

# BP Plus App

## pay for fuel from the comfort of your vehicle.

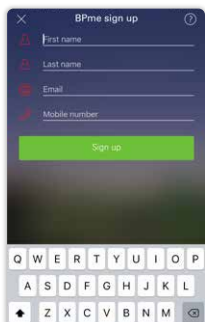


### Setting up BPplus

Link your Smart BP Plus fuel card to the BP Plus app. Once set-up, simply open the app in your car before you fill up to select your pump and fuel type – then you're ready to refuel and go!



Download the latest **BP Plus app** version.



**Step 1**  
Open the BP Plus app and follow the sign up steps.



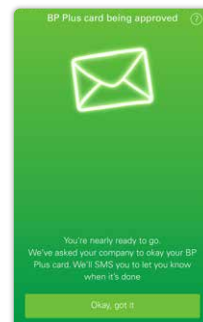
**Step 2**  
You'll receive an SMS from the BP Plus app with an authorisation code. Enter this code into the app to verify your phone.



**Step 3**  
Add your BP Plus card number to the app.



**Step 4**  
Create a passcode. (Passcode is required every time you want to Pay for Fuel).



**Step 5**  
A request will be emailed to your fleet manager to approve your fuel card before you can Pay for Fuel.



**Step 6**  
You will receive an SMS to confirm you're ready to refuel using the BP Plus app.

## How to fill up using the BP Plus app

First you need to arrive to a mobile payment enabled store. There are over 800 enabled stores nation-wide.

1. Turn off your vehicle then tap the Pay for Fuel green button to get started.
2. The BP Plus app will verify your location.
3. Confirm your pump number from the selection.
4. Scroll through to find the type of fuel you need.
5. Enter your four digit passcode.
6. The BP Plus app will tell you when your pump is ready. Be sure to stay inside the vehicle until the app confirms that your pump is ready for you to use.

Make sure you leave your phone in the car whilst refuelling.

7. Once you've replaced the hose and returned to your vehicle, please wait for the BP Plus app to confirm the details of your transaction.
8. A digital receipt for your transaction will be automatically sent to your email address.



For more information, please contact BP Customer Service on **1300 1300 27** or via email at [aucustcare@bp.com](mailto:aucustcare@bp.com)

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### Frequently Asked Questions

#### Setting up the BP Plus app

**Q. How many BP Plus cards can I register to my BP Plus app account?**

A. You can register multiple BP Plus cards to your BP Plus app account. Each new card added will need to be approved by your fleet manager.

**Q. Can a BP Plus card that is shared between different drivers be added to multiple BP Plus app accounts?**

A. Yes. If you share a BP Plus card with another driver you can both add this card to each of your BP Plus app accounts.

**Q. I am waiting for my new BP Plus card because my previous had expired. Am I still able to use the BP Plus app?**

A. Yes. If the expired card was re-issued with a new expiry date. The BP Plus app will recognise this and allow you to continue purchasing using the app.

**Q. Can I collect BP Rewards points with the BP Plus app?**

A. BP Rewards program is not available to users of the BP Plus app and BP Rewards points cannot be earned via the BP Plus app.

**Q. Can I still use my physical BP Plus card if it is linked to the BP Plus app?**

A. Yes, you are able to use both methods of payment. It is advised that you keep an alternate form of payment on you to pay for fuel if mobile phone coverage isn't available or if a BP site isn't currently on the BP Plus app network.

#### Using the BP Plus app

**Q. Will I be asked to enter an odometer reading or card prompts when I make a transaction?**

A. Yes. Depending on your BP Plus card, you may need to enter an odometer reading along with any applicable card prompts.

**Q. Does the BP Plus app mirror allowable product on my BP Plus card?**

A. Yes, the app will only allow you to pick the fuel grades that are permitted on that fuel card. In the event you complete a transaction outside the agreed limits, your fuel card will be automatically removed.

**Q. Can I get a paper receipt if I pay in car with the BP Plus app?**

A. No. You will receive a digital receipt in the BP Plus app. You can also access your transaction history from within the app and have your receipts emailed to you at any time.

**Q. Can I pay for in-store items using the BP Plus app?**

A. No. The BP Plus app currently only allows for the payment of fuel. If you wish to purchase any other products, you will need to pay for these in store with cash or a personal debit/credit card.

#### General

**Q. Do I need access to the internet to Pay in Car?**

A. Yes. To use the BP Plus app app, you must have an internet enabled eligible mobile device which is connected to the internet and uses a software version that supports the BP Plus app.

**Q. Will the BP Plus app use mobile data?**

A. Yes, location services must be activated for you to pay in your car using the BP Plus app. Costs depend on phone plans.

**Q. Are you tracking me?**

A. Location services will only be used whilst you are using the BP Plus app. This is used to find your site location when using Pay for Fuel or Find a BP service.



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