



User Guide

What is Shell Card GO?

Shell Card GO is a mobile phone app that allows authorised Shell Card holders to pay for fuel at the pump instead of in-store, providing the speed and convenience of contactless payment.

How to use Shell Card GO

Shell Coles Express Service Stations

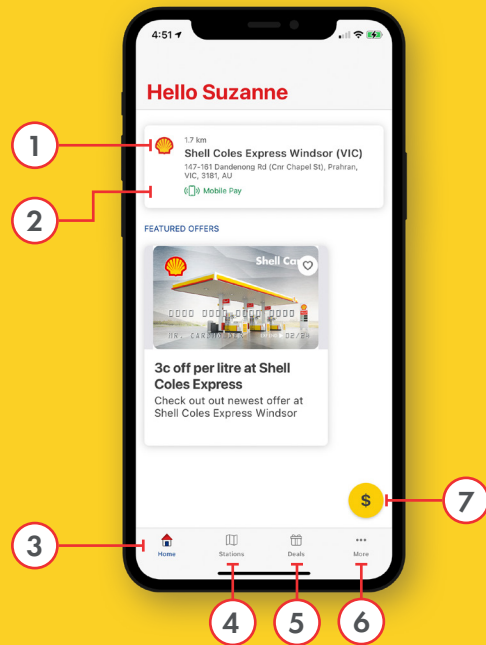
- Refuel as normal, leaving your mobile phone in your vehicle.
- Return to your vehicle and open the app homepage.
- Ensure the correct Shell Coles Express is selected and it accepts mobile payment.
- Tap on "Pay at Pump".
- Follow the prompts:
 - > Select the pump number and confirm the transaction.
 - > Select which Shell Card is to be used (if more than one).
 - > If required, enter the Odometer/Order Number.
- Wait for the app to finalise the transaction.
- Close the app and drive away.

Non-Shell Coles Express Service Stations

- Remain in your vehicle to open the app.
- Ensure the correct service station is selected and it accepts mobile payment.
- Tap on "Pay at Pump".
- Follow the prompts:
 - > Select the pump number and fuel type.
 - > Select which Shell Card is to be used (if more than one).
 - > If required, enter the Odometer/Order Number.
- Refuel as normal, leaving the mobile phone in your vehicle.
- Return to the vehicle and wait for the app to finalise the transaction.
- Close the app and drive away.

Shell Card Customers
 VEA Customer Service Centre
 Tel: 13 16 18
 Customers - Option 3
 Merchants, Dealers and
 Site Operators - Option 4

Please continue to contact
 your POS vendor for POS
 related queries.



- 1 Nearest Station
- 2 Station is Mobile Pay
- 3 Home
- 4 Station Locator
- 5 Special Offers
- 6 - Payment Methods (View Shell Cards)
 - User Profile
 - Account Settings
 - Transactions History
 - Message Centre
 - Help
 - Privacy & Terms
- 7 Start Pay at Pump



Frequently Asked Questions

General

Q. What is the Shell Card GO app?

Shell Card GO is a mobile phone app that allows Shell Card holders to pay for fuel at the pump. They can also see previous transactions, locate service stations and redeem exclusive Shell Card GO digital offers. New features will be released with app updates.

Q. Why use the Shell Card GO app?

Mobile payments get you back on the road faster. You can also monitor all the transactions made on the app. Plus, the in-built Station Locator will give you directions to the nearest service station that accepts Shell Card.

Q. Where can the Shell Card GO app be used?

Currently it is only available at selected service stations, identified by the Mobile Pay icon on the Station Locator map. Sites will be added as they become Mobile Pay.

Q. How do I add a Shell Card onto the app?

Your Fleet Manager will continue to manage your Shell Card account, and can add cards to the Shell Card GO app. Please contact your Fleet Manager for assistance.

Q. I've just signed up for a Shell Card but haven't received my physical card, can I transact using the Shell Card GO app?

Yes, you can use the Shell Card GO app as long as the Fleet Manager on your account has received a welcome email that your Shell Card application has been finalised.

Transactions

Q. Will odometer readings or order numbers still be required?

If the Shell Card requires an odometer reading or order number, the app will prompt you to enter the required details before authorising the pump for fuelling.

Q. If I have the app can I still use my Shell Card?

Yes, you can continue to use your physical card in-store.

Q. Are the limits to what I can purchase on the app?

Any product restrictions that are on your Shell Card will also apply when using the app.

Q. How I claim a discount displayed under 'Deals' on the app?

Most discounts will be applied automatically and appear on the app's sales docket and invoice. However, some discounts will clearly state that you must select REDEEM on the app before starting the transaction.

Q. Do I have to go in-store to claim the receipt?

No. The sales docket is available on the app and will automatically be emailed to the correct person. You can also email the docket yourself, directly from the app:

- go to 'More'
- select 'Transactions'
- tap on the transaction
- select 'Share' in the top-right corner.

Technical

Q. What if my phone battery goes flat during a transaction?

If you have already started fuelling, your transaction will still automatically complete, and the sales docket will be emailed upon completion. Otherwise, you should use the physical Shell Card and proceed in-store for payment.

Q. Can I cancel a Pay at Pump transaction that I've already started?

If the nozzle has not been picked up, the transaction will time out. You can also click on [Cancel] in the app. If the nozzle has been picked up but no fuel has been dispensed, then replace the nozzle and the transaction will finalise with 0 amount. If fuel has been dispensed, the Shell Card GO app will process payment for any fuel already pumped.

Q. At Shell Coles Express, what happens if I select the wrong pump and pay for somebody else's fuel?

If you realise the mistake before leaving the site, you need to pay for the correct transaction (either in-store or via the Mobile App) and call 13 16 18 to arrange a refund for the incorrect transaction.

Q. Why do I need to use the app AFTER refuelling at Shell Coles Express service stations and BEFORE refuelling at others?

At Shell Coles Express sites the app must be used AFTER refuelling because that is how it links to our system. Non-Shell Coles Express sites that are also Shell Card GO enabled have a different system that requires drivers to use the app before filling up.

Q. At a Non-Shell Coles Express I've selected the wrong pump on the app or have picked up the wrong pump after app authorisation. What do I need to do?

If fuel has not been dispensed, you can click on [Cancel]. The transaction will also time out automatically after a few minutes. You can then restart Pay at Pump.

If fuel has been dispensed, you can then proceed in-store to pay with your physical Shell Card.

