



WHAT THIS PROGRAM IS

OnPoint owns and supports the DC fast chargers in your lot. Drivers pay OnPoint in the app, on the screen, or by card. Do not take charging payment on the store POS.

- Drivers stay 20–30 minutes and use the store.
- OnPoint handles equipment, app, price, and support.
- You send drivers to the app or screen and call if a stall is down.

60-SECOND HELP

- 1 Ask if they have the OnPoint EV app. If not: App Store / Google Play, or pay on the screen.
- 2 Plug: CCS or J1772. Tesla needs a J1772 adapter.
- 3 Plug in until it clicks. Tap Start in the app or on the screen.
- 4 Still stuck? Call 833-930-5739. Read the station number on the charger.

DO

- Send drivers to the app first, charger screen second.
- Dead stall: try the next one, then call support.
- Ask finished cars to move.
- Keep carts and equipment off the stalls.
- Call if you see damage, a hanging cable, water, or a stall dark all shift.

DO NOT

- Do not run the session on the store register.
- Do not unplug another driver's car unless they ask or support says so.
- Do not promise a price, speed, or repair time.
- Do not reset breakers or open cabinets.
- Do not collect phone numbers for marketing texts.

TROUBLESHOOTING

Screen blank / stall dead

Next stall, then call with the station ID.

Payment declined

Try another card, Apple Pay, or Google Pay.

Won't plug in

Wrong plug. Tesla needs a J1772 adapter.

Plugged in, no charge

Unplug, replug, tap Start. Then call.

Cable on the ground

Holster it if safe. Photo + call if damaged.

Car finished, still plugged in

Ask the driver to move. Don't unplug for them.

Spill, smoke, heat, exposed wire

Keep people back. 911 if needed, then support.

WHO TO CALL

Driver stuck at a stall

833-930-5739 (24/7)

App how-to

onpoint-evsolutions.com/getting-started

Driver FAQ

onpoint-evsolutions.com/assistance

Host / partnership

onpoint-evsolutions.com/host-a-site

Most problems are not a store issue.

Connector, payment, or didn't tap Start — send them to the app or the support line.