

BP Payment Guide

BP Gift Card



BP Gift Card Authorization and Processing

All BP sites that are configured to accept the BP Gift Card must accept any BP Gift Card that has the BP logo on the face of the card.

Permissible Products and Services Purchased with BP Gift Card

- All convenience store items such as food, sundries, cigarettes and beverages unless prohibited by state or local law.
- BP branded motor fuels.

Products NOT Authorized For Purchase with BP Gift Card

- Lottery tickets, BP Gift Cards and money orders (no cash back or cash advances).

BP Gift Card Activation and Balance Inquiries

- Activation is required at time of sale to customer. All activations are performed by the customer swiping the card at the pin pad with the assistance of the cashier who initiates the transaction and gives the receipt to the customer. See BP Gift Card POS Manual for details.
- Balance inquiries are done inside at the pin pad with the assistance of the cashier. The remaining balance will be printed on the receipt, which the cashier will give to the customer. The balance is not displayed at the POS or the pin pad.

BP Retail Network BP Gift Card Assistance

- BP Elite Customer Solutions will assist you with any BP Gift Card malfunctions at 1-888-BP-HELPU.
- SVS, the BP Gift Card issuer, will assist you with BP Gift Card customer service questions at 1-800-519-3560, 24 hours a day, 7 days a week.

Processing Sales

- All BP Gift Cards must be processed through the BP Retail Network. Refer to the BP Gift Card POS Manual for details.
- Manual acceptance or imprinting of a BP Gift Card is NOT authorized under any circumstances.

Refunds

- Refunds are not allowed for the purchase of a BP Gift Card or for items purchased with the BP Gift Card.