

# BP Plus card's new online PIN system

bp Australia is transitioning from paper PIN mailers to a new online PIN system for the BP Plus card. This change supports bp's commitment to sustainability and reaching Net Zero.

The new online PIN system is more secure, faster, and more convenient, reducing the risk of fraud and delays associated with postal delivery.

## Ordering a new Card?

Card Information

\* Card Offer  
BP Plus cards Vehicle

This card is for a  
Vehicle

Driver Details  
The driver's name is  
[Text Field]

The Driver ID is  
[Text Field]

### Step 1:

Two new fields have been added to BP Plus Online Card Order screen:

#### Card Offer

#### Card is for a....

*The first Card Offer field is mandatory.*

Dependent on your account setup and if you are eligible for different card offers, you will now be able to view and select this under the first **"Card Offer"** field.

Once you select a **"Card Offer"**, the second field (This card is for a) should automatically populate accordingly dependent on your initial Card Offer selection.

### Step 2:

You have the choice to set your own PIN during the card order process or allow your cardholder/driver to set their own PIN.

#### Provide your own PIN number:

Type in your PIN number into the **"PIN"** and **"Confirm PIN"** fields, please leave the **"PIN Advice Email"** and **"PIN Advice Mobile"** fields blank.

#### Online PIN set process:

To allow the cardholder or driver to set their own PIN, leave the **"PIN"** and **"Confirm PIN"** fields blank and fill in the **"PIN Advice Email"** or **"PIN Advice Mobile"** fields. (You must include your mobile country code in the following two-digit format 61).

An email or SMS will then be sent to the entered email address or mobile number with an activation code and a secure link to a webpage.

You will then be required to enter the activation code and card number to set your card PIN.

Provide Your own PIN

Online PIN Process

BP Fuelcard for vehicle registration ending in SC3

bp-donoreply@bp.com

A BP Fuelcard for ABD SC3 with last three characters of registration SC3 has been issued.

Visit [Link] to set the PIN for your card.

The one-time use activation code is 98464893923.

Card Information

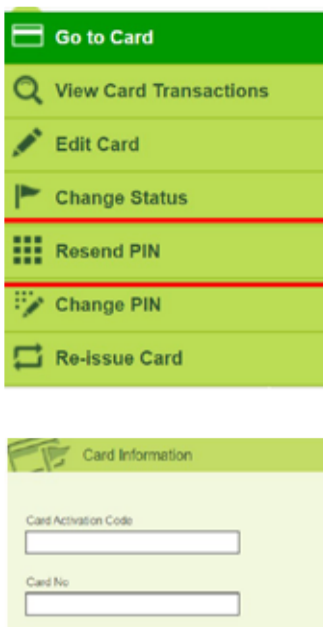
Card Activation Code  
[Text Field]

Card No  
[Text Field]

## PLEASE NOTE:

- If you specify a PIN, the PIN advice email and mobile field can be left as optional. You will need to separately let the cardholder know the PIN.
- Entering in a PIN advice email or mobile number will trigger a PIN advice, which will give the cardholder the option to set their PIN.
- The PIN advice email/SMS will arrive within a few hours after you order your card. However, you may have to wait for your physical card to arrive before you can set your PIN, as you will need the card number along with the activation code to set your PIN.
- The email or mobile number provided for PIN advice will be used only and solely for the purpose of distributing your PIN. This data is not stored in any of bp's systems beyond its one-time usage to send out PIN details to the cardholder.

## Reset a PIN



### Forgot your PIN?

If you want to reset/change your PIN, search for that Card and use the **“Resend PIN”** functionality.

#### Step 1:

A PIN advice email (of the cardholder or account holder) and/or mobile number (of the cardholder or account holder) must be entered. You must include your country code in the following two-digit format 61 when entering a mobile number.

#### Step 2:

An email or SMS will then be sent to the entered email address or mobile number with an activation code and a secure link to a webpage.

#### Step 3:

You will then be required to enter the activation code and card number to set the card's PIN.

#### PLEASE NOTE:

- Entering in a PIN advice email or mobile number will trigger a PIN advice which will give the cardholder the option to reset their PIN.
- The change of PIN will take effect at the point of sale within 2 hours.

## Change PIN



### Change your PIN

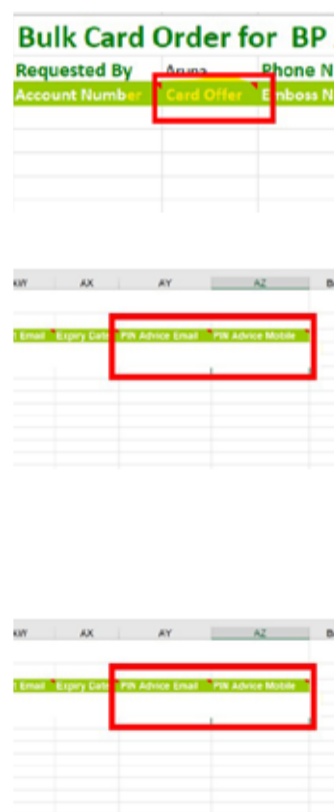
The Change PIN functionality has had no change.

Enter in the new PIN you wish to use and save changes.

#### PLEASE NOTE:

- Entering a new PIN here will not trigger a PIN advice email/SMS.
- You or the cardholder will not be sent notification of the new PIN.
- Your change of PIN will take effect at the point of sale within 2 hours.

## Bulk Card Ordering/Updating



### Ordering Bulk Cards

Due to the new functionalities introduced, there have been changes to the bulk card order spreadsheet with three new fields/columns added to accommodate the changes.

One new column added at the beginning of the spreadsheet

**“Card Offer”** and two new columns added at the end of the spreadsheet,

**“PIN Advice email field”** and **“PIN Advice mobile field”**.

#### PLEASE NOTE:

- The **“Card Offer”** field is mandatory and the relevant Card Offer must be selected.
- You must include your country code in the following two-digit format 61 when entering a mobile number.
- If you order a Card and specify a PIN, the PIN advice email and mobile field can be left as optional. You will need to separately let the cardholder know the PIN.
- Entering in a PIN advice email or mobile will trigger a PIN advice which will give the cardholder the option to set their PIN.

### Updating Bulk Cards

Two new columns have been added to the bulk card update spreadsheet at the end of the spreadsheet, **“PIN Advice email field”** and **“PIN Advice mobile field”**.

#### PLEASE NOTE:

- If you update a Card and specify a new PIN, the PIN advice email and mobile field can be left as optional. You will need to separately let the cardholder know the PIN.
- Entering in a PIN advice email or mobile number will trigger a PIN advice which will give the cardholder the option to set their PIN.