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

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

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

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

Can I collect and redeem loyalty points?

Find useful documents in the Infoboard

None of these answers my query, what can I do?

## Get started by setting up your account

### 1. Validate your email address

You will have received a system email with a link to our online account manager requesting to validate your email address. [Click here](#) to set up your login credentials.

### 2. Create a user ID, password and e-PIN

You will need a user ID – we suggest your email address– a password and an e-PIN. (This is not the PIN that you will use for cards.)

### 3. Start managing with bp Fleet Solutions

Once your login is ready, you can get started on ordering cards, managing your online account and making the most of bp's comprehensive fleet solution offer.

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

There is no need to activate your card – if you know your 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?

Customer Service does not have access to PINs due to security reasons.

The PIN can be reset in the Online Account Manager.

It takes 30 minutes for the new PIN to be activated on the card after the request has been submitted via the Out Tray.

## How should I store my PIN?

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

## PIN management

If any of your card holders forget their PIN, change it for them online. The new PIN is available 30 minutes after submitting instructions from the Out Tray.

- ⚠ **It is important to keep a secure record of your PINs** as these cannot be retrieved from the system later.
- ⚠ Do not write the PIN on the card – this should be either memorised by the card holder or kept securely and separately from the card.

Change Card PIN(s) Hide ▲

PLEASE NOTE: PIN changes may take up to 30 minutes to take effect. The old PIN will remain valid until first use of the new PIN – then the old PIN will cease to work.

Page 1 of 1 Go Define filter Select All Unselect All Copy PIN to Selected Pre-Fill PIN(s) Show PIN(s) Submit Clear All

	PIN	Repeat PIN	Card	Cost Center	2nd Emboss name	Card holders name	Vehicle reg	Expiry Date	Description
<input type="checkbox"/>			107		TEST EMB NAME1	SALES6	SALES6	06/30	Active
<input type="checkbox"/>			115		TEST EMB NAME1	SALES7	SALES7	06/30	Active
<input type="checkbox"/>			123		TEST EMB NAME1	SALES8	SALES8	06/30	Active

1. **Select the card** for which you want to change the PIN. You can use the define filter to locate your card more easily.
2. **Enter and confirm the PIN.**
3. Once you have completed the PIN change **click on submit** and finalise your request in the Out Tray.

## I have blocked my fuel card; how can I get it unblocked?

In case your fuel card has been blocked due to incorrect PIN entries, it can be unblocked by resetting the PIN via Online Account Manager by person responsible for ordering cards. Please ensure that the new PIN is different to the current one. If this is not performed, the card will be unblocked 24 hours after the last incorrect PIN attempt.

## 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 & Carwash (token operated)

64 - All fuels, Adblue, Lubricants, Carwash (token operated) & Vehicle related products

65 - All fuel and shop products excluding lottery, alcohol and tobacco

EV charging at bp pulse public network.

## Order cards in 5 easy steps

Ordering cards is simple. After you log in, navigate to the Card Administration tab across the top, then choose "New Card" from the menu on the left.

1. **Name your card** – enter a name OR reg number. You can also search for an existing card to be used as a template.
2. **Confirm PIN** – enter a 4-digit PIN and confirm it. Write your PIN down. You will not be able to retrieve it later.
3. **Link card to BPme** – tick the box if you want the card to be enabled for BPme. Enter the 6 digit activation code. This can be any 6 digits except 000000.
4. **Choose options** – select card options from the dropdown lists as required. Remember you can choose different purchase options (as explained in the previous question. '4a' in the picture)
5. **Confirm order**- submit your request to send it to the Out Tray

The screenshot shows a web form for ordering a new card. The form is divided into several sections. On the left, there is a navigation menu with options like 'Change card', 'Multiple card changes', 'View tasks', 'Card search', 'BPme Management', 'Out Tray', 'Road tax', 'Bulk issues', 'Bulk Card Ordering', 'Card Centre Maintenance', 'Cards to Card Centre', 'Card Centre Admin Log', 'PIN Management', 'BP Target Route: Gains', 'BP Target Route: Input', and 'BP Target Route: Certificate and Reports'. The main form area is titled 'Card Holder Details' and contains the following fields and options:

- 1**: 'Driver name for driver card\*' (text input)
- 2**: 'Cardless PIN\*' (text input)
- 3**: 'BPme Details' section with a 'BPme' checkbox.
- 4**: 'Check options are correct or select new ones. In this Additional Details section, you can choose the available options listed from the card.' This section includes:
  - 4a**: 'Card Centre' dropdown menu (set to 'Live selected')
  - 'Purchase options' dropdown menu (set to '\$2.91 5 litres')
  - 'National/International' dropdown menu (set to 'International')
  - Checkboxes for 'Acquire Road Tax' and 'BP Target Model' (both checked).
- 5**: 'Submit' button.

On the right side of the form, there is a section for 'Lost or replaced card' with a 'Lost' button and a 'New Card' button. Below that, there is a note: 'OR: If you don't know the number enter some text found on the card you are looking for and press 'Find Card' to search.' with a 'Find Card' button.

⚠ **Keep a record of your PINs.** These cannot be retrieved from the system later on. You will only be able to change them going forward.

## Finalise requests in the Out Tray

What is the Out Tray?

It's similar to a shopping cart. Finalise any card administration tasks here.

Submit requests using the Out Tray

When ordering, cancelling a card, changing a PIN, or setting a card up for BPme, you will need to submit the request in the Out Tray.

Remember your e-PIN

You will use your e-PIN provided when you set up your login details. Check the Out Tray before you log off to ensure that all requests have been submitted.

⚠ Anything that sits in the Out Tray will not be sent to bp for processing.

1. Enter your 4 digit e-PIN and press "Submit" to send your selected requests to bp.

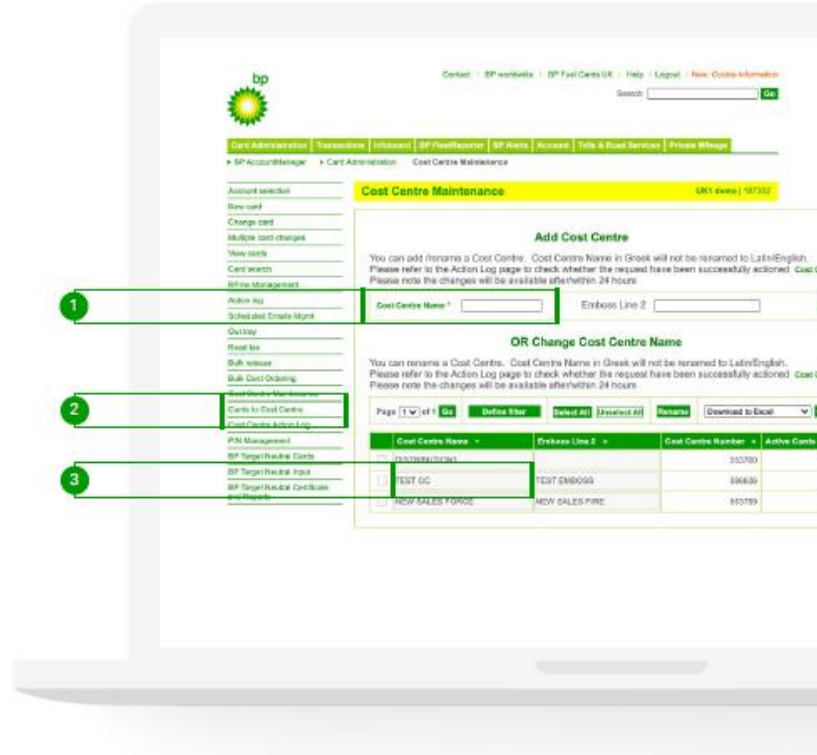
## How to manage cost centres

Easily set up optional cost centres

If you decide to set up cost centres, all cards listed under the account must be allocated to one of the cost centres. You do not need to set up cost centres.

- ⚠ Anything that sits in the Out Tray will not be sent to bp for processing.

1. Set up a new cost centre and submit request. The cost centre will be available the following day.
2. Edit your existing cost centres.
3. Allocate and move cards between cost centres by choosing Cards to Cost Centre and then the cost centre from the dropdown.



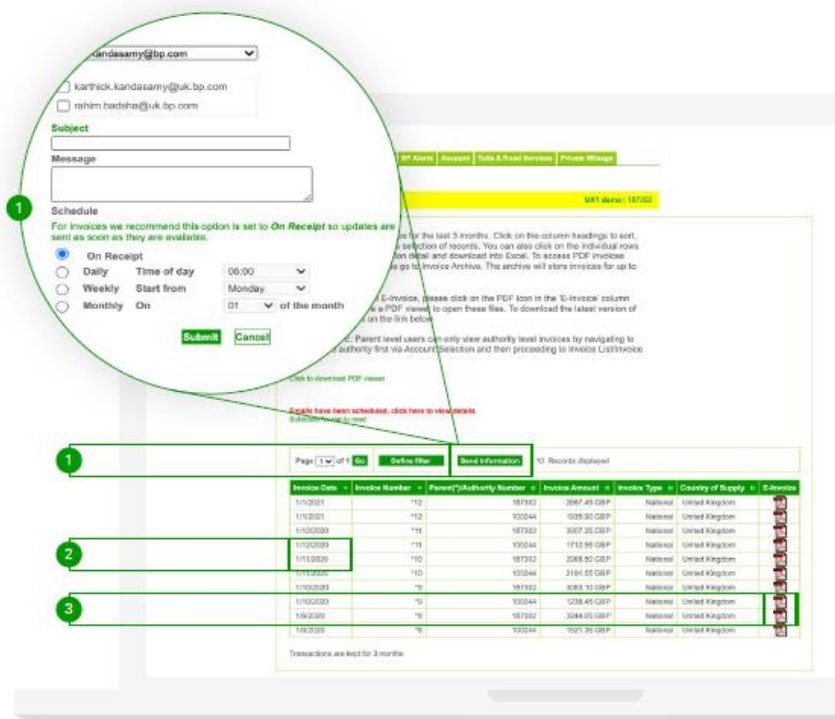
## Accessing your invoices

You can easily view, download invoices online and even set up automatic emails.

Oversee all of your invoices with ease using the online account manager:

1. Set up a schedule so that invoice transaction data is automatically emailed.
2. Click on the row to view invoiced transaction data on screen.
3. Click on the PDF icon to download a PDF copy of the invoice.

- ⚠ **Make sure to have a PDF viewer downloaded** before opening these files.



## I am trying to charge my electric vehicle, but the charge point is not working. What should I do?

If your card is active, please contact bp pulse on 0330 016 5120. This number can also be found on the back of the fuel card.

## What are the various numbers and abbreviations on my card?

\* Vehicle registration is not a security feature of the card. You can choose to add a driver name when ordering your cards, but your drivers will be asked to enter the registration of the vehicle at the forecourt when filling up.



- |                                      |                  |                     |
|--------------------------------------|------------------|---------------------|
| 1 Your customer number               | 4 Card type code | 7 Card number       |
| 2 Company Name                       | 5 Service level  | 8 Security hologram |
| 3 Vehicle Registration / Driver Name | 6 Routex Logo    | 9 Valid until       |



- |                  |                                        |
|------------------|----------------------------------------|
| A Magnetic field | B Signature field and/or plate number* |
|------------------|----------------------------------------|

## Cancelling or changing cards

If you want to change the purchase option, vehicle registration or driver name on a card, new cards will need to be ordered as these are embossed.

## 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 entitled to purchase the product, please report it to bp in writing to ensure that it can be picked up by the relevant support teams. [Click here](#) to report.

## 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 may help you in your reporting.

## Why am I being asked for mileage?

The mileage entered can be used for reporting purposes in the Online Account Manager.

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

Report this to the person responsible for fuel cards at your company immediately and ensure that the card is cancelled as soon as possible. A new card can be reissued to you once the lost/stolen card has been cancelled.

## 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 PIN.

A new fuel card can be ordered via the Online Account Manager.

## What is Bpme app and how can I start using it?

BPme enables you to pay for fuel at the BP pump whilst sitting in your vehicle. Setting up an account is quick and easy so you can be up and running in no time. Use it to increase your efficiency and wellbeing. With the autorisation code that is set in the Online Account Manager, 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 BP for your private fuel purchase and pay for fuels at the pump without the need of going into the shop.

You can either enable BPme when new ordering cards or make changes to current fuel cards.

1. Go to the "BPme Management" section under card administration.
2. Select the card(s) you want to enable and choose enable BPme from the dropdown.
3. Set up a 6 digit activation code for each card. This can be any number except 6 zeros.
4. Confirm activation code(s).
5. Submit request and then go to Out Tray to finalise the request.

BPme Enabled	Card	Cost Centre	2nd Embosser name	Card holders name	Vehicle reg
<input type="checkbox"/>	180	0	TEST EMB NAME1	MAINTENANCE DEPT1	MAINTENANCE
<input type="checkbox"/>	172	0	TEST EMB NAME1	MAINTENANCE DEPT2	MAINTENANCE
<input type="checkbox"/>	194	0	TEST EMB NAME1	MAINTENANCE DEPT1	MAINTENANCE
<input type="checkbox"/>	196	0	TEST EMB NAME1	DISTRIBUTION	DISTRIBUTION
<input type="checkbox"/>	148	0	TEST EMB NAME1	DISTRIBUTION	DISTRIBUTION
<input type="checkbox"/>	131	0	TEST EMB NAME1	DISTRIBUTION	DISTRIBUTION
<input type="checkbox"/>	123	0	TEST EMB NAME1	SALES	SALES
<input type="checkbox"/>	115	0	TEST EMB NAME1	SALES	SALES
<input type="checkbox"/>	107	0	TEST EMB NAME1	SALES	SALES

Download BPme app here:

[Apple](#)  
[Google Play](#)

Getting started with the app:

1. Set an activation code.
2. Allow 60 minutes for this code to be updated in the online system.
3. Download and open the BPme app.



4. Go to the payment section.
5. Select "Add" and choose "Add Fuel card".
6. Enter the card details and activation code.
7. Give your card a name of your choice, for example, 'BP SME card', or use the last few digits of the card.
8. Select "finish". The fuel card is all set up.

### Secure payments with BPme app

The BPme app, linked to a bp fuel card, guarantees excellent transaction security and other safety perks:

- Drivers stay close to their vehicles providing extra protection for their cargo.
- Drivers choose their own passcode or use fingerprint recognition on their smartphones, reducing the headache of forgotten fuel card PINs and the risk of drivers writing down fuel card PINs.
- You maintain all the fraud detection and security measures you expect from a physical BP fuel card.
- Drivers remain in their vehicle when filling in their mileage leading to fewer mistakes and protection against fraud.

### What is BPme Rewards and how can I get started?

BPme Rewards is our customer loyalty program. It rewards you for shopping with us, with personalised offers and promotions as our little way of saying 'thank you'. You can choose how you earn and how you're rewarded. Your rewards, your way.

So how does it work? You need a BPme Rewards card that can be:

- a.) Picked up at any bp store. If so, remember to register your card at [BPmeRewards.co.uk/register](https://BPmeRewards.co.uk/register), otherwise you won't be able to redeem those points you've been earning.
- b.) Downloading the BPme app you get an **instantly registered digital BPme Rewards card** which can be scanned at the till when making purchases. You can even add your SME Fuel&Charge card to your Apple wallet or Google Pass for easy and secure access and to earn points from your SME Fuel&Charge card purchases.

Once you're a BPme Rewards member, you can keep collecting points on every visit when you fill up and shop with us:

- 1L Ultimate fuel = 2 points
- 1L Regular fuel = 1 point
- £1 spent in store (including car wash) = 1 point

You will need to earn 25 base points before you can redeem. This can be across qualifying fuel or shop purchases or a combination of both.

You can redeem your points in-store too, on fuel or shop purchases or swap your points online for digital vouchers to spend with our amazing partners or convert your BPme Rewards points to Avios to spend with British Airways. Simply link your BPme Rewards account to your British Airways Executive Club account [here](#).

Download BPme app and receive your digital card right away!

For further queries around BPme Rewards, please visit <https://www.bpmerewards.co.uk/help/>

## Where can I find my nearest BP?

Please follow this link to find your nearest BP:

[https://bpplusmaps.bp.com/?countrycode=UK&site=fc&country=UK&locale=en\\_UK&third\\_party=false&\\_ga=2.151144121.180115727.1574070546-1867280256.1570013970](https://bpplusmaps.bp.com/?countrycode=UK&site=fc&country=UK&locale=en_UK&third_party=false&_ga=2.151144121.180115727.1574070546-1867280256.1570013970)

You can also download the BPme app on your smart phone (Apple and Android) that not only helps you find the nearest BP site.

We also upload an updated BP Site Listing each month that can be downloaded from this link:

[https://www.bp.com/en\\_gb/united-kingdom/home/products-and-services/bp-fleet/download\\_centre.html](https://www.bp.com/en_gb/united-kingdom/home/products-and-services/bp-fleet/download_centre.html)

## 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.

## 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 check the reissue status of the card online. All card details including the PIN will remain the same for reissued cards – the only thing that changes is the expiry date. If using bpme, you will need to remove the expired card and add the new card as the expiry date has changed.

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

If you have been charged incorrectly, please complete the form via the following link:

[https://www.bp.com/en\\_gb/united-kingdom/home/products-and-services/bp-fleet/webforms/tq-webform.html](https://www.bp.com/en_gb/united-kingdom/home/products-and-services/bp-fleet/webforms/tq-webform.html)

## 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, the card may have expired, may have been cancelled or the account may be on a temporary stop.

Depending on the situation, you may need to offer an alternate means of payment for the transaction.

## 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.

## **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.

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

The card must be present at the time of the transaction. Over the phone payments will not be accepted on BP fuel cards. The only exception to this 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.

## **Can I collect and redeem loyalty points?**

Great news! Yes, you can. The BPme Reward card that can be picked up at the BP site 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 buy things in the store. We'll also give you special offers from time to time, to help boost your points 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 BPme Reward scheme or to register your reward card please visit [www.bpmerewards.co.uk](http://www.bpmerewards.co.uk)

## **Find useful documents in the Infoboard**

You can find useful documents by navigating to the Infoboard and selecting the documents option on the left.

Some of the documents in the Infoboard include:

- The latest site listing by site type.
- Instructions on activating cards for BPme.
- The full user guide to the Online Account Manager.

The consolidated view makes sure you find everything you need for your fleet quickly and easily.

## **None of these answers my query, what can I do?**

You can contact us through our [webform page](#) to get a better understanding of the nature of your query and we will shortly answer you back.

Other links:

[Find nearest bp](#)

[Top Tips to manage your account](#)

