



GUIDE

HOW DO I SET UP **SPLIT BILLING?**



CREATE SPLIT BILLING IN 5 STEPS

1

Open split billing

Charging points >
Split billing >
Overview

2

Add the employee

A work email
address is enough

3

Choose the contract

e.g. "Professional
Charging AC"

4

Set the reimbursement

€/kWh, CREG rate

5

Confirm

The invitation is
then sent

The employee then completes the setup. The contract only becomes active once they do.



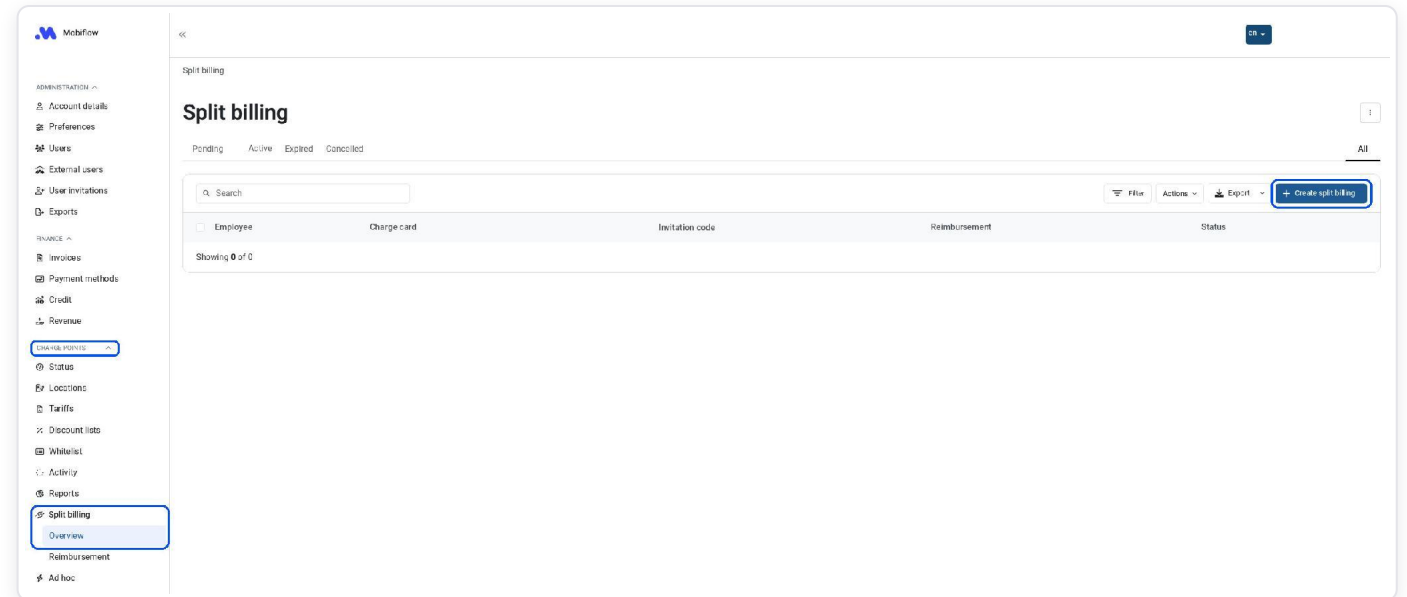
OPEN SPLIT BILLING

1

EMPLOYER · STEP 1 OF 5

Log in to your company account at **my.mobiflow.be/sp/customer** with your work email address and password.

In the menu on the left, go to **Charging points** > **Split billing** > **Overview**, then click **Create split billing** at the top right.



ADD THE EMPLOYEE

2

EMPLOYER · STEP 2 OF 5

Fill in the employee's details, select their language and charging card, then click **Continue**.

A work email address is enough. You no longer need the employee's private email address.

Split billing / Create split billing

Create split billing

Add a new split billing contract

Step 1: Employee Step 2: Contract Step 3: Payment Step 4: Summary

Employee details

Fill in the required details to create a split billing account for the employee.

Personal email address*

Employee name*

Internal code

Employee language*

Charge card*

A custom code for your reference, shown on payment requests and split billing exports

[Cancel](#) [Continue](#)



CHOOSE THE CONTRACT

3

EMPLOYER · STEP 3 OF 5

Select a contract, for example **“Professional Charging”**, and accept the terms and conditions. Then click **Continue**.



SET THE REIMBURSEMENT

4

EMPLOYER · STEP 4 OF 5

Choose a reimbursement policy (€/kWh) for home charging of the company car, then click **Continue**.

CREG rate. Since 2025, the government has asked employers to apply the CREG rate to home charging sessions, unless a higher or lower rate can be justified for tax purposes.

The screenshot shows the 'Create split billing' interface in the Mobflow system. The left sidebar contains a navigation menu with categories like Administration, Finance, Charge points, Status, Locations, Tariffs, Discount lists, Whitelist, Activity, Reports, Split billing, Overview, Reimbursement, Ad hoc, and Mobility. The main content area is titled 'Create split billing' and shows a progress bar with four steps: Step 1: Employee, Step 2: Contract, Step 3: Payment (current step), and Step 4: Summary. Under the 'Payment details' section, there is a dropdown menu labeled 'Reimbursement policy*' with a 'Select...' option. A 'Back' button is located below the dropdown, and a 'Continue' button is in the bottom right corner. The footer of the interface includes a 'Privacy statement' link.

REVIEW AND CONFIRM

5

EMPLOYER · STEP 5 OF 5

Check all the details and click **Confirm**.

Not active yet. The contract has been created, but only becomes active once the employee accepts the invitation and completes the setup.

WHAT HAPPENS NEXT?

1

Invitation

The employee receives an email with a link.

2

Setup

The employee logs in and adds their charging device.

3

Active

The contract starts and the employee receives a confirmation.



GOOD TO KNOW



No second account needed

The employee uses their existing login or creates a new one. Split billing can be added to a personal or company account.



Charging device already registered

Is the charging device already registered with its own contract? Your contract replaces it automatically.



Link valid for 4 weeks

If the setup isn't completed after 3 weeks, the employee automatically gets a reminder.



Payment requests via Peppol

Monthly payment requests and reimbursements are sent via Peppol.



Code for an existing charging device

The employee can also enter the code from the invitation on a charging device already linked to their account.



Need a change?

Mobiflow can change the contract of an active split billing straight away, without a new invitation. Contact support.

STOP SPLIT BILLING

OFFBOARDING

When you stop an employee's split billing, the platform first shows you exactly what will happen.

Once you confirm, reimbursements stop, the charging device is disconnected and the employee receives an email inviting them to set up a new contract.

Keep using the charging device without a charging card?

Contact Mobiflow support before you stop split billing. They can set up the charging device so it works without a charging card.

[Split billing](#) / [Split billing: John Smith](#) / Stop split billing

Stop split billing

Stopping this setup immediately ends reimbursements to **John Smith** for their charging sessions at home.

⚠ This action will have the following effects:

- The employee's future charging sessions at home will no longer be eligible for reimbursement under this setup.
- The device will be removed from the platform.
- The employee's personal account will remain active.
- The platform will automatically send an offboarding email to the employee to say this split billing setup has ended.

Cancel

Stop split billing



WHAT HAPPENS TO THE ACCOUNT AFTER STOPPING?

Work login only

If the employee only has a work login, the account and the charging device are deleted.

With a personal login

If the employee has a personal account, it stays active and the charging device is deregistered. The employee can choose a new contract themselves.

Another split billing on the charging device

Only this setup stops. The charging device stays registered.

Important: ask the employee to add a personal login in their account settings before you stop split billing.

Keep using the charging device without a charging card?
Contact Mobiflow support before stopping. They can set up the charging device so it works without a charging card.



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