Platform Updates – Release Notes 25.06.2025

Fuse

Smarter Driver Subscription Payment Flow

More reliable payments, fewer surprises

Your drivers' charging subscriptions are now protected by automatic retry logic and provide clearer communication when action needs to be taken.

How it works:

- If a payment fails, Fuse tries again automatically after 6 hours
- Your driver will get an email alert if it fails, and another if it fails again
- If a retry is successful, your driver is back on track and notified
- If it fails twice, your driver's subscription is cancelled and they'll be advised to sign up again

Why it matters:

Your drivers always know what's happening and they won't lose access to their subscriptions without warning.

Fuse Portal Experience

Easier Navigation & Visibility

- **Session log filters** work intuitively, meaning EVSEs (electric vehicle supply equipment) are linked to their selected site
- **Access control profiles** can be quickly edited
- A better **tag search bar** helps you find and manage sites, chargers and drivers faster

Why it matters:

Smoother navigation, fewer options for you to review and faster ways to get where you need to go.

Reporting & Analysis

More Actionable Session Reports

- Average charging rate (kW) appears in Full Session Reports
- Session duration in minutes has been added for easier analysis

Why it matters:

Your exported data is now easier to work with and report on.

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Smarter Authentication & Support Tools

Experience Improvements
- Sign-up logic reviewed for improved usability
- Email verification includes a friendly welcome message
- New support fields added to organisation records (for escalation documents and links)

Why it matters:
Fewer bugs, faster troubleshooting and a more welcoming onboarding experience.