

Preamble

This document describes the GIREVE Services provided by the OPEN! licences. Upon its subscription to an OPEN! licence, GIREVE provides the Contracting Party with (i) an access to the GIREVE Digital Platform (“Connect Place”) for the purpose of managing its contractual relationship with eMSPs and the daily operations linked to the execution of its Roaming Agreements, and, (ii) with an access to the GIREVE Roaming Platform for the purpose of exchanging technical data with its Partners and GIREVE, benefitting from the Level of Services committed by GIREVE in the Agreement. The Contracting Party undertakes to use the GIREVE Roaming Platform to exchange with its Partners all data linked to the features described above, to the exclusion of any other means of data exchange.

Operators can exchange data using either eMIP or OCPI Protocol. The Contracting Party is informed that GIREVE enables the exchange of data with a Partner that is using a different Protocol from the Contracting Party’s. Nevertheless, in such cases, some technical requirements or limitations can apply. It is the responsibility of the Contracting Party to take into consideration these requirements and limitations by consulting the GIREVE’s documentation available at <https://www.gireve.com/en/download>.

Any data submitted by the Contracting Party to GIREVE are and shall remain the property of the Contracting Party or that of the third party on whose behalf the Contracting Party acts. The Contracting Party undertakes to ensure that any kind of data provided to GIREVE under this Order Form is accurate, complete and timely updated. By signing the Order Form, the Contracting Party hereby expressly grants GIREVE a license to operate these data for the delivery of the GIREVE Services to the Contracting Party and its Partners. GIREVE is also authorised to carry out under its sole responsibility, any reuse and exploitation of these data anonymised beforehand and within the limits of the law and/or of any confidentiality obligation covering such data. This authorisation is granted without limitation as to time and for the entire world.

The Contracting Party shall not have the right to grant access to the Connect Place or to the GIREVE Roaming Platform to any third party.

Definitions

“**EVSE**” or “**Electric Vehicle Supply Equipment**” or “**Charging Point**”: the part within a Charging Station which delivers the electricity to a single electric vehicle. A vehicle can connect to an EVSE using one of its Charging Connector. An EVSE may have several Charging Connectors. Only one vehicle at a time can charge on a given Charging Point.

“**Charging Connector**”: a socket, plug or attached cable.

“**Charging Pool**”: location where charging infrastructures elements can be found. A Charging Pool may have several Charging Stations. A Charging Pool is managed by a single CPO.

“**Charging Station**”: physical element on which Charging Points are available. The Charging Station is also the “Human-Machine Interface” between the charging infrastructure and the end-users. A Charging Station may have several Charging Points.

“**EVSE Data**”: set of **EVSE Data Attributes** provided by the Contracting Party to GIREVE.

“**Dynamic Data**”: data describing an EVSE which changes frequently, typically every few minutes or hours. For example, the current availability status of an EVSE is a Dynamic Data;

“**EVSE Data Attributes**”: Static and Dynamic Data. EVSE Data Attributes are defined in the GIREVE technical documentation;

“**Static Data**”: data describing an EVSE which change infrequently, for example the physical location of a Charging Pool is a Static Data.

“**Operator**”: eMSP and/or CPO subscribing to GIREVE;

“**eMobility service Provider**” or “**eMSP**”: provider of Access Services to its own Clients;

“**Access Service**”: service contract offered by an eMSP to its Clients enabling them to charge on the EVSE of its Partners, including the Contracting Party;

“**Client**”: any natural person or legal entity having an ongoing Access Service with an eMSP;

“eMSP Operation”: group of Clients defined by an eMSP, registered under a unique eMSP Operation identifier and to which one or more Roaming Agreements apply;

“Charge Point Operator” or **“CPO”**: provider of Charging Services on EVSEs it operates;

“Charging Services”: service offered by a CPO to an eMSP in the framework of their Roaming Agreement to especially enable the Clients of the eMSP to charge on the EVSE of the CPO;

“CPO Operation”: group of EVSE defined by a CPO, registered under a unique CPO Operation identifier and to which one or more Roaming Agreements apply;

“Roaming Agreement”: contract between a CPO and an eMSP describing the Charging Services supplied by the CPO to the eMSP. The conditions of a Roaming Agreement apply between a given CPO Operation and a given eMSP Operation;

“Partner”: Operator that has signed a Roaming Agreement with another Operator thanks to the GIREVE Services;

“Roaming”: possibility for a Client to use the Charging Services of a CPO through an Access Service of an eMSP;

“Roaming Offer”: offer proposed by a CPO to an eMSP with a view of signing a Roaming Agreement. It describes the terms and conditions of use of its Charging Services.

OPEN! Services: Business Services

1.1. Connect Place account

1.1.1. Creation by GIREVE of a company profile and an administrator account

During the term of an OPEN! licence, GIREVE grants the Contracting Party an access to the Connect Place. GIREVE sets the Contracting Party company profile and an administrator account granted to one of its employees. The administrator is then able to create additional Connect Place’s accounts for additional Contracting Party’s employees. Each account can be set for a unique physical person, with its business email address and a personal password defined by the employee. For each employee account, the administrator defines the appropriate rights, including the right to create, publish and modify a Roaming Offer, sign and amend a Roaming Agreement, use the messaging and dispute services, access the IT reports and diagnosis tools. It is the responsibility of the administrator(s) to make sure that each employee has the appropriate rights. The Contracting Party shall not have the right to grant access to the Connect Place to any third-party which is not a party to the Agreement.

1.1.2. Onboarding support

Following the subscription to an OPEN! licence, the Contracting Party can benefit from an online introduction to the Connect Place and the services available in the OPEN! licence subscribed by the Contracting Party. GIREVE may support the Contracting Party in the preparation of its first Roaming Offer.

1.2. Roaming Offers

1.2.1. Publishing a Roaming Offer to all operators

On the Connect Place, the Contracting Party is authorised to publish Roaming Offer(s) to the attention of all eMSPs, using the legal template provided by GIREVE and available for download at <https://www.gireve.com/en/download>.

To this end, the Contracting Party shall define the relevant service options, set the tariffs and payment conditions, and clarify the capabilities of its EVSE and Software Platform (ie. ability to allow remote start/stop, to send intermediate charge detail record, etc.).

In order to allow the largest number of Clients to charge an EV using one of the EVSE of the Contracting Party, the Charging Service of the Contracting Party shall enable both local authorisation (eg: by mean of RFID badge or Plug & Charge) as well as remote authorisation (eg: by mean of mobile applications).

All service options and contractual terms shall be defined by the Contracting Party in its Roaming Offers and under the Contracting Party’s own responsibility. Any claim asserted against GIREVE by any third party due to inaccurate or incomplete information in the Roaming Offer of the Contracting Party shall be the responsibility of the Contracting Party and GIREVE shall not be held responsible.

The Contracting Party can publish, modify and delete its Roaming Offer(s) at any time. The eMSP are notified of such a change by a dedicated notification in the Connect Place and additionally by email when the eMSP employees have activated this option.

When publishing a Roaming Offer, the Contracting Party makes sure all EVSE belonging to one CPO Operation are owned by the same legal entity. A legal entity can be the Contracting Party itself or a legal entity that has commissioned the Contracting Party to

operate its EVSEs. In some countries, the CPO Operation identifiers are provided by dedicated organisations that are, by local regulation, the only ones authorised to deliver such CPO Operation identifiers.

Before the publication of a Roaming Offer, GIREVE performs a final control in order to make sure all information are well described and filled.

Notwithstanding the foregoing and in order to facilitate the Roaming Agreement operations for all stakeholders, if a legal entity only owns a limited number of EVSEs in one single location (eg: in the same parking), those EVSEs can be integrated in a generic CPO Operation owned by the Contracting Party.

The Contracting Party is informed that unless stated otherwise by the Contracting Party, its Partners will have access to historical information about the Contracting Party's services (ie. average duration and prices of transaction, availability estimates, etc.) but also to the Contracting Party's Service Level as stated in the appendix to the Subscription Agreement, named "Contracting Party's Identification form- Part 2".

1.2.2. Publishing a Roaming Offer to one operator

By using this optional feature of the Connect Place, the Contracting Party can publish a Roaming Offer to a single eMSP, being assured that the other eMSPs will neither know the details, nor the existence of such Roaming Offer. The eMSP is notified in the Connect Place and by email if it has activated this option. The Contracting Party can define specific services options, including the tariffs, and open all or part of its EVSE to the eMSP. All features, recommendations and obligations described in the previous article (Publishing a Roaming Offer to all operators) apply.

1.2.3. Pre-signing a Roaming Offer

The Contracting Party can either pre-sign its Roaming Offer before publishing it (and thus leaving it to each eMSP to sign on its end in order to close a Roaming Agreement) or sign each Roaming Agreement after receiving a previous expression of interest sent by each eMSP on the Connect Place.

1.2.4. Amendment to the GIREVE's Roaming Agreement template

In the event that the GIREVE's Roaming Agreement template is not entirely acceptable by the Contracting Party or its Partners, upon request of the Contracting Party, GIREVE can add an additional article that can be used to amend, clarify, enrich, cancel or add terms and conditions of the Roaming Agreement.

1.3. Roaming Agreements

1.3.1. Signature of Roaming Agreements using the Connect Place

Using the Connect Place, the Contracting Party can sign Roaming Agreements with eMSPs interested in the Contracting Party's Roaming Offer. At any time, the Contracting Party can also create amendments or terminate a Roaming Agreement under the conditions previously described in the Contracting Party's Offer and agreed with its Partners.

A Roaming Agreement applies to one CPO Operation of the Contracting Party and one eMSP Operation of one of its Partners. The Contracting Party is authorised to use an unlimited number of CPO Operations. Thus, GIREVE proposes a feature in the Connect Place allowing the Contracting Party to consolidate all or part of its CPO Operations into a unique network, and then sign a single Roaming Agreement between this network of CPO Operations and an eMSP Operation. In such cases, the same terms and conditions of the Roaming Agreement apply to each CPO Operations of the network.

1.3.2. Roaming Agreements signature outside of the Connect Place

The Contracting Party may choose not to use the Roaming Offer template provided by GIREVE and use its own contract template instead. In such case, the Contracting Party is advised that it will not be able to use the Business Services of the Connect Place for such purpose.

In such a case, the Contracting Party shall ensure that the Roaming Agreement is in line with the commitments made under the Agreement. When a Roaming Agreement is signed outside the Connect Place, the Contracting Party undertakes to notify GIREVE of any new Roaming Agreement, or amendments made afterwards, by sending to support@gireve.com: (i) CPO name and Operation ID, eMSP name and Operation ID, starting and end or renewal dates of the Roaming Agreement, EVSE Groups and Service IDs as further described in the eMIP and OCPI Protocols.

1.4. Messaging

1.4.1. Sending a message to an Operator

The Contracting Party can open conversation threads with eMSP registered in the Connect Place. The Contracting Party fills-in the fields describing the conversation topic, its CPO Operation(s) linked to the conversation and select the recipient of the messages by

choosing the eMSP Operation and the profile of the recipient within this eMSP Operation (ie. operational, commercial, accounting, technical). The Contracting Party is then able to start a conversation by sending a first message to the eMSP.

Conversations and messages are not limited in number and are saved and retained for the Agreement duration. At any time, the Contracting Party can search for previous conversations in the history, filter them by status (ie. read, unread, archived, flagged) and change this status.

All messages remain confidential between the Contracting Party and the recipients.

1.4.2. Replying a message received from an Operator

The Contracting Party can receive messages from all eMSPs using the Connect Place. When a message is sent to an employee of the Contracting Party, he/she is notified in the Connect Place and can also receive an email on its email address linked to its Connect Place account if this feature has been activated. The Contracting Party employee can answer the message in the Connect Place.

All messages remain confidential between the Contracting Party and the recipients.

OPEN! Services: Roaming Services

2.1. Location Data

2.1.1. Update of Static Data and 2.1.2. Update of Dynamic Data

The Contracting Party operates its own EVSE or EVSE from a third party that has commissioned the Contracting Party to operate its EVSEs. GIREVE aims at making these EVSEs visible and accessible to the stakeholders directly or indirectly involved in the delivery of services to the electric-vehicles drivers. This service consists in (i) collecting the EVSE Data, (ii) performing a set of quality controls, data cleansing when required, (iii) formatting and integrating the EVSE Data in the GIREVE's database, (iv) making GIREVE's database, including the Contracting Party's EVSE data, available to third-parties including Partners of the Contracting Party, navigation and service providers.

The Contracting Party undertakes to apply the eMI3 group's recommendations available at <https://emi3group.com/> regarding the data structure of its EVSE Data. The Contracting Party undertakes to ensure that EVSE Data provided to GIREVE are accurate, complete and timely updated. If an EVSE Data does not meet the requirements set out in this article, GIREVE shall have the right to remove it from its database.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

GIREVE Service	Protocol compliance
Send Static Data	eMIP: NA* In eMIP, Static Data are exchanged through specific APIs of the Contracting Party or manually (i.e. via spreadsheet files)
Send Dynamic Data	OCPI 2.1.1: GET or PUT or PATCH/locations eMIP: eMIP_ToIOP_SetChargingPoolAvailabilityStatus, eMIP_ToIOP_SetChargingStationAvailabilityStatus, eMIP_ToIOP_SetEVSEAvailabilityStatus, eMIP_ToIOP_SetEVSEBusyStatus, eMIP_ToIOP_SetChargingConnectorAvailabilityStatus, eMIP_ToIOP_SetEVSESyntheticStatus OCPI 2.1.1: GET or PUT or PATCH/locations

*NA=Not Applicable: this feature is not available in the GIREVE Roaming Platform.

By subscribing to an OPEN! licence, the Contracting Party grants GIREVE a licence to carry out any use, reuse and exploitation of its EVSE Data. GIREVE is authorized to add the EVSE Data to its database for the purpose of (i) delivering services to third parties having an ongoing Roaming Agreement with the Contracting Party, (ii) promoting the Contracting Party's EVSE and expanding the Contracting Party's roaming coverage, (iii) enabling third-parties to access the GIREVE's EVSE database for the purpose of developing added-value services such as navigation services.

This licence authorisation is granted for an unlimited duration and for the entire world. In any case, the use of the EVSE Data shall not undermine the image and credibility of the Contracting Party. In case of doubt about the compliance to this requirement, GIREVE shall request the Contracting Party, describe the intended service and the third parties involved and get the Contracting Party's approval in writing to deliver its services. The rights given to GIREVE is limited only to the most up to date EVSE Data provided by

the Contracting Party. Any modification by the Contracting Party in the EVSE Data provided to GIREVE should be reflected in GIREVE's database as soon as possible. The processing time of GIREVE should be taken into consideration for the good performance of its quality controls.

2.1.2. GIREVE's quality control and feedback on Static Data

If some EVSE Data cannot be registered by GIREVE for any reason such as incompleteness or inconsistency detected after GIREVE's quality controls, GIREVE will inform the Contracting Party so that the latter undertakes to make the necessary corrections as soon as possible and improve its own database.

2.2. Booking services

2.2.1. Immediate booking of a Charging Point

When the Contracting Party and its Partner has signed a Roaming Agreement which include the possibility for a Client to book a Charging Point of the Contracting Party before charging, the Contracting Party can (i) receive a booking request from a Partner on a list of Charging Pools for a given Client, (ii) send a confirmation of a booking to a Partner, (iii) receive a cancellation on a booking from a Partner, (iv) send a cancellation of a booking to a Partner, (v) receive an action request regarding a booking of a Client from a Partner, (vi) send a notification to a Partner regarding a booking, (vii) receive a request for an immediate booking.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Receive a booking request	eMIP: eMIP_FromIOP_GetBookingOnPools OCPI 2.1.1: NA*
Send a booking confirmation	eMIP: eMIP_FromIOP_SetBookingAccept OCPI 2.1.1: NA*
Receive a booking cancellation	eMIP: eMIP_FromIOP_SetBookingCancellation OCPI 2.1.1: NA*
Send a booking cancellation	eMIP: eMIP_ToIOP_SetBookingAbort OCPI 2.1.1: NA*
Receive booking action request	eMIP: eMIP_FromIOP_SetBookingActionRequest OCPI 2.1.1: NA*
Send a notification event	eMIP: eMIP_ToIOP_SetBookingEventReport OCPI 2.1.1: NA*
Receive a request for immediate booking	eMIP: eMIP_FromIOP_SetBookingChargingPoolOrEVSE OCPI 2.1.1: NA*

*NA=Not Applicable: this feature is not available in the GIREVE Roaming Platform.

2.3. Charging services

2.3.1. Authentication and authorization of a charging session (Local-RFID & Remote-App)

In order to allow a charging session on the Contracting Party's EVSE, a Client can either identify himself using a local authentication (ie. RFID badge, ISO 15118) or a remote authentication mean (ie. smartphone, onboard application) provided by its eMSP.

In order to authenticate the Client and get the authorisation of charge from the eMSP, the Contracting Party can:

- In case of a local authorisation:
 - o Send an authorisation request through the GIREVE Roaming Platform and in return get the approval or refusal from the eMSP (synchronous authentication mode)
 - o Verify if this Client is registered and authorised to charge in the authentication data of its eMSP Partners (asynchronous authentication mode).
- In case of a remote authorisation, receive the authorisation of charging from its Partner through the GIREVE Roaming Platform.

These authentications methods are described in the Roaming Agreement between the Contracting Party and its Partners.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Get authentication data of the Contracting Party's Partners	eMIP: eMIP_ToIOP_GetAuthenticationData OCPI 2.1.1: GET/token
Send authorisation request (local authorisation)	eMIP: eMIP_ToIOP_GetServiceAuthorisation OCPI 2.1.1: POST/token/authorize

Receive authorisation request (remote authorisation and answer to an authorisation request from a Partner)	eMIP: eMIP_FromIOP_SetServiceAuthorisation OCPI 2.1.1: POST/command/StartSession
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2.3.2. Reporting a charge event

During a charging session, the Contracting Party can send charge events to its eMSP Partner to notify the progress of a charging session (such as “the charging session has started”, “the charging session is suspended”, “the charging session is about to be terminated” or “the charging session is terminated”). In case the Contracting Party is willing to add additional charge events, it can ask GIREVE to enrich this list of events.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Send a charge event	eMIP: eMIP_ToIOP_SetSessionEventReport OCPI 2.1.1: NA* In OCPI 2.1.1, the status changes of the session objects are sent to eMSP using PUT or Patch/session

*NA=Not Applicable: this feature is not available in the GIREVE Roaming Platform.

2.3.3. Receiving a charge action request

During a charging session, the Contracting Party may receive demands from its eMSP Partners for a specific action, including request to suspend, stop or restart a charging session. In case the Contracting Party is willing to add additional action requests, it can ask GIREVE to enrich this list of actions.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Receive action request	eMIP: eMIP_FromIOP_SetSessionActionRequest OCPI 2.1.1: NA* In OCPI 2.1.1, some action can be received from eMSP using POST/command

*NA=Not Applicable: this feature is not available in the GIREVE Roaming Platform.

2.3.4. Sending intermediate Charge Detail Records

During a charging session, the Contracting Party can send regular updates to its Partners on the progress of a charging session using the “intermediate Charge Detail Records” or “iCDR”. An iCDR contains the consumption data details (ie. energy and the duration) since the charging session has started and is sent at a frequency defined by the Contracting Party in its Roaming Agreement.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Send intermediate Charge Detail Records / Session	eMIP: eMIP_ToIOP_SetChargeDetailRecord (CDRNature 2) OCPI 2.1.1: PUT or PATCH/session (push) or GET/session (pull)**

2.3.5. Sending final Charge Detail Records

At the end of a charging session, the Contracting Party records the data describing the charging session and especially the consumption data required for the purpose of invoicing its Partner following the Roaming Agreement’s tariffs conditions and at least the duration and the energy provided. The Contracting Party sends those data to GIREVE which forwards them to the Contracting Party’s Partner, in a message called “Charge Detail Records” or “CDR”.

A CDR is used by the Operators for clearing their transactions generated by their Roaming Agreement. In this regard, a CDR constitutes the evidence of use of the Charging Services by the Partner of the Contracting Party.

A CDR contains the technical information relative to the effective charging session and, for Partners who have enabled it, the indicative price of the charging session that should be invoiced to the Partner. In this event, this indicative price is based on the Roaming Agreement tariffs conditions agreed between the Contracting Party and its Partner. It is the responsibility of the Contracting Party to send accurate data to its Partner.

The Contracting Party undertakes to send CDRs through the GIREVE Roaming Platform once the authentication and authorisation process has been processed through the GIREVE Roaming Platform.

The Contracting Party undertakes to submit any CDR, including if the Charging Service delivered was unexpectedly aborted or didn't start, no later than seven (7) days after the end of the Charging Service session.

The Contracting Party will not charge any CDR that is not submitted within a seven (7) day after the end of each charging session. In case of dispute between the Contracting Party and one of its Partners, GIREVE can make available its own computerised records as evidence. Given the role played by GIREVE in the relationship between the Contracting Party and its Partners, GIREVE's computerised records will be deemed to prevail over the other records unless their accuracy can be disputed following a failure of the GIREVE Roaming Platform. To this end, GIREVE agrees to retain its computer records for a duration of ten (10) years. At the end of this retention period, GIREVE will archive the computerised records.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Send final Charge Detail Records	eMIP: eMIP_ToIOP_SetChargeDetailRecord (CDRNature 1) OCPI 2.1.1: POST/CDR (push) or GET/CDR (pull)

2.3.6. Uploading the B2B tariff of an EVSE

The service will be described in a next version of this document.

2.4. Technical follow-up

2.4.1. GIREVE's service status

GIREVE makes available to the Contracting Party the service status of the GIREVE Roaming Platform and the Connect Place. This information is provided through the Connect Place or a dedicated URL. At any time, the Contracting Party can access this information to know if GIREVE encounters technical incidents and be informed of their resolution status. The Contracting Party can also consult the history of changes made by GIREVE on its Roaming Platform and Digital Platform.

2.4.2. Partner's service status

GIREVE makes available to the Contracting Party the GIREVE's analysis on the IT connections status of the Contracting Party's Partners. This information is the result of the GIREVE's own analysis. It can be used by the Contracting Party to analyse the root causes of an incident faced by the Contracting Party with one of its Partners.

2.4.3. Partner's technical alerts

The service will be described in a next version of this document.

2.4.4. Charge Detail Records quality checks (Connect Place)

GIREVE provides the Contracting Party with an automated set of controls performed by GIREVE in real-time and on each CDR received from the Contracting Party. It points out CDR anomalies such as missing, incorrect or incomplete information.

There are 3 natures of controls: (i) validity (control of the CDR's data structure compliancy and control of the consistency and plausibility of the CDR's content), (ii) relevancy (detection of the potential charging issues), (iii) billability (ability to calculate the price of the CDR, based on the tariff conditions of the Roaming Agreement).

For each control, there are 4 results: (i) success (the controls are successful), (ii) info (the controls are successful and additional relevant information are provided), (iii) warning (the controls are unsuccessful and additional relevant information are provided. This "warning" should not block the clearing process as such but should raise the attention of the Contracting Party), (iv) error (the controls are unsuccessful and additional relevant information are provided. There is (are) blocking point(s) and attention of the Contracting Party is required).

Finally, for each control (validity, relevancy and billability), a final result called "Check Result" is provided: if all Check controls are "success" and "info", then the Check Result is OK, otherwise the Check Result is KO.

Results of the quality control are displayed in the Connect Place once GIREVE has received the CDR from the Contracting Party. The results can also be downloaded in a file containing the results of the quality control and the attributes of the CDR as initially transmitted by the Contracting Party.

The Contracting Party is responsible for the use of the quality results. Use of this information is at the Contracting Party's own risks. It is the responsibility of the Contracting Party to approach its Partners in case the results are suspicious.

2.4.5. Charge Detail Records quality checks (API)

The service description in the article 2.4.4 applies in the same conditions except the Check Results are sent to the Contracting Party through the GIREVE Roaming Platform, in the form of an API, instead of the Connect Place.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Receive the quality control's results	eMIP: eMIP_FromIOP_SetExtendedChargeDetailRecord (push) OCPI 2.1.1: NA

*NA=Not Applicable: this feature is not available in the GIREVE Roaming Platform.

2.5. Messaging

2.5.1. Sending a message to a Partner

The Contracting Party can open conversation threads with any Partner. The Contracting Party has to fill-in the fields describing the conversation topic, its CPO Operation(s) linked to the conversation and then select the recipient of the messages by choosing the eMSP Operation and the profile of the recipient within this eMSP Operation (ie. operational, commercial, accounting, technical). Afterwards, the Contracting Party can start a conversation by sending a first message to the Partner.

Conversations and messages are not limited in number and are saved and retained for the Agreement duration. At any time, the Contracting Party can search for previous conversations in the history, filter them by status (ie. Read, unread, archived, flagged) and change this status.

All messages remain confidential between the Contracting Party and the recipients.

2.5.2. Replying to a message received from a Partner

The Contracting Party can receive messages from all of its eMSP Partners. When a message is sent to an employee of the Contracting Party, he/she is notified in the Connect Place and can also receive an email on its email address linked to its Connect Place account if this option has been activated. The Contracting Party employee can answer the message in the Connect Place.

All messages remain confidential between the Contracting Party and the recipients.

Clearing Services

3.1. Consumption follow-up

3.1.1. Consulting & downloading Charging Details Records

On its Connect Place account, employees of the Contracting Party can consult the list and detailed information contained in the CDR it has sent to its Partners through the GIREVE Roaming Platform. The CDR are grouped by Partners and can also be filtered by the date of reception by GIREVE. The Contracting Party have also the possibility to download a spreadsheet containing the raw data of all CDR received in a given period of time.

3.2. Quality control

3.2.1. Charge Detail Records quality checks (Connect Place)

The service is the same as the one described in the article 2.4.4.

3.2.2. Charge Detail Records quality checks (API)

The service is the same as the one described in the article 2.4.5.

3.3. CDR Control and Price calculation

3.3.1. Automated price calculation of Charge Details Records (Connect Place)

GIREVE automatically calculates the price of each CDR based on the tariff's conditions described in the Roaming Agreement between the Contracting Party and its Partners.

GIREVE provides a "Billing Result" describing the price of the charging session and billing errors, if any. The Billing Result is described with the following attributes: (i) status (synthetic result of the billing process: the status can be OK or KO), (ii) recommendation (recommendation to bill the CDR or not), (iii) amount (price excluding taxes), (iv) currency and (v) description (list of errors, if any).

Price of the charging sessions linked to a CDR with errors (at least one Check Result is « KO ») are not calculated until the Contracting Party rectifies and sends a new compliant CDR. If the CDR does not fulfil the conditions above, it is up to the Contracting Party to fix the errors and send a compliant CDR back to GIREVE.

Results of the price calculation are displayed in the Connect Place once GIREVE has received the CDR from the Contracting Party. The results can also be downloaded in a file containing the results of the price calculation and the attributes of the CDR as initially transmitted by the Contracting Party.

The Contracting Party is responsible for the use of the price calculation. Use of this information is at the Contracting Party's own risks. It is the responsibility of the Contracting Party to take the necessary measures with its Partners in case the results are suspicious. GIREVE will inform the Contracting Party if Roaming Agreements do not comply with the management of tariff structure, currency and rounding of the GIREVE Roaming Platform.

3.3.2. Automated price calculation of Charge Details Records (API)

The service description in the article 3.3.1 applies in the same conditions except the Billing Results are sent to the Contracting Party through the GIREVE Roaming Platform, in the form of an API, instead of the Connect Place.

The Contracting Party obtains the right to use the GIREVE Roaming Platform for the following features:

Features	Protocol compliance
Receive the Billing Results through an Extended CDR	eMIP: eMIP_FromIOP_SetExtendedChargeDetailRecord (push) OCPI 2.1.1: NA
Receive the price and currency of a CDR through an Improved CDR	eMIP: NA OCPI 2.1.1: POST/CDR (push) or GET/CDR (pull)

*NA=Not Applicable: this feature is not available in the GIREVE Roaming Platform.

The Improved CDR is available for the Contracting Party connected to the GIREVE Roaming Platform through OCPI Protocol and is based on the CDR module of the OCPI Protocol. The CDR module is used by the Contracting Party to send the final consumption details of a charging session. The Contracting Party may include the price and currency in the CDRs. It is then of the responsibility of the Contracting Party to decide for which CDRs GIREVE shall provide the "amount" and "currency" of its Billing Results in this Order Form:

- Setting 1 (recommended): when the Contracting Party retrieves the CDR from the GIREVE Roaming Platform, the price and currency fields of the CDR are all enriched with the amount and currency of the Billing Results as calculated by GIREVE. Only one CDR per charging session is sent.
- Setting 2: when the Contracting Party retrieves the CDR from the GIREVE Roaming Platform, the price and currency fields of the CDR are enriched with the amount and currency of the Billing Results as calculated by GIREVE, only if the fields were not previously filled by the Contracting Party's Partner. Only one CDR per charging session is sent.

3.4. Dispute & invoicing notification

3.4.1. Receiving a dispute from an eMSP Partner

CDRs are used by the Operators for invoicing their transactions generated by their Roaming Agreement. Disputing a CDR allows the Contracting Party's Partner to notify its disagreement on a CDR content before the session is invoiced by the Contracting Party. By disputing a CDR the Partner informs the Contracting Party that it is not willing to accept the CDR "as is" and will not accept to pay the Contracting Party's invoice that will be issued for the charging session linked to a disputed CDR.

As per article "Sending final Charge Detail Records to an eMSP Partner", the Contracting Party submits a CDR to its Partner through the GIREVE Roaming Platform once a charging session is completed. Starting from the date of CDR submission, the Partner can inform the Contracting Party of its disagreement on the CDR content within a deadline defined between the Contracting Party and its Partner in their Roaming Agreement. Once this deadline has expired, the CDR is deemed to be accepted by the Contracting Party's Partners and can be invoiced by the Contracting Party.

In order to dispute a CDR, the Contracting Party's Partner selects the corresponding CDR, fills in the CDR's attributes values object of the dispute (ie. energy, duration, start or end date, price, EVSE Id) and adds a written comment before sending the dispute to the Contracting Party.

Starting from the date of dispute, the Contracting Party is required to answer its Partner within a given deadline defined in the Roaming Agreement. Before this deadline, the Contracting Party can inform the Partner of its decision to (i) not invoice the CDR (the CDR will not be taken into account in the invoice), (ii) invoice the CDR anyway (the CDR will be taken into account in the invoice), (iii) send a new CDR which will replace the previous one, (iv) invoice the CDR at no charge (the CDR will be taken into account in the invoice with no price), (v) open a discussion with the Partner in case further investigation are required with the support of the Partner. In this case the deadline is suspended.

If the Contracting Party sends a new CDR, the Partner gets an additional deadline to dispute the new CDR as agreed in the Roaming Agreement.

3.4.2. Setting invoicing intention to an eMSP Partner

In its Connect Place account, the Contracting Party can consult all the CDRs it has sent to its Partners through the GIREVE Roaming Platform. For each of them, the Contracting Party can notify its Partner of its invoicing intention by modifying the CDR's status in the GIREVE Digital Portal. By default, each CDR has a status "to be invoiced by the Contracting Party". The Contracting Party can modify this status with the following: (i) not to be invoiced (the CDR will not be taken into account in the invoice of the Contracting Party), (ii) to be invoiced at no charge (the CDR will be taken into account in the invoice with no price). The invoicing intention can be set by the Contracting Party (i) at any time during the period given to the Partner to dispute a CDR, if the Partner has not disputed the CDR yet, (ii) before the deadline of the dispute if the Partner has already disputed a session linked to the corresponding CDR.

3.5. Invoices

3.5.1. Uploading invoices to the intention of an eMSP Partner

The service will be described in a next version of this document.

3.5.2. Delegating the invoicing process to GIREVE

In this case, the Contracting Party decides to use GIREVE as its billing agent to prepare and send the invoices of the Contracting Party to its Partners. Invoices are based on the Roaming Agreement conditions agreed between the Contracting Party and its Partners, valuing the CDR that have been sent by the Contracting Party to its Partners. To get benefit of this service, invoicing period defined in the Contracting Party's Roaming Agreements shall be quarterly.

GIREVE is responsible for preparing and issuing invoices to the Contracting Party's Partners, as well as for communicating to the Contracting Party the elements allowing it to check the validity of the invoices in order to carry out any arbitrations (validation, cancellation, etc.).

At the end of an invoicing period, GIREVE takes into account all CDR (i) received from the Contracting Party during the invoicing period, (ii) received from the Contracting Party during a previous invoicing period and that were not included in a previous invoice, (iii) that have a Check Result and a Billing Result with the status "OK" as per articles "Quality controls results on each Charge Detail Records (Connect Place)" and "Price calculation of the Charge Details Records based on the tariff conditions of the Roaming Agreements (Connect Place)", (iv) that are not in course of an ongoing dispute sent by one of the Partners as per article "Reception of the eMSP dispute on a Charge Details Record", (v) that are not defined by the Contracting Party as "not to be invoiced" by the Contracting Party as per the articles "Reception of the eMSP dispute on a Charge Details Record" and "Send the invoicing intention to the eMSP".

Within one week after the invoicing period has ended, GIREVE provides the Contracting Party with an invoicing summary based on the price calculation of the Billing Result as described in the article "Price calculation of the Charge Details Records based on the tariff conditions of the Roaming Agreements (Connect Place)". This invoicing summary details all the invoices that will be sent by GIREVE to the Contracting Party's Partners.

In a period not exceeding one week after the reception of this invoicing summary, the Contracting Party can inform GIREVE of any errors it detects, sends its questions and remarks or demands to correct the invoices. After this period, GIREVE sends the invoices to the Contracting Party Partners.

Invoices include the Contracting Party's company details, unit price of the Contracting Party's Charging Services, quantity and total price excluding VAT, VAT rate and total price with VAT, payment deadline and instructions.

If the Contracting Party decides to reduce or cancel a receivable of a Partner (following a claim from a Partner for example), the Contracting Party will inform GIREVE by electronic means (ie. e-mail) of the credit note GIREVE is required to issue on its behalf.

The Contracting Party remains responsible of all invoices vis-à-vis the tax administration or the national courts. Compensation for indirect damages are excluded, such as loss of time, profits, turnover, margins, loss of orders, exploitation, income, commercial actions, damage to branding, expected results and third-party action.

3.6. Messaging

3.6.1. Sending a message to a Partner

The service is the same than the one described in the article 2.5.1.

3.6.2. Replying to a message received from a Partner

The service is the same than the one described in the article 2.5.2.