

# FAQs

## 1. How can I pay my bp Fuelcard bill by credit card?

- By making a one-off payment to reduce the balance of an account at any time.
- By setting up a recurring credit card payment in place of your bank account direct debit.
- You can quickly and easily set a recurring credit card payment for several accounts by changing them all at once.

## 2. What credit cards are accepted?

American Express, MasterCard and VISA are accepted.

## 3. Are there any fees associated with paying by credit card?

Yes – credit card transactions will attract a service fee, which will be charged on your following month's invoice as a separate line item called "NZ Credit Card Service Fee". VISA will attract a 0.90% surcharge and MasterCard 1.07% surcharge. However, if you decide to pay with an American Express card, enjoy no Card service fees. **Terms and conditions apply**, find more information about the offer at [bp.co.nz](http://bp.co.nz)

## 4. Will my payment terms change if I change to credit card payment?

No – any payment terms/dates will remain the same, regardless of being paid via credit card or direct debit from a nominated bank account.

## 5. What is the \$1 pre-authorisation charge when I load my credit card for recurring payment?

This is a pre-authorisation charge to make sure your credit card is valid – this will normally appear as a pending transaction on your account and should disappear within a few days.

## 6. Are there any dishonor fees relating to credit card dishonors?

No – there are no dishonor fees charged relating to any credit card dishonors that may occur.

## 7. I want to return to paying by direct debit from a bank account – what do I do?

To go back to paying by direct debit, you will need to complete a new Direct Debit Authority form and return it to bp. You can find the form [here](#).

## 8. I've forgotten my bp Fuelcard Online User ID and/or Password.

If you've forgotten your User ID and/or Password, you can easily retrieve it automatically by using the 'Forgotten your Password?' and 'Forgotten your User ID?' functions at [wex.bpfuelcard.co.nz](http://wex.bpfuelcard.co.nz).

## 9. I don't have a bp Fuelcard Online login – how do I request one?

You can easily request a bp Fuelcard Online login by clicking [here](#).