

United Petroleum Products is Transitioning to Columbia Fuels!

Welcome to the Columbia Fuels family! On March 1, 2012 United Petroleum Products will be transitioning to the Columbia Fuels brand. United Petroleum and Columbia Fuels are sister companies in the Parkland Fuel Corporation family. We are extremely excited to bring these two brands together under one name and will now be able to serve our customers with an expanded delivery fleet, more products and services and increased customer service staff. A billing system upgrade will also take effect on March 1, 2012. This upgrade will result in clear, more concise invoices and statements plus some new billing options and changes.

Even though starting March 1st you will be a Columbia Fuels customer, you may notice some United Petroleum trucks still on the road. Rebranding all our equipment will take some time, so please bear with us. We are hoping to have all our vehicles branded with Columbia Fuels as soon as possible.

Important Customer Information

Our Staff

The United Petroleum staff is also making the transition to Columbia Fuels. You will be greeted with the same helpful customer service team in the office and on the phone.

New Invoices

After March 1st, your invoices will look different. A detailed example of each invoice is included on the following pages.

New Billing Option

For those customers with more than one account, you can now combine them and receive one statement. Contact us at 1-866-677-0777 to find out how!

New Account Numbers

A two digit prefix, 87, will be added to your existing account number to facilitate our system upgrade. For example:

Old Account Number: 123456
New Account Number: 87123456

Cardlock Cards

Your United Petroleum cardlock cards will continue to work as normal. There is no need to request a new card or change your PIN.

Please note: The cardlock systems are not integrated at this time, so your cardlock cards will not work at Columbia Fuels cardlock locations on Vancouver Island or the Sunshine Coast (Powell River & Sechelt). Stay tuned!

Cardlock Invoicing

Cardlock accounts will be billed on the 15th and the last day of every month.

Our Products & Services

We may be changing our brand, but all our products and services will remain the same. We will continue to carry the full line of 76 Lubricants and all the diesel and gas products that are currently offered.

Payment Options

NEW DETAILS! Credit Card: Pre-authorized credit card payment will be available. You can choose the 8th or 25th of each month for processing your payment. You can also call your local branch to make credit card payments over the phone.

Automatic Debit: Pre-authorized automatic debit is quick and easy.

Electronic Funds Transfer (EFT): Transfer payments directly into our account.

NEW DETAILS! Online/By Telephone: If you pay your bill online or using telephone banking, your payee will need to be changed to Columbia Fuels plus you'll need to add your new account number.

At Branch: You can pay directly at our local branch offices in Burnaby, Kamloops and Williams Lake.

NEW DETAILS! By Mail: If you prefer to mail your payment, make your cheque payable to **Columbia Fuels** and send to the following remittance address:

Columbia Fuels
2659 Douglas Street, 2nd Floor, Victoria, BC V8T 5M2

Contact Us

If you have any questions or concerns regarding any of the changes stated above, please give us a call at 1-866-677-0777, email us at info@columbiafuels.com or contact your sales representative.

A Little About Columbia Fuels

Much like United Petroleum, Columbia Fuels prides itself on excellent customer service and keeping operations in the communities they serve. **Visit www.columbiafuels.com to learn more!**

Cardlock Invoice Example

COLUMBIA FUELS

Phone: 1-866-677-0777 Fax: (250)474-4645
HST# 10174 5552 RT0001

How to
contact us

INVOICE

Account Number **87000001** CUSTOMER NAME
CUSTOMER BILLING
ADDRESS

Date of billing: 12/31/2011
INVOICE NUMBER **401408**
Page no: 1

Your NEW
account number

Your invoice
number

Transaction details for card: **54321** Your cardlock
card number
Product purchased: Diesel Clear

DATE	TIME	SITE	UNIT	ODOM	PRICE	FET	FUEL TAX	BCC	TOTAL PRICE	VOLUME	AMOUNT
12/19/2011	09:33	Burnaby			0.9120	0.0400	0.2400	0.0639	1.2559	100.60	126.34
TOTAL OF PRODUCT										100.60	126.34
TOTAL FOR CARD 54321										100.60	126.34

NEW option

Transaction details for card: **54322**
Product purchased: Regular Clear

DATE	TIME	SITE	UNIT	ODOM	PRICE	FET	FUEL TAX	BCC	TOTAL PRICE	VOLUME	AMOUNT
12/19/2011	19:18	Burnaby			0.9120	0.0400	0.2350	0.0559	1.2166	19.96	24.28
12/23/2011	21:03	Burnaby			0.9120	0.0400	0.2350	0.0556	1.2516	112.43	140.72
12/31/2011	09:01	Burnaby			0.9120	0.0400	0.2350	0.0556	1.2486	130.01	162.33
TOTAL OF PRODUCT										262.40	327.33
TOTAL FOR CARD 54322										262.40	327.33

363.00 453.67
HST 22.68

TOTAL 476.35

*INCLUDES BRITISH COLUMBIA URBAN TRANSIT TAX AND BC MOTOR FUEL

Remit to:
2659 Douglas Street, 2nd Floor,
Victoria, BC, V8T 5M2

Please note the NEW
remittance address

www.ColumbiaFuels.com

Delivered Fuel Invoice Example

COLUMBIA FUELS

Phone: 1-866-677-0777 Fax: (250)474-4645 [How to contact us](#)
 HST# 10174 5552 RT0001

INVOICE

SOLD TO:

Customer name
 Customer billing address

DELIVERED TO:

Customer name
 Customer delivery address

Your invoice number

Your NEW account number

NEW option

Region: 22

Your region

Invoice #	Account #	Your PO #	Invoice Date	FET Licence #	Provincial Tax #
654321	87123456	56789	12/08/2011		

Item No.	Description	Quantity	Base Price	FET	MFT	BCU	BCC	Unit Price	Amount
04	04 - Unleaded	26597.0	0.7830	0.1000	0.0850	0.1500	0.0556	1.1736	\$31,214.24
		Total litres delivered	Price per litre before taxes					Price per litre including all taxes except HST	Dollar amount excluding HST

Comments:

Any additional information you'd like added to your invoices, for example your contact number

Subtotal	\$31,214.24
HST	\$1,560.71
TOTAL	\$32,774.95

Your final transaction details

Remit to:
 2659 Douglas Street, 2nd Floor,
 Victoria, BC, V8T 5M2

Please note the NEW remittance address

www.ColumbiaFuels.com

Lubricant Invoice Example

Columbia Fuels lubricant purchases will be billed per litre, not per package. Please make note of this change.

COLUMBIA FUELS

Phone: 1-866-677-0777 Fax: (250)474-4645
HST# 10174 5552 RT0001

How to contact us

SOLD TO:

Customer name
Customer billing address

DELIVERED TO:

Customer name
Customer delivery address

Your invoice number
Your NEW account number

Region: Your region

Invoice #	Account #	Your PO #	Invoice Date	FET Licence #	Provincial Tax #
123456	87000001		12/20/2011		

Item No.	Description	Quantity	Base Price	FET	MFT	BCU	BCC	Unit Price	Amount
USATFP	Super ATF 1X20	20	2.500					2.500	50.00
EHC	EHC - Lube & Container	20	0.1500					0.1500	3.00
URT2T	76 Red Tac EP2 10x1 Tubes	10	4.1320					4.1320	41.32
U7590K	MP 75W90 Gear Oil 1x54.5	54.5	9.8500					9.8500	536.83
EHC1	EHC1 - Product Only	54.5	0.0500					0.0500	2.73
US1030	Syn Blend 10W30 PCMO 12x0.946	11.4	5.2000					5.2000	59.28
EHC	EHC - Lube & Container	11.4	0.0500					0.1500	1.71

Product code
Environmental handling charge
Product description

Base Price is price per litre before taxes
EHC is charged per litre

Quantity in litres

Unit Price is the full price per litre before HST.

Amount is the purchase price of the product before HST.

Comments:
Customer Phone Number: (555) 555-5555

Any additional information you'd like added to your invoices, for example your contact number

Subtotal	\$694.87
HST	\$83.38
TOTAL	\$778.25

Remit to:
2659 Douglas Street, 2nd Floor,
Victoria, BC, V8T 5M2

Please note the NEW remittance address

www.ColumbiaFuels.com