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.

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.

View the video tutorial
These ‘How to’ video tutorials and PDFs are available at bpplus.com.au
How To - Order and Update a Card

Screen 1: Enter Card Details

Order Card

Start entering new information in the form below, or get card details from An Existing Card or A Saved Profile

The selections from the last time you ordered a card automatically appear below; change them as you need to. Required information is marked with an asterisk.

Card Information

This card is for a Driver or Vehicle

Driver Details

The driver’s name is

Vehicle Details

Vehicle Description

Your New BP Plus 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.

Retrieving 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 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

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 Products 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.
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.

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.
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.
Updating a Card

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 you want to update from the list displayed and make your changes on the Edit Card screens.

The **Edit Card** screens work in exactly the same way as when ordering a card, except that fields you are not allowed to change (such as card number) are not editable.

Step 4

Once complete, the Review Card Changes screen displays the card detail with your changes clearly highlighted in yellow. If anything is incorrect, use the edit buttons to make amendments.

Step 5

**Confirm and save** or **Confirm and reissue** the card, depending on the changes made to card 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**.
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 Customer Service
1300 760 039

Email your enquiry to
AUcustcare@bp.com

Or contact your
Sales Manager