

FAQs for online PINs

1. Why is bp making this change to online PINs?

bp is improving how fuel card PINs are issued. Instead of mailing PINs the process is being digitised providing enhanced security, convenience and sustainability.

2. If I set a nominated PIN, do I still have to enter in a PIN advice email or mobile number?

No – if you set a nominated PIN for a card, the PIN advice email and mobile number fields are optional. You'll also need to inform the cardholder of their new PIN separately.

3. What happens if I don't set a PIN for a card?

If you don't set a PIN and leave the PIN field blank, either a PIN advice email or mobile number needs to be entered. The cardholder will then get either an email or SMS advising them of how to set their PIN through a PIN advice notice.

4. Do I have to enter both a PIN advice email and mobile number?

No – you can enter either or. If you enter both, the PIN advice note will both go to the email address and a SMS will be sent to the entered mobile number. To receive your PIN advice via SMS, in the bulk card order spreadsheet, please ensure you begin your two-digit country code and use the following format 61XXXXXXXX.

5. If I want to receive PIN advice via SMS, is there a format I need to enter in my mobile number?

Yes – please make sure to begin with the suffix 61 when entering in your mobile number. Without 61 at the beginning, the PIN advice for SMS will not send.

6. What is the new process of setting a PIN?

The PIN advice notice that gets sent to the cardholder contains a secure webpage URL and a one-time use activation code that needs to be entered to set their PIN. Once on the secure webpage, the cardholder will need to enter the activation code from the email or SMS, and their card number to set a PIN. This means that the cardholder may need to wait until the physical card arrives before setting their PIN.

7. Does the activation code ever expire?

No – the activation code does not expire. However, the code is a one-time use code. For security purposes, you or anybody else cannot re-use the code once used.



For more information, contact our BP Plus
Customer Support team on 1300 1300 27



8. Does the PIN advice email/SMS get sent as soon as I order the card/s?

The PIN advice email/SMS gets triggered in batches during the day. In most cases, the PIN advice email/SMS will arrive within a few hours but can take up to 24 hours.

9. I am still waiting for a PIN advice email/SMS – what can I do?

The PIN advice email/SMS can take up to 24 hours for it to arrive as this is processed in batches. If you or your cardholder has been waiting for more than 24 hours, please contact the BP Plus Customer Services team on 1300 760 039 and we will be able to help.

10. Will the PIN advice email or mobile number entered be used for any other purposes?

No – the email address and mobile number entered for PIN advice will be used solely for the purpose of distributing the PIN. This data is not stored in any of bp's systems beyond its one-time use.

11. What happens if I nominate a PIN AND enter a PIN advice email or mobile number?

If you nominate a PIN for a card AND enter in a PIN advice email or mobile number, the PIN advice notice will trigger, which means you are giving the cardholder the option to set/reset their PIN of their choosing.

12. Can bp check where the PIN advice notice got emailed/texted through to?

For security purposes, this data does not get stored in our systems. This means we cannot tell where the PIN advice has been sent to. Upon request, our Customer Services team can resend the PIN advice via email or SMS to a specified email address or mobile number.

13. Does the cardholder need to have a login to BP Plus Online to set the PIN?

No – the activation webpage is separate to BP Plus Online. The cardholder does not require access or login into BP Plus Online to set their PIN.



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