

FAQS:

Q: Can I get my invoice as an email attachment?

A: For security reasons we cannot send out your invoices as email attachments. However, you can opt to receive 'QuickView' links via email which will take you directly to those invoices. You will need to log in to view them. Set these preferences in the 'user profile' section of **myinvoice**.

Q: How do I print my invoice?

A: To print a single invoice, find the invoice you want to print and use the 'get PDF' button at the bottom right of the screen. You can then save or print the PDF image.

If you'd like to print the summary information on your invoices or deliveries, you can use the 'export to excel' button in the bottom right corner of any summary screens. This exports the information into excel so you can save or print as desired.

If you have a large number of invoices, you may want to print them all off at once rather than printing them individually. The 'invoice bundle' functionality in **myinvoice** allows you to access a zip file with a number of invoice PDF images which can be downloaded and printed. To register for this go to your 'user profile' section of **myinvoice** and select 'invoice bundle'. You will receive an e-mail with a link to the zip file when it is produced. This file will be available for 14 days from the date the email notification was issued. After this time, you will need to view your invoices using the 'open invoices' section.

Q: Where are the bank details I need to pay my invoice?

A: Payment instructions appear at the bottom of every invoice on Air BP's **myinvoice**.

Q: Can I link **myinvoice** to my bank account so the payment can be made as soon as I authorise it?

A: No, this functionality is not available at the moment.

Q: How can I see the price I have paid for fuel?

A: Each invoice in Air BP's **myinvoice** displays fuel information in the 'product' section underneath the 'deliveries'. Here you can see the product name, the price, the quantity delivered and the total value.

Q: Where can I see the total amount outstanding?

A: You can view a summary of the total amount outstanding in the 'account summary' section of Air BP's **myinvoice**. Choose the account you wish to view and click 'search'. If you only have one account, this field will be automatically populated. A summary of all items on this account appears in the header of this page. If you want to close the summary to make the invoices and additional open items easier to access, you can select 'hide header'. If you'd prefer to view invoices across all of your accounts, select 'customer name' from the dropdown. In the next dropdown select the customer name you wish to view. Don't forget to click 'search'. All accounts under that name are displayed below. You can then export this information to excel using the button at the bottom of the screen.

Q: How can I tell which are new invoices?

A: If you have selected the new invoice alert email you will receive an email notifying you of new invoices. You can also view all unpaid invoices in the 'open invoices' section, and filter by date range if you want to only see invoices posted to your account since your last check.

FAQS:

Q: Can I see each month individually?

A: Yes. Using the 'account summary', 'open invoices' or 'invoice search' sections of **myinvoice**, you can filter by the month you wish to view.

Q: Can I change my username?

A: No. We will provide you with a unique username which is fixed. You can change users on request. Use the 'contact us' button at the top right of every **myinvoice** screen to tell us of any changes you require.

Q: Can I add a new user?

A: You can change or add users on request. Use the 'contact us' button at the top right of every **myinvoice** screen to tell us of any changes you require.

Q: Can I pay monthly?

A: To discuss new payment terms, please speak to your account manager or collector, or use the 'contact us' link in the top right corner of every screen.

Q: Can I see a statement?

A: The 'account summary' section allows you to view the total balance on your account, and any overdue balance.

Q: How can I get the system to remember my log in details?

A: If you're on a dedicated computer, you can ask your browser to remember your log in details. Your browser will usually prompt you to agree to this when you enter your log in details.

Q: Can I choose which order my invoices display in?

A: Yes. The headers of each table can all be modified to suit your preferred view by clicking on the arrow that appears when you roll over it. An example of this would be: In the 'open invoices' section of **myinvoice**, the invoices nearest to their due date automatically display at the top. You can reverse this by clicking the arrow in the header of the 'invoice date' column.

Q: How will I know that my invoices are available online?

A: If you'd like to receive an email when new invoice data has been posted onto your account, you can set this preference in the 'user profile' section of **myinvoice**. Next to the 'invoice notification' line, select 'new invoice(s)'. You will be sent an email as soon as a new invoice is posted to your account and you will need to log in to view these invoices. Make sure you click 'save profile' when making changes to your user profile.

FAQS:

Q: Can I be notified when I get a new invoice?

A: Yes. If you'd like to receive an email when new invoice data has been posted onto your account, you can set this preference in the 'user profile' section of **myinvoice**. Next to the 'invoice notification' line, select 'new invoice(s)'. You will be sent an email as soon as a new invoice is posted to your account and you will need to log in to view these invoices. Make sure you click 'save profile' when making changes to your user profile.

You can also opt to receive an email with direct links to these PDF invoice images on the **myinvoice** system. This is called a 'QuickView' and can be selected within the 'user profile' section of **myinvoice**. These links are sent at 6pm GMT each day. You will still need to log in to see these PDF invoice images, but you will receive a separate link for each PDF which takes you directly to the specific invoice PDF, saving you time. These links remain valid for 14 days. If you receive a lot of invoices, you may find it easier to view all of your new PDF invoice images in one bundled zip file. You can also select this bundle option in the 'user profile' section. Don't forget to click 'save profile'. You will receive email notification when this bundle file is available. Click on the link in the email to access your bundle. You will need to be logged in and the link will take you straight to the bundles section where you can view or download the zip file.

Q: How can I see the filling date and amount of litres?

A: Each invoice in Air BP's **myinvoice** displays delivery detail in the 'deliveries' section underneath the main header. Here you can see delivery number, delivery date, product name, quantity delivered and invoiced, flight number, your aircraft reg and card number.

Q: How can I update my company name?

A: Use the 'contact us' button at the top right of every **myinvoice** screen to tell us of any changes you require.

Q: I pay by direct debit, can I switch off payment reminder emails?

A: Yes. Go to the 'user profile' section of Air BP's **myinvoice** and in the 'invoice notifications' line make sure that the 'payment reminder' box is NOT ticked. You will no longer receive payment reminder emails.

Q: Is there a **myinvoice** mobile app?

A: There is no mobile app currently available. It is something we are considering adding in the future.

Q: How can I stop receiving paper invoices?

A: If you are still receiving paper invoices it is because some of the countries we operate in still require paper invoicing for tax reasons. This applies to supply sales in Brazil, Georgia, Greece, Turkey, Albania and Namibia. In the case of invoices from these countries a paper copy will be sent and the online image will say "COPY".

For purchases in Poland invoices will not appear on Air BP **myinvoice** and will be sent by post.

You should not be receiving paper invoices for anywhere else in the world. If you think you're getting unnecessary paper invoices, please use the 'contact us' link in the top right corner of every screen in Air BP's **myinvoice** to let us know what's happening.

FAQS:

Q: How will I know when payments are due?

A: In the 'user profile' section of Air BP's **myinvoice**, select 'payment due reminder' if you want to be reminded by email when invoices are approaching their due date. You can specify how many days before the due date you would like that email reminder to be sent to you. You can choose any number between 1 and 30 days prior to the invoice due date. By selecting this option you will also get reminders if any of your invoices become overdue. Click 'save profile'.

Q: Who can I speak to if I have a problem?

A: If you have any queries or concerns please use the 'contact us' link in **myinvoice**. Alternatively you can e-mail us at 'AirBPmyinvoice@bp.com', or you can speak to your Air BP account manager or collector.

Q: Does Air BP 'myinvoice' meet local tax regulations for electronic invoicing?

A: Air BP has sought expert tax advice and has met the requirements advised, however if you have any doubts please make your own tax consultation.

Q: My tax department says they need a 'qualified digital signature' - does 'myinvoice' provide this?

A: Yes. Where a qualified digital signature is required for tax reasons we are providing this. This requirement is by country of supply. For all other countries a digital signature is provided.

Q: How can I get a new Air BP Sterling Card?

A: For any additional card requirements contact your account manager or follow the link on our newsletter.
