

**SUBJECT: PROPOSAL FOR “TOTAL CARD” SERVICE**



This has in reference to one of our business activities, “**Total Card service**”, in which our company is providing an exclusive service to our esteemed customers. Hence, we are glad to bring your kind attention to our proposal here below,

## 1 COMPANY PROFILE

Total Ethiopia S.C. is an affiliate of the international TOTAL group.

### 1.1 : TOTAL ETHIOPIA SHARE COMPANY

Total Ethiopia S.C. is an affiliate of the international TOTAL group and is engaged in marketing of fuels, lubricants, bitumen and other specialties products to its customers through its wide distribution service stations network numbering more than 170 throughout Ethiopia and also directly to consumers. Total Ethiopia S.C. was established in Ethiopia in 1950 under the name of TOTAL Mer Rouge and has been serving the country since then.

## 2. TOTAL CARD

TOTAL Ethiopia has introduced a modern method of card payment system since 2004G.C. in its fuel stations which is handy, anti-theft and can be custom tailored to meet each customer’s requirement. Total Card is an electronically rechargeable card, which will be made available upon your request for the withdrawal of products and services from any of our stations. Customers can get immediate report of the transaction at the fuel station as well as a monthly full and detailed summary report via customer portal/Extranet, email and Total Ethiopia Head Office.

Total card system enables organizations to optimize the monitoring of fuel expenses and have more secured payment transaction at of Total Ethiopia service stations throughout the country.

### 2.1 Type of Cards

#### Type of Cards

- **Prepaid Card:** A reloadable debit card with a consumption credit from which the purchase amount is deducted at each transaction.

- **Post Paid card:** A post billed fuel card with a ceiling amount per billing period. It is billed monthly based on consumption during that billing period.
- **Gift Card:** A disposable gift card, non-reloadable card with a use period limited to one year after the card is activated.

## 2.2 TOTAL Cards Key Benefits

**The TOTAL CARD** is the pioneer card transaction system with over 14 years' experience on the market and ensures SECURITY, CONTROL, ANALYSIS, SERVICES AND RESPONSIBILITY. It gives a fuel management solution for your fleet. It is a rechargeable smart card designed to meet ways of managing fuel expenditure with a guaranteed service in over 110 service stations country wide for your fuel, lubricants, car care services, (car wash and lube bay services) and BONJOUR shop purchases.



**The Customer Portal/EXTRANET** is an interactive web-based tool that enables you to log in and perform selected tasks on your account. Services available include new card requests done online, card blacklisting done online, accessing reports on your cards usage, extraction of selected reports as well as monitoring the card parameters, download documents, fleet division amongst others. The extranet assists you in managing your card portfolio with ease and at any place provided you have internet access to log into the web page.

- **Card Restrictions/Controls:**  
The control before consumption lays in the personalized restrictions set on product type, geographic zones, value limits as well as day and time restrictions;



- **PIN Code for the Client:**

The system provides a four digit confidential Personal Identification Number (PIN code) issued for each Cards;

- **Driver code option:**

Each driver can be assigned an individual code separate from the PIN code. This additional feature enables you to have one card shared amongst different drivers, and monitor the card usage on the basis of each assigned driver's code;



- **PIN Code for the station staff:**

All our station attendants (staff) authorized to validate card transactions have their own four digit confidential PIN code for enhanced security and traceability;



- **The TAG:** The card is associated with the Total Tag, stuck on the windscreen of your vehicle. At each transaction a check is made in advance by the electronic payment terminal. The RFID chip is checked to make sure the vehicle matches with the one attached to your card. A real benefit to enhance the security of your transactions in stations.

- **Tank capacity lock:**

Allows you to pre-set tank size per vehicle to prevent fuelling above the set tank size;

- **Mileage check:**

Allows you to monitor the fuel consumption per vehicle and is activated when requesting for the cards. The mileage check enables you to monitor the consumption rate for each card and address any anomalies in the event the odometer reading is inaccurately entered;

- **Remote Prepaid Card Top-Ups:**

Cards can be credited online without coming to the head office effective when the payment is made.

- **Diverse Service Stations Network & Products offering:**

Nationwide spread of more than 100 TOTAL service stations in all major towns

- **Dedicated card team and operations support:**

Our front office and back office teams are dedicated to serve our clients enquiries. Moreover for every account a sales representative is assigned to consult the issues.



### 3. AFTERSALES SERVICES

TOTAL Ethiopia has professional staffs engaged in Total Card Service to render high quality after sales services and the required assistance to its customers. During the contractual period, the TOTAL card Team will give the required support to your offices.

#### 4. TRAINING

We will arrange a dedicated training to your team related to Total Card services during the contractual period.

Hope you will find our offer attractive and looking forward to hear from you soon,

**With Best Regards,**