

HELP GUIDE: LOGGING IN FIRST TIME

SETTING UP YOUR CUSTOMER PORTAL

1. Select “Sign Up”

We appreciate your business!!

Welcome to Dowler-Karn Limited

If you have already registered your account online, please login with your username and password:

Are you already a customer but have never created an online account?

Sign Up 1

Log in
Forgot Password

For your initial sign-in you must know your customer number.
(519) 631-3810

2. Enter your last name or business name. (For support, please reach out to our head office at 1-800-265-4342)
3. Enter your account number.
4. Enter your email address. (This will become the username login)
5. Enter a desired password twice. (The password must meet the outlined rules just below the second box)
6. Read the “New Customer Registration Policy” and check the box.
7. Select “Sign Up” to create your customer portal account.

Please enter the information below to access your online account

Last Name 2

Account Number 3

Username (Email address) 4

Password 5a

Confirm Password 5b

The password must be at least 8 characters long and contain the following: At least 1 digit from 0-9, at least one lowercase letter and at least one uppercase letter.

6 I agree to the New Customer Registration Policy

Back Sign Up

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT YOUR LOCAL BRANCH FOR ASSISTANCE

HELP GUIDE: MAKING A PAYMENT

HOW TO MAKE A PAYMENT

1. Log into your account on the Dowler Karn Customer Portal.
2. Select the “Make Payment” tab.
3. If you have set a credit card to primary it will be selected by default. If you want to pay with a different credit card just select that card. (If you don't have a card listed click to add one, if you need help please see the “Adding Credit Card” help guide)
4. Select to “Pay Full Amount” or “Pay Another Amount” and enter the amount you would like to pay. (see “Aging Summery” for amount due)
5. Add any notes you would like to the payment in the “Payment Notes” field.
6. Click the box to agree to the payment policy.
7. Select “Process Payment” to complete your payment.

The screenshot shows the 'Make Payment' page on the Dowler-Karn Customer Portal. The page includes a navigation bar with 'Home', 'My Account', 'Make Payment', 'Plan Enrollment', 'My Profile', 'Customer Search', and 'Logout'. A 'Thank you for your business!' message is displayed above the 'Account Information' section. The 'Account Information' section contains three sub-sections: 'Billing Account' (with a masked account number), 'Aging Summary' (a table of overdue balances), and 'Payment History' (with last payment date and amount). The 'Payment Information' section shows a payment amount of '\$ 0.00' and two radio button options: 'Pay full amount' (selected) and 'Pay another amount'. Below this is a credit card selection area showing a card ending in 4678, expiring 07/2020, with a 'Click to use card' button and an 'Add New Credit Card' link. The 'Complete your payment' section includes an 'Email receipt to:' field, a 'Payment Notes' text area, and a checkbox for agreeing to the 'Payment Policy'. At the bottom, there are 'Cancel Payment' and 'Process Payment' buttons, with a 'Thank You' message and a note to click the 'Process Payment' button to complete the payment.

Aging Summary		
Balance Overdue Less Than 30 Days	\$0.00	
Balance Overdue 30 Days	\$0.00	
Balance Overdue 60 Days	\$0.00	
Balance Overdue 90 Days	\$0.00	
Balance Overdue Over 120 Days	\$0.00	
Total Amount Due Now:	\$0.00	

Payment History	
Last Payment Date:	1/13/2020
Last Payment Amount:	\$12.03

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HELP GUIDE: LINKING ACCOUNTS

CUSTOMER PORTAL | DOWLER-KARN WEB

www.dowlerkarn.com

HOW TO LINK ADDITIONAL ACCOUNTS

Linking accounts can be used if you have more than one account. If you have a personal and business account you can link them to have access to both when logging in. (Not: Only locations that have different account numbers can be linked, if they have the same account number they can be seen when changing locations in "My Account")

1. Log into your account on the Dowler Karn Customer Portal.
2. Select the "My Profile" tab.
3. In the "Add Additional Account to Login" section enter the last name or business name of the account you are linking.
4. Enter the account number of the account you are linking.
5. Select "Link Account" and your accounts will be linked.

The screenshot displays the 'My Profile' page of the Dowler-Karn Customer Portal. The page features a navigation bar with tabs: Home, My Account, Make Payment, Plan Enrollment, My Profile (highlighted with a red circle and the number 2), Customer Search, and Logout. Below the navigation bar, there are three main sections: 'Update Your Login Username', 'Change Your Password', and 'Switch Invoice & Statement Format'. The 'Add Additional Accounts to Login' section is at the bottom and contains two input fields: 'Last Name' (with a red circle and the number 3) and 'Account Number' (with a red circle and the number 4). Below these fields is a 'Link Account' button (with a red circle and the number 5).

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HELP GUIDE: PASSWORD CHANGE

HOW TO CHANGE YOUR PASSWORD

1. Log into your account on the Dowler Karn Customer Portal.
2. Select the “My Profile” tab.
3. In the “Change Your Password” section, enter the new password you want to use in the first field. *(Note: The password must be at least 8 characters long and contain the following: At least 1 digit from 0-9, at least one lowercase letter and at least one uppercase letter)*
4. Re-enter the password in the next field.
5. Select “Save Password” and your password will be updated.

The screenshot displays the 'My Profile' section of the Dowler Karn Customer Portal. At the top, there are logos for Esso, Dowler-Karn (PROPANE • FUELS • LUBRICANTS), and Mobil. A navigation bar includes links for Home, My Account, Make Payment, Plan Enrollment, My Profile (highlighted with a red circle and the number 2), Customer Search, and Logout. Below the navigation bar, the 'My Profile' section is divided into several sub-sections:

- Update Your Login Username:** Contains two input fields for 'New Email Address/Username' and 'Confirm New Email Address/Username', with 'Clear' and 'Update Email' buttons.
- Change Your Password:** Contains two input fields for 'New Password' (with a red circle and the number 3) and 'Confirm Password' (with a red circle and the number 4). Below these fields are 'Clear' and 'Save Password' (with a red circle and the number 5) buttons.
- Switch Invoice & Statement Format:** Contains two dropdown menus for 'Invoice Format' and 'Statement Format' (both set to 'E-Mail'), an 'E-Mail Confirmation To:' field, and a 'Save Invoice Format' button.
- Add Additional Accounts to Login:** Contains two input fields for 'Last Name' and 'Account Number', with a 'Link Account' button.

HELP GUIDE: USERNAME/EMAIL CHANGE

HOW TO CHANGE YOUR USERNAME/EMAIL

1. Log into your account on the Dowler Karn Customer Portal.
2. Select the “My Profile” tab.
3. In the “Update Your Login Username” section, enter the new email you want to use in the first field. (Note: this will change your log in username to the new email)
4. Re-enter the email in the next field.
5. Select “Update Email” and your email/username will be updated.

The screenshot displays the 'My Profile' page of the Dowler-Karn Customer Portal. At the top, there are logos for Esso, Dowler-Karn (Propane - Fuels - Lubricants), and Mobil. A navigation bar includes 'Home', 'My Account', 'Make Payment', 'Plan Enrollment', 'My Profile', 'Customer Search', and 'Logout'. The 'My Profile' section is highlighted with a red circle '2'. Below this, the 'Update Your Login Username' section is shown. It features two input fields: 'New Email Address/Username' (with a red circle '3') and 'Confirm New Email Address/Username' (with a red circle '4'). There are 'Clear' and 'Update Email' buttons (with a red circle '5') below the fields. The 'Change Your Password' section has 'New Password' and 'Confirm Password' fields with 'Clear' and 'Save Password' buttons. The 'Switch Invoice & Statement Format' section has dropdown menus for 'Invoice Format' and 'Statement Format' (both set to 'E-Mail'), an 'Email Confirmation To' field, and a 'Save Invoice Format' button. The 'Add Additional Accounts to Login' section has 'Last Name' and 'Account Number' fields with a 'Link Account' button.

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HOW TO CHANGE YOUR INVOICE & STATEMENT FORMAT

1. Log into your account on the Dowler Karn Customer Portal.
2. Select the “My Profile” tab.

In the “Switch Invoice & Statement ” section you can change the format in which you receive your statement or invoice.

- **Paper:** A paper copy is mailed to your billing address. (Not: May take additional business days to reach you)
 - **Email:** An electronic copy is emailed to you as soon as the billing period is closed or invoice is posted.
 - **Both:** You receive a paper copy via mail and an electronic copy via email.
3. Select how you would like to receive invoices.
 4. Select how you would like to receive statements.
 5. If you want an email confirmation of your change check the box.
 6. Enter the email you want the confirmation sent to.
 7. Select “Save Invoice Format” and your choices will be updated.

The screenshot shows the 'My Profile' page of the Dowler-Karn Customer Portal. At the top, there are logos for Esso, Dowler-Karn (Propane - Fuels - Lubricants), and Mobil. Below the logos is a navigation bar with tabs: Home, My Account, Make Payment, Plan Enrollment, My Profile (highlighted with a red circle '2'), Customer Search, and Logout. The 'My Profile' section contains three main areas: 1. 'Update Your Login Username' with fields for 'New Email Address/Username' and 'Confirm New Email Address/Username', and buttons for 'Clear' and 'Update Email'. 2. 'Change Your Password' with fields for 'New Password' and 'Confirm Password', and buttons for 'Clear' and 'Save Password'. 3. 'Switch Invoice & Statement Format' with dropdown menus for 'Invoice Format' (set to 'E-Mail', highlighted with a red circle '3') and 'Statement Format' (set to 'E-Mail', highlighted with a red circle '4'). Below these are a checkbox for 'I Email Confirmation to:' (highlighted with a red circle '5') and a text field for the email address (highlighted with a red circle '6'). A 'Save Invoice Format' button is highlighted with a red circle '7'. At the bottom, there is an 'Add Additional Accounts to Login' section with fields for 'Last Name' and 'Account Number', and a 'Link Account' button.

HELP GUIDE: ADDING A CREDIT CARD

HOW TO ADD CREDIT CARDS ON CUSTOMER PORTAL

1. Log into your account on the Dowler Karn Customer Portal.
2. Select the “My Account” tab and select “Account Info”.
3. Any credit cards will be listed under “Payment Info”. If the credit card you would like to use isn’t listed, select “Add New Credit Card”.
4. Select the type of credit card. *(We do not accept American Express)*
5. Enter the card number.
6. Enter the expiry date on the card.
7. If you want this to be the primary card, check the box (optional).
8. Enter the billing address that is associated to the credit card. *(Note: This may be different from the billing or location address on your account)*
9. Select “Add Credit Card” and your card will now be saved to your customer portal account.

Account # 10858

Total Amount Due: \$0.00

Pay Now

Aging History	
Current:	\$0.00
30 Days:	\$0.00
60 Days:	\$0.00
90 Days:	\$0.00
120 Days:	\$0.00

Your last payment of \$12.02 was posted on 1/13/2020

Payment Information

Credit Cards on file:

• Add New Credit Card

Payment Information

Credit Cards on file:

• Add New Credit Card

Enter Credit Card Information

Card Type: Visa

Card Number: Card Number

Expiration Date: 01 2020

Set as primary payment method?
Checking this box will change the payment method used if you are signed up for auto billing.

Billing Address for the Card

First Name Last Name

Address number Street Name

City Prov. Postal Code

Cancel Add Credit Card

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