

FAQ – Milence Charging Hub Venlo

1. Where is Milence charging hub situated?

The Milence charging hub is strategically located west of Venlo, in the southeastern part of the Netherlands. Venlo is recognized as a vital logistics hub, with its close proximity to the borders of Germany and Belgium making it an ideal location for transportation and distribution activities.

Venlo boasts numerous distribution centers and warehouses, solidifying its position as a key node in the European supply chain. This bustling logistics hotspot attracts a significant volume of freight traffic.

To drive directly to the charging hub, you can utilize the Milence app for seamless navigation. Alternatively, you can search for "Truckstop Venlo" on Google Maps or TomTom. The address of the charging hub is James Cookweg 31, 5928 LJ Venlo.

2. What are the services available on site?

The Milence charging hub offers a range of amenities and services to ensure a convenient and comfortable experience for electric truck operators. These include:

- **Charging Bays:** There are four charging bays available, with the capability of fast charging up to 400kW. It's important to note that the maximum power output depends on factors such as the vehicle's ability to request it and the number of vehicles charging simultaneously.
- **Monitored Parking:** A total of 390 monitored parking places are available for safe overnight stays. Some parking spots offer the option to connect cooling trailers, enhancing convenience for refrigerated cargo.
- **On-site Restaurant:** A restaurant is located on-site, offering a variety of food and beverage options, including coffee, to fuel up during breaks.
- **24/7 Amenities:** Amenities managed by Truckstop Venlo ensure round-the-clock availability of essential facilities, including toilets and showers.
- **Laundry Facilities:** Laundry services are provided on-site for added convenience during longer stays.
- **Free Wi-Fi:** Stay connected with complimentary Wi-Fi access available throughout the charging hub area.
- **Vending Machines:** Vending machines offer additional snacks and refreshments for purchase.
- **Milence Support Line:** For any technical issues with the chargers, a dedicated Milence support line is available. Users can also utilize the intercom located at the back of the charger in bay 2 for assistance.

It's important to note that extra costs may apply for certain services, and users are encouraged to check the latest prices on the Truckstop Venlo website for more information.

With these comprehensive amenities and services, the Milence charging hub aims to provide a seamless and comfortable charging experience for electric truck operators, ensuring they have everything they need for a successful journey.

3. How do I enter the site?

To access the site and utilize the charging facilities, please follow these steps:

1. Arrive at the entry gates and use the intercom to communicate that you are a Milence customer. This alerts site staff and facilitates your entry process.
2. Do not collect a parking ticket upon entering the site. Please note that we are unable to provide reimbursement for parking tickets that were printed. Parking fees must be paid at the location.
3. Follow the signs on the road to navigate to the Milence charging bays. These signs will guide you to the designated charging area.
4. It's important not to park at the Milence charging bays unless you are actively charging your vehicle. If you require parking for an extended period beyond your charging session, obtain a parking ticket at the entry gates of the location and utilize the general parking bays.

If you plan to visit Milence Venlo frequently with your truck, please contact us to arrange automatic access and exit by registering your truck data in the system. You can reach out to info@milence.com for assistance with this process.

4. How to approach the bay?

To ensure a smooth and safe charging experience, follow these steps when approaching the charging bay:

1. Follow the signs on the pavement: Look for signs indicating the direction to the Milence chargers. Always drive forward and avoid backward maneuvering for safety and efficiency.
2. Park within the designated lines: Park your vehicle within the lines painted on the pavement to avoid blocking the road and ensure proper alignment with the charging station. You'll know you've parked correctly when a charging station is positioned in front of your cabin.
3. Mind the charger socket location: Take note of where the charger socket is located on your vehicle and choose a bay where the relevant charging connector is available. This ensures compatibility and allows for a successful charging session.

5. How to start / track / finish your session?

a. If you use **eMSP charge card**:

1. Insert the plug into the charging socket on the vehicle until it clicks securely into place.
2. Hold your eMSP charge card up to the card reader to initiate the charging process.
3. Select the desired outlet on the charger screen.
4. Touch the display to start the charging session.
5. The charging process will commence, and important information such as battery charge level, remaining charging time, supplied kWh, and remaining charging time will be displayed on the charger screen.
6. To finish your charging session, hold your eMSP charge card on the card reader again.
7. Press the STOP button on the display to stop the charging process.
8. Safely disconnect the charging cable from the vehicle.

b. If you use **Milence App**

1. Navigate from the map within the Milence App to the Milence charging hub.
2. Check the reference number of the charging connector in the app and select it.
3. Insert the plug into the charging socket on the vehicle until it clicks securely into place.
4. Swipe to start a session in the Milence App.
5. The charging process will initiate, and pertinent information such as battery charge level, remaining charging time, supplied kWh, and remaining charging time will be displayed within the app.
6. To finish your charging session, navigate to your ongoing session within the app and swipe to stop.
7. Safely disconnect the charging cable from the vehicle and return it to the charger.

6. What are the QR codes on the charger sticker and on the charger display for?

The QR codes located on the charger sticker and the charger display serve different purposes to enhance your charging experience:

1. **Charger Sticker QR Code:** By scanning the code on the charger sticker with your Milence driver app, you'll be directed to the exact connector you need for charging. This streamlines the process of finding the appropriate charging point for your vehicle.
2. **Charger Display QR Codes:** The QR codes displayed on the charger itself provide access to essential information, including:



- **Applicable Charging Prices & Milence App Download:** Learn about the charging prices applicable to the specific station and conveniently download the Milence app if you haven't already done so.
- **FAQ and Help:** Access frequently asked questions and helpful resources to troubleshoot any issues or inquiries you may have during the charging process.
- **Terms and Conditions:** Review the terms and conditions associated with using the charging station, ensuring compliance with relevant policies and regulations.

7. What can I do during charging?

a. Can I stay in the vehicle?

- Yes, you can stay in the vehicle while it's charging. However, for specific advice on which vehicle components can be used safely during charging, it's recommended to consult your operations manager or refer to the vehicle manual for guidance.

b. What else can I do at the site?

- Visit the restaurant to grab a bite to eat or enjoy a hot cup of coffee.
- Utilize the restroom and shower facilities to freshen up.
- Take advantage of the free Wi-Fi available across the entire site to stay connected or catch up on work.

8. How do I leave the site?

- Please use the opposite gate to those you used when entering the location. This helps maintain smooth traffic flow and ensures efficient departure from the site.
- To exit, please use the intercom at the gates and state that you are a Milence customer. This will alert site staff and facilitate your departure process.
- If you obtained a parking ticket upon entering the gates, please follow the instructions provided by the location. Parking tickets can typically be paid at the ticket machine located on the left-hand side of the restaurant entrance. If a ticket was issued upon arrival, it must be paid for at the location. Please note that Milence cannot reimburse any parking tickets that have already been issued.

By following these instructions, you can navigate smoothly and depart the site without any hassle, ensuring a seamless experience from arrival to departure.

9. How much energy do I need?

How can I determine how much energy I need to charge my electric truck?

Determining the energy needed to charge your electric truck depends on various factors such as the current state of charge, battery capacity, energy consumption per kilometer, distance to your destination, and weather conditions.

In many cases, your planning system already calculates charging stops for you, communicated via the onboard computer. However, if you're a freelance driver or your employer doesn't provide this information, here's what you can do:

- **Check SOC and Range Estimators:** Use the vehicle dashboard or a telematics driver app to check the current state of charge and range estimations. This helps you understand how many kilometers you can still travel with your truck.
- **Contrast Range with Planned Route:** Compare your range estimation with the planned route. If the distance to your destination exceeds the remaining range, plan charging stops along the route. You can locate Milence charging hubs through the Milence app or by searching "Truckstop Venlo" in Google Maps.
- **Include Safety Buffer:** Account for detours, traffic, and inaccuracies in range estimations by adding a safety buffer to your planning.
- **Plan Charging Stops Around Breaks:** Consider your tachograph breaks when planning charging stops. Charging times vary based on factors like power availability and the number of vehicles charging simultaneously. Allocate at least 30 minutes at each charging location.
- **Charge to 80%:** If it's difficult to anticipate your energy needs accurately, aim to charge your batteries to around 80% capacity. This helps maintain battery health.

By following these steps and utilizing integrated vehicle systems or external apps, you can effectively plan your charging stops and ensure a smooth journey.

10. Should I align my charging stop with my tachograph break?

Aligning your charging stop with your tachograph break can be a practical approach to ensure you have enough time to charge your vehicle effectively. Here's why:

1. **Variable Charging Times:** Charging time can vary based on factors like power demand, the number of vehicles charging simultaneously, and grid and battery storage capacity. To account for these variables, it's recommended to allocate a minimum of 30 minutes at the charging location.
2. **Planning Around Tachograph Breaks:** Planning your charging stops around your tachograph breaks allows you to utilize the break time to charge your vehicle. This ensures you have sufficient time to replenish the battery to the desired state of charge.
3. **Setting Up Tachograph:** It's advisable to set your tachograph to working times until the charging session starts properly. Once the charging session begins, you can then switch the tachograph to resting times. During resting times, your vehicle should remain stationary. Ensuring that the charging session has commenced before setting the tachograph to resting time helps avoid discrepancies.

By aligning your charging stop with your tachograph break and following these recommendations, you can optimize your charging routine and effectively manage your driving and resting times while ensuring your vehicle's battery is adequately charged for the journey ahead.

11. What do I do if I encounter any issues during the charging session?

Encountering issues during a charging session can happen, but there are steps you can take to address them effectively:

- **Review FAQ:** Firstly, refer to FAQ #5 to ensure you've followed all the required steps for planning and executing your charging session. This may help identify any overlooked aspects or potential solutions.
- **Contact Support:** If you encounter any difficulties, reach out to the support team for assistance. You can find the support phone number on stickers placed on the chargers. The support team is there to help troubleshoot issues and ensure your charging session proceeds as smoothly as possible.

By following these steps and seeking assistance from the support team when needed, you can address any issues that arise during the charging session and continue with your journey with minimal disruption.