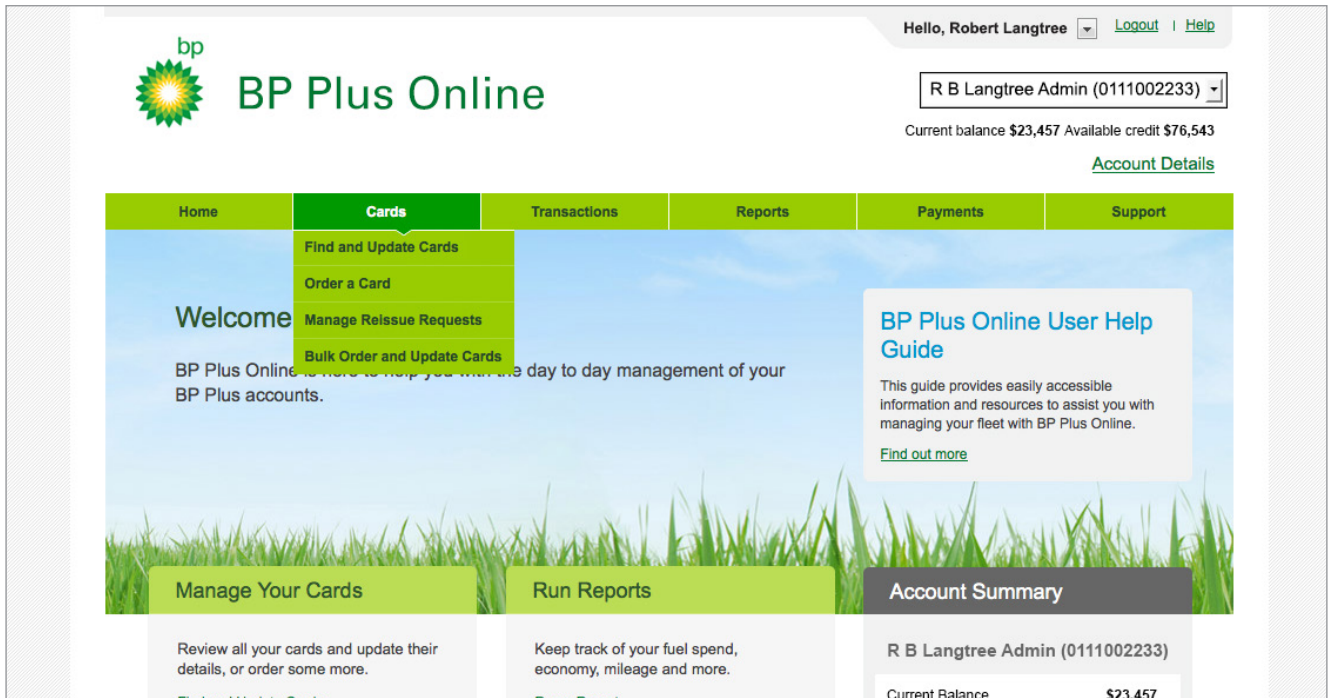




Changes are being made to the 'Order and Update Cards' functions on the BP Plus Online portal



This is a guide to help you understand how to Order and Update Cards on BP Plus Online

[View the video tutorial](#)

These 'How to' video tutorials and PDFs are available at bpplus.com.au



The process for ordering cards is split into four screens:

- + Enter Card Details
- + Set Unusual Activity Limits
- + Confirm Delivery Address
- + Place Order

The current screen you are using will be highlighted.

You can go back to the previous screen at any time, but you must complete the actions on the current screen before moving on to the next.



➤ Screen 1: Enter Card Details

Step 1a: Enter card information

You can either:

a. Enter information from scratch

Enter the details in the **Card Information** fields.

The fields automatically display the information you used to last order a card – but you can easily override it by entering new information in the fields.

A summary of your new card displays on the right side of your screen as you enter the details.

b. Replicate an existing card

Use the **An Existing Card** button to retrieve an existing card and replicate it to make a new card.

To find an existing card, enter a keyword (full or partial with a minimum of four characters) to match against **Card number, Driver name** or **Vehicle registration**. This will retrieve up to 10 cards.

Or use the **Advanced Search Options** panel to refine the search criteria and display additional results.

The results are displayed in a list, from which the card you want to replicate can be selected by clicking on the radio button.

Select the card you'd like to replicate and click on the **Apply to new card order button**. This will automatically populate the relevant fields with information against the existing card– but you can easily override it by entering new information in the fields.

Unusual activity limits will also be set according to the replicated card but they can be further tailored as required.

c. Retrieve a saved profile

Use the **A Saved Profile** button to view available Card Profiles. Choose which profile you need by clicking on the radio button to the left of the profile name.

Then, click the **Apply and Close button**. This will automatically populate the relevant fields with information against the saved profile– but you can easily override it by entering new information in the fields.



Step 1b: Set up purchase restrictions

Purchase Restrictions

* Use the card **only** at these locations ?

☒ **No Restriction** ☐ **No Unmanned sites**

Allow the purchase of **only** these products and services [Reset to All Products](#)

1. What fuel products do you require?

☒ **All fuels**

☐ Regular and e10 Unleaded

☐ All types of Unleaded (inc. Prem and BP Ultimate)

☐ Diesel

☐ LPG

* With this transaction **volume** limit ?

No Limit

* With this transaction **cost** limit ?

No Limit

* Allow purchases **only** during these times ?

7 Days, 24 Hours

Did You Know?

Purchase restrictions, as well as other details, are encoded onto the magnetic strip on the back of the card. Changing these restrictions will require a new card to be issued, since the magnetic strip can't be re-coded once the card is issued.

Location & Fuel Products

Firstly, select the location type at which you authorise this card to be used - either **No Restriction** or **No Unmanned Sites**.

Then select the **Fuel Products** and **Non-Fuel Products** allowed for purchase on this card.

For a standard card order, the purchase restrictions will default to allow for purchase of **All Fuel Products** and **All Non-Fuel Products**.

Change this by firstly clicking on the **Reset to All Product** link then selecting the Fuel Products and Non-Fuel Products combinations you require.

The system allows you to only select product combinations that are valid.

Did you know?

Purchase restrictions, as well as other details, are encoded onto the magnetic strip on the back of the card. Changing these restrictions will require a new card to be issued, since the magnetic strip can't be re-coded once the card is issued.

Product Restrictions

Once you have selected your combination, the system will apply the appropriate **Product Restriction Code**.

Finally, set the **Volume**, **Cost** and **Time** limits by using the drop down boxes.

Default limits will be applied to your card, but you can change them as required.

Purchase Restrictions

* Use the card **only** at these locations ?

☒ **No Restriction** ☐ **No Unmanned sites**

Allow the purchase of **only** these products and services [Reset All Products](#)

1. Select one of the below fuel groups

☒ **All fuels (Petrol, Diesel and LPG)**

☐ Regular and e10 Unleaded Petrol

☐ All Unleaded fuels (inc. BP Ultimate)

☐ Diesel

☐ LPG

☐ Regular Unleaded and LPG

☐ Regular Unleaded, LPG and Diesel

☐ Regular Unleaded and Diesel

☐ No fuel products

2. Do you require lubricants / oil?

☒ **Yes**

☐ No

3. Select one of the below non-fuel groups

☒ **All non-fuels (inc. Bottled Gas)**

☐ Maintenance, Diner and Carwash

☐ Maintenance

☐ Diner, Shop and Carwash

☐ Carwash

☐ No non-fuels

Product restriction code:

1A FUEL VM SHP C BG O DNR

* With this transaction **volume** limit ?

No Limit

* With this transaction **cost** limit ?

No Limit

* Allow purchases **only** during these times ?

7 Days, 24 Hours

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Screen 2: Set Unusual Activity Limits

Step 2a: Change or accept the Unusual Activity Limits

Default activity limits are automatically applied to your card.

Hover or click on the question mark to reveal more information about each of the Unusual Activity Limits available.

Change the limits by selecting values from the respective controls. Values are displayed in the sidebar as you update them.

Step 2b: Return to previous screen or continue to next screen

Click on **Return to Card Details** if you want to change anything, or **Continue** to go to the next screen.

You will have an opportunity to review the details again and edit if necessary.

Screen 3: Confirm Delivery Address

Step 3a: Check delivery address details

The account address displays on the left of the screen.

To change this address, select the **This address instead** button and type the new details into the fields provided.

Step 3b: Return to previous screen or continue to next screen

Click on **Return to Unusual Activity Limits** if you want to go back and change card limits, or **Continue** to go on to the next screen.

You will have an opportunity to review the details again and edit if necessary).

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R B Langtree Admin (0111002233)

Current balance \$23,457 Available credit \$76,543 [Account Details](#)

Home Cards Transactions Reports Payments Support

Order Card

1 Enter Card Details 2 Set Unusual Activity Limits 3 Confirm Delivery Address 4 Place Order

When an Unusual Activity Limit is exceeded, an exception note is created **without stopping the purchase**. These exceptions can be reviewed regularly in an emailed report that you can set up later.

Required information is marked with a *

Unusual Activity Limits

You can change these or leave them as they are and just select Continue.

Generate an unusual activity exception note when

- * The fuel transaction cost is over
- * The fuel daily volume is over
- * The fuel transaction volume is over
- * The number of transactions in a day is over
- * The non-fuel transaction cost is over
- * The fuel monthly volume is over

[Return to Card Details](#) [Continue](#)

Your New BP Plus card

Card Type: Vehicle
Identification required: PIN - System Generated, Signature

Purchase Restrictions

Unusual Activity Limits

- Over \$3000 per transaction
- Over 2000L per day
- Over 2000L per transaction
- Over 6 transactions per day
- Over \$2000 per non-fuel transaction
- Over 30000L per month

Did you know?

If the card is used and an Unusual Activity Limit is exceeded, an exception note is created – but the purchase is not refused at the point of sale

This activity can be viewed in Unusual Activity Reports that you can set up to receive by email, once you have placed your card order.

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Order Card

1 Enter Card Details 2 Set Unusual Activity Limits 3 Confirm Delivery Address 4 Place Order

Required information is marked with a *

Delivery Address

Your new card will be delivered to the address registered for this account, but you can change this if you like.

*Send this card to

☒ The Account address, as shown below

R Langtree
400 Woods Rd
Melbourne, 3000
Victoria, Australia

☐ This address instead

☐ Always deliver this card to this address in the future.
☐ Deliver this card to the below address just this once.

Title Contact Name

Address

Suburb Postcode

State

Your New BP Plus card

Card Type: Vehicle
Identification required: PIN - System Generated, Signature

Purchase Restrictions

Unusual Activity Limits

Delivery Address

R Langtree
400 Woods Rd
Melbourne, 3000
Victoria, Australia



Screen 4: Place Order

Step 4a: Review card details

If any of your card details are incorrect, use the Edit buttons to go back and amend the information.

If all details are correct, click Order Card to place your card order and view an order confirmation and reference number.

If required, you can also print this page.

Step 4b (optional): Save new card as a profile

You now have the option to save this card configuration as a card profile by clicking on **Save configuration as Profile**.

This profile can then be retrieved at a later date to order additional cards.

How can Card Profiles help you?

The initial time it takes to create a card profile will pay off in the long run – saving card configurations for future card orders reduces time, effort and potential errors.

Step 4c (optional): Set up unusual activity reports

You can now easily set up Unusual Activity Reports from the **Order Placed** confirmation page.

To do so click on **Set up Unusual Activity Reports**.

For more information regarding Unusual Activity Reports (previously known as Exception Reports) visit the BP Plus Online User Help Guide.

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Order Card

Enter Card Details Set Unusual Activity Limits Confirm Delivery Address **Place Order**

Check the card summary below. If all details are correct, select the Order Card button. Or, you can use the Edit buttons to make changes.

Your New BP Plus card

Card Type: Vehicle
Identification required: PIN - System Generated, Signature

Purchase Restrictions

Product restriction code: **FUEL VM SHP C BG O DNR**

Pump Restriction: No Restriction
No transaction volume limit
No transaction cost limit
7 Days, 24 Hours

Unusual Activity Limits

Over \$3000 per transaction
Over 2000L per day
Over 2000L per transaction
Over 6 transactions per day
Over \$2000 per non-fuel transaction
Over 30000L per month

Delivery Address

R Langtree
400 Woods Rd
Melbourne 3000
Victoria Australia

[Edit](#) [Edit](#) [Edit](#)

[Order Card](#)

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Order Placed

Enter Card Details Set Unusual Activity Limits Confirm Delivery Address **Place Order**

Congratulations. Your order has been placed.
The card number issued is 7052 11002233 65479.
Please allow up to 5 working days to receive your card.

[Print this Page](#) [Order another Card](#)

Your New BP Plus card

Card Type: Vehicle
Identification required: PIN - System Generated, Signature

Purchase Restrictions

Product restriction code: **FUEL VM SHP C BG O DNR**

Pump Restriction: No Restriction
No transaction volume limit
No transaction cost limit
7 Days, 24 Hours

Unusual Activity Limits

Over \$3000 per transaction
Over 2000L per day
Over 2000L per transaction
Over 6 transactions per day
Over \$2000 per non-fuel transaction
Over 30000L per month

Delivery Address

R Langtree
400 Woods Rd
Melbourne 3000
Victoria Australia

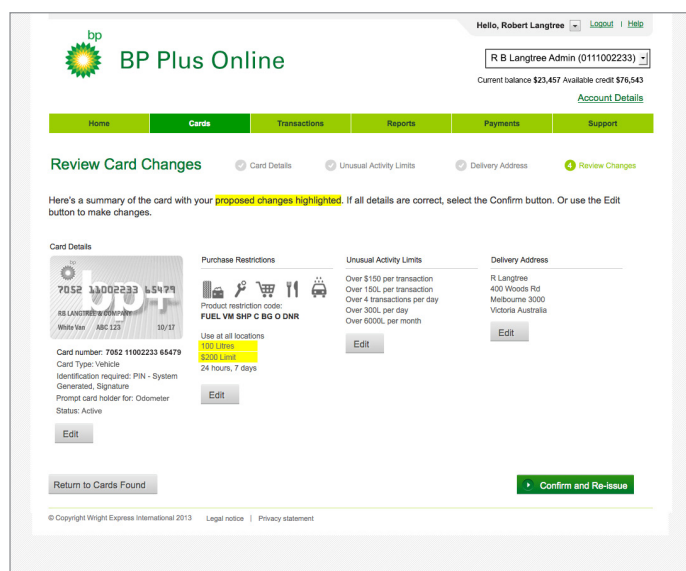
[Save configuration as Profile](#)

What's Next?

As you've set Unusual Activity Limits on this card, it's a good idea to also create periodic reports to keep track of when those limits are exceeded. Click the button below to do this now.

[Set up Unusual Activity Reports](#)

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> Updating a PIN

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Find and Update Cards

Order a Card

Manage Reissue Requests

Bulk Order and Update Cards

Welcome

BP Plus Online is here to help you with the day to day management of your BP Plus accounts.

BP Plus Online User Help Guide

This guide provides easily accessible information and resources to assist you with managing your fleet with BP Plus Online.

[Find out more](#)

Step 1

Select **Find and Update Cards** under Cards in the main menu or from the Manage Your Cards panel on the homepage.

Step 2

Search for the card you need by entering a keyword or using the **Advanced Search Options** panel to refine the search criteria.

Step 3

Select the card who's PIN you want to update from the list displayed and make your changes on the Edit Card screen.

Step 4

Confirm and save.

Cards Found

To manage a specific transaction select its date below. Select the Location from the transactions list.

5 Cards found

Card Number	Account	Status	Driver Name
7052 11002233 65495	11002233	Active	
	233	Active	
	233	Active	
	233	Active	

Go to Card

View Card Transactions

Edit Card

Change Status

Did you know?

If you want to make changes to several cards, you can export the list to an Excel spreadsheet and update all at once.

This process is explained in a separate tutorial called **How to Order and Update Cards in Bulk**.

Use these identification methods

☒ PIN ☐ Signature (you can choose more than one)

PIN

Confirm PIN

Email a report of this card's transactions to this address

Report Email

Prompt the card holder at time of transaction for

☒ Odometer (you can choose more than one)

☐ Driver ID

☐ Vehicle ID

☐ Fleet ID

☐ Order Number



Update a lost and stolen card

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Find and Update Cards

Order a Card

Manage Reissue Requests

Bulk Order and Update Cards

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Cards Found

To manage a specific transaction select its date below. Select the Location from the transactions list.

5 Cards found

Card Number	Account	Status	Driver Name
7052 11002233 65495	11002233	Active	
	33	Active	
	33	Active	
	33	Active	

Change Status

- Go to Card
- View Card Transactions
- Edit Card
- Change Status

Step 1

Choose **Find and Update Card** from the **Cards** menu.

Step 2

Search for the card you require by entering a keyword or use the **Advanced Search Options** panel to refine the search criteria.

Step 3

When you've found the card you need, click on the card number to reveal a contextual menu.

Step 4

Click **Change Status**.

Step 5

Select the applicable new status **Lost** and **Stolen** from the list provided, then click **Save Changes**.

Change Card Status

Change status to

☒ Active

☐ Deleted

☐ Lost

☐ Stolen

☐ Temp

Status effective date ?

☒ Now

Allow upto 2 hours to take effect at point of sale

☐ On this Later date:

[Return to Cards Found List](#)

[Save Changes](#)



Update odometer reading

HomeCardsTransactionsReportsPaymentsSupport

Find and Export Transactions

Use the filters or advanced search options to limit the transaction list to a specific date range, account or cost centre etc.

Find Transactions

Card number, driver name or vehicle registration

Account

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Transaction date from

Transaction date to

or

Apply a date range

(Supply a Date Range)

Advanced Search Options

Search Transactions

About Find Transactions

Your search keywords are automatically matched in any part of the respective fields e.g. searching on 'AAA' returns all transactions with Vehicle Registrations that include those letters.

Use the Advanced Search Options to find transactions by Receipt Number, Driver Name, Cost Centre or Product.

Step 1




Choose **Find and Export Transaction** from the **Transactions** menu.

Step 2

Search for the transaction you wish to update the odometer for then click on that transaction's **Transaction Date** field to reveal a contextual menu.

transactions list.

5 matching transactions found

Transaction Date	Card Number	Account	Receipt	Location	Product
20/10/2013 19:19	7052 11002233 65495	11002233	081240	BP Connect Carol...	AU Unleaded
 View Transaction Details	233 65479	11002233	0809130	BP Connect Cab...	AU BP ULS
 Update Odometer	233 68800	11002233	1100150	BP Connect Clar...	AU BP Ultima
 Go to Card	233 65479	11002233	0809130	BP Connect Cab...	AU BP ULS
03/10/2013 07:49	7052 11002233 68800	11002233	1809860	BP Connect The...	AU BP Ultima

Please note: Not all transaction information is displayed above. To see additional information, go to View Transaction Details

Update Odometer – Transaction

Close

You can update the odometer value for this transaction.

Odometer Value

Note: Odometer readings can only be updated during current calendar or previous calendar month.

Current odometer value:

* Enter new odometer value:

Cancel

Update Transaction Odometer

Step 3

Click **Update Odometer** from the contextual menu.

Step 4

Type the new odometer reading into the **Enter current odometer** field, then click **Save Changes**.



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



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