

FAQs

1. How do I access the Shell PrePaid Online web portal?

Go to <https://www.prepaid.shell.com>. You must be a Shell PrePaid Card customer and use the log in details sent to you as part of your account set up.

2. Is there an online portal user guide?

Yes, just click the Support tab on the site.

3. Can I order more Cards?

Yes, so long as you have made a payment into your Account. Please note, you cannot order new Cards if your Account is blocked.

4. How do I order more than one card at a time?

Simply use the Bulk Card Order tool online. Further details are in Chapter 4.1 of the user guide which you will find under the Support tab.

5. What does "Balance Allowed" mean when I order Cards?

A Card can either draw funds directly from the Account it is registered to (like a debit Card), or it can hold funds separately. This allows you to control the amount each Card can spend individually.

Selecting the "**Balance Allowed**" option when ordering a Card will give the Card authorization to hold funds separately. It will **not** draw money directly from the Account, and it will need to have funds manually transferred to it in order to make transactions.

6. How do I transfer funds?

Funds can be transferred between any of your Accounts and any of your Cards, in any direction. See Chapter 3.6 of the user guide under the Support tab.

7. How do I replace a lost or stolen Card?

When you change the status of a Card to Lost or Stolen on Shell PrePaid Online, it will ask you if you would like to replace the Card. Just select Replace.
See Chapter 4.2 of the user guide under the Support tab.

8. I have found a lost Card, can I change the status back to Active?

No. The only status that can be changed back to Active is Temporary Block.

9. What are Reports?

Reports include statements, payment receipts and balance notifications about your Account. You can also run reports to suit your management needs. For example, a transaction summary. See Chapter 6 of the user guide under the Support tab.

10. How do I change my Account contact details?

To edit your main contact details, i.e. those shown on the Account / Customer Maintenance page, you have to contact the Customer Service Centre. Evidence may be requested to support this change request. However, you can add or edit your additional contacts information at any time - see chapter 3.1 of the user guide under the Support tab.

11. How do I close my PrePaid Account?

To close a PrePaid Sub Account, you must request this in writing to the Customer Service Centre by email, fax or via the Contact Us tab on Shell PrePaid Online.

To close your Shell PrePaid Account completely, use the Close Account section of Shell PrePaid Online. See chapter 7 of the user guide under the Support tab.

12. If I close my PrePaid Account, will I still have access to all my statements?

Yes, you will still have access to all your reports including statements, payment receipts, etc. on Shell PrePaid Online for the following 13 months.