



Shell Fleet App 用戶指南

Shell Fleet App User Guide



Shell Fleet App 申請流程

Shell Fleet App Onboarding Guide

按照以下步驟，創建Shell Fleet App賬戶！
Follow the steps below to get started today!

Step 1

點擊以下【Download】按鈕，下載Shell Fleet App:
Click the below button to download Shell Fleet App:

1

Download via App Store Download via Google play

注意：請確保在裝有Apple App Store 或Google Play 商店的手機中打開連結以開始下載。
Note: ensure you open the link in the Apple App Store or Google Play store on your mobile device to start your download.

[Download via App Store](#)

[Download via Google play](#)

點擊邀請電郵中 1 或以上連結下載Shell Fleet App

Click on the sign-up link above or in your invitation email 1 to download Shell Fleet App.

選擇你的國家 Choose your Country

選擇你的國家 Select country*

● 香港 Hong Kong

選擇語言 Select language*

選擇...

English

中文

繼續

完成下載後，打開App。
選擇你的國家 - 香港 Hong Kong 及語言喜好

Once download completed, open the app.
Choose for your Country – Hong Kong & preference language.

讓我們開始吧 Let's Begin



告別紙張賬單收據，每月賬單輕鬆顯示入油開支
No more paper receipts for your fuel, just one digital invoice every month.

登入 Sign In

登記 Sign up

☒ 勾選此方框即表示你同意拍攝你的自拍照及身份證證件，以快速完成Shell Fleet App 申請流程。
By ticking this box, you agree to submit your selfie and photo ID for a quick onboarding process.

勾選方框以同意拍攝你的自拍照及身份證證件，然後點擊【登記】

Tick the box to agree submit your selfie and photo ID. Then tap on “Sign up”.

△注意：開始申請之前，用戶須確定已擁有獨立驗證碼或優惠碼作申請。如沒有，請向貴司查詢。

△Note: Before starting to sign up, please make sure you have received your unique token. If no, kindly check with your company.

繼續為



司機 DRIVER

我要申請個人咭，我有獨立驗證碼

使用驗證碼/優惠碼申請* →

*你的驗證碼/優惠碼已透過邀請發送給你

點擊【司機】以繼續前往申請
*請確保你已收到驗證碼/優惠碼

Tap on “Driver” to continue.
*Ensure you have received the unique token for sign up.


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Step 2

打開 App，點擊【登記】然後輸入以下獨立驗證碼：

Click "Sign up" and input your **unique token** below:

2 

*只接受員工電郵登記，不允許使用個人電郵。

**獨立驗證碼有效期為 2 個月，請在有效期內使用。如果獨立驗證碼失效，請聯繫我們。

*Only staff email is accepted for registration. Personal email is not allowed.

** Token only valid for 2 months please use it before expiry. If token expired, please contact us.

注意：請確保以下的版面為您的起點，如沒有出現輸入驗證碼的版面，請再點擊【登記】按鈕

Important: ensure that the below screen requesting your unique code is your starting point. To **avoid** missing out on your exclusive offer, you can re-click on the "Sign Up" button to open this screen.

輸入驗證碼/優惠碼

請輸入你的驗證碼/優惠碼，以享有獨家優

輸入驗證碼/優惠碼*

Enter your unique code

Please enter the unique code you received to avail exclusive offers from Shell.

Enter your unique code*

輸入你在邀請電郵中 **2** 或由貴司提供的獨立驗證碼

Enter the unique code **2** from your invitation email or provided by your company

account.shell.com

創建賬戶
Create account

移動電話 Mobile phone

名字 *

First name

姓氏 *

Last name

密碼 *

Password

您的密碼至少須：✓ 8 個字元 ✓ 1 個大寫字母 ✓ 1 個數字

Your password must be at least: 8 characters 1 uppercase 1 number

密碼強度

我們建議您建立較強的密碼。

創建賬戶

選擇「Create account」(創建賬戶) 即表示您同意遵守 [隱私政策](#) 和 [條款和條件](#)。

返回登錄頁

輸入手機號碼、名字、姓氏及設定密碼完成後，點擊【創建賬戶】以便繼續。

Enter your mobile number, first name, last name and create a password then click "Create account"

啟用帳戶
Account activation

系統已傳送驗證碼。
A verification code has been sent

驗證資訊已發送到您註冊的聯繫方式。請按照相應的說明進行操作。

已向 +8529****17 發送含 6 位數代碼的短訊。請在下方輸入該代碼以繼續。

輸入驗證碼 *

Verification code

請在 62 秒後請求新的驗證碼。

提交
Submit

已在殼牌應用程式中註冊？使用已註冊的憑據登錄。

登錄

忘記密碼？

Privacy - Terms

你將會收到6位數字的驗證短信。打開短信查看驗證碼並在App 輸入及提交。

You will receive a 6 digits verification OTP via SMS. Input the OTP and submit.

account.shell.com

賬戶已啟用

，多謝！您已啟用賬戶！
Thank you! Your account is ready!

繼續continue

驗證成功後，點擊【繼續】到下一步

After verified, click "Continue" to next step

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△注意：完成創建賬戶後，如中途因任何原因中斷申請流程，請使用註冊時的電郵及密碼重新登入 Shell Fleet App 以繼續申請，無需再次輸入驗證碼。（詳情請參閱第12頁教學）

△ Note: After creating your account, if the application process is interrupted for any reason, please log back into the Shell Fleet App using the registered email and password to continue. Do not input unique code again. (For details, please refer to page 12 of the guide.)

輸入電郵地址，然後點擊【驗證你的電郵】**1** 你會收到驗證電郵。

Input your email address, then click
“**VERIFY EMAIL**” **1**
You will receive a verification email.



打開電郵讀取你的6位數驗證碼。
在 **2** 輸入。
如你没有收到驗證電郵，可點擊【重發驗證碼】
(請確保你已查看垃圾郵件)

Check your email for the verification code
and enter it in **2**
If you didn't receive the email, click on
“**RESEND CODE AGAIN**”
(Make sure you check your junk folder).

按下【立即開始】
△注意：以上畫面只供參考

Tap on “**Get Started**”
△Note: The above image is for
reference only.

請以英文填寫你的地址，以便寄發油咭
△注意：地址一欄最多可輸入33字。如底線
顯示紅色，表示已超出字數限制，請移至下
一欄繼續填寫

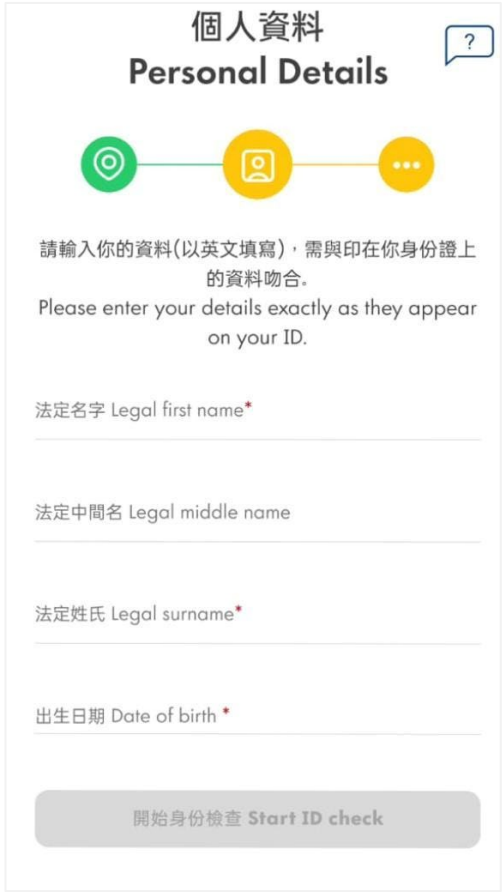
Enter your mailing address in English
△Note: Address column is limited to 33
characters. If the underline turns red,
please continue in the next column.

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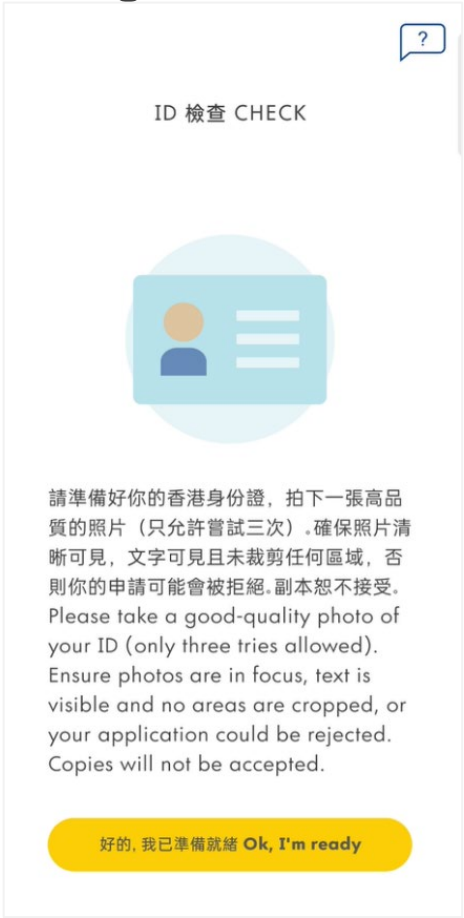
△注意：完成創建帳戶後，如中途因任何原因中斷申請流程，請使用註冊時的電郵及密碼重新登入 Shell Fleet App 以繼續申請，無需再次輸入驗證碼。（詳情請參閱第12頁教學）

△ Note: After creating your account, if the application process is interrupted for any reason, please log back into the Shell Fleet App using the registered email and password to continue. Do not input unique code again. (For details, please refer to page 12 of the guide.)



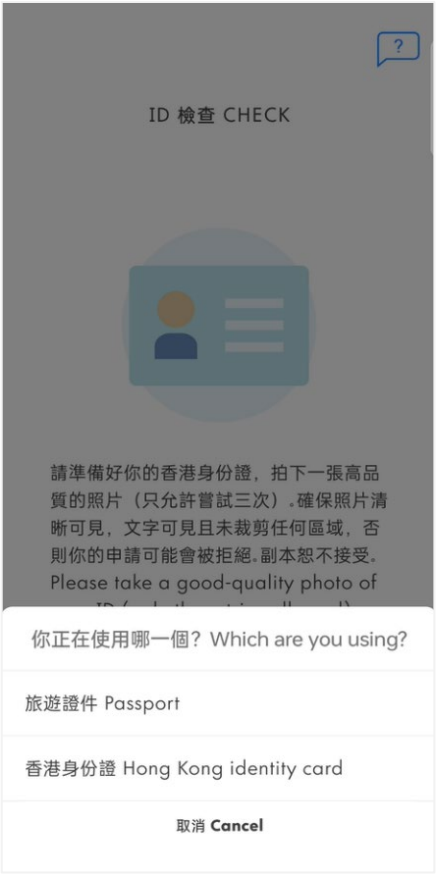
請以英文輸入個人資料。
△注意：填寫的資料需與你的身份証資料吻合。

Enter your personal details.
△Note: Please ensure the details input must same with your ID.



接下來我們需要檢查你的身份，
請準備好你的身份證。

Next, we need to verify your identity. Please have your ID ready..



選擇你的證件

Choose your ID type.



將證件放在框架中，然後拍下照片。
△注意：避免反光，照片要清晰

Position the photo page of your ID in the frame then snap a picture.
△Note: Avoid glare light and keep the photo clear

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△注意：完成創建賬戶後，如中途因任何原因中斷申請流程，請使用註冊時的電郵及密碼重新登入 Shell Fleet App 以繼續申請，無需再次輸入驗證碼。（詳情請參閱第12頁教學）

△ Note: After creating your account, if the application process is interrupted for any reason, please log back into the Shell Fleet App using the registered email and password to continue. Do not input unique code again. (For details, please refer to page 12 of the guide.)

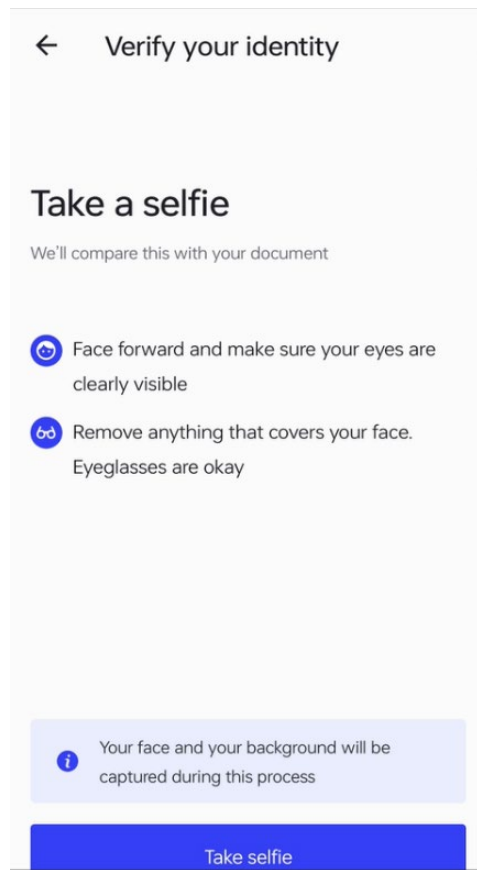


確認你的證件照片清晰可見，然後提交。

△注意：如照片不清晰，煩請點擊【**Retake photo**】重拍。

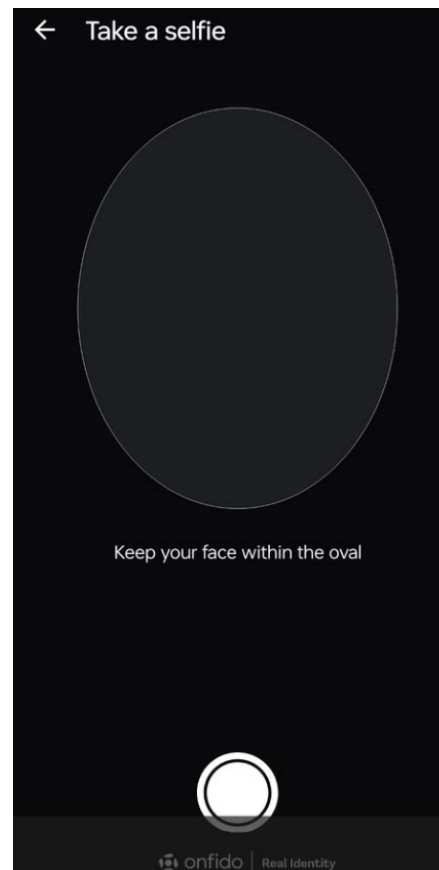
Confirm your photo and submit.

△Notes: If the photo is unclear, please tap on "**Retake photo**" to retake.



現在需要你自拍一張照片，以確認你是證件照片的同一人。

Take a selfie to verify that you are the same person of the photo on your ID.



確保你的臉在框架內，然後拍下。

△注意：避免反光，照片要清晰

Keep your face within the oval and snap.

△Note: Avoid glare light and keep the photo clear



確保照片中你的臉清晰可見，然後上傳。

△注意：如照片不清晰，煩請點擊【**Retake photo**】重拍。

Make sure your entire face is visible then upload the photo.

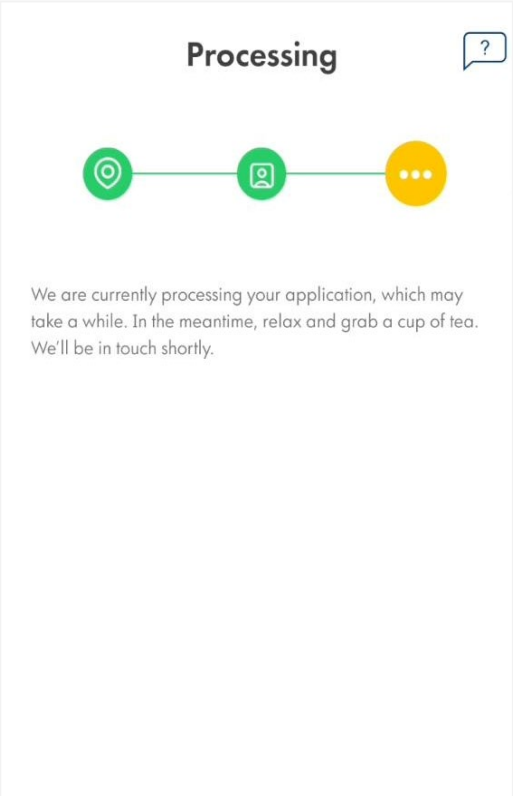
△Notes: If the photo is unclear, please tap on "**Retake photo**" to retake.

Shell Fleet App 申請流程

Shell Fleet App Onboarding Guide

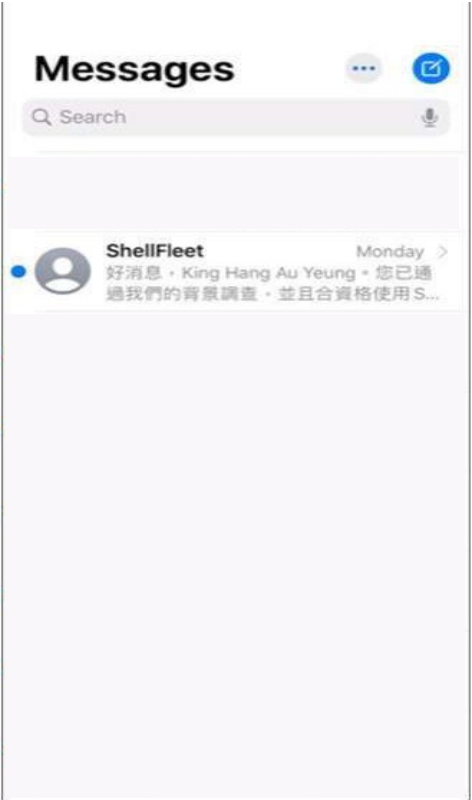
△注意：完成創建賬戶後，如中途因任何原因中斷申請流程，請使用註冊時的電郵及密碼重新登入 Shell Fleet App 以繼續申請，無需再次輸入驗證碼。（詳情請參閱第12頁教學）

△ Note: After creating your account, if the application process is interrupted for any reason, please log back into the Shell Fleet App using the registered email and password to continue. Do not input unique code again. (For details, please refer to page 12 of the guide.)



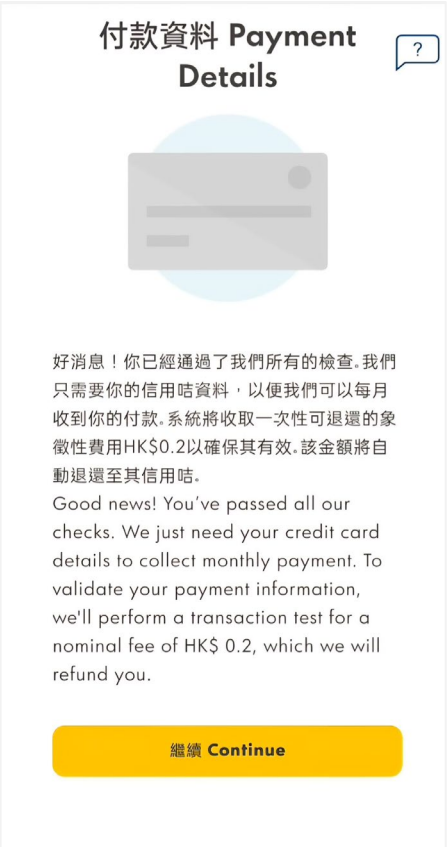
此時Shell Fleet App 系統會處理你的申請。此操作需時，我們會用短信通知你的申請狀況

We're processing your application. We will notify you by SMS once done.



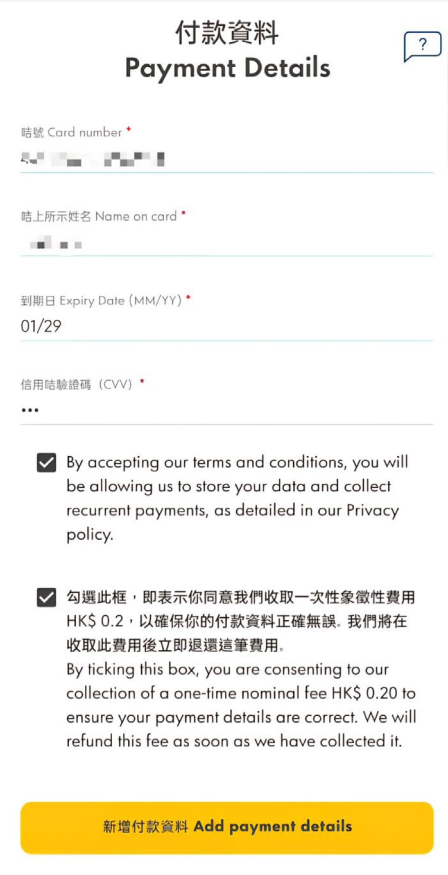
審核情況會以短信通知

Approval status will notify you by SMS.



通過審核之後，輸入信用咭資料，以便每月扣款

Once approved, kindly login your Shell Fleet App and fill up credit card details to allow monthly auto debit.



輸入信用咭資料
我們只接受Visa 和 Mastercard信用咭
△注意：每次更新你的信用咭資料將會被收取HK\$0.20，以確保其有效。該金額將自動退還至其信用咭。

Enter your credit card details. Only Mastercard/ Visa card is acceptable.
△Note: Your payment card will be charged HK\$0.20 to make sure it's valid. That amount will be automatically refunded.

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寄發油咭 SEND CARD

我們將會郵寄你的油咭到你登記的地址。
We'll send the card to your registered address in mail.



你所輸入的郵寄地址
Your mailing address

寄發油咭 **Send card**

更改另一個寄送地...
Change mailing address

確定寄發油咭的地址，按下【**寄發油咭**】
如不正確，按下【**更改另一個寄送地址**】
更正。

Confirm your mailing address then tap
for "**Send Card**"

If incorrect, tap on "**Change mailing
address**" and update.



太好了，所有步驟已完成。Great. All done!
歡迎使用Fleet App! Welcome to Shell Fleet
App!

你的油咭會於10個工作天內送到。Your card will
arrive within 10 working days.

別忘記，收到油咭後在App內啟動你的油咭。Don't
forget, once your card arrives, you will need
to activate it in the app.

為我顯示應用程式 **Show me the app**

申請完成！油咭會在十個工作天內送到。
收到油咭後，請登入Shell Fleet App 啟動
油咭及查看油咭密碼 (請參閱第10及14頁)。

Application completed. Card will send
within 10 working days. After received it,
please activate the card and view your PIN
in app (refer to page 10&14).



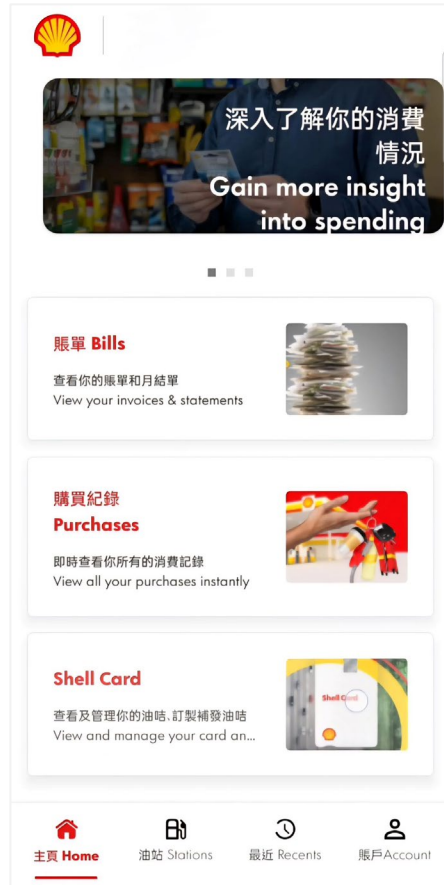
啓動油咭 Activate Your Card

若您的油咭無需啟動，請忽略此步驟。
Please disregard this step if your card does not
require activation.



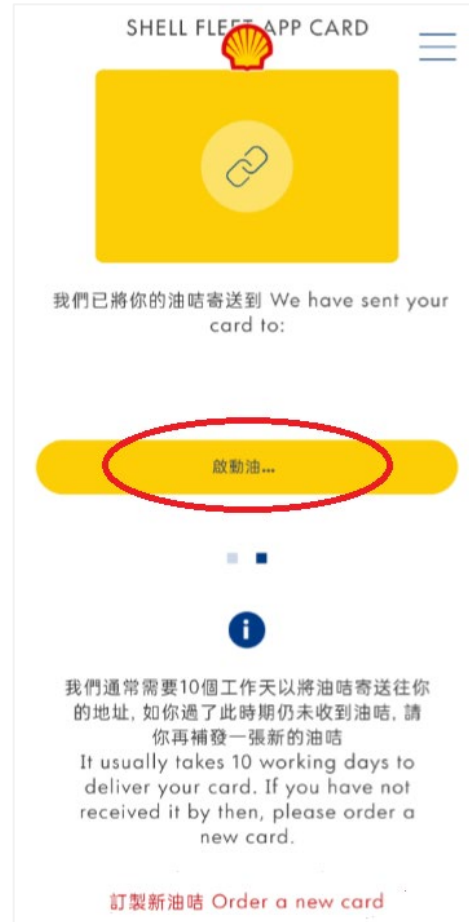
啟動油咭

Activate Your Card



登入到你的Shell Fleet App 賬戶。
在主頁選擇【Shell Card】

Login to your account and you will
see this main page. Then click on
“Shell Card”.



按下【啟動油咭】

Tap “Activate your card”



根據指示輸入油咭最後的四位數字
啟動油咭

Enter last 4 digits of your card to
activate.




登入賬戶
Sign In



登入賬戶 Sign In

讓我們開始吧 Let's Begin



告別紙張賬單收據，每月賬單輕鬆顯示入油開支
No more paper receipts for your fuel, just one digital invoice every month.

登入 Sign In

登記 Sign up

☐ 勾選此方框即表示你同意拍攝你的自拍照及身份證證件，以快速完成Shell Fleet App 申請流程。
By ticking this box, you agree to submit your selfie and photo ID for a quick onboarding process.

打開你的Shell Fleet App，按下
【登入】

Open Shell Fleet App then tap on
“Login”

account.shell.com



歡迎

🇨🇳 移動電話 *

密碼 *

密碼

登錄

[忘記密碼？](#)

尚未有賬戶？ [註冊](#)

輸入你用於創建賬戶的手機號碼及密碼
如你忘記密碼，煩請按下【忘記密碼】重置密碼

Input your registered mobile number
and password

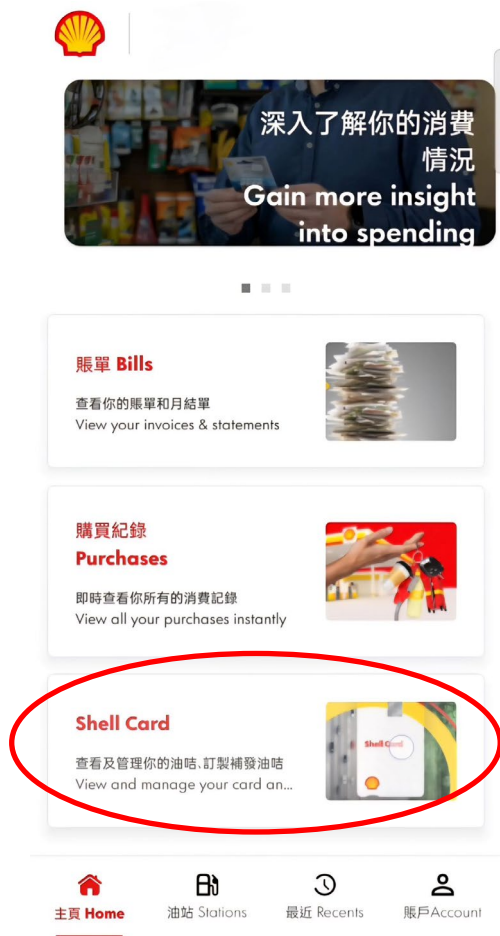
If you forgotten password, kindly click for
‘Forgotten Password’ to reset.



管理油咭 Manage Your Card

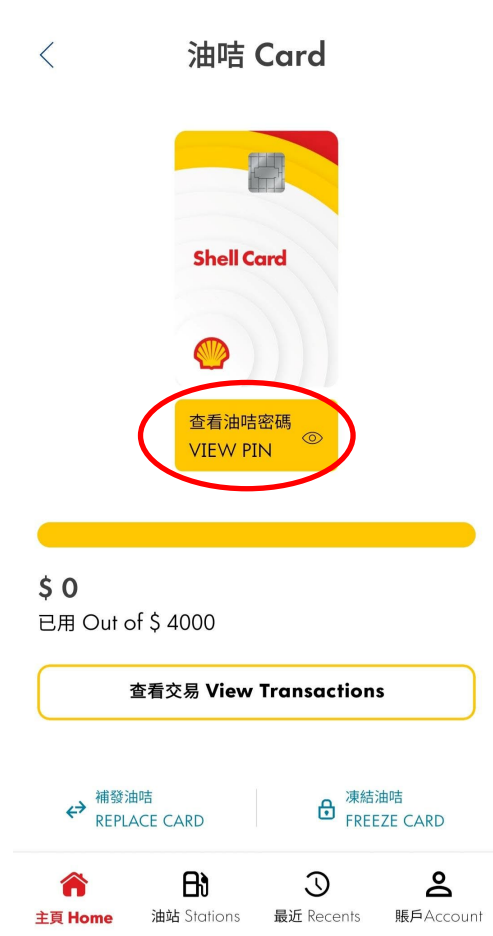


查閱或更改油咭密碼 View/Change Card PIN



登入到你的Shell Fleet App 帳戶。
在主頁點擊【Shell Card】

Login to your account.
Click on “Shell Card”.



點擊【查看油咭密碼】

Click on “VIEW PIN” to view your card PIN



只需長按每個鎖標誌就可讀取油咭密碼。
若你想更換油咭密碼，你可點擊【更換密碼】

To view your PIN, just **long press on every single lock icon** to retrieve your PIN.

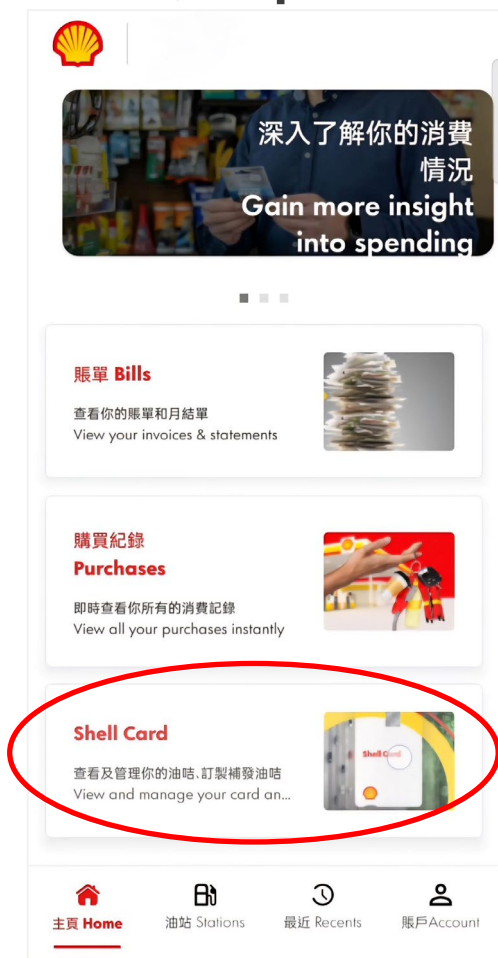
If you wish to change PIN, you may click on “Change PIN”



更換油咭密碼：
根據安全建議，設定一個安全密碼。然後點擊【確認密碼】，新密碼就能即時生效。

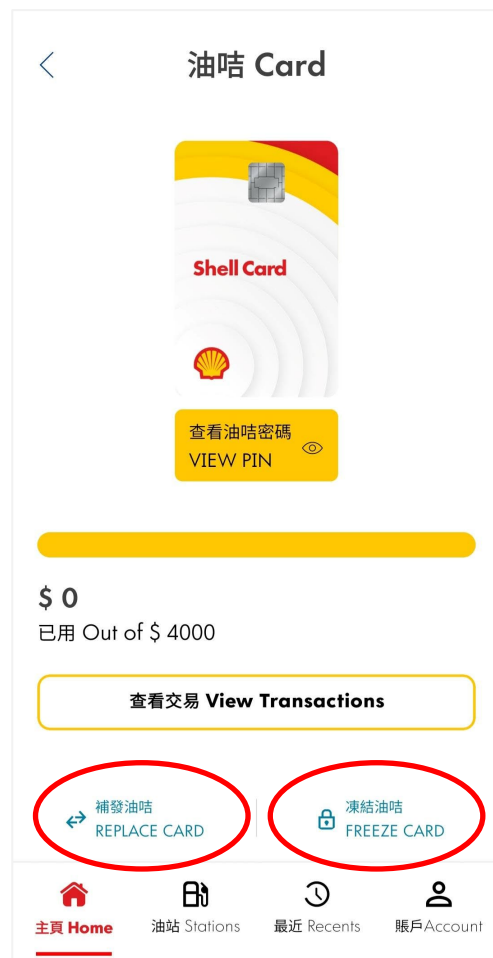
To change PIN, please set a secure PIN by following the advice. **Confirm your PIN**, the new PIN will effective immediately.

凍結或補發油咭 Block/Replace Card



登入到你的Shell Fleet App 帳戶。
在主頁點擊【Shell Card】

Login to your account.
Click on “Shell Card”.



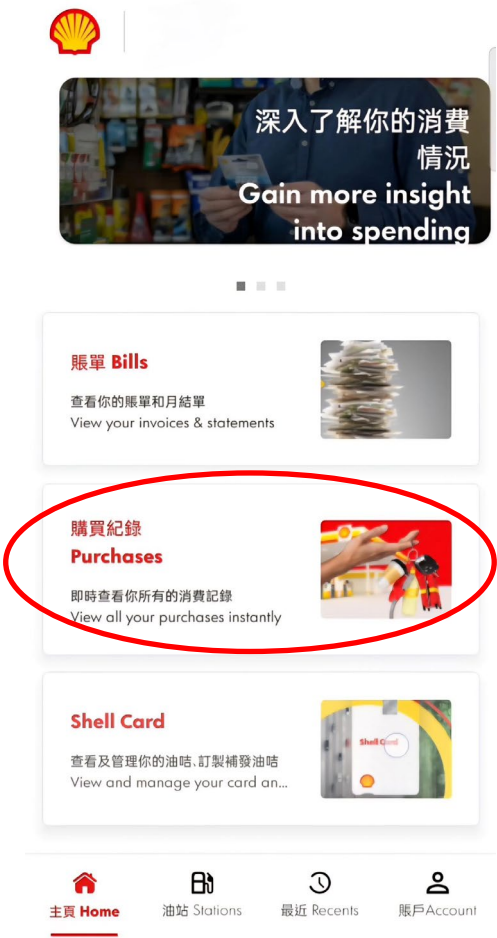
若你遺失或油咭被盜，你可點擊【補發油咭】，現有的油咭會即時被取消。
若你想暫時凍結油咭，可點擊【凍結油咭】

If card lost or stolen, click on “REPLACE CARD”, your existing card will be cancelled immediately.

If you wish to temporary block the card, click on “FREEZE CARD”

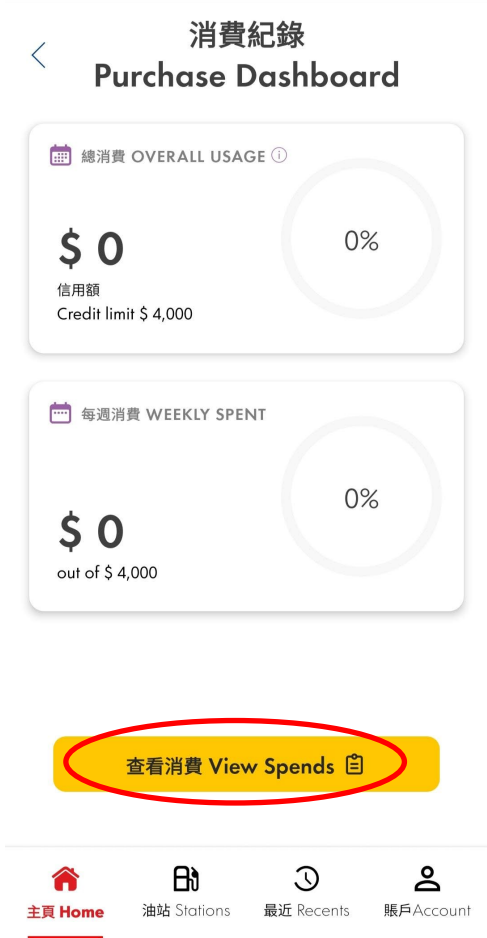
查看可用信用額及交易記錄

See Available Credit Limit and Purchases Record



登入到你的Shell Fleet App 賬戶。
在主頁點擊【購買紀錄】

Login to your account.
Click on “**Purchases**”.

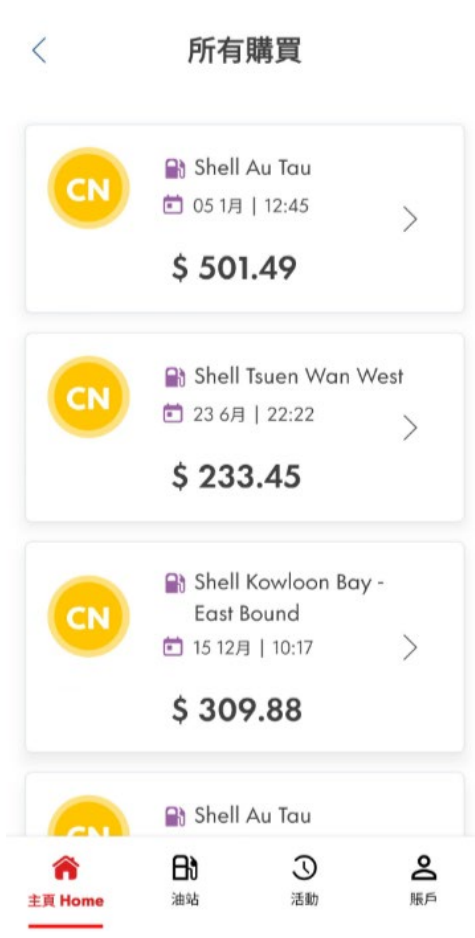


你可在此版頁查閱剩餘及已使用的信用額。
點擊【查看消費】查閱交易記錄。

△注意：信用額是以正價計算

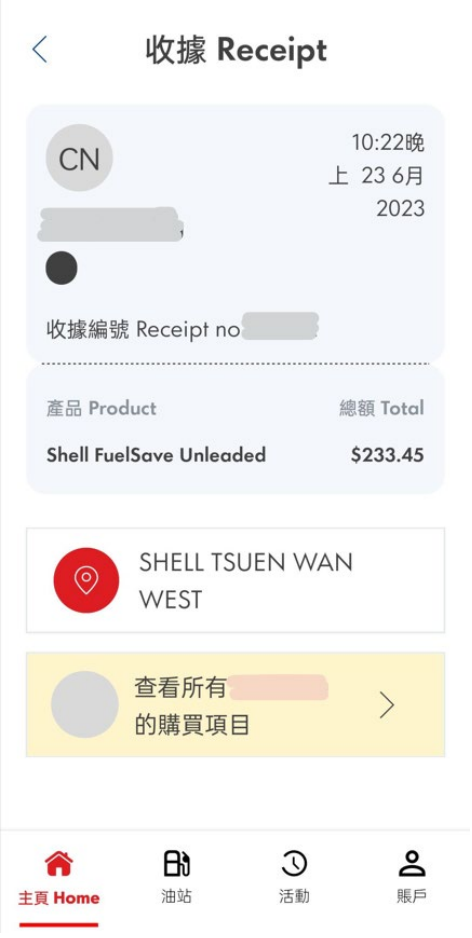
Check your available and spent credit limit in
this page. Tap on “View Spends” to view
purchases record

△Note: Credit limit calculate based on regular
price.



你可點擊其中一個交易查看詳情。

You may tap an item to see the
breakdown.





你可見到交易日期、時間、油站、
折扣後的金額及收據號碼。

You can see the transaction date,
time, station, discounted amount and
receipt on the breakdown.

查看近期交易記錄


See Recent Purchases Record






賬單 Bills

查看你的賬單和月結單
View your invoices & statements




購買紀錄 Purchases


即時查看你所有的消費記錄
View all your purchases instantly





Shell Card


查看及管理你的油咭. 訂製補發油咭
View and manage your card an...



 主頁 Home

 油站 Stations


 最近 Recents

 賬戶 Account

登入到你的Shell Fleet App 賬戶。
在主頁點擊【最近】


Login to your account.
Click on “Recents”.

最近購買
Recent Purchases





Shellclearwater Bay
Roadhong Kong Hk
26 5月 | 20:56
Day Month


HK\$ 123.45


 查看您的折扣價? View your discounted prices?

您過去 48 小時內的所有最近購買都將立即顯示在此處。
您可以在 [購買項目](#)
[Purchases](#) 部分。section.

 主頁 Home

 油站 Stations

 最近 Recents

 賬戶 Account

你可在此版頁查閱過去48小時內的交易記錄。
若想查看折扣後的金額，請點擊【購買項目】
查閱。

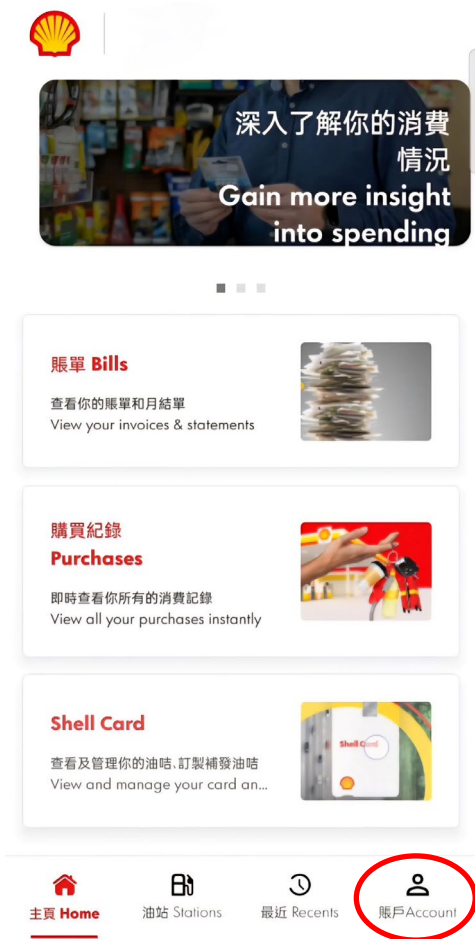
You can view all your recent purchases from
the last 48 hours in this page.
Click on “**Purchases**” to view discounted
prices.



更新信用咭 Update Credit Card Details

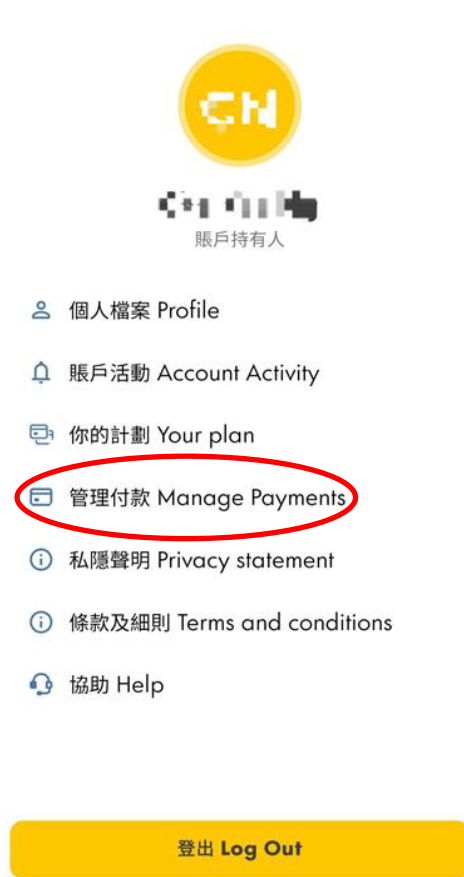


更新信用咭 Update Credit Card Details



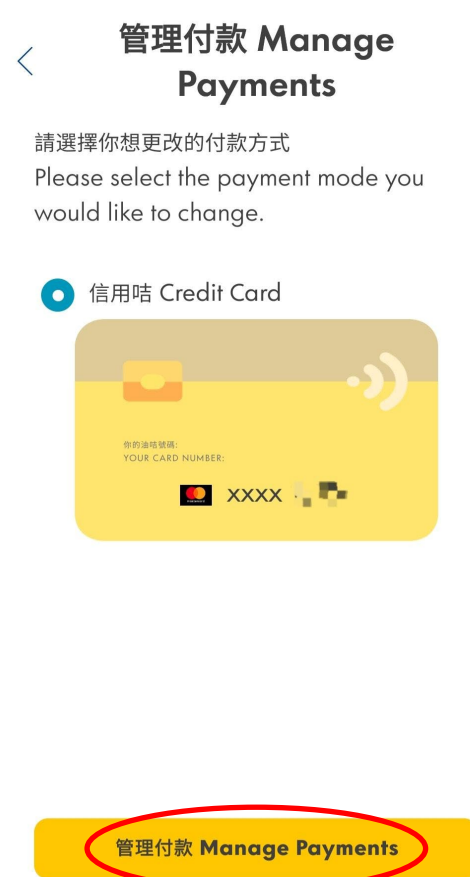
登入後，在右下角點擊【賬戶】

Login to your account.
Click on “**Account**”.



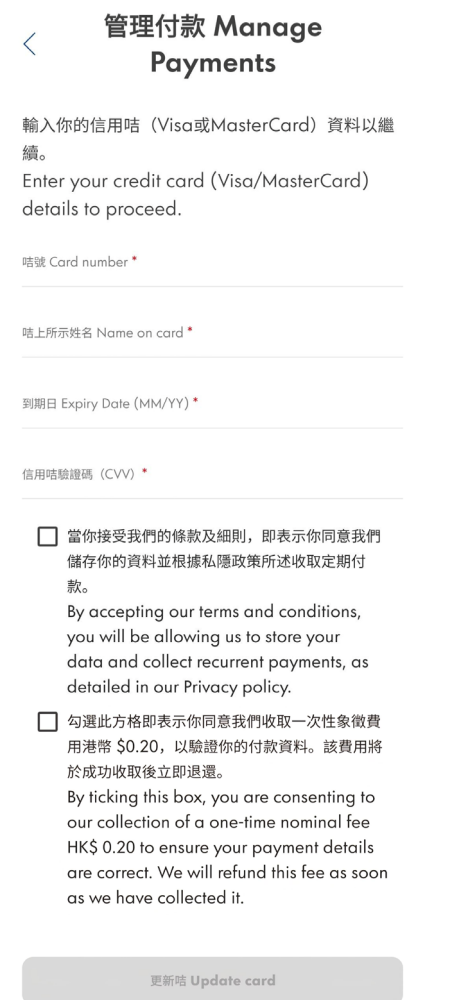
選擇【管理付款】

Select “**Manage Payments**”



點擊【管理付款】

Tap on “**Manage Payments**”



輸入你的信用咭資料（只接受Visa 和 Mastercard信用咭），然後點擊【更新咭】

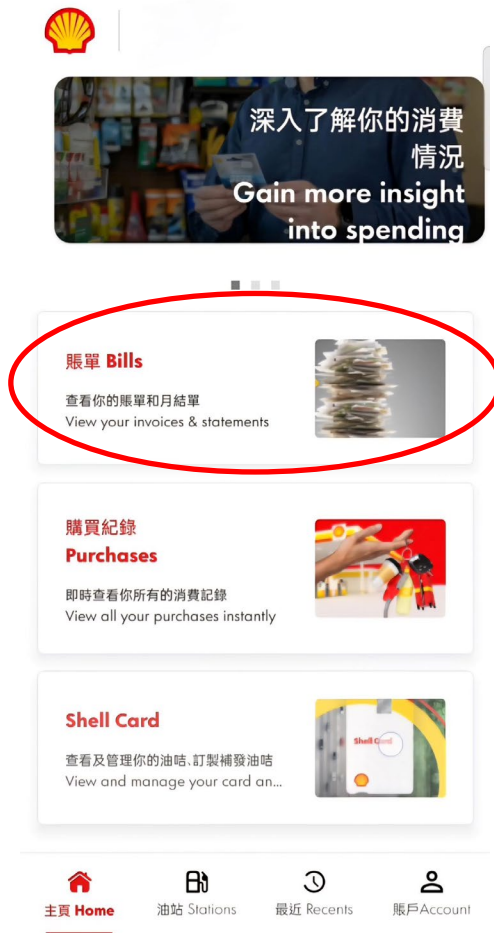
Enter your credit card details. (Only Mastercard/ Visa card is acceptable).
Then “**Update card**”



下載賬單 Download Bills

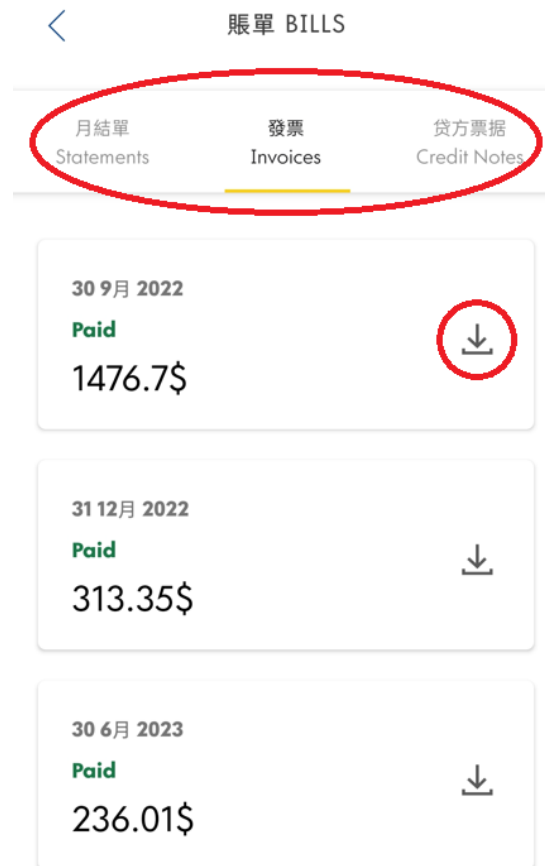


下載賬單 Download Bills



登入後，在主頁點擊【賬單】

After login, tap on “Bills”



選擇想查看的月結單或發票，然後點擊
下載標誌

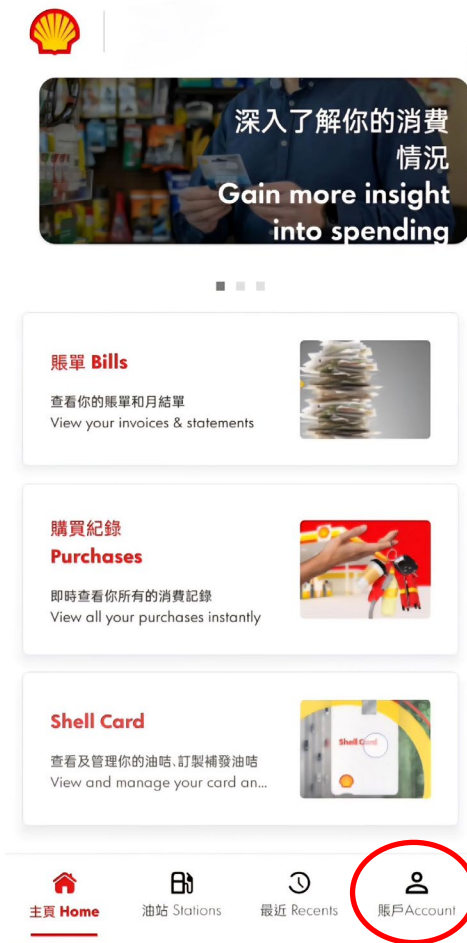
Choose on a Statements or Invoices, then
tap on the download sign.



管理你的賬戶 Manage Your Account



更新地址 Update Address



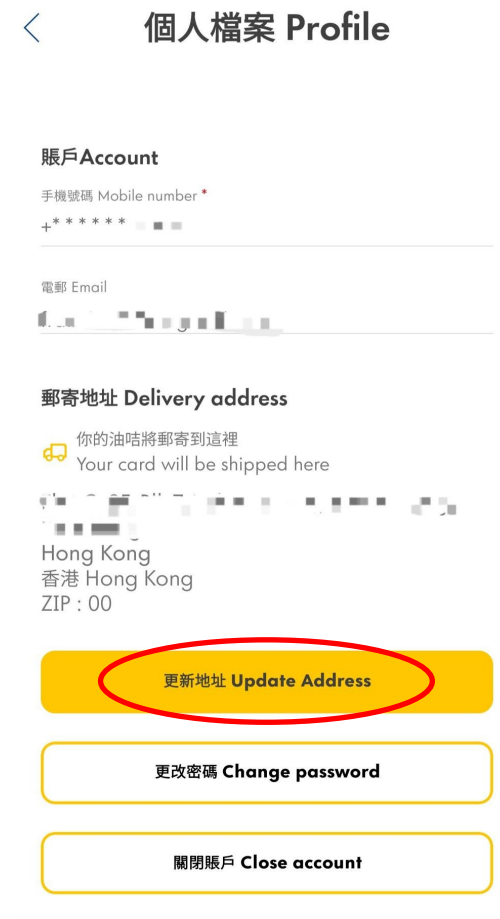
登入後，在右下角選擇【賬戶】

After login, tap on “Account”



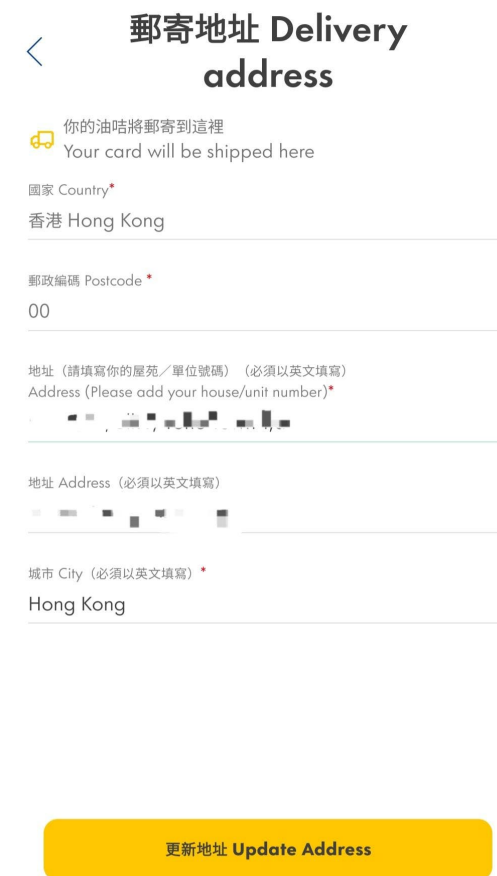
選擇【個人檔案】

Select “Profile”



點擊【更新地址】

Click “Update Address”

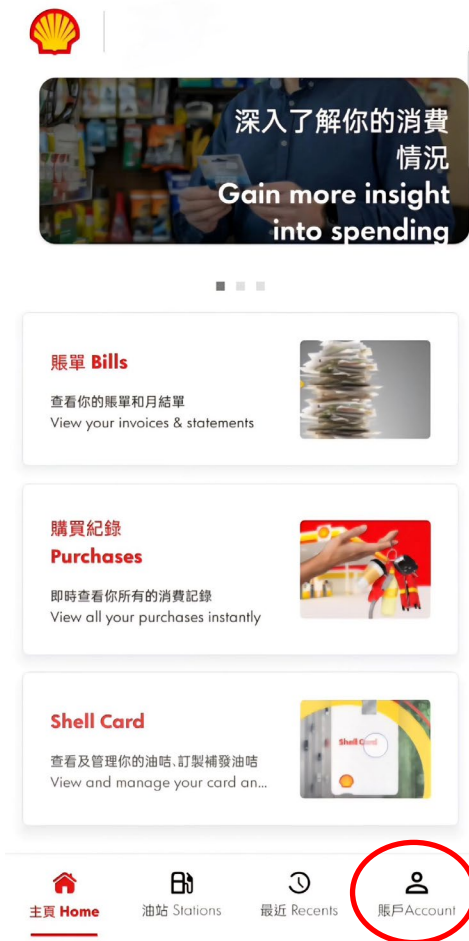


以英文輸入你的新地址，然後點擊【更新地址】

Enter your new address and tap on “Update Address”

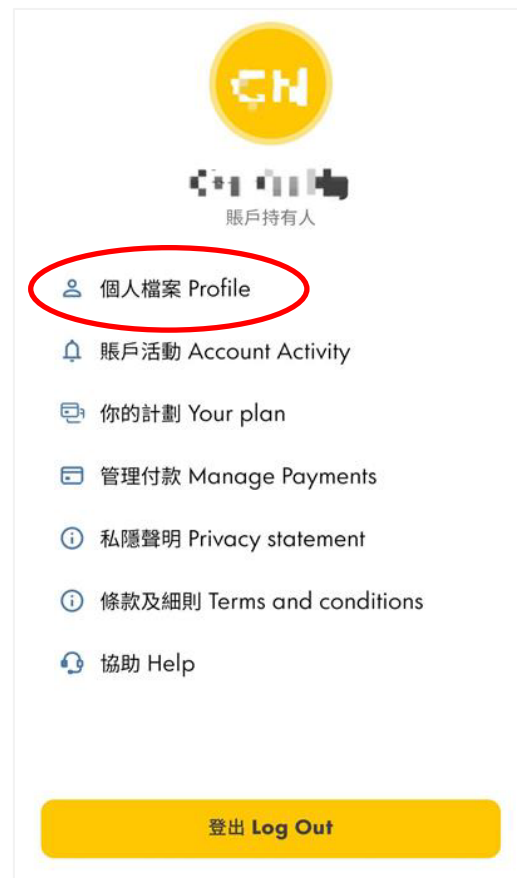
更改登入密碼

Change Sign In Password



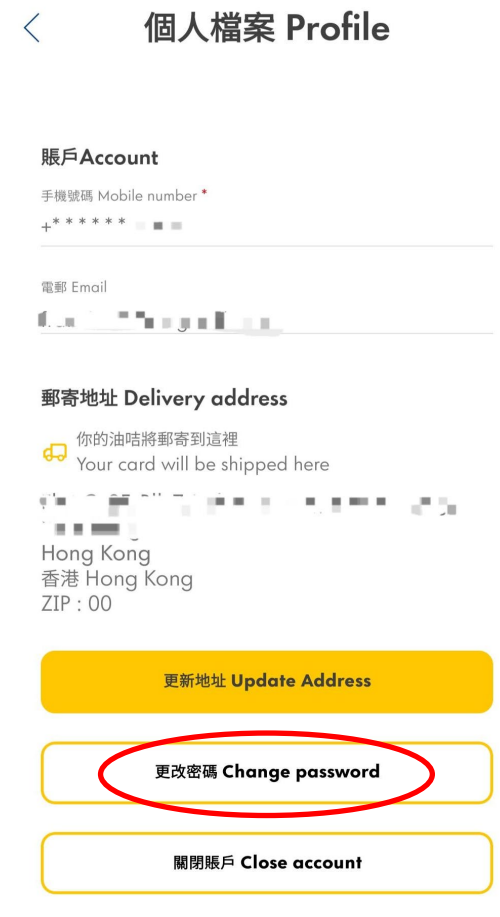
登入後，在右下角選擇【賬戶】

After login, tap on “Account”



選擇【個人檔案】

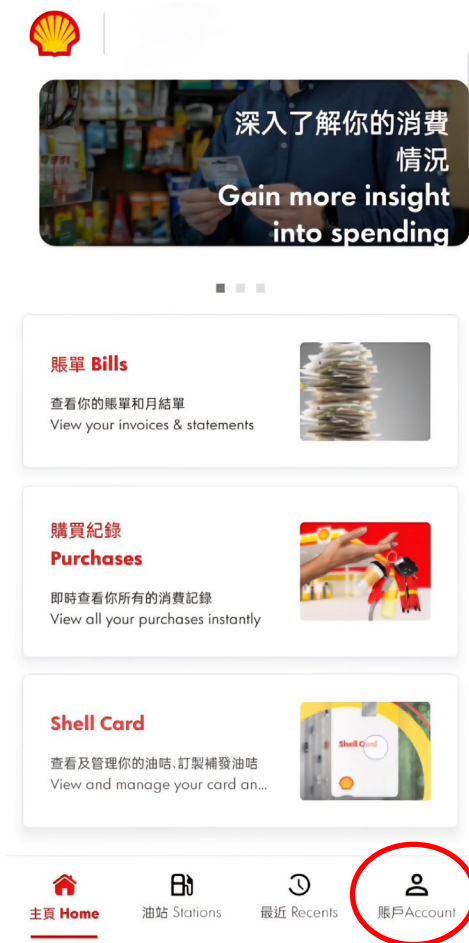
Select “Profile”



點擊【更改密碼】

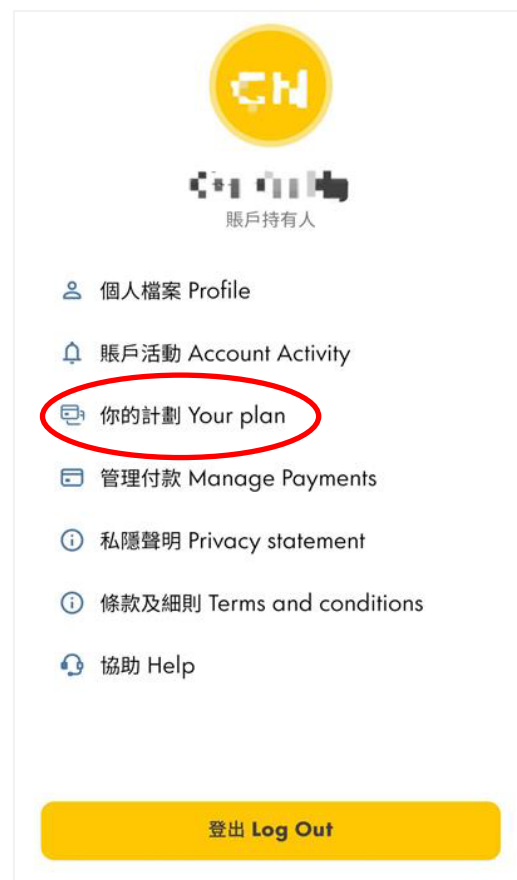
Click “Change password”

查看優惠計劃 View Your Discount Plan



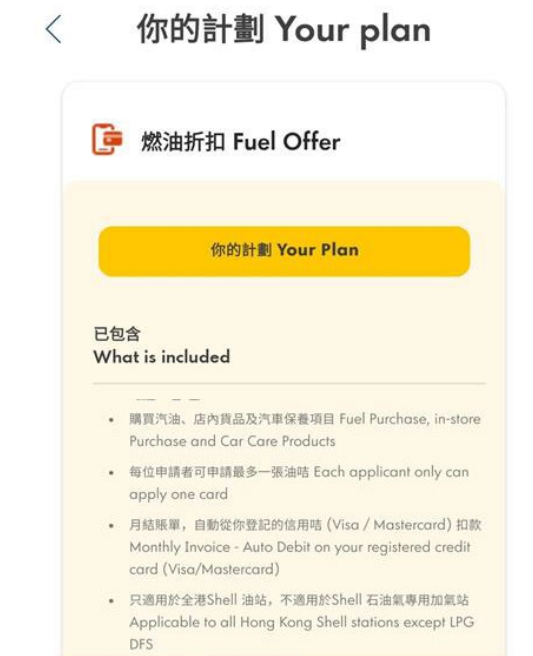
登入後，在右下角選擇【賬戶】

After login, tap on “Account”



選擇【你的計劃】

Select “Your plan”



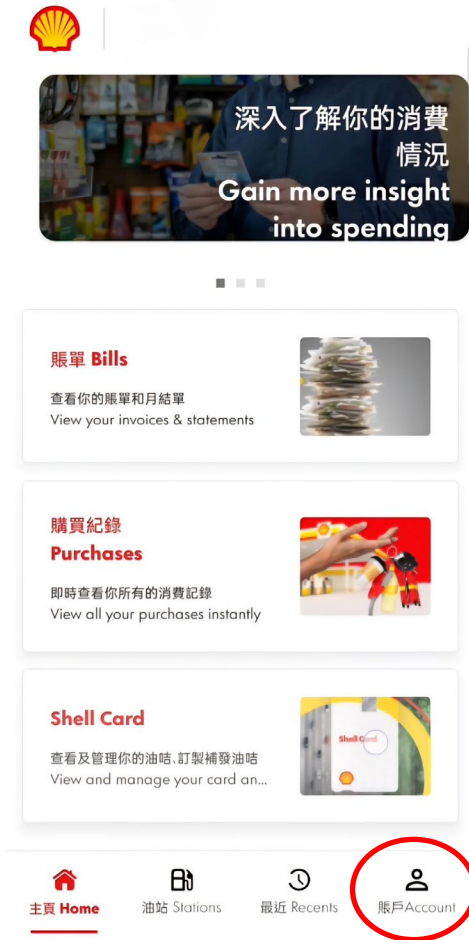
你可在此版頁查看你的折扣優惠

△注意：以上畫面只供參考

You can view your discount offer in this page

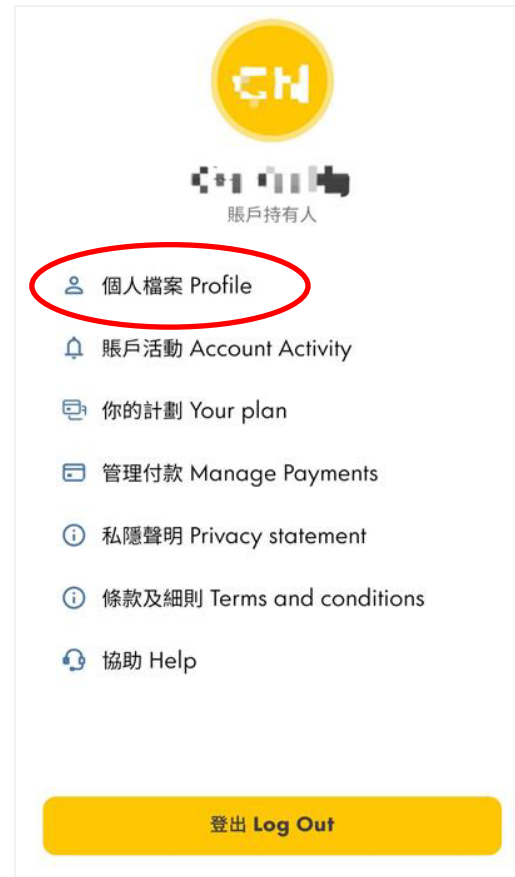
△Note: The above image is for reference only.

關閉賬戶 Close Account



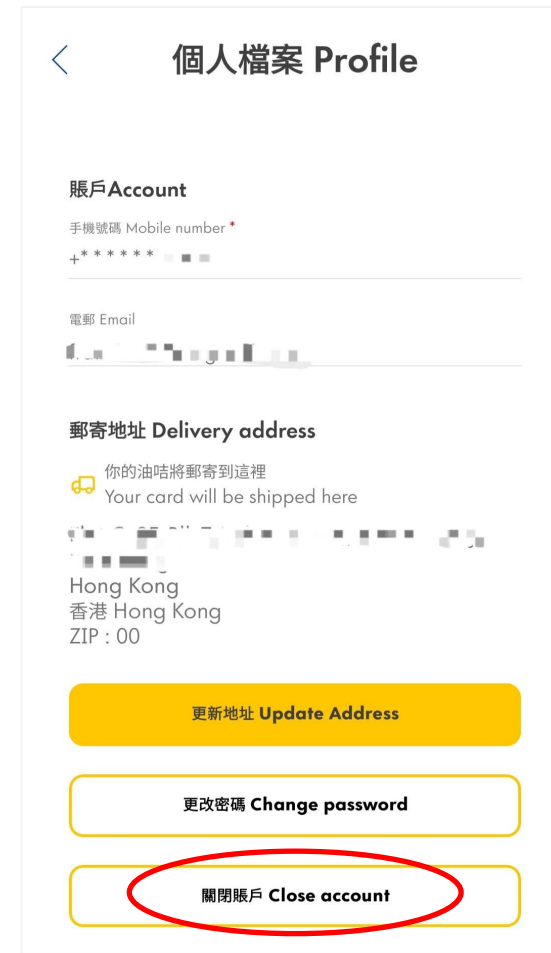
登入後，在右下角選擇【賬戶】

After login, tap on “Account”



選擇【個人檔案】

Select “Profile”



點擊【關閉賬戶】

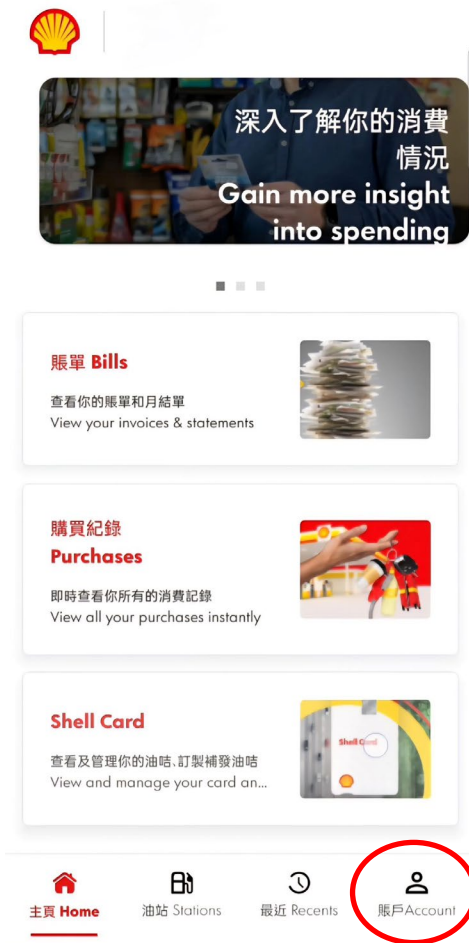
Click “Close Account”



聯絡我們
Contact Us

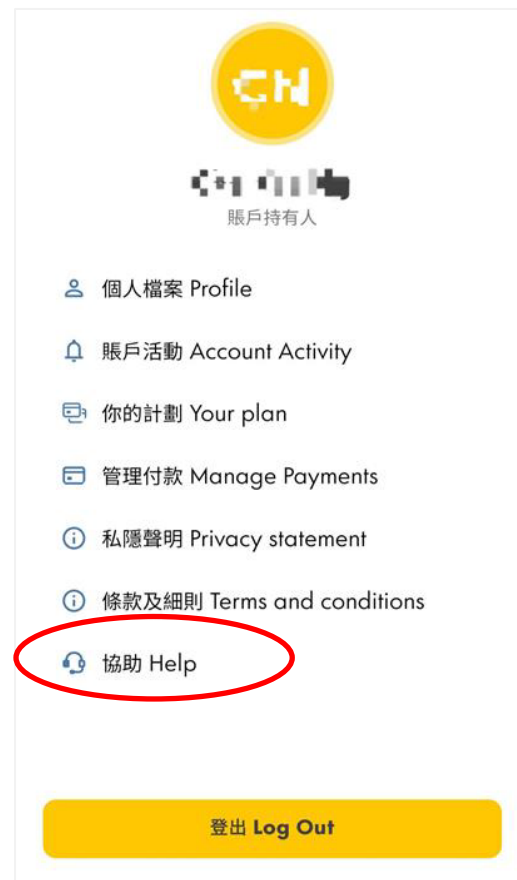


聯絡我們 Contact Us



登入後，在右下角選擇【賬戶】

After login, tap on “Account”



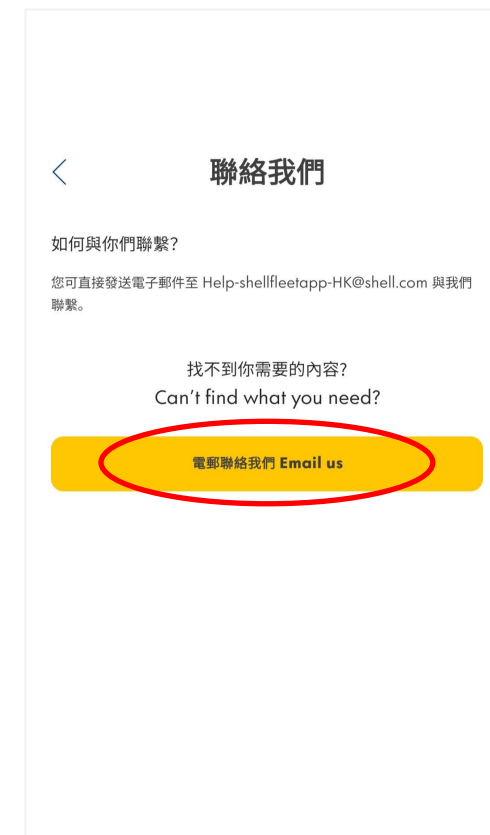
選擇【協助】

Select “Help”



點擊【如何與你們聯繫】

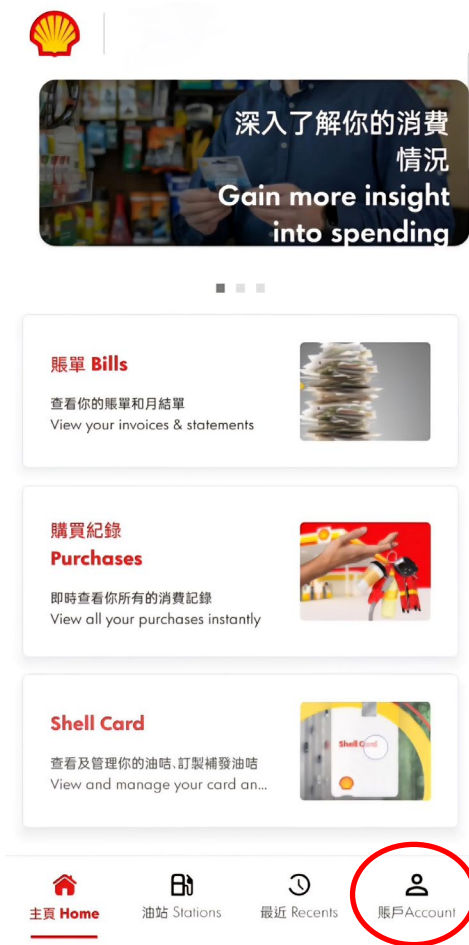
Click “How can I contact you”



點擊【電郵聯絡我們】，寫下你的查詢並發出電郵給我們

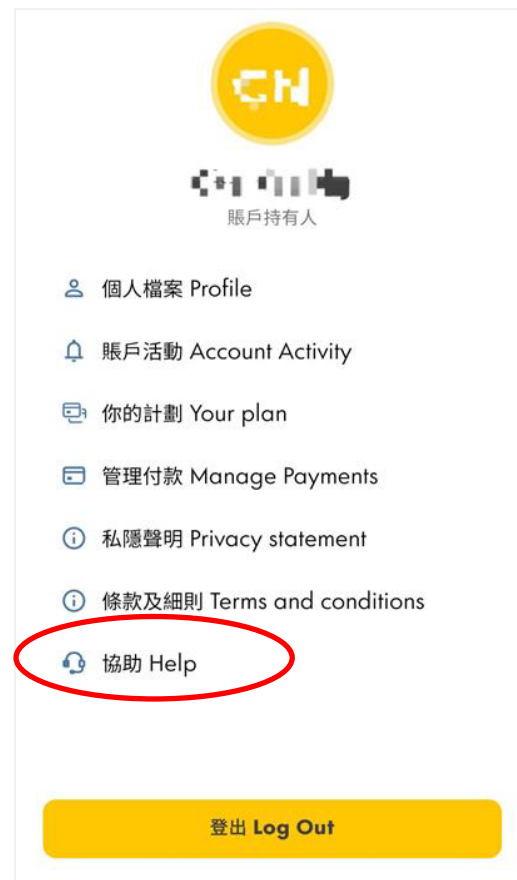
Click “Email us” write down your enquiry and send us email

常見問題 FAQs



登入後，在右下角選擇【賬戶】

After login, tap on “Account”



選擇【協助】

Select “Help”



如果你遇到困難，可以先參考我們的常見問題

If you encounter any difficulties, you may refer to our FAQs first.

