

# care plus

## Put a stop to suspicious transactions with Care Plus



### Care Plus Detection

Our Care Plus Team use specially developed reporting tools to identify any unusual activity.



### Security Tools

Select from a wide range of security tools offered to improve your cards' security.



### Care Plus Assistance

Our Care Plus Team is here to assist you with any BP Plus security related questions.



### Online Accessibility

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

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## Security matters

Care Plus is a security feature that consists of two main components: **Care Plus assistance** and **Care Plus detection**. Behind the Care Plus team are experienced card analysts, dedicated to ensuring that any suspicious activity identified on your card is immediately communicated to you.

The Care Plus team also consist of skilled customer service consultants that are here to provide advice on maintaining your account's safety using a range of security tools offered by BP.

**Remember, BP is here to help.** If you have any questions regarding information in this brochure, would like to discuss security on your account, or would like assistance setting up security features, please contact our Care Plus Team. A brief discussion to set up security features on your account can make a big difference.

### Care Plus assistance

The Care Plus Team are here to assist you understand the options available to you and enhance appropriate security on your account.

When you contact the Care Plus Team, we will:

- take the time to review your existing security.
- ask questions to understand how your business uses your cards.
- recommend use of features that will enhance your security.
- assist you to setup the recommended security features on your account.

To contact the Care Plus team regarding any security features on your account, please send an email to **careplus@bp.com**

## How to set purchase restrictions


1. Log in to the **BP Plus portal** or Request A Logon at the sign in page
2. Hover over **Cards** and click **Find and Update Cards**
3. Click **Search Cards**
4. Click on the **Card Number** that you wish to place purchase restrictions on
5. Click **Edit Cards** from the drop down options
6. Scroll to the bottom of the page and **update the purchase restrictions** you wish to add

### Care Plus detection

Using a range of highly specialised tools and reports, we are constantly on the lookout for suspicious activities. In the event that an unusual activity is detected, the Care Plus team will flag the activity and immediately notify you of the incident.\*

The tools used by us have been developed based on BP's lengthy experience with the BP Plus card and will continually be improved by the Care Plus Team.

\*All BP Plus customers and transaction are subject to the BP Plus Terms and Conditions. To review the BP Plus Terms and Conditions visit [bpplus.com.au](http://bpplus.com.au)

 **Cybersecurity Tip:** BP will never ask you for personal or sensitive information via email or phone, unless required as an authentication process during your call with a BP representative.



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## Prevention is the best approach

Why wait for an incident to occur when you can take a preventative approach in mitigating financial risk to your business? BP's security features listed below are available to you at all times and can be managed online by logging on to your BP Plus Online account at **bpplus.com.au**.

As well as setting security features, we strongly recommend that you closely manage your account using BP Plus Online to cancel cards that are no longer being used.

Cards lost, stolen or unusual transactions?

- Report it!
- We can cancel or temporarily lock your card.
- You can cancel or temporarily lock your card on BP Plus Online 24/7.
- Double check that all card delivery addresses on your account are up to date to prevent cards being delivered to an old address.



## Security features available to you



### 1. PIN Numbers

Every card issued to you must be set up with a Personal Identification Number (PIN). A PIN can help prevent unwanted use in the instance a card is lost or stolen. BP Plus Online enables you to customize the PIN for each individual card in your fleet. PINs can either be selected at the time of ordering a new card or can be updated at any time via BP Plus Online. It is important to note that we will never contact you to ask you for your PIN over the phone or through email.



### 2. Set purchase restrictions

Your cards can also be customized to allow the purchase of certain product categories, which include fuel type, oil, shop products other services, or a combination of these options. Once purchase restrictions are set, your card will be embossed with the approved product codes. Any transaction outside the product restriction will be declined at the point of purchase. Please note that changing the product restriction on the card will result in a new card being issued to you. Click [here](#) to view a list of product restrictions and their corresponding product codes.



#### Tips on what NOT to do with your PIN:

Do not write the PIN anywhere on the card.  
Do not set the PIN to the last 4 digits of the card number.  
Do not use '1234' as your PIN.  
Do not forget to change the PIN on a card if an employee leaves the company and the card remains active and ready to be used by a new employee.



#### You can set purchase restrictions for the following categories:

Product category, which can be a combination of:

- fuel type
- oil
- shop products
- other services (E.g. carwash, repair services)

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### 3. Unusual Activity Report – A finger on the pulse

Unusual Activity Reports, also known as Exception Reporting, are a very useful tool to assist you in monitoring your fleet's transactions, notifying you when a transaction has occurred within your fleet that may require your attention. You can set 'soft' transaction limits on individual cards or across all cards on your account. When a soft limit is breached, this will be flagged through an Unusual Activity Report which can be downloaded through BP Plus Online.

We strongly recommend that exception reporting is scheduled daily to a nominated email address to help you keep a close eye of each card's transactional activity. Please note that soft transaction limits will not decline at the point of purchase and is used for reporting purposes to notify you of any transactions that may exceed your expected transactional amount.



### 4. Set Purchase Limits

You know your business and you know how it operates; why not ensure that any cards you have on your account are tailored to make only purchases that your business requires? Purchase restrictions are another security feature that prevents inappropriate or unnecessary transactions on your cards. Any transaction outside the limit will automatically be declined at the point of purchase.



#### **You can limit allowable transaction by:**

Per transaction value – from \$25 to \$200.

Vehicle fuel capacity per fill – 25 litres to 1400 litres.

Time – transactions occurring during certain hours of the day or days of the week.



#### **Unusual Activity Reports can be set up to be triggered for:**

- Transaction value limits – from \$100 - \$3000
- Non-fuel purchase limits – from \$50 to \$2000
- Daily and monthly fuel volume limits –  
daily 50 to 2000 litres, monthly 500 to 30,000 litres

Find out below how to set purchase restrictions



### 5. Point of Sale Prompts

You can choose to nominate Point of Sale (POS) prompts before a transaction takes place. However, this feature is optional and will not be requested by a service station representative. It will be up to you to enforce this feature with your fleet members, such that they communicate your nominated POS prompt(s) to the service station representative prior to transacting with us. Utilising the POS prompt feature will provide your business with additional tracking measures and greater transparency.



#### **You can set point of sale prompts for the following options:**

Product category, which can be a combination of:

- Odometer reading
- Order number
- Vehicle ID
- Fleet ID
- Driver ID

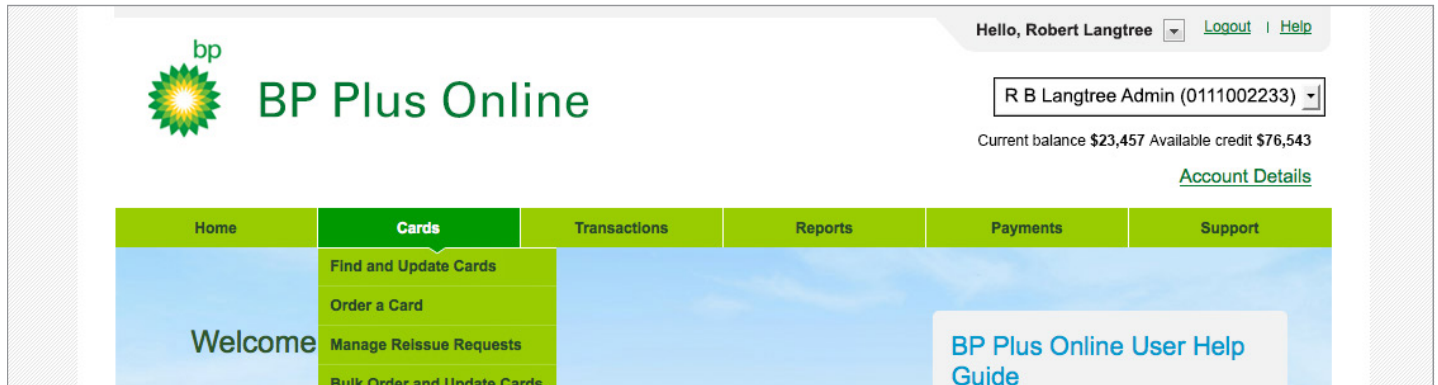




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## How to set purchase restrictions



### Step 1

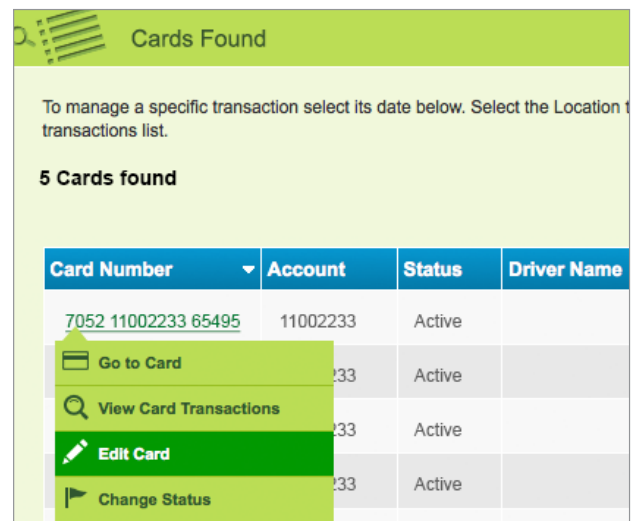
Log in to the BP Plus portal or Request A Logon at the sign in page if you do not have a user ID

### Step 2

Hover over Cards and click Find and Update Cards

### Step 3

Click Search Cards



### Step 4

Click on the card number that you wish to place purchase restrictions on

### Step 5

Click Edit Cards

### Step 6

Scroll to the bottom of the page and update the purchase restrictions you wish to add

**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

\* With this transaction volume limit ?  
No Limit

\* With this transaction cost limit ?  
No Limit

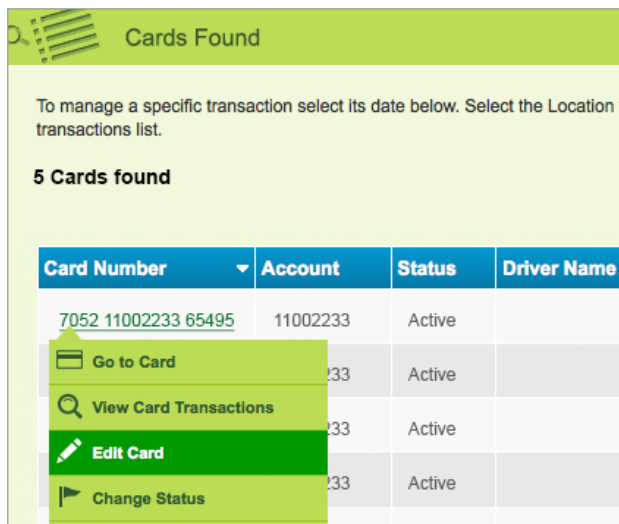
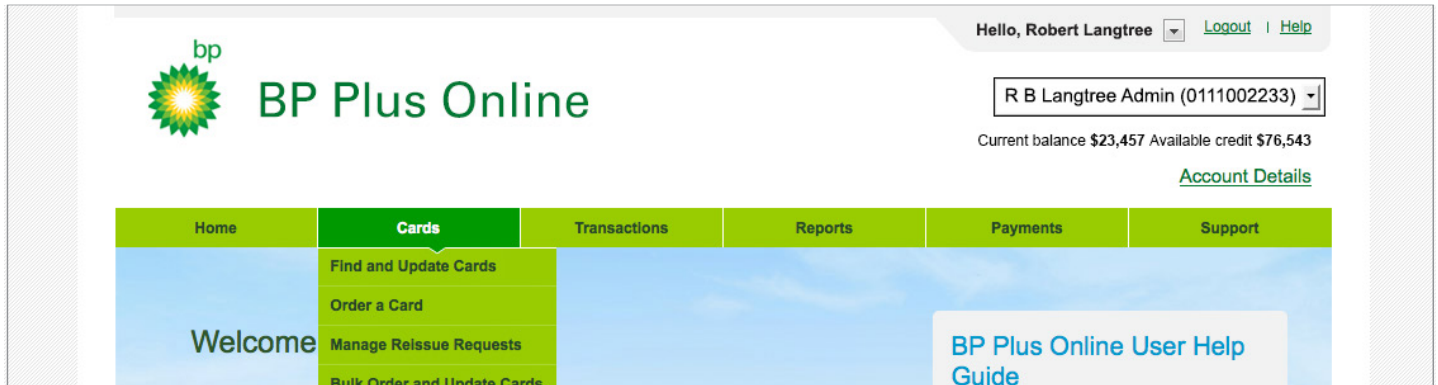
\* Allow purchases only during these times ?  
7 Days, 24 Hours

Product restriction code:  
1A FUEL VM SHP C BG O DNR

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## How to set unusual activity limits



### Step 1

Log in to the BP Plus portal or Request A Logon at the sign in page if you do not have a user ID

### Step 2

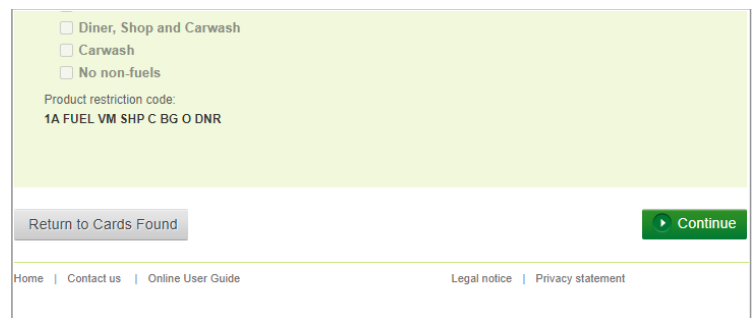
Hover over Cards and click Find and Update Cards

### Step 3

Click Search Cards

### Step 4

Click on the card number that you wish to place unusual activity limits on

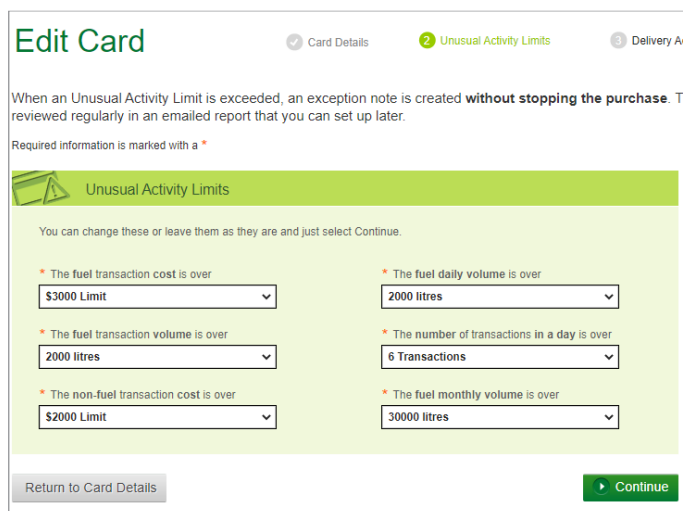


### Step 5

Click Edit Cards then click Continue at the bottom of the page

### Step 6

Scroll to the bottom of the page and update the unusual activity limits you wish to add



### Step 7

Once you have selected the unusual activity limits that you wish to change, click Continue until you reach the Review Changes page

### Step 8

Verify that the information you have entered is correct then click Confirm

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## Utilise our free, online management platform, BP Plus Online

With access to BP Plus Online, you can have effective oversight of your account through our available tools as well as set or modify any existing security features for each card. Below is a checklist we've created to help you get on the right track in ensuring your account's safety. Don't forget to visit our online user guide for details on how to use BP Plus Online.

### Security Check List

#### Did you...

☐

Set purchase restrictions and/or limits on each card?

☐

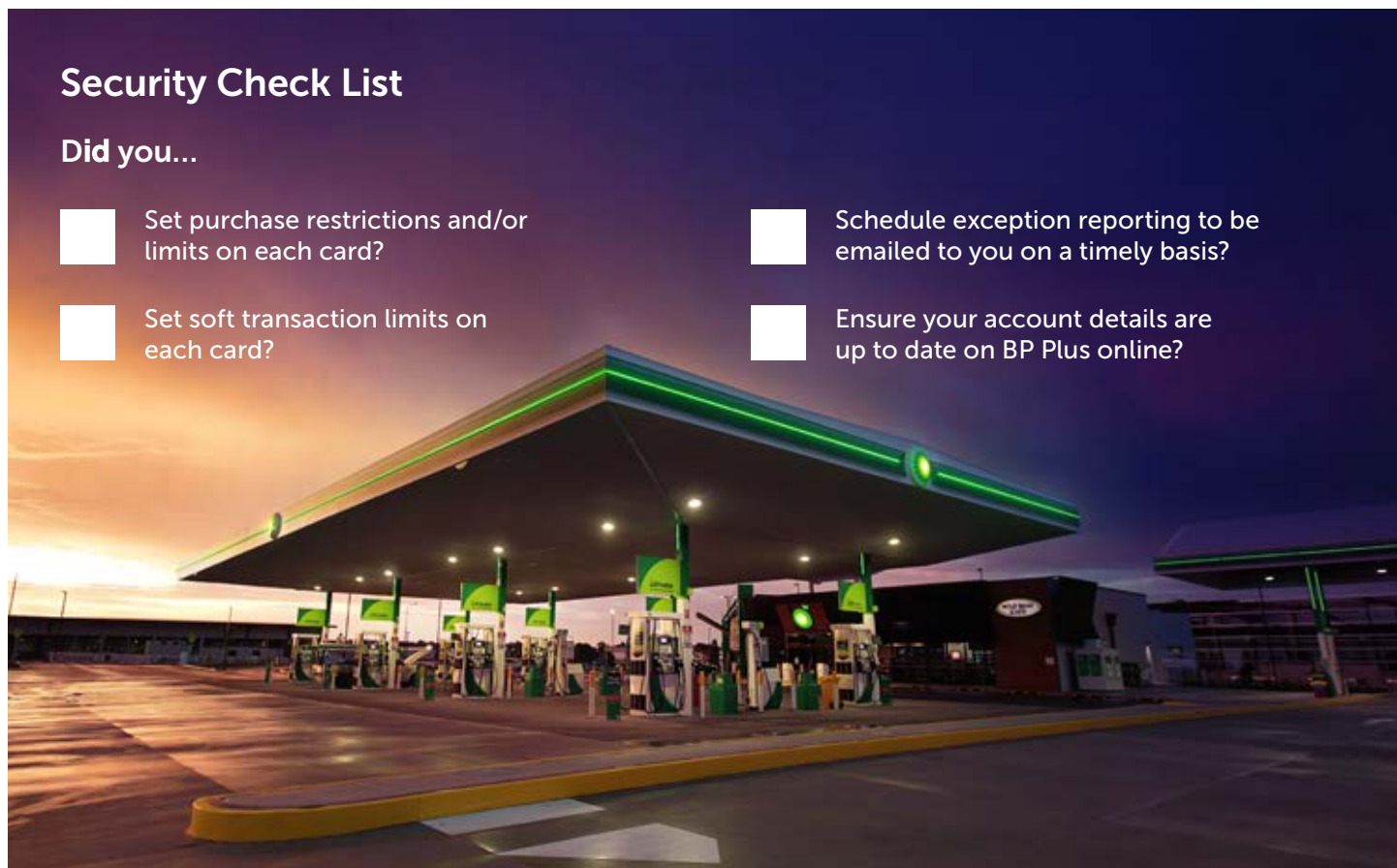
Schedule exception reporting to be emailed to you on a timely basis?

☐

Set soft transaction limits on each card?

☐

Ensure your account details are up to date on BP Plus online?



### Additional links:

☐

BP Plus FAQ page

☐

BP Plus User Help Guides

# Care Plus



## 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](mailto:AUcustcare@bp.com)



Contact your  
Sales Manager

