



# MORRISONS THIRD PARTY NETWORK FAQs

## How many Morrisons sites are there and where are they?

There are 335 Morrisons sites. Please refer to our Station Locator to find your nearest site, which you can find online: [www.shell.co.uk/stationlocator](http://www.shell.co.uk/stationlocator).

## Can the Shell Card be used at Morrisons with immediate effect?

You can use your Shell Multi-Network Card at all 335 Morrisons sites from November 15, 2019.

## Are the Morrisons sites HGV-friendly?

There are 9 HGV-friendly Morrisons sites in the UK. These sites can be located on the Station Locator ([www.shell.co.uk/stationlocator](http://www.shell.co.uk/stationlocator)) and are listed below:

Rotherham, S66 1YZ; Coalville, LE67 3JN; Parkgate, S60 1TG; Ipswich, IP1 5AS; Pinchbeck, PE11 3UG; Boroughbridge, YO51 9HS; Morton Park, DL1 4PJ; Minehead, TA276DG; Doncaster Balby, DN4 8SJ.

## What Shell Cards are accepted at Morrisons sites?

Morrisons sites will accept all Shell Multi-Network Cards, Shell Fleet App Cards and Forax co-branded Cards. Please look out for the below symbol on your Shell Multi-Network Cards to ensure your card is accepted before fuelling.



## What fuels are available at Morrisons sites?

All Morrisons retail fuel sites offer Standard Diesel and Unleaded Petrol. Super Unleaded (97) and LPG are available at selected sites only.

## Is it possible to collect points on the Shell Go+ rewards programme at Morrisons sites?

Unfortunately, Morrisons sites will not be accepted as part of the Shell Go+ rewards programme. You can collect visits as part of the Shell Go+ programme at Shell fuel sites only.

## Is it possible to use mobile payment in the Shell App at Morrisons sites?

No, mobile payment will not be accepted at Morrisons sites.

## Can the Shell Card be used to purchase non-fuel items at Morrisons?

Your Shell Card will follow the same controls as per all other third-party network sites. This includes and is exclusive to fuel and car care items only.

## What will be the payment process at Morrisons sites?

Shell Card validation will be via chip (or swipe) and signature only. Should this not work correctly there is **no fallback option**. As such, you will require an alternate payment method. Please note: Shell cards cannot be used in conjunction with any fuel coupons. Shell Cards cannot be used with the outdoor payment options (OPTs) at Morrisons retail fuel sites.

## My card has been declined at a Morrisons site – what process should I follow?

You will require an alternate payment method. Alternatively, you may request that the retail site issue a letter of intent to pay – this will give you 24 hours to make the payment. You may then speak with your Fleet Administrator to organise for it to be manually processed to the Shell Card account.

## Who do I contact if I am having issues with using my Shell Card?

Please call **0800 731 31 31** or contact [generalcardrequests-uk@shell.com](mailto:generalcardrequests-uk@shell.com) for further assistance and clarification.

## Am I covered against fraudulent activities on my Shell card?

If you believe there has been fraudulent activities on your card, please continue to follow the usual steps of contacting our Card Services team on: **0800 731 31 31** or contact [generalcardrequests-uk@shell.com](mailto:generalcardrequests-uk@shell.com) for further assistance and clarification.



**SHELL FLEET SOLUTIONS**  
TOGETHER ANYTHING IS POSSIBLE

