

Shell Card



WELCOME TO SHELL CARD

THE SMARTER
WAY TO
FUEL YOUR
BUSINESS





GETTING STARTED WITH SHELL CARD

MANAGING YOUR FLEET OF VEHICLES



PINS

How are PIN codes set?

PINs need to be activated at either a Coles Express or a manned Shell Branded Service Station. At first, drivers will be asked to select a PIN number and enter it a total of three times for the Shell Card to be activated. The PIN must be 4 – 6 characters in length and must be numerical.

What happens if a driver forgets their PIN code?

A PIN can be re-set via Shell Card Online, alternatively the authorised Fleet Manager can notify our Customer Service Team on 13 16 18 to get the PIN reset.

CARDS

How do I order/cancel cards?

Simply go to Shell Card Online vivaenergycards.com.au and order new cards at your convenience. Alternatively, customers on Classic option can email or call our Customer Service Team at 13 16 18 to order new cards.

How do I block a Shell Card if it's been lost or stolen?

You can simply go to Shell Card Online and cancel the card. Alternatively, you can call 13 16 18 and speak to our Customer Service Team 24 hours a day, 7 days a week, to block lost or stolen card(s).

Are Shell Cards automatically renewed after their expiry dates?

Yes, however you can cancel a renewal, as you will receive a card expiry report two months prior.

ACCOUNT CHANGES



What should I do if I need to change my account details?

Please contact the Customer Service Team on 13 16 18 and they will happily advise you on what is required.

SHELL CARD ONLINE

How do I run reports and download my data?



A comprehensive Online Tutorial is available for download at vivaenergycards.com.au. Alternatively, you can call our Customer Service Team on 13 16 18 who will be able to help you with your query.

What if I forget my password for Shell Card Online, what should I do?

Our Customer Service Team is waiting to help you. Please email shell-bus-centre-au@vivaenergy.com.au or contact us on 13 16 18.

Can different people within my organisation get access to Shell Card Online?

Yes, not only can different people have access to Shell Card Online, but they can also get different types of access, relevant to usage they need for their specific role.

Our Customer Service Team can help you organise your access.

I am not registered for Shell Card Online, how can I get access to it?

You can call 13 16 18 or email our Customer Service Team team to request access. And remember Shell Card Online is offered at no extra cost!

Alternatively, you can download the Shell Card Online registration form at vivaenergy.com.au/shellcard and fax it back to us on 1300 134 472.

TRANSACTIONS QUERIES AND INVOICES

If ever I want to query a transaction on an invoice, who should I call?



Our Customer Service Team is waiting to help you. Please contact us on 13 16 18.

If ever I don't receive an invoice, where can I get a copy?

For a copy of your invoice, you can retrieve it from Shell Card Online, where we have archived past Tax Invoices (for the previous 12 months) free of charge.

Alternatively you can call our Customer Service Team who can provide you a paper copy of the invoice at a cost.



ADDITIONAL INFORMATION ABOUT SHELL CARD

TALK TO OUR TEAM

As a Shell Card customer you will find there is always a friendly voice to talk to.



Tel 13 16 18
Fax 1300 134 472
Email shellcard-au@vivaenergy.com.au

Smart Saver customers please note that card ordering, cancelling and hot-listing of stolen cards should be done via Shell Card Online.

MANAGING YOUR CARDS AND ACCOUNT ONLINE



Shell Card Online gives you the ability to manage your card(s) and account online. Enjoy the ease and efficiency of Shell Card Online which includes the following tools:

- Order and cancel your Shell Card(s)
- Access your past invoices (for the previous 12 months)
- Generate detailed transaction reports between billing periods, and drill down to specific dates, cost centres or cards
- Streamline GST and fuel tax claims by using information in your monthly transaction report
- Access to a suite of other Management Information Reports
- Set free Smart Alert emails to notify you of card activity outside of your set parameters

NEED ASSISTANCE GETTING STARTED?

More information is available at vivaenergy.com.au/shellcard

Alternatively, you can call 13 16 18 and speak to our Customer Service Team who are available to answer any questions you may have and they will be able to walk you through getting started with Shell Card Online.

NOT SIGNED UP FOR SHELL CARD ONLINE ?

Please call our Customer Service Team on 13 16 18 who will help you organise your free access to Shell Card Online.

VIVA ENERGY AUSTRALIA WEBSITE



The Viva Energy Australia website vivaenergy.com.au offers speciality product and service solutions to assist Fleet Managers in managing the overall cost of fuel more efficiently and effectively. The website includes information on;

SHELL QUALITY FUELS

Shell has a range of quality fuels that are designed to cater to the needs of every type of vehicle on today's roads. Irrespective of which fuel you choose, each has been developed with more than 100 years of fuels expertise. Viva Energy offers a wide variety of fuels ranging from Shell Diesel, Shell Unleaded 91 and Shell Unleaded 95 (both with fuel economy formula), and Shell V-Power (98 Octane fuel) as well as AdBlue at the pump for diesel engines.

SHELL NETWORK

With a national network of conveniently located service stations you and your drivers will be able to find a Coles Express or Shell branded service station that best suits your refuelling needs. Shell Card can be used at Coles Express, Shell branded service stations and at strategically located unmanned Shell Diesel Truckstops.

SHELL FUEL FINDER

The Shell Fuel Finder (vivaenergy.com.au/fuelfinder) provides you with all the details on where Shell fuel is available around Australia. Easy to use, simply select your location, choose the fuel you're looking for and submit your query to find your nearest Coles Express or Shell Branded Service Station.

SHELL MOTORIST APP

To get the most out of driving, download the official Shell Motorist App for iPhone and Android (www.shell.com.au/products-services/on-the-road/fuelfinder/mobile.html).



vivaenergy.com.au/shellcard

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Shell Card

The smarter way to fuel your business

As a valued Shell Card customer, we are here to assist you in any way that we can. To fast track your call, please follow the steps below:

- 1. Dial 13 16 18**
- 2. Select 1 to indicate existing account**
- 3. Enter your Shell Card Account Number followed by #**
- 4. Select 1 to confirm**
- 5. Select service as per options below:**

**Option
1**



Order a new card
Card changes
Transaction enquiries
Pricing enquiries

**Option
2**



Shell Card Online

**Option
3**



Account balance enquiries

**Option
4**



Copy of statements, invoices, transaction reports

**Option
5**



Change banking address details or company name

**Option
8**



General feedback

**Option
0**



Help making a selection

Alternatively you can also contact us via

Fax 1300 134 472 or email General Shell Card Enquiries to **shellcard-au@vivaenergy.com**

vivaenergy.com.au/shellcard