

Frequently Asked Questions

How much does it cost for me to use BP AccountManager?

There is no cost for BP AccountManager. It is provided to you as an online service to help you manage your account more effectively and efficiently when you register to use a BP Fuel Card.

If I order a new card online – How long does it take to reach me?

If you order before 10am, the card should be with you within 48 hours. After 10am, an additional day's delay is incurred. All new card orders are posted first class.

If I cancel a card online – How long does it take for this to be effective?

The card should be on the stop list at our security centre within 30 minutes of the cancellation being submitted.

What do I do if I forget my password or E-PIN number?

If you forget your password, use the 'forgotten your password' prompt on the BP AccountManager Log in screen.

If you have forgotten your E-PIN then email bpfuelcardsadmin@bp.com who will email this to you at the email that is held for you.

How far back do invoices go?

Invoices are held on BP AccountManager for 3 months.

How many cards can I have on my account?

There is no physical limit, however when you registered for your card account you indicated levels of anticipated volume and spend and your account will have been set up to reflect this.

Will I be able to choose a PIN number for my cards?

Yes – using our online service to order a BP PLUS card, you will be requested to enter a PIN number. This is a 4 digit number of your choice and you can change this as required. Only BP PLUS Cards need a PIN.



Freedom



Security



Control

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For further information about BP Online Services, please email bpfuelcardsadmin@bp.com or telephone 0845 6030

BP AccountManager

BP AccountManager is a tool that gives you the freedom to manage your BP Fuel Card account **online**.

- 24 Hour access
- Monitor & Download all card purchases
- View, filter & download all transactions
- Order new cards and cancel lost or stolen ones
- Find service stations
- Plan routes
- Send text messages direct from your computer
- Access the BP Fuel management tools – FuelInsight/FuelXpert/FleetXpert and FleetReporter



To get access to the BP Online service you should:

1. Send us an email, giving your Customer number (the reference at the top of the letter we have sent you) your contact name and contact email address.
2. Send your email to bpcardsadmin@bp.com
3. Using email we will then
 - a. Validate you email address with you.
 - b. Send out a user id
 - c. Send out a password and/or E-PIN if required
4. These will enable you to access your account online.
5. When you log in for the first time, using our User Management screen, you will be able to change your password to something more memorable. (Passwords are not case sensitive). User Management can be found under the Card Administration tab.
6. BP AccountManager can support varying levels of user on the account. The Manager of the account allocates levels of permission to users. All functions of BP AccountManager are available to the Manager of the account.

Screen functions available to you are dependant upon the user permissions you have been given/requested.

(So if for example you do not have permission for card ordering, you will not be able to access this function).

Access permissions are set in the User Management screen to allow

- New card ordering
- Viewing of transactions
- Cancel card
- Order a replacement card.

Card ordering/cancel and replacement functions need an E-PIN to confirm any actions. An E-PIN is a unique password which will be issued with your User id and Password (if you have been given permission for this).

Permissions are set in the User Management screen.

The E-PIN can be changed here if required.

Some features that our ONLINE service offers, to help you manage your BP Fuel Card account online.

Card Administration

Here you can order new cards, view your existing cards, cancel or stop cards and edit the user details we hold for you. With email becoming the main contact for most businesses, keeping this data up to date is important and our email management function ensures you can do this.

Transactions

Here you can view and download your recent invoices, pending transactions and access transaction reports.

You can also see within the same day, all your current card transactions that have reached our security centre for authorisation.

Info board

Here you can view the recent documents and messages, relating to your account.

All Functions on BP AccountManager have helpful information which can be accessed by clicking 'help' at the top of the screen.

PIN^o
N^o1 in security

With the introduction of PIN capability to the BP PLUS Fuel Card, we realise that customers often want to select a PIN that is relevant to them and for security reasons change the PIN number on demand. BP AccountManager software allows you to do this.