MGroupServices

Plant & Fleet Solutions



ELECTRIC VEHICLE CHARGING CARD

'HOW TO GUIDE'

Issue 2 9/02/2023 PFS-GD-GUI-072 Revision 0



SHELL RECHARGE

FAQ'S

GENERAL EV CHARGE CARD USAGE QUERIES

1. Which vehicle can I charge?

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

2. How do I use the card?

Tap your charge card on the RFID section on the charger. This should be visible on the charger. You can also activate a charger via the Shell Recharge App.

3. How much does it cost to charge?

The pricing in the Shell Recharge app

does not reflect the price you will pay. For Shell Recharge branded chargers take 3p/kWh off the stated price shown by the charger. For other networks accessible using the card/app, you will be charged the price stated by the provider and not the price stated by the Shell Recharge app. For the latest pricing refer to the charge point operator's website.

4. The charger is not working

Use the report function within the Shell Recharge App or contact the Charge Point Operator. This information should be on the charger.

SUPPORT/FLEET ADMINISTRATION

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

Contact Fleet Services Admin Team as per the next page. Out of hours, contact Shell.

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

Contact Fleet Services Admin Team contact details, as shown on the next page, 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 as per the next page 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 as per the next page 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 or EV 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.

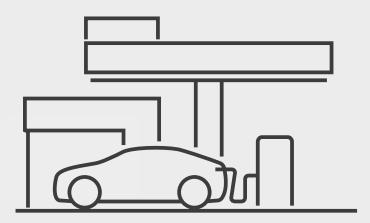
WHAT CHARGING NETWORKS CAN I ACCESS?

As of January 2023 the charging networks on the next page can be accessed. The number of partner networks is set to increase over the coming years. The volume of chargers operated by Shell Recharge directly is due to increase to 5,000 by 2025 and Ubitricity is due to increase to 50,000. Shell expects to have 100,000 chargers in operation by 2030. Other networks listed on the next page also have their own commitments to increase their number of chargers.

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)



ELECTRIC CARS (ELECTRIC ONLY EXCLUDES RANGE EXTENDERS)

Electric Vehicles will be supplied with EV cards for use on our Providers public network. Your EV card spend will be deducted in full and you will be reimbursed your business mileage, calculated by HMRC Advisory Electric Rates (AER) or M Groups AER rate, 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.

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 EV card spend.

OPERATORS

alfa 🖷	Alfa Power	greenflux	Greenflux
V ALFEN	Alfen	has·to·be eMobility	has.to.be
Allego>	Allego	IONITY	lonity
	Bosch	Last Mile Solutions	LastMileSolutions
char.gy	Char.gy	Pure energy from Stationals	MER
-chargepoin+:	ChargePoint	mfg	MFG EV Power
Shell & Recharge	Community by Shell Recharge	MONTA Colombi	Monta
ℰ COMPLEO	Compleo (Formally Innogy)	Osprey IV Charging Naturals	Osprey Charging
E23	ESB Energy	PORSCHE	Porsche
EVB ©X	EVBox	CHARGING	Raw Charging (Previously Franklin Energy or LiFe
evpoint	EVPoint (ChargePoint) - Euro Garages	Shell Recharge	Shell Recharge
FASTNED	Fastned	ubitricity	Ubitricity
freshmile	Freshmile Charge	DITTA	Virta
GENIEPOINT	GeniePoint		

The Shell EV charge card will allow EV drivers to charge at work where Shell chargers are fitted with costs appearing in the monthly transaction file TMC receives. EV drivers will still be free to use other charge cards such as those provided by the vehicle manufacturer which may be discounted for the first year. Drivers may be expected to submit receipts to TMC to provide proof.

The list of Charge Point Operators will increase in the future. https://shellrecharge.com/en-gb/support/charge-point-operators

DOWNLOAD THE SHELL RECHARGE APP

To download the app, follow the link below or scan the QR Code. https://shellrecharge.com/en-gb





