



Fuel Card Services Ltd  
The Black Barn, Manor Farm  
Manor Road, Wantage  
Oxfordshire OX12 8NE

Telephone 0844 870 9988  
Fax 0844 870 7598  
enquiries@fuelcardservices.com  
www.fuelcardservices.com

Dear Sir/Madam,

***You are just TWO signatures away from savings on your fuel bill.***

We would like to take this opportunity to confirm, with thanks, the interest you have expressed in opening a **Shell Fleet Multi-Network - pump related price credit account with Fuel Card Services.**

We need just five minutes of your time and just a little more detail about your business to open your account.\*

Therefore, I have attached some simple forms for you to complete and return to us.

**Just TWO signatures required please...**

There are two signatures required from an authorised signatory on the attached forms, plus the blank areas which we need you to kindly complete.

Please could you return the forms by scanning and emailing to **enquiries@fuelcardservices.com**, faxing to **0844 870 7598** or posting at your earliest convenience to:

**FREEPOST, RSET-ZKES-YHXR, Fuel Card Services, Wantage, OX12 8NE**

We look forward to receiving the completed forms so that we can ensure that you start to enjoy all the best in service, savings and security that a **Shell Fleet Multi-Network - pump related price fuel card from Fuel Card Services** can offer you.

In the mean time, should you require any further assistance, please do not hesitate to contact us on **0844 870 9988**.

Yours faithfully,

*The Fuel Card Services Team*

Tel 0844 870 9988  
enquiries@fuelcardservices.com

\*subject to credit status





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**Fuel Card Services are delighted to offer the Shell Fleet Multi-Network - pump related price fuel card** - with a nationwide network of filling stations where your drivers can fill up with petrol & diesel without needing cash, enjoying quality fuel at some of the most competitive prices found at the pumps.

The aim of Fuel Card Services is to be YOUR strategic partner to meet your individual needs, whilst offering the highest level of service at the most competitive prices.

This proposal will identify the following key areas, which we feel will be of benefit to you and YOUR business:

## Cost-Saving

**Competitive pricing** - Pump related pricing at all Shell, Esso, Texaco and Total sites, Shell offers some of the most competitive prices at the pumps

**Pay as you go** - No up front payments or cash tied up in your tank in yard stock, only pay for the fuel you use

**Reduced fuel consumption** - Up to 3% economy with Shell FuelSave at no extra cost

**Interest free credit and simple payment terms** - No up front payments\*

**Shell Drivers Club** - collect reward points every time you or your drivers purchase fuel.

Points can be collected by the individual driver or by the company centrally.

[www.shelldriversclub.co.uk](http://www.shelldriversclub.co.uk)



## Customer Service

**Access to over 1100 Shell sites** - All Shell branded service stations

**Accepted at over 3000 locations in the UK** - As they are also accepted by Esso, Texaco and Total service stations nationwide



**Motorway coverage** - Accepted all Shell, Esso, Texaco and Total motorway service stations

**Free fuel management reporting** - Detailed and flexible fuel analysis reports available on line 24 hours a day

**No unauthorised purchases** - Fuel card use is restricted to fuel and lubes only.

Quality accreditation for fuel  
card management systems



Fuel Card Services Ltd. Registered in England & Wales No. 2107821.  
Registered Office: Alexandra House, Lawnswood Business Park, Redvers Close, Leeds, LS16 6QY.

a **DCC** company

COST-SAVING

CUSTOMER SERVICE

CONFIDENCE

Helping protect the rainforests with  
**CO<sub>2</sub>count** and **coolearth**  
count-control-cut



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## Confidence

**No unauthorised purchases** - Fuel card use is restricted to fuel and lubes only

**Quality fuels** - Our Shell Multi-Network Fleet Cards are accepted at all Shell service stations supplying quality Shell products, including Shell FuelSave at no additional cost.

**Fuel Card Services is a part of DCC** - The leading oil and liquefied petroleum gas (LPG) sales, marketing and distribution business in Britain and Ireland. We offer you an unusual advantage:

**Quality accreditation for fuel card management and service.**



## Cost-Saving from Fuel Card Services

### VAT Recovery:

By issuing *Fuel Card Services* cards to your employees for purchasing fuel, you can avoid the risk of not being able to reclaim the VAT of your fuel costs by becoming the direct purchaser of the fuel rather than your employee.

### Reduce Variable Costs – Engine Damage:

According to independent research published by the Consumers' Association, the 2% saving in filling up on lower grade fuel may result in a 7% increase in fleet depreciation caused by increased engine damage.

### Quality Fuel – Shell FuelSave:

**Not all fuels are the same!** - When you fill up with your Shell Multi-Network Fleet Card, you can relax in the knowledge that the product you are buying is backed by a unique technological expertise, the accumulation of decades of research and development from some of the best scientists.

**What is Shell FuelSave?** - Shell FuelSave is a highly refined, ultra low sulphur diesel & petrol fuel which, when compared with standard diesel, has a reduced sulphur level of more than 90%. In addition, you will receive increased MPG of up to 3% whilst the fuel will clean the injectors, meaning an increase in engine efficiency and less wear and tear overall.



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## Customer Service from Fuel Card Services

Site locations, account management, quality fuel and meeting our customers' expectations.

**The Shell Multi-Network Fleet Card from the Fuel Card Services** offers a network of approximately 3000 Shell, Esso and Total sites nationwide, including main trunk roads and motorway service areas for you to fill up with diesel and petrol.

### Account Management:

Cards can be placed on *stop* promptly, and we aim to have all replacement cards with you within seven working days.

Reports on your drivers' or vehicles' fuel drawings can be provided. These can be sent on a routine basis and provide valuable information to your organisation.

### Customer Satisfaction:

*Fuel Card Services* is committed to meeting YOUR service expectations. The team here at *Fuel Card Services* will provide you with the highest level of customer service.

**It's the people that make Fuel Card Services stand out from the crowd!**

## Confidence from Fuel Card Services

The cards offer excellent security features:

- Cards can be set up so they can be used to draw diesel or petrol only, restricting fraudulent use.
- Liability is with the card provider, two working days after notification in writing of the loss of the card.
- Unlike bank credit and debit cards, our fuel cards do not contain your personal or business financial details, so should they fall into the wrong hands, they cannot be used to fraudulently withdraw your funds.

**Weekly reports:** We can tailor our reporting to identify any transactions that do not fit within your normal operational activities. This can be tailored to your exact needs and highlight any issues with drivers usage of your fuel cards.

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We offer you an unusual advantage: **Quality accreditation for fuel card management and service.**

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## Additional Services from Fuel Card Services

### Card Protect - Zero liability card insurance



Card Protect provides you with complete confidence, with zero-liability insurance on your fuel card account.

### CO2Count - Count, control and cut your fleet's emissions



Our unique emissions counting service, CO2Count, allows you to monitor and reduce your fleet's CO2 and other greenhouse gas emissions whilst helping to protect the world's rainforests and their indigenous peoples by supporting our environmental partner, Cool Earth.

### MileageCount - Every mile counts



MileageCount is another exclusive, unique service we offer. MileageCount calculates accurate MPG reports for your fleet, including the split between business and private mileage costs to satisfy the HMRC reporting requirements, and also helps you meet your Duty of Care obligations to your drivers.

### eServices - Your direct route to fuel savings



Our online fuel card management system, eServices, allows you to take control of your account 24/7. On eServices, you can: view and download detailed transaction information; order and cancel cards; and view or download a complete list of your cards and their details, including live cards, stopped cards, vehicle registration, driver name and expiry date.

### eBilling - Invoices direct to your email inbox



eBilling sends your invoices and statements via email in PDF format as soon as they are produced, avoiding delays in the post. This file format is secure and cannot be manipulated, and therefore will be accepted for VAT and Inland Revenue purposes.

This guarantee should be detached and retained by the payer.

#### THE DIRECT DEBIT GUARANTEE



- This Guarantee is offered by all banks and building societies that accept instruction to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Fuel Card Services Limited will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Fuel Card Services Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Fuel Card Services Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay back when Fuel Card Services Limited asks you to.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Written confirmation may be required, please also notify us.

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Please fill in the whole form and send to: FREEPOST, RSET-ZKES-YHXR, Fuel Card Services, Wantage, OX12 8NE  
Alternatively, please fax to 0844 870 7598, or scan and email to [enquiries@fuelcardservices.com](mailto:enquiries@fuelcardservices.com)

Card Details/Order Form	
Company name to be embossed on all cards	
Vehicle registration or Driver's name	Purchase Option <i>(office use only)</i>
Card Brand <i>(office use only)</i>	

<b>FUEL CARD SERVICES LTD</b>	<b>Instruction to your Bank or Building Society to pay by Direct Debit</b>	
Name and full postal address of your Bank or Building Society To: The Manager                      Bank/Building Society  Address <hr/> <hr/> <hr/> <div style="text-align: right;">Postcode</div>	Name(s) of Account Holder(s) <div style="border: 1px solid black; height: 30px; width: 100%;"></div> Branch Sort Code <div style="border: 1px solid black; height: 30px; width: 100%;"></div> Bank/Building Society account number <div style="border: 1px solid black; height: 30px; width: 100%;"></div>	Service User Number <div style="border: 1px solid black; padding: 5px; text-align: center;"> <div style="display: inline-block; width: 30px; height: 30px; border: 1px solid black; text-align: center; line-height: 30px;">6</div> <div style="display: inline-block; width: 30px; height: 30px; border: 1px solid black; text-align: center; line-height: 30px;">2</div> <div style="display: inline-block; width: 30px; height: 30px; border: 1px solid black; text-align: center; line-height: 30px;">4</div> <div style="display: inline-block; width: 30px; height: 30px; border: 1px solid black; text-align: center; line-height: 30px;">7</div> <div style="display: inline-block; width: 30px; height: 30px; border: 1px solid black; text-align: center; line-height: 30px;">5</div> <div style="display: inline-block; width: 30px; height: 30px; border: 1px solid black; text-align: center; line-height: 30px;">1</div> </div>
		Reference (office use only) <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
	<b>Instruction to your Bank or Building Society</b> Please pay Fuel Card Services Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Fuel Card Services Ltd and, if so, details will be passed electronically to my Bank/Building Society.	Signature(s)  <hr style="border: 0; border-top: 1px solid black; margin: 10px 0;"/> Date <div style="border: 1px solid black; height: 40px; width: 100%;"></div>