



Charging on the road with bp pulse and our roaming partners

When charging on the road, bp gives you access to **~40,000 charging points** thanks to bp pulse and **our roaming partners**. This network includes **more than 3000 ultra-fast and rapid chargers** for your convenience.

This short guide shares how to use the chargers, pay with the bp Fuel & Charge app, as well as answering some frequently asked questions.



bp pulse charger – Fuel & Charge card payment

1. The bp pulse charger will show either a welcome screen or payment option screen. If the welcome screen is shown, proceed to step 2. If the payment screen is shown, skip to step 6
2. Select your connector type. The options will vary depending on the type of bp pulse charger you're using
3. Click 'Start' on the bottom right of the screen
4. Select your payment type from the tab on the left – for bp Fuel & Charge choose 'RFID payment', this may vary depending on the type of charge point
5. Present your card on the RFID reader. This is usually located on the front of the charger, but may vary depending on the type of charge point
6. If your payment is successful, the screen will confirm that you can start charging and ask you to connect your vehicle
7. The plug you've selected will start flashing blue – this may not be applicable for all bp pulse chargers
8. Plug in your vehicle to begin your charging session
9. The charger will then display your active charging session
10. To finish charging select 'Stop' or 'Disconnect' on the screen and unplug your vehicle when advised to do so. On some chargers, you may need to tap your card again to end the session



Roaming partners – Fuel & Charge card payment

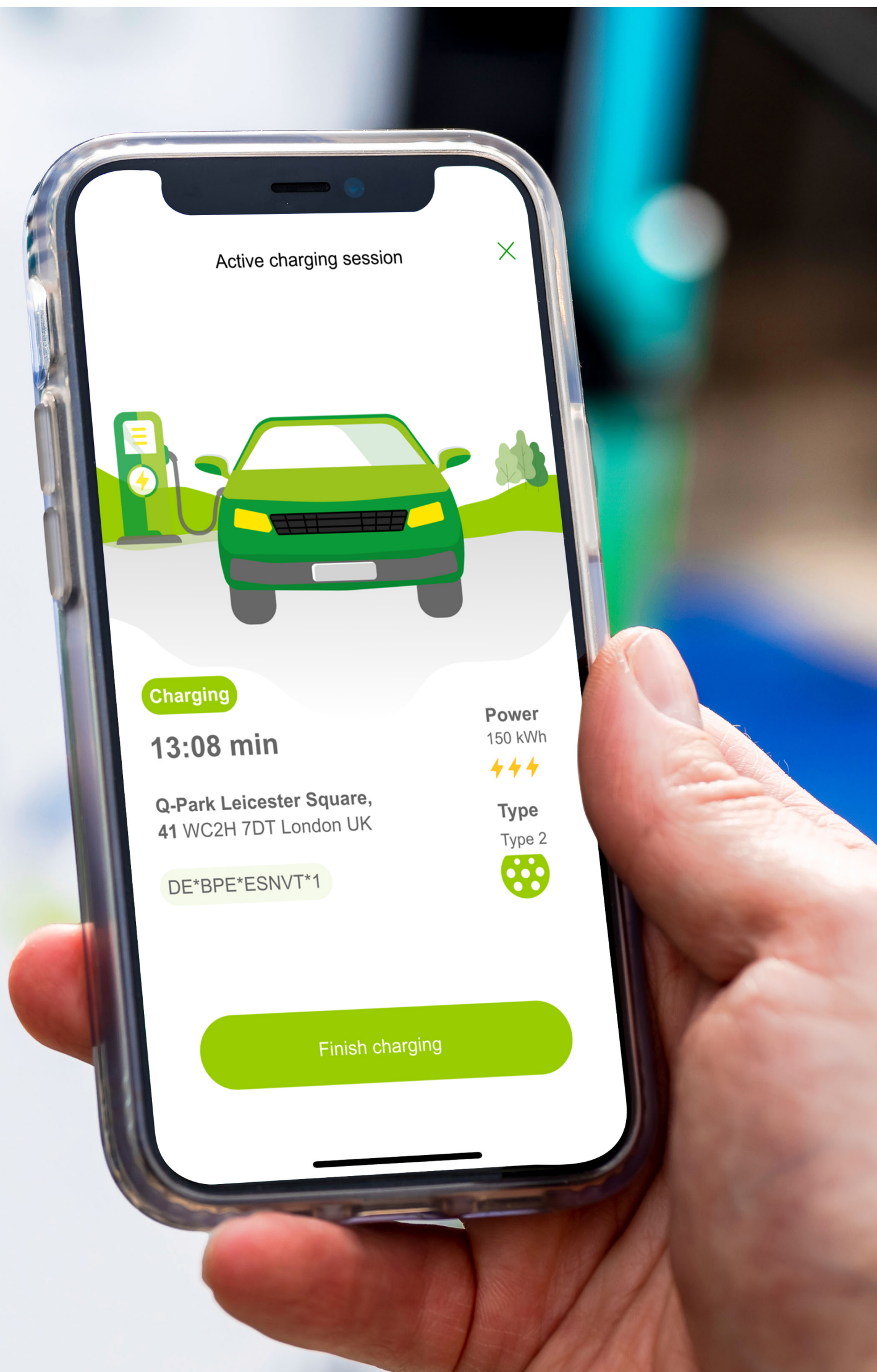
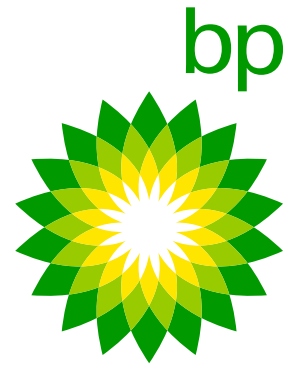
1. On the charger screen, select your connector type. The options will vary depending on the type of charger you're using. If there's only one cable, proceed to step 2
2. Choose your payment type – for bp Fuel & Charge card choose 'RFID payment'
3. Present your card on the RFID reader. This is usually located on the front of the charger, but may vary depending on the charge point provider
4. Once your payment has been authorised, follow the instructions on the screen and plug in your vehicle when prompted

If there's a problem with your bp Fuel & Charge card

1. Check the charge point is in working order. If it's not, follow the **'If the charge point isn't working'** instructions on the next page
2. Make sure you are placing your card on the RFID pad if this is separate to the contactless payment pad
3. If the charge point is working correctly and it's a problem with your Fuel & Charge card, contact the team on 0345 603 0723 who will be able to assist you

5. The charger will start to initialise your session
6. The charger will display your active charging session once it has started
7. To end your charging session, press 'Stop' on the screen. You may also need to tap your card on the reader again depending on the type of charger
8. If prompted, press 'Yes' to confirm you want to end your charging session
9. The charger will show the details of your session and you can return the charging cable





Paying with the bp Fuel & Charge app with a bp pulse or roaming partner

1. Register your bp Fuel & Charge card details
2. Open the app when you reach your chosen charge point. You can also use the app to locate nearby chargers
3. Select the relevant charge point
4. Choose the connector type for your vehicle. This will vary depending on vehicle and charge point type
5. When prompted on the app, plug in your vehicle and tap 'Start Charging'
6. Select the card you want to use for payment and tap 'Next'
7. Update your vehicle mileage status and tap 'Continue'
8. The app will then say 'Initialising Charging Session'
9. Once charging has started, the app and charger will display your active charging session
10. To use the app to end your charging session, tap 'Finish Charging'
11. When your charging session has successfully ended the app will tell you to unplug your vehicle
12. Unplug your vehicle and place the charging cable back

[Download the Fuel & Charge app for Android](#)

[Download the Fuel & Charge app for iOS](#)

The above steps may vary depending on the charge point type or partner. If you need further assistance, please contact the support team at 0345 603 0723.

If the charge point isn't working

Ensure you're at the right charge point by checking the serial number against the app, if the issue persists, call the helpline number shown on the charger and quote the charger serial number when asked. The operator should be able to find the charger and reset the charger or start your charge remotely.

It is advised to always carry your Fuel and Charge card with you in case of any instances where payment through the app is not working.