



# HELP GUIDE: MAKING A PAYMENT

CUSTOMER PORTAL | DOWLER-KARN WEB

[www.dowlerkarn.com](http://www.dowlerkarn.com)

## 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 Dowler-Karn Customer Portal interface. 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 (highlighted with a red circle 2), Plan Enrollment, My Profile, Customer Search, and Logout. Below the navigation bar, there is a section for "Account Information" with three sub-sections: Billing Account (blacked out), Aging Summary (a table showing balance owed by days), and Payment History (showing last payment date and amount). The "Payment Information" section has a dropdown for the amount to pay (set to \$ 0.00) with radio buttons for "Pay full amount" (highlighted with a red circle 3) 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 (highlighted with a red circle 4) and an "Add New Credit Card" link. The "Complete your payment" section includes an "Email receipt to:" field (blacked out), a "Payment Notes" text area (highlighted with a red circle 5), and a checkbox for "I agree to the Payment Policy" (highlighted with a red circle 6). At the bottom, there are "Cancel Payment" and "Process Payment" buttons (the latter highlighted with a red circle 7), and a "Thank You" message.

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

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

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