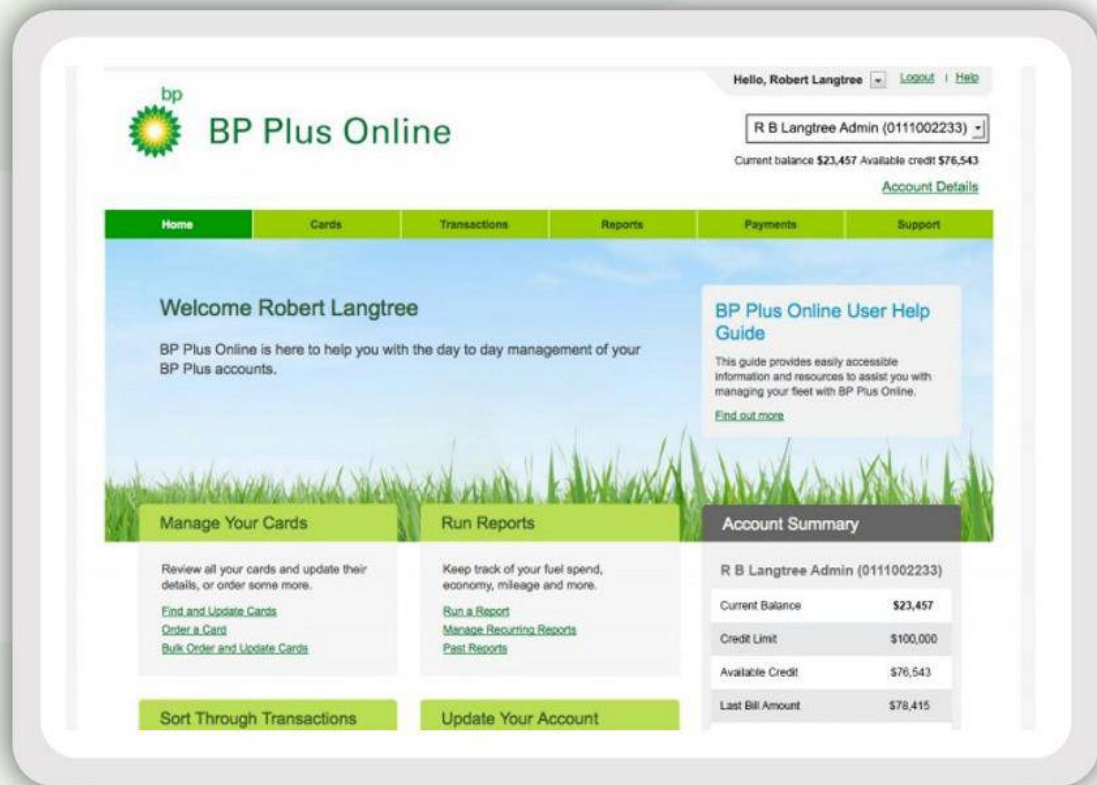


BP Plus Online functionality overview



Discover 24/7 reporting and management with BP Plus Online

Entirely Free

BP Plus Online is provided at no additional cost to your business.

Care Plus Integration

Order cards, monitor transactions and uncover fleet insights.

Fleet Management

Our BP Plus Virtual Assistant can help you find the tool you're looking for.

Virtual Assistant

Add or modify your card security settings or download reports online.

Contents

> INTRODUCTION	3
> ORDERING CARDS	5
> EDITING CARDS	6
• CHANGING A PIN	
• PRODUCT RESTRICTIONS	
• PURCHASE CONTROLS (LIMITS)	
• CARD SECURITY MANAGEMENT	
> UPDATING CARDS	9
• UPDATE A LOST OR STOLEN CARD	
• UPDATE ODOMETER READING	
> REPORTING	10
• COST CENTRES, VEHICLE ID & DRIVER ID AND REFERENCE NUMBERS	
• LIST OF AVAILABLE REPORTS	
• EXCEPTION REPORTING	
• AD HOC REPORTS	
• SCHEDULED REPORTS	
> EMAIL ADDRESS OPTIONS	13



Quick Tip: For step by step instructions for each function on BP Plus Online, visit our detailed User Help Guides at bpplus.com.au

Got a question?

Ask the bp Plus virtual assistant



Save time by asking our BP Plus Virtual Assistant.

For help finding the page you're looking for in BP Plus Online, you can ask our Virtual Assistant located in the bottom right corner of your browser.

Our Virtual Assistant can direct you to resources and explain the steps you need to undertake to complete your task.

If our Virtual Assistant cannot help you with your query you will be transferred to a Live Agent. Alternatively, you can contact our bp Customer Service team on 1300 760 039.



Introduction

BP Plus – the proven solution

A mainstay for Australian business for more than 25 years, BP Plus makes running a vehicle fleet easy and efficient.

BP Plus Online- the companion product of BP Plus, lets you consolidate all fuel and vehicle expenses in one simple GST substantiated statement. As your personal online reporting and fleet management tool, you can access BP Plus Online for free 24/7.



> CONTROL

With BP Plus Online, you can customise reports and extract the data relevant to your business. The current range of bp reports include:

- Odometer audits
- Transaction extracts
- Cost centre summary
- Litres per 100km
- Active card listings
- Expiring fuel cards
- Exception reports
- Emissions reports

Customisable PDF reports are available free to BP Plus customers, as well as automated email delivery of reports at appropriately scheduled intervals.



> CONVENIENCE

BP Plus Online is convenient for you and your drivers because it offers:

- 24/7 access to the BP Plus Online to view reports, order additional cards, report cards lost or stolen, and manage a fleet on demand
- The ability to send cards and personal identification number (PIN) mailers directly from head office to cardholding staff at alternative addresses
- Online PIN management providing access to BP Plus Online and the capacity to change PINs online
- All BP Plus tax invoices and statements are archived on BP Plus Online, reducing the need to retain paper copies



> FLEXIBILITY

On BP Plus Online, cards can be tailored to your business's needs – from limited fuel-only cards to a comprehensive suite of additional non-fuel options, including:

- Shop
- Carwash
- Diner
- Maintenance products

Non-fuel items are clearly marked as icons on the reverse of each card so cardholders can easily see what products are available to them. Vehicle or driver-specific cards are also available.

Vehicle-specific cards enable you to track costs by vehicle and give multiple drivers the ability to use the same vehicle.

Personalised driver-specific cards feature your driver's name embossed on the front of card and are ideal for those staff that may use more than one company vehicle or hire cars.



> SECURITY

Customer security and confidentiality is a priority for bp, which is why BP Plus Online enables you to modify or add a range of security options including:

- Your BP Plus PIN which is encrypted to bank standards. PINs can be used for vehicle-specific cards and cardholders.
- BP Plus Online allows you to customise the security of your cards. By customising each card's PIN (either for an individual card, or in bulk), and setting up Exception Reports for each card to closely monitor your fleet.
- Cardholders are prompted to provide odometer readings to console operators at sites when making purchases. This provides your business with additional tracking measures.
- Purchase limits can also be nominated on individual cards and can restrict purchases by time, volume or dollars.
- BP Plus Online enables you to order new or replacement cards and report cards as lost or stolen. This can be done either for an individual card or in bulk.

Ordering Cards

BP Plus Online enables you to order cards for your fleet 24 hours a day, 7 days a week.

You can select a card for each vehicle in your fleet, or alternatively for each driver in your fleet. All card orders are typically delivered to your business address via Australia Post in 3-5 business days.

BP Plus Online provides the option to either order an individual card, or for larger businesses, the ability to order cards in bulk via a template upload.

The 'Bulk Card Order' template is available for download when logged in to BP Plus Online, with many of the available options already pre-populated in the spreadsheet. All options that are available on the individual card order screen are also available in the 'Bulk Card Order' template. There is no restriction to how many cards you can order in bulk at a time, however each individual BP Plus fleet is limited to a maximum of 10,000 cards.



Quick Tip: Matching your cards to each vehicle in your fleet is ideal when you wish to track each vehicle.

Editing Cards

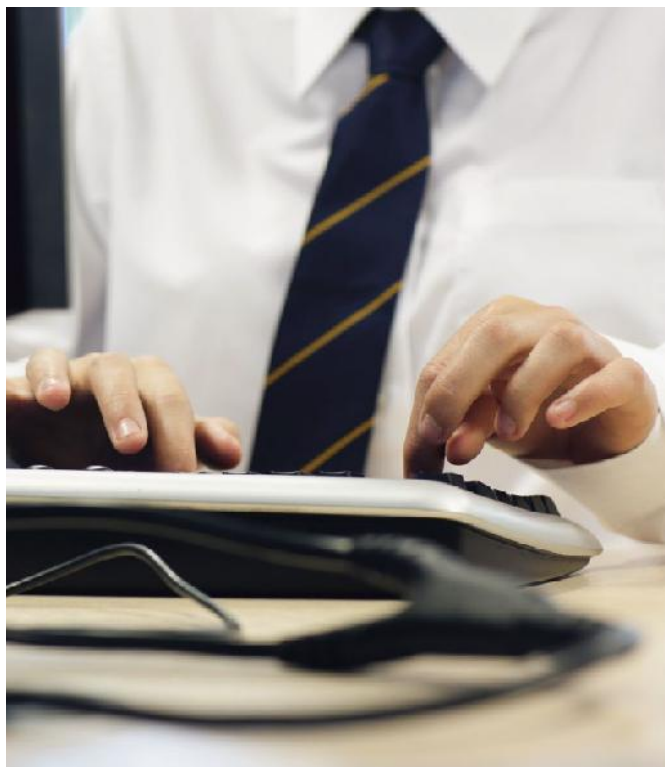
BP Plus Online enables you to modify your existing card details 24 hours a day, 7 days a week. Our portal provides the option to either modify an individual card, or if your business is larger, the ability to modify multiple cards in bulk via a template upload.

> CHANGING A PIN

You can change a card's PIN either using BP Plus Online or at a bp site at the point of sale.

Important Note

PINs changed using BP Plus Online can take between 2-3 hours to be valid when purchasing with that card at a bp site. PIN updates made using BP Plus Online are sent from BP Plus Online to our EFTPOS network only once every two hours.



> PRODUCT RESTRICTIONS INCLUDING CARD PRODUCT & SERVICE CODES LIST

BP Plus enables you to restrict the products your drivers can purchase when using their card at bp locations. This includes restrictions on the type of fuel that can be pumped into the vehicle's tank (to eliminate 'wrong fill' scenarios), and also the combination of non-fuel items that can be purchased (such as lubricants, carwash and shop items). You can change what products your drivers can purchase on BP Plus Online at any time.

BP Plus offers product restrictions in an alpha numeric combination, with the number representing the fuel restriction and the letter representing the non-fuel restriction.

For example:

Fuel Restrictions

- 1 represents All Fuels
- 2 represents All Unleaded Products
- 3 represents Diesel
- 4 represents LPG
- 5 represents Unleaded (excluding Premium grades)

Important Note

All changes to product restrictions result in a new card being issued as product information is held on the magnetic stripe of the card.

Editing Cards

Non-Fuel Restrictions

A represents All Non-Fuel Items

B represents Lubricants, Vehicle Maintenance, Carwash, Diner

D represents Lubricants, Vehicle Maintenance

E represents Lubricants

F represents No non-fuel products allowed

G represents Lubricants, Carwash.



Quick Tip: To find a comprehensive list of all current product and service restriction combinations visit the BP Plus Online User Help Guide at bpplus.com.au

We also offer a small number of other combinations, including:

6B represents Unleaded (excl. Premium), LPG, Lubricants, Vehicle Maintenance, and Carwash

6E represents Unleaded (excl. Premium), LPG, and Lubricants

6F represents Unleaded (excl. Premium), Diesel, and Lubricants
6G represents Unleaded (excl. Premium), Diesel, LPG, and Lubricants

1C represents All Fuels, Lubricants, Carwash, Diner and Shop

7A represents No fuels allowed, only non-fuel items allowed.

> PURCHASE CONTROLS (LIMITS)

Litre and Dollar Limits

You can allocate purchase controls (litre and dollar limits) to apply against each individual card in your fleet. If a transaction is attempted for greater than the limit allocated to the card, then it will decline at the point of sale, and the driver will be required to provide an alternative method of payment.

Location Limits (Pump Restrictions)

You can also authorise each individual card in your fleet for use at attended service station locations only or to also include use at unmanned facilities within the bp network.

Time Limits

BP Plus offers the ability to restrict the time that drivers are authorised to make purchases at bp service stations. This feature enables fleet managers to authorise drivers to fill up their vehicles, for example, only between Monday and Friday and only within business hours or to have 24 hour/7 day per week access.

Important Note

As the above purchase controls (limits) are encoded on the magnetic stripe of the card, any changes to these limits will result in a new card being issued.

Editing Cards

> CARD SECURITY MANAGEMENT

Customised PINs

BP Plus Online enables you to customise the PIN for each individual card in your fleet. The PIN can either be selected at the time of ordering a new card, or can be updated at any time (either for an individual card, or for multiple cards via the 'Bulk Card Update' template). Updates to PINs through BP Plus Online are effective at the EFTPOS machines at bp locations within 2 hours. We strongly encourage PINs on all BP Plus cards, and customised PINs can make it easier for drivers to remember their PINs whilst at the same time protecting your business.

Exception Report Limits

For each individual card in your fleet, you are able to set up 'soft limits' for exception reporting to be generated against.

'Soft limits' are reporting limits only and will not cause a transaction to decline at the point of sale. Therefore, exception reporting enables your business to keep a close eye on each card's transactional activity, whilst eliminating the inconvenience of drivers being declined at a bp site.

A range of limits can be selected, so that you can closely align the limits with the expected transaction behaviour of the card. We offer exception limits for individual transactions, and also for daily and monthly usage. We strongly recommend that exception limits are set up against each individual card and an exception report be scheduled to run daily.



Quick Tip: Never set your PIN to easily guessed codes such as 1234. Also, remember to change a card's PIN if the previous driver has left your business.

Important Note

Changes to exception report limits do not require the re-issue of cards.

Updating Cards

With BP Plus Online, you can update your existing card details 24 hours a day, 7 days a week.

Our portal provides the option to either update an individual card, or for bigger businesses, the ability to update multiple cards in bulk via a template upload.

Important Note

Some updates will require a new card to be issued, whilst other updates are made only in bp systems. Any update that results in a change to either what is embossed on the front of the card, or encoded in the magnetic stripe of the card will result in a new BP Plus card being issued.

> UPDATE A LOST OR STOLEN CARD

With BP Plus Online, you can stop a lost or stolen card at the click of a button. Simply change the status of a card to 'lost' or 'stolen' in the 'Edit Card' screen.

> UPDATE ODOMETER READING

BP Plus Online gives you the ability to monitor and even update odometer readings. Occasionally, if the driver has not been able to provide an odometer reading, our site operators may input '777' as an override. bp does not decline any transactions if an odometer is not provided, it is simply a transaction prompt on the card.

To be compliant with tax legislation, bp does not allow customers to update the odometer readings once the Fleet Control Reports and Invoices for a reporting cycle have been generated. Therefore, you can only update odometer readings on cards before their next report has been generated (either monthly or weekly).



Reporting

BP Plus Online reporting provides a powerful range of reporting menus and lists that combine flexibility, accuracy and convenience. You can access all our reporting tools free of charge.

> COST CENTRES, VEHICLE & DRIVER ID AND REFERENCE NUMBERS

To help make reporting easier, you can also nominate a cost centre, vehicle and/or driver ID or a reference number to be attached to each individual card. Applying these numbers against individual cards enables you to run customised reporting in BP Plus Online for each cost centre or reference number – a great solution for larger businesses that require reporting to allocate costs across multiple departments.

Cost centres can be updated at any time without the need to reissue cards.

Vehicle & Driver ID are additional informational fields that you can add to each card record for the purpose of reporting. This data will be displayed in Export Transaction Files, allowing your businesses to manipulate the data to report in Vehicle & Driver ID attributes.

Reference numbers are embossed on the front of BP Plus cards and, as a result, changes to these numbers will require a new card to be issued.



Reporting

> LIST OF AVAILABLE REPORTS

The following reports are available through BP Plus Online to help make things easier for your business to review transactions:

- Export Card List
- Cost Centre List
- Cost Centre Summary
- Excessive Transactions Report
- Export Transaction File
- Customised Fleet Control Report
- Emissions Report – Export Transactions
- Emissions Report – Summary
- Exception Report – Card Limits
- Fleet Analysis Report
- Fuel Consumption Report
- Odometer Report.



Quick Tip: For a full overview of the reports that are available on BP Plus Online visit the BP Plus Online User Help Guide at bpplus.com.au

Important Note

Changes to exception report limits do not require the re-issue of cards.

> EXCEPTION REPORTING

For each individual card in your fleet, you are able to set up 'soft limits' for exception reporting to be generated against.

'Soft limits' are reporting limits only and will not cause a transaction to decline at the point of sale. Therefore, exception reporting enables your business to keep a close eye on each card's transactional activity, whilst eliminating the inconvenience of drivers being declined at a bp site.

You can select a range of limits that aligns with the expected transaction behaviour of each card. We offer exception limits for individual transactions, and also for daily and monthly usage. We strongly recommend that exception limits are set up against each individual card and an exception report be scheduled to run daily.

> AD HOC REPORTS

Ad hoc reports are reports that are required to be run as a one-off report. Each time you run an ad hoc report, you will be asked to input the required details (such as date ranges, sort orders, and cost centres). You will then have the option to either run the report on the screen immediately or nominate an email for it to be sent to once it has finished processing. If you require a report to be produced on a regular basis, then we strongly suggest setting up a 'Scheduled Report' to save time.

> SCHEDULED REPORTS

Scheduled reports can be used for reports required to be run on a regular basis. BP Plus Online offers the ability to schedule all reports on a frequency of daily, monthly, fortnightly and weekly. You also have the option of receiving the reports directly via email, or alternatively, receiving a notification to let you know your report is available in BP Plus Online to view through 'Past Reports'. This notification option may be considered if you have a large business where report size may exceed attachment size limits for email.

Email Address Options

BP Plus Online holds three different email addresses:

> ACCOUNT CONTACT

Every BP Plus account has an account contact email address. This is the default email address for report delivery and marketing promotions.

> REPORTING

Each individual BP Plus Online report can also be sent to a different email address to meet your business requirements. As a default, reports will be sent to the account contact email address unless another is provided. You can add or make changes to reporting email addresses by choosing 'Scheduled Reports' from the 'Reports' tab in BP Plus Online. All reporting email addresses must be changed separately against each individual report.

> CARD LEVEL

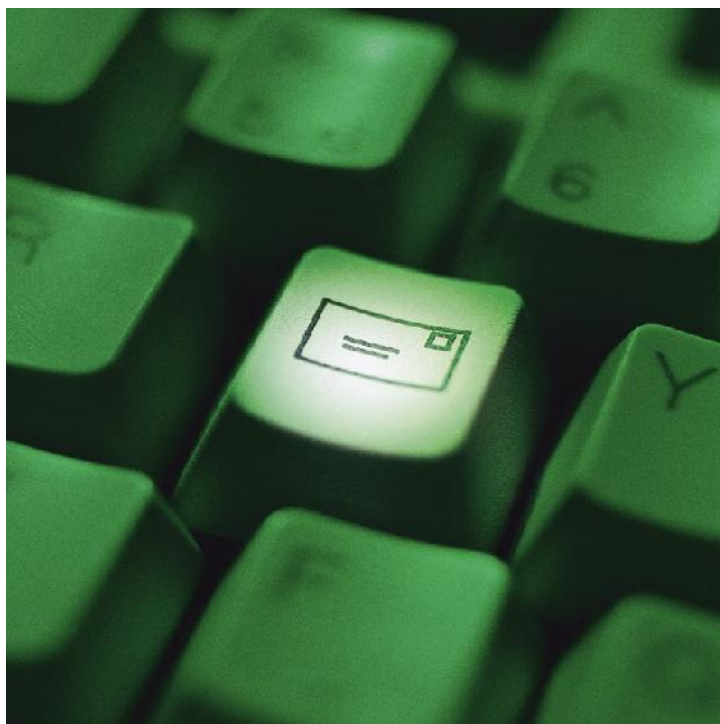
Should you require this type of report, you have the ability to assign a different email address to each individual card for the purpose of reporting transactional data for that card only. This is very helpful if you wish to provide information to individual card holders (eg sub-contractors and fleet card holders) regarding their individual card's fuel usage. Unlike the 'Fleet Control Report' which shows usage across an entire fleet, this individual card report provides transactional data for an individual card in a single report. Card level email addresses can be added or changed when updating either an individual card or multiple cards using the 'Bulk Card Update' template.

Here's an example of how you can use these different email addresses:

- Account Contact email sent to an Administration Officer
- Reporting email sent to Financial Controller
- Card Level email is sent to the end user/card holder e.g. a sub-contracted driver



Quick tip: If you are having trouble updating any of these email addresses, please contact the bp Customer Service team on 1300 760 039.



Video Tutorials & PDF Guides

A suite of instructional video tutorials and PDFs are available on **bpplus.com.au** and in the BP Plus Online User Help Guide.

- + Introduction to using BP Plus Online
- + Manage your Account
- + Run a Report
- + Manage Recurring Reports
- + Order and Update a Card
- + Order and Update Cards in Bulk
- + Find and Export Transactions



For more information contact bp

BP Plus Virtual Assistant
BP Plus Online Portal



Email your enquiry to
AUcustcare@bp.com



Contact your
Sales Manager

