



## GETTING STARTED - E-FUEL ACCOUNT

eFuel is an automated payment solution that allows motorists to pay for their fuel electronically. Your eFuel prepaid account allows you to make cashless payments at any of the participating filling stations. eFuel is a product within our ePass solutions which includes eTolls - a cashless payments solution for your Tolls

### Step 1: Registration

To sign up for eFuel for your fleet of vehicles - go to our website [www.epass.co.zm](http://www.epass.co.zm) and on the home page- Go to the 'Register Now' Section and click on Register under eFuel Fleet.

Complete the registration form and a member of the operations team will contact you when your account is set up and provide you with your login credentials.

The screenshot shows the ePass website's registration page. At the top left is the ePass logo. Navigation links for 'Features', 'Sign Up', and 'Contact' are in the center, and a 'Sign in' button is on the right. The main heading is 'Register Now'. Below this are three columns representing different services:

- ePass Individual (1 to 5 Cards):** Description: 'Buy fuel, pay for road tolls and access roadside assistance for your household, small business or individual employees in a secure and convenient way. Access your account online or use the mobile applications.' Button: 'Coming Soon'.
- eToll Fleet (5+ Cards):** Description: 'Manage your fleet with a cashless eToll payment solution and world class online reporting solutions that will make Toll Management in your company faster, convenient, secure and efficient.' Buttons: 'Register' and 'Getting Started Guide'.
- eFuel Fleet (5+ Cards):** Description: 'Manage your fleet with automated cashless payment solution by opening an eFuel account. Our world class online reporting solutions will make toll and fuel management in your company faster.' Buttons: 'Register' (circled in red) and 'Getting Started Guide'.

### Step 2.: Account Activation

Before your account is activated an initial payment must be made into your eFuel account (see section 3 on re-charging your account) and the details of each vehicle must sent to a member of the operations team via email or using the card order function in your online account portal. The information should include Vehicle registration numbers and the Driver names. So in the Vehicle Reg Space- also add the name of the driver.

**Card Orders**

Copy CSV Print Excel PDF

Search:

Service Provider Choose one... What's the vehicle reg? Order

Order #	Vehicle Registration #	Service Provider	Order Status
6	AAA111	Total	Delivered
5	BBB222	Total	Delivered
4	CCC333	Total	Delivered
3	DDD444	Total	Delivered
2	BAG2103	Total	Delivered
1	aaaa222	Engen	Delivered

Showing 1 to 6 of 6 entries

Previous 1 Next

Bulk Vehicle Registration Upload

- Please note that Samfuel, Karan and Mt Meru do not issue physical eFuel cards- instead you will be issued with a virtual account number consisting of the vehicle number plate and Drivers Name.

### **Step 3 : Ordering Fuel**

Once the account has been credited, orders can be made through our customer service line +260962281630 or email address info@booknowzambia.com.

The ordering instructions must state the driver's name, the vehicle registration number, the filling station to be used and the amount to be allocated to that particular vehicle. You may also process orders via your online account portal.

**IMPORTANT-** transactions – orders must be made for that **TOP UP ONLY**. So if your driver only requires 200 Litres. You request 200 litres from customer service or place the Total Kwacha Equivalent into your order system.

**Card Top-ups**

Print Excel PDF

Search:

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Card #	Vehicle Registration #	Card Balance	Pending Top-up	
SF-BAX955-WakuM	BAV 8642	0	0.00	110000 Top-up
SF-BAX955-NMushimba	ALX 3279	0	0.00	How much? Top-up
SF-BAX955-MawanoKambeu	BAX 955	0	0.00	How much? Top-up

### **Step 4: Recharging Your MASTER account**

Your eFuel Account is pre-paid. Payments can be made through Book Now Zambia Ltd by cheque, cash deposit or electronic bank transfer to :

Account Name : BOOK NOW ZAMBIA LIMITED  
 Account: Number: 62560754931 (ZMW)  
 Bank Name : First National Bank (FNB)  
 Branch Number 260014 ( Acacia Park)

For additional payment options- please contact our customer service line

