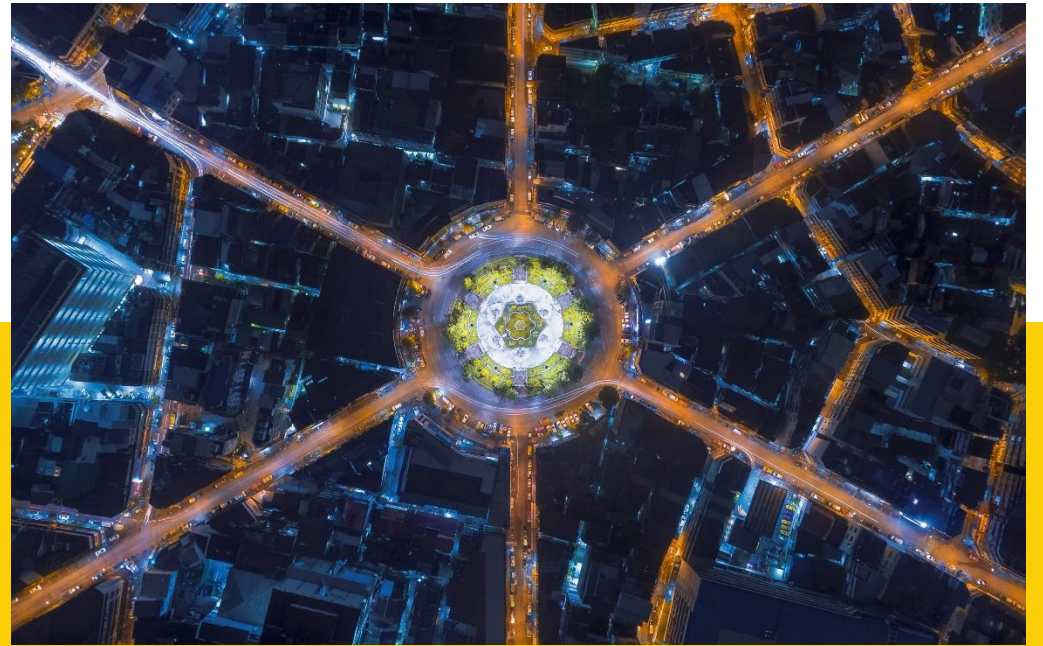




SHELL FLEET HUB NAVIGATION GUIDE



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NEW REGISTRATION

New Registration


Activation email 1/1

- **New User:** A registration email will be sent to the email address you use to sign up for Shell Fleet Hub.

Step 1: Click on this button to create password for your account or click the link

Step 2: Insert your password and click on submit

Step 3: Insert your email address & password and click on "Sign In" to login



Welcome to Shell FleetHub,

To complete your new registration, just click on the button or browse to the URL below to verify this email address.


[Validate your email by clicking here](#)

Having trouble? No problem. Click here:
[https://account.shell.com/activate?
verification_code=](https://account.shell.com/activate?verification_code=)

We've emailed you because a Shell account was requested with this email address. If it wasn't you, just ignore this email.

Reset password

Enter a new password for your account.


Password* 

8 characters • 1 uppercase • 1 number

[Submit](#)

Sign in

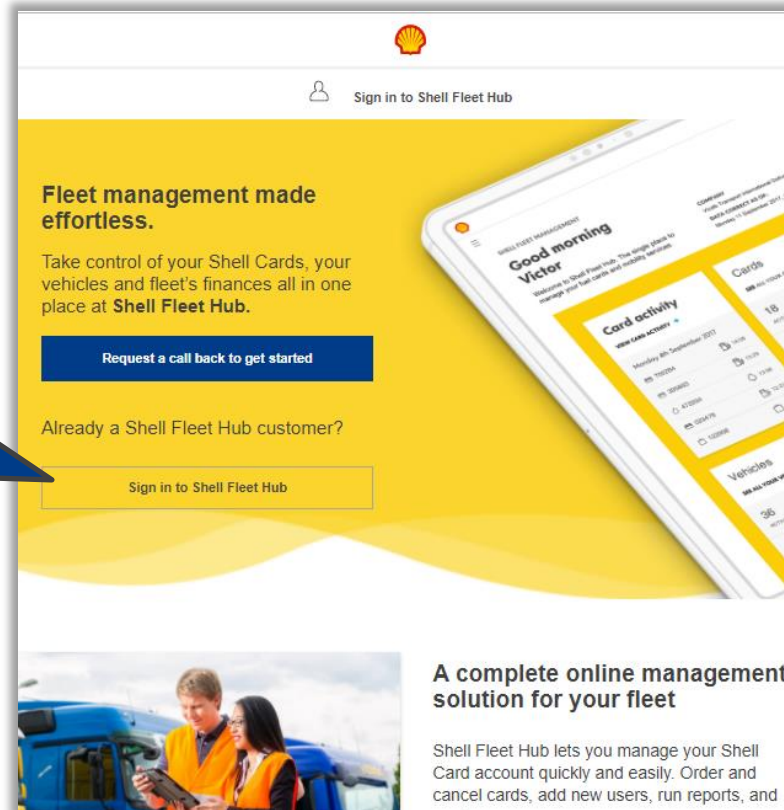
Email address*

Password* 

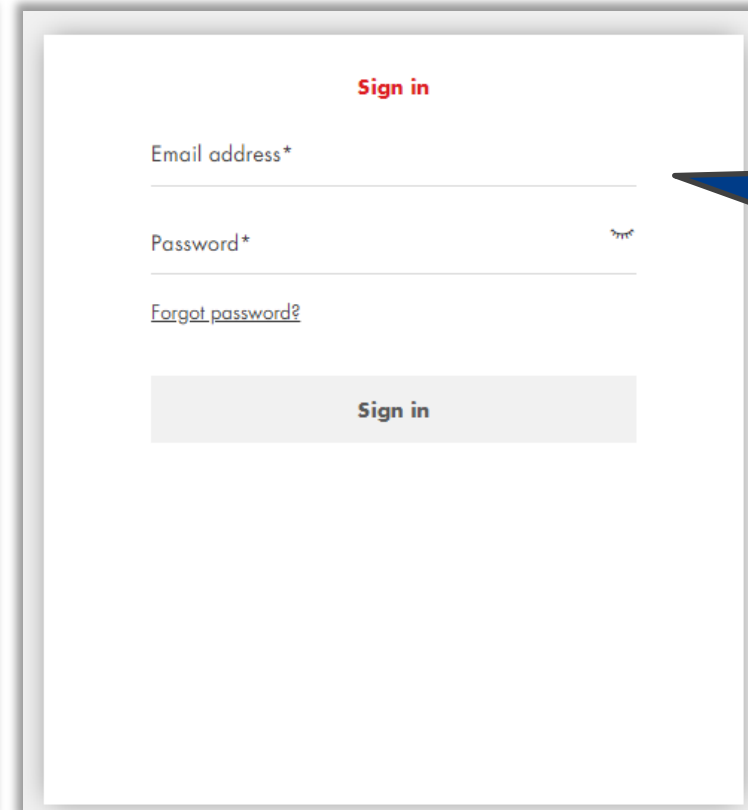
[Forgot password?](#)

[Sign in](#)

Logging in is easy. Simply go to www.fleethub.shell.com and enter your registered email address and password. Click **Sign in** to be taken to your company's account page.

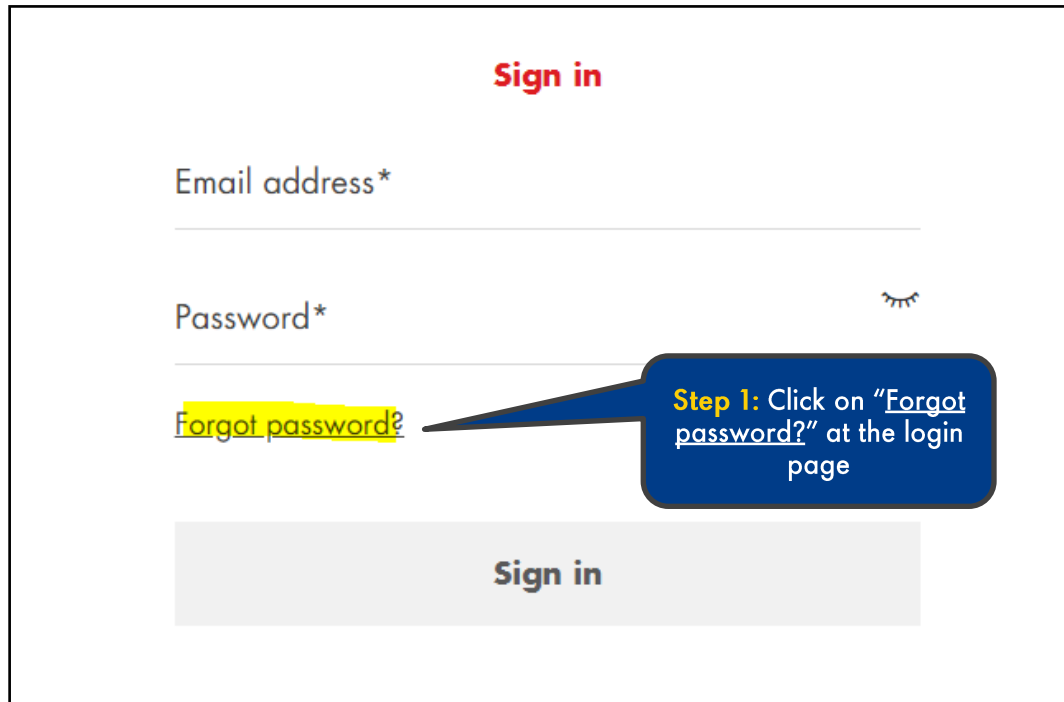


Step 1: Click "Sign in to Shell Fleet Hub"



Step 2: Insert your email address and password and click on "Sign in" button.

➤ Forgotten Password: How to reset password?



Sign in

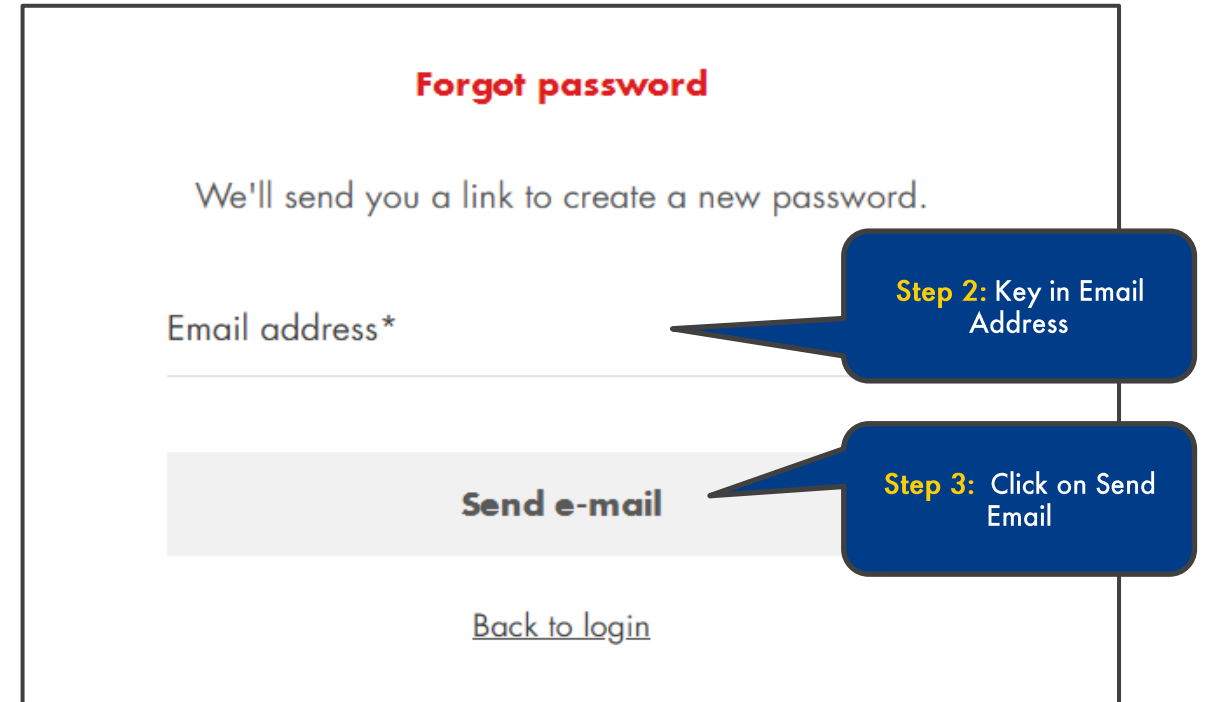
Email address*

Password*

[Forgot password?](#)

Sign in

Step 1: Click on "Forgot password?" at the login page



Forgot password

We'll send you a link to create a new password.

Email address*

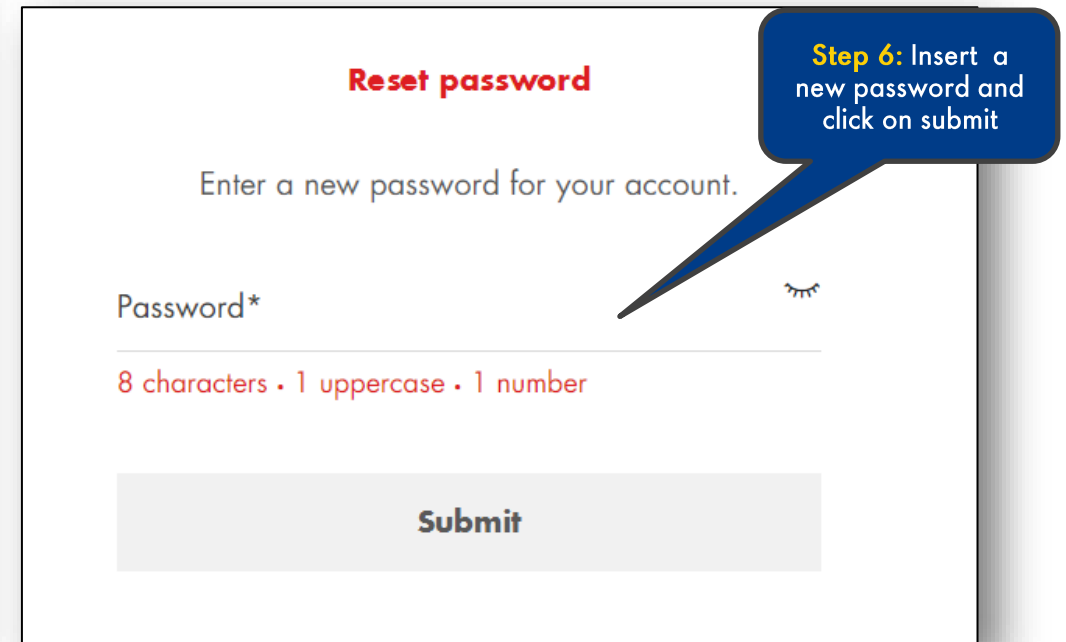
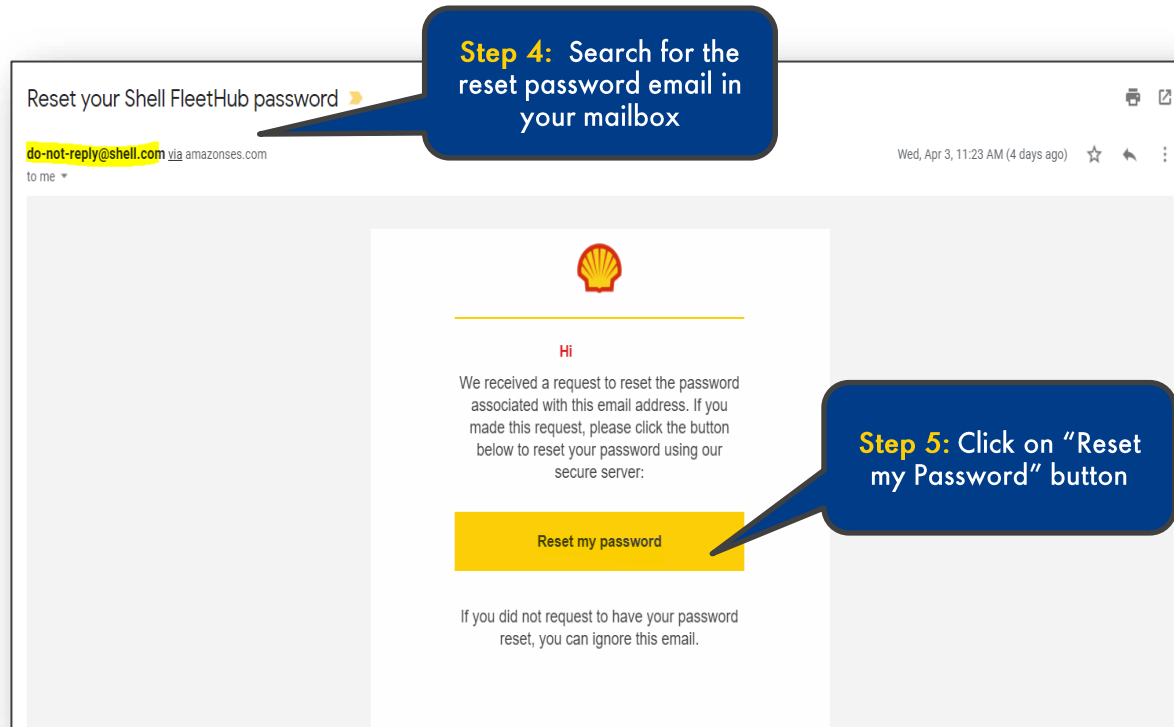
Send e-mail

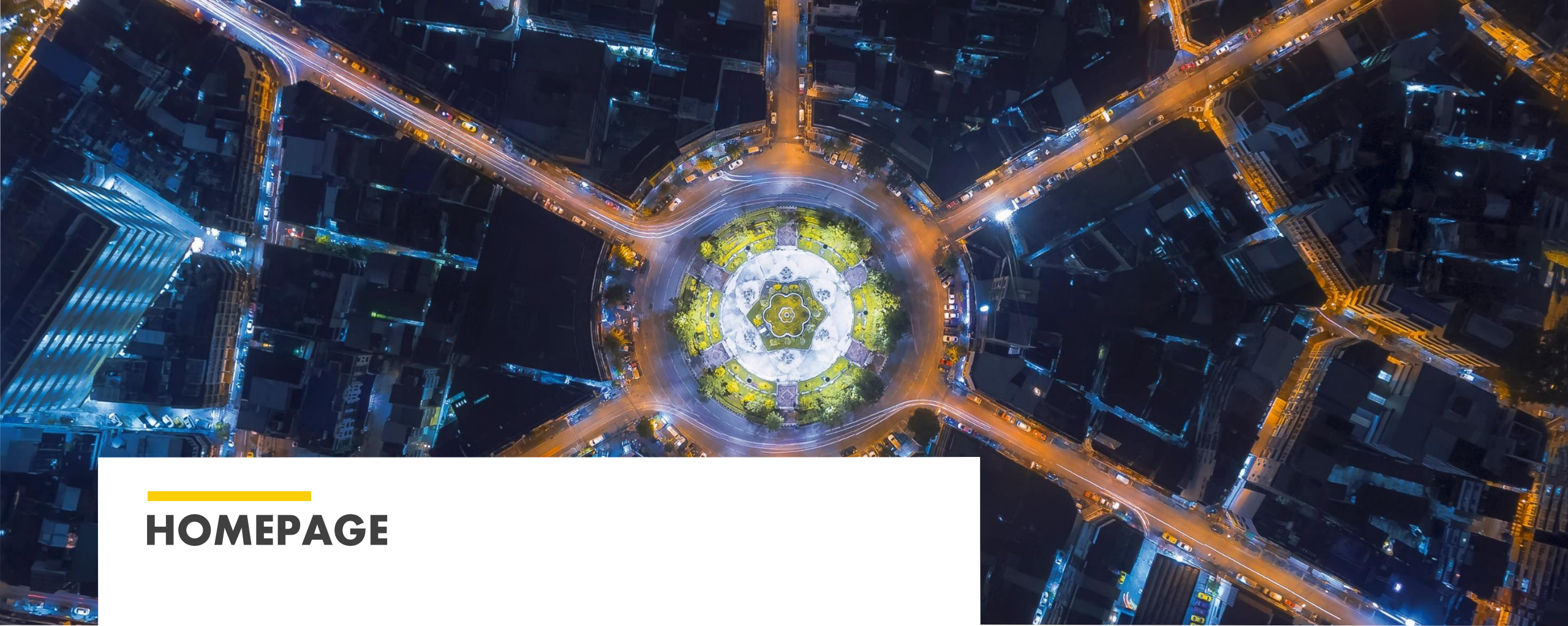
[Back to login](#)

Step 2: Key in Email Address

Step 3: Click on Send Email

➤ Forgotten Password: How to reset password?





HOMEPAGE

Main Menu Navigation Pane :
Easily access main features

Account Selector:
Easily navigate between different sub accounts

My Profile:
Option to log out & change your account details

Multipayer:
Easy to navigate between different payers (main accounts).

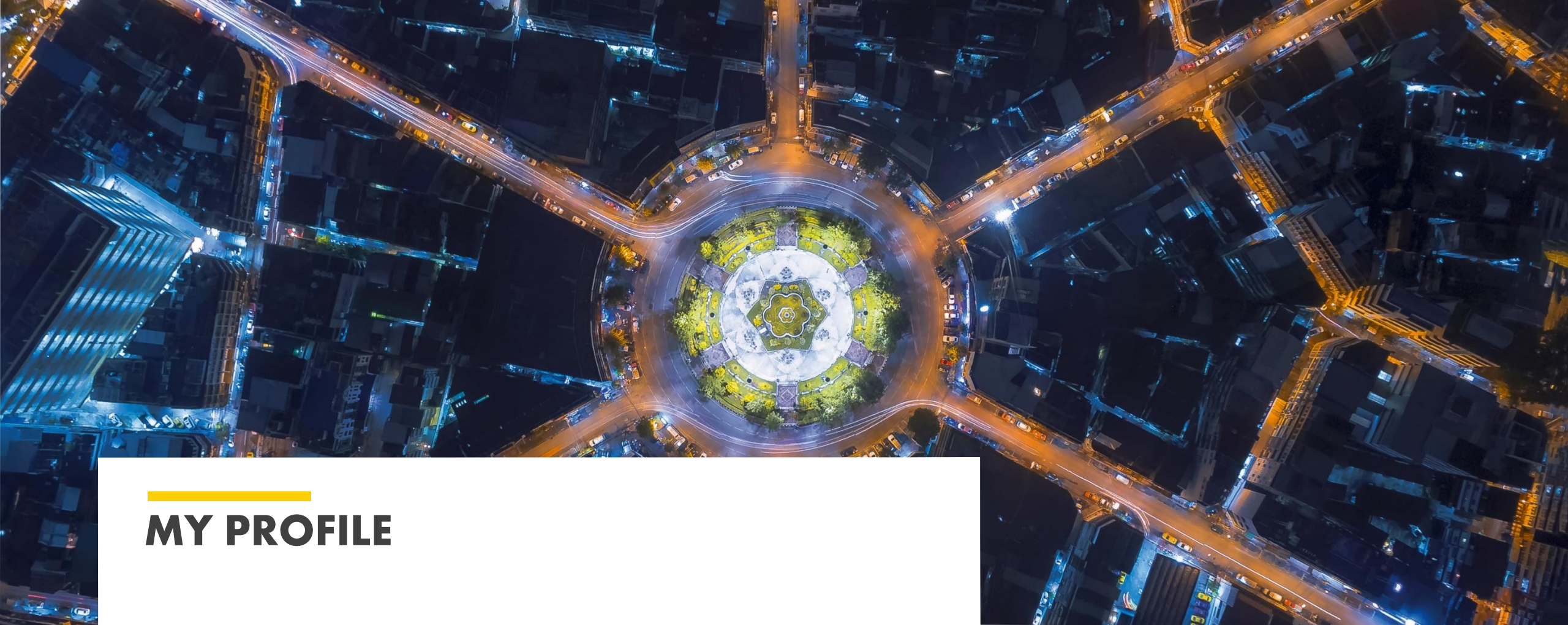
Dashboard Widgets:
Review key info at a glance via (Transaction, Cards, Invoices, Card Activity, Finance)

Shortcut Key :
Direct access to the key features

Help Button:
Click on "Help" to access your Shell Fleet Hub Guide or access Live Chat

The screenshot shows the Shell Fleet Hub homepage. At the top left, there is a navigation pane with icons for Homepage, Cards, Reports, Finance, and Administration. Below this, the main content area is titled 'SHELL FLEET HUB' and 'Good afternoon,'. A welcome message follows: 'Welcome to Shell Fleet Management. The single place to manage your fuel cards and mobility services.' On the right, there is a 'COMPANY' section with 'COMPANY TEST D' and a 'DATA LAST REFRESH:' timestamp of '12/04/19 12:52 PM'. The main dashboard area is titled 'COMPANY TEST D All accounts' and features three large widgets: 'Transactions' (showing RM6.25 for 13/03/19-12/04/19), 'Cards' (showing 8 active, 13 blocked, 1 expiring, and 233 cancelled), and 'Finance' (showing RM3,078.40 available company credit with a RM 3,300.00 credit limit). To the right of these widgets is a 'Tasks' list including 'Order cards', 'Block cards', 'Cancel cards', 'Download transactions', and 'Download invoices'. A 'Help' button is located at the bottom right of the dashboard area.

*The function or interface page may be unavailable or differ subject to access given & country settings.



MY PROFILE

➤ Change User Details: Edit or update your contact information.

The screenshot shows the Shell Fleet Hub interface. On the right side, there is a dark blue sidebar titled "My Account" containing the following options: "Sign out", "My Profile" (highlighted with a red box), "Alerts" (with a red notification badge showing '8'), and "New Features". A blue callout box with white text points to the "My Profile" option, stating: "Step 1: Click on the icon on the top right corner and select 'My Profile'". The main content area shows a dashboard for "COMPANY TEST A" with "All accounts" selected. It features three summary cards: "Transactions" showing \$5.40 for the period 31/03/19-30/04/19; "Cards" showing 20 active, 2 blocked, and 128 cancelled cards; and "Finance" showing an available company credit of \$8,769.19 with a credit limit of \$10,000.00. A "Tasks" sidebar on the right lists actions like "Order cards", "Block cards", "Cancel cards", "Download transaction", and "Download invoices".

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Change User Details: Edit or update your contact information.

The screenshot shows a user profile page with a dark blue header. The main content area is white and contains a navigation menu on the left with items: Homepage, Cards, Reports, Finance, and Admin. The main content area has a sub-navigation bar with 'MY DETAILS' (underlined), SITE SETTINGS, PERMISSIONS, NOTIFICATION SETTINGS, and ACCOUNT ACCESS. Below this is the 'User details' section with the subtitle 'View and edit your name, email address and telephone numbers.' A red box highlights the form fields: FIRST NAME, LAST NAME, EMAIL (with a dropdown icon), TELEPHONE NUMBER (with a '+65' dropdown and 'Optional' label), and MOBILE PHONE NUMBER (with a '+65' dropdown and 'Optional' label). A 'Save details' button with a checkmark is at the bottom right. Three blue callout boxes provide instructions: 'Step 2: Click on "My Details"', 'Step 3: Change user details including name, email & phone number', and 'Step 4: Click on "Save details"'. The footer contains 'CONTACT US', 'TERMS & CONDITIONS', 'PRIVACY POLICY', and 'COOKIE POLICY'.

Step 2: Click on "My Details"

Step 3: Change user details including name, email & phone number

Step 4: Click on "Save details"

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Change Site Settings: Personalize your current webpage.

The screenshot shows the Shell Fleet Hub interface. On the left is a navigation menu with items: Homepage, Cards, Reports, Finance, and Administration. The main content area is titled 'SHELL FLEET HUB' and 'All accounts' for 'COMPANY TEST A'. It features three summary cards: 'Transactions' showing \$5.40, 'Cards' showing 20 active and 2 blocked, and 'Finance' showing \$8,769.19 available company credit. A right-hand sidebar titled 'My Account' contains links for Sign out, My Profile (highlighted with a red box), Alerts, and New Features. A blue callout box points to the user profile icon in the top right corner, stating: 'Step 1: Click on the icon on the top right corner and select "My Profile"'. The Shell logo is in the top left, and a 'Help' icon is in the bottom right of the sidebar.

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Change Site/Notification Settings: Personalize your current webpage.

Site settings
Change how your site settings are displayed.

LANGUAGE
English - Malaysia

DATE FORMAT
DD/MM/YY

TIME FORMAT
12 Hours

WEEK BEGINS
 Monday
 Sunday

WEEK NUMBER
Display week number

NUMBER FORMAT
1,234,567.00

UNITS
Kilometers

CSV SEPARATOR
Comma [,]

PREFERRED FORMAT FOR DOWNLOAD
 Excel (.xls)
 CSV

Save Settings ✓

Step 2: Click on "Site Settings"

Step 3: Change language, date format, time format, week begins, week number, number format, units & CSV separator

Preferred settings are as shown

Step 4: Click on "Save Settings"

Notification Settings

Choose which events you would like to be notified of.

For each notification type, you can choose to receive notifications on-screen or by email.

	ON-SCREEN	EMAIL
Card alerts Set up individual alerts per card to receive notifications when certain criteria are met.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Expiring cards Receive notifications when cards are approaching their expiry date.	<input type="checkbox"/>	<input type="checkbox"/>
Card orders Receive notifications when card orders are submitted by other users.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile payment requests Receive notifications when card holders request payments to be enabled through the mobile app.	<input type="checkbox"/>	<input type="checkbox"/>
Invoices Receive notifications when invoices are ready, and if they become overdue.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save ✓

Step 1 : Click on Notification Settings

Step 2: Select notification settings either on screen or email

Step 3: Click "Save"

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Setting up Notification Alerts: Receive Alerts on Cards.

Step 1: Click on Alerts

Step 2: Fill up the necessary details to setup Alerts for your cards

MY DETAILS | SITE SETTINGS | PERMISSIONS | NOTIFICATION SETTINGS | **ALERTS** | ACCOUNT ACCESS

Alerts

Alert Profile

Use your Alert Profile (Optional). When the conditions set by you are met, you will receive alerts.

Step 1
Payer
Mandatory. Please select only one Payer.

Account
Optional. Account numbers will be displayed based on Payer selection, you can select one or more accounts.

Card Group
Optional. You can select one or more Card Groups.

Cards
Optional. You can select one or more Cards.

Step 2
Profile and Description
Mandatory. Enter Profile Name and Description

COMPANY TEST D

Please select card group

Multiple Cards

PROFILE NAME
TEST 123

DESCRIPTION
TESTING

Step 3: Set alert parameters for which you want to receive alerts for

Step 4: Select the channel preferences and tick on the options given.

Step 3
Alert Parameters

Day and Time Alerts
Select the days and times. You will receive an alert when your cards are used on the times NOT selected.

Days of the week
Available for use: All week

Time of day
Available for use: 0.00 - 24.00

Configure Alerts
Optional. Please select the options for which you want to receive alerts for

Declined Transaction Alert
Card Used for the first time in a new country
Card Used for the first time
No odometer provided
Odometer reading lower than previous
No fleet ID supplied at site

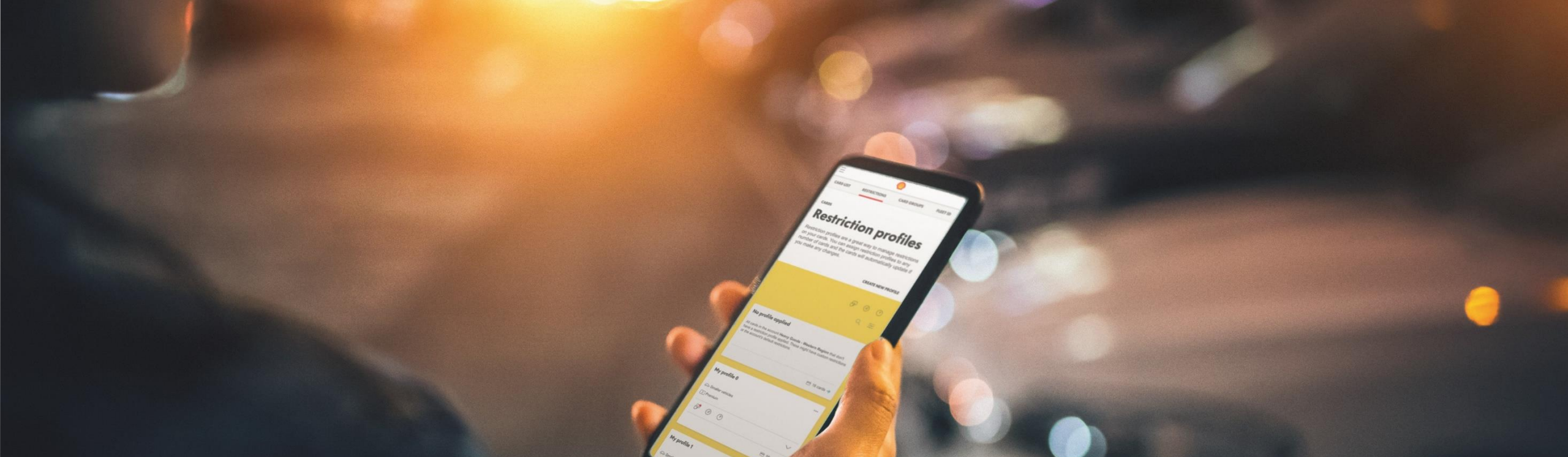
Card Usage Alerts
Optional. Please enter values. Alerts would be generated when the card usage is more than the specified limits.

Spend
Volume
Transactions

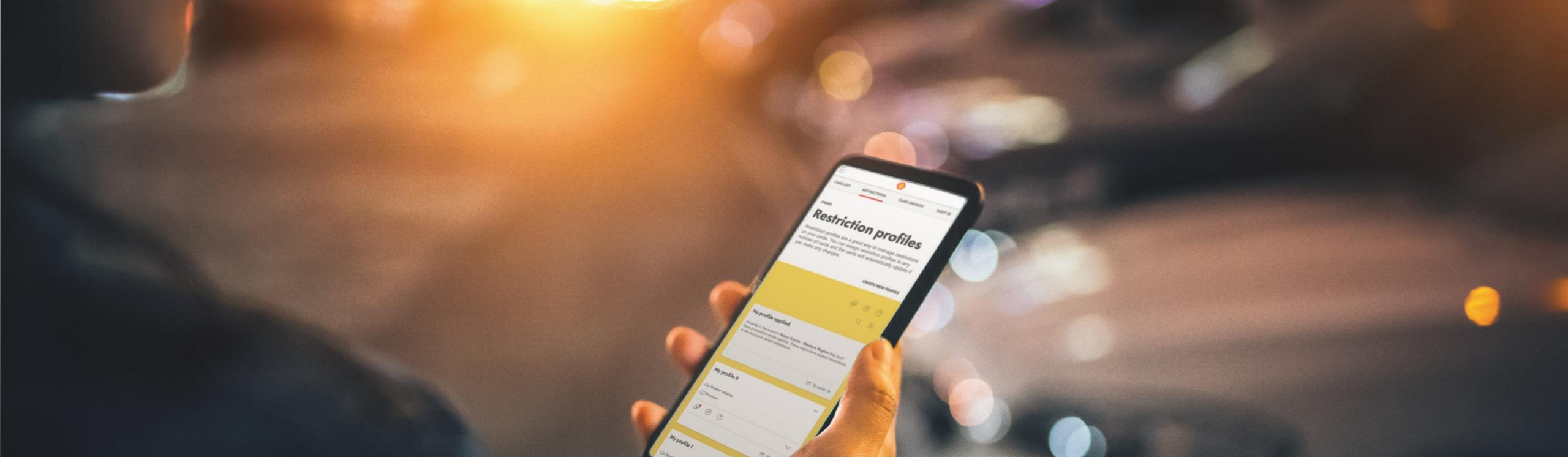
Channel Preferences
Mandatory. Please select at least one communication channel to receive the alerts. If selected the alerts would be sent to your registered email and Mobile number.

SAVE PROFILE

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS



CARDS

Card List

➤ Card List: View list & details of cards.

Step 1: Click on "Cards" page

Order Cards Button: Click here to order cards

Download List Button: Click here to download the list of cards

Other Actions Button: Click here for mass order cards (>20 cards)

Sort Button: Sort the card list by functionality including newest to oldest & others

Filter Button: Filter the list to show only blocked/expiring card etc

Step 2: Search for a card with driver name, VRN or card number (Minimum 4 characters entered)

Step 3: Click on the card

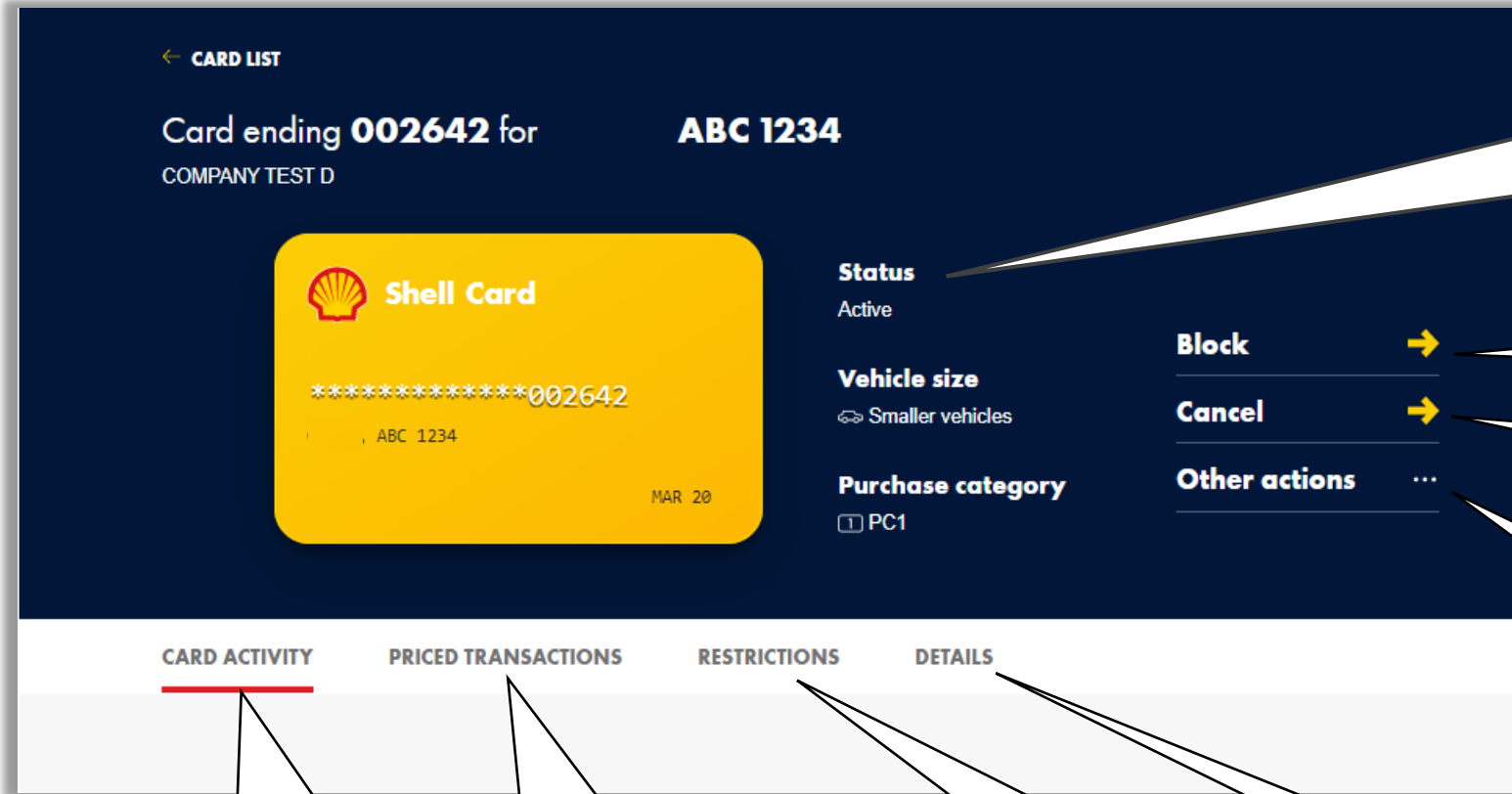
Card Status:
Active: Card can be used at stations
Cancelled: Card cancelled permanently
Blocked: Temporary block, can be reactivated

Summary statistics:
 259 CARDS
 20 ACTIVE >
 2 BLOCKED >
 0 EXPIRING >
 128 CANCELLED >

SEARCH	LAST USED	EXPIRES	STATUS
AUTOBOT XX 3432 001781		31/01/23	Cancelled
<input type="checkbox"/> JOHN 5 SG1234 001658			Blocked
<input type="checkbox"/> JOHN 6 SG1234		1/08/22	Blocked

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Card List: View list & details of cards.



Card Status:
Active: Card can be used at stations
Cancelled: Card cancelled permanently
Blocked: Temporary block, can be reactivated
Marked as Damage: Card that has been reported damage

Block Button:
Click here to block card

Cancel Button:
Click here to cancel card

Other Actions Button:
Click here to report damaged card or resend pin reminder

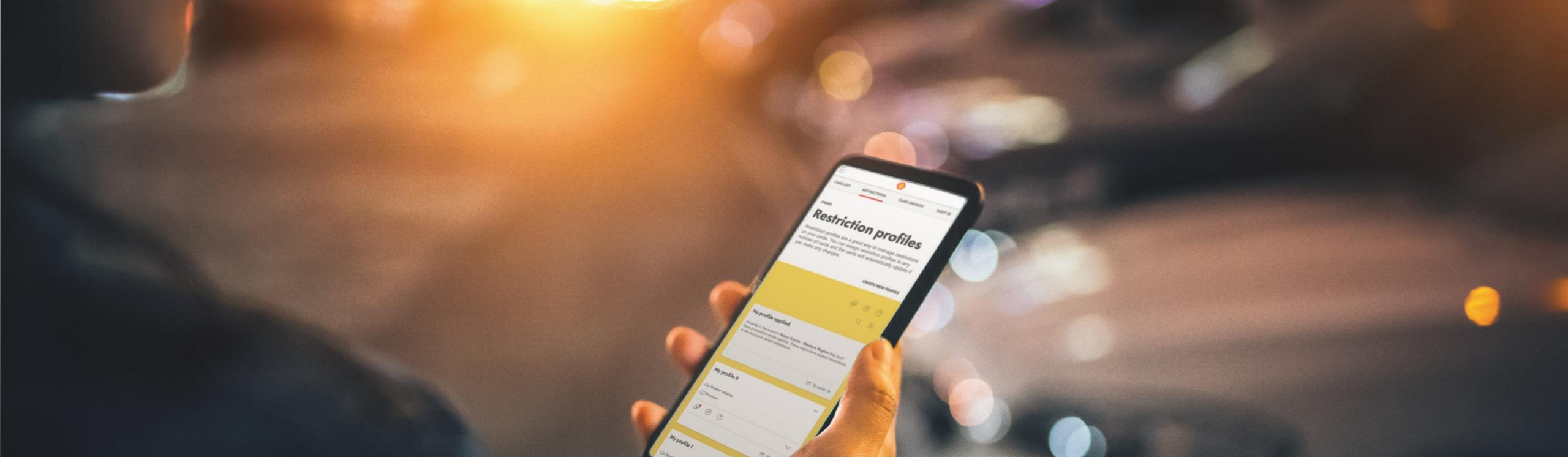
Card Activity:
Click here to view transaction made for the last 48 hours

Price Transaction:
Click here to view historical transactions made

Restriction:
Click here to view & set card restrictions

Details:
Click here to view full card details

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS

Order Card

- **Order Card:** Allows you to place an order for new card(s). You can order up to 20 cards in a single card order.

The screenshot shows the 'Card list' page in a web application. The interface includes a navigation menu on the left with 'Cards' highlighted. The main content area has tabs for 'CARD LIST', 'RESTRICTIONS', and 'CARD GROUPS'. Below the tabs, there are statistics for card statuses: 259 CARDS, 20 ACTIVE, 2 BLOCKED, 0 EXPIRING, and 128 CANCELLED. A search bar and filter icons are visible at the bottom of the page.

Step 1
Click on "Cards" page

Step 2
Click on "Card List" Tab

Step 3
Click on "Order cards" Button

STATUS	COUNT
CARDS	259
ACTIVE	20
BLOCKED	2
EXPIRING	0
CANCELLED	128

*The function or interface page may be unavailable or differ subject to access given & country settings.

Step 4: Vehicle type
Choose one option

Step 5: Order with a template (Optional)
Click to choose a saved template to ease your card ordering experience. Otherwise, ignore if you would like to fill up the card details separately.

Step 6: Card Type
Kindly remain the card type as it is.

The screenshot shows the 'Order cards' page with the Shell logo in the top left. The page title is 'Order cards' and it indicates 'Step 1 of 6'. Below the title, there is a sub-header 'A few details to get started' and a paragraph: 'Ordering cards is straight forward. Provide the following details then you're ready to get started.'

The first section is 'Vehicle type'. It contains the text: 'The selected account has different types of vehicles. Select a vehicle type to continue ordering cards.' There are two radio button options: 'Small vehicle' (selected) and 'Large vehicle'.

The second section is 'Order with a template'. It contains the text: 'Select an optional template to create your order'. There is a dropdown menu labeled 'SELECT A TEMPLATE' with the option 'Don't use template' selected. Below the dropdown, it says: 'Templates are optional but make ordering cards quicker.'

The third section is 'Select a card type.'. It contains the text: 'The Network coverage selections have different card types available.' There is a dropdown menu labeled 'CARD TYPE' with the option 'MY FLT NAT SIN R1' selected.

At the bottom right of the form, there is a button labeled 'Card details' with a right-pointing arrow, which is highlighted with a red border. To the right of the entire form, there is a large blue arrow pointing right with the text 'Click to Proceed' inside it.

*The function or interface page may be unavailable or differ subject to access given & country settings.

Step 7: Number of cards to order
Choose a number of cards to order.
Maximum 20 cards at one time.

Step 8: Enter card details
Enter details of the card in the
boxes.

Note that the Company Name is
fixed.

← ORDER CARDS

Card details

Step 2 of 6

Step 1

Number of cards to order

SELECT THE NUMBER OF CARDS TO ORDER

You can order up to 20 cards at the same time.

1

Step 2

Enter card details

Card details

Enter a driver name or vehicle registration number, or both.

Shell Card

1234567890123456789

AMIR

VRN 1234

COMPANY TEST D

AUG 20

DRIVER NAME

AMIR

This is optional if a Vehicle Registration Number has been entered.

VEHICLE REGISTRATION NUMBER

VRN 1234

COMPANY NAME

COMPANY TEST D

Assign to card group

A card group can belong to one card group at a time.

ADD TO A CARD GROUP

MARKETING

Purchase options →

Click to Proceed →

*The function or interface page may be unavailable or differ subject to access given & country settings.

Note: Only set your preferred card limit, 10 minutes after card creation to ensure the card limit will be reflected successfully.

Note: For normal Diesel, kindly add both:
1) Shell Fuelsave Diesel Euro 5 B10 Standard
2) Shell Fuelsave Diesel Euro 5 B20 Standard

Step 9: Purchase options
Choose one based on your preference.

Purchase options

Step 3 of 6

Step 3
Purchase category

Limits on spend and purchase restrictions can be set after the order is placed.

Customised selection

1 PC1
1 - All Fuel Products

- Shell Fuelsave Diesel Euro 5 B10 Standard
- Shell VPower Racing
- Shell Fuelsave Diesel Euro 5 B7 Premium
- Shell VPower 97
- Shell Fuelsave Diesel Euro 5 B20 Standard
- Shell FuelSave 95

2 PC2
2 - All Fuels Products and Lubricants

- Shell Fuelsave Diesel Euro 5 B10 Standard
- Shell VPower Racing
- Shell Fuelsave Diesel Euro 5 B7 Premium
- Shell VPower 97
- Shell Fuelsave Diesel Euro 5 B20 Standard
- Shell FuelSave 95

Lubricants

3 PC3
3 - No Restrictions

- Shell Fuelsave Diesel Euro 5 B10 Standard
- Shell VPower Racing
- Shell Fuelsave Diesel Euro 5 B7 Premium
- Shell VPower 97
- Shell Fuelsave Diesel Euro 5 B20 Standard
- Shell FuelSave 95

Car Wash

Lubricants

Services

Shop

Restrictions →

Restrictions

#Step 4 of 6

Select a purchase category to determine what the card can be used for purchasing. This selection cannot be changed once the card has been ordered.

Step 4
Set restrictions for your card

Apply restriction profile

No profile applied

Security →

Step 10: Restriction Profile
Click to set a preset restriction profile to the card.

If you are unable to set restriction profile, you can set it after the card ordering is completed.

Click to Proceed

Click to Proceed

*The function or interface page may be unavailable or differ subject to access given & country settings.

← RESTRICTIONS

Security

#Security settings ensure your cards are being used safely.

Step 5
#PIN settings

#You can choose your own PIN for new cards but don't forget to keep a secure record of it.

#Set your own PIN

#Card 1 PIN

ENTER PIN SHOW CONFIRM PIN SHOW

Driver identification

If you'd like your drivers to identify themselves at the point of sale, choose from the following.

Fleet ID

#Description of toggle lorem ipsum

Current mileage

Your driver will be asked to record their mileage at the point of purchase

Summary →

Step 11: PIN settings

Toggle on to set your own PIN for new card.

Please keep a record since the PIN will not be delivered when you set your own PIN.

Step 12: Driver Identification

Fleet ID: Turn on to enable Fleet ID feature on the card. Driver will need to key in Fleet ID for each purchase.

Current Mileage: Turn on if driver is required to record their mileage at the point of purchase.

Click to Proceed →

*The function or interface page may be unavailable or differ subject to access given & country settings.

SECURITY

Order Summary

If you are ordering 1# card with the following settings. Please check the details carefully. For security you will receive your PIN in the post approximately five working days after your card.

#Step 6 of 6

- ✓ #1. Basic details
- ✓ #2. Card details
- ✓ #3. Purchase options
- ✓ #4. Restrictions
- ✓ #5. Security
- #6. Order summary**

#Basic details

ACCOUNT	COMIWAY TEST U	NETWORK COVERAGE	National #Shell network
VEHICLE SIZE	C# #Small vehicle		

#Card 1

DRIVER NAME	CARD TYPE	MY FLT NAT SIN R1
AMIR	CARD GROUP	MARKETING
VEHICLE REGISTRATION NUMBER	DELIVERY ADDRESS	
VRN 1234		

#Purchase options and restrictions

Purchase options	PURCHASE CATEGORY	1 - PC1
Restrictions	RESTRICTIONS	No profile applied

Security

#CARD PIN	#Individually set
FLEET ID	Disabled
CURRENT MILEAGE	Disabled

Place order →

You may click and choose the steps here to navigate between the pages to edit.

Step 13: Order Summary
Check your order summary before proceeding to Place Order

ORDER CARD

Order confirmed

We have received your order for 1 card.

Once dispatched, your card should be with you within 5 working days.

ORDER REF 1707847 **DATE / TIME** 21/10/20 12:28 PM

ACCOUNT

Order details

1 card will be delivered to the following address:

AMIR
C# VRN 1234
MARKETING

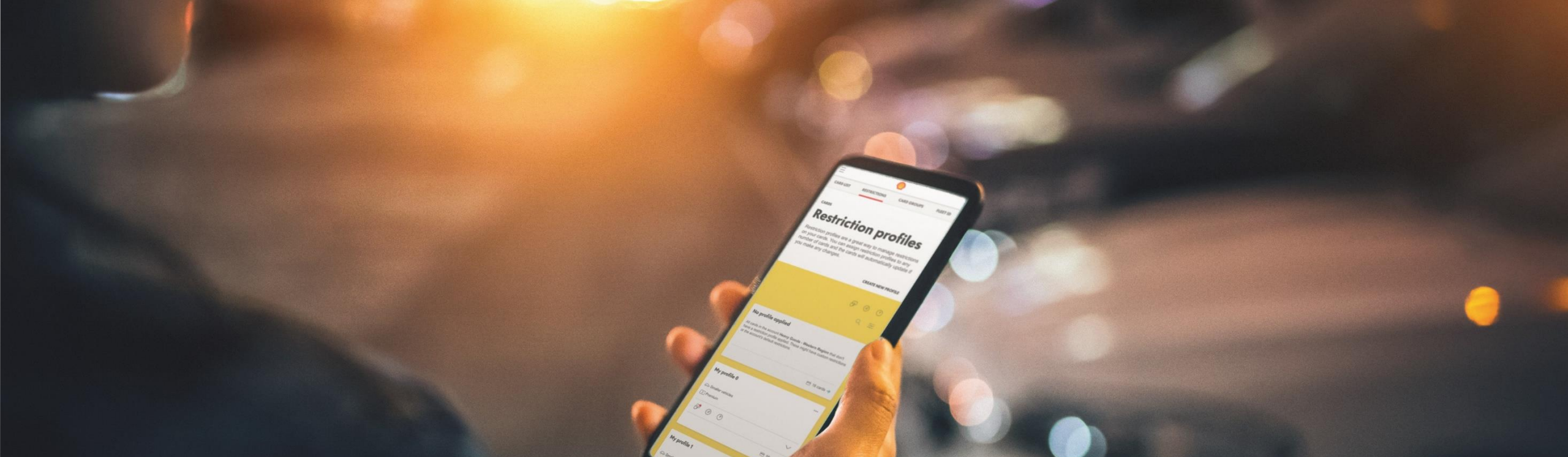
CARD DETAILS
1 - PC1
Type: MY FLT NAT SIN R1
Shell network
National

Order more cards +

Card list →

Click to Proceed →

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS

Set Restrictions

- **Set Restrictions:** Allows you to set (update/change) the card limit and products of one card.

The screenshot displays the 'All accounts' section of the Shell Cards management interface. At the top, there are navigation tabs: 'CARD LIST', 'RESTRICTIONS', 'CARD GROUPS', and 'FLEET ID'. Below these, a summary bar shows statistics: 801 CARDS, 11 ACTIVE, 7 BLOCKED, 0 EXPIRING, and 446 CANCELLED. The main area is titled 'Cards for All accounts' and features a search bar and sorting options. A table lists several cards with columns for 'LAST USED', 'EXPIRES', and 'STATUS'. A context menu is open for the first card, 'TEST TEST', which is 'Active'. The 'Set restrictions' option in the menu is highlighted with a red box.

	LAST USED	EXPIRES	STATUS
<input type="checkbox"/> TEST TEST 004317 ASDA 1768 COMPANY TEST D SACA ASC		31/12/20	Active
<input type="checkbox"/> JDKDS 004325 DFGD 5 COMPANY TEST D		31/12/20	Active
ANIS MIGRATE 004291 CGP 3 COMPANY TEST D		31/12/20	Cancelled
CGP SFH TEST		31/12/20	Cancelled

Step 1:
Find an active card and click the option button. Then, click "Set Restrictions".

*The function or interface page may be unavailable or differ subject to access given & country settings.

Step 2: Purchase Restrictions

Tick the box to choose the products you would like to purchase

Purchase restrictions
Select the sets of fuel and non-fuel products that can be purchased.

1 PCI

- Shell Fuelsave Diesel Euro 5 B10 Standard
- Shell VPower Racing
- Shell FuelSave Diesel Euro 5 B7 Premium
- Shell VPower 97
- Shell Fuelsave Diesel Euro 5 B20 Standard
- Shell FuelSave 95

- Car Wash
- Lubricants
- Services

Note: For normal Diesel, kindly add both:
1) Shell Fuelsave Diesel Euro 5 B10 Standard
2) Shell Fuelsave Diesel Euro 5 B20 Standard

Step 3: Usage Limits

Click the pen icon to edit the limit.

Spend: Amount in currency can be used.

Transactions: Amount of swipes allowed to be used.

Usage limits
Select limits on the usage of this card by number of transactions, maximum spend.

Spend

YEAR	No limit set
MONTH	RM1,000
WEEK	No limit set
DAY	No limit set
TRANSACTION	No limit set

Transactions

YEAR	No limit set
MONTH	No limit set
WEEK	No limit set
DAY	No limit set

Note: The default limit for each new card will be RM1K per day and RM20K per month. Kindly ensure the default limit is sighted before making any changes.

Step 4: Day & Time Restrictions

Days of the week: Click and choose the day to available for use.

Time of day: Drag the button to choose available time for use.

Day & time restrictions
Days of the week and time of day this card can be used.

Days of the week
Available for use: All week

M T W T F
S S

Time of day
Available for use: 0am - 12am

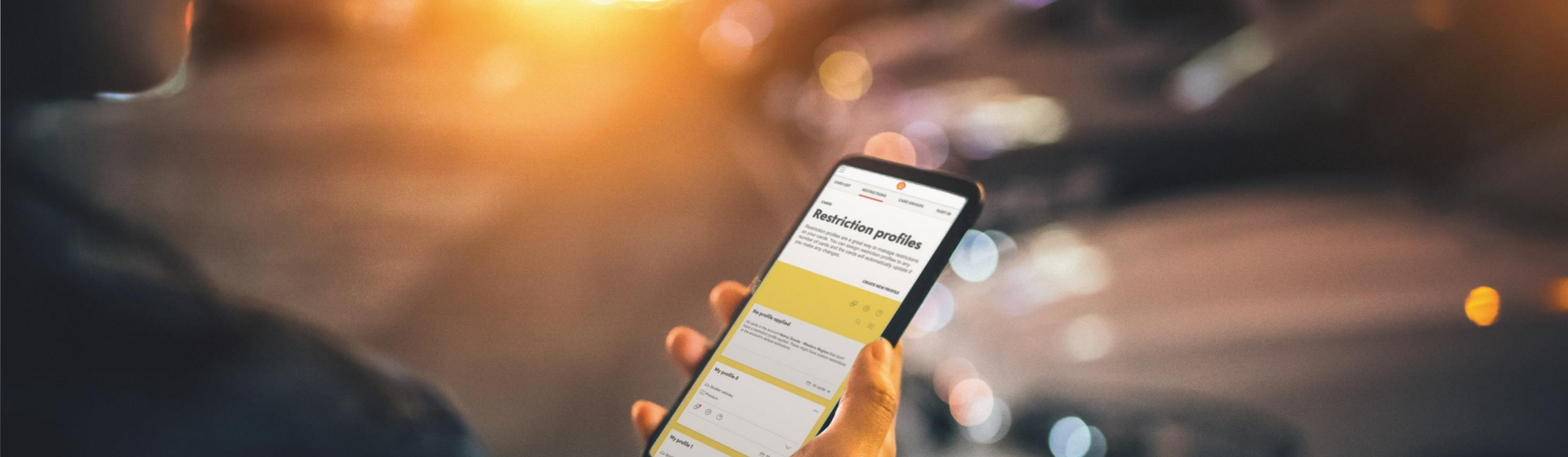
0am 12am

SAVE AS PROFILE
REMOVE CUSTOM RESTRICTIONS

Apply

Click to Proceed

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS

Block Card/Unblock Card

Cancel Card

Report Damage

Block/Cancel Multiple Cards

- **Card Selection:** Select an active card that you want to block, cancel and replace.

The screenshot shows the 'Card list' page in the Shell system. The page has a navigation menu on the left with options: Homepage, Cards, Reports, Finance, and Administration. The main content area is titled 'CARD LIST' and includes a sub-section 'CARDS' with the heading 'Card list'. Below the heading is a summary bar with five categories: 801 CARDS (yellow), 9 ACTIVE >, 9 BLOCKED >, 0 EXPIRING >, and 446 CANCELLED >. Below this is a table of cards for 'All accounts'. The table has columns for 'LAST USED', 'EXPIRES', and 'STATUS'. Two cards are listed: 'TEST TEST' and 'JKDS'. The 'JKDS' card is highlighted with a red box. A blue callout bubble points to the 'JKDS' card with the text 'Step 1: Click on an active card'.

LAST USED	EXPIRES	STATUS
	31/12/20	Active
	31/12/20	Active

Step 1:
Click on an active card

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Block Card: Temporary block and unblock a card with immediate effect.

Step 2:
Click here to temporary block the card

Step 3:
You can choose if you wish to block the card immediately or for a specific time.

Card Status: If card is successfully temporary blocked, a "Locker" sign will appear on top of the card.

Step 4:
Click here to unblock the card

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ **Cancel Card** : Cancel a card with specific reason - lost/stolen/no longer needed.

Step 2:
Click here to permanently cancel the card

Step 3:
Select a reason to cancel the card

Card Status: If card is successfully cancelled a "Cancel" sign will appear on top of the card

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Report Damage: Report damaged card and trigger replacement order if needed.

Notes:

1. The card will stay active for the next 15 days.
2. The card status will be changed to "Marked as Damage".
3. The card with "Marked as Damage" cannot be blocked, cancelled, and its restrictions cannot be changed.

Step 2: Click here to report damaged card

Step 3: Select to order replacement or cancel card only

Step 4: Choose your own PIN or system generated PIN

Step 5: Click here to place order

*The function or interface page may be unavailable or differ subject to access given & country settings.

- **Block/Cancel/Move Multiple Cards:** Blocking, cancelling or moving more than one card from card list.

	LAST USED	EXPIRES	STATUS	
<input checked="" type="checkbox"/> TEST CGP NEW CARD 003095		31/12/20	Active	...
<input checked="" type="checkbox"/> TEST CGP NEW CARD 002915		31/12/20	Active	...
<input checked="" type="checkbox"/> TEST 213 002885 TES712		31/12/20	Active	...
<input type="checkbox"/> TEIST 54 002873 TES712		31/12/20	Active	...
<input type="checkbox"/> TEST 213 000410		31/12/20	Active	...

Step 1:
Tick the box to choose which card to block/cancel



	LAST USED	EXPIRES	STATUS		
<input checked="" type="checkbox"/> DRIVER 1 005405 AGV9338A COMPANY TEST D		31/10/21	Active	...	
<input checked="" type="checkbox"/> TEST LIMIT 005389 COMPANY TEST D			Active	...	
<input type="checkbox"/> ABC 000261 GT 5801 COMPANY TEST D		31/07/22	Active	...	
<input type="checkbox"/> TEST 234 005298 COMPANY TEST D (ACC		31/10/21	Active	...	
<input type="checkbox"/> CREATED 000513 CCC 1234Y COMPANY TEST D		2/21	31/08/22	Active	...

Step 2:
Click here to cancel, block or move cards

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Block/Cancel Multiple Cards: Unblocking multiple blocked cards.

The screenshot shows the 'CARD LIST' tab in the Shell Cards management system. At the top, there are summary statistics: 494 CARDS, 20 ACTIVE, 7 BLOCKED, 11 EXPIRING, and 392 CANCELLED. Below this is a table of cards for 'All accounts'. The table has columns for selection, card details, last used, expires, status, and actions. Three cards are selected, and the 'UNBLOCK' button is visible at the bottom right.

		LAST USED	EXPIRES	STATUS	
<input checked="" type="checkbox"/>	TEST CGP NEW CARD 003095 COMPANY TEST D		31/12/20	Blocked	...
<input checked="" type="checkbox"/>	TEST CGP NEW CARD 002915 COMPANY TEST D		31/12/20	Blocked	...
<input checked="" type="checkbox"/>	TEST 213 002865 COMPANY TEST D		31/12/20	Blocked	...
<input type="checkbox"/>	TEIST 541241		31/12/20	Blocked	...

COMPANY TEST D
Change company →

3 Cards selected

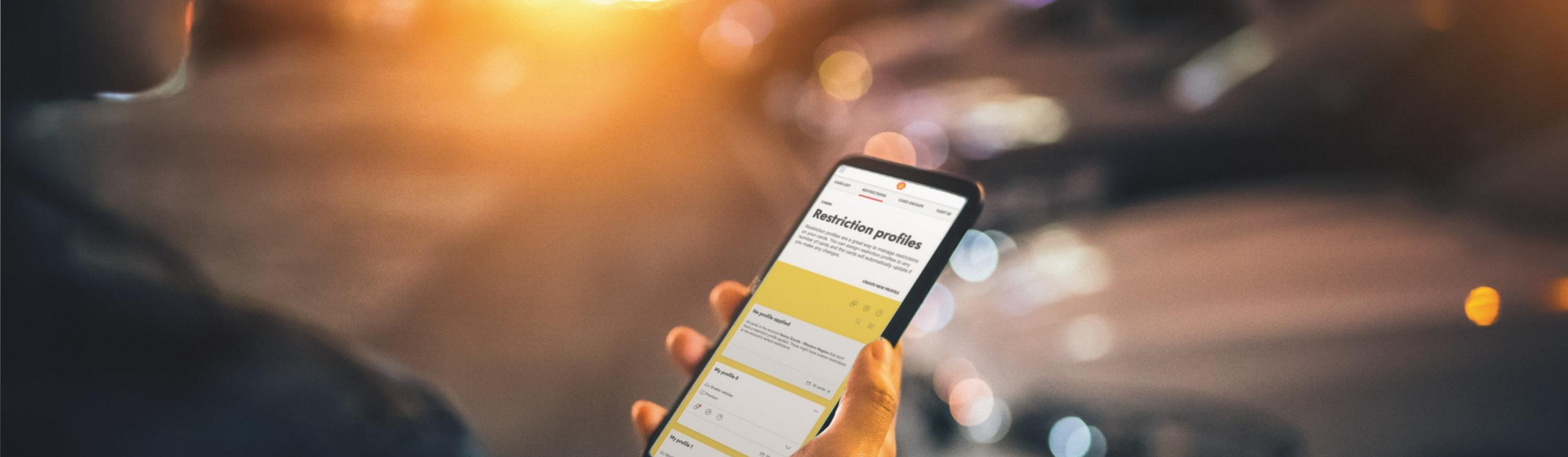
CANCEL CARDS UNBLOCK

Step 1:
Click "Blocked" Box

Step 2:
Choose the blocked cards by ticking the box

Step 3:
Click here to unblock the cards

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS

Bulk Order & Cancel Card

- **Bulk Order & Cancel Card:** Order or cancel up to 500 cards, use this function at your convenience.

The screenshot shows the 'Card list' page in the Shell system. The interface includes a navigation menu on the left with 'Cards' highlighted, a top navigation bar with 'All accounts' and 'Site locator', and a main content area with a 'Card list' title and a summary bar. The summary bar shows 259 total cards, with 20 active, 2 blocked, 0 expiring, and 128 cancelled. A table below lists individual cards, including 'AUTOBOT XX 3432' and 'JOHN 5 SG1234'. Three blue callout boxes provide instructions: Step 1 points to the 'Cards' menu item, Step 2 points to the 'Other actions' button, and Step 3 points to the 'Order via spreadsheet' and 'Cancel via spreadsheet' options in the dropdown menu.

Step 1: Click on "Cards" page

Step 2: Click on "Other actions"

Step 3: Select bulk order or cancel card

Summary	259	20	2	0	128
CARDS	ACTIVE	BLOCKED	EXPIRING	CANCELLED	

Card ID	Cardholder	Card Number	LAST USED	EXPIRES	STATUS
AUTOBOT XX 3432 001781				31/01/23	Cancelled
JOHN 5 SG1234 001658				31/08/22	Blocked

*The function or interface page may be unavailable or differ subject to access given & country settings.


- **Bulk Order & Cancel Card:** Order or cancel up to 500 cards, use this function at your convenience.

Step 4: Bulk Card Order/Cancel
Follow the step by step guide to download and complete the excel template. Once done, upload the completed file.

CARD LIST

Order via spreadsheet

You can easily order cards in bulk by using an MS Excel template. Just download the Excel template with your customer settings, fill in your card orders and upload the completed file.

Step 1
Download latest template DOWNLOAD  BCO_Sir

Please download the latest version of your template here.

Step 2
Complete and save template How do I use the order template?

Complete and save your card order using the template file.


Step 3
Upload the completed file CHOOSE FILE No file chosen

Select and upload your completed card order file.

CARD LIST

Cancel via spreadsheet

You can easily cancel cards in bulk by using an MS Excel template. Just download the Excel template with your customer settings, fill in your card cancellations and upload the completed file.

Step 1
Download latest template DOWNLOAD  BCB_TemplateV2.x

Please download the latest version of your template here.

Step 2
Complete and save template How do I use the cancel template?

Complete and save your card cancellation using the template file.

Step 3
Upload the completed file CHOOSE FILE No file chosen

Select and upload your completed card cancellation file.

*The function or interface page may be unavailable or differ subject to access given & country settings.

- **Bulk Order & Cancel Card:** Order or cancel up to 500 cards, use this function at your convenience.

Shell Mobility Hub

Order cards via spreadsheet

COMPANY: [] DOWNLOAD DATE: 13/04/2020 15:29:43

ACCOUNT: All

Validate

Step 1
Card details

Account number	Card group name <small>Optional</small>
1	
2	
3	
4	
5	
6	
7	
8	
9	

Shell Mobility Hub

Cancel via spreadsheet

COMPANY: -COMPANY TEST D

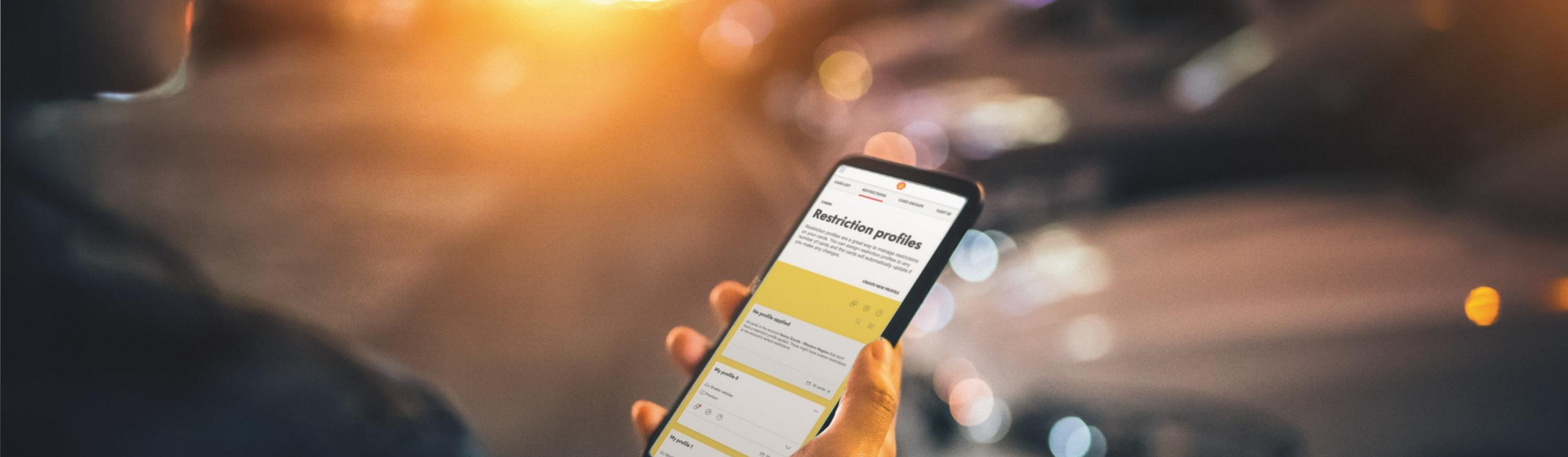
Validate

Card number	Reason for cancelling
1	
2	
3	
4	
5	
6	
7	
8	
9	

Steps:

1. Edit the file accordingly
2. Always click "Validate" before saving and uploading the file to Shel Fleet Hub again.
3. Do not change the file name
4. Upload back the file in Shell Fleet Hub

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS

Restriction Profile

Cards

Restriction Profile 1/4

The screenshot shows the 'Restriction profiles' page in the Shell Cards system. At the top, there are tabs for 'CARD LIST', 'RESTRICTIONS', and 'CARD GROUPS'. A red box highlights the 'RESTRICTIONS' tab. Below the tabs, the page title is 'Restriction profiles' with a sub-header 'Restriction profiles for All accounts'. A callout box points to a 'CREATE NEW PROFILE' button with the text: 'Create New Profile : Click here to create new profile'. Below this, there are two profile cards. The first is 'COMPANY TEST D' with 'No profile applied'. The second is 'ASDADAS' with 'Smaller vehicles' and 'PC0' restrictions. A callout box points to the three-dot menu on the 'ASDADAS' card with the text: 'Option button : Click here to edit profile restrictions, add card to profile or to delete profile'. A red arrow points from this callout to the menu, which is expanded to show three options: 'Edit profile restrictions', 'Add cards to this profile', and 'Delete profile'.

- Card restriction profiles allow you to easily maintain a sets of common restriction rules up to 500 cards associated to a restriction profile(s).
- You can assign restriction profiles to any number of cards and the cards will automatically update once changes has been made.

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ **Restriction Profiles:** Set purchase restrictions, usage limit & day time restrictions.

The screenshot shows the 'Restriction profiles' page in the Shell Cards system. The interface includes a sidebar with navigation options: Homepage, Cards (highlighted with a red box), Reports, Finance, and Administration. The main content area has tabs for 'CARD LIST', 'RESTRICTIONS' (selected), and 'CARD GROUPS'. Below the tabs, the title 'Restriction profiles' is followed by a descriptive paragraph. A yellow banner at the bottom of the main content area contains the heading 'Restriction profiles for All accounts' and a list of profiles. A modal window titled 'CREATE NEW RESTRICTION PROFILE' is open, showing a selection screen for accounts: 'COMPANY TEST D' and 'COMPANY TEST D SUB'. A red arrow points from the 'CREATE NEW PROFILE' button to the modal.

Step 1: Click on "Cards" page

Step 2: Click on "Restrictions" tab

Step 3: Click on "Create New Profile" button

Step 4: Select the account

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Restriction Profiles: Set purchase restrictions, usage limit & day time restrictions.

The screenshot shows a mobile application interface for creating a new restriction profile. The title is 'Create new profile' with a subtitle: 'You can assign restriction profiles to any number of cards and the cards will automatically update if you make any changes.' The interface is divided into two main sections: 'Profile name' and 'Profile settings'. The 'Profile name' section includes fields for 'PROFILE NAME' and 'PROFILE DESCRIPTION' (marked as optional). The 'Profile settings' section includes three sub-sections: 'SELECT A VEHICLE TYPE' with radio buttons for 'Larger vehicles' and 'Smaller vehicle' (selected); 'SELECT NETWORK COVERAGE' with a toggle switch for 'Shell partner sites' (turned on); and 'SELECT A PURCHASE CATEGORY' with radio buttons for 'PC0', 'PC1' (selected), 'PC2', and 'PC3'. At the bottom, there are two buttons: 'Cancel' and 'Set restrictions'.

Step 5:
Provide profile name and profile description

Step 6:
Select the vehicle type and purchase category

Step 7:
Click on "Set restrictions"

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Restriction Profiles: Set product restrictions.

Step 8: Purchase Restrictions
Select the purchase category

Show products:
Click to view products available under each purchase restrictions.

1 PC1

- Shell Fuelsave Diesel Euro 5 B10 Standard
- Shell VPower Racing
- Shell FuelSave Diesel Euro 5 B7 Premium
- Shell VPower 97
- Shell Fuelsave Diesel Euro 5 B20 Standard
- Shell FuelSave 95

- Car Wash
- Lubricants
- Services
- Shop

Step 9: Usage Limit
Insert the number in each of the usage limit field to customize card usage limit

Spend	
MONTH	\$1
WEEK	No limit set
DAY	No limit set
TRANSACTION	No limit set

Transactions	
MONTH	No limit set
WEEK	No limit set
DAY	No limit set

Step 10: Day & Time Restrictions
Day: Click on the day to select day that purchase can be allowed
Time: Drag the circle button to select time window allow for purchase

Time of day
Available for use: 0am - 0am

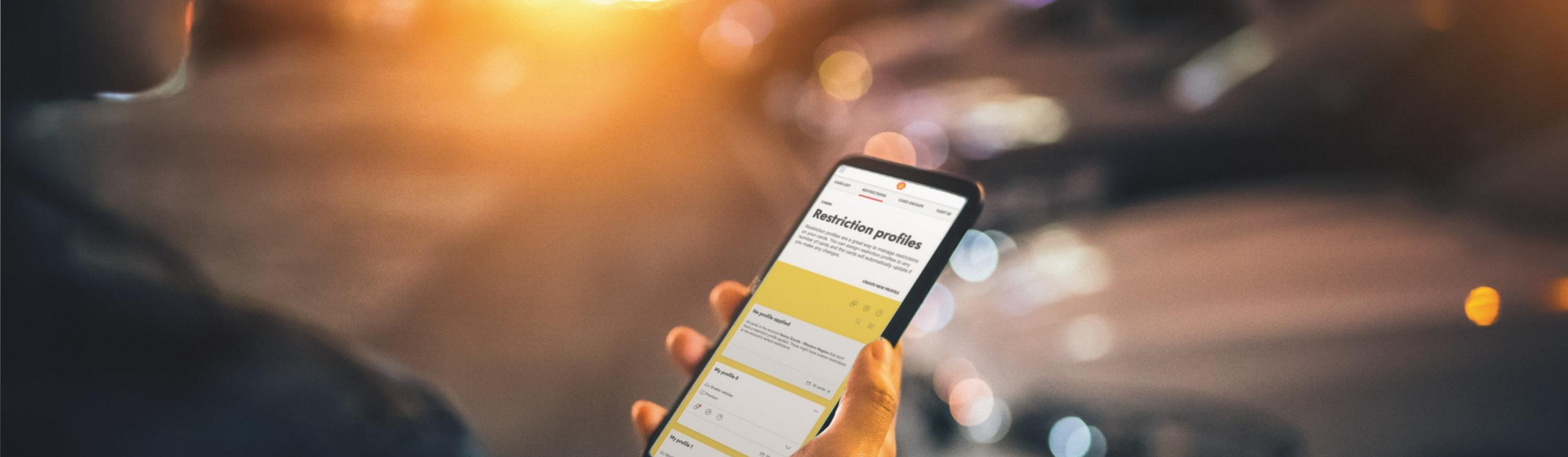
Step 11: Confirm Restrictions
Click "Save changes" to confirm

Add cards:
Add multiple cards into this restriction profile

Delete profile:
Remove this profile and the cards tagged under the profile will lose its restrictions

DELETE PROFILE Add cards + Save changes ✓

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS

Card Groups

➤ Card Group: Categorize your card to a group for easier management.

The screenshot shows the 'Card Groups' page in a web application. The interface includes a sidebar with navigation options: Homepage, Cards, Reports, Finance, and Administration. The main content area is titled 'Card Groups' and contains a 'CREATE NEW CARD GROUP' button, a search bar, and a list of card groups. Two modal windows are shown: 'Name your new group' and 'Choose an account'. The 'Name your new group' modal has a text input field containing 'Example HR department' and 'CANCEL' and 'SAVE' buttons. The 'Choose an account' modal has a search bar and a table with the following data:

Account Name	Account ID
TEST CARD 1	SG00001542
COMPANY TEST A	SG00532215

Annotations and steps are as follows:

- Step 1:** Click on "Cards"
- Step 2:** Click on "Card Groups"
- Step 3:** Click on "Create New Card Group" to add new card group
- Step 4:** Choose the account that you want the card group to be added to
- Step 5:** Give a name for your new card group
- Step 6:** Click on the card group you want to edit
- Total Cards:** View total of cards under the card group
- Search:** Click here to search for card group

➤ Card Group: Categorize your card to a group for easier management.

The screenshot shows the 'FINANCE' card group management page. The left sidebar contains navigation items: Homepage, Cards, Reports, Finance, and Administration. The main content area has a blue header with 'CARD GROUPS' and 'FINANCE'. Below the header, there are options to 'Save group name', 'Download list', and 'More options'. A table lists cards with columns for 'LAST USED', 'EXPIRES', and 'STATUS'. Callouts provide instructions for editing the group name, downloading the card list, and managing individual cards.

Edit: Click on the pen icon to change the card group name

Download: Click here to download the list of cards for this card group

Step 7: Add card or delete card group
Click here for the option to add cards or delete card group

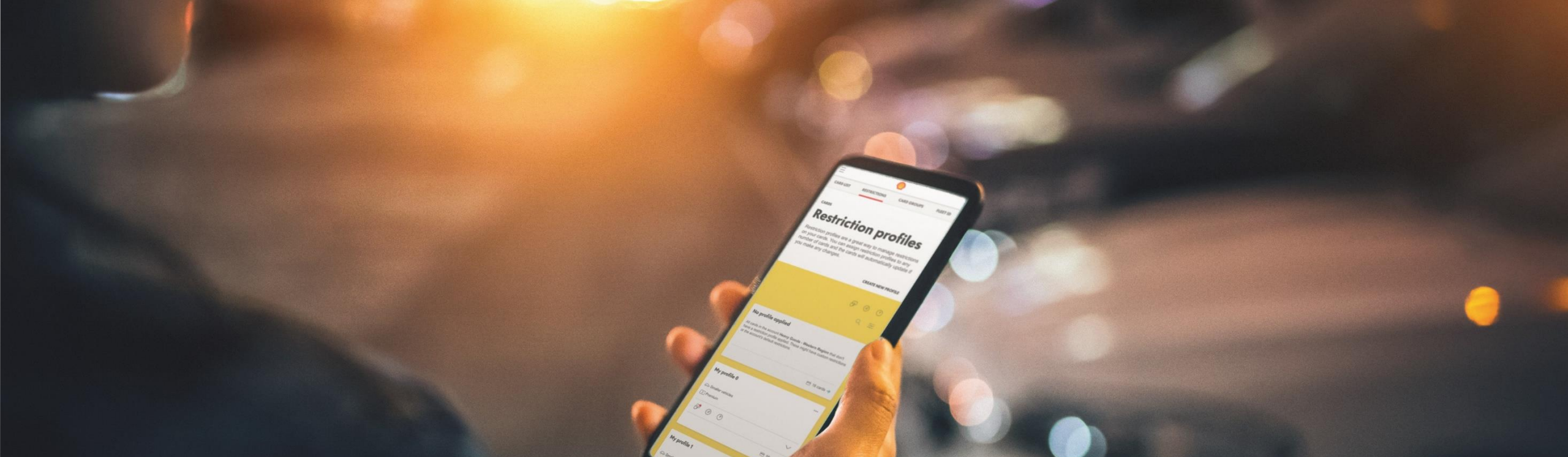
Step 8.1: Remove card from card group
Select the card

Step 8.2: Click here to remove existing card from the card group

More options menu items:
Add Cards
Delete Group
Remove from group
Move to different group

LAST USED	EXPIRES	STATUS
	31/08/17	Expired
	31/08/17	Expired
	31/08/2	

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS

Forgotten PIN

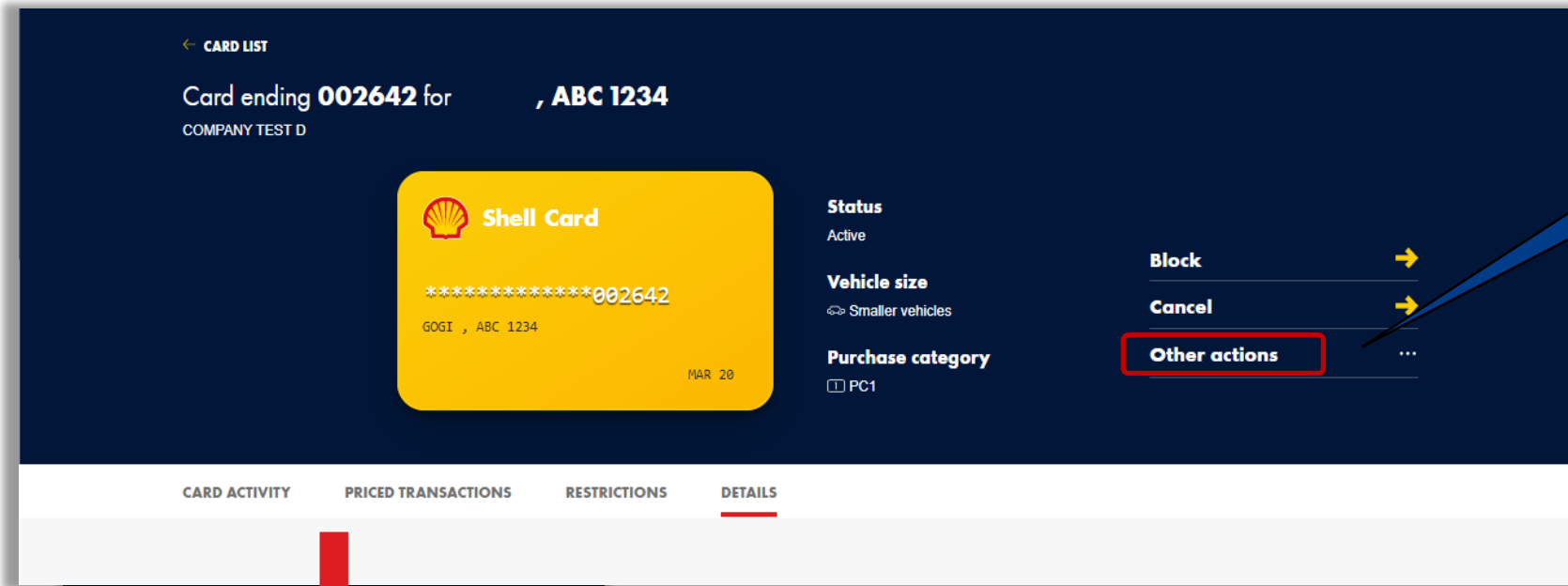
➤ Forgotten PIN: Request for PIN reminder.

The screenshot shows the Shell Cards management interface. At the top, there are tabs for 'CARD LIST', 'RESTRICTIONS', 'CARD GROUPS', and 'FLEET ID'. The 'CARD LIST' tab is selected. On the left, there is a navigation menu with options: 'Homepage', 'Cards', 'Reports', 'Finance', and 'Administration'. The main content area is titled 'Card list' and includes a sub-header 'CARDS'. Below this, there is a summary bar with five categories: '801 CARDS' (yellow), '9 ACTIVE >' (blue), '9 BLOCKED >' (blue), '0 EXPIRING >' (blue), and '446 CANCELLED >' (blue). To the right of the summary bar, there are three buttons: 'Order cards' with a right arrow, 'Download list' with a download icon, and 'Other actions' with a three-dot menu icon. Below the summary bar, there is a table of cards for 'All accounts'. The table has columns for 'LAST USED', 'EXPIRES', and 'STATUS'. Two cards are listed: 'TEST TEST' and 'JKDSD'. The 'JKDSD' card is highlighted with a red box. A blue callout bubble points to the 'JKDSD' card with the text 'Step 1: Click on an active card'.

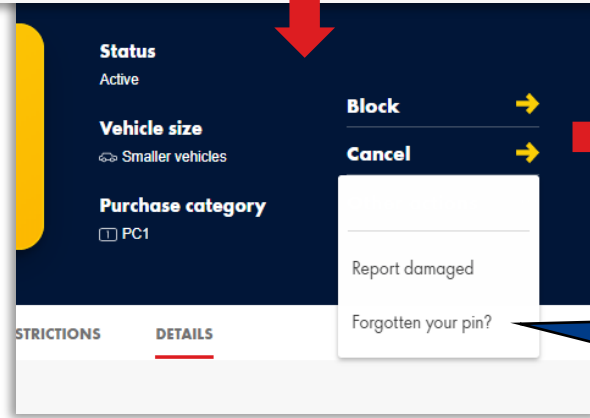
Step 1:
Click on an active card

*The function or interface page may be unavailable or differ subject to access given & country settings.

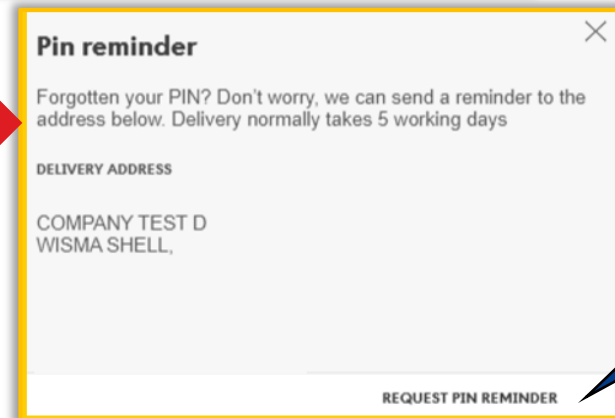
➤ Forgotten PIN: Request for PIN reminder.



Step 2:
Click "Other actions"

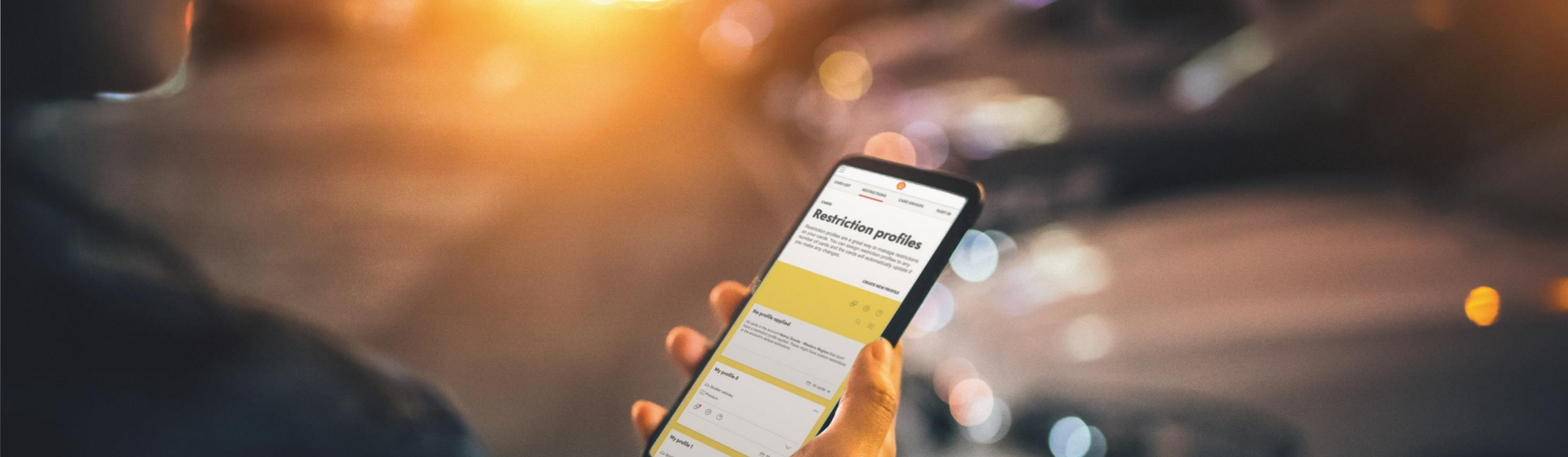


Step 3:
Click "Forgotten your PIN?"



Step 4:
Click here to "Request PIN Reminder" which will be sent via email or paper depending on your PIN delivery method

*The function or interface page may be unavailable or differ subject to access given & country settings.



CARDS Fleet ID

- **Fleet ID:** With Fleet ID validation, only authorised drivers can use a card, adding an extra layer of security to Chip and PIN. If the correct Fleet ID is not entered, the transaction will be declined.

Step 1: Click on "Cards"

Step 2: Click on "Fleet ID" tab

Download: Click on the download button to download the list of "Fleet ID" in excel

Step 3: Add Fleet ID
Click here to add Fleet ID

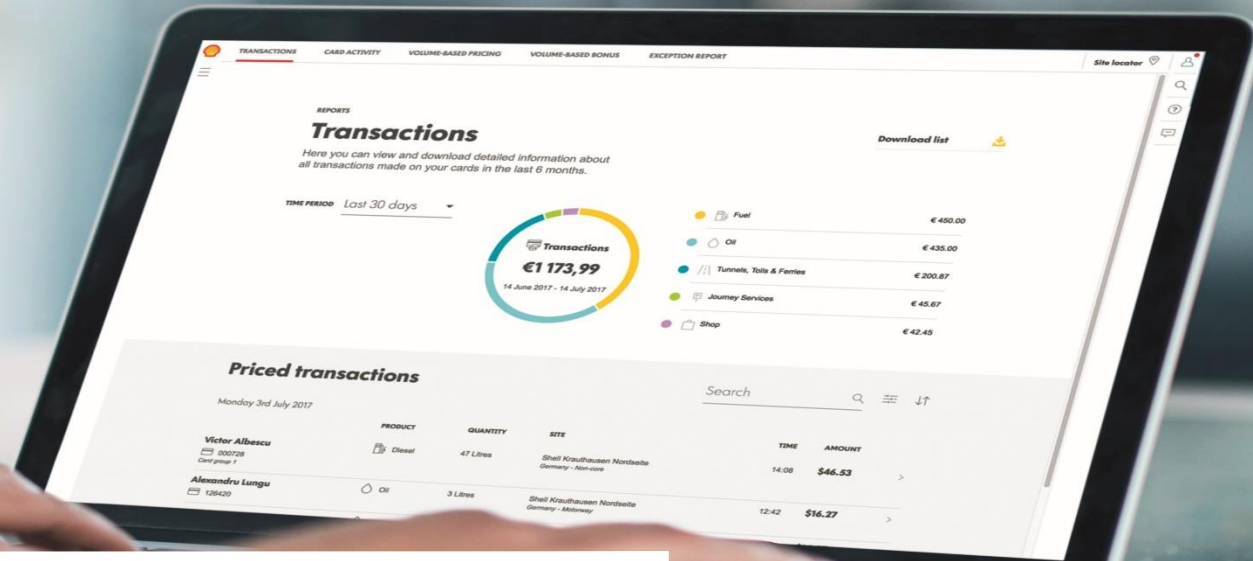
Overview of Fleet ID:
Show all the Fleet ID added for this account

Step 4: Multiple Fleet ID
Click here to create multiple Fleet ID at once

Note: It is compulsory to use 6 digits for your Fleet IDs.

ID REFERENCE	EXPIRES
123456	Expired
155448	Never
501935	Never
501935	Never
501061	Never
501064	Never
501067	Never
501068	Never
501073	Never
501097	Never
501117	Never
502482	Never

*The function or interface page may be unavailable or differ subject to access given & country settings.



REPORTS

Transaction Report

➤ Transaction Report: View and download transactions made in the last 24 months.

Step 1: Click on "Reports" page

Transaction Summary: View transaction amount made on different categories over a period of time

Step 2: Click on "Download List" button

Time Period: Select the time period to check on transaction summary within the time period.

Transaction details: Click the transaction item to view the transaction details

Step 3: Click on "Customise"

The screenshot shows the 'TRANSACTIONS' report page for 'COMPANY TEST D'. The 'Reports' menu item is highlighted. A 'Transaction Summary' card shows 'RM1.00' for the period '15/11/21-15/12/21'. A 'Download list' button is highlighted. A 'Customise' dialog box is open, showing 'START DATE' (01/11/21), 'END DATE' (02/12/21), and 'DOWNLOAD FORMAT' (Excel (.xls)). A table of transactions is visible below, with one transaction highlighted: Tuesday 23 November 2021, TEST SFA, Shell FuelSave 95, 0.49 Litre, SH TAMAN SRI MUDA 2, Malaysia, 07:50 PM, RM 1.00.

DATE	PRODUCT	QUANTITY	SITE	TIME	GROSS AMOUNT	
Tuesday 23 November 2021	TEST SFA	Shell FuelSave 95	0.49 Litre	SH TAMAN SRI MUDA 2, Malaysia	07:50 PM	RM 1.00

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Transaction Report: Download customized transaction report.

TRANSACTIONS
Customise your download
Download transactions by date or invoice number for some or all of your cards selected and filtered by status or card group. You can even customise the columns that appear in your download.

Step 4: Period & Status
Select period of time and invoice status

Step 5: Report Details
Drag the details from the "Available Columns" and drop to the "Selected Columns" if you want the details to be included in the report

START DATE
01/11/21

END DATE
02/12/21

Transaction status

- All transactions
- Invoiced transactions
- Uninvoiced transactions

DOWNLOAD TRANSACTION FOR

All Cards A single card

Include Fee Items

TEMPLATE
Custom template

Available Columns

Search

SELECT ALL

Location of transaction

- Country of Transaction
- Site Code
- Site Name
- Site Group Name

Selected columns

- Product Name
- Product Code
- Quantity
- Account Number
- Card Full Number

REMOVE ALL

Discount

Transaction details

Price

What do these labels mean?

SAVE AS TEMPLATE

Select a format for your download

Download format

- CSV
- Excel (.xls)
- Set as default

Step 6: Confirm to Download
Select Excel format and click on "Download Transactions"

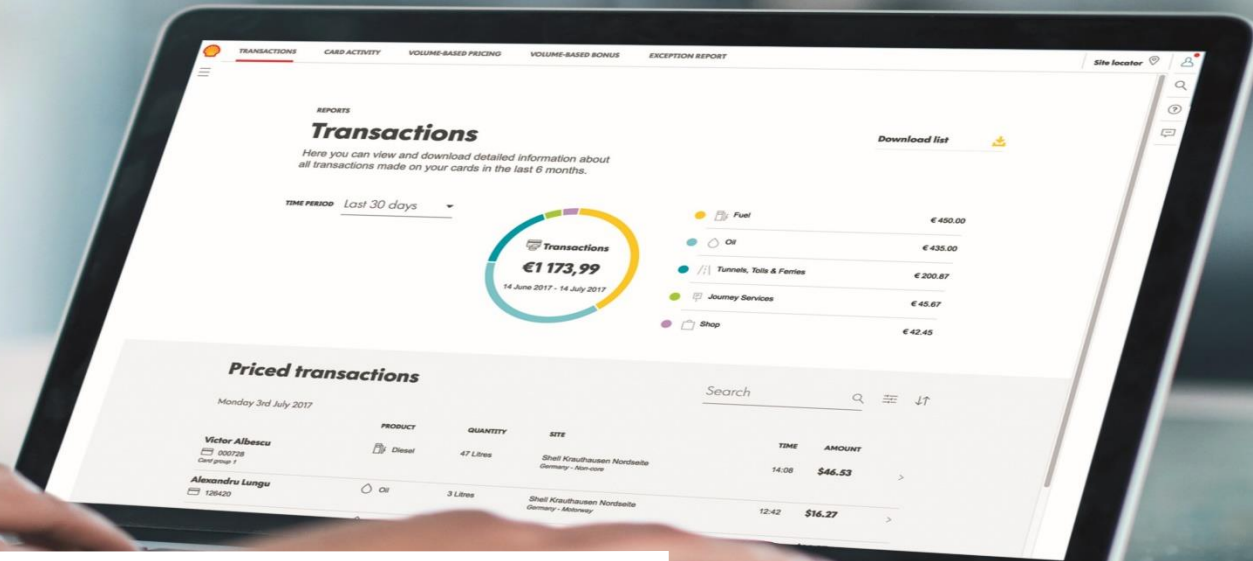
CANCEL **Download Transactions**

*The function or interface page may be unavailable or differ subject to access given & country settings.

➤ Transaction Report: Save Customized Report Template.

The screenshot displays the 'Transaction Report' interface. On the left, there are expandable sections for 'Discount', 'Transaction details', and 'Price'. A speech bubble points to these sections with the text: 'What do these labels mean: Details on what does each labels mean'. Below these sections is a 'SAVE AS TEMPLATE' button. A second speech bubble points to this button with the text: 'Save as Template: Save the report format as template for future use'. A red arrow points from this button to a 'SAVE AS' dialog box. The dialog box contains the text: 'Save this template to speed up downloading the transaction data you need for reporting in the future.' Below this text is a text input field with 'Standard' entered. At the bottom of the dialog are 'CANCEL' and 'SAVE' buttons. To the right of the dialog is the 'Download format' section, which includes radio buttons for 'CSV', 'Excel (.xls)' (which is selected), and 'Set as default'. At the bottom of the interface, there is a 'CANCEL' button on the left and a 'Download Transactions' button with a download icon on the right.

*The function or interface page may be unavailable or differ subject to access given & country settings.



REPORTS

Card Activity

➤ Card Activity: View recent transactions for the past 48 hours.

Download :
Click here to download the transaction list for the past 48 hours

View Recent Transaction:
View the transaction list for the past 48 hours

Download list 📄

COMPANY

TRANSACTIONS **CARD ACTIVITY** FUEL CONSUMPTION REPORT EXCEPTION REPORT

REPORTS

Card activity

This is the list of your transactions from the last 48 hours.

Please note: Recent transactions only cover online sites. For offline sites i.e. Toll booths, there may be a delay of up to 24 hrs.

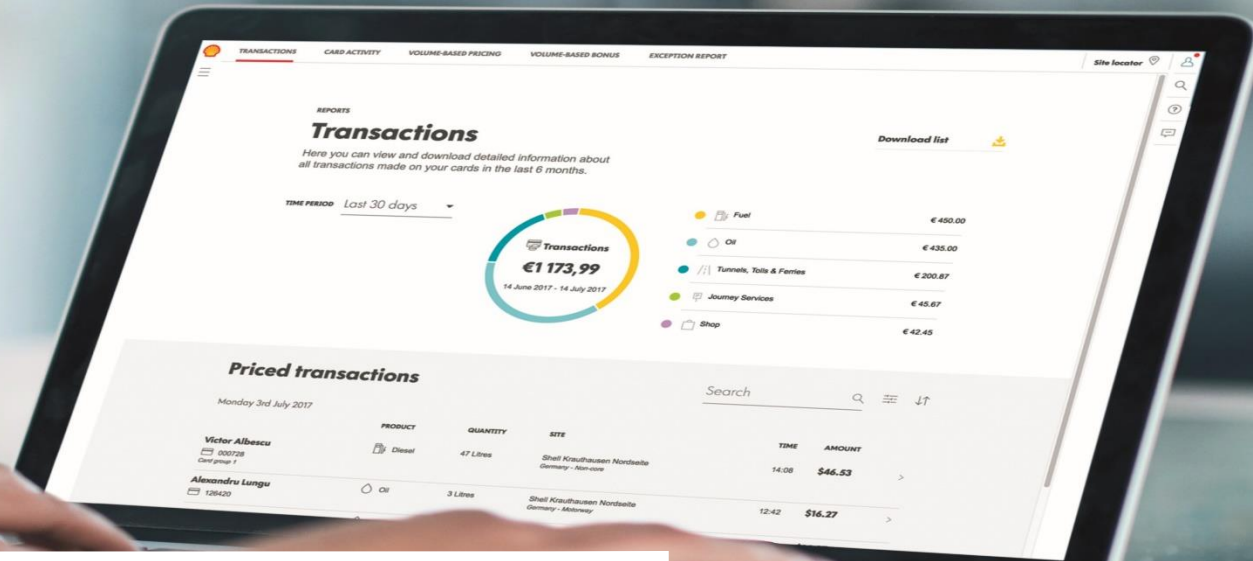
Card activity for **COMPANY TEST D**

Wednesday 27 January 2021

	PRODUCT	SITE	TIME	QUANTITY
004440	FuelSave95	SH SHAH ALAM PERSIARAN KLANG. 000	11:13 PM	0.53
004606	FuelSave95	SH SHAH ALAM PERSIARAN KLANG. 000	11:10 PM	0.56
001756	FuelSave95	SH SHAH ALAM PERSIARAN KLANG. 000	11:08 PM	2.68

Show 10 per page

*The function or interface page may be unavailable or differ subject to access given & country settings.



REPORTS

Fuel Consumption Report

➤ Fuel Consumption Report : View and download details regarding fuel uptake.

Step 1: Choose your filters

Time Period: Select dates. Maximum date range that can be selected is within 31 days.

Payer: To choose main account payer

Account: To choose main account only or with subaccount (if available)

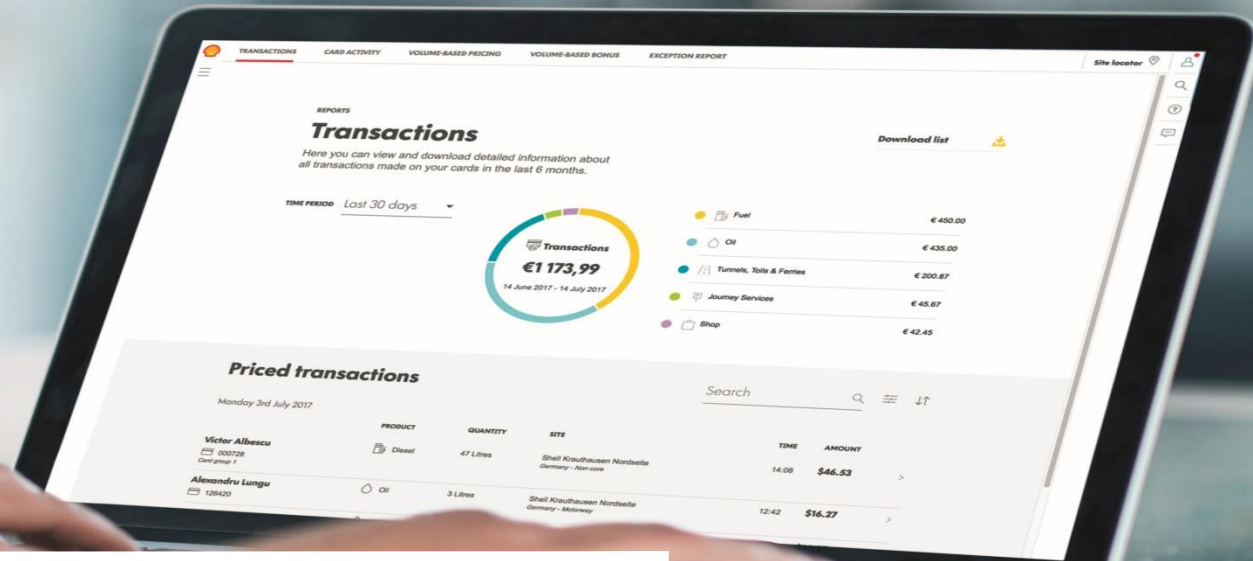
Card: To choose all card or one card only

Format: To select a format for your download in CSV or Excel

Step 2:

Click this button to complete your action and download the report file

*The function or interface page may be unavailable or differ subject to access given & country settings.



REPORTS

Exception Report

- **Exception Report** : Report using specific criteria e.g. Cards used more than 50 times in the last 14 days. Take note, that only one selection can be used at a time.

TRANSACTIONS CARD ACTIVITY FUEL CONSUMPTION REPORT **EXCEPTION REPORT**

EXCEPTION REPORTS

New exception report

SHOW ME...

- cards used more than 2 _____ times
- cards with total fuel volume higher than 25 _____ litres
- transactions purchasing Automotive Gas Oil ▾
- transactions with a fuel volume higher than 25 _____ litres
- transactions with a fuel volume lower than 5 _____ litres
- transactions with a cost higher than 1 _____ EUR on Fuel Products ▾

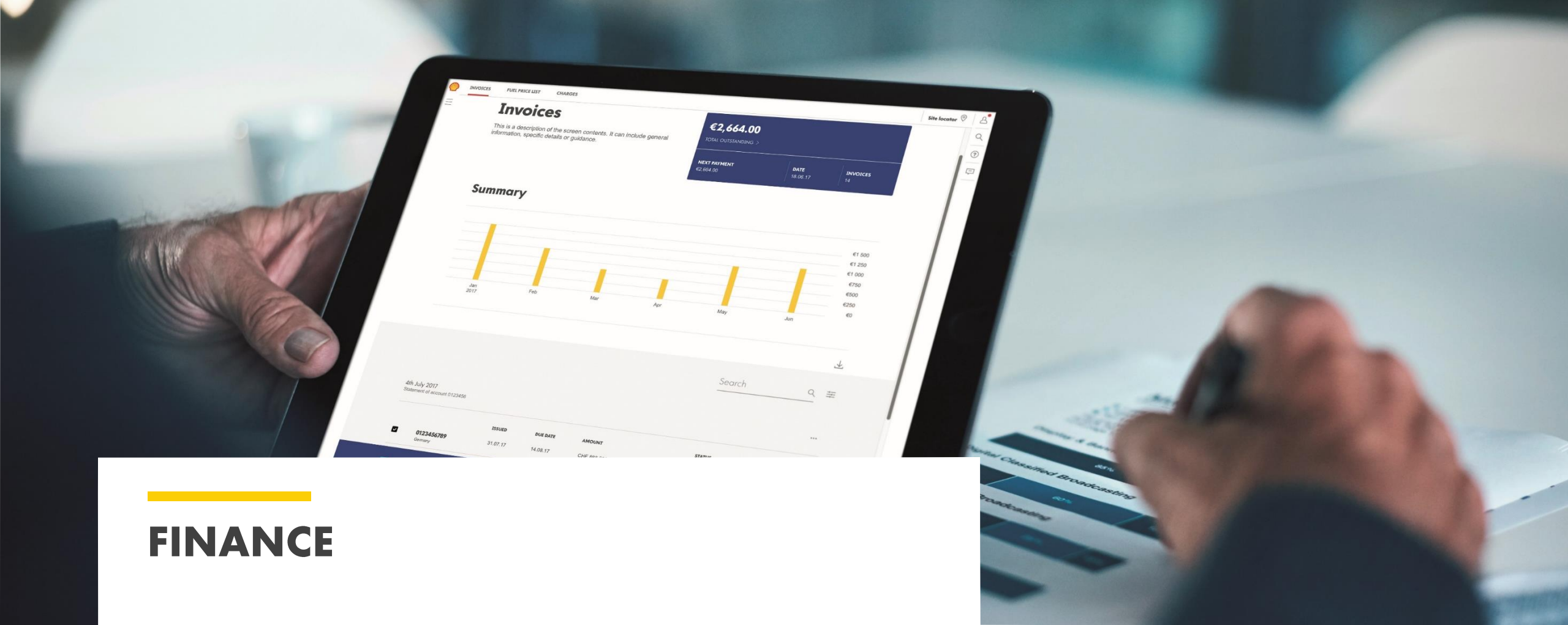
WITHIN...

last 7 days ▾

Run Report ✓

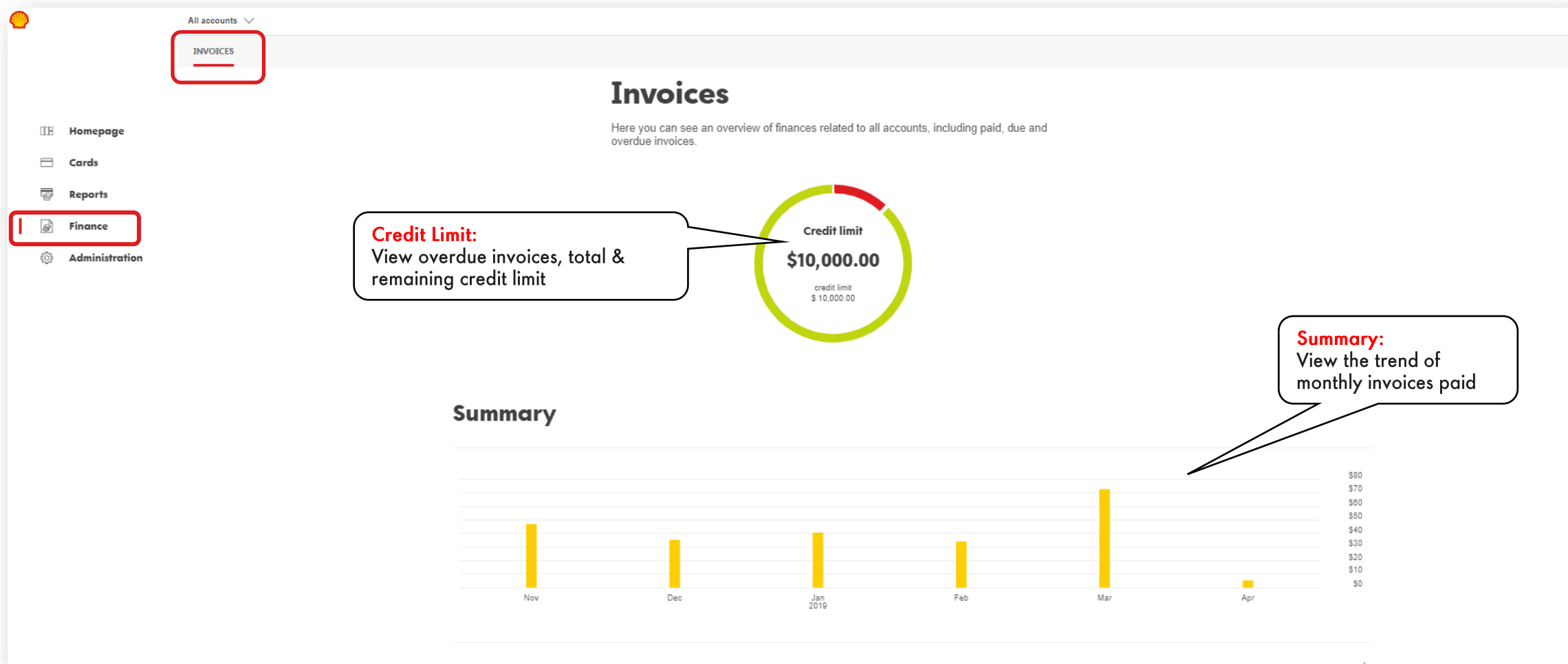
Run Report:
Click here to run the report on the selected criteria

*The function or interface page may be unavailable or differ subject to access given & country settings.



FINANCE

➤ **Invoice Overview:** View your available credit limit and invoices at a glance.



*The function or interface page may be unavailable or differ subject to access given & country settings.

Download Invoice & SOA 1/1

➤ **Download Invoice & SOA:** Invoices can be downloaded from the date of registration in Shell Fleet Hub.

The screenshot displays the Shell Fleet Hub Finance interface. On the left, a navigation menu includes 'Homepage', 'Cards', 'Reports', 'Finance' (highlighted with a red box), and 'Administration'. The main area is titled 'Invoice search' and features a search form with 'START DATE' and 'END DATE' fields (both with calendar icons and 'Field required' warnings), a 'RESET' button, and a 'SEARCH' button (highlighted with a red box and a red arrow). Below the search form, there are tabs for 'INVOICES' and 'STATEMENTS' (both highlighted with red boxes). A 'Select all' checkbox is present. The main content area shows a list of invoices for 'Sunday 28 February 2021' under a 'Statement of account' header. The table has columns for 'ISSUED', 'DUE DATE', 'AMOUNT', and 'STATUS'. Two invoice entries are visible, both with a status of 'Overdue' and icons for PDF and Excel download.

Filter: Filter by invoice date or invoice status

Search: Search by invoice date period and invoice number

Download option: Select invoice and statement you want to download. Click here to choose between to download invoice or statement

Invoice and Statement information: View invoice and statement number, issued date, due date, total amount & status by clicking the tab

Quick download: Quick download of invoice on PDF and priced transaction on Excel

Subscribe for e-invoicing to enable the download invoice & SOA function. Contact your local customer services to apply!

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ADMINISTRATION

Administration

User Management Overview 1/1

User Management: View and manage all sub-user for your company

Activity Logs: View your activity logs done by users

Add User: Click here to create new sub user for your company

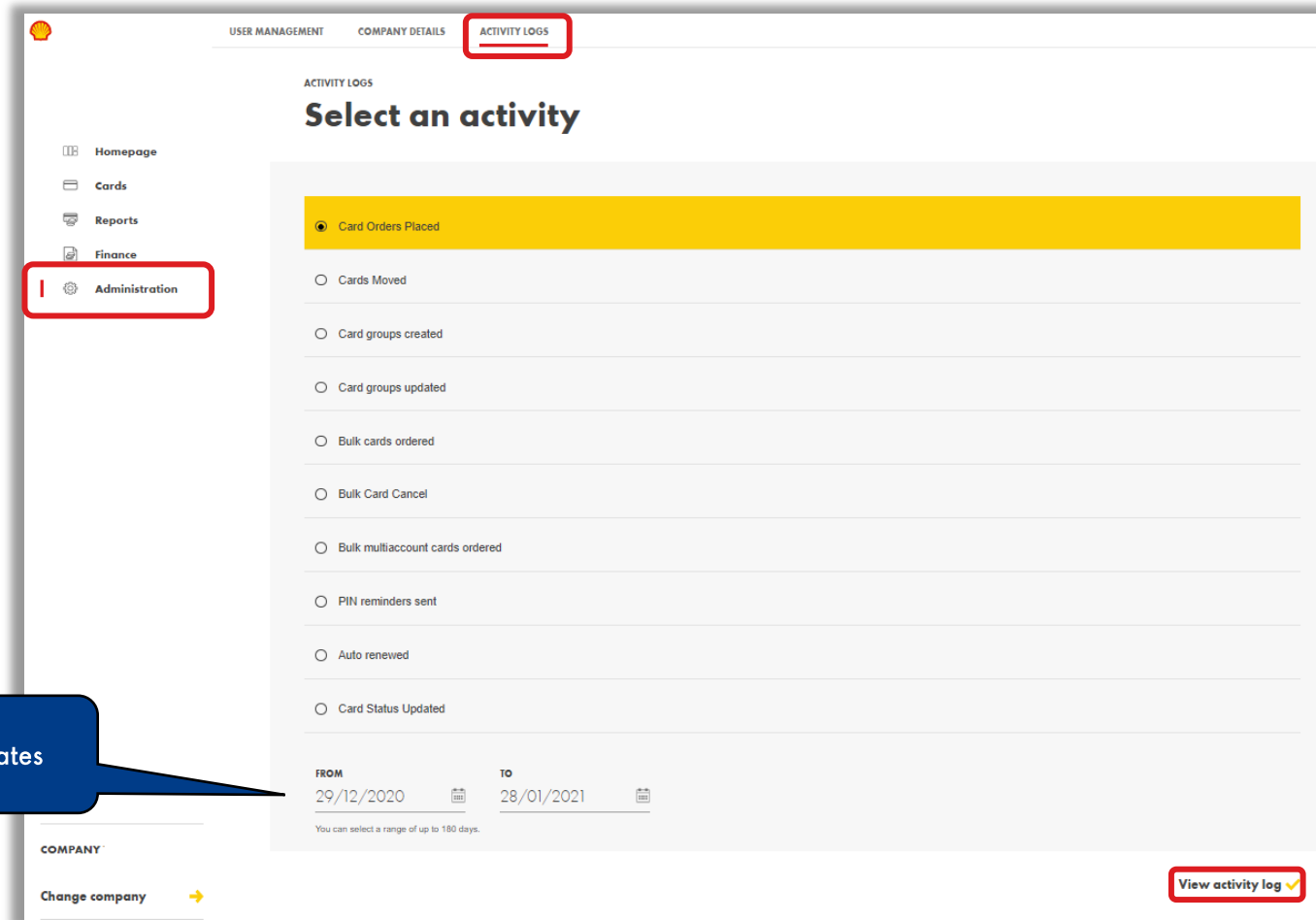
Option Button: Click here to reset sub-users password, block user or delete user

Sub User: Click on the user name to edit user details, permissions & account access

The screenshot shows the 'User management' page with a table of users. The 'Administration' menu item is highlighted in the sidebar. The 'Add user' button is located at the top right. The 'Option Button' (three dots) is highlighted on the table, and a callout shows the dropdown menu with options: 'Reset password', 'Block user', and 'Delete user'. A callout for 'Sub User' points to the user name 'Amirullah Zulkifli', which leads to a 'User details' form with fields for 'FIRST NAME' and 'LAST NAME'.

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➤ **Activity Logs:** To track on an activity done by a user in Shell Fleet Hub.



Step 1: Select an activity

Step 2: Select dates

Step 3: Click this button to view the list of activity log

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➤ **Add Sub User:** Administrator is allowed to create new sub user for the company.

The image shows two screenshots of a web application interface for user management. The first screenshot, titled 'New user', is divided into two steps. Step 1, 'User details', has a yellow background and contains input fields for 'FIRST NAME', 'LAST NAME', and 'EMAIL'. Step 2, 'Permissions', has a white background and lists features with toggle switches: 'Administrator' (off), 'Cards' (on), 'Manage cards' (off), 'Reports' (on), and 'Finance' (off). A 'Next' button is at the bottom right. The second screenshot, titled 'Account access', has a dark blue background and shows a list of companies with checkboxes: 'COMPANY TEST D' (checked) and 'COMPANY TEST E' (unchecked). A 'Create user' button is at the bottom right. Five blue callout boxes provide instructions: Step 1 (fill in details), Step 2 (choose features), Step 3 (click Next), Step 4 (choose company), and Step 5 (click Create user).

Step 1: Fill in the user details with a valid email address

Step 2: Choose and select features that the new user can access

Step 3: click "Next"

Step 4: Choose which company or account the new user should have access

Step 5: Click here to "Create user"

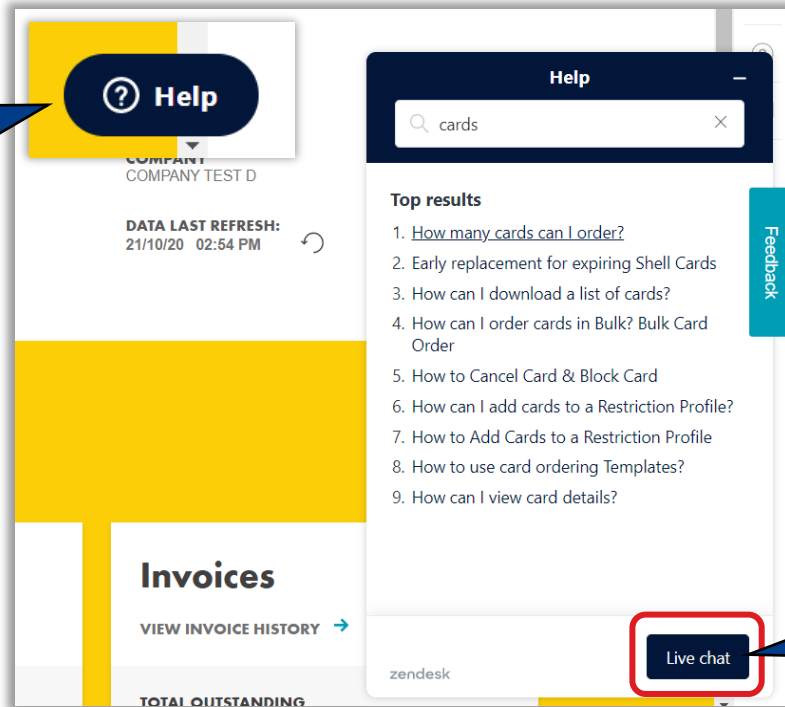
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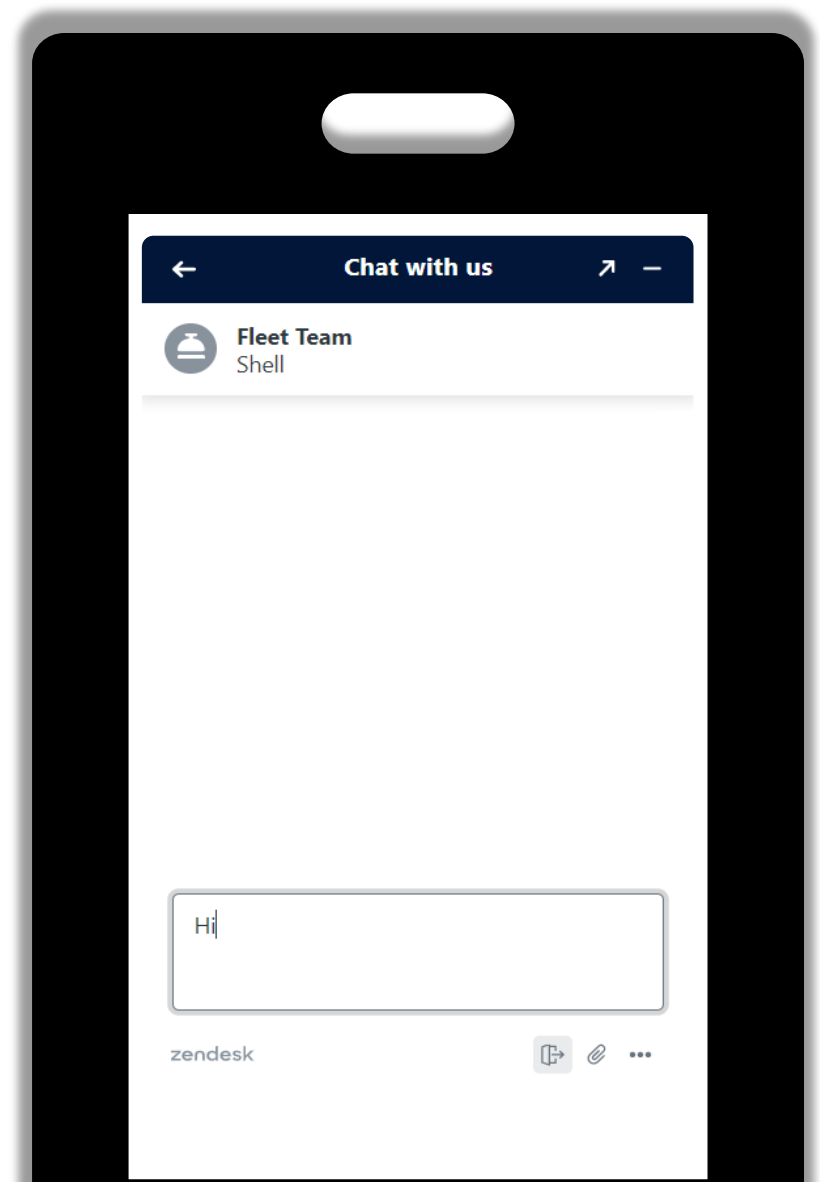
ZENDESK
Need help? Chat with us.

Shell Fleet Hub is equipped with an online chat platform called Zendesk. Login to Shell Fleet Hub and chat with us. We got you covered!

Step 1:
Look for help button at the bottom right of the page.



Step 2:
Click "Live Chat" and start chatting with us.



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