

SHELL GOLDEN TICKET REWARD INSTRUCTIONS

You will print an instant reward for each location you are assigned. This one-page document must be printed off for each location and presented to eligible staff members, it is unique to each location. Under no circumstance should you activate the reward code, it is only to be activated by the attendant. See below for more details.

Does the staff member qualify for a GOLDEN TICKET?

During your in-store purchase portion of the Mystery Shop, did the cashier mention the Fuel Rewards Card, Fuel Rewards Program or Shell Credit Card at any point? This would answer the question **QFuelRewards**.

To receive the Golden Ticket, the cashier should engage with you about the Fuel Rewards Program or Credit Card Campaign. Some examples of this include:

"Are you a Fuel Rewards Member?"

"Do you have your Fuel Rewards Card?"

"Are you familiar with the benefits of the Fuel Rewards Program?"

"Would you like more information on how to join our Fuel Rewards Program?"

"Will you be paying with your Shell Credit Card?"

"Do you have a Shell Credit Card?"

"Did you know you can save 10¢/gal and 10% off on your in-store purchases with one of the new Shell and Fuel Rewards Credit Cards?"

"Have you heard about the benefits of the new Shell and Fuel Rewards Credit Cards?"

"If you would you like more information on how to apply for one of the new Shell and Fuel Rewards Credit Cards, please take one of the applications."

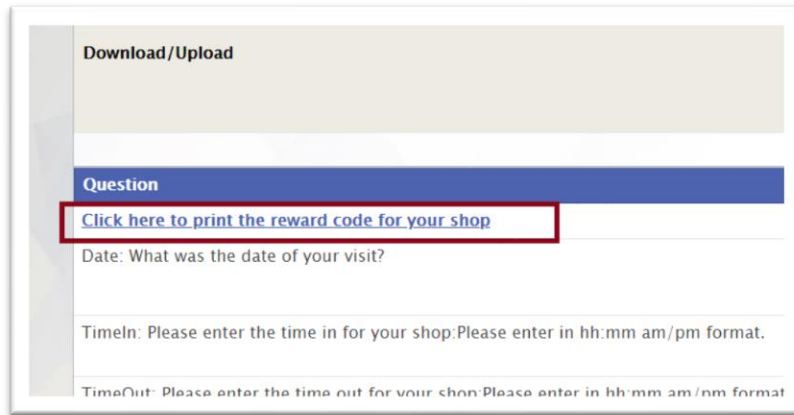
**If YES to QFuelRewards (i.e the Fuel Rewards Card, Program or Credit Card was mentioned) –
Award a completed Golden Ticket.**

**If NO to QFuelRewards (i.e the Fuel Rewards Card, Program, or Credit Card was not mentioned) –
Do not award a Golden Ticket.**

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Printing your Golden Ticket:

1. Once you have passed the Quiz, a link will be available to print the one-page Golden Ticket Reward document. It will be the first thing you see in the survey details:



Download/Upload

Question

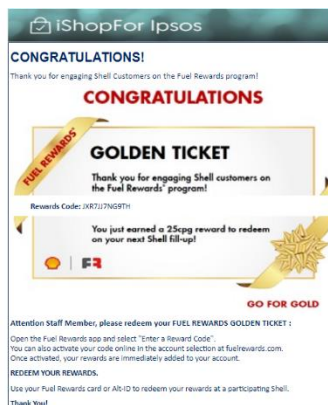
[Click here to print the reward code for your shop](#)

Date: What was the date of your visit?

TimeIn: Please enter the time in for your shop: Please enter in hh:mm am/pm format.

TimeOut: Please enter the time out for your shop: Please enter in hh:mm am/pm format.

2. When you click the link, it will open a new window with the reward code document. **Press Ctrl P** to print this from the webpage. Here is an example of the Golden Ticket document below. The code is unique to each location so be sure to confirm you are giving to the correct site. Under no circumstance should you activate the reward code, it is only to be activated by the attendant.



3. If the staff member qualifies for the reward, hand over the Golden Ticket.

Important Note:

Under no circumstances should you present a GOLDEN TICKET if the response for QFuelRewards is NO.