A payments service built around the charging session

ChargeStack gives site operators a practical way to charge drivers for the electricity and service they use. The payment, charger activity, and session record stay connected, so there is less manual work after the car leaves.



A SIMPLE PAYMENT PATH

1 Scan

The driver scans the charger QR code.

2 Review

They see availability and the active price.

3 Pay

Stripe securely handles the card payment flow.

4 Record

ChargeStack links payment and usage to the session.

1 Clear for drivers

No separate app is required. Drivers can review the price and start from their phone.

2 Secure payment handling

Card details are handled through Stripe's hosted payment experience.

3 Useful operator records

Review session usage, payment status, receipts, refunds, revenue, and payout information.

The practical tools used to run charging sites

Start with a simple public payment flow, then add access and operating controls to suit regular users, busy bays, changing electricity prices, or a larger group of sites.

01 QR code charging

Drivers scan the code at the charger, review the price, pay from their phone, and start without downloading an app.

02 RFID cards and monthly invoices

Assign cards to regular users. Where invoicing is enabled, their charging sessions can be grouped into a monthly invoice.

03 Stripe payments

Use Stripe for secure card collection, payment processing, and payouts to the site's nominated bank account.

04 Time-of-use pricing

Set peak and off-peak rates so the charging price can reflect the site's electricity costs at different times.

05 Idle SMS reminders

When enabled, send a message after charging finishes to remind the driver to move the vehicle from the bay.

06 Maximum session limits

Set a maximum charging duration to support fair access and make the expected bay rules clear to drivers.

07 Operating schedules

Choose the days and times a charger is available, helping match charging access to site opening hours or local rules.

08 Multiple-site operations

Manage unlimited sites and charging stations from one portal, with shared visibility across sessions, payments, and reports.

Built for shared and commercial charging installations

ChargeStack is suited to compatible OCPP charger installations where multiple drivers, shared access, payments, or ongoing site oversight are required.

Townhouses and apartments

Manage shared charging for residents, tenants, and visitors across common-property parking areas, with access controls, usage records, and clear site-wide visibility.

Shared public spaces in residential complexes

Support visitor bays, common facilities, and shared public chargers with QR payments, RFID access, operating schedules, and session limits.

Retail destinations

Provide charging for customers, staff, or the public while the site controls pricing, availability, payments, access, and reporting.

Industrial and workplace installations

Run charging for employees, fleet vehicles, visitors, or the public across one or multiple sites, with shared visibility over chargers and sessions.

One operating platform after handover

The client can manage access, payments, sessions, and reporting as the installation grows.

One portal for commissioning and handover

The ChargeStack Installer Portal brings the system-side work together for electrical contractors, from provisioning through to a connected, client-ready site.

Site and charger provisioning

New client sites and compatible chargers can be added through one contractor workspace.

OCPP connection details

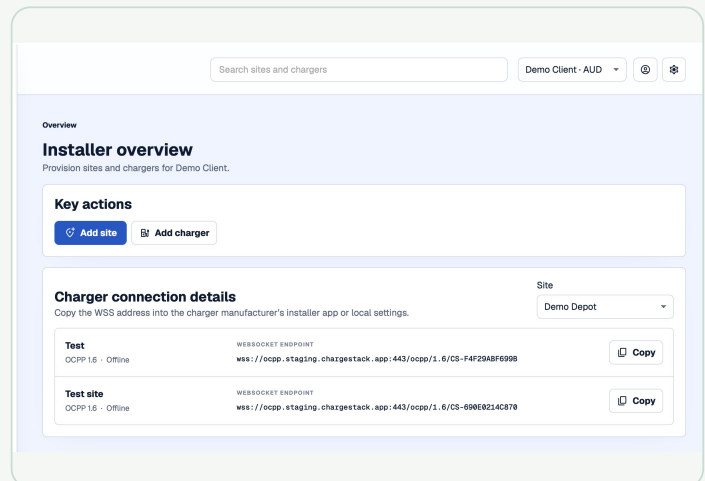
Gateway endpoints stay easy to find while chargers are being connected and commissioned.

Static load groups

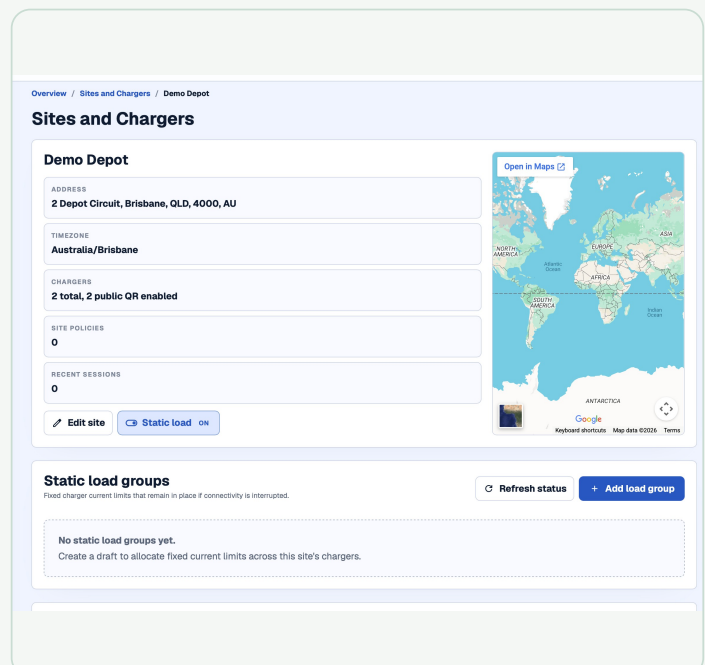
Chargers sharing electrical capacity can use fixed current allocations that remain in place if connectivity is interrupted.

Client-ready handover

The completed installation remains visible in one place, ready for the client to operate day to day.



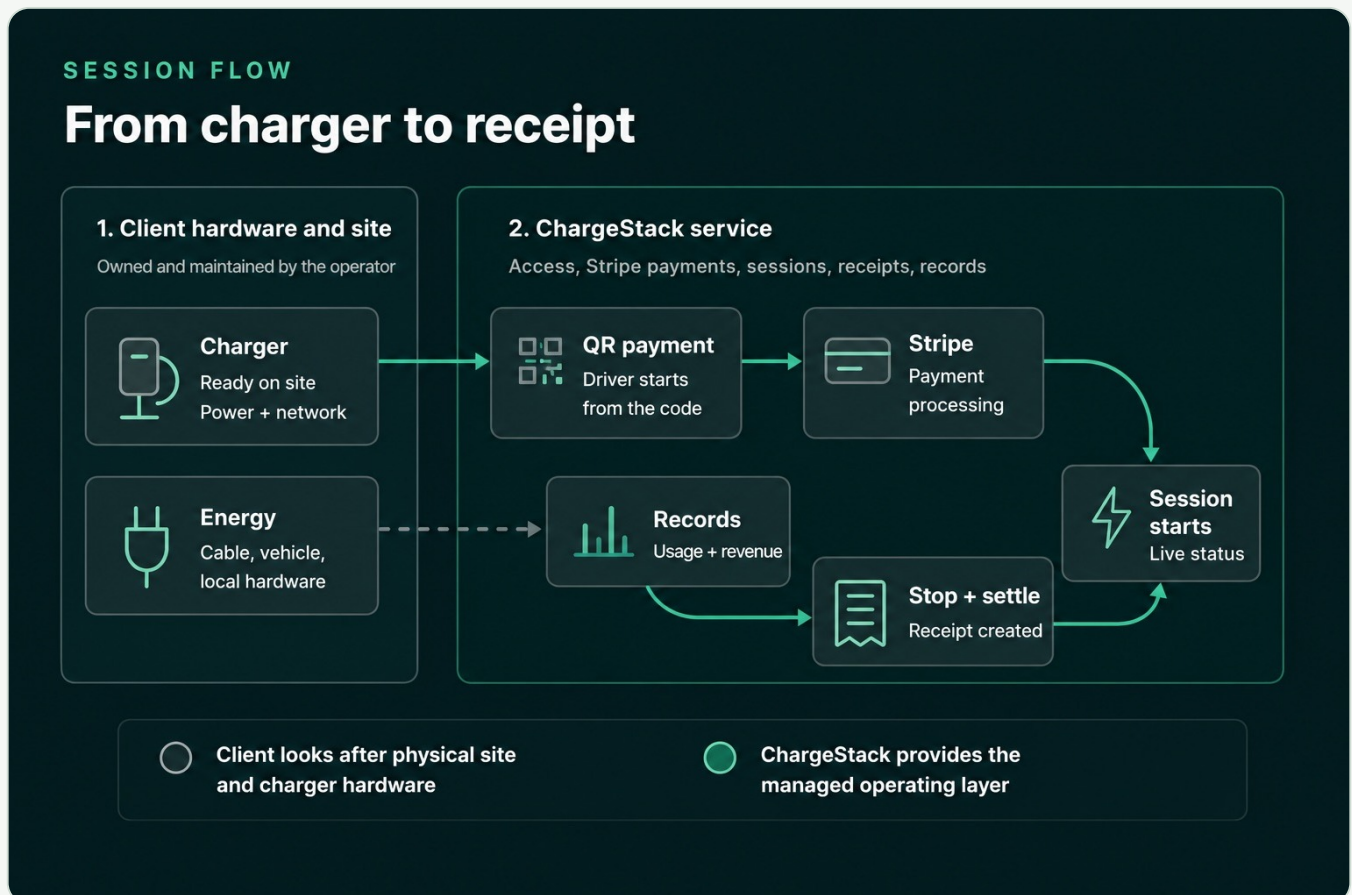
Installer overview and OCPP connection details



Sites, chargers, and static load groups

Software around every charging session

The site and its installer look after the physical installation. ChargeStack provides the operating layer that connects the charger, driver, payment, and site-management tasks around each session.



01 Prepare the driver to charge

The QR code opens the correct charger, shows whether it is available, and confirms the active price before the driver starts.

03 Settle the completed session

ChargeStack reconciles energy readings and payment status, then keeps receipt details and session records together.

02 Manage the live session

Where supported, ChargeStack starts and stops charging, tracks session state, and shows energy delivered and estimated cost.

04 Give operators oversight

Site teams can review charger status, session history, payment state, revenue, refunds, payouts, and reports.

Glossary of terms

A quick guide to the charging, payment, and operating terms you may see when planning or running a managed charger.

Charging session

The period from when charging starts until it stops. The record can include time, energy, price, payment, and charger status.

QR code

A square code scanned with a phone to open the correct charger page, show the price, take payment, and start charging.

RFID / NFC card

A physical card or tag assigned to an approved user. Tapping it at a charger identifies that user and can start a managed session.

Monthly invoice

A bill that groups an approved user's charging sessions for a month instead of taking a separate card payment at each visit.

Stripe

The payment provider ChargeStack uses for secure card payment flows, payment processing, and payouts after the site completes onboarding.

Payout

Money from completed payments transferred by Stripe to the site's nominated bank account, according to the account's payout schedule.

Receipt

A record of a completed paid session, showing the charging and payment details available for that transaction.

OCPP

Open Charge Point Protocol. A common standard that lets compatible chargers communicate with management software such as ChargeStack.

Connector

The charging outlet or cable connection on a charger. One charger can have one or more connectors.

kW and kWh

kW describes charging power. kWh measures the energy delivered and is commonly used when calculating a charging price.

Time-of-use pricing

Pricing that changes by time of day, such as peak and off-peak periods, to better reflect a site's electricity arrangement.

Operating schedule

The configured days and times when a charger is available for use.

Session limit

A maximum duration set for a charging session to support fair access or site rules.

Idle reminder

An SMS sent after charging has finished to remind a driver that the vehicle may still be occupying the charging bay.



NEXT STEP

Talk with us about the chargers you want to operate

Tell us about your site, the chargers you have or are considering, and how you want drivers to pay or gain access. We can help you understand where ChargeStack fits and what is needed to connect a compatible charger.

Ready to explore?

Create an account or send us your project details at chargestack.com.au/start/



ChargeStack

**Product questions,
support, or early
deployment
discussions**

Support@chargestack.com.au

chargestack.com.au