

# Introducing One-Time Passcode

**A small step that makes a massive difference**

Leave fraud concerns in your rear-view mirror with **Petro-Canada's One-Time Passcode (OTP)**. Now, every transaction will be protected by a single-use PIN, sent to the driver's phone to allow them – and only them – to fuel up.

Designed for one-SuperPass card to driver relationship.

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## More control and more confidence for fleet managers

### ✓ Increased security and fraud protection

This added layer of safety ensures transactions are being handled by the right person.

### ✓ More peace of mind through the transaction process

The only person who can use the code, is the driver that's fuelling up, eliminating the risk of fraud or skimming.

### ✓ Seamless adoption process for staff

By adding a single layer of security rather than multiple, staff will have no issues adopting to using One-Time Passcode.

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## Maximum safety, minimal effort for drivers

### ✓ Fraud is a headache for drivers, too

Drivers are protected and avoid the stress associated with fraud by choosing an easier, safer transaction option.

### ✓ Easy to switch to, easy to use

Once the fleet manager activates the OTP, drivers aren't subject to any hurdles or extra sign-ups to use it. It's as simple as receiving the code and transacting.

### ✓ No PIN memorization required

Drivers no longer need to remember their PIN for fuel, DEF, and washrooms where a PIN is required. We send it directly to their phone.

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# Here's how it works

## How drivers use OTP to fuel up

Every time a driver pulls into a Petro-Pass cardlock location, they will repeat the following process to receive the One-Time Passcode for fuel, DEF, and washrooms where a PIN is required. The code will expire 10 minutes after it is sent.

- 1 After their fleet manager has activated OTP, the driver will insert their SuperPass card at a **Petro-Pass cardlock location**.
- 2 The driver will be asked to press 1 and select enter on the card reader.
- 3 If the SuperPass card is shared among several drivers, they will be prompted to enter their last 4 phone digits. If the card is not shared among drivers, driver will not see this prompt on the card reader.
- 4 Driver will enter the pump number on the next screen.
- 5 Then, a **One-Time Passcode** will be sent to their phone within seconds via text to their registered phone number. The screen on the card reader will indicate to enter the one-time passcode.
- 6 Drivers will be prompted to enter Odometer and/or Miscellaneous if applicable.
- 7 The driver is now able to start fuelling at the pump

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Mobile phone use is allowed at Petro-Pass locations to receive and enter a One-Time Passcode (OTP) at the payment terminal.



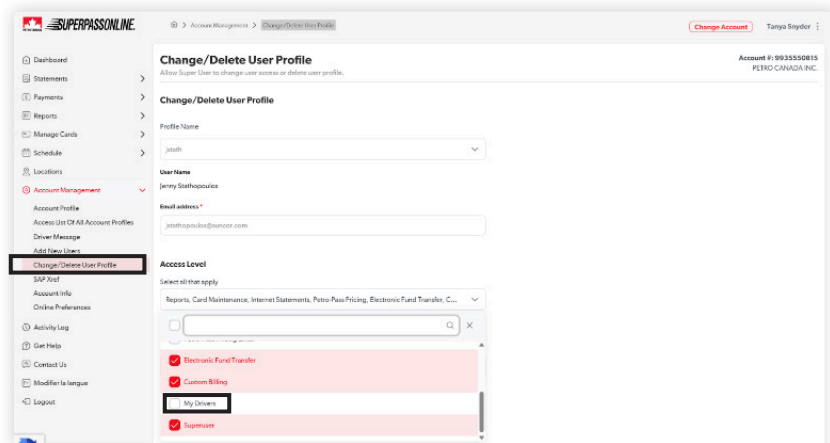
# For Fleet Managers & SPOL Administrators

## 1 Open your SuperPass Online (SPOL) dashboard

## 2 Assign a Role to your account:

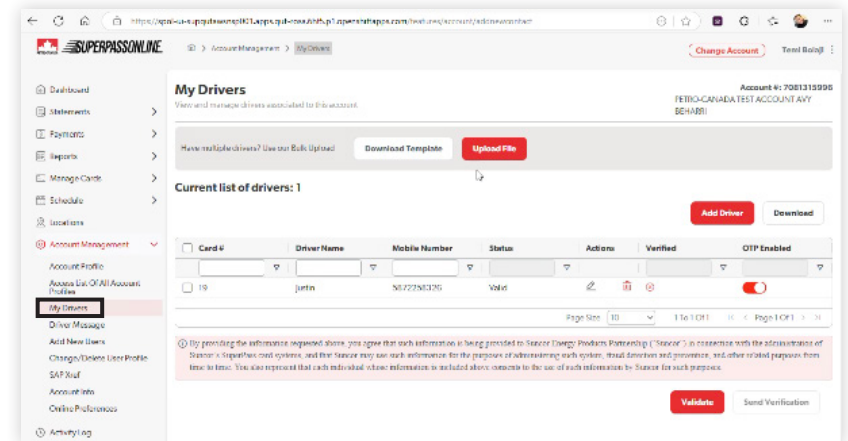
First open your SuperPass account and assign "My Drivers" functionality to a role on your team

- Assign "My Drivers" functionality to a profile under your account. Navigate to Change/Delete User Profile under Account Management. Select the **user profile**, and under the access level drop-down menu, check **"My Drivers."**



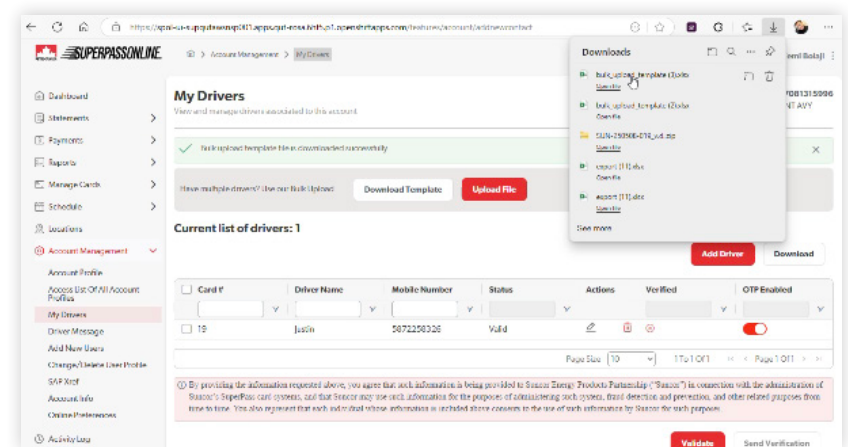
## 3 Go to "My Drivers":

Found under Account Management. Only users who are assigned "My Drivers" functionality will see this.

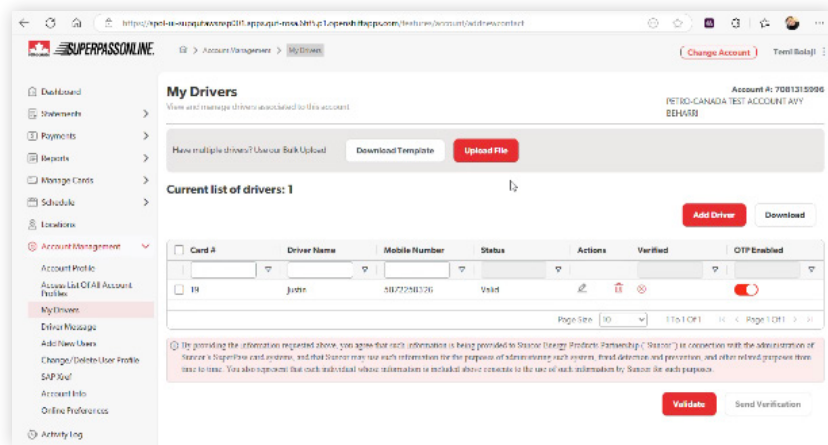


## 4 Add Driver Contacts:

- Use **Bulk Upload** for large groups (Fleet Managers & SPOL Administrators must gather info from their drivers).

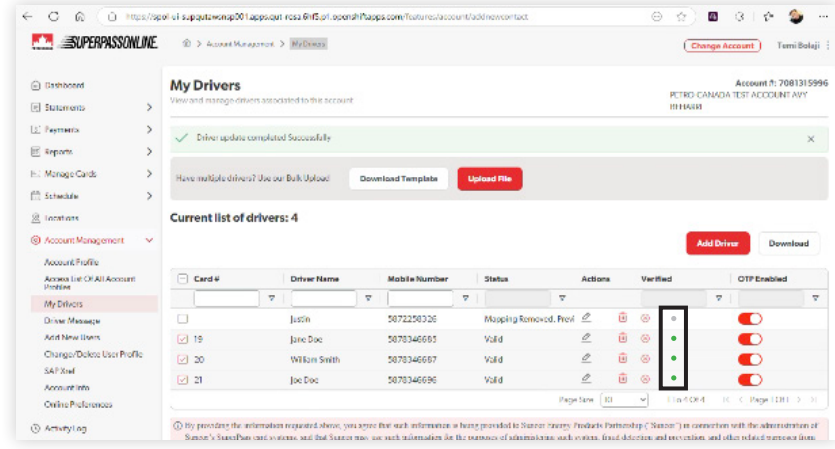


b. Smaller organizations can manually add drivers.



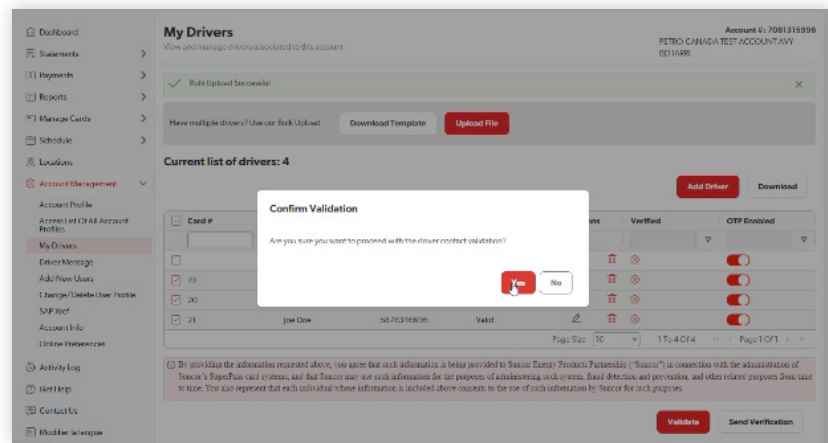
**6 Driver Confirmation:**

- a. If successful, the “Verified” icon turns green.
- b. Grey icon = text sent, no response.
- c. If no reply, repeat the process.



**5 Validate Information:**

- a. Click **Validate** to check for errors.
- b. Fix any issues, revalidate, and select drivers.
- c. **Send Verification** text to drivers for them to confirm opt-in.



# When it comes to your fleet's performance, you're in the driver's seat.

It's time to take back control of your success. Eliminate fraud risks, organize your data and elevate your drivers with one of our all-new SmartFuel Features. Start managing your fleet more securely and more seamlessly than ever before.

To protect card security, use a **One-Time Passcode**.

**Get started by enabling OTP on SuperPass Online or by calling customer service.**

For additional questions, call 1 (800) 668-0220



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# FAQ for Petro-Canada's One-Time Passcode (OTP)

## General Information

### 1 What is the One-Time Passcode (OTP)?

The OTP is a single-use PIN sent to the driver's phone to authorize transactions at Petro-Canada card-lock locations, enhancing security and preventing fraud.

### 2 How does the OTP improve security?

The OTP ensures that only the driver who receives the code can complete the transaction, eliminating the risk of fraud or skimming.

### 3 Can drivers use a mobile phone at Petro-Pass locations to receive a One Time Passcode (OTP)?

Mobile phone use is allowed at Petro-Pass locations only to receive and enter a One-Time Passcode (OTP) at the terminal. The OTP, sent by text to a registered phone, is required to start fueling and is completed at the terminal. No phone use is needed while fueling.

## How It Works

### How do drivers use the OTP to fuel up?

1. After their fleet manager has activated OTP, the driver will insert their SuperPass card at a Petro-Pass cardlock location.
2. The driver will be asked to press 1 and select enter on the card reader.
3. If the SuperPass card is shared among several drivers, they will be prompted to enter their last 4 phone digits. If the card is not shared among drivers, driver will not see this prompt on the card reader.
4. Driver will enter the pump number on the next screen.
5. Then, a One-Time Passcode will be sent to their phone within seconds via text to their registered phone number. The screen on the card reader will indicate to enter the one-time passcode.
6. Drivers will be prompted to enter Odometer and/or Miscellaneous if applicable.
7. The driver is now able to start fueling at the pump

### 5 How long is the OTP valid?

The OTP is valid 15 mins.

### 6 What should I do if I don't receive my OTP?

Drivers are advised to call their fleetmanager who will be able to provide the OTP, or our customer service line.

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# FAQ for Petro-Canada's One-Time Passcode (OTP)

## For Fleet Managers & SPOL Administrators

### 7 How do I assign a role to my account?

Ensure your account has access to manage "My Drivers." Only the assigned role can access Driver Management. SuperUsers on your accounts have the ability to assign roles.

If you do not have a SuperUser, please email a request to [superpassupport@suncor.com](mailto:superpassupport@suncor.com).

### 8 How do I add driver contacts?

Use Bulk Upload for large groups or manually add drivers for smaller organizations. Validate the information and send verification texts to drivers.

### 9 What if a driver doesn't reply to the verification text?

If a driver doesn't reply within 24 hours, the "Verified" icon remains grey. Repeat the process to resend the verification text.

### 10 What happens if my drivers share SuperPass cards?

We offer a solution that allows multiple drivers to use OTP with a single SuperPass card. Up to 50 drivers can be assigned to one card, each with a unique phone number.

### 11 Will all drivers sharing a card receive the one-time passcode every time one of the driver requests OTP?

No. The card reader will prompt for the last four digits of the driver's phone number. Only the driver whose digits match will receive the one-time passcode

### 12 How do I add driver contacts?

It is simple and easy to get drivers onto OTP with our SuperPass Online (SPOL) portal. We encourage all customers to visit SPOL and utilize the resources in the Get Help section to begin the process. To log onto SPOL, go to <https://superpass.suncor.com/>

### 13 What happens if my driver does not receive their OTP?

If driver call you enquiring about their OTP you can provide them the code by following these steps:

1. Log into SPOL and navigate to "One-time Passcode" under "Manage Cards" tab
2. Search for the driver's SuperPass card #. OTP will be listed in the table.
3. You can provide this code to the driver if they have reached you within the 15 minute period that the code is valid.

## Benefits

### 14 How does OTP provide more control and confidence for fleet managers?

OTP increases security and fraud protection, ensuring transactions are handled by the right person and providing peace of mind throughout the transaction process.

### 15 How does OTP benefit drivers?

Drivers are protected from fraud, the process is easy to switch to and use, and there's no need to memorize a PIN as it's sent directly to their phone.

### 16 Is the adoption process for OTP seamless for staff?

Yes, adding a single layer of security rather than multiple ensures that staff can easily adopt the use of OTP.



**SmartFuel Tools**