



Welcome to

bp Partner Points⁺

User guide



bp Fleet Solutions





Introduction to bp Partner Points+

- | | |
|----------------------------------|--------|
| 1. What is bp Partner Points+? | 3 - 5 |
| 2. How do I earn points? | 6 - 7 |
| 3. What can I do with my points? | 8 - 10 |

What is bp Partner Points+?

So much more than a points-based reward and recognition programme

We appreciate the hard work put in by our distributors across the country on our behalf.

With bp Partner Points+ we hope to build a closer relationship with each of you and work together to acquire and retain customers.

To achieve this, we're excited to be able to offer you the most flexible, robust, and long-term incentive program we've ever launched.

With bp Partner Rewards+ we can work together to improve our customer's experience and make sure you are rewarded for your hard work.

bp Partner Points+ is a points-based reward and recognition programme that uses a bp branded Love2shop cards linked to a bespoke web-based reward system.

All bp branded Love2shop cards have the ability to be used on the Highstreet or online, offering users a variety of options.

Partner Points+ is a...

- Collaborative community
- Knowledge focused
- Get rewarded for learning and engagement
- Dedicated support team

bp Partner Points+ is here to support members to keep bp Fleet Solutions front of mind



What is bp Partner Points+?

Partner Points+ is so much more than rewards...

Reward

Convert points and get the most out of your reward.

At bp Partner Points+ there is so much to get rewarded on...

- Sales*
- Competitions, prizes, giveaways and instant wins
- Training Hub

Each time you engage you stand the chance to win extra bp Partner Points+.

Communicate

bp Partner Points+ is here to keep you up to date on all things bp Fleet Solutions.

- Dedicated in portal messages and notifications
- News and insights
- Tailored content and personalisation
- Training and engagement campaigns
- FAQs
- Email support

Educate

At bp Partner Points+ we know the importance of understanding bp Fleet Solutions' products to ensure you're having the right conversations with your customers.

- Gain access to the latest bp Fleet Solutions' training
- Unlock learning levels and earn points for your success
- To keep your bp knowledge updated

Gain points and grow your points balance by fueling your bp knowledge.

What is bp Partner Points+?

How do I access the bp Partner Points+ site?

You will receive a welcome email from your bp Partner Points+ Champion, containing a registration link to set up an online account.

There you will be required to enter your details including your name, company, office location, job role and work email address.

Once registered you will be able to access the platform using your username (work email address) and password.

Explore the home page, and menu bar to discover more about bp Partner Points+.

You will be provided with a bp Partner Points+ Love2shop card with zero cash value and a card carrier from your line manager or Partner Points+ champion. Once logged in, you will need to enter your bp Partner Points+ Love2shop card number to link the card to your points account.

It's imperative that you now log your Love2shop card directly on the Love2shop website using the link below, so that if your card is lost or stolen the points won't be lost: <https://www.love2shop.co.uk/register>.



How do I earn points?

Every 100 points you earn = £1.

Sales:

At the start of the programme year (1st September 2024 to 31st August 2025), if a new customer signs up for a bp fuel cards listed and starts to purchase (draw volume or charge) bp fuel, you will be rewarded with the associated points*

Once sales data has been logged, data will be validated by bp and arising points will be credited to your bp Partner Points+ account.

Incentives:

bp Partner Points+ run various incentives throughout the programme year. All points earned for incentives varies from incentive to incentive.

Each time you engage and participate you stand the chance to win.

Training Hub:

bp Partner Points+ has introduced the Training Hub aimed to increase knowledge sharing of bp products to all members on the platform and influence and reward sales and learning behaviours.

Refer to the Training Hub User Journey for more information.

*Sales apply only to those who are eligible

What are my points worth?

200 points

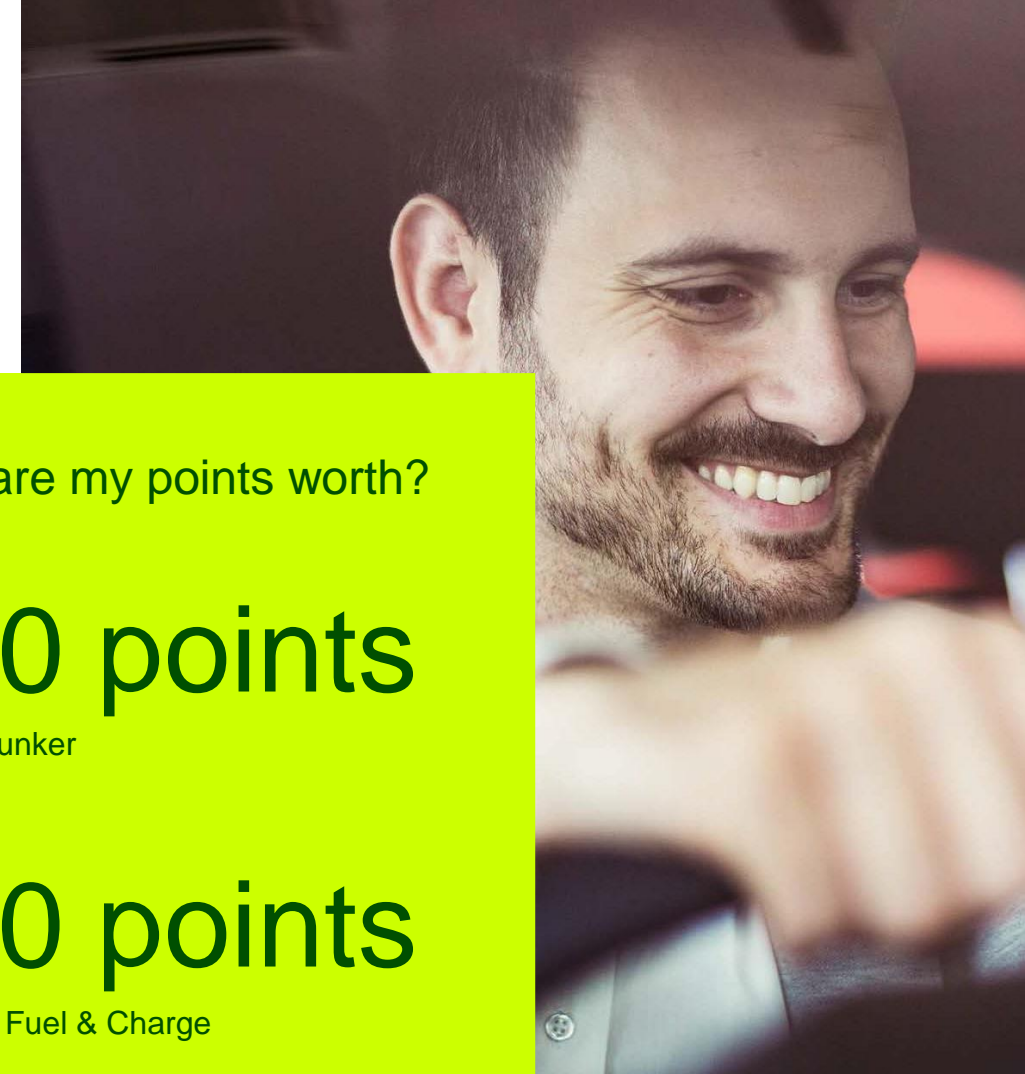
bp Plus Bunker

300 points

bp Plus & Fuel & Charge

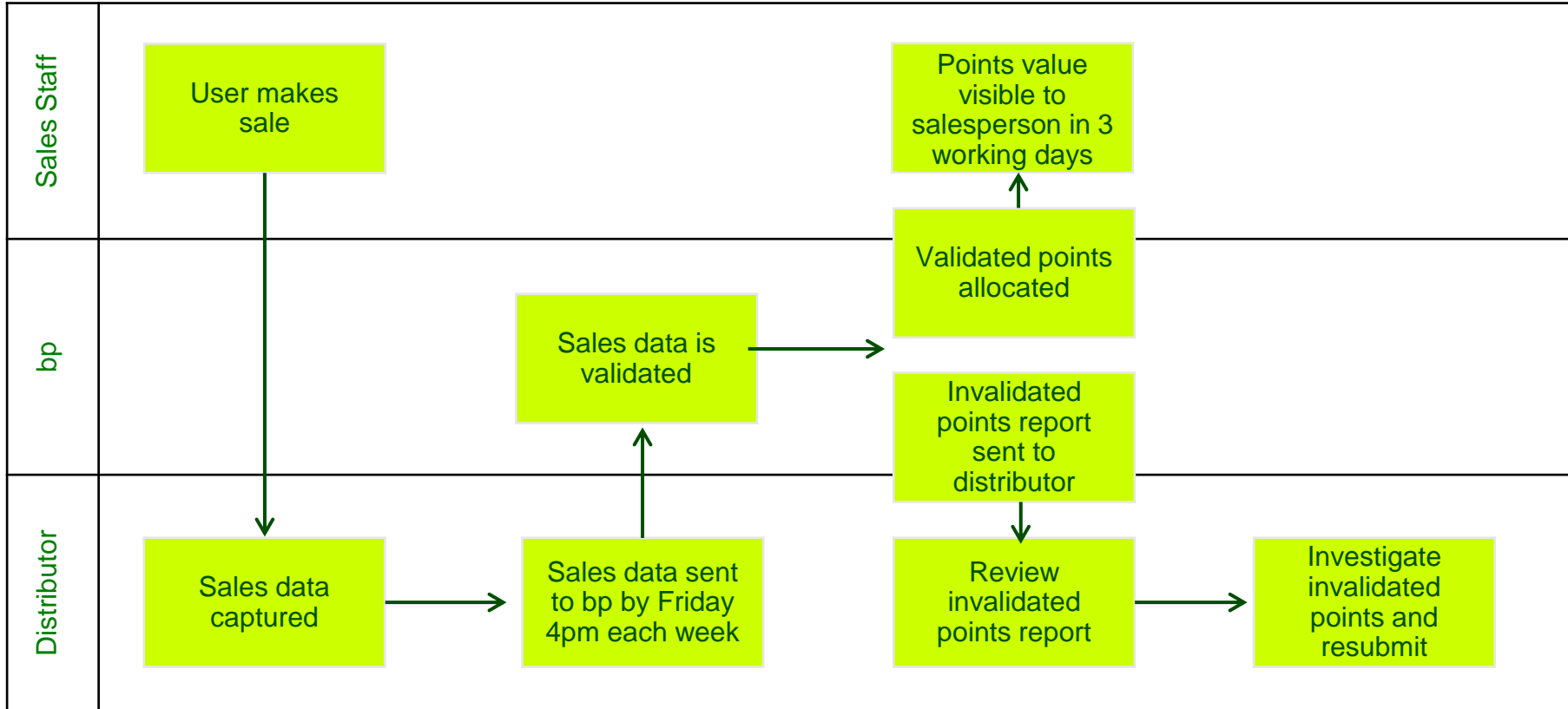
£1,000

*You can earn up to a maximum of £1,000 worth of points in a programme year



How do I earn points?

Points process



What can I do with my points?

Logging in and redeeming your points

After logging into your account, you can view your total available points and points earned throughout the programme year on the home screen.

View your points statement to check any recognition you have received throughout the year.

Head over to the top-ups page to transfer your points to your card by following these simple steps:

1. Add your Love2shop card details in 'Your Profile' - your Love2shop card number must be stored correctly for successful top-ups
2. Click top-ups on the home page or menu bar to visit the top-ups page
3. Click on the 'Transfer points now' button to top-up your card and you're **done!**

When redeeming, your points will be converted into a cash value onto your bp Partner Points+ Love2shop card.



What can I do with my points?

You can use your bp Partner Points+ Love2shop cards at various stores across the UK, including for exciting days and nights out.

Click the logo below to see where you can spend your points.



To check the balance of your Love2shop card, visit www.love2shop.co.uk.

Restrictions may apply - see www.love2shop.co.uk for full details and a complete list of accepted brands

Once you have converted your points into a cash value and transferred it onto your bp Partner Points+ card you can spend it at a wide variety of retailers offered by Love2shop.

Click [here](#) to explore the full list of retailers offered by Love2shop.

Please note: If you don't have enough points for the treat you want, don't worry you can top-up your Love2shop card with your own money via a debit or credit card and receive a saving of 5%. **For example**, if you top up £100 onto your bp Partner Points+ card you will be charged £95.00 but have £100 to spend on your card.



What can I do with my points?

Will my Partner Points+ expire?

From the time your points are issued, you have until the end of the programme to push your points onto your cards. bp will remind you when points need to be pushed onto cards.

Once points are on your card you will have up to the expiry date of your card to spend your points.



What happens if my card is lost or stolen?

Please keep your card number in a safe place as you will need this should you need to report your card lost or stolen.

In the event of you losing your card, please call Love2shop's 24/7 automated service on 0844 7709015 to suspend your card. You are responsible for any unauthorised use of a lost or stolen card prior to it being reported to us. There is an admin charge of £8.90 to have a replacement card sent to secure delivery

*Calls to 0844 numbers will cost 7ppm plus your phone company access charge



We hope you enjoy

bp Partner
Points⁺

