



How to download an invoice?

Dear Customer!

This quick guide will show you how to download invoices or view amounts, statuses and due dates directly from Shell Fleet Hub .

Important!

- To make sure that Shell Fleet Hub works well for you we recommend to open it in one of the following browsers: **Google Chrome, Microsoft Edge or Mozilla Firefox**. Other browsers might not be compatible with SFH.
- Please clean your cookies regularly to assure best on-line performance of Shell Fleet Hub. You may use this keyboard shortcut to **clean your cookies**: Ctrl+Shift+Del.
- To open PDF files successfully please use **Acrobat Reader** (Adobe) or **Microsoft Edge** browser.

All the invoices issued before the modification of the invoicing method from **paper invoicing** to e-invoicing will **not be available** for you to download via Shell Fleet Hub.

You are able to download **up to 50 invoices** which do not exceed the size of 20 MB **in one go**.

You can download invoices which are **no older than 2 years** (730 days). However in one go, you would be able to download invoices for different date ranges depending on the amount of accounts or cards.

Example 1

Your main Shell Account has 55 sub-accounts and your fleet has 550 cards so you may choose any 1 month (31 days) from last 2 years (730 days).

Example 2

You have only 1 Shell Account and your fleet has 30 cards so you may choose any 6 months (184 days) from last 2 years (730 days).

Limit date selection that can be downloaded in one go based on amount of accounts and cards	Accounts	Cards
Up to 184 days	1	1-10
Up to 184 days	1	11-50
Up to 62 days	2-5	51-500
Up to 62 days	6-50	501-5000
Up to 31 days	>50	>5000

Let's start!

Step 1.

Log in to Shell Fleet Hub and select **Finance** from the menu in the top left corner of the page.

INVOICES

- Homepage
- Cards
- Reports
- Finance**
- Download C...
- Administrati...

FINANCE

Invoices

Here you can view and download your company's latest invoices.

Total Outstanding
£1 750,97

Next payment
£179,43

Date	Invoices
16-11-23	1

Step 2.

You can select an invoice directly from the list (1), search for specific invoices (2) or filter them by Invoice Status using the icon on the right hand side (3).

The screenshot shows the 'INVOICES' section of a software interface. At the top, there is a search bar with a red arrow pointing to it, labeled with a green circle '2'. Below the search bar, there are radio buttons for 'Date period' (selected) and 'Invoice number'. Two date pickers are shown: '01-10-23' and '31-10-23'. To the right are 'SEARCH' and 'RESET' buttons. Below this, there are tabs for 'INVOICES' and 'STATEMENTS'. A date 'Tuesday 17 October 2023' is displayed. A red arrow points to a list of invoices, labeled with a green circle '1'. The list has columns: 'ISSUED', 'DUEDATE', 'AMOUNT', and 'STATUS'. Two invoices are visible, both with a status of 'Overdue'. To the right, a filter menu is open, labeled with a green circle '3'. The menu is titled 'INVOICE STATUS' and has three options: 'Due' (unchecked), 'Overdue' (checked), and 'Paid' (unchecked). There are also 'CLEAR ALL' and 'APPLY' buttons at the bottom of the menu.

Step 3.

On the left hand side select the the file/files you wish to download and click the **Download Invoices** button below.

The screenshot shows the 'INVOICES' section with a 'Select all' checkbox checked, labeled with a green circle '1'. Below, there is a date 'Tuesday 31 October 2023' and a 'Statement of account' link. A table of invoices is shown with columns: 'ISSUED', 'DUEDATE', 'AMOUNT', 'STATUS', and two download icons. One invoice is selected, with a status of 'Paid'. At the bottom, a blue bar shows '1 of 50 selected' and a red arrow points to a 'DOWNLOAD INVOICES' button, labeled with a green circle '2'. There is also an 'INVOICE LIST (EXCEL)' button.

Now your invoice is downloaded and you should see a **pop-up notification** of Downloads in the top right corner (if you are using Microsoft Edge browser). When using other browsers your Downloads might pop-up in other parts of the page e.g. in Chrome in the bottom left corner.