



# You legend!

You're about to join the future of NZ fuel.

If you've still got questions after reviewing this guide, get in touch with the FILL team at [customercare@fill.co.nz](mailto:customercare@fill.co.nz) or 0800 GO FILL

## 1. get started

You can find the FILL app on Google Play and the iTunes App store OR use the web based app on your desktop at [www.fill.co.nz](http://www.fill.co.nz)



## 2. create account

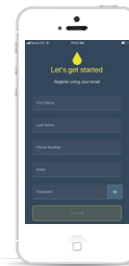
**Before you start** make sure you have your vehicle information handy (Make, year, model, licence plate number, fuel type – for each vehicle) and your credit card details.

Here are the steps to get started with the FILL app;

1. Open the app and select 'create account' to sign up.



2. Enter your details. You'll need to provide your name, mobile, email and password.



3. Select 'sign up'

## 3. add vehicles

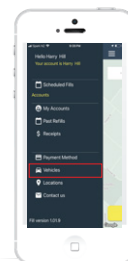
You'll need to enter the vehicles that you want to FILL in to the app.

Here are the steps to add vehicles;

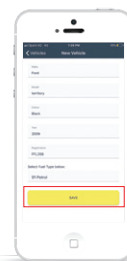
1. Click on the hamburger menu.



2. Select 'Vehicles' from the left-hand menu.



3. Select 'add vehicle', enter the vehicle details and select 'save'.



\* To add another vehicle select 'add vehicle' or select 'order fuel' to schedule your next FILL.

# 4

## add payment details

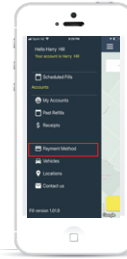
You'll need to enter credit card details before you can schedule any FILL ups.

Here are the steps to add payment details;

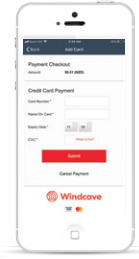
1. Click on the hamburger menu.



2. Select 'Payment Method' and 'Add payment method'.



3. Select 'Credit or Debit Card', enter your card details and hit submit.



\* Select 'on account' to be directed to an account authority pdf to be completed and returned to the FILL team.

# 5

## setup FILL locations

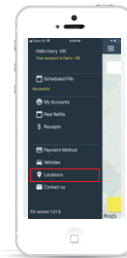
You'll need to add a location before you can schedule any FILL ups.

Here are the steps to add a FILL location;

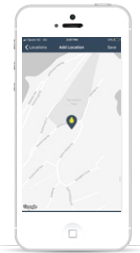
1. Click on the hamburger menu.



2. Select 'Locations' and either pin to your current location or select 'Add location'.



3. 'Save' your pinned location and then name it.



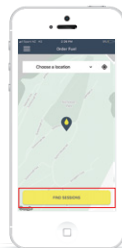
# 6

## order fuel

You'll need to enter credit card details and accept FILLs user terms and conditions before you can schedule any FILL ups.

Here are the steps to order fuel;

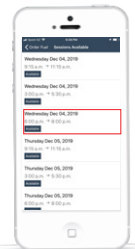
1. Select either your current location or one that you've previously saved and select 'find sessions'.



2. Review and accept FILLs t&cs (you'll only do this once)



3. Select the day/time you'd like to be Filled from the session menu.



# 7

## invite drivers

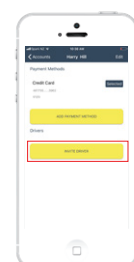
The account owner can invite other drivers to their account, but they must enter the drivers vehicle information. Only the owner of an account can make changes to account settings.

Here are the steps to invite a driver to your account;

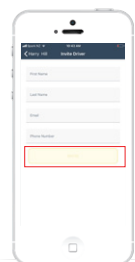
1. Select 'My Accounts' and click on your account (you will be the 'owner')



2. Select 'invite driver'.



3. Enter the drivers contact details and select 'invite'. The driver will be sent an email invitation inviting them to your account. They will need to register via the link in this email.



- What are our payment options?**  
You can pay by credit or visa / mastercard debit card, or by direct debit.
- Do I get an invoice?**  
As soon as you have been FILLED you will receive a notification including a summary of your FILL. We will email you a statement/ invoice at the end of each month which will also be available for you to download in your account settings.
- I'm really uncomfortable leaving my fuel cap open?**  
It is highly unlikely anyone will try to syphon whatever fuel is left in your car before we FILL it up. That said, we suggest you partially close your fuel cap – but not so that it locked. We will lock your fuel cap when you have been FILLED and send you a notification. We will send you a notification just prior to arriving – if are uncomfortable leaving your cap open you can open it following receiving this notification.
- What if my car is parked on the street?**  
We can't guarantee we will be able to FILL your car up if it is parked on the street. We will give it our best shot but need to be able to access your car safely. If your car is outside your house and the entrance to your driveway is clear, we should be OK.
- How do I know I'm getting the amount of fuel I'm charged for?**  
To be honest – the same way you do if you fill up at a gas station. All our pumps and registers are calibrated and comply with the Weights and Measures Act and Regulations. If you think you are being ripped-off or have a complaint about the quality or quantity of fuel delivered you can make a complaint by contacting us or Trading Standards ([www.trademasurement.tradingstandards.govt.nz](http://www.trademasurement.tradingstandards.govt.nz)).
- Are you like Gaspoly?**  
No. Gaspoly and similar apps find the cheapest fuel. We're all about providing a convenient way to FILL up while you work, play or sleep at a fair price, without the need to visit a petrol station.
- Is there an authorisation process for my credit card?**  
When you register your credit card, we'll put a hold on \$1 at the time of registering. This is simply to verify your card is legit. The \$1 hold will expire after 7 days.
- Do you charge a delivery fee?**  
Delivery is currently free for orders over 50 litres. For orders 50 litres or less there is a delivery fee which is currently \$3.50. Please note the delivery fee is on top of the minimum order which is \$30.
- What is the price of fuel?**  
Our aim is to charge you a fair price for fuel taking into account the amount we pay for fuel, the price of fuel at the gas station, and the service we provide. We have very little control over the price of fuel which is set by the major fuel companies. Our pricing is based on the average national price set by the main fuel companies. Generally, you will pay about the same as you would at the pump (not including discount retailers). We will send you a notification including the current fuel price when you place your order and the actual fuel price before we FILL you up. If you don't like the price you can cancel your order.

Delivery is currently free for orders over 50 litres. For orders 50 litres or less there is a delivery fee which is currently \$3.50.

- What fuel do you deliver?**  
Currently we deliver 91 petrol or diesel. Contact us if you are a business and use 95 petrol or 98 petrol and we will see if we can work something out.
- Is there a minimum spend?**  
Yes - \$30 per FILL.
- What areas do you service?**  
Currently we are in Christchurch but looking to expand into towns and cities across NZ. For residential customers, click on the maps to see which areas we service. If you are a business based in Christchurch please get in touch.
- Will you FILL my car up at my home address?**  
Absolutely - if you live in a FILL zone we will FILL your vehicle up at home.
- Do you service residential/one-off car fills too?**  
Currently we are focused on business. That said if you are in a FILL zone we are happy to FILL you up. We are looking to set up FILL zones in residential areas once we have nailed our service.
- Do I need to set up an account?**  
Yes - you need to set up an account including a payment method before you can order a FILL. You can download the app or set up an account online.
- Do you FILL static tanks?**  
Absolutely – we fill tanks at work and at home. If your tank is outside one of our FILL zones contact us to arrange a FILL.
- How can you deliver fuel for the same price or less than my local petrol station?**  
Simple – we don't own expensive land and buildings and have lower overheads. It costs a lot of money to set up and run a gas station!
- What if I need to move my car?**  
If you need to move your car you can cancel your order and book another session. If your car is not there when we arrive, we will txt or call you and if we don't hear from you we will cancel your order. We understand that when you have to go you have to go, however if you make a habit of moving your car you might be better to use a gas station so we don't have to cancel your account.
- What happens if you can't find my car?**  
Unlikely – but if we can't find your car we will txt or call you.
- Where do I find FILL's Privacy Policy and Terms and Conditions?**  
Here's a link to our Privacy Policy and T&C's.

#### Customer care

- ☎ 0800 GO FILL
- ✉ [customer care@fill.co.nz](mailto:customer care@fill.co.nz)

#### Business Accounts

- ☎ 0275 569401
- ✉ [gavin@fill.co.nz](mailto:gavin@fill.co.nz)

#### Social

- @ fillforfuel
- 🌐 [fill.co.nz](http://fill.co.nz)

