Shell Fleet App 用戶指南

Shell Fleet App User Guide

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Shell Fleet App 申請流程
Shell Fleet App Onboarding Guide

⚠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.

Download via App Store

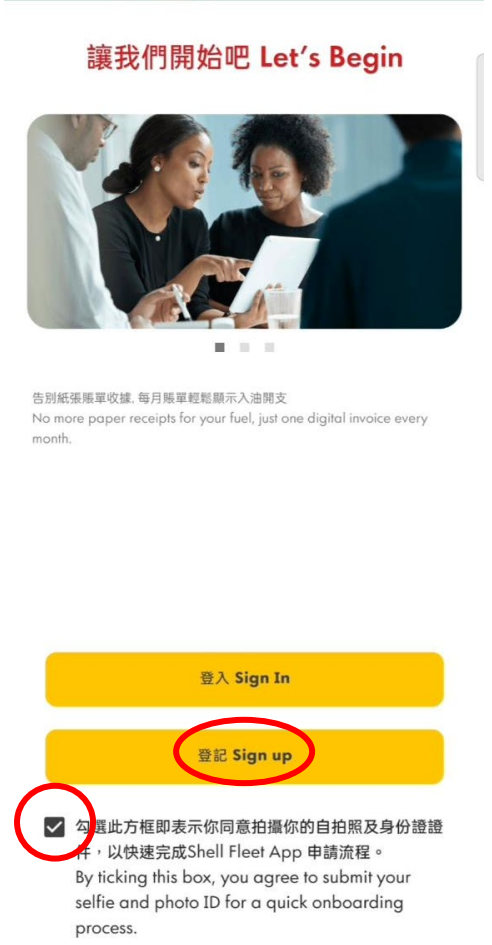
Download via Google play

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.

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.



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**".

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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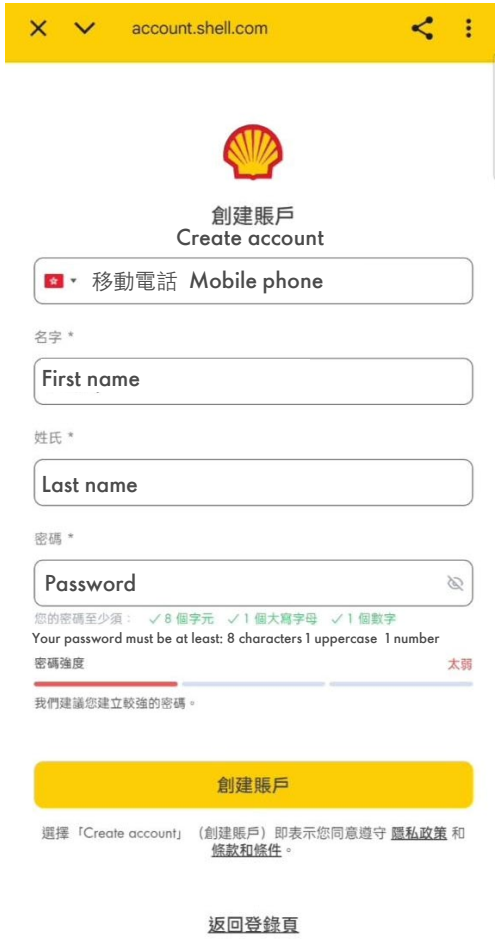
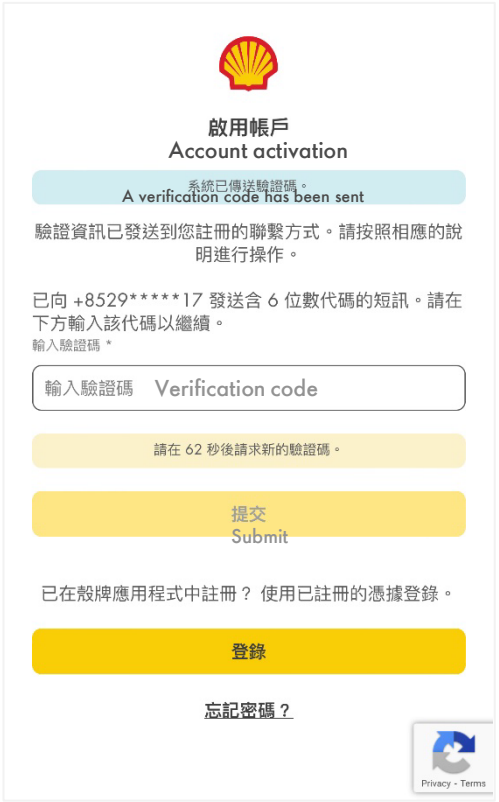
輸入你在邀請電郵中 2 或由貴司提供的獨立驗證碼

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



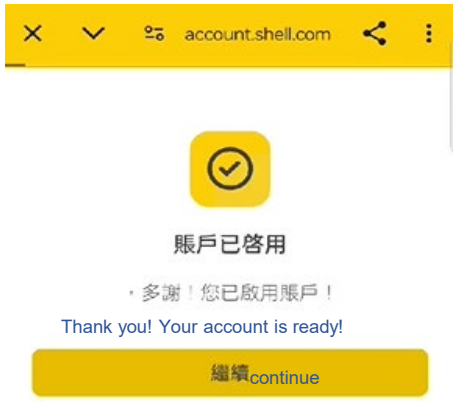
輸入手機號碼、名字、姓氏及設定密碼完成後，點擊【**創建賬戶**】以便繼續。

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



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.



驗證成功後，點擊【**繼續**】到下一步

After verified, click "**Continue**" to next step

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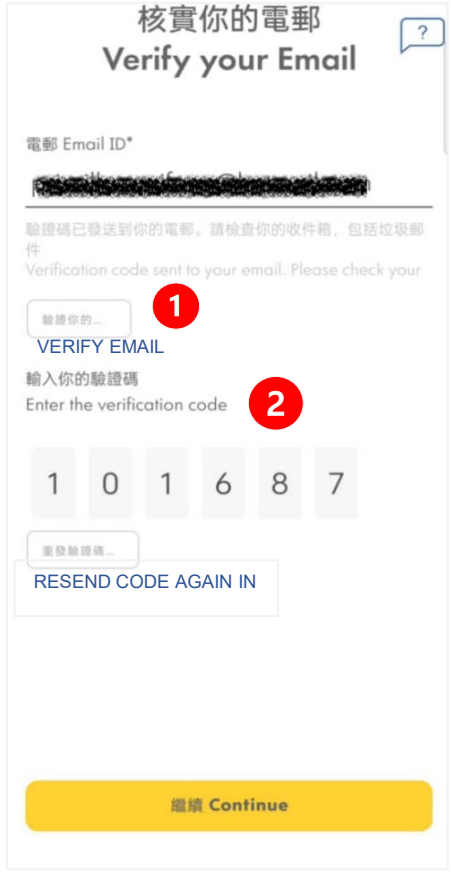
⚠ Note: After creating your account, if the application process is interrupted for any reason, please log back into the Shell Fleet App using the registered email and password to continue. Do not input unique code again. (For details, please refer to page 12 of the guide.)

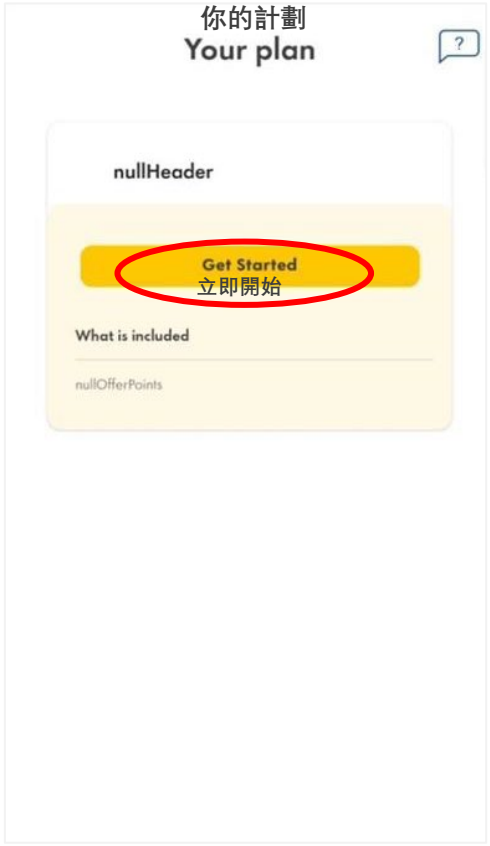


輸入電郵地址，然後點擊【**驗證你的電郵**】❶ 你會收到驗證電郵。

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

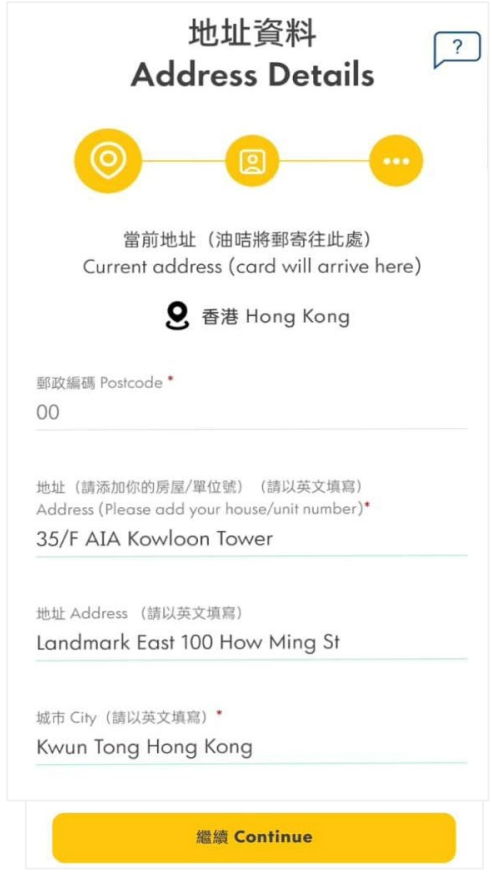
打開電郵讀取你的6位數驗證碼。
在 ❷輸入。
如你没有收到驗證電郵，可點擊【**重發驗證碼**】
(請確保你已查看垃圾郵件)

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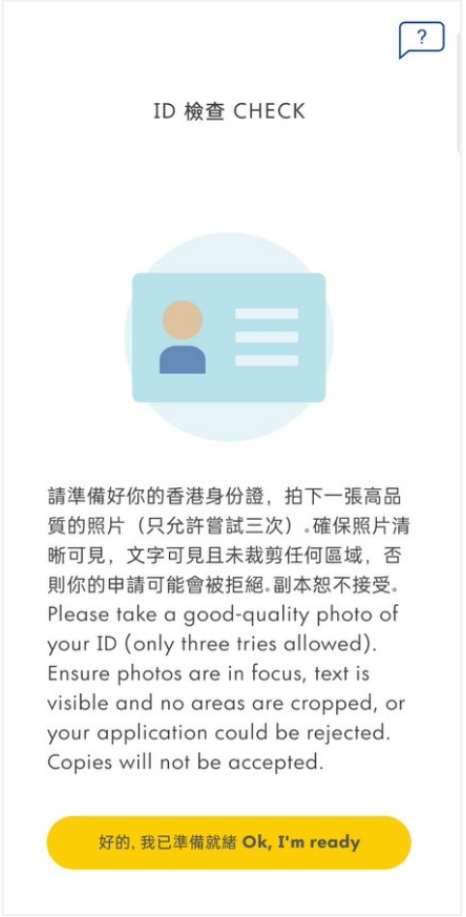
⚠ Note: After creating your account, if the application process is interrupted for any reason, please log back into the Shell Fleet App using the registered email and password to continue. Do not input unique code again. (For details, please refer to page 12 of the guide.)

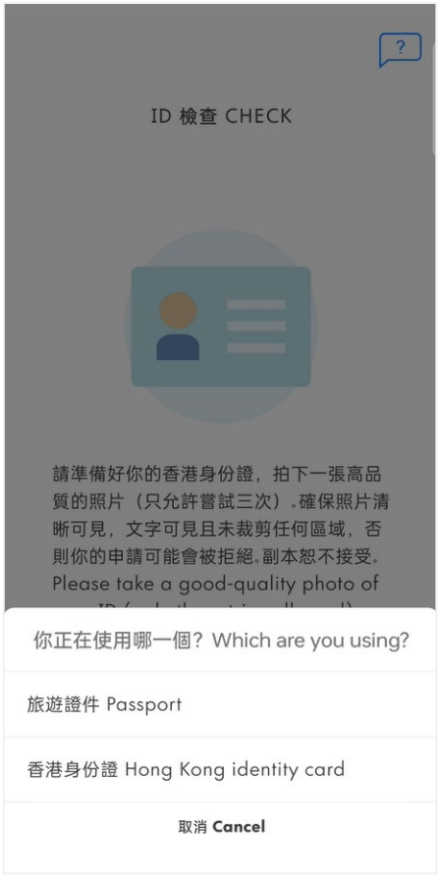
請以英文輸入個人資料。
⚠注意：填寫的資料需與你的身份証資料吻合。

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



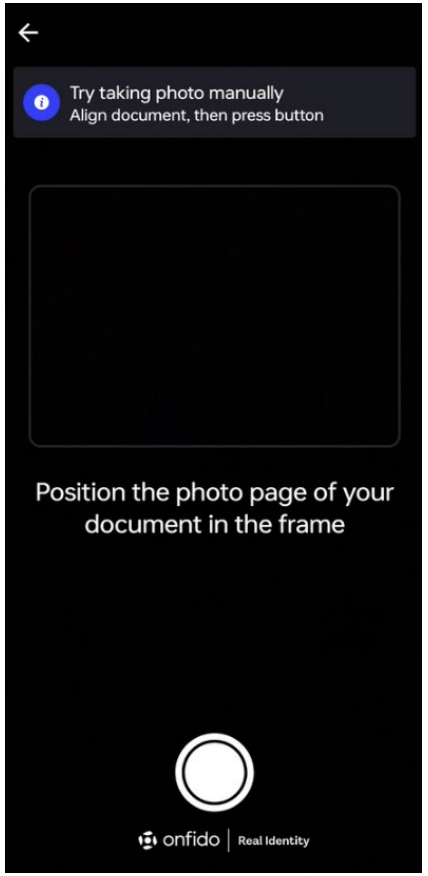
接下來我們需要檢查你的身份，請準備好你的身份證。

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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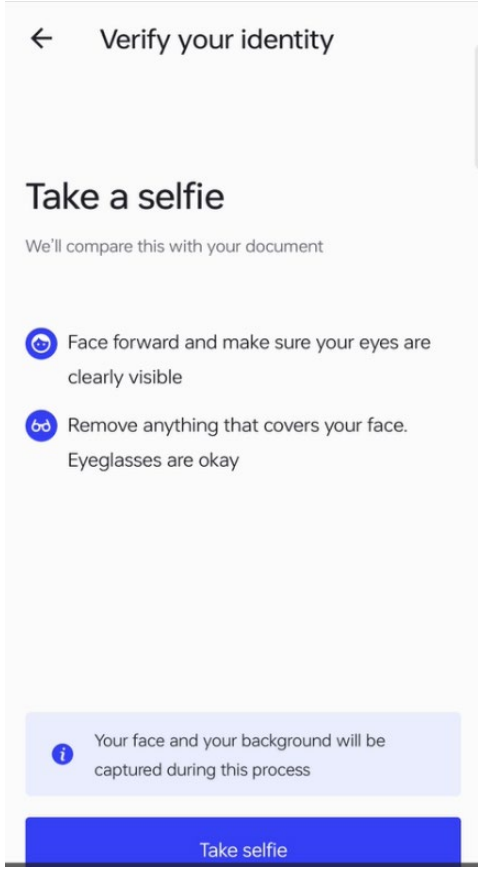
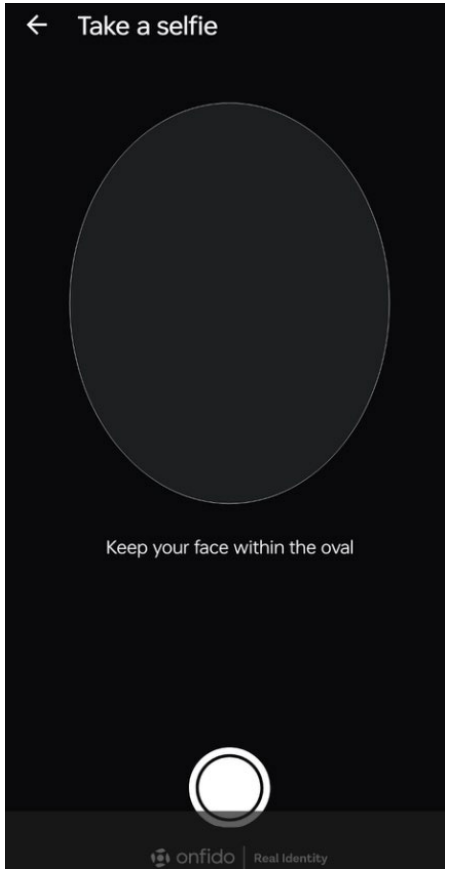
確認你的證件照片清晰可見，然後提交。
⚠注意：如照片不清晰，煩請點擊【**Retake photo**】重拍。

Confirm your photo and submit.
⚠Notes: If the photo is unclear, please tap on "**Retake photo**" to retake.



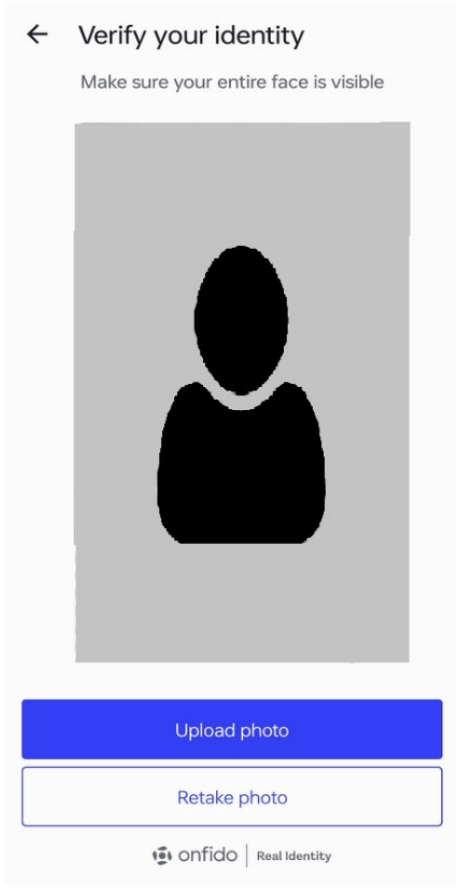
現在需要你自拍一張照片，以確認你是證件照片的同一人。

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，然後上載。
⚠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.

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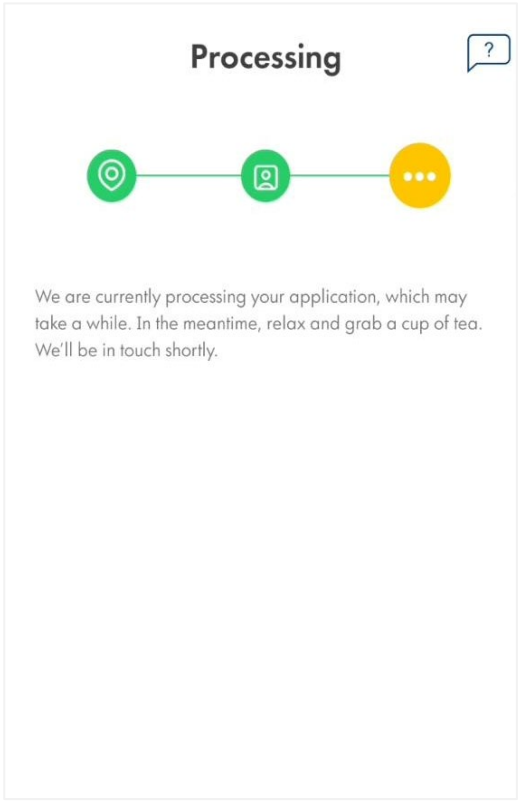
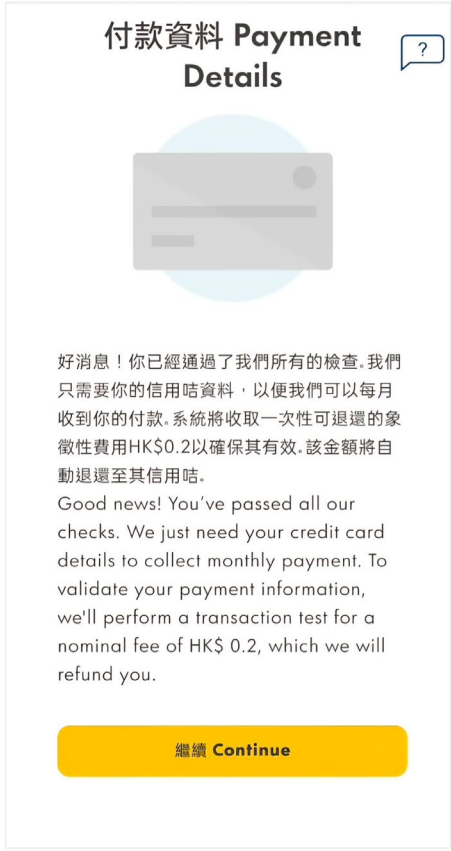


此時Shell Fleet App 系統會處理你的申請。此操作需時，我們會用短信通知你的申請狀況

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

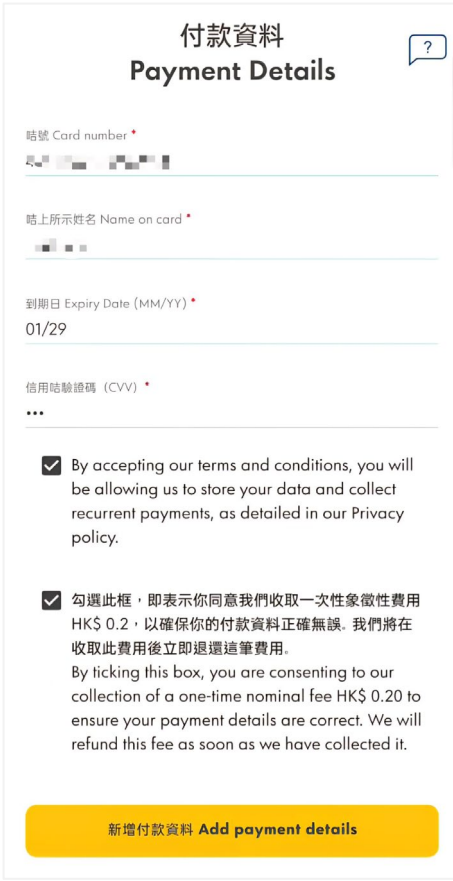
審核情況會以短信通知

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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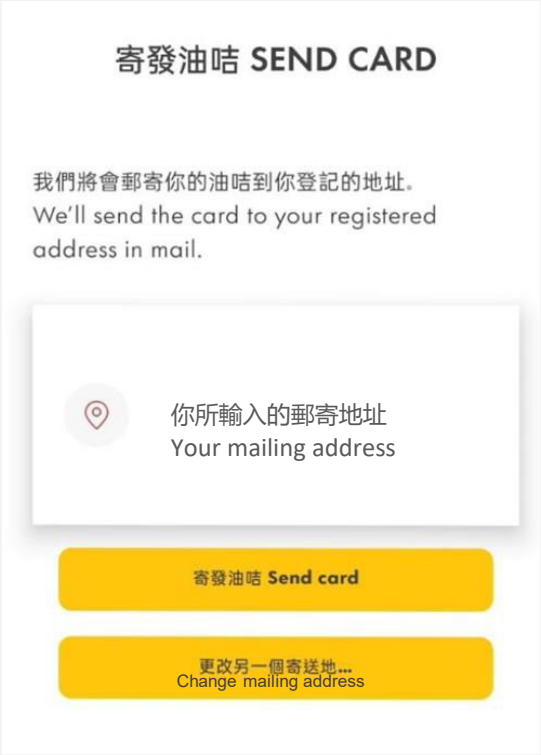

確定寄發油咭的地址，按下**【寄發油咭】**
如不正確，按下**【更改另一個寄送地址】**
更正。

Confirm your mailing address then tap for "**Send Card**"
If incorrect, tap on "**Change mailing address**" and update.

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).

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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.

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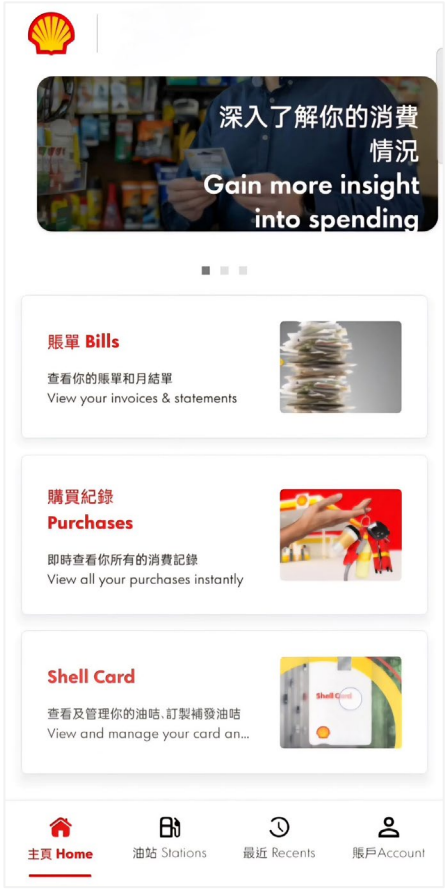
啓動油咭
Activate Your Card



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.

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登入賬戶
Sign In

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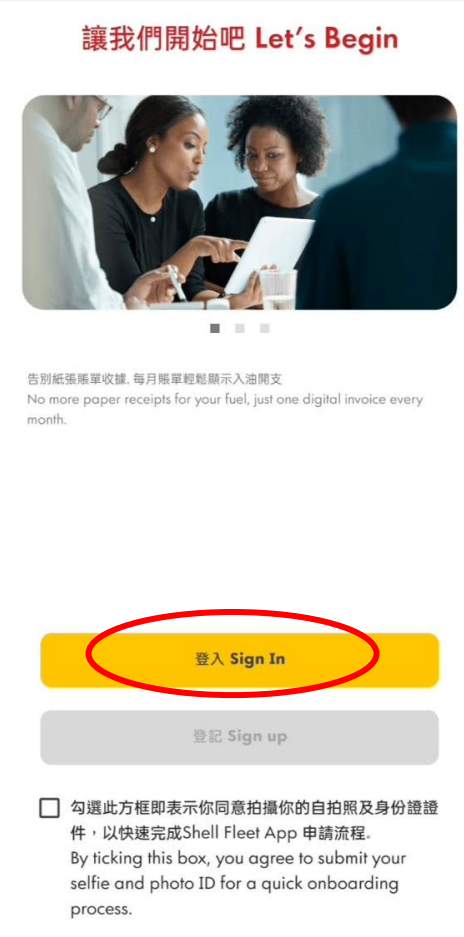
登入賬戶
Sign In



打開你的Shell Fleet App，按下**【登入】**

Open Shell Fleet App then tap on "**Login**"

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.

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管理油咭
Manage Your Card

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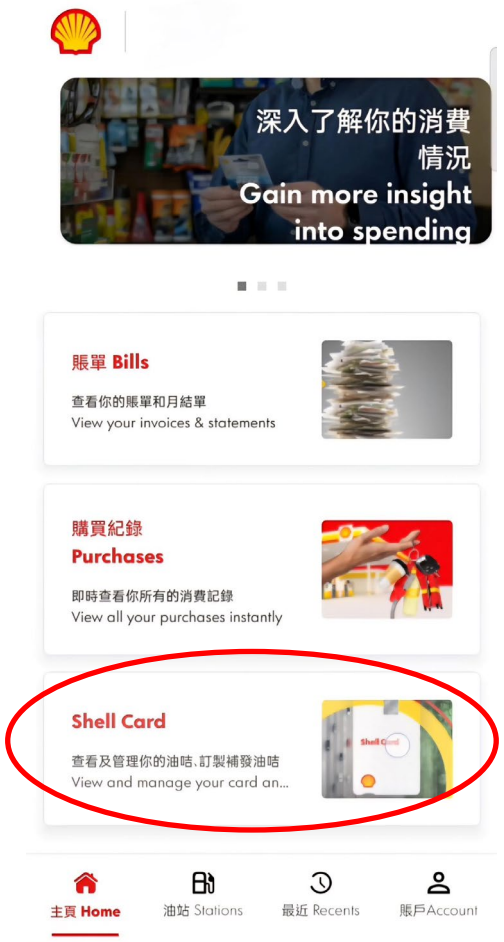
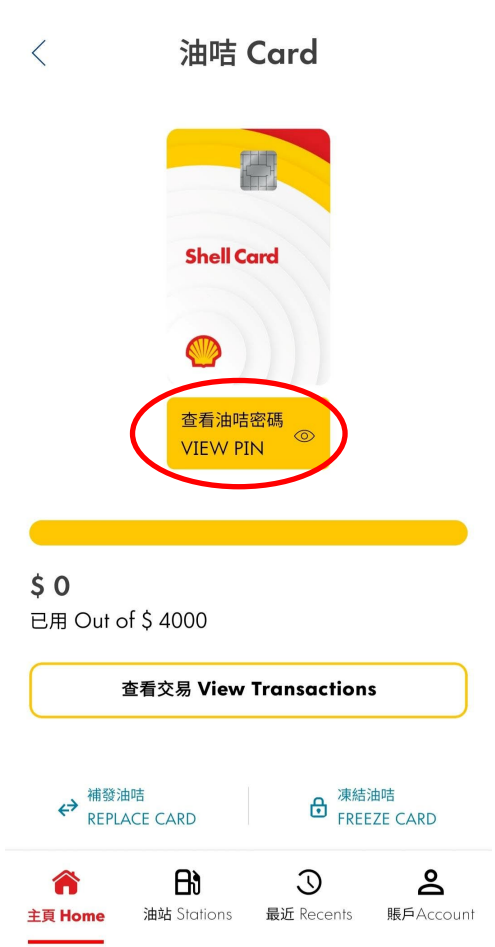
查閱或更改油咭密碼
View/Change Card PIN



登入到你的Shell Fleet App 賬戶。
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.

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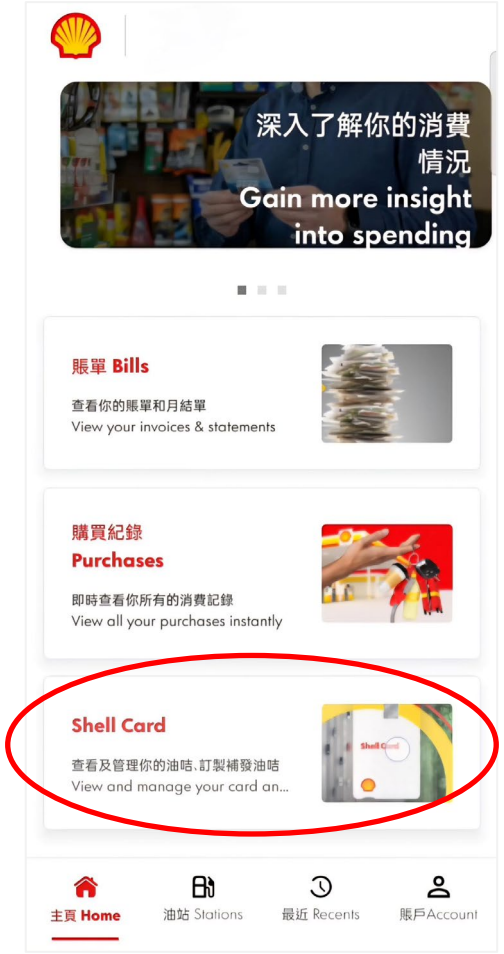
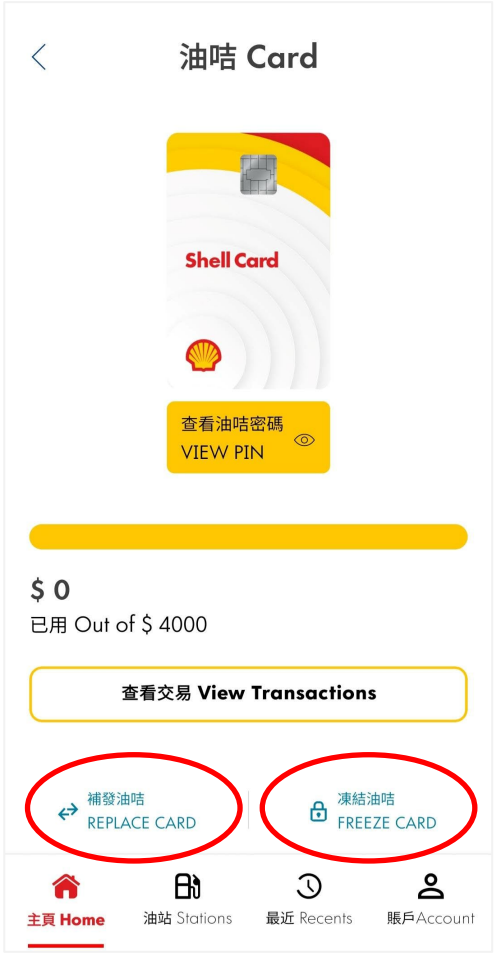
凍結或補發油咭
Block/Replace Card



登入到你的Shell Fleet App 賬戶。
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**”

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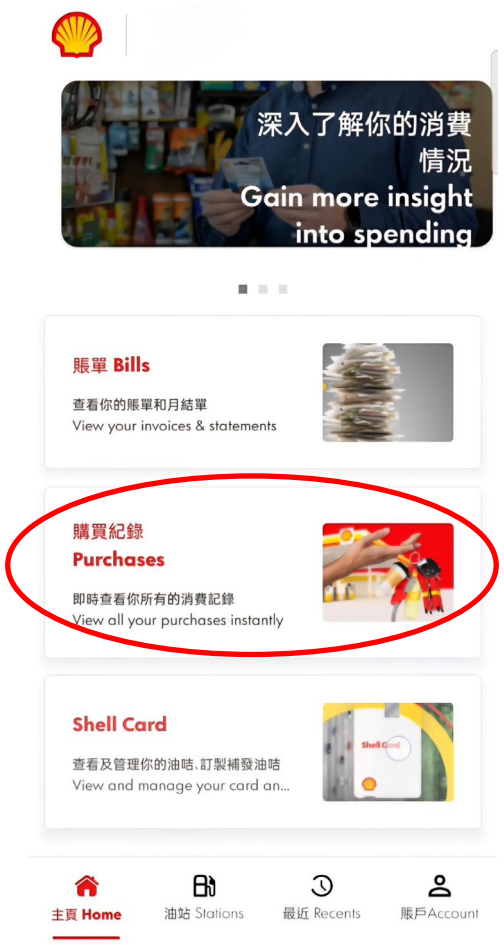
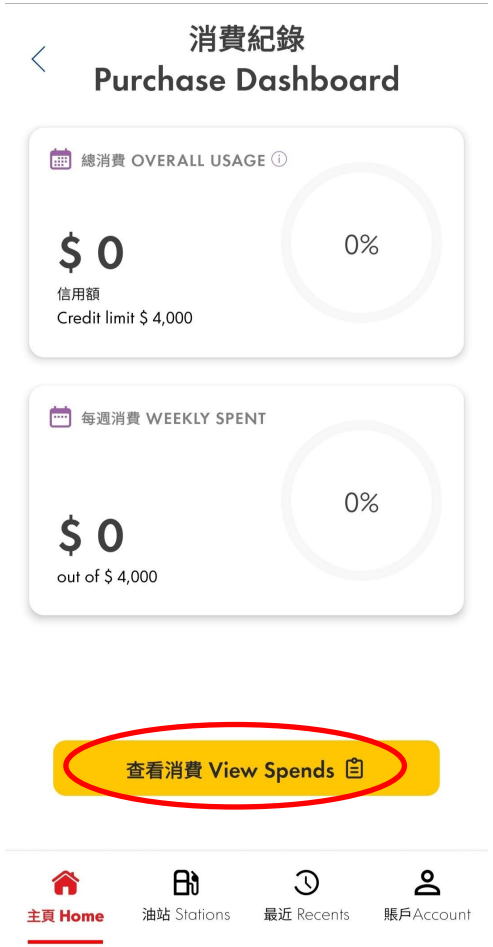
查看可用信用額及交易記錄
See Available Credit Limit and Purchases Record



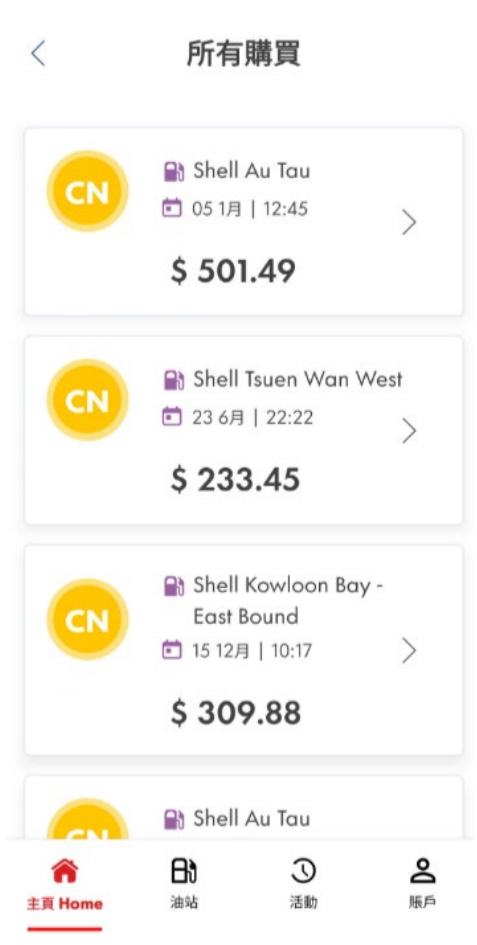
登入到你的Shell Fleet App 賬戶。
在主頁點擊【**購買記錄**】

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

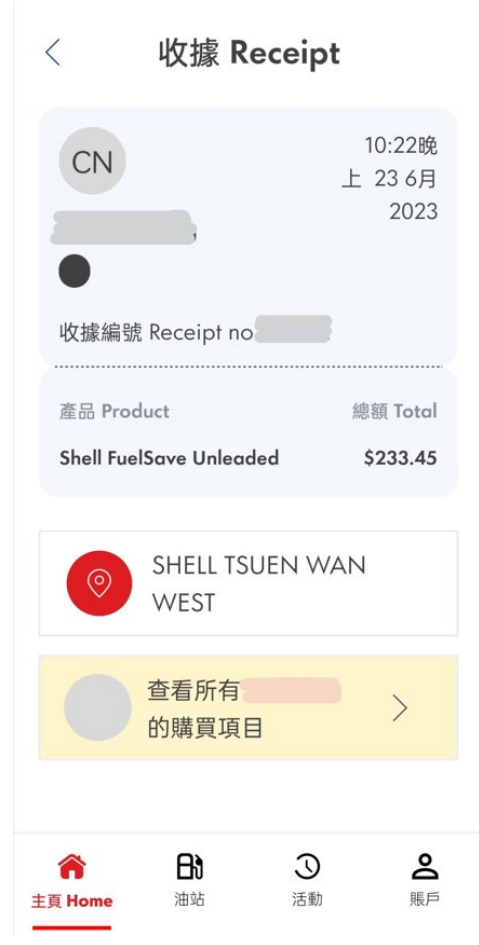


你可在此版頁查閱剩餘及已使用的信用額。
點擊【**查看消費**】查閱交易記錄。
⚠注意：信用額是以正價計算

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。



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.

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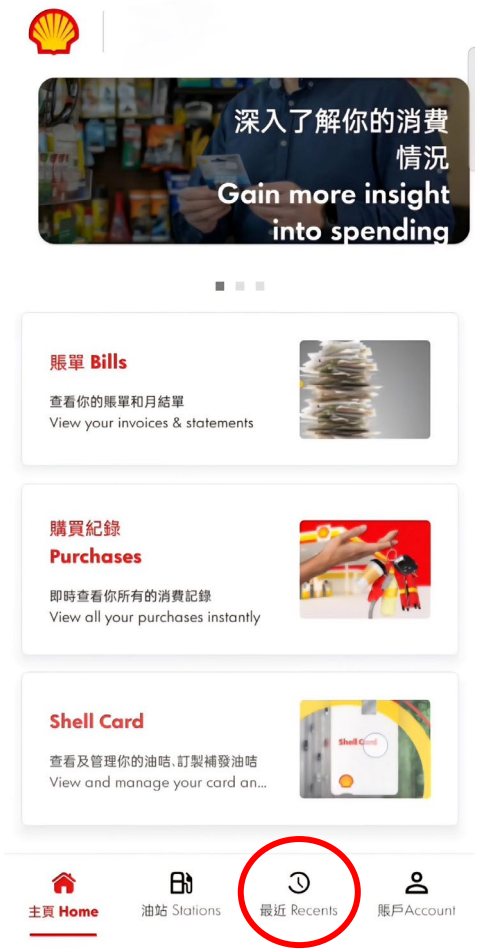
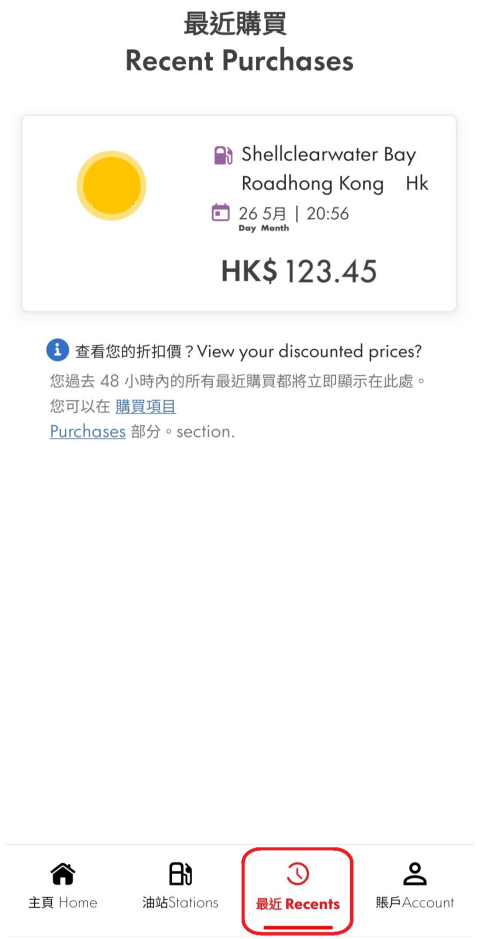
查看近期交易記錄
See Recent Purchases Record



登入到你的Shell Fleet App 賬戶。
在主頁點擊【**最近**】

Login to your account.
Click on “Recents”.



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.

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更新信用咭
Update Credit Card Details

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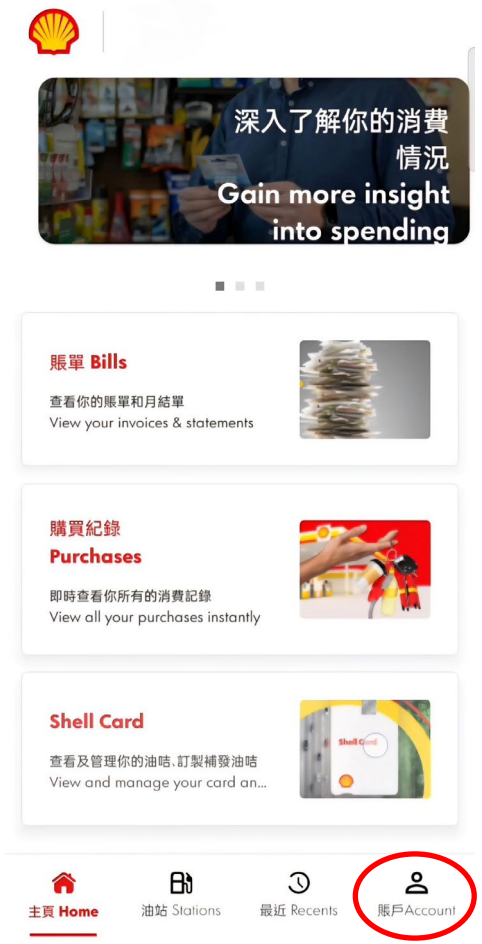
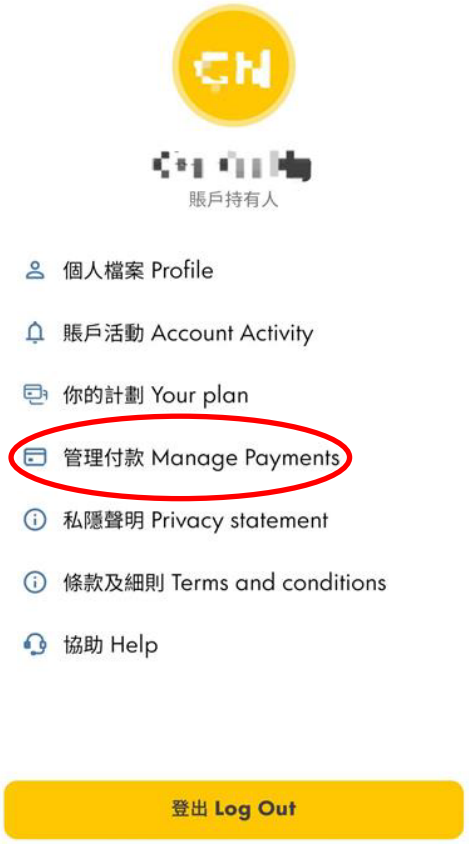
更新信用咭
Update Credit Card Details



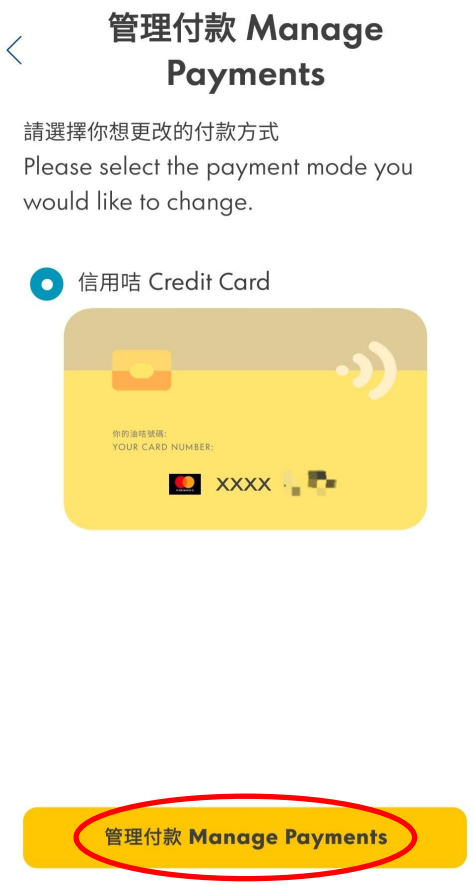
登入後，在右下角點擊【**賬戶**】

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



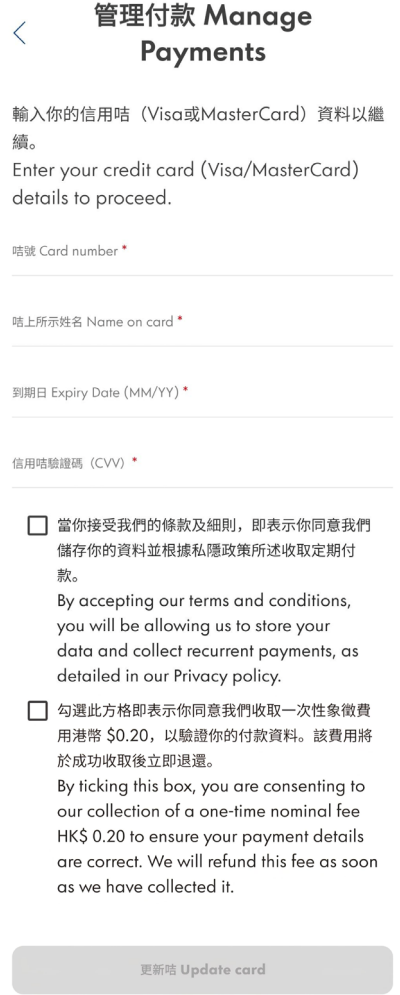
選擇【**管理付款**】

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**”

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下載賬單
Download Bills

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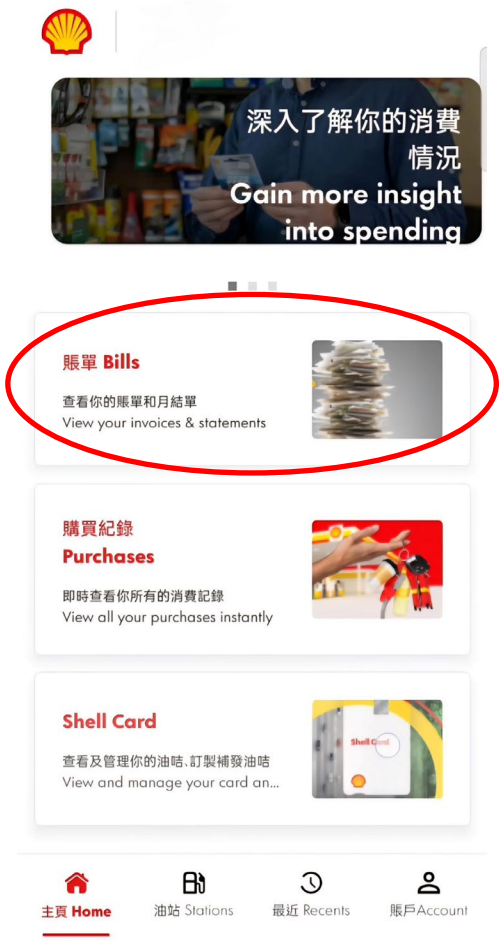
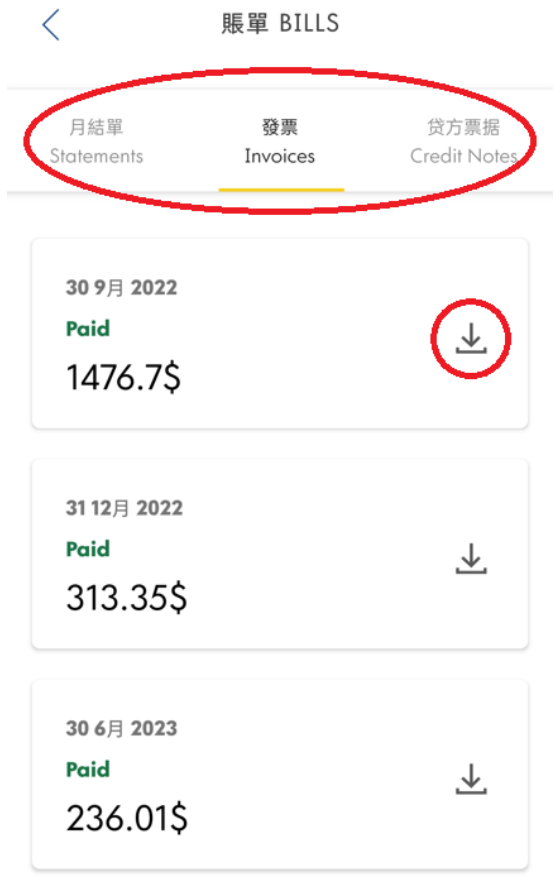
下載賬單
Download Bills



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.

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管理你的賬戶
Manage Your Account

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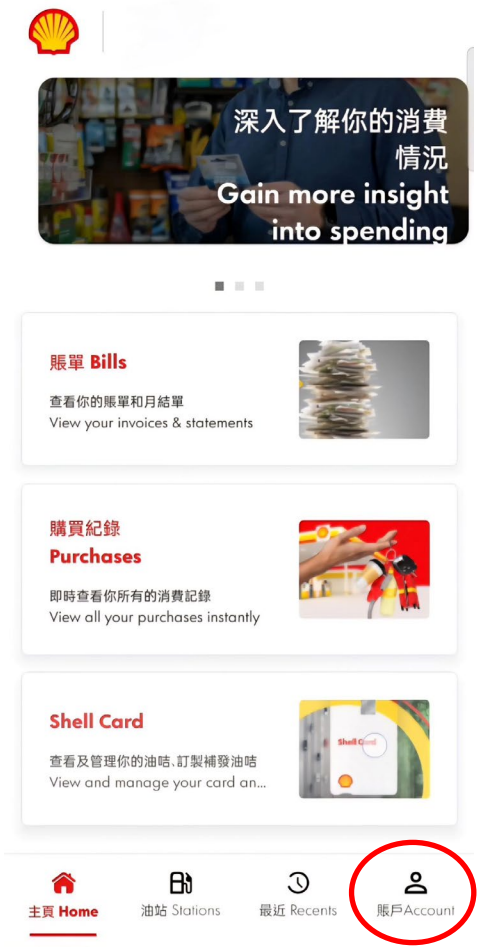
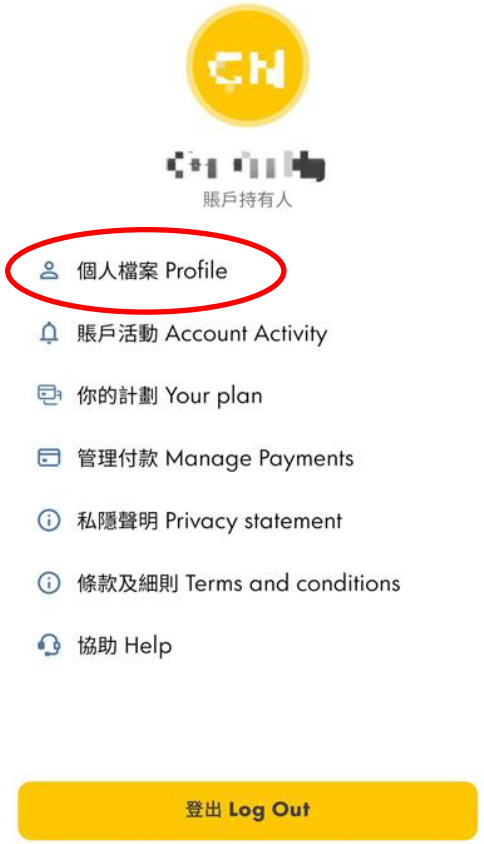
更新地址
Update Address



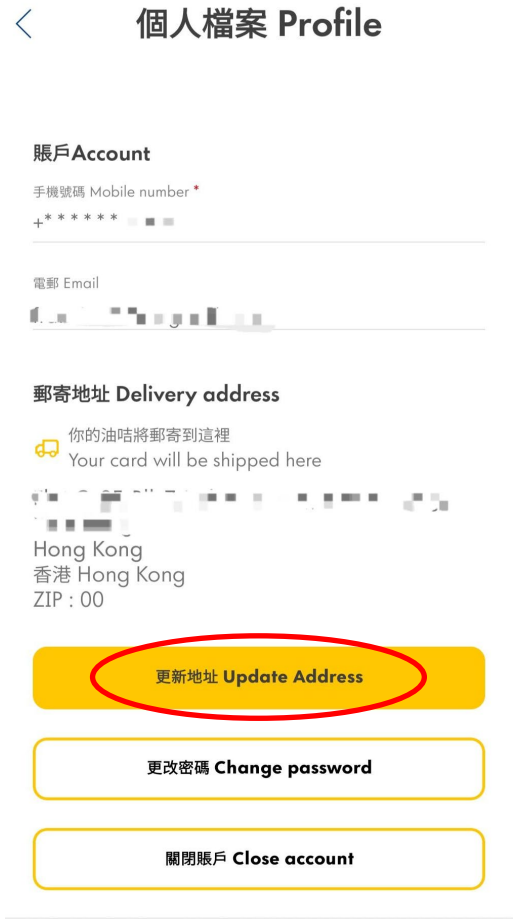
登入後，在右下角選擇【**賬戶**】

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**"

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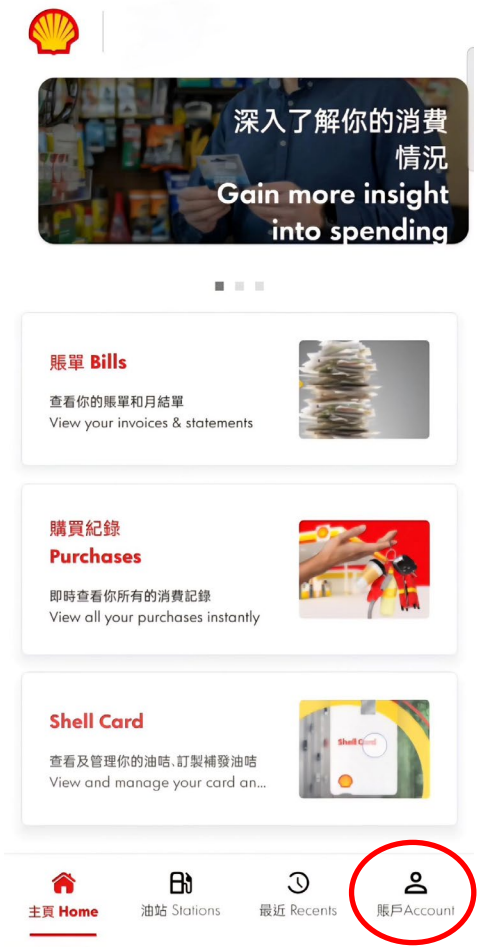
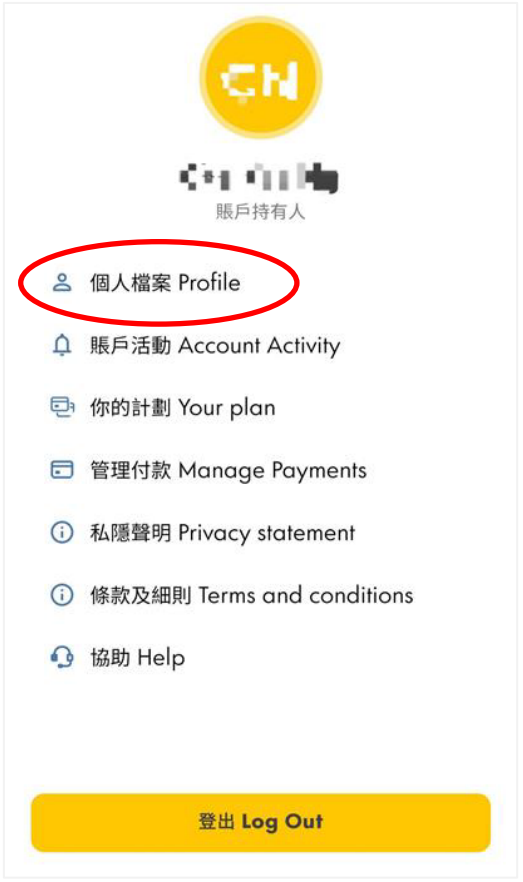
更改登入密碼
Change Sign In Password



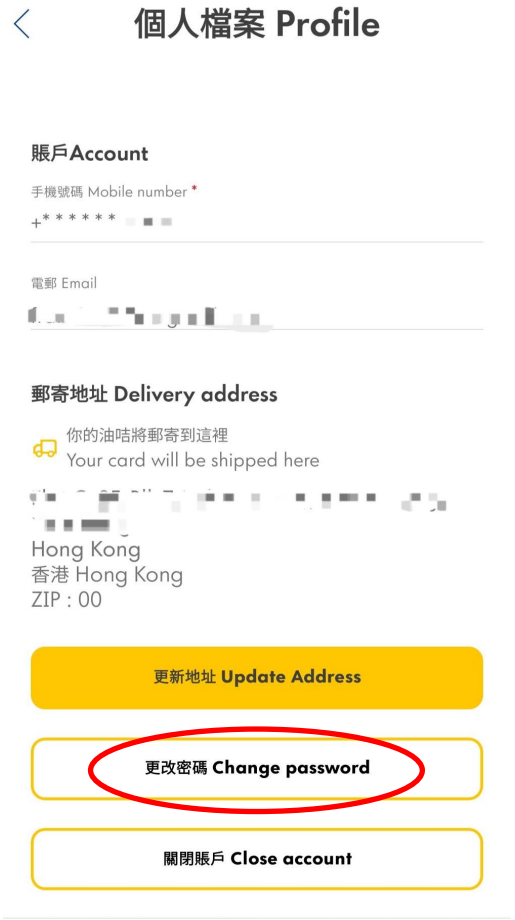
登入後，在右下角選擇【**賬戶**】

After login, tap on "**Account**"



選擇【**個人檔案**】

Select "**Profile**"



點擊【**更改密碼**】

Click "**Change password**"

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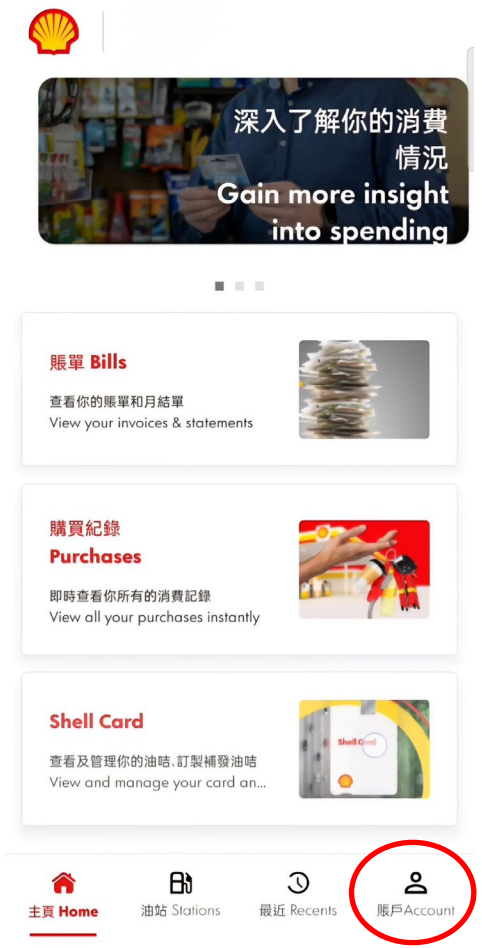
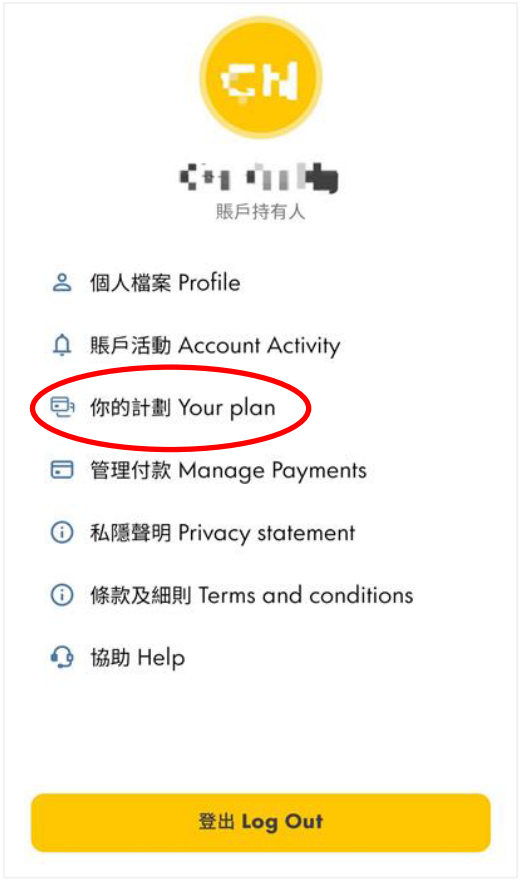
查看優惠計劃
View Your Discount Plan



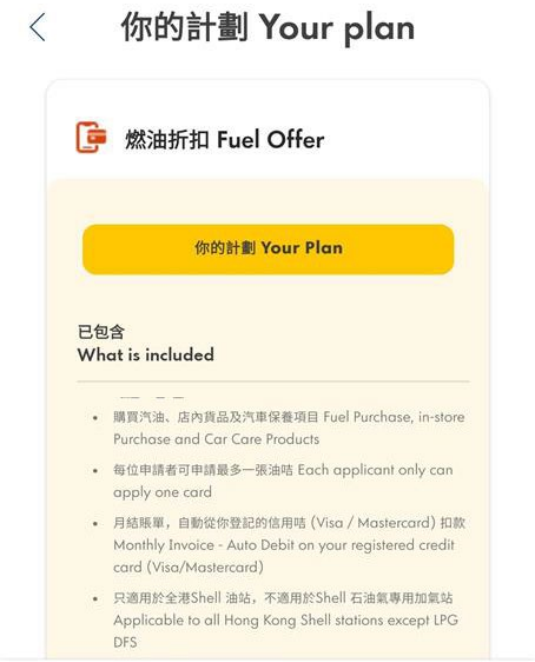
登入後，在右下角選擇【**賬戶**】

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.

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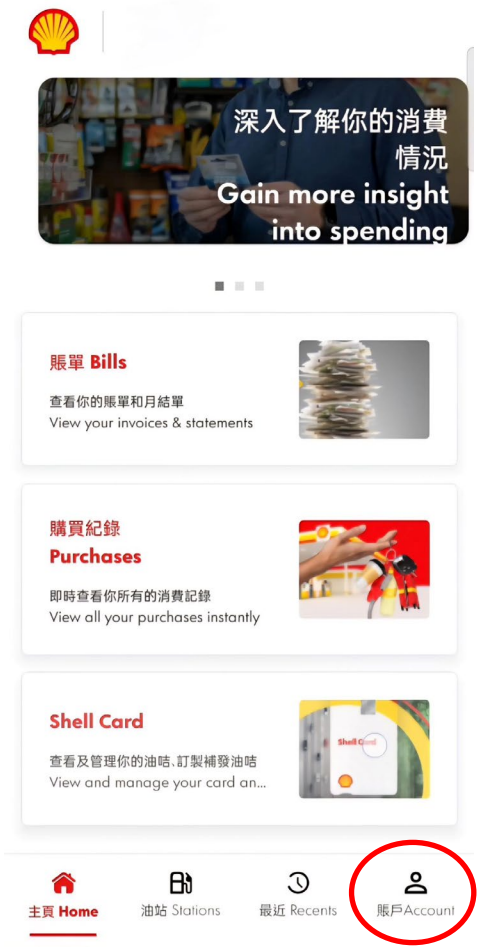
關閉賬戶
Close Account

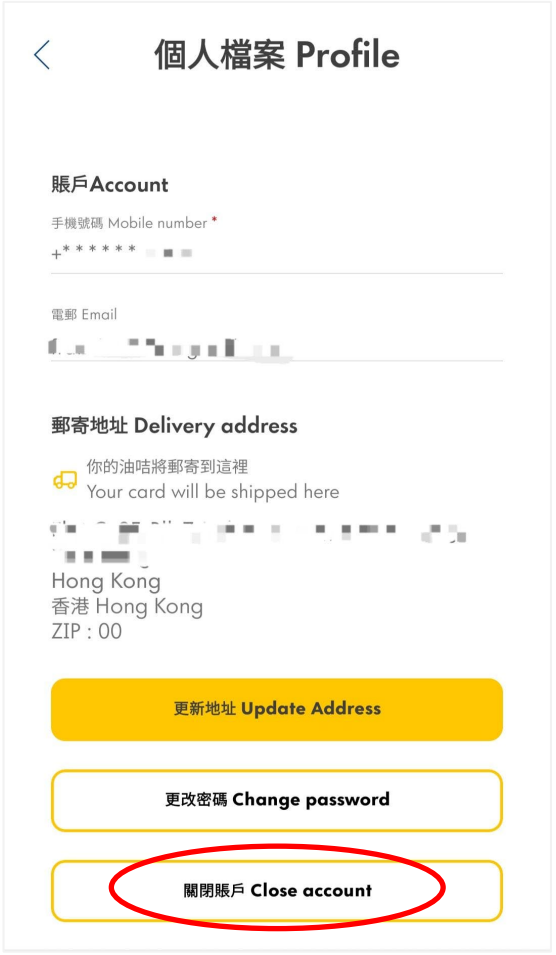


登入後，在右下角選擇【**賬戶**】

After login, tap on "**Account**"

選擇【**個人檔案**】

Select "**Profile**"



點擊【**關閉賬戶**】

Click "**Close Account**"

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聯絡我們
Contact Us

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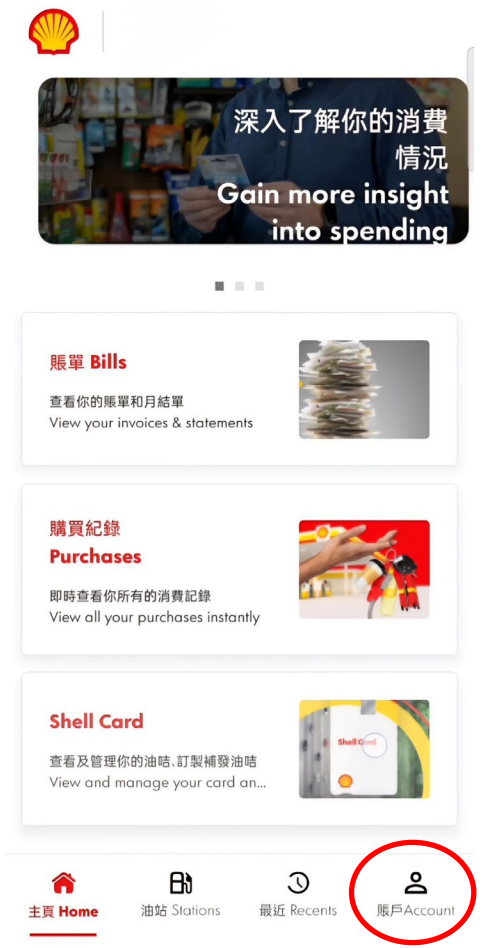
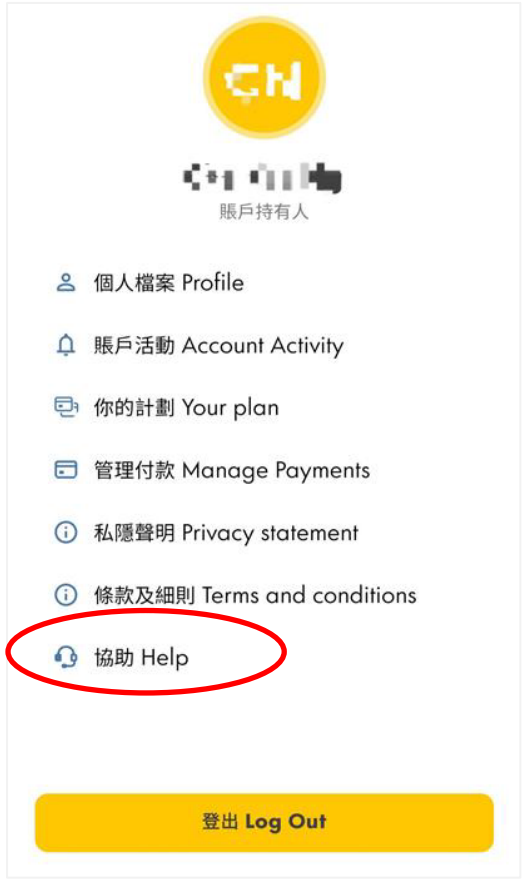
聯絡我們
Contact Us



登入後，在右下角選擇【**賬戶**】

After login, tap on "**Account**"

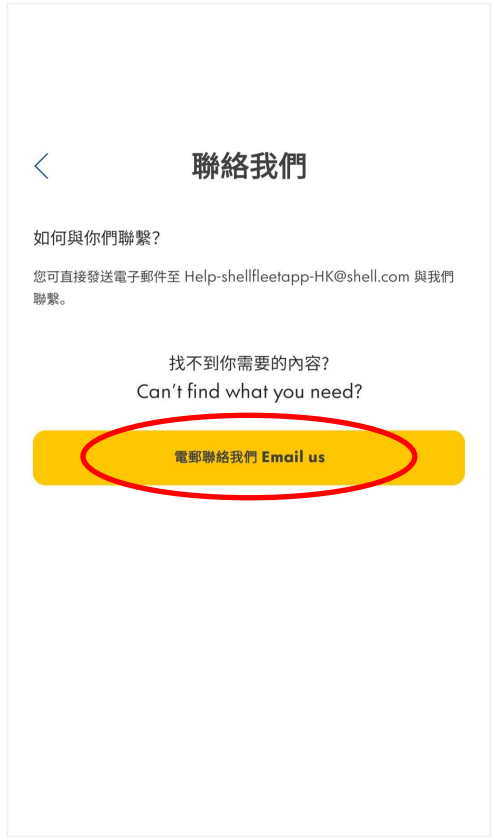


選擇【**協助**】

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

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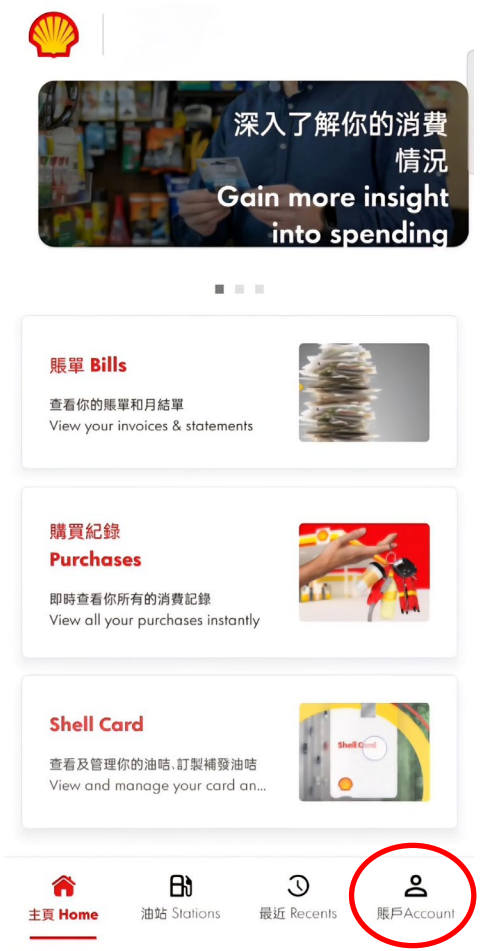
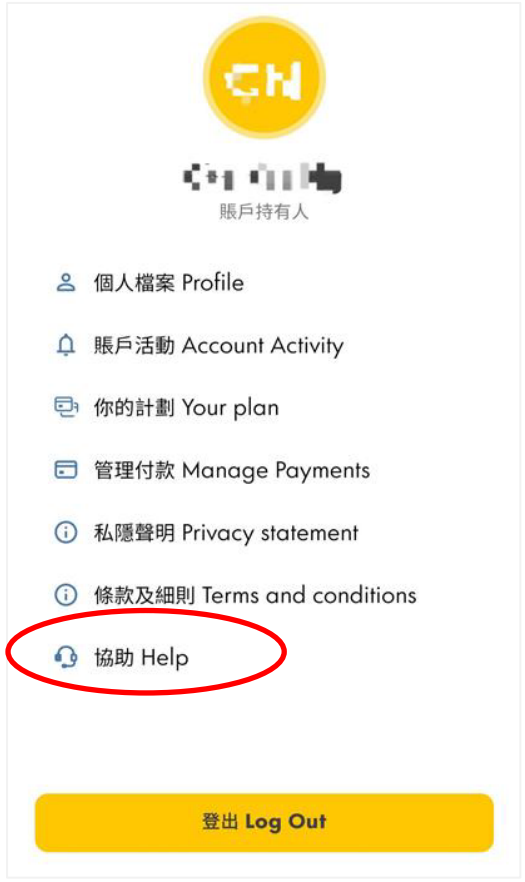
常見問題
FAQs



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.

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