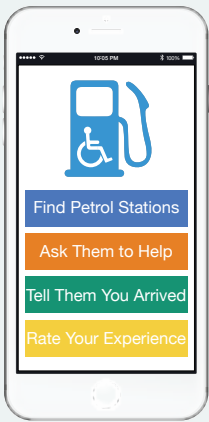


fuelService

Helping **Disabled Drivers** get **Assistance** to **Refuel**

1. Request For Help

A disabled driver uses the fuelService app to request help from you before they drive to the petrol station.



2. Your Phone Rings

Your phone rings and its a quick automated message from fuelService.

Can you help in the next 30 minutes?

Press 1 if you can help or Press 2 if you can't.



DON'T JUST HANG UP

You need to press 1 or 2

3. Drive To Station

The response is sent to the disabled driver. If you told them you could help they then drive to the station.

Upon arriving they use the app to tell you they have arrived.



4. Your Phone Rings

You are told the driver has arrived and given the pump number where the driver is parked.

Tell the driver how long you will be by entering the number of minutes on the keypad.



5. Fill up the car

The response is sent to the disabled driver so they know how long you will be.

When you are ready you can go and assist the driver.



Drivers who arrive without first asking

In this situation a single phone call is made where all the information and questions are asked.

Again you answer the questions by pressing buttons on the telephone keypad

