



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 two dropdown menus: 'Invoice Format' (set to 'E-Mail' with a red circle 3) and 'Statement Format' (set to 'E-Mail' with a red circle 4). Below these are a checkbox for 'I Email Confirmation to:' (with a red circle 5) and a text input field for the email address (with a red circle 6). A 'Save Invoice Format' button (with a red circle 7) is located below the checkbox. At the bottom of the page is the 'Add Additional Accounts to Login' section with fields for 'Last Name' and 'Account Number', and a 'Link Account' button.