

## FAQs

### 1) What is Shell Telematics and how does it work?

Shell Telematics is an industry-first fleet management platform which links your Shell Fleet Card with the TPL Trakker in your vehicle to provide you with a complete picture of your fleet's performance.

Some of the features offered by Shell Telematics are:

- View vehicle mileage, fuel consumption, distance travelled all in one dashboard
- A set of unique instant alerts, such as Location Mismatch Alert, to catch potentially suspicious Shell Fleet Card transactions
- Customize reminders for vehicle maintenance activities
- Track driver safety violations and set penalty points for unsafe driving behavior

### 2) If I am already a Shell Fleet Customer & TPL Trakker Customer, what are the additional benefits that I will get if I subscribe to Shell Telematics?

Without Shell Telematics, customers will have to extract fuel consumption reports from Shell & distance travelled reports from TPL and manually reconcile them to identify patterns of inefficiency, low mileage and potential theft across the vehicles in their fleet; Shell Telematics collects and places all this data for customers on one platform and also creates trends so that you can identify irregular activity easily.

Additionally, with Shell Telematics, customers can instantly receive a Location Mismatch Alert if a vehicle designated to a Shell Fleet Card is not present at the site at the time of the transaction. There are other alerts available as well such as Off-Route Fueling.

For more information on Shell Telematics, please contact us at 021-111-345-543 or [generalcardrequests-pk@shell.com](mailto:generalcardrequests-pk@shell.com) or fill out the form found in the 'Have a Question on Shell Telematics?' section, with your query and we will get back to you in 24 hours

### 3) Is Shell Telematics a Website?

Shell Telematics is an online portal where you can view reports and graphs of the fuel consumption and distance travelled by your fleet as well as configure different SMS and email alerts to receive instant alerts of suspicious transactions.

### 4) Do I need to be a Shell Fleet Cardholder to subscribe to Shell Telematics?

Yes. This offer is currently only for mutual corporate customers of Shell Pakistan & TPL Trakker. To find out more about the Shell Fleet Card, please get in touch with us at [generalcardrequests-pk@shell.com](mailto:generalcardrequests-pk@shell.com), or 021-111-345-543 or fill out the form found in the 'Have a Question on Shell Telematics?' section, with your query and we will get back to you in 24 hours.

### 5) Can I only subscribe to Shell Telematics if my fleet has TPL Trakker's Device?

Yes. This offer is currently only for mutual corporate customers of Shell Pakistan & TPL Trakker. To find out more about TPL Trakker, please get in touch with them at 021-111-000-300.

### 6) Can I automatically start using Shell Telematics if I have a Shell Fleet Card and a TPL Trakker's Device?

No. Shell Telematics operates on a separate portal and has a monthly subscription fees. If you wish to subscribe to Shell Telematics, please get in touch with us at [generalcardrequests-pk@shell.com](mailto:generalcardrequests-pk@shell.com), or 021-111-345-543 or fill out the form found in the 'Have a Question on Shell Telematics?' section, with your query and we will get back to you in 24 hours

**7) Is there a monthly subscription fees for Shell Telematics?**

Yes. Customers are charged according to the number of Shell Cards they want to subscribe to Shell Telematics, for example if a customer has 100 Shell Cards but only wants to monitor 20 Shell Cards via the Shell Telematics Portal, they will only be charged for those 20 Shell Cards. The fees will be added to the customer's Shell Card Invoice. You do not have to pay any additional fees to TPL Trakker to subscribe to Shell Telematics.

**8) How much does it cost to subscribe to Shell Telematics?**

For information on Shell Telematics Pricing Packages, please get in touch with us at [generalcardrequests-pk@shell.com](mailto:generalcardrequests-pk@shell.com), or 021-111-345-543 or fill out the form found in the 'Have a Question on Shell Telematics?' section, with your query and we will get back to you in 24 hours. You do not have to pay any additional fees to TPL Trakker to subscribe to Shell Telematics.

**9) I am not sure whether I want to subscribe to Shell Telematics. Is there a free of charge Trial Period?**

Yes. All customers signing up in 2021 can opt for a 30-Day free of charge Trial Period. Please get in touch with us at [generalcardrequests-pk@shell.com](mailto:generalcardrequests-pk@shell.com), or 021-111-345-543 or fill out the form found in the 'Have a Question on Shell Telematics?' section, with your query and we will get back to you in 24 hours

**10) Who is eligible for the Trial Period?**

Only mutual corporate customers of Shell Pakistan & TPL Trakker are eligible to sign up for a Trial Period.

**11) What if I don't want to subscribe to Shell Telematics after my Trial Period is over?**

You don't have to subscribe to Shell Telematics after the Trial Period is over if you feel that it is not suitable for your business. You will not be charged any cancellation fees for the Trial Period.

**12) I would like to subscribe to Shell Telematics. What is the process?**

Please get in touch with us at [generalcardrequests-pk@shell.com](mailto:generalcardrequests-pk@shell.com), or 021-111-345-543 or fill out the form found in the 'Have a Question on Shell Telematics?' section, with your query and we will get back to you in 24 hours

**13) How long is the process to subscribe to Shell Telematics?**

For all eligible customers, the process to subscribe to Shell Telematics is 5 working days or less, during which we will process your documentation and create a User ID for you on the Shell Telematics Portal.

**14) Is the Shell Telematics Portal replacing the Shell Fleet Hub Portal?**

No. It is a separate portal.

**15) Is Shell Telematics replacing the TPL My Trakker Portal?**

No. It is a separate portal.

**16) I have a TPL Vehicle Tracking Device in my vehicle, but it is for my personal use and has not been installed by my company. Can I subscribe to Shell Telematics?**

No. This offer is currently only for mutual corporate customers of Shell Pakistan & TPL Trakker

**17) I have installed TPL Trakker's Devices in my fleet but not TPL Fuel Sensors. Can I still subscribe to Shell Telematics?**

Yes. Shell Telematics can be activated for any corporate vehicle that has a TPL Tracking Device with or without TPL Fuel Sensor.

**18) Do you plan on working with other tracking companies in the future?**

We may collaborate with other tracking companies in the future. However for now, this offer is currently only for mutual corporate customers of Shell Pakistan & TPL Trakker