



Driver FAQ



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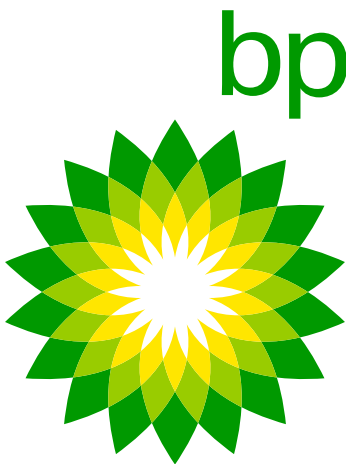
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I have just received my BP fuel card
- do I need to activate it?

There is no need to activate your card – if you have received a PIN, you can start using it right away.

I have forgotten or don't know the PIN for my fuel card, can you tell me what it is?

How should I store my PIN?



I have forgotten or don't know the PIN
for my fuel card, can you tell me what it is?

Customer Service does not have access to PINs and these are not stored online due to security reasons.

The PIN can be reset in the Online Account Manager.

This can only be done by your fleet manager or any authorised personnel who has online access at your company.

It takes approximately 30 minutes for the new PIN to be active on the card.

I have just received my BP fuel card- do I need to activate it?

How should I store my PIN?



How should I store my PIN?

Please remember your PIN. Under no circumstances should it be written on the card.
Please ask your fleet manager to assign a PIN that is unique to your card.

I have forgotten or don't know the PIN for my fuel card, can you tell me what it is?

I have blocked my fuel card; how can I unblock it?



I have blocked my fuel card; how can I unblock it?

If your fuel card has been blocked due to incorrect PIN entries, it can be unblocked by resetting the PIN via the Online Account Manager by your fleet manager or person responsible for ordering cards for you.

Please ensure that the new PIN is different than the current one.

How should I store my PIN?

What products can I purchase with my fuel card?



What products can I purchase with my fuel card?

The following products can be purchased with BP Fuel cards depending on the product code that is embossed on the front of card:

60- Diesel & Adblue

61- All fuels & Adblue

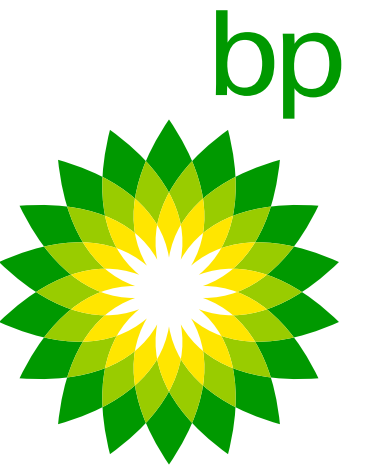
62- All fuels, Adblue & lubricants

63- All fuels, Adblue, lubricants & car wash (token operated)

64- All fuels, Adblue, lubricants, car wash (token operated) & vehicle related products

I have blocked my fuel card; how can I unblock it?

I am trying to charge my electric vehicle, but the charge point is not working – what should I do?



I am trying to charge my electric vehicle, but the charge point is not working – what should I do?

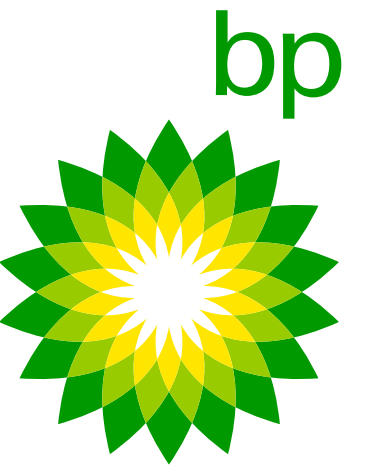
Contact your fleet manager if you think your card has been cancelled.

If your card is active, please contact bp pulse on **0330 016 5120**.

This number is also on the back of your fuel card.

What products can I purchase with my fuel card?

The terminal says that the product I am trying to purchase is not allowed – what should I do?



The terminal says that the product I am trying to purchase is not allowed – what should I do?

Unfortunately, system issues do occur. If you are faced with this issue and are eligible to purchase the product, please contact your fleet manager with the details of the transaction and the service station so they can report it to bp in writing and ensure that it can be addressed by the relevant support teams.

I am trying to charge my electric vehicle, but the charge point is not working – what should I do?

What registration number should I enter at the till?



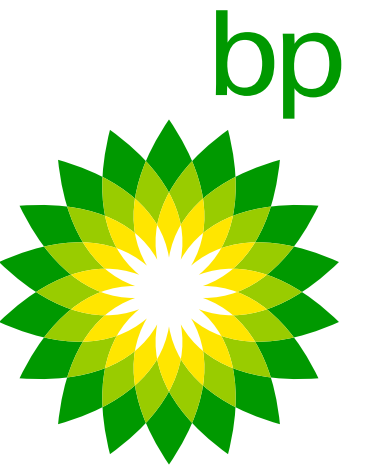
What registration number should I enter at the till?

Always quote the registration number of the vehicle you have filled up.

This is not a security feature of the card, but it does help your fleet manager in their reporting duties.

The terminal says that the product I am trying to purchase is not allowed – what should I do?

Why am I being asked for mileage?

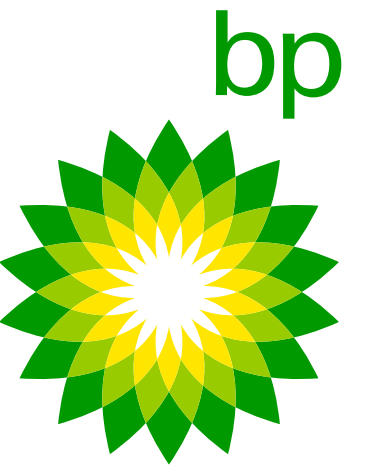


Why am I being asked for mileage?

The mileage entered is used by fleet managers for reporting purposes
– please strive to enter the correct mileage of the vehicle you are filling up.

What registration number should I enter at the till?

My card has been lost/stolen, what should I do?



My card has been lost/stolen,
what should I do?

ⓘ Report this to your fleet manager or person responsible for fuel cards at your company immediately.
A new card can be issued to you once the lost/stolen card has been cancelled.

Why am I being asked for mileage?

I think my card is damaged, the card machine is not reading it.



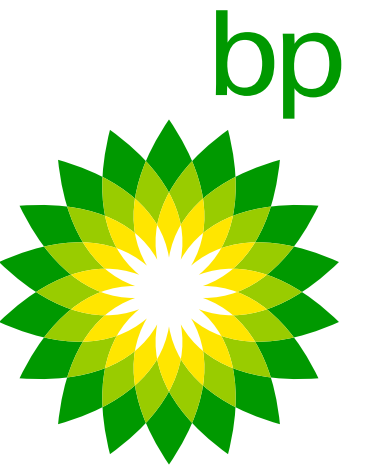
I think my card is damaged, the card machine is not reading it.

If the magnetic strip of the card is damaged the cashier should enter the transaction details manually by using the keypad on the terminal. You are still required to enter the mileage and the PIN.

ⓘ Please notify your fleet manager that the card is damaged and needs to be replaced.

My card has been lost/stolen, what should I do?

What is BPme and how can I start using it?



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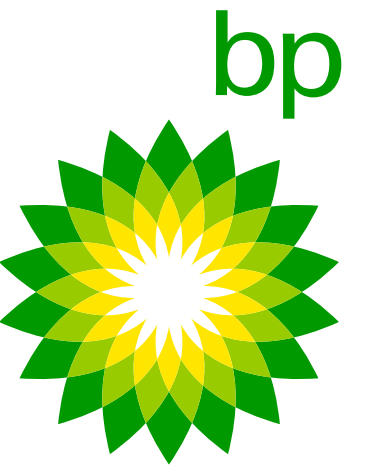
BPme enables you to pay for fuel at bp pump whilst sitting in your vehicle.

With the authorisation code provided by your fleet manager via the online portal, you can link your bp fuel card as the default payment card in the app.

You can also add your own credit or debit card if you wish to use BPme for your private fuel purchase.

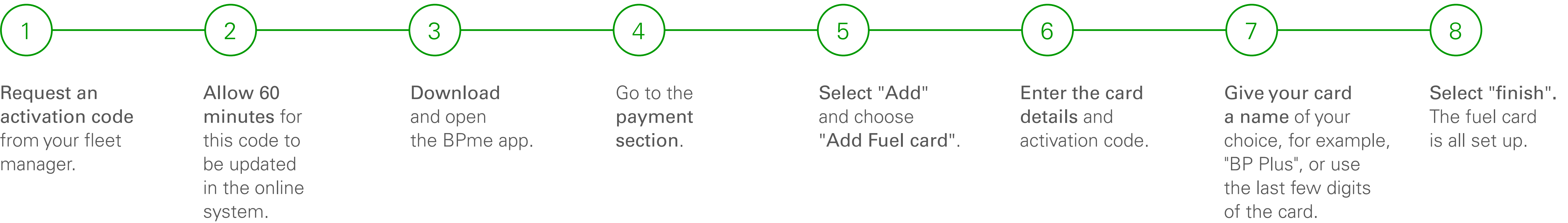
I think my card is damaged, the card machine is not reading it.

Getting started with BPme for drivers



Getting started with BPme for drivers

Once fleet managers have enabled BPme, drivers can link their fuel card to the app.



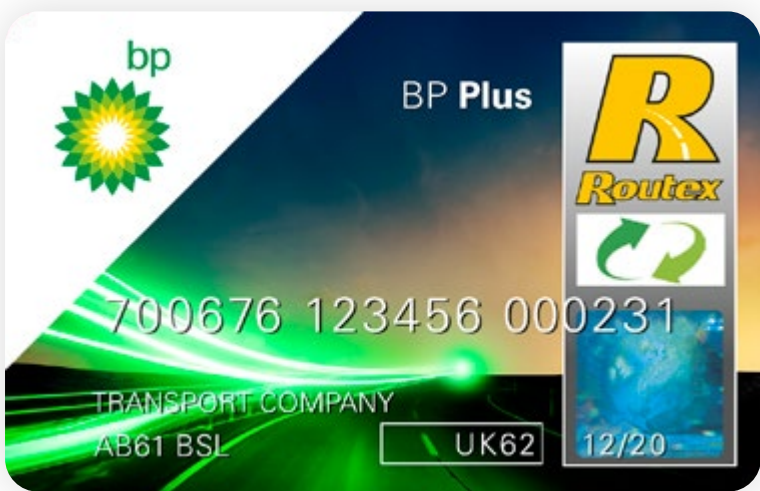
What is BPme and how can I start using it?

How do I know what kind of BP Plus card I have?

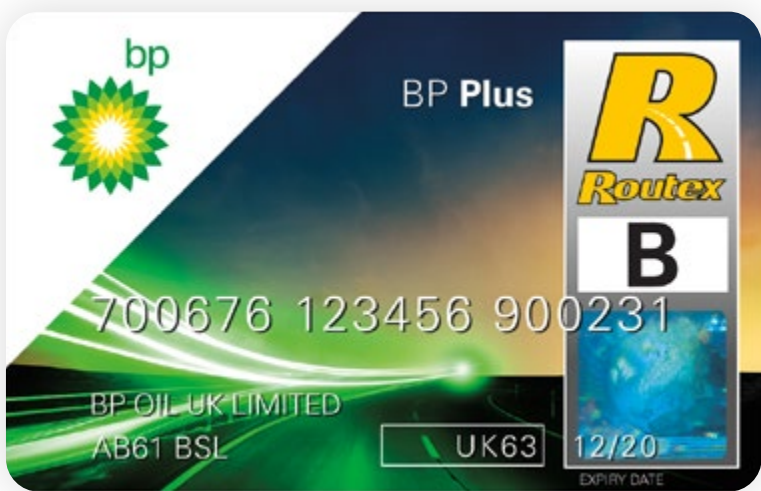


How do I know what kind of BP Plus card I have?

Check the icon below the Routex symbol.



BP Plus



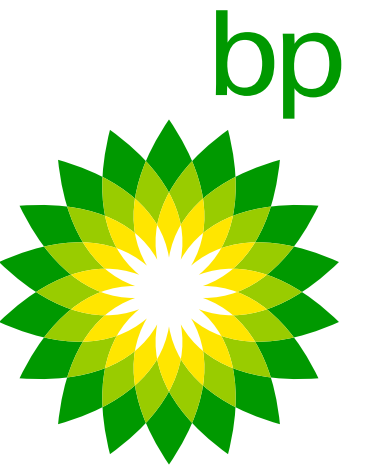
BP Plus Bunker



BP Fuel and Charge

Getting started with BPme for drivers

What are the various numbers and abbreviations on my card?



What are the various numbers and abbreviations on my card?

- ① Issuer Number

② Company Name

③ Vehicle Registration / Driver Name

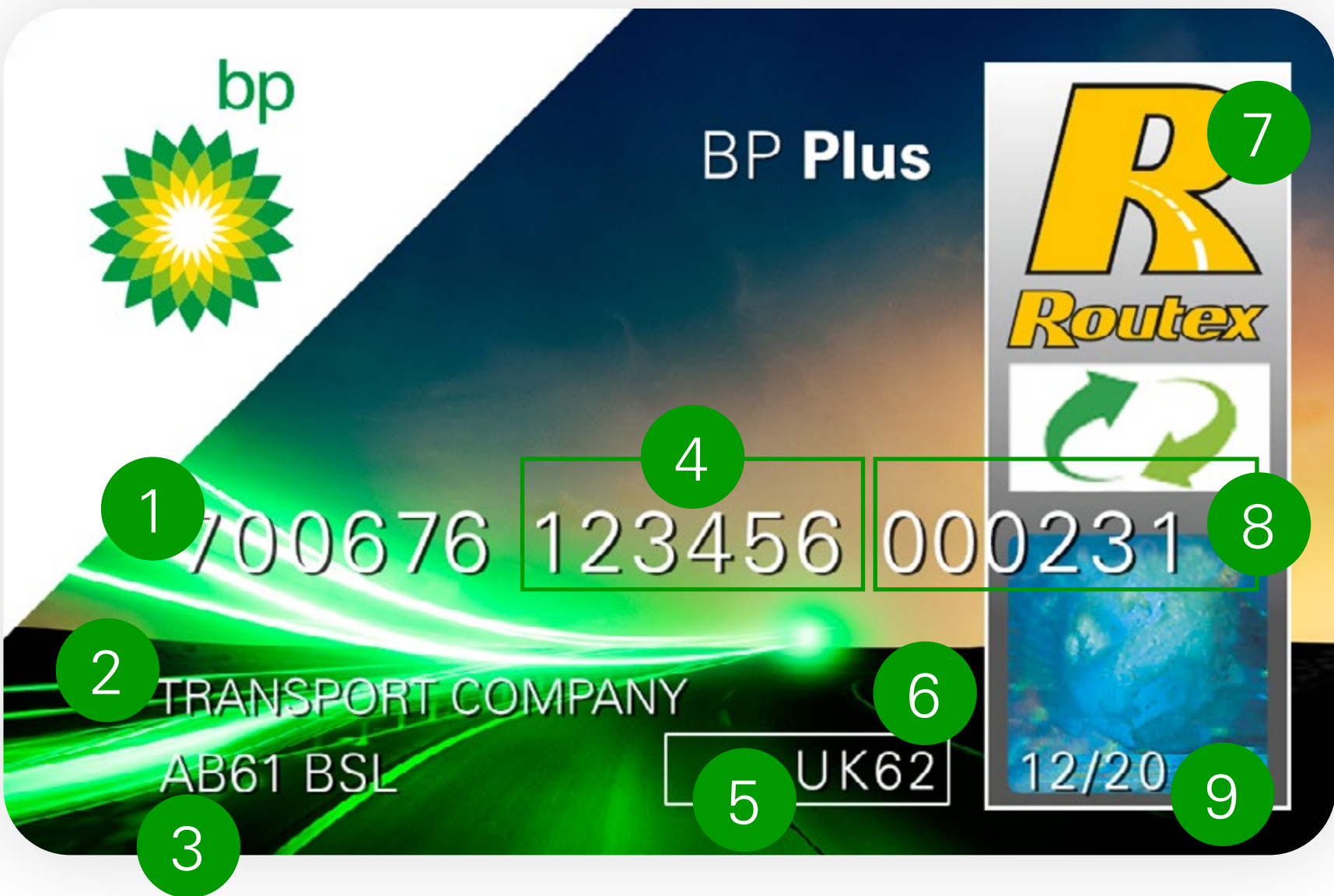
④ Authority / Account Number

⑤ National (UK) / International (INT)
- ⑥ Product Restriction Code

⑦ Routex Logo

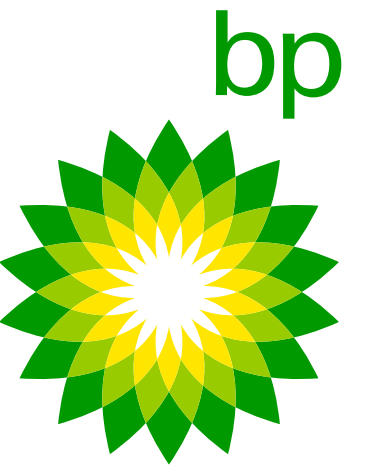
⑧ Card Serial Number

⑨ Card Expiration Date



How do I know what kind of BP Plus card I have?

Where can I find my nearest bp station?



Where can I find my nearest bp station?

Use the site locator on bpplusmaps.bp.com to find your station.

You can also download the BPme app from the bp website onto your smartphone and use the site locator in the app.

What are the various numbers and abbreviations on my card?

Where can I use my bp fuel card?



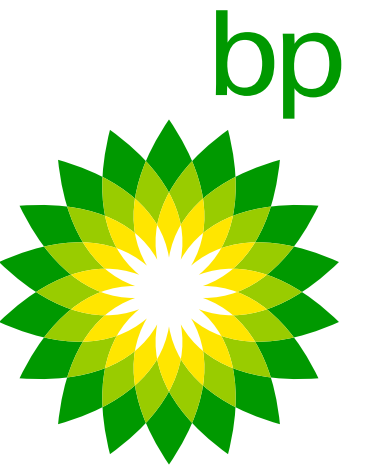
Where can I use my bp fuel card?

BP Plus fuel cards can be used at all bp service stations as well as Texaco, Esso and most Gulf sites.

BP Plus Bunker fuel cards can only be used at bp branded service stations.

Where can I find my nearest bp station?

My card is due to expire soon, how do I get a new one?



My card is due to expire soon, how do I get a new one?

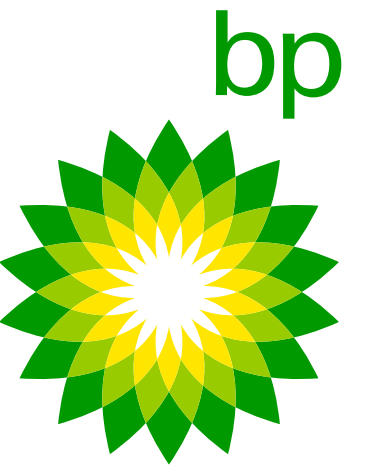
Cards which are being used regularly will be reissued automatically.

If you have not used your fuel card for a while, please ask your fleet manager to check the reissue status of the card online. All card details including the PIN will remain the same for reissued cards – the only the expiry date changes.

You will need to add the new card to BPme again as the expiry date will differ from the previous one.

Where can I use my bp fuel card?

I was charged for the wrong transaction – what should I do?



I was charged for the wrong transaction – what should I do?

If you have been charged incorrectly, please email the transaction, site and card details to bpcardsadmin@bp.com and your fleet manager with a brief description of what needs to be corrected by our Customer Service team.

Alternatively, please ask your fleet manager to do so on your behalf.

Contact

My card is due to expire soon, how do I get a new one?

The terminal says that the card is blocked – what should I do?



The terminal says that the card is blocked – what should I do?

If the transaction is unsuccessful it could be for a variety of reasons – the entered PIN could be incorrect, may have expired or cancelled or the account may be temporarily stopped.

ⓘ If you have no other means of payment, please contact your fleet manager immediately.

They will be able to check the status of the card online as well as the reason for the unsuccessful transaction and advise an alternate means of payment.

I was charged for the wrong transaction – what should I do?

The transaction keeps failing due to a technical issue at the service station – what happens next?



The transaction keeps failing due to a technical issue at the service station – what happens next?

In this rare event, the bp site staff should issue you with a manual voucher – this is a slip with the transaction details that you must sign. Please retain your copy as you would a receipt.

The site staff will send this to our Customer Service team to process.

ⓘ Our cross-acceptance sites may have alternate processes for such events.

The terminal says that the card is blocked – what should I do?

I accidentally entered the incorrect vehicle registration/mileage – what should I do?



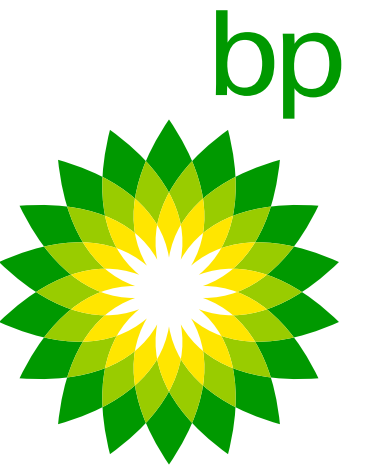
I accidentally entered the incorrect vehicle registration/mileage – what should I do?

These entries cannot be adjusted after they have been entered.

Please contact your fleet manager and advise them so they can include the information in the reconciliation process.

The transaction keeps failing due to a technical issue at the service station – what happens next?

I left my card at home but can get the card details – can I still pay?



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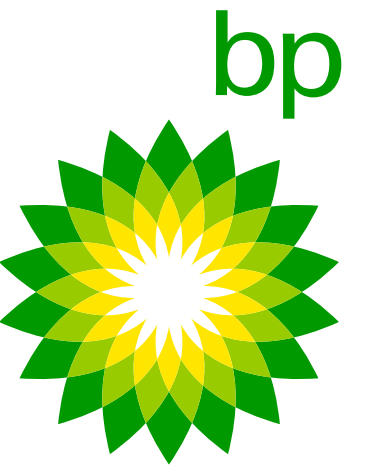
ⓘ The card must be present at the time of the transaction.

Over the phone payments will not be accepted.

The only exception is if you are using BPme however, we suggest you ensure that your physical card is with you at all times in case it is needed.

I accidentally entered the incorrect vehicle registration/mileage – what should I do?

Can I collect and redeem loyalty points?



Can I collect and redeem loyalty points?

Great news! Yes, you can. The BPme Reward card that can be picked up at bp sites or can be registered through the BPme app enables you to collect points when you refuel or shop at a bp site. You can earn points on every litre of fuel you buy at bp for private use or on the BP Plus card, as well as when you make in-store purchases. We'll also give you special offers from time to time, to help boost your point balance. You can spend your hard-earned points at any bp site to get money off your private fuel and shop purchases.

200 points gives you £1 off! You can also trade your points in for some great products and gift vouchers on the online Reward Catalogue.

For further information on the BPme Reward scheme or to register your reward card please visit www.bpmerewards.co.uk

I left my card at home but can get the card details – can I still pay?

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