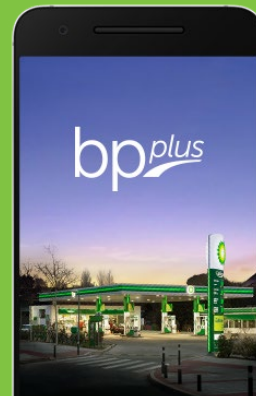


# BP Plus app

## Pay for fuel from the comfort of your vehicle.

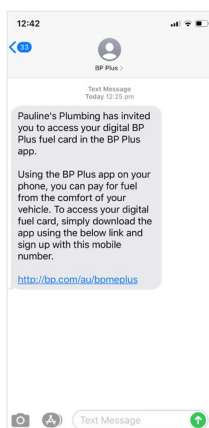


You will shortly receive an SMS from BP Plus to sign up for a BP Plus app account. Once set up you will see your BP Plus fuel card ready for you to fill up. After you're set up, locate a mobile payment enabled store. Open the app, select your pump, fuel grade and you're ready to start filling up.

### ➤ Setting up BP Plus app



Download the latest **BP Plus app** version



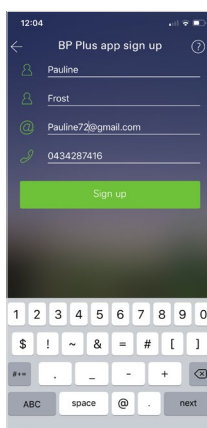
#### Step One

After you receive the invitation SMS, download the BP Plus app.



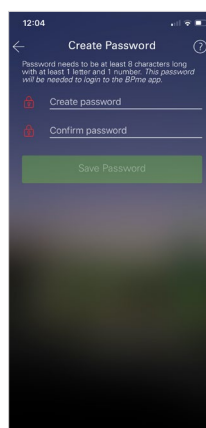
#### Step Two

Sign up to an account on the BP Plus app and enter your mobile number.



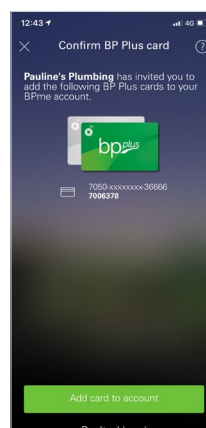
#### Step Three

After you have verified your mobile number, you will need to complete your personal details.



#### Step Four

Create a password that will allow you to access your account.



#### Step Five

You will be presented with your fuel card ready for you to add to your account.



#### Step Six

Create a 4 digit passcode that is required every time you Pay for Fuel.

### ➤ How to fill up using the BP Plus app

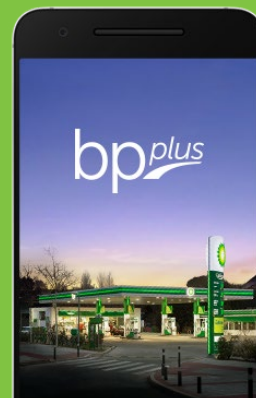
First you need to arrive to a mobile payment enabled store. There are over 700 enabled stores nation-wide.

1. Turn off your vehicle then tap the **Pay for Fuel** green button to get started.
2. The BP Plus app will verify your location.
3. Confirm your pump number from the selection.
4. Scroll through to find the type of fuel you need.
5. Enter your four digit passcode.
6. The BP Plus app will tell you when your pump is ready.
7. Once you've replaced the hose and returned to your vehicle, please wait for the BP Plus app to confirm the details of your transaction.
8. A digital receipt for your transaction will be automatically sent to your email address.

For more information, please contact  
BP Customer Service on 1300 1300 27  
or via email at [aucustcare@bp.com](mailto:aucustcare@bp.com)

# BP Plus app

## Pay for fuel from the comfort of your vehicle.



## Frequently Asked Questions

### > Setting up the BP Plus app

**Q What mobile number do I need to sign up with?**

A. You need to sign up with the phone number that received the original SMS.

**Q After I sign up, do I need to enter my BP Plus card number into the app?**

A. No. After you sign up with your mobile number, you will see your fuel card available to you. You just need to add the fuel card and then create a 4 digit passcode.

**Q Can I still use my BP Plus card if it is linked to the BP Plus app?**

A. Yes. You are able to use both methods of payment. It is advised that you keep an alternate form of payment on you for fuel if mobile phone coverage isn't available or if a BP store isn't currently on the BP Plus app network. We are working on making the BP Plus app available at additional stores over time.

**Q What happens if I accidentally decline the BP Plus card invitation?**

A. You will need to get back in touch with your fleet company to advise them.

### > Filling up with BP Plus app

**Q. Will I be asked to enter an odometer reading or card prompts when I make a transaction?**

A. Yes. Depending on your BP Plus card, you may need to enter an odometer reading along with any applicable card prompts.

**Q Do I need to open the app before I start filling up?**

A. Yes. Open the app while you are in your car and select your pump number and fuel grade.

**Q Will The BP Plus app allow me to purchase all fuels?**

A. The BP Plus app will mirror the same conditions that apply to your BP Plus card for all fuel purchases.

**Q Can I get a paper receipt if I Pay for Fuel with the BP Plus app?**

A. No. You will receive a digital receipt in the BP Plus app. You can also access your transaction history from within the app.

**Q Can I pay for in store items using the BP Plus card?**

A. No. The BP Plus app currently allows payments for fuel. If you wish to purchase any other products, you will need to pay for these in store with cash or a payment card.

**Q. Can I collect BP Rewards points with the BP Plus app?**

A. BP Rewards program is not available to users of the BP Plus app and BP Rewards points cannot be earned via the BP Plus app.

### > General

**Q Do I need to access to the internet to Pay for Fuel?**

A. Yes. To use the BP Plus app, you must have an internet enabled mobile device which is connected to the internet and uses software version that supports the BP Plus app.

**Q Will the BP Plus app need to know my location?**

A. Yes. Location Services will only be used while you are using the app. This is used to find which store you are located at when you use **Pay for Fuel** or **Store Finder**.

For more information, please contact  
BP Customer Service on 1300 1300 27  
or via email at [aucustcare@bp.com](mailto:aucustcare@bp.com)