

M GROUP SERVICES
PLANT & FLEET SOLUTIONS

FUEL CARD

'HOW TO GUIDE'

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Please note, this is a quick reference guide, for detailed business rules and other guidance, please refer to the 'MGS Fuel Rules & Guidance' document, accessible on your BMS or contact the MGSPFS Fleet Admin Team.

M GROUP SERVICES PLANT & FLEET SOLUTIONS

Tel: 0333 234 2201

FleetServicesAdmin@mgroupservices.com

ISSUED 11/07/22

SHELL FUEL CARD NETWORK

FAQ'S

GENERAL FUEL CARD USAGE QUERIES

1. Which vehicle can I fuel?

Your fuel card has an embossed registration - this fuel card is to be used to fuel the corresponding vehicle. You **MUST NOT** fuel other vehicles that do not match the registration appearing on the fuel card.

2. When I fuel the vehicle, what information do I need to supply to the kiosk/cashier?

You **MUST** confirm your reg to the kiosk alongside your mileage.

3. What products are allowed?

Diesel, unleaded, ad-blue, screen wash, oil/lubricants.

4. What products are NOT allowed?

Premium fuel types, food, drink, any items classified as a shop item by the fuel station.

5. Vehicle washing allowable?

Yes - only if it's a commercial vehicle - Not permitted on company/private cars.

6. Can I fuel at a Motorway Services?

Yes - providing the brand matches the table to the right. Please attempt alternative site if Esso branded at a motorway location.



SUPPORT/FLEET ADMINISTRATION

1. My fuel card doesn't work who do I contact?

Contact Fleet Services Admin Team per below contact details. Out of hours contact Shell.

2. I forgot my PIN...what do I do?

Contact Fleet Services Admin Team per below contact details for confirmation of your PIN. Do not leave card with cashier.

3. Order/ Cancel/ Amend a Fuel Card, who do I contact?

Contact Fleet Services Admin Team per below contact details. Out of hours contact Shell.

4. I've tried the number above, I'm calling out of usual operating hours, who can I contact for support?

Contact Shell per below telephone contact details.

5. Commercial Fleet Vehicle 'Bearer' card requirement, who do I contact?

Contract Management sign off required.

Contract Management to order via Fleet Services Admin Team.

6. I do not have a Fuel Card and would now like one, or I want to change my entitlement to private fuel?

Please email: FleetServicesAdmin@mgroupservicespfs.com

7. Can I use my card abroad?

No the card cannot be used abroad, UK only.

CARD ADMINISTRATION / ORDERING / CANCELLING / SUPPORT

Please contact MGSPFS Fleet Services Administration on **0333 234 2201**
Option 2, then Option 4 OR Email: FleetServicesAdmin@mgroupservicespfs.com
For out of hours contact Shell on **0800 7313 131**
(24hr customer service number for manual authorisation/ card cancellations)

WHERE CAN I FUEL MY VEHICLE?

Please try to fuel in order of choice listed below. 1st choice is a cheaper rate.

	LOCATION	CHOICE	VOLUME OF UK SITES
	All Shell Network	1st Choice	1103
	Welcome Break Network	2nd Choice	£20 EMERGENCY LIMIT APPLIED
	Texaco	3rd Choice	£20 EMERGENCY LIMIT APPLIED
	Gulf	4th Choice	£20 EMERGENCY LIMIT APPLIED
	Gleaner	5th Choice	£20 EMERGENCY LIMIT APPLIED
	Circle K	6th Choice	£20 EMERGENCY LIMIT APPLIED
	Total Network	7th Choice	EMERGENCY USE ONLY EMERGENCY USE ONLY
	Morrisons	8th Choice	EMERGENCY USE ONLY EMERGENCY USE ONLY
	Esso	9th Choice	EMERGENCY USE ONLY EMERGENCY USE ONLY
TOTAL SITE OPTIONS UK			3870

*At Pump Price

Shell App

Please search Shell in your relevant App Store

Shell Fuel Station Locator

<https://www.mgroupservicespfs.com/fuel-network>

PETROL, DIESEL & LPG (COMPANY CARS ONLY)

You will be provided with a fuel card, which must be used to purchase all fuel. Your fuel card spend will be deducted in full and you will be reimbursed for your business mileage, calculated by HMRC Advisory Fuel Rates (AFR), in the month following expenditure. This will be managed via one single monthly transaction, resulting in a single deduction for your personal fuel spend from your salary each month, this is managed through M Group Services mileage capture provider.

Failure to submit business mileage and closing off the month within the mileage capture system will result in a full deduction from your salary of the fuel card spend

Welcome Break sites must be a Welcome Break or Shell branded fuel station.

If the fuel station at the Welcome Break site is BP, the card will not be accepted.

