

fuelService

Helping disabled drivers refuel



Why fuelService?

1. 750,000 people in wheelchairs in the UK
 - Many drivers with disabilities cannot put fuel into their cars themselves
2. Petrol station employees need to assist
 - not all petrol stations have the staff to do this all the time
3. Existing methods are
 - limited
 - embarrassing to drivers
 - prone to failure

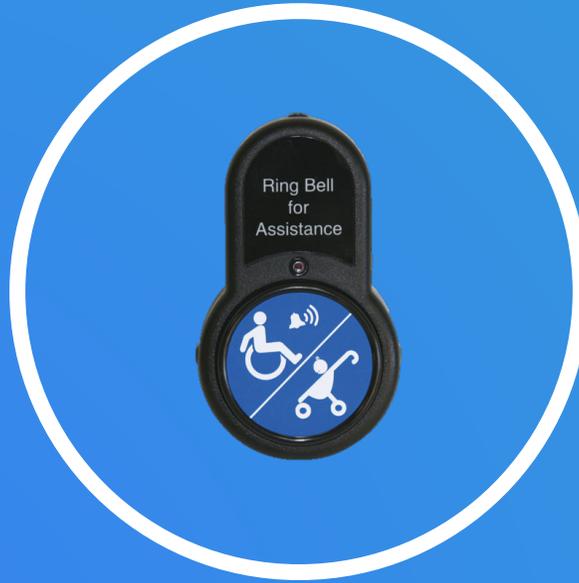


Existing Options Fall Short



Handheld Fobs

- Press to alert
- No feedback



Push Buttons

- Hard to reach
- No feedback



Non-Technical

- Honk the horn
- Embarrassing

All require the driver to go to the station first

There may not be anyone to help - No way of telling the driver

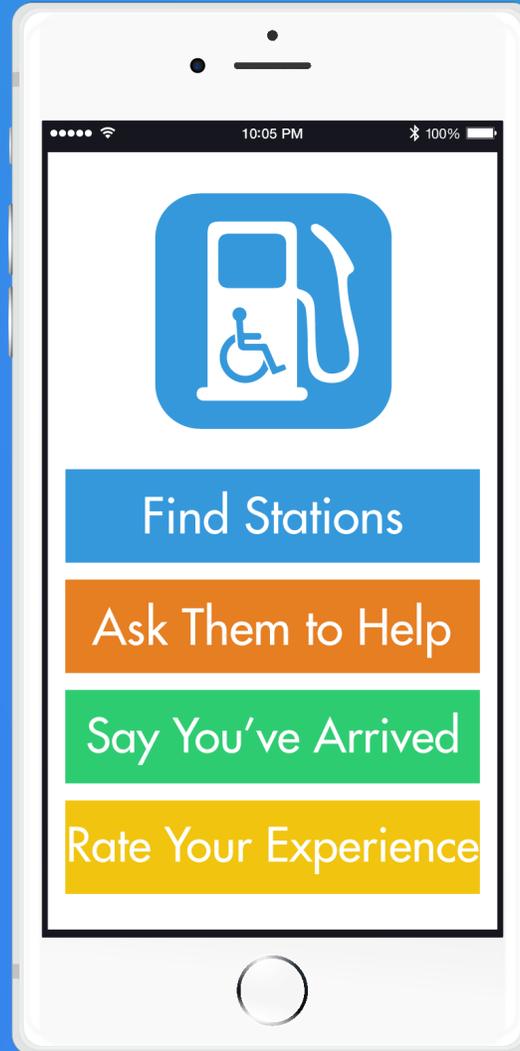
Introducing the fuelService app

Find Near You

Able to help you now?
Has your fuel type?
How do you pay?

Know Before You Go

Ask the station before you go
They say if they can help
Go with confidence



When You Arrive

Tell them you're here
They know your car
They tell you how long

Feedback

Rate and provide feedback
Help the station to improve
Let others know where to go

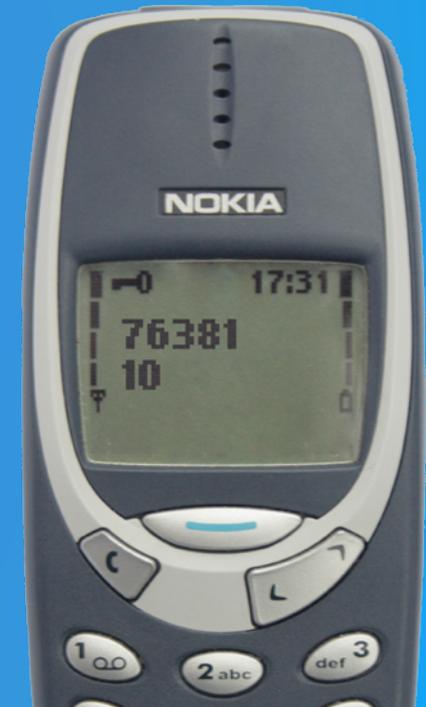
Not just for Smartphones

- Interactive Voice Service or SMS TXT
 - Enter the petrol station number
 - And pump number
- No difference for the station
 - They have the same experience – answer the phone
- Stations can be pre-discovered
 - <http://fuelservice.org/findstation>
- Station Poster for details of how to use now
 - Clear instructions for people who just turn up

Please enter the number of
the petrol station you want to
ask?

...

Please enter the number of
the pump you are at?



No need to know before you go

Before fuelService



With fuelService

GET ASSISTANCE



**Call 0161 375 1222
Station No. 12345**

**or get “fuelservice”
app on your phones
app store**

Use fuelService without knowing about it beforehand

What is needed at the Station

1. Only Needs a Phone



- No installation - zero equipment
- fuelService calls station and asks if you can help:
Press 1 for Yes, 2 for No

2. Train Staff



- 5 simple steps
- Learn in 60 seconds
- Make sure staff are trained

3. Put up Signs



- Lets drivers know
- Phone service for drivers who don't use apps
- Be compliant with regulations

Can be deployed today in 10 minutes!

When stations are single manned



1. Drivers turn up
2. Beep their horn
3. Nothing happens

They wasted time, suffer anxiety and never return



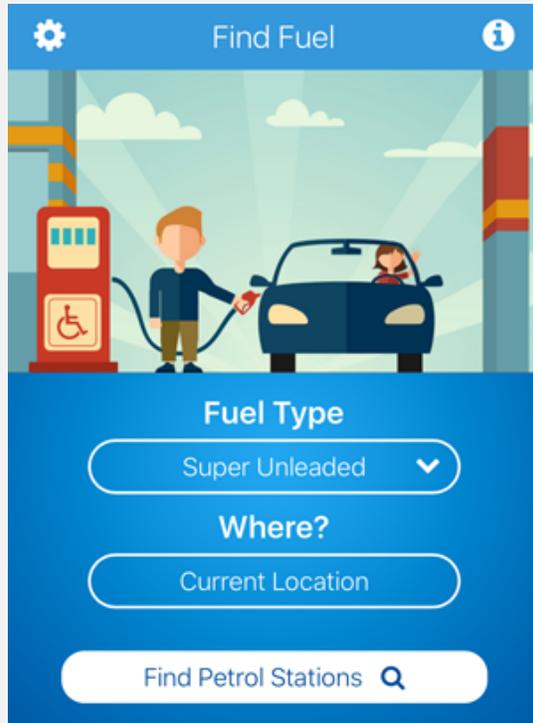
1. Drivers ask before they go
2. If it's a No they ask another station
3. They receive service

No time wasted, received service, happy customers

Next time - the stats show they still ask their preferred station

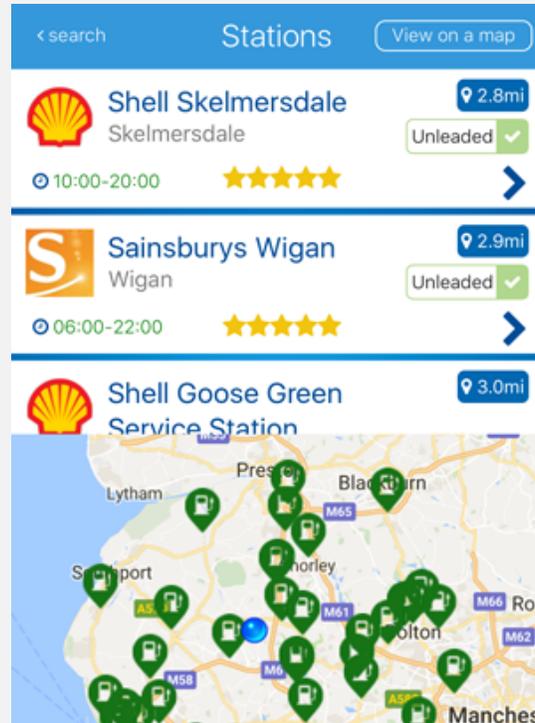
fuelService Walkthrough (1)

Search for help



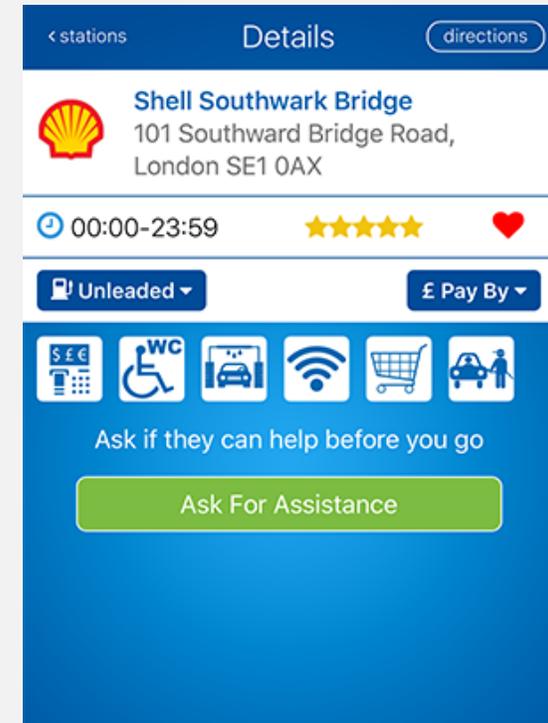
Entered the fuel required and just click Find

Pick a station



Choose a station from either a list of stations or from a map view

Ask for help



fuelService will contact the station and ask them if they can help

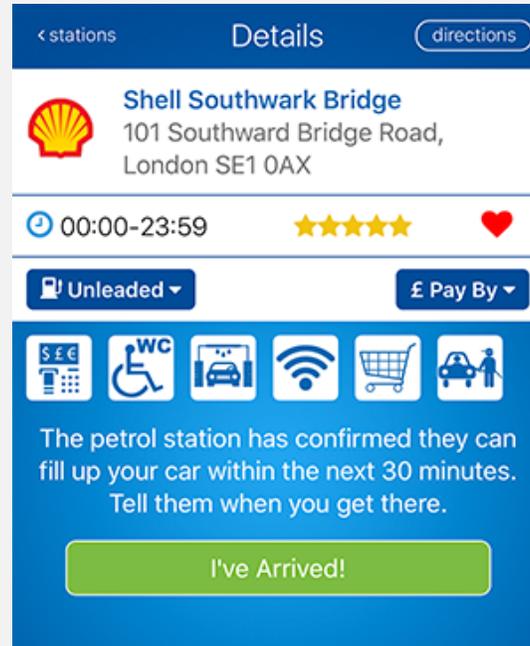
fuelService Walkthrough (2)

Your Phone Rings



Your phone rings, and you are asked to help. Press 1 for yes, 2 for no. The response is sent to the driver

Drive to the Station



If you said you would help, they drive to the station and use the app to tell you when they arrive

Your Phone Rings Again



Its fuelService to tell you they arrived, and the pump they are at. You enter how long you will be to help.

fuelService Walkthrough (3)

The driver is told how long

< stations Details directions

Shell Southwark Bridge
101 Southward Bridge Road,
London SE1 0AX

🕒 00:00-23:59 ⭐⭐⭐⭐⭐ ❤️

🛢 Unleaded £ Pay By ▾

💳 WC 🚗 📶 🛒 🚗👤

The petrol station knows you are here, they will be out to help in
 2 minutes

Rate your experience

The information you enter is passed back to the driver so they know what to expect.

Attendant refuels the car



The attendant goes out and refuels the drivers car.

The driver then enters a review

Rate Station

Please rate your experience and optionally enter some feedback

⭐⭐⭐⭐⭐

Your Feedback

Brilliant

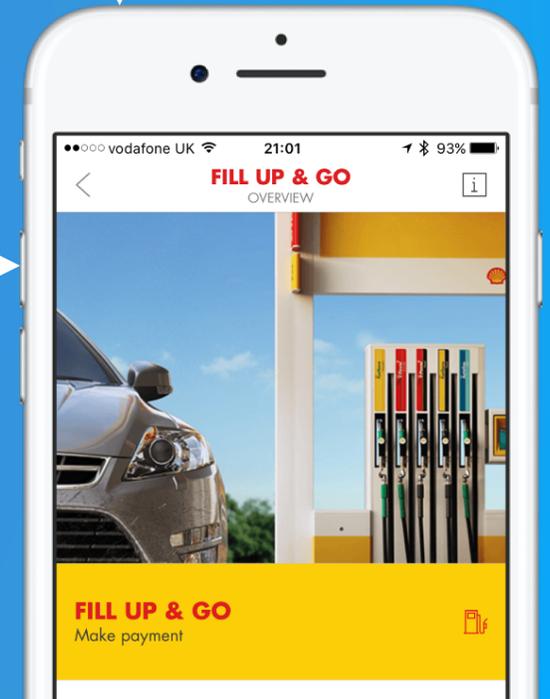
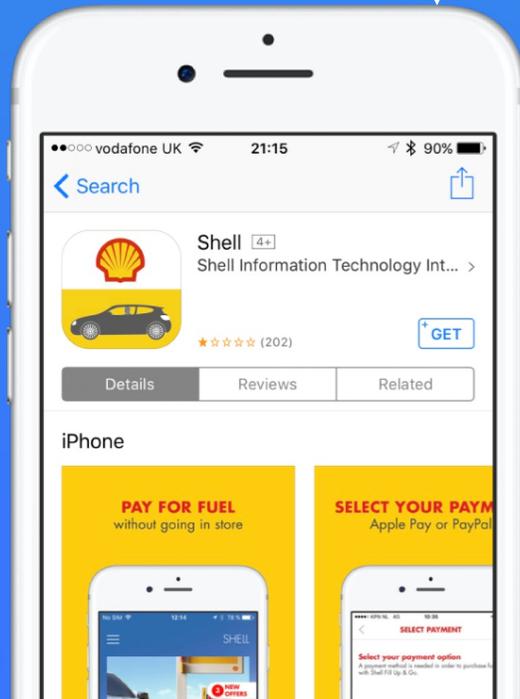
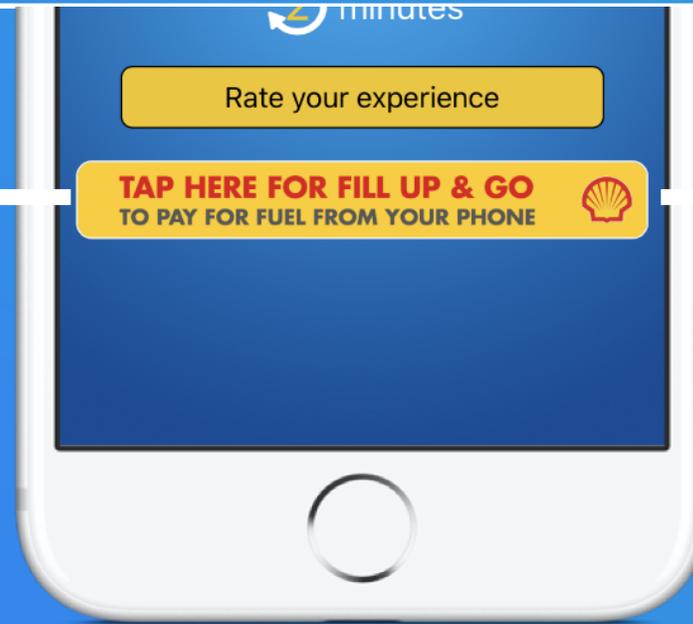
Submit Rating

After you help the driver they can provide feedback. You can review this on your portal.

Integrates with your payment app

If the user doesn't have it installed, we direct them to install it

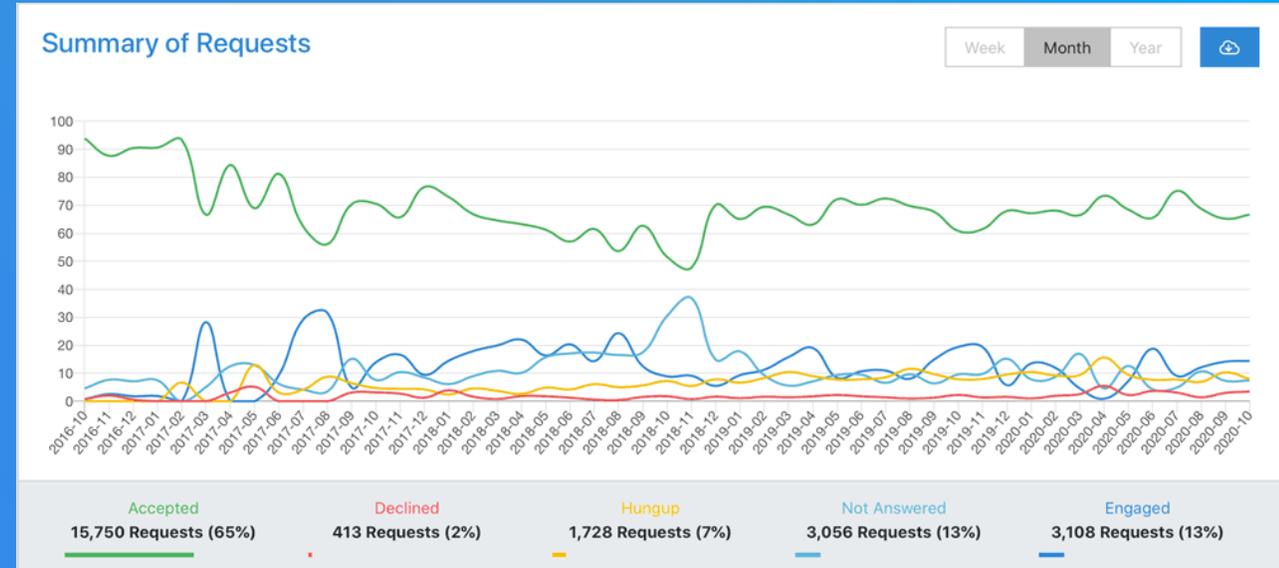
If they have your app, we take them directly to pay



With no changes needed to your payment app

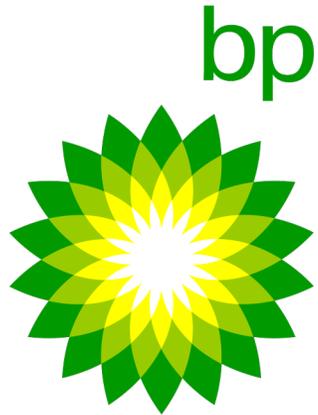
Full Reporting Portal

- Know exactly what is happening
- Real time or Historical reporting
- Drill down to the per station level
- Permission based - give access to each station manager if you choose
- Get feedback from the customers - Learn what works and what doesn't



Feb 21, 2018, 3:50:07 PM	13270	Sainsburys Sunderland North	5	Why can't everything connected with disability accommodation be this easy? Fantastic! Thank you!
Nov 6, 2017, 3:53:20 PM	13307	Sainsburys Wolverhampton St Marks	5	Who ever thought of this App ace takes the stress out of blowing your horn for Diesel. A welcome boost for the disabled. Thank you.

fuelService Customers



UK



USA



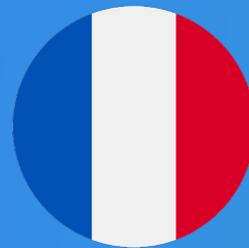
Canada



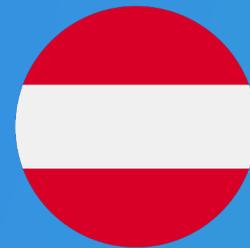
Ireland



Netherlands



France



Austria

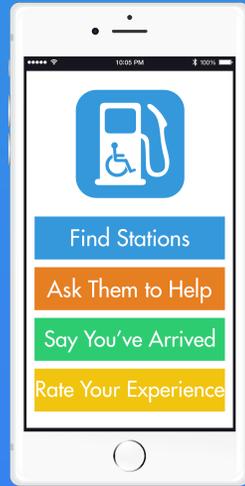


Belgium



Luxembourg

Summary – WIN WIN WIN



Solves the refueling problem for disabled drivers

- Simple and Easy to use
- Know before they go
- Nothing to buy



Increase Sales and Loyalty for Stations

- Meet Equalities Act requirements for reasonable adjustments
- No equipment or installation costs
- Deploy today in 10 minutes

All profits go to research to find a cure for paralysis

Thank You

fuelService

