

# BPme for BP Plus app – pay for fuel from the comfort of your car!



Link your Smartleasing BP Plus fuel card to the BPme for BP Plus app. Once set-up, simply open the app in your car before you fill up to select your pump and fuel type – then you're ready to refuel and go!

## Setting up BPme



Download the app for free from the **App Store** or the **Google Play Store**.

Note: BP have 2 versions of the app, ensure you download the **BP Plus Fuel Card BPme** version.



### Step One

Open the BPme app and follow the **sign up** steps.

### Step Two

You'll receive an SMS from BPme with an authorisation code. Enter this code into the app to verify your phone.

### Step Three

Add your BP Plus card number to the app.

### Step Four

Create a **passcode**. (A four digit number, which can be the same as your BP Plus fuel card PIN.)

### Step Five

A request will be emailed to Smartleasing to approve your fuel card for use with BPme.

### Step Six

When your card has been approved, you'll receive an SMS confirming this.

## Using BPme

You need to allow location services on your phone, to allow BPme to know which BP site you're visiting.

1. Turn off your vehicle then tap the **Pay in Car** green button to get started.
2. BPme will verify your location.
3. Look which pump number you're at and scroll through the options on screen until your correct pump number is selected.
4. Scroll through to find the type of fuel you need.
5. Enter your **four digit passcode**.
6. BPme will tell you when your pump is ready.
7. (Be sure to stay inside your vehicle until the app displays a message telling you your pump is ready for you to fill up. Make sure you leave your phone in the car during refuelling.) Once you've replaced the hose and returned to your vehicle, BPme will confirm the amount and cost of your purchase.
8. A digital receipt for your purchase will be automatically sent to your email address.

For more information, please contact BP Customer Services on **1300 1300 27** (Options 3 -2 -2) or via email at [aucustcare@bp.com](mailto:aucustcare@bp.com)



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## Frequently Asked Questions

### > Setting up BPme

**Q. How many BP Plus cards can I register to my BPme account?**

A. You can only register one BP Plus card per BPme account.

**Q. Can a BP Plus card that is shared between different drivers be added to multiple BPme accounts?**

A. No. A BP Plus card can only be added to one BPme account (one card per device).

**Q. I am waiting for my new BP Plus card because my previous had expired. Am I still able to use BPme?**

A. Yes. If the expired card was re-issued with a new expiry date then BPme will recognise this and allow you to continue purchasing using the app.

**Q. Can I collect Velocity Points with the BPme app?**

A. The Velocity program is unavailable to BP Plus customers and points cannot be collected via the BPme for BP Plus app.

**Q. Can I still use my physical BP Plus card if it is loaded into BPme?**

A. Yes, you are able to use both methods of payment. It is advised that you keep your physical BP Plus card on you to pay for fuel if mobile phone coverage isn't available or if a BP site isn't currently on the BPme network. We are working to make BPme available at additional BP sites over time.

### > Using BPme

**Q. Will BPme allow me to purchase all fuels?**

A. BPme will mirror the same conditions that currently apply to your Smartleasing BP Plus fuel card for all fuel purchases. IMPORTANT: Due to safety reasons LPG purchases are not permitted using BPme but you can continue to pay for these purchases in store with your Smartleasing BP Plus fuel card.

**Q. Can I get a paper receipt if I pay in car with BPme?**

A. No. You will receive a digital receipt in BPme. You can also access your transaction history from within the app and have your receipts emailed to you at any time.

**Q. What if I can't remember my passcode?**

A. You will receive 6 attempts to enter the correct passcode, should you enter this incorrectly 6 times the account will be locked for 15 minutes. For assistance moving forward utilise the forgotten passcode link in the app or alternatively call BP Customer Services on 1300 1300 27 to reset manually.

**Q. Do I need access to the internet to Pay in Car?**

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

**Q. Can I pay for in-store items using BPme?**

A. No. BPme currently only allows for the payment of fuel. If you wish to purchase any other products, you will need to pay for these in store with cash or a personal debit/credit card.

### > General

**Q. Will BPme use mobile data?**

A. Yes, location services must be activated for you to pay in your car using BPme. Costs depend on phone plans.

**Q. Are you tracking me?**

A. Location services will only be used whilst you are using BPme. This is used to find your site location when using Pay in Car or Find a BP service.



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