

Acceptance check list



When accepting a card for fuel, please check the following:

Is the card on the Airline/Carnet Stop List?

If yes, do not accept the card and retain it. If in doubt, contact us, using numbers opposite.

Has the expiry date passed?

If yes, do not accept the card. Contact us to see if the customer's card has been extended.

Do the aircraft registrations match if it is not a 'any' card?

If not, contact us on the numbers opposite.

Does the customer name match any necessary documentation?

Various customer documentation (e.g. tax exemption forms) should match details on the card.

Is the customer or aircraft registration on the ITR checklist?

If yes, follow your site specific ITR escalation process.

If the customer has forgotten their card please ask them to contact us.

Contact details for assistance

All customers

Australia: **+44 203 4017247** or **airbpaus@bp.com**

New Zealand: **+44 203 4017247** or **airbpnz@bp.com**

Remember: if an invalid card is accepted, it's your responsibility.

If in doubt, check it out

Alternatively

For everything you need to manage your Air bp account, visit **airbp.com/mysterlingcard**