

Shell Fleet App 申請流程 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.

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.

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

HK0XXXXXXXXX

*只接受公司電郵地址, 不允許用個人電郵。
**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.

收到邀請電郵後, 點擊下載 Shell Fleet App 連結 1

Once received the invitation email, click on the sign-up link 1 to download Shell Fleet App.

讓我們開始吧 Let's begin



使用提供的連結重新打開應用程序, 然後輸入你的獨立驗證碼。
Reopen the app using the link provided and enter your unique code

登入 Sign In


登記 Sign up

點擊接受即表示你同意拍攝你的自拍照及身份證件, 以便快速完成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.

完成下載後, 打開 App。
勾選以同意拍攝你的自拍照及身份證件, 然後點擊 "登記"

After downloaded, open the app.
Tick the box to agree submit your selfie and photo ID. Then tap on "Sign up".

讓我們開始吧 LET'S BEGIN


創建賬戶
Create account

美國 🇺🇸 移動電話 * Mobile number

名字 * Given Names

姓氏 * Surname

密碼 * Password

你的密碼至少須: * 8 個字元 * 1 個大寫字母 * 1 個數字
8 Characters with 1 uppercase character and 1 number.
密碼強度

輸入你的獨立驗證碼或優惠碼
Enter your token number

登記 Sign up


selfie and photo ID for a quick onboarding process.

登入 Sign in

登記 Sign up

輸入邀請電郵裡面提供的 2 獨立驗證碼

Input your unique code 2 provided in invitation email.


創建賬戶
Create account

美國 🇺🇸 移動電話 * Mobile number

名字 * Given Names

姓氏 * Surname

密碼 * Password

你的密碼至少須: * 8 個字元 * 1 個大寫字母 * 1 個數字
8 Characters with 1 uppercase character and 1 number.
密碼強度

創建賬戶
Create account.

選擇 "Create account" (創建賬戶) 即表示您同意遵守 隱私政策及條款。
By clicking 'Create Account', meaning that you agreed and accepted for data privacy and Terms and Conditions

輸入手機號碼、名字、姓氏及設定密碼, 以便創建賬戶。
完成後, 點擊創建賬戶以便繼續。

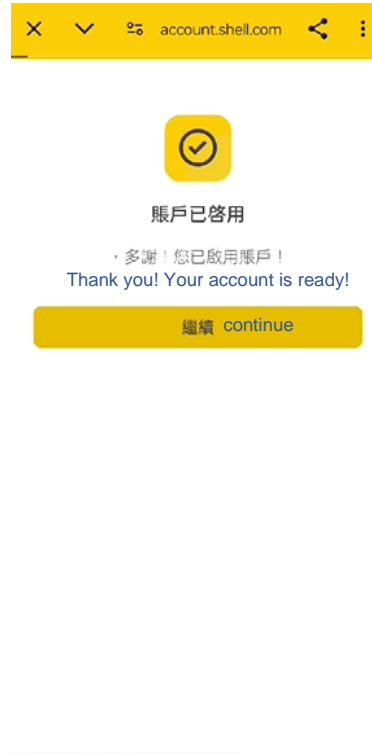
Enter your mobile number, given names, surname and create a password then click 'Create

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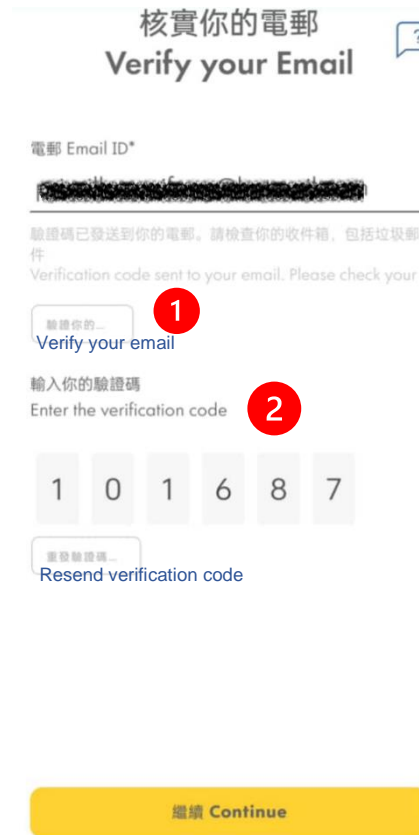
我們會發出 6 位數字的驗證短訊到你的手機號碼。打開驗證短訊查看 6 位數字的驗證碼並在 App 輸入及提交。

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



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 your 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。如你沒有收到驗證電郵，可點擊“重發驗證碼”（確保你已查看垃圾郵件）

Read your email to get verification code. Input in²

If you no receive the verification email, click on “Resend verification code” (Make sure you had checked your junk mail).

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你的計劃 YOUR PLAN

discount on per litre Petrol

- 每月消費額度 Monthly Credit Limit \$ 4,000
- 全港覆蓋，只適用於Shell油站
Applicable on all Hong Kong Shell stations
- 購買汽油、店內貨品及汽車保養項目 Fuel Purchase, in-store Purchase and Car Care Products
- 每位申請者可申請最多一張油咭 Each applicant only can apply one card
- 月結賬單 Monthly Invoice

更多詳情 More d...

立即申請 Sign up now

透過點擊登入，你將自動同意Shell油咭條款與條件
By clicking on login, you are automatically agreeing to EuroShell card Terms and Conditions

按下立即申請

△注意：以上畫面只供參考並非你真正的優惠

Sign up to your fuel card special offer.

△Note: The above image is a placeholder image, and your actual agreement will be visible in the App.

驗證流程 Verification Process

添加地址 Add Address

當前地址 (油咭將寄往此處)
Current address (card will arrive here)

香港 Hong Kong

郵政編碼 Postcode *
00

地址 (請添加你的房屋/單位號) (請以英文填寫) *
Address (Please add your house/unit number) *
35/F AIA Kowloon Tower

地址 Address (請以英文填寫)
Landmark East 100 How Ming St

城市 City (請以英文填寫) *
Kwun Tong Kowloon

繼續 Continue

以英文填寫你的地址資料，以便我們寄發油咭

△注意：地址一欄限定字數 33 字，如超出請在下一欄繼續填寫。

Enter your mailing address in English to allow us to send your new Shell Fleet App fuel card.

△Note: Maximum 33 characters is allowed for column Address. If exceeded, please continue next column.

驗證流程 VERIFICATION PR...

個人資料 Personal Details

請輸入你的資料(以英文填寫)，需與印在你身份證上的資料吻合。
Please enter your details exactly as they appear on your ID.

法定名字 Legal first name

法定中間名 Legal middle name

法定姓氏 Legal surname

出生日期 Date of birth

開始身份檢查 Start ID check

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.

ID 檢查 CHECK

請準備好你的香港身份證，拍下一張高品質的照片 (只允許嘗試三次)。確保照片清晰可見，文字可見且未裁剪任何區域，否則你的申請可能會被拒絕。副本恕不接受。Please take a good-quality photo of your ID (only three tries allowed). Ensure photos are in focus, text is visible and no areas are cropped, or your application could be rejected. Copies will not be accepted.

好的，我已準備就緒 Ok, I'm ready

接下來我們需要檢查你的身份，請準備你的身份證

Complete the ID check, by uploading a picture of your preferred format of ID.

ID 檢查 CHECK

請準備好你的香港身份證，拍下一張高品質的照片 (只允許嘗試三次)。確保照片清晰可見，文字可見且未裁剪任何區域，否則你的申請可能會被拒絕。副本恕不接受。Please take a good-quality photo of your ID (only three tries allowed). Ensure photos are in focus, text is visible and no areas are cropped, or your application could be rejected. Copies will not be accepted.

你正在使用哪一個? Which are you using?

旅遊證件 Passport

香港身份證 Hong Kong identity card

取消 Cancel

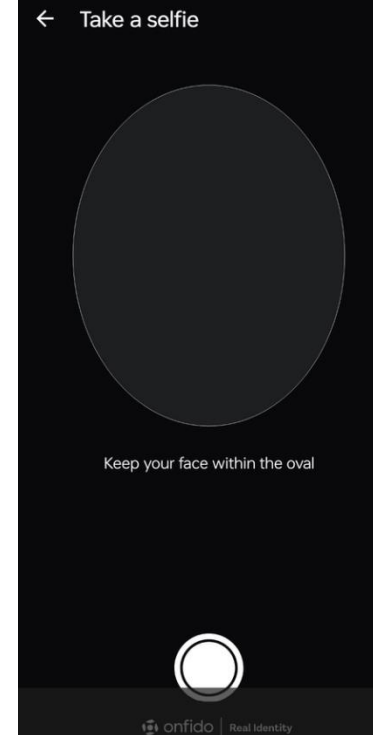
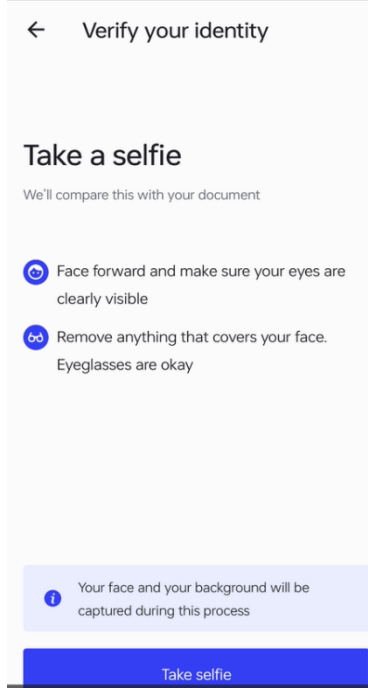
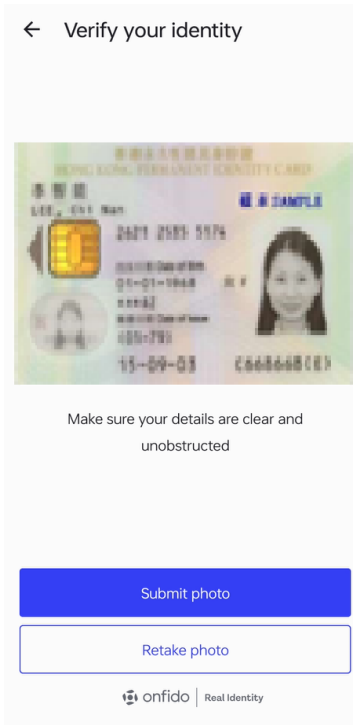
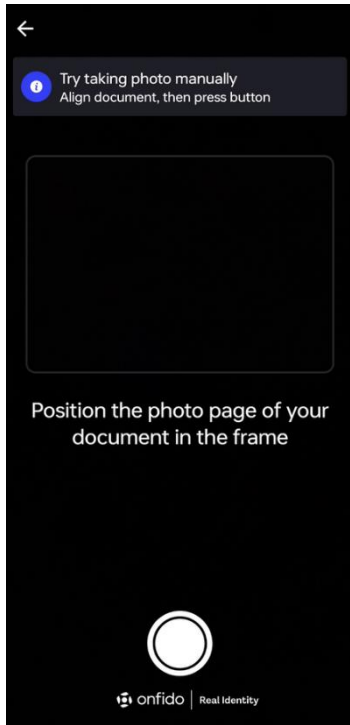
選擇你的證件

Choose your ID type.

△注意：當完成創建賬戶後，如中途因任何原因中斷申請流程，只需要用創建賬戶的電郵和密碼再次登入 Shell Fleet App (詳情在教學第 8 頁)，便可繼續申請流程，不用再輸入獨立驗證碼

△ Note: Once you had completed creating an account, if you quit the application process in the middle, you may continue the application process without entering unique code by just logging back into the Shell Fleet App with the email and password that created the account (Login guide is on page 8).

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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

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.

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狀態 Status

我們現正處理你的申請，此操作需時，請留意短訊通知審查情況，以便你繼續設定賬戶資料。

We are currently processing your application, which should take a few minutes. In the meantime, grab a cup of tea and relax. We'll reach out when we're done.



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

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.

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付款資料 Payment Details



好消息！你已經通過了我們所有的檢查。我們只需要你的信用咭資料，以便我們可以每月收到你的付款。系統將收取一次性可退還的象徵性費用 HK\$0.2 以確保其有效。該金額將自動退還至其信用咭。

Good news! You've passed all our checks. We just need your credit card details to collect monthly payment. To validate your payment information, we'll perform a transaction test for a nominal fee of HK\$ 0.2, which we will refund you.

繼續 Continue

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.

付款資料 Payment Details

咭號 Card number*

咭上所示姓名 Name on card*

到期日 Expiry Date* (MM/YYYY)

信用咭驗證碼 (CVV) *

By accepting our terms and conditions, you will be allowing us to store your data and collect recurrent payments, as detailed in our Privacy policy.

勾選此框，即表示您同意我們收取一次性象徵性費用 0.2 港元，以確保您的付款詳細資料正確無誤。我們將在收取此費用後立即退還這筆費用。

更新 Update

輸入信用咭資料
我們只接受 Visa 和 Mastercard 信用咭

△注意：到期日需要以 MM/YYYY 格式填寫。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: Kindly input expiry date with format (MM/YYYY). Your payment card will be charged HK\$0.20 to make sure it's valid. That amount will be automatically refunded.

寄發油咭 SEND CARD

我們將會郵寄您的油咭到您的登記地址。
We'll send the card to your registered address in mail.



太好了，所有步驟已完成。
Great. All done

您的油咭會於 10 個工作天內送到。屆時，您可以在應用程式中查看和更改 PIN 碼

Your cards are on the way. They'll all be with you in up to 10 days. You can view and change PIN in the app

別忘記，收到油咭後在 App 內啟動您的油咭。

Don't forget, once your card arrives, you will need to activate them in the app.

Show me the app

你所輸入的郵寄地址
Your mailing address

寄發油咭 Send card

更改另一個寄地址...

Change mailing address

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

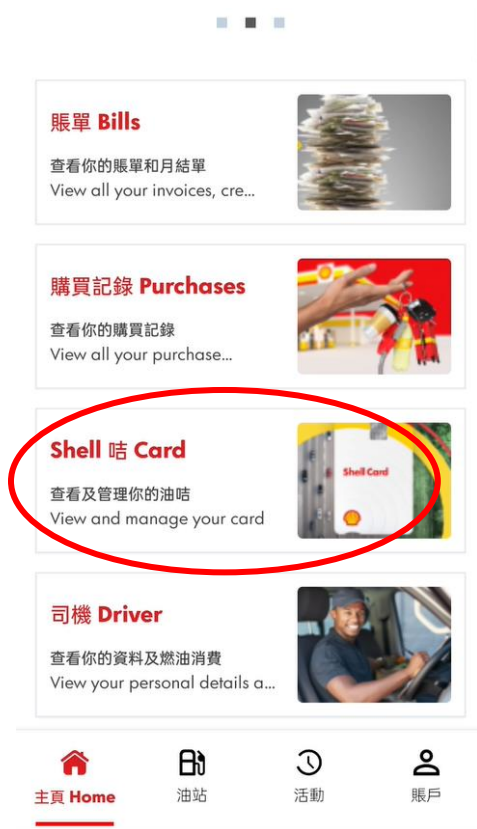
Confirm your mailing address then tap for "Send Card"
If incorrect, tap on "Change mailing address" and change.

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 7 及 12 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 7&12).

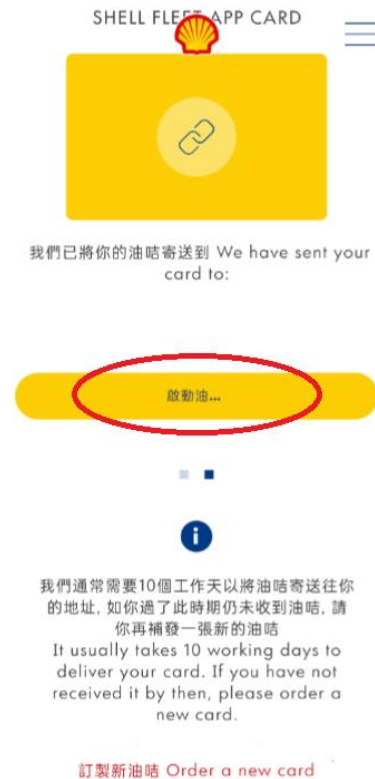
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啟動油咭 Activate Your Card



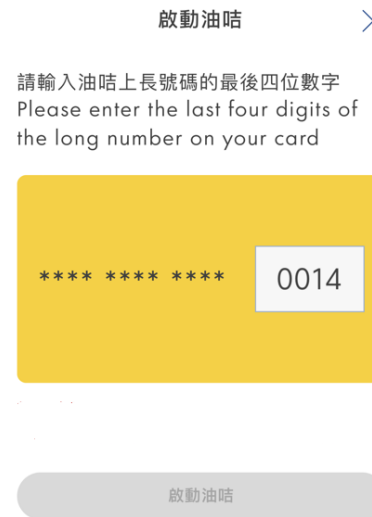
登入到你的 Shell Fleet App 賬戶。
在主頁選擇【Shell 咭】

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”



請輸入油咭上長號碼的最後四位數字
Please enter the last four digits of
the long number on 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 Login to Shell Fleet App Account

讓我們開始吧 Let's begin



使用提供的連結重新打開應用程序，然後輸入你的獨立驗證碼。
Reopen the app using the link provided and enter your unique code

登入 Sign In

登記 Sign up

點擊接受即表示你同意拍攝你的自拍照及身份證證件，以便快速完成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】

△注意：請不要按下此登記按鈕，此按鈕不適用於 Shell Fleet App 油卡優惠申請

Open Shell Fleet App then tap “Login”
△Note: Do Not tap “Sign up”, this button not applicable for exclusive offer.



account.shell.com

歡迎

移動電話 * Mobile number

密碼 * Password

登錄

[忘記密碼?](#)

尚未有賬戶? [註冊](#)

[Privacy - Terms](#)

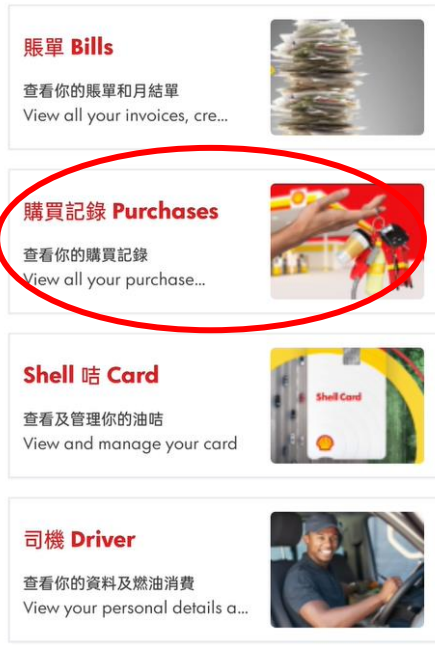
輸入你用於創建賬戶的手機號碼及密碼

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.

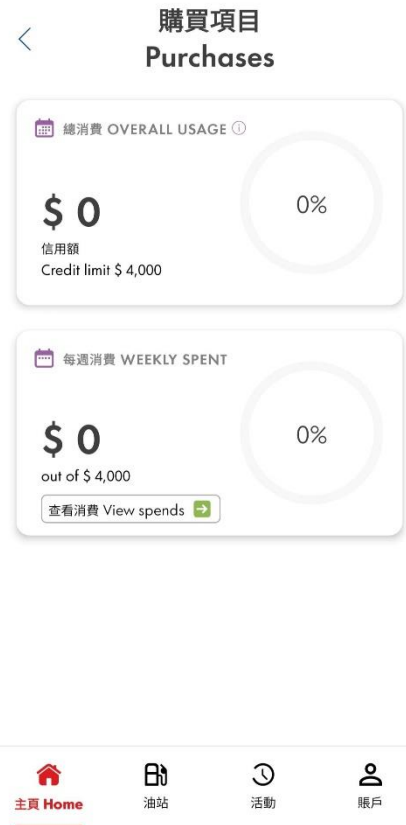
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查閱可用信用額 To Check Available Credit Limit



登入到你的 Shell Fleet App 賬戶。
在主頁選擇【購買記錄】

Login to your account and you will see this main page. Then click on "Purchases".



你可在此版頁查閱剩餘及已使用的信用額。

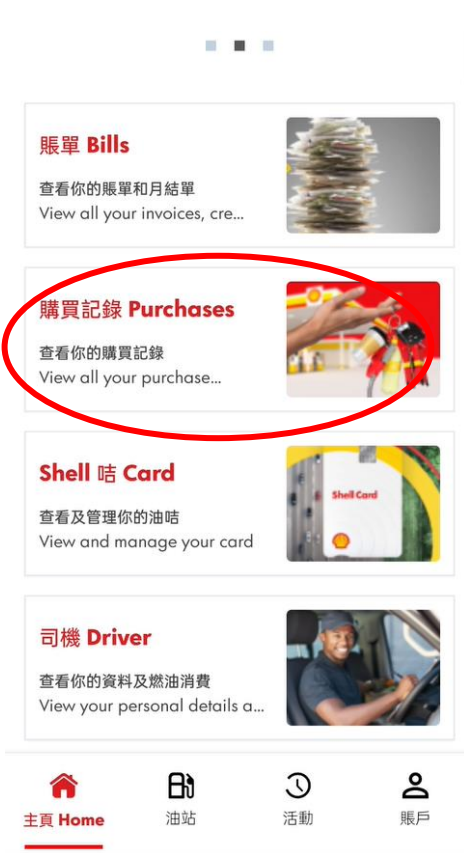
△注意：信用額是以正價計算

You can check your available and spent credit limit in this page.

△Note: Credit limit calculate based on regular price.

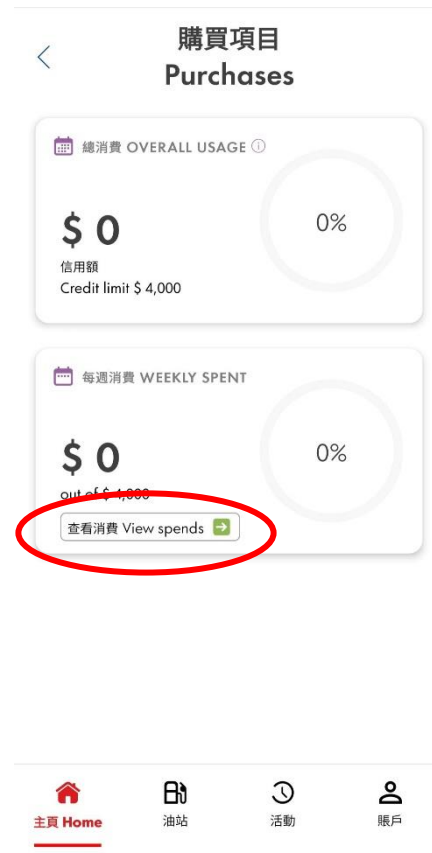
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查看交易 See Purchases



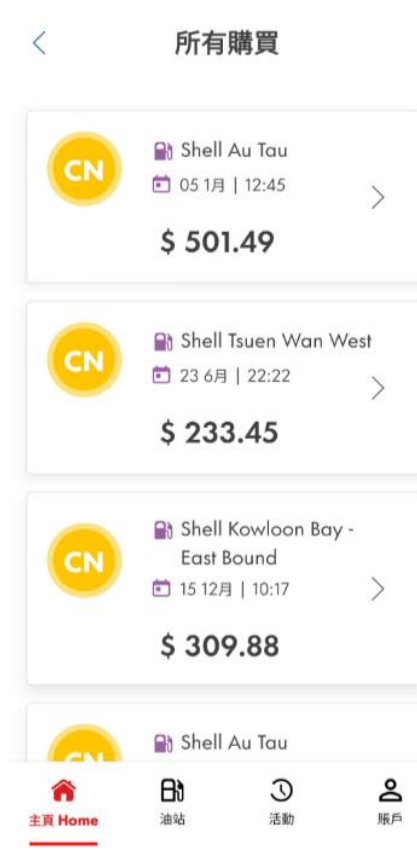
登入後，在主頁點擊【購買記錄】

After login, tap on "Purchases"



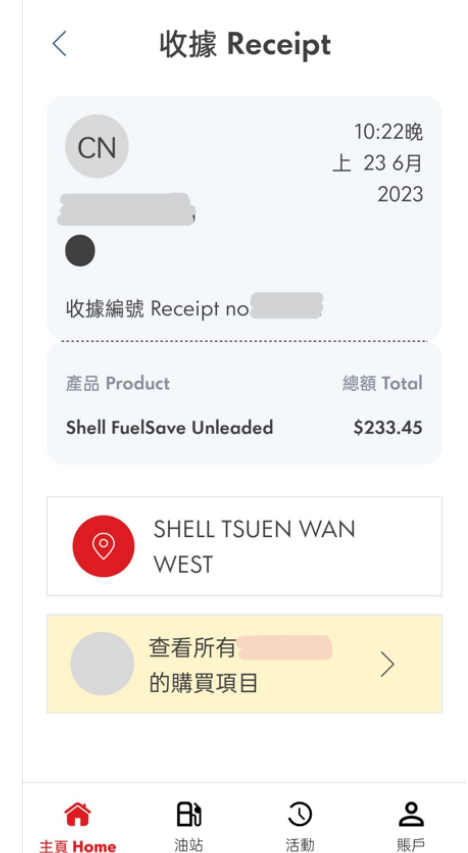
在此版頁點擊【查看消費】

Tap on "View Spends"



這版顯示你的所有交易記錄。點擊其中一個交易查看詳情。

This session showing historical purchases. Tap an item to see the breakdown.

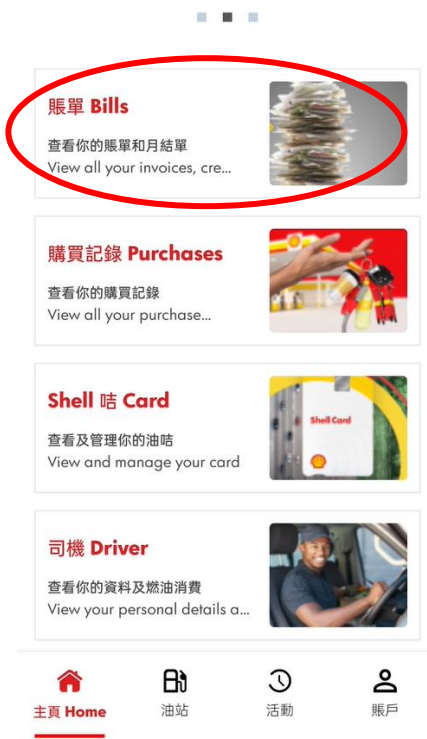


你可見到交易日期、時間、油站、折扣後的金額及收據號碼。

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

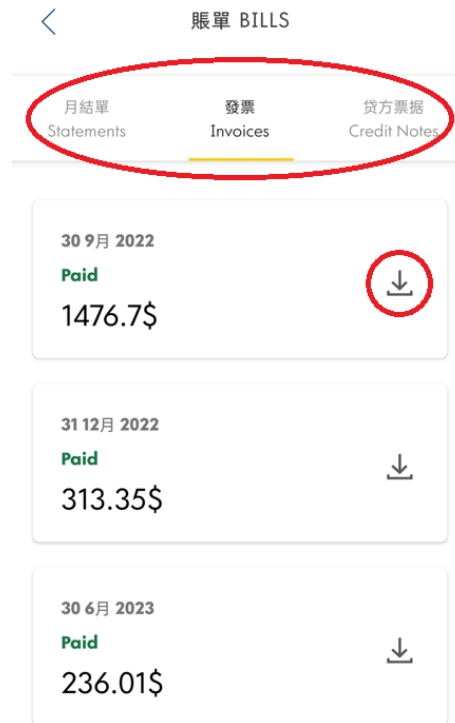
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下載賬單 Download Bills



登入後，在主頁點擊【賬單】。

After login, tap on “Purchases”

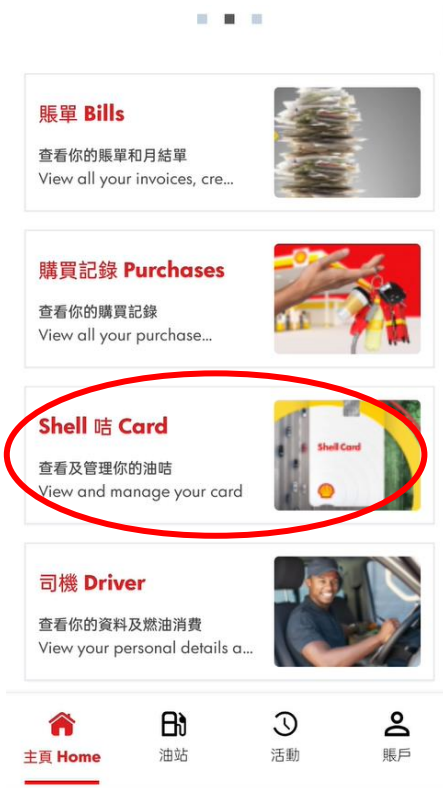


選擇想查看的月結單或發票，然後點擊下載標記

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

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管理你的油咭 Manage Your Card



登入後，在主頁點擊【Shell 咭】

After login, tap on "Shell Card"



若你忘記你的油咭密碼，你可點擊【查看油咭密碼】

若你遺失或油咭被盜，你可點擊【補發油咭】

You can view your PIN if you forget. Freeze card and replace card if lost or stolen.



若想查看油咭密碼，只需長按每個鎖圖案上就可讀取。

如你想更換油咭密碼，你可點擊【更換密碼】

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

If you wish to change PIN, you may click on "Change PIN"



請選擇安全的四位數字并不包括：

- 三個重複或連續數字 例如 1112, 1111
- 兩個重複或連續數字 例如 1212, 1122
- 連續數字，例如0123, 9876
- 數字排列跟隨PIN板按鈕，例如2580（頂部到底部）1793（四角）
- 生日年份，例如1980
- 常用密碼（例如. 1004, 2001）

爲了增加安全，請勿用任何咭號碼作密碼（例如. 到期日或車牌號碼）

確認密碼 Confirm your 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。

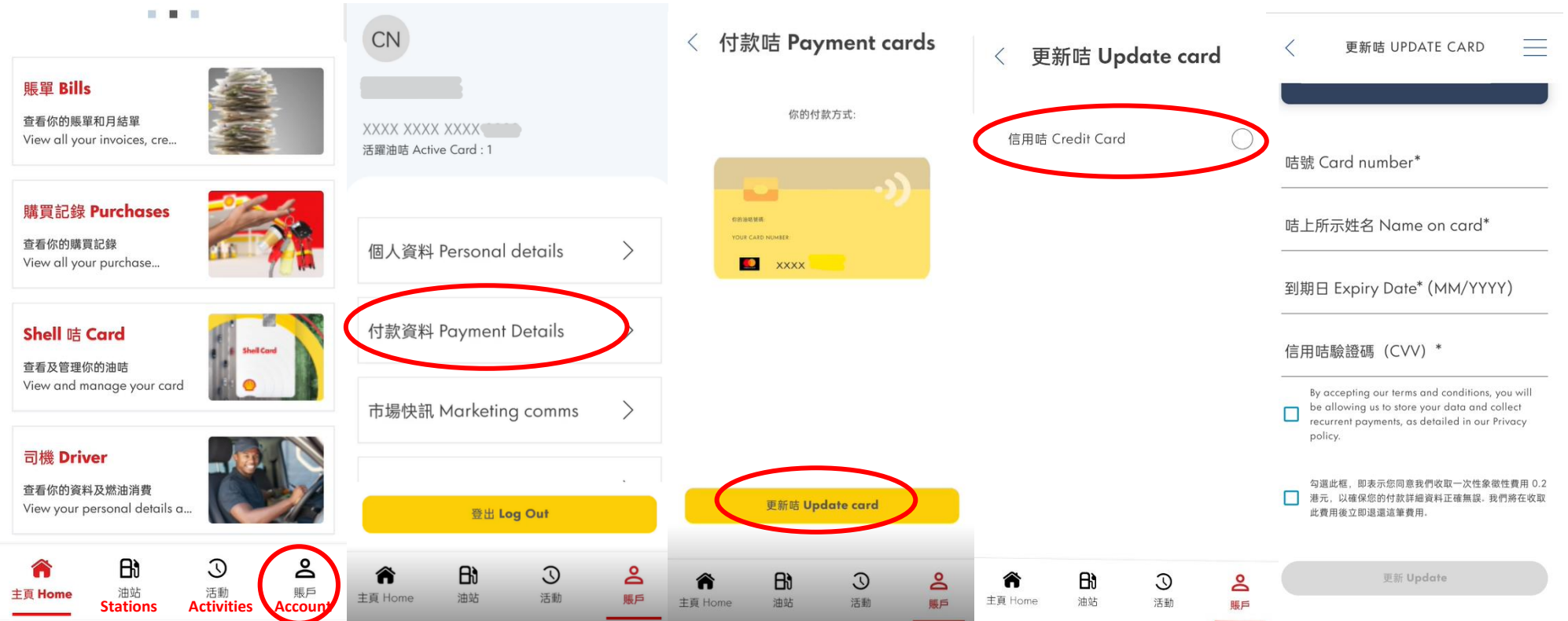
To change PIN, please set a secure PIN and make sure it does not contain:

- 3 repeated numbers, exp: 1112, 1111
- 2 repeated numbers, exp: 1212, 1122
- Continuous number, exp: 0123, 9876
- Number by follow PIN keyboard, exp: 2580 (top to bottom), 1793 (corner number)
- Year of birth, exp: 1980
- Frequent PIN (exp: 1004, 2001)

To strengthens your PIN, kindly do not use any card number as PIN (exp: expiry date or vehicle number)

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更新信用咭 Update Credit Card Details



登入後，在右下角選擇【賬戶】

點擊【付款資料】

點擊【更新咭】

選擇【信用咭】

輸入你的信用咭資料（只接受 Visa 和 Mastercard 信用咭）

△注意：到期日需要以 MM/YYYY 格式填寫。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。

After login, tap on "Account"

Select "Payment Details"

Tap on "Update card"

Tap on "Credit Card"

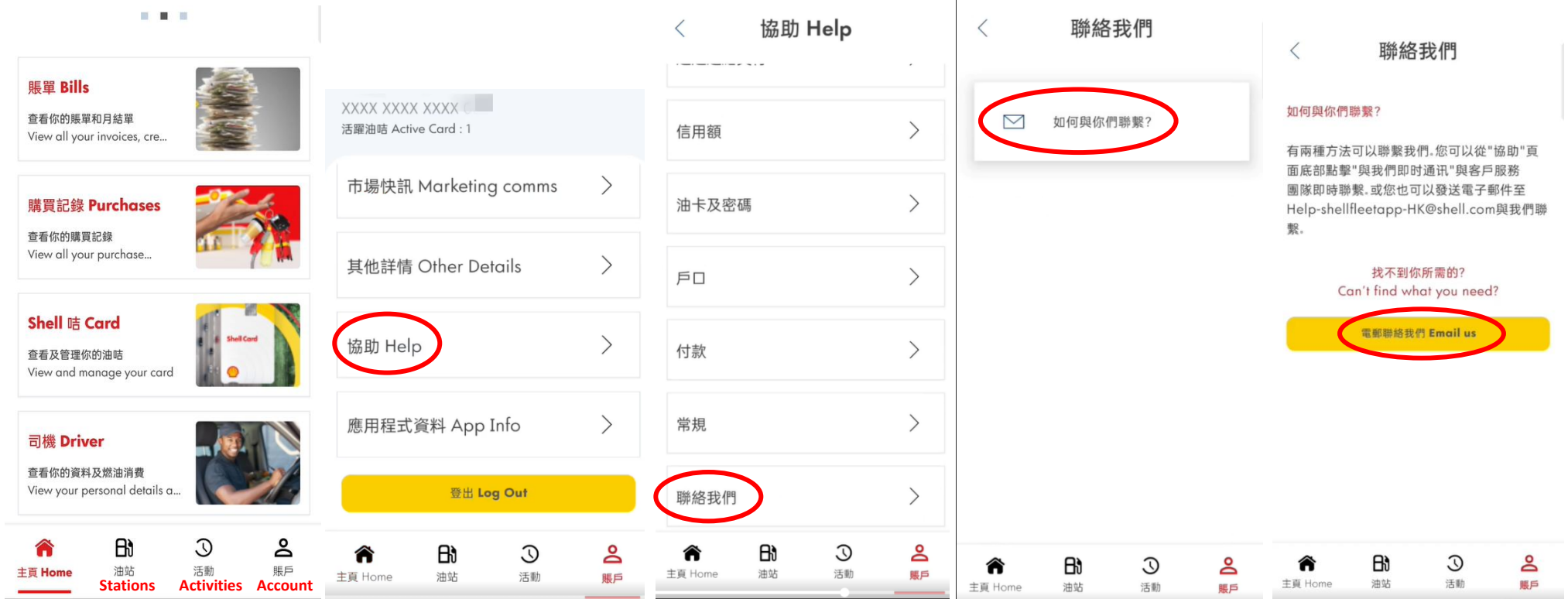
Enter your credit card details.
(Only Mastercard/ Visa card is acceptable.)

△Note: Kindly input expiry date with format (MM/YYYY). 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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聯絡我們 Contact us

電郵 By Email



登入後，在右下角選擇【賬戶】

After login, tap on "Account"

選擇【協助】

Select "Help"

點擊【聯絡我們】

Tap on "Contact us"

選擇【如何與你們聯絡】

Select "How do I contact you"

點擊【電郵聯絡我們】

Tap "Email us" and it will direct open your email to draft

