

BP Payment Guide

In-Station Cards



In-Station Card Processing

BP In-Station Cards are preferred by some commercial card customers so that their drivers do not have to carry a card with them. This option was offered on the BP Business and BP BusinessPlus credit card programs and is available on the new BP Business Solutions Card program.

In-Station Cards do not have any security features that prevent the use of the cards at the pump or at another site.

It is the site's responsibility to keep BP In-Station Cards in a secure location and to instruct cashiers on the proper use of these cards. The site should keep a list of each card's authorized users that must be regularly maintained for accuracy. If an unauthorized user uses the card or the card is used at another site and the customer disputes the sale, the site where the card was originally kept may be charged back for that transaction. **Misuse or fraudulent use of an In-Station Card will result in a chargeback to the site and may also subject the user to criminal prosecution.**

In-Station Cards are intended to be used only inside the site, not at the pump. If a card is used at the pump, an exception is automatically generated on reports included with each commercial customer's monthly statement. **If the customer chooses to dispute a sale made at the pump, the site will be charged back for that transaction.**

Remember, each Jobber, Commission Marketer, COCO Manager and Dealer is responsible for the acts and omissions of his or her employees' compliance with all regulations and instructions in this Guide and the updates to this Guide.

Applying for BP In-Station Cards

- If a customer is interested in this product, please have him or her complete and return a BP Business Solutions application. Be sure he or she checks the In-Station box on the application and then fill in your site name, 7 digit SVB number and phone number.
- If the customer is approved for credit, the card will be sent to the cardholder, who will be responsible for bringing it to the site.
- If the customer has questions regarding their application, please ask them to call the BP Commercial Card Application Processing Center at 1-800-348-7959.

When a Customer Brings in a New In-Station Card

- Find out from the business owner/manager which employees are authorized to use the card and how they will identify themselves to your employees.

BEST PRACTICE: TO AVOID CHARGEBACKS, KEEP A LIST OF EMPLOYEES AUTHORIZED TO USE EACH BP IN-STATION CARD AT YOUR SITE AND UPDATE IT REGULARLY.

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In-Station Card Procedures When Site is Closing

If your site will be closing, either temporarily or permanently, it is necessary to secure any In-Station Cards. Even though they have your In-Station number on them, they can be used at any site if the customer's card number and account are valid. **If the card is misused or used fraudulently, even if the transactions are not from your site, you will be responsible for those charges.**

Customers should also be notified that your site is closing so they may use a new In-Station Card at the alternate BP site of their choice. Please follow these steps:

- Before closing, verify the date your site will close. Allow at least 6 weeks lead-time to complete the process by the time of closing.
 - If your site will be re-opening, make a list of the account numbers and customer names.
 - Decide how you will secure the In-Station Cards.
 - If your site will not be re-opening or if it will re-open with a new SVB number, destroy the In-Station Cards as soon as you are closed.
 - Under no circumstances leave the In-Station Cards where they may be found and used at another site.
- Determine the best BP sites for your customers to use while you are closed. Make a list that includes the names, addresses and SVB numbers of those sites.
- Fax location closing information to: Manager, Customer Service at 1-800-420-8061 or e-mail closing information to: bpfleet@fleetcor.com.
 - **The following information must be included in the fax or e-mail:**
 - Site Name
 - SVB Number
 - Site Address
 - Contact Name
 - Contact Phone Number
 - Closing Date
 - Re-Opening Date (if applicable)
 - New SVB Number (if this is changing)
 - Alternate BP Sites
 - Addresses of Alternate BP Sites
 - **If your SVB number will not be changing, also include account numbers and company names of your In-Station Card customers. Remember to secure In-Station Cards.**
- The In-Station Card customer will be contacted with information about when your site will close (and re-open, if applicable), alternate BP sites and how to receive a new In-Station Card for their employees' use.

Call BP at 1-800-299-5766 with any questions.