



MY MERCHANT ID:

LET'S GET CONNECTED.

THE AVFUEL HUB: TRAINING RESOURCES



GENERAL MERCHANT SUPPORT SERVICES

creditcards@avfuel.com

+1 734-663-6466 | 800-521-4106

AVFUEL HUB SUPPORT

theavfuelhub@avfuel.com

866-720-3797

CONTRACT FUEL OPERATIONS, AUTHORIZATIONS, SALES AND CARDHOLDER INQUIRIES

contractfuel@avfuel.com

+1 734-272-4114

We've created a variety of easily accessible Avfuel Hub resources to help you navigate the system but the Avfuel Hub support team is always here to help. Simply refer to the contact information in this booklet to find the appropriate department.

TRAINING WEBINARS



Need a refresher? Avfuel Hub users are always welcome to join the free training webinars, even if you've already participated. This complete system walk-through is also highly recommended to introduce new FBO staff to the Avfuel Hub.

Sign up:
Visit www.avfuel.com/theavfuelhubwebinar to register.

ONLINE MANUAL



The complete Avfuel Hub manual, including detailed step-by-step instructions for all transaction types and processes on the Avfuel Hub, is accessible both through the nav bar when logged into the system and online.

Find it:
Log into the Avfuel Hub and click the HUB HELP tab or go to: www.avfuel.com/theavfuelhubmanual

TECHNICAL SUPPORT



The Avfuel Hub technical support team is ready to talk you through any process or answer any question. Pick up the phone or shoot us an email- we're happy to help.

Contact us:
+1-913-217-9368
866-720-3797
theavfuelhub@avfuel.com



KEY FEATURES

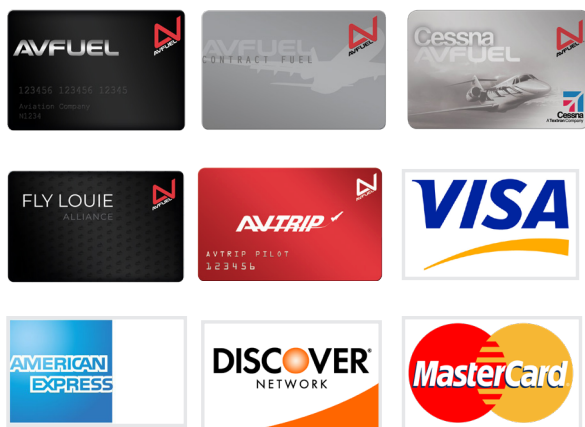
STREAMLINE OPERATIONS

The Avfuel Hub centralizes and streamlines everything about selling fuel, products, and services at your FBO. The Avfuel Hub is user-friendly, feature-rich, and intended to be an easy tool for all levels of FBO staff to work with.

CORE FEATURES

- » Electronic processing of all transactions (sales, voids, credits, post-authorizations)
- » Easy customer look-up by name, tail number or card type
- » Customer profile directory to store important customer data and preferences
- » Minimal steps and pre-populated data for quick processing
- » Print and email receipt options
- » Create on-demand reports
- » Manage customer data
- » International processing capabilities
- » PCI (Payment Card Industry) Compliant which improves your credit card security
- » Inventory Management

ELECTRONIC PROCESSING

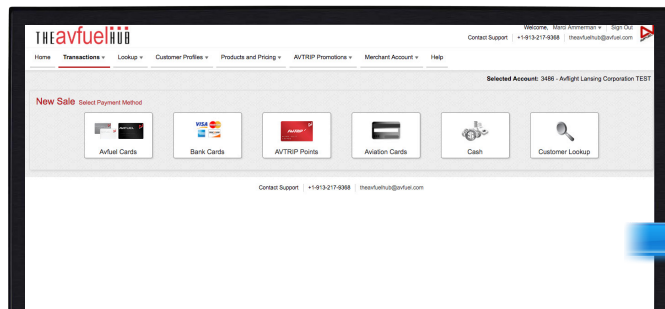


- » Avfuel Payment Cards / Avfuel Contract Fuel
- » American Express
- » Avcard
- » Cash
- » Discover
- » Government Air Card
- » MasterCard
- » Third Party Aviation Cards
- » U.S. Bank -Multi Service Aviation Card
- » Visa

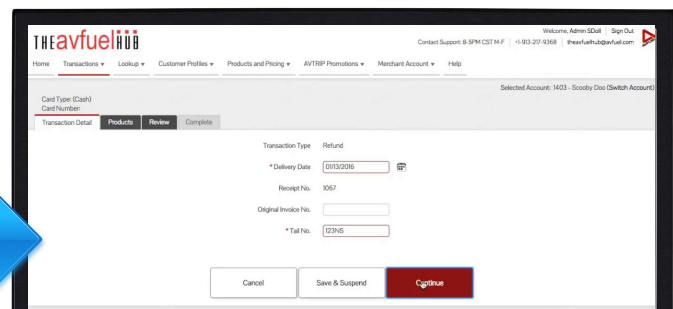
QUICK STEPS TO COMPLETE A TRANSACTION

Avfuel's easy-to-follow organization, uncluttered design, and features such as bright colors and large buttons effortlessly guide users through the necessary steps to complete any transaction.

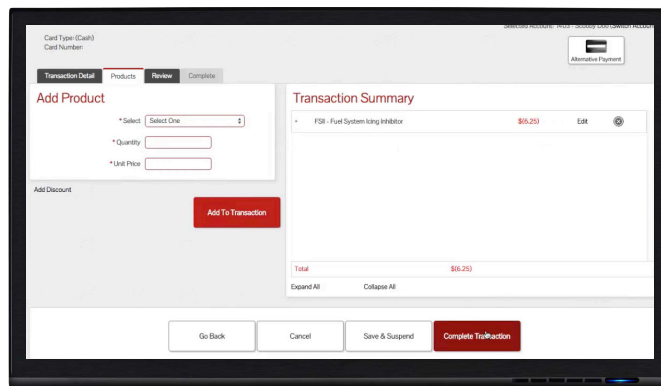
1. Select payment type



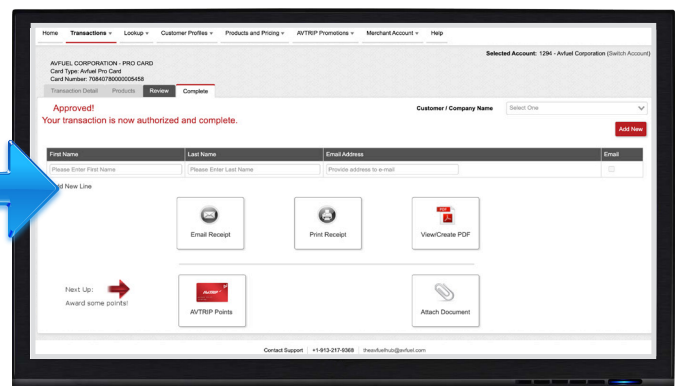
2. Enter customer information or confirm pre-populated



3. Enter products



4. Print or email receipts, attach documents and

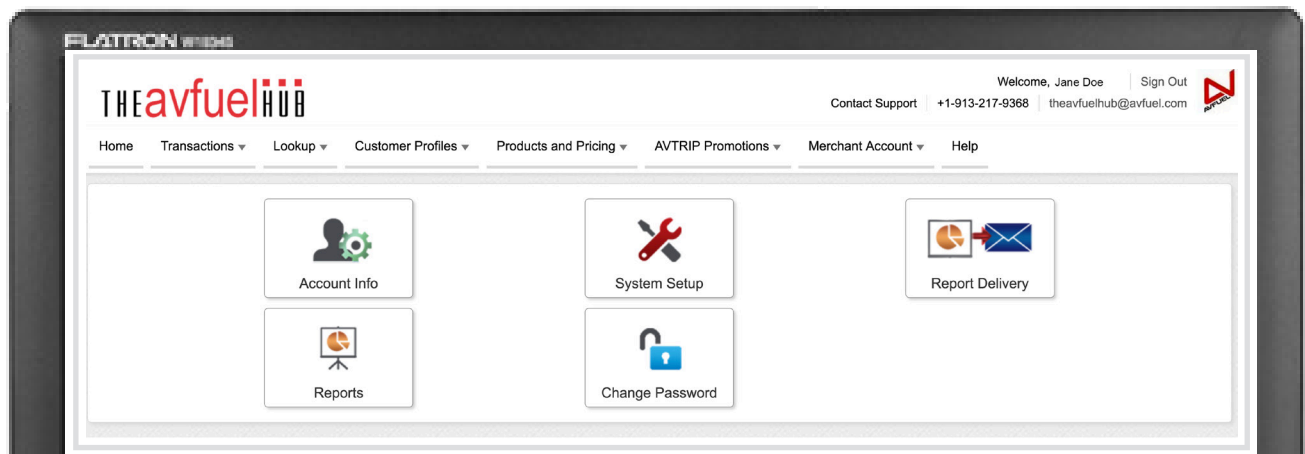
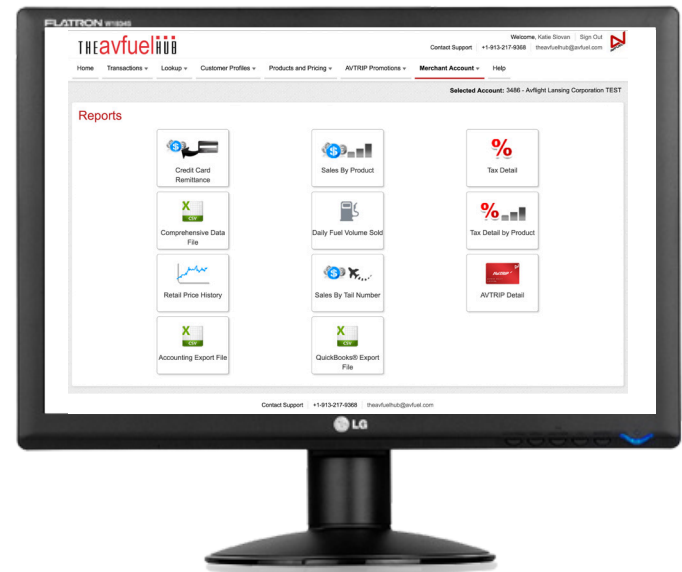


COMPLETE!

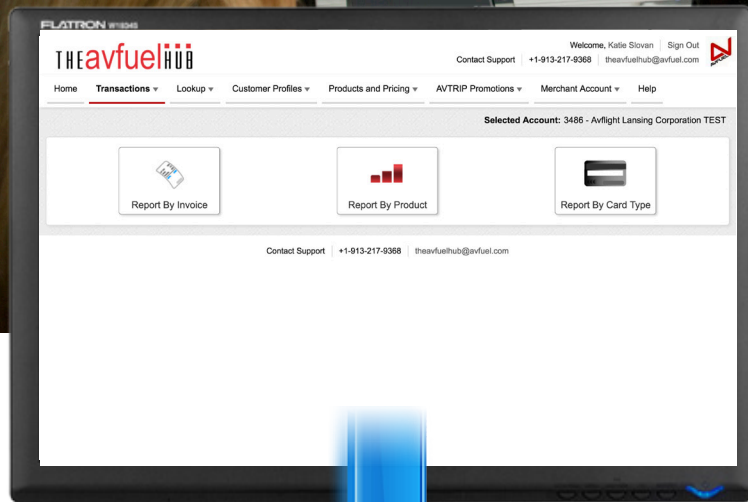
KEY FEATURES: DATA & REPORTING

HELPFUL SOLUTIONS FOR MANAGERS

- » One portal/single sign-on for all transactions and reports
- » Quickly look up customers or invoices
- » Review transaction history and batches for reconciliation
- » Simple pricing set-up for fuel and products
- » Flexible options for applying discounts, adjusting taxes, adding products and more



- » Maintain customized price profiles for specific customers and customer groups
- » Develop tiered pricing levels with per-gallon discounts
- » Pre-define up to fifteen miscellaneous products to your specifications
- » Multiple user-access levels
- » Automated settlements



FLEXIBLE REPORTING OPTIONS

- » Remittance reports for easy analysis and reconciliation
- » On-demand reports for streamlined tax reporting and sales analysis
- » Consolidated and individualized reports for multiple locations
- » Next-day credit card rejection reports
- » Exportable data for download into accounting software
- » QuickBooks® export file
- » Pre-batch reports for review

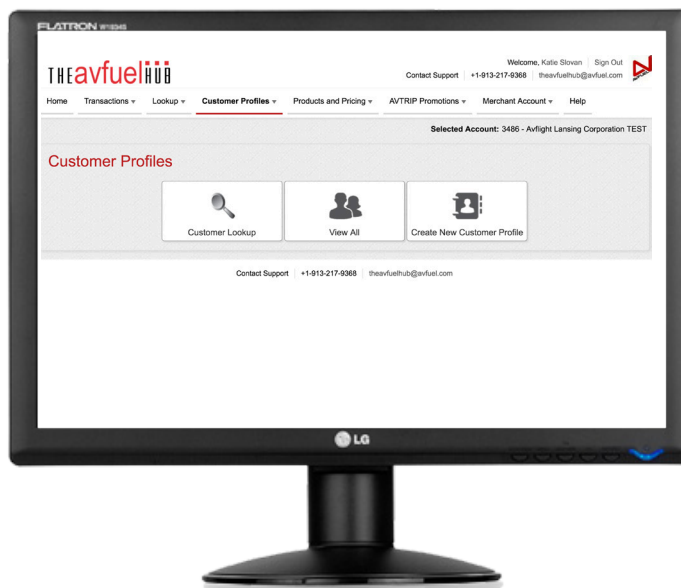
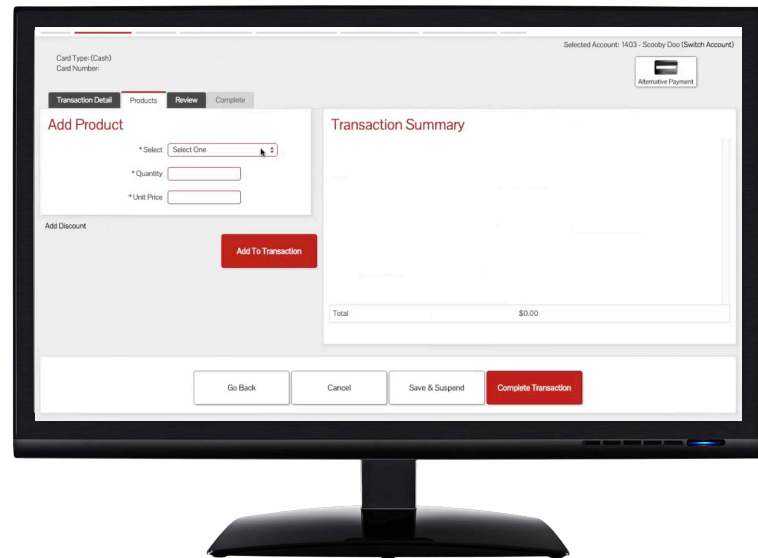
KEY FEATURES: AVFUEL PROGRAMS

AVTRIP INTEGRATION

- » Award points effortlessly
- » Easy member look-up
- » Data from fuel sales populates automatically
- » Avfuel promotions automatically applied
- » Create and track your own AVTRIP promotions
- » Split AVTRIP points between members

CONTRACT FUEL INTEGRATION

- » Avfuel Contract Fuel Pre-Authorizations are sent directly to the Avfuel Hub
- » Start a transaction from a Pre-Authorization
- » Avfuel card account lookup



MANAGE CUSTOMER DATA

- » Capture and store customer information
- » Look-up by name, tail number, aircraft and card type
- » Note specific preferences
- » Attach documents



**LOOK UP CUSTOMER OR
SWIPE CARD**



**PROCESS TRANSACTIONS
IN SECONDS**



PRINT OR E-MAIL RECEIPTS

FBO RESOURCES: DISPUTES & CHARGEBACKS

WHAT YOU NEED TO KNOW

While ideally every transaction would process without complication, understanding how to handle a dispute or chargeback is important for every FBO to better prepare for either situation and respond accordingly. Below is a summary Avfuel's merchant support team compiled so customers can know what to expect when faced with a dispute or chargeback. Should you have any other questions, please do not hesitate to reach out to Avfuel at 734-663-6466.

DISPUTES

What is a dispute?

A dispute occurs when a customer questions a transaction registered to their account. This may be because the customer feels the charge was unauthorized, the charge was excessive, there was a failure by the merchant to deliver the product, the product was defective, the customer was dissatisfied with the product, or an error in billing.

How should I handle a dispute?

- » Ensure the right email address is on file with Avfuel for whomever should receive dispute notifications to avoid a delay in response time. Additionally, please keep our team abreast of personnel changes.
- » Once you receive a dispute, Avfuel suggests acknowledging receipt of the email if you're unable to reply promptly in order to avoid unnecessary follow-up emails.
- » Gather the requested documentation and any additional backup that may help verify the transaction; provide these items to the support member who requested them prior to the deadline specified in the dispute. (Tip: Keep these items easily accessible for at least 30 days from the settlement.)
- » Maintain clear communication with your support team if you're unable to provide the requested documentation or if you're unable to meet the deadline; there are times when the support team can request an extension or try to help in other ways, if needed.
- » Please understand that neither Avfuel nor MSTs are the deciding parties when it comes to disputes; to ensure a favorable outcome, the requested documentation must be provided by you, the merchant, not by a third party (e.g., Avfuel and MSTs, which do not have access to receipts and cannot provide settlement details).
- » If able, contact the customer regarding the dispute directly. Sometimes, a dispute is just due to some confusion that can be cleared up with a phone call—in that case, you can request they cancel the dispute. (Note: Only the cardholder can cancel a dispute once it's initiated.)

Please note that video footage of the transaction can be sent in addition to the requested documentation, but it will not be accepted as a replacement for the requested documentation.

CHARGEBACKS

What is a chargeback?

A chargeback is when a bank reverses a payment from a customer's account to a merchant (think: a refund without returning the good or service). This occurs when a card-issuing bank finds a dispute substantiated or a discrepancy in settlement details. Here's what you should know about chargebacks:

- » It is up to the discretion of the card-issuing bank if there is an opportunity for merchant recourse where fraud is detected. Please refer to Avfuel's guide on best practices for manual and post authorizations to help avoid chargebacks when a card cannot be securely swiped.
- » If a chargeback is issued for non-compliance or the bank does not receive a response from the merchant when notified of the dispute, the card-issuing bank does not typically allow for a second chance at recourse; however, this is also up to the card-issuing bank.
- » Once a chargeback is issued, the only way for you, the merchant, to recoup funds is to take civil action in a court of law—please note that neither Avfuel nor MSTs can initiate this for the merchant.

TIPS TO REDUCE THE RISK OF CHARGEBACKS

- » **Swipe the card.** Keyed transactions are more susceptible to chargebacks and cost you more.
- » **Know your customer.**
 - Check the front and back of the card to make sure the card is issued to the person that signed it.
 - Check a government-issued ID (e.g., driver's license) to confirm they are the legitimate card owner.
 - Record the tail number of the aircraft.
 - When possible, verify your customer's identity, billing address and business (if applicable) prior to processing a high-ticket item or sizeable order by use of an official ID or Google search.
- » **Have a camera at all locations that process transactions, including self-serve units.** Video footage can be submitted with other backup in case of a chargeback.
- » **Always provide a receipt.** A receipt is a record of the transaction for both you and your customer. Having a receipt available can help a buyer recall what a charge was for. When needed, the receipt can be used to challenge a dispute with the customer's bank.
- » **Post your warranty/returns/guarantee policy on work orders.** If a cardholder disputes a charge based on one of these, you can produce the documentation requested by the card issuer, proving that the cardholder was aware of your written policy.
- » **Print phone numbers on receipts.** Make sure your customer knows how to get in touch with you.
- » **Process with the customer present.** If you decide to accept the higher risk of a non-swiped transaction, process it while the customer is still there. [Click here for best practices on manual and post authorizations.](#)

WHAT YOU'LL NEED

THE AVFUEL HUB IS ACCESSIBLE FROM ANY COMPUTER WITH INTERNET AND WEB-BROWSING CAPABILITY.

Browser Requirements:



For maximum operational efficiency, use Google Chrome 10 as your browser for optimal compatibility with the Avfuel Hub. If you are unable to use Google Chrome 10, contact Avfuel to discuss alternative options.

Minimum System Requirements:

Processor: Pentium 4 or later
Free Disk Space: 1.6GB
RAM: 512MB minimum requirement

Your system must possess a USB port. The Avfuel Hub requires an encrypted card swipe (card reader) that can be attached to a computer via a USB port. This will be sent to you in the mail.

The Avfuel Hub requires users to accept session-based cookies. For the best experience, your system should support Javascript.

Most major web browsers are configured to handle these requirements by default - resulting in minimal set-up for this easy-to-use system. *If you need assistance, a dedicated team is available to address any technical support issues and can be reached at 913-217-9368 or 866-720-3797.*





THE avfuel HUB

MY MERCHANT ID:

HELPFUL INFORMATION FOR FBO ACCOUNTING STAFF

THE AVFUEL HUB ENHANCING OPERATIONS AT YOUR FBO



Avfuel is enhancing processing procedures for our FBO customers – **SAY HELLO TO THE AVFUEL HUB!**

The Avfuel Hub allows FBOs to easily process payment transactions using a variety of aviation, contract fuel and bank cards. Additionally, the Avfuel Hub incorporates a number of tools to simplify accounting processes and support reconciliation practices. Following is an outline of the Avfuel Hub's features and reports and how they can assist with streamlining accounting operations.

BEFORE YOU BEGIN...

The Avfuel Hub and all of its reporting features are accessible from any computer with internet and web-browsing capability.

For maximum operational efficiency, use **Google Chrome 10** or **Internet Explorer 8** or higher as your browser. These free, easy-to-use browser ensure compatibility with the Avfuel Hub. If you are unable to use either, contact Avfuel to discuss alternative options.



The Avfuel Hub requires users to accept session-based cookies. For the best experience, your system should support Javascript.

CORE ACCOUNTING FEATURES:

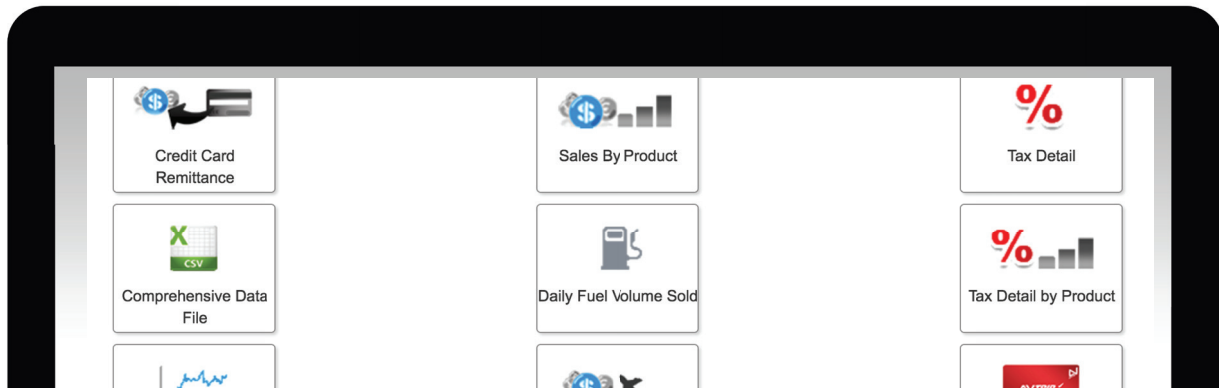
- » Credit Card Remittance reports for easy analysis and reconciliation
- » Next-day card rejection reports
- » Pre and post batch settlement reports
- » On-demand reports for streamlined tax reporting and sales analysis
- » Quick transaction look up
- » Exportable data for analysis or download into accounting software
- » Five user levels providing various degrees of access to designated staff

REPORTS AND FEATURES

AUTO BATCH SETTLEMENT

The Avfuel Hub's easy-to-use auto-settlement feature allows FBOs to establish predefined batch settlement dates and times. Daily settlement by 11pm CST improves cash flow, and for swiped Mastercard and Visa transactions, provides the best opportunity to obtain qualified bank card processing rates.

Merchant Account - System Setup



Note: Verify that transactions have been processed through authorization by reviewing pending transactions prior to settling or by printing batch report(s) prior to settlement.

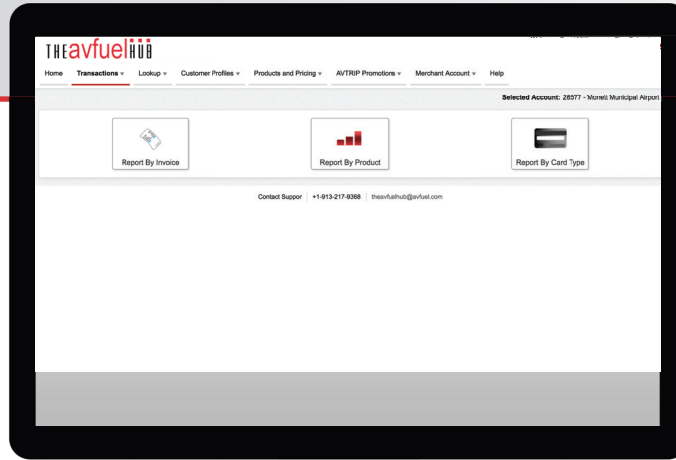

Transactions - Pending

Transactions - Batch Management - View Batch Reports

FLEXIBLE BATCH REPORTING OPTIONS (PICTURED AT RIGHT)

The Avfuel Hub offers three options for batch reporting. Sort by **Invoice** for quick batch settlement reconciliation; by **Product** to record sales and or tax totals; or by **Card Type** to view a summary. Choose the PDF reports that work best for your specific needs. Batch reports can also be viewed in advance of settling a batch.

Transactions - Batch Management - View Batch Reports

Report By Invoice


Avfuel - Batch by Invoice Report
All Invoices (except AVTRIP)
Creation Time: 04/30/2015 12:52:27

Batch No. : 1816
Batch Settlement : 04/30/2015 11:51:57

Receipt	Tail No	Card Type	Fuel Quantity	Total
12460	N443TV	Avfuel Pro Card	350	0.00
12462	N710LD	Avfuel Contract	275	0.00
12463	N710LD	Avfuel Contract	400	218.59
12465	547BY	Avcard	1	48.20
12466	235JP	VISA	28	170.10
12468	311HY	MasterCard	258	11,640.44
12469	2987RS	American Express	189	604.80
12470	CBIT60	AIR Card	210	62.51
TOTAL			1711	12,744.64

** End of Report **

Report by Invoice



Report By Product

Avfuel - Batch by Product Report
Product Totals
Creation Time: 04/30/2015 12:55:24

Batch No. : 1816
Batch Settlement : 04/30/2015 11:51:57


Product	Unit of Measure	Quantity	Total
APU	Each	1	4.50
Avgas 100LL	US Gallon	28	140.00
Cafering	Each	2	145.00
FSII - Fuel System icing inhibitor	US Gallon	400	4.00
Jet A Fuel	US Gallon	190	608.00
Jet A Fuel	US Gallon	1235	0.00
Jet A1 Fuel with FSII Additive	Liter	258	1,186.80
Lavatory Fee	Each	1	50.00
Oil	Each	1	45.00
PS1	Each	1	15.00
Parking Fee	Each	2	40.00
Throughput Fee	Each	1	23.78
TOTAL			2,262.08

Batch No. : 1816
Batch Settlement : 04/30/2015 11:51:57

Taxes	Total
Airport Tax	10,320.00
County Tax	0.09
Customs Duty	35.60
Energy Duty	0.05
Federal LUST	1.45
Federal Tax Avgas	6.10
Flow Fee avgas	0.25
Sales Tax	12.98
TICPE	38.70
TIPP	59.34
VAT	8.00
TOTAL	10,482.56

** End of Report **

Report by Product



Report By Card Type

Avfuel - Batch by Card Type Report
All Card Types (except AVTRIP)
Creation Time: 04/30/2015 12:56:27

Batch No. : 1816
Batch Settlement : 04/30/2015 11:51:57

Card Type	Transaction Type	Count	Fuel Quantity	Total
AIR Card	Retail	0	0	62.51
American Express		1	189	604.80
Avcard		1	1	48.20
MasterCard		1	258	11,640.44
VISA		1	28	170.10
TOTAL		4	476	12,526.05
Avfuel Contract	Avfuel Contract	2	675	218.59
Avfuel Pro Card		1	350	0.00
TOTAL		3	1025	218.59
AIR Card	Air Card Merchant Contract	1	210	0.00
TOTAL		1	210	0.00
TOTAL		8	1711	12,744.64

** End of Report **

Report by Card Type

REMITTANCE RECONCILIATION REPORTS

CREDIT CARD REMITTANCE REPORT

The Credit Card Remittance Report (PDF) is used to reconcile your credit card activity to the Avfuel reimbursement. Accounting staff can match the retail total from a Batch Report to the gross amount shown in the first section, labeled *Batch Remittance Summary*. Processing fees are subtracted from each gross amount to a net total due from Avfuel for that batch. The sum of all net batch amounts due (less AVTRIP fees) results in a *Remittance Total* which will match the payment or credit on account received.

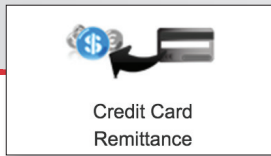
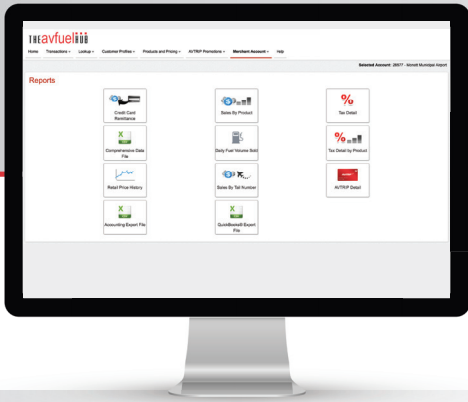
The Credit Card Remittance Report offers drill-down data for on-the-spot analysis:

- » To view the transactions included in any batch, reference the section labeled *Transaction Details*.
- » If the gross amount from the Batch Report does not match the Batch Remittance Summary, check the section labeled *Adjustments* for chargebacks or adjustments made after batch settlement.
- » AVTRIP charges by batch and by transaction are provided in the section labeled *AVTRIP Details*, supporting the amount subtracted in the Batch Remittance Summary section.
- » To analyze card usage or quickly verify processing fees charged, use the section labeled *Analysis of Transactions by Card Type*.
- » To see a breakdown of AVTRIP points awarded by product, bonus or promotion, use the section labeled *Analysis of AVTRIP Points*.

Past or current remittance reports (updated every Monday and Thursday) can be accessed through the Avfuel Hub as needed. Avfuel also emails this report to designated individuals.

If your FBO holds a DLA Contract, the transactions for contracted products (without amounts) are shown on the Avfuel Credit Card Remittance under AIR Card so the FBO can verify they were received. (Detailed reports for contracted products sold are sent directly from the DLA through their MY INVOICE portal.) Non-contracted products sold using AIR Card are retail transactions and are listed (with amounts).

If your FBO participates in Avfuel Contract Fuel, those transactions will be reported on the Avfuel Card - Activity Remittance report which is emailed to your designated individual. You can also find this information online at avfuel.com after logging in to your FBO account and selecting "My FBO Dashboard". If you do not have online access, register at avfuel.com.



CREDIT CARD REMITTANCE REPORT

Batches Settled
12/01/2012 through 12/05/2012

Merchant YOUR FBO NAME	Merchant No. 1111	Location AVFKAVF
Remit to		Attn: FBOName@FBO.COM

BATCH REMITTANCE SUMMARY

BATCH	TERMINAL	DATE TIME	COUNT	POINTS	USD GROSS	USD PROC FEE	USD DUE
13414	11210003111	12/02/2012 08:09:05	2		\$135.00	\$41.28	\$93.72
13415	11210003111	12/02/2012 18:29:23	3		\$1,479.02	\$41.16	\$1,437.86
13416	11210003111	12/03/2012 18:21:05	5		\$2,381.36	\$65.54	\$2,315.82
13417	11210003111	12/04/2012 18:28:06	3		\$1,801.90	\$54.42	\$1,747.48
13418	11210003111	12/05/2012 18:40:21	5		\$698.78	\$24.01	\$674.77
					\$6,496.06	\$226.41	\$6,269.65

AVTRIP						\$11.60	\$11.60
13416			1,160				
13418			1,010				
			2,170				
							\$6,247.95
					\$6,496.06		

REMITTANCE TOTAL

CREDIT CARD REMITTANCE REPORT *continued*

AVFUEL LOCATION
YOUR FBO NAME Merchant # 1111

TRANSACTION DETAILS

CARD TYPE	INVOICE	DATE	CARD NO.	USD GROSS	USD PROC FEE	USD DUE
BATCH 13414						
				\$135.00	\$41.28	\$93.72
BATCH 13415						
American Express	1481	12/02/2012	*****1006	\$698.56	\$24.45	\$674.05
VISA	1483	12/02/2012	*****8324	\$568.52	\$12.49	\$571.03
VISA	1484	12/02/2012	*****8729	\$197.04	\$4.22	\$192.78
				\$1,479.02	\$41.16	\$1,437.86
BATCH 13416						
VISA	1485	12/03/2012	*****7378	\$151.20	\$3.24	\$147.96
MasterCard - a	1488	12/03/2012	*****2520	\$130.00	\$4.03	\$125.97
VISA	1480	12/03/2012	*****1148	\$625.00	\$13.38	\$611.62
American Express	1481	12/03/2012	*****1006	\$979.00	\$34.27	\$944.73
VISA	1484	12/03/2012	*****1763	\$486.13	\$10.62	\$475.54
				\$2,381.36	\$65.54	\$2,315.82
BATCH 13417						
American Express	1486	12/04/2012	*****3009	\$319.26	\$11.17	\$308.03
MasterCard	1487	12/04/2012	*****9642	\$282.74	\$6.05	\$276.65
MasterCard - a	1489	12/04/2012	*****3805	\$1,200.04	\$37.20	\$1,162.80
				\$1,801.90	\$54.42	\$1,747.48
BATCH 13418						
VISA	1500	12/05/2012	*****1354	\$16.56	\$0.35	\$16.15
American Express	1501	12/05/2012	*****1005	\$150.60	\$5.28	\$145.35
American Express	1503	12/05/2012	*****1003	\$515.20	\$18.03	\$497.17
VISA	1504	12/05/2012	*****0372	\$11.26	\$0.24	\$10.96
VISA	1505	12/05/2012	*****2254	\$5.21	\$0.11	\$5.14
				\$698.78	\$24.01	\$674.77

CREDIT CARD REMITTANCE REPORT *continued*

AVFUEL LOCATION
YOUR FBO NAME Merchant # 1111

TRANSACTION DETAILS

CARD TYPE	INVOICE	DATE	CARD NO.	USD GROSS	USD PROC FEE	USD DUE
BATCH 13414						
American Express	1479	12/01/2012	*****057	\$1,044.45	\$0.00	\$1,044.45
American Express	1480	12/01/2012	*****1057	\$1,178.45	\$41.28	\$1,138.17

a Transactions are Tier One Non-Qualified
b Transactions are Tier Two Non-Qualified
c Processing fee for full and non full products may vary
FVC AIR Card transaction includes contract activity along with retail amount shown

AVTRIP DETAILS

INVOICE	DATE	CARD	FUEL QTY	POINTS	USD PROC FEE	USD DUE
BATCH 13416						
1483	12/03/2012	000139621	580	1,160	\$11.60	\$11.60
				1,160	\$11.60	\$11.60
BATCH 13418						
1502	12/05/2012	000145185	505	1,010	\$10.10	\$10.10
				1,010	\$10.10	\$10.10
					\$21.70	\$21.70

CREDIT CARD REMITTANCE REPORT *continued*

AVFUEL LOCATION
YOUR FBO NAME Merchant # 1111

ANALYSIS OF TRANSACTIONS BY CARD TYPE

	COUNT	USD GROSS	USD PROC FEE	USD DUE
American Express	7	\$2,797.50	\$134.48	\$2,663.05
MasterCard	5	\$1,415.70	\$47.28	\$1,368.45
VISA	8	\$2,085.83	\$44.65	\$2,041.18
		\$6,496.06	\$226.41	\$6,269.65

ANALYSIS OF AVTRIP POINTS

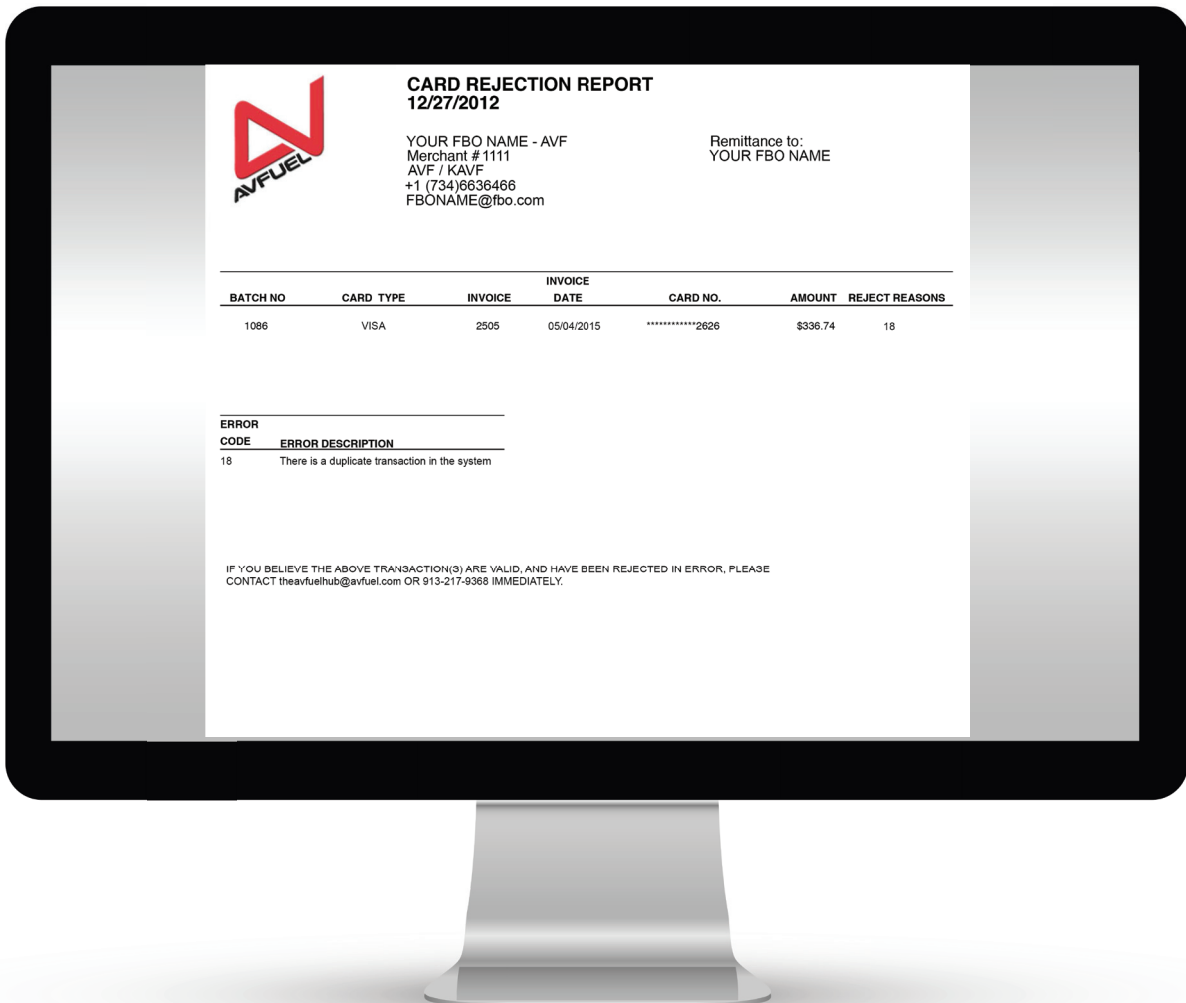
EARNED ON	POINTS	USD PROC FEE	USD DUE
Product Points	2,170	\$21.70	\$21.70
	2,170	\$21.70	\$21.70

REMITTANCE RECONCILIATION REPORTS

CARD REJECTION REPORT

During transaction entry, checks are being done behind the scenes to ensure card companies will accept your transaction - a process that continues even after batch settlement. A transaction marked for review (for example, one that appears to be a duplicate) will be reported on a Card Rejection Report and emailed to the designated individuals at your FBO. Certain identifying transaction details appear on the report, along with the reason for rejection and directions regarding next steps if you feel that the transaction is valid.

Merchant Account - Reports



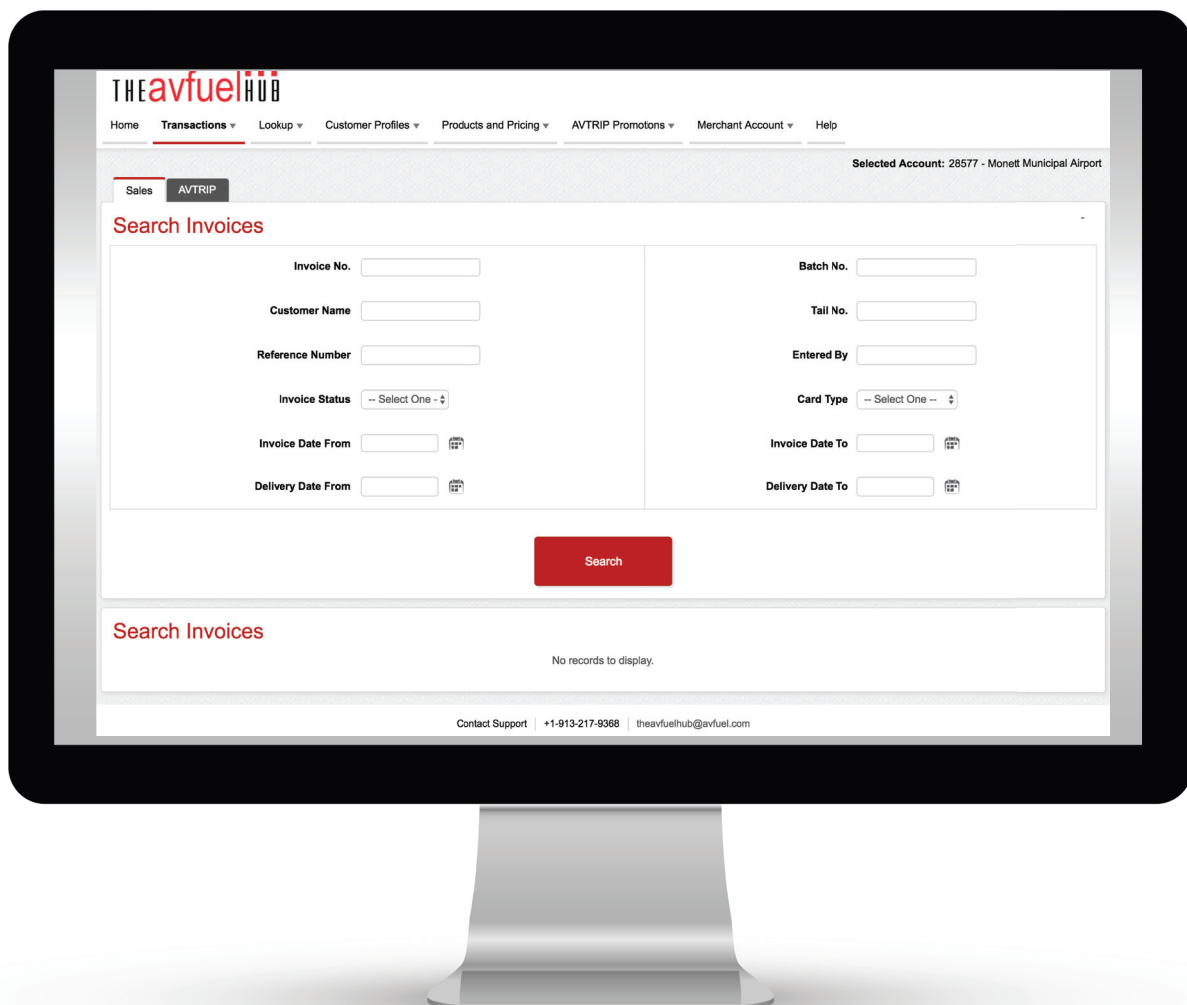
TRANSACTION REVIEW

TRANSACTION HISTORY

This function enables merchants to view past and current transactions.

Locate transactions using a wide variety of search options such as invoice number, data range and tail number. Search results will show the status of the transaction: Created (pending authorization), authorized, settled, processed or voided. When a transaction is selected, the Review screen shows transaction details and a summary of the product sold (including taxes). Created/pending transactions can be completed. Authorized transactions can be voided from the Review screen prior to settlement. Click "Complete" from the Review screen to print or email the receipt or attach related documents. AVTRIP transactions can be recalled in the same fashion.

Transaction - Transaction History



SALES REPORTS

COMPREHENSIVE DATA FILE

The Avfuel Hub allows you to create a CSV file which includes each component of settled transactions (retail and contract) between specified receipt date. The report includes all transaction details such as batch number, date, card type, tail no., next destination, etc., along with product sale details: quantity, price, product total, discounts and tax details. Also included is merchant fees on transactions.

The Comprehensive Data File is designed to be all-inclusive, providing all data for a wide variety of analysis projects. You can also choose to use any of the pre-defined sales reports described over the following pages.

Merchant Account - Reports

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Batch	Terminal	Settlement Date	Card Type	Remittance Report	CardHolder	Customer /Company Name	Receipt No.	Receipt Date	Delivery Date	Product	Quantity	Unit Price	Product Total	Discount
2	10	1.03E+10	4-Apr-15	Avcard	Credit Card			346	4-Apr-15	4-Apr-15	Jet A Fuel wi	750	4.2	3150	
3	10	1.03E+10	4-Apr-15	Avcard	Credit Card			425423	4-Apr-15	4-Apr-15	Ramp Fee	1	50	50	
4	10	1.03E+10	4-Apr-15	Avcard	Credit Card			425423	4-Apr-15	4-Apr-15	Pilot Supplie	1	10	10	
5	10	1.03E+10	4-Apr-15	MSAviation C	Credit Card			100002	4-Apr-15	4-Apr-15	Jet A Fuel	100	5	500	
6	10	1.03E+10	4-Apr-15	MSAviation C	Credit Card			2553	4-Apr-15	4-Apr-15	Jet A Fuel	4	3.2875	13.15	
7	10	1.03E+10	4-Apr-15	VISA	Credit Card			19196	4-Apr-15	4-Apr-15	Aircraft Clea	1	10	10	
8	10	1.03E+10	4-Apr-15	MasterCard	Credit Card			19197	4-Apr-15	4-Apr-15	Airport Fee	1	20	20	
9	10	1.03E+10	4-Apr-15	Avfuel Retail	Credit Card			19198	4-Apr-15	4-Apr-15	Car Rental	1	30	30	
10	10	1.03E+10	4-Apr-15	Avfuel Retail	Credit Card			19114	4-Apr-15	4-Apr-15	Jet A Fuel	20	4.9565	99.13	
11	10	1.03E+10	4-Apr-15	VISA	Credit Card			2477	4-Apr-15	4-Apr-15	Jet A Fuel	3	4.28667	12.86	
12	10	1.03E+10	4-Apr-15	VISA	Credit Card			2503	4-Apr-15	4-Apr-15	Jet A Fuel	5	10.288	51.44	
13	10	1.03E+10	4-Apr-15	Avfuel Contr	Avfuel Activity			10833	4-Apr-15	4-Apr-15	Avgas 100LL	100	2	200	
14	10	1.03E+10	4-Apr-15	VISA	Credit Card			10837	4-Apr-15	4-Apr-15	Jet A Fuel	150	4.23493	635.24	
15	10	1.03E+10	4-Apr-15	Colt	Avfuel Activity			10840	4-Apr-15	4-Apr-15	Parking Fee	1	3	3	
16	10	1.03E+10	4-Apr-15	Avfuel Contr	Avfuel Activity			10850	4-Apr-15	4-Apr-15	Avgas 100LL	100	2	200	
17	10	1.03E+10	4-Apr-15	Avfuel Contr	Avfuel Activity			10852	4-Apr-15	4-Apr-15	Jet A1 Fuel	175	2.67	467.25	
18	11	1.03E+10	4-Apr-15	Cash	Cash			10860	4-Apr-15	4-Apr-15	Jet A1 Fuel	256	6.56	1679.36	
19	11	1.03E+10	5-Apr-15	Avcard	Credit Card			339	5-Apr-15	5-Apr-15	Jet A Fuel wi	1500	5.5	8250	
20	11	1.03E+10	5-Apr-15	Avcard	Credit Card			339	5-Apr-15	5-Apr-15	Maintenance	1	4.29	4.29	
21	11	1.03E+10	5-Apr-15	Avcard	Credit Card			339	5-Apr-15	5-Apr-15	Lavatory Fee	2	50	100	
22	11	1.03E+10	5-Apr-15	American Ex	Credit Card			122921	5-Apr-15	5-Apr-15	Avgas Other	1	4	4	
23	11	1.03E+10	5-Apr-15	VISA	Credit Card			122934	5-Apr-15	5-Apr-15	Avgas 100LL	5	40	200	
24	11	1.03E+10	5-Apr-15	VISA	Credit Card			122934	5-Apr-15	5-Apr-15	Ramp Fees	1	45	45	
25	11	1.03E+10	5-Apr-15	VISA	Credit Card			122935	5-Apr-15	5-Apr-15	Jet A Fuel wi	100	5	500	
26	11	1.03E+10	5-Apr-15	VISA	Credit Card			122937	5-Apr-15	5-Apr-15	Jet A Fuel	25	4	100	
27	11	1.03E+10	5-Apr-15	MasterCard	Credit Card			122941	5-Apr-15	5-Apr-15	Hangar Rent	2	200	400	
28	11	1.03E+10	5-Apr-15	American Ex	Credit Card			122942	5-Apr-15	5-Apr-15	Parking Fee	1	210	210	
29	11	1.03E+10	5-Apr-15	MSAviation C	Credit Card			122951	5-Apr-15	5-Apr-15	Ramp fees	2	7500	15000	
30	11	1.03E+10	5-Apr-15	MSAviation C	Credit Card			122951	5-Apr-15	5-Apr-15	Pilot supplie	1	500	500	
31	11	1.03E+10	5-Apr-15	Multi Service	Credit Card			122985	5-Apr-15	5-Apr-15	Jet A Fuel wi	100	5	500	
32	11	1.03E+10	5-Apr-15	Multi Service	Credit Card			122987	5-Apr-15	5-Apr-15	Jet A Fuel	25	4	100	
33	12	1.03E+10	6-Apr-15	Multi Service	Credit Card			122988	6-Apr-15	6-Apr-15	Parking Fee	1	210	210	
34	12	1.03E+10	6-Apr-15	Multi Service	Credit Card			122990	6-Apr-15	6-Apr-15	Parking Fee	1	210	210	
35	12	1.03E+10	6-Apr-15	Multi Service	Credit Card			122994	6-Apr-15	6-Apr-15	Avgas Other	1	4	4	



	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG
ts	Airport Tax	Departure Tax	Federal Excise Tax	Federal Tax	Federal Tax Avgas	Federal Tax Jet	Miscellaneous Tax	Sales Tax	State Tax	VAT	Total	Retail Fee	Net	Ref No.	Original Receipt No.	Tail No.	Next Destination	AOC
0	0	0	0	0	0	0	0	233.46	0	0	3383.5	-76.13	3307.3			N1234	N	
0	0	0	0	0	0	0	0	3	0	0	53	-1.2	51.8			N55443	N	
0	0	0	0	0	0	0	0	0.5	0	0	10.5	-0.24	10.26			N55443	N	
0	0	0	0	0	0	0	0	0	0	0	500	-16	484			12345	N	
0	0	0	0	0	0	0	0	2.12	0	0	15.27	-0.49	14.78			N9634	N	
0	0	0	0	0	0	0	0	0	0	0	10	-0.31	9.69			N1234	N	
0	0	0	0	0	0	0	0	1.73	0	0	21.73	-0.47	21.26			N1674R	N	
0	0	0	0	0	0	0	0	0	0	0	30	-0.63	29.37			N2519	N	
0	0	0	0	0	0	0	0	18.97	0	0	118.1	-2.48	115.62			N1234	N	
0	0	0	0	0	0	0	0	2.12	0	0	14.98	-0.47	14.51			N111	N	
0	0	0	0	0	0	0	0	8.82	0	0	60.26	-1.86	58.4			N9634	N	
0	0	0	575	0	0	0	0	69.36	0	0	844.36	0	844.36			N791CS	N	
0	0	0	0	0	0	0	0	0	0	0	635.24	-19.69	615.55			TEST123	N	
0	0	0	0	0	0	0	0	0	0	0.6	3.6	0	3.6			11111	N	
0	0	0	575	0	0	0	0	69.36	0	0	844.36	0	844.36			N791CS	N	
-21	0	0	1006.25	0	0	0	0	0	0	0	1452.5	0	1452.5			N791CS	N	
0	0	0	1472	0	0	93.8	0	0	0	0	3245.2	0	3245.2			sed	N	
0	0	0	0	0	0	0	0	0	0	0	8250	-185.63	8064.4			N123	N	
0	0	0	0	0	0	0	0	0.34	0	0	4.63	-0.11	4.52			N123	N	
0	0	0	0	0	0	0	0	0	0	0	100	-2.25	97.75			N123	N	
0	0	0	0	0	0	0	0	0	0	0	4	-0.14	3.86			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	200	-6.2	193.8			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	45	-1.4	43.6			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	500	-15.5	484.5			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	100	-2.14	97.86			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	400	-12.4	387.6			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	210	-7.35	202.65			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	15000	-480	14520			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	500	-16	484			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	500	-16	484			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	100	-3.2	96.8			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	210	-6.72	203.28			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	210	-6.72	203.28			N11234	N	
0	0	0	0	0	0	0	0	0	0	0	4	-0.13	3.87			N11234	N	

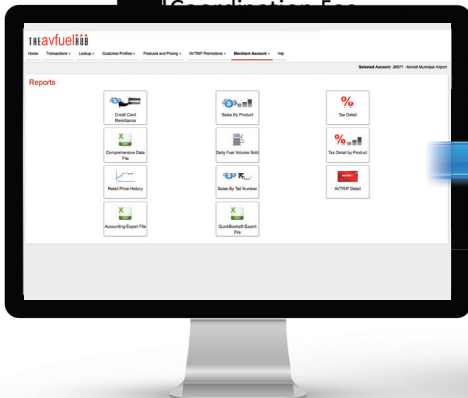
SALES REPORTS

SALES BY PRODUCT

This CSV report shows the sales quantities and amounts for each product sold at the FBO between a set of defined date parameters, with amounts broken down by products sales, discounts given and tax totals. Use this report as an analysis tool or as an alternate source (rather than batch reports) to record sales by product in the general ledger (with or without separate detail for discounts given and taxes charged).

Merchant Account - Reports

Product	Type	Quantity	Product Total	Discount	Tax
Avgas 100LL	Retail	701	3105.43	0	361.58
Avgas Other	Contract	300	0	0	0
Avgas Other	Retail	747	747	0	0
Callout Fees	Retail	1	50	0	0
Charter	Contract	1	50	0	3.03
Charter	Retail	1	10	0	0.63
Coffee	Contract	2	502.01	0	0.08
Coffee	Retail	1	1	0	0.08
Comp Storage Fee	Contract	2	100	0	3
Comp Storage Fee	Retail	1	500	0	0
Coordination Fee	Contract	1	10	0	0
Coordination Fee	Retail	1	250	0	0
Coordination Fee	Contract	1	100	0	0
Coordination Fee	Contract	1	30	0	1.8
Coordination Fee	Contract	1	132	0	8.25

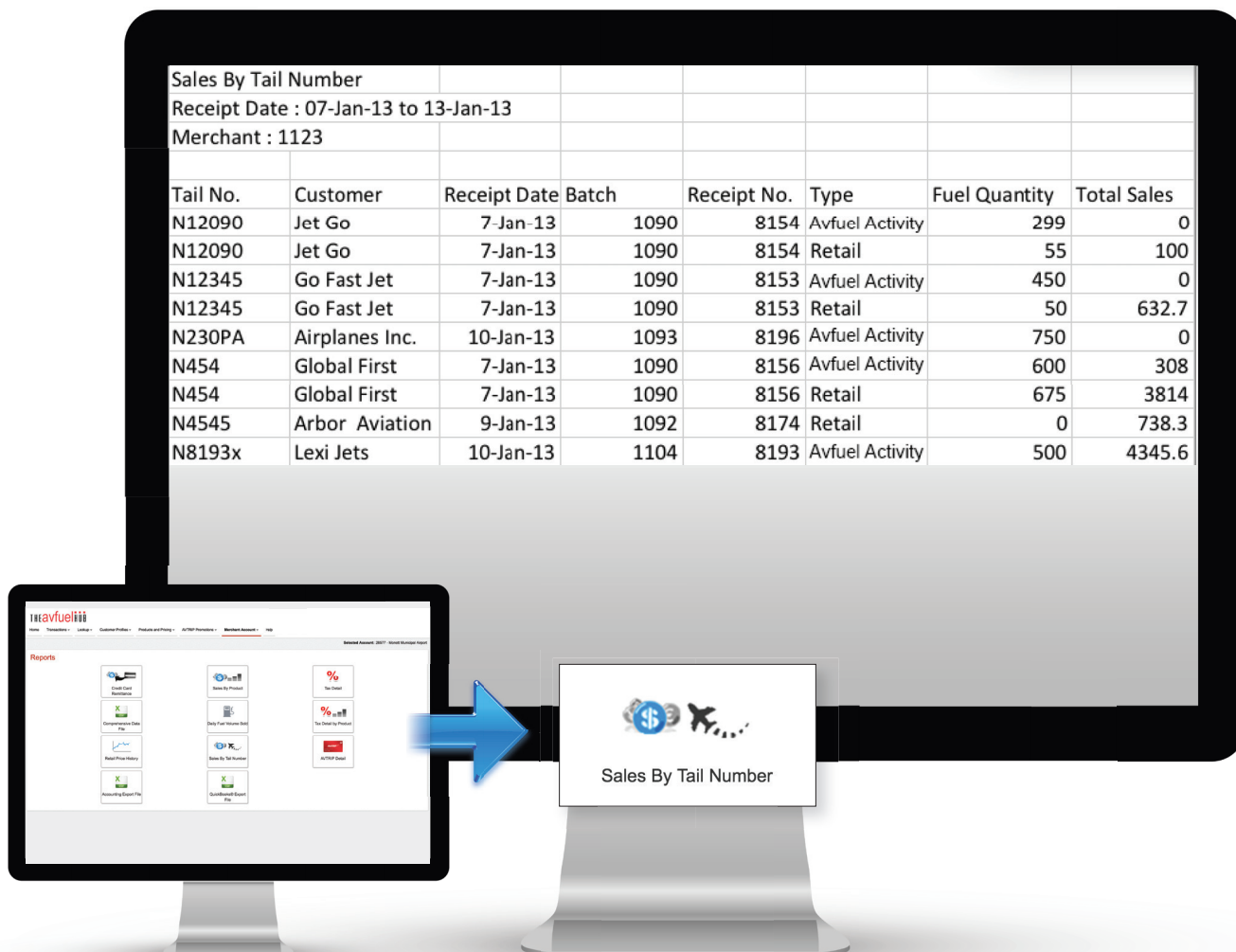


SALES REPORTS

SALES BY TAIL NUMBER

Sales volume by customer (both quantity and sales amounts) is valuable information. Select a date range and the resulting CSV report provides this by-transaction sales data sorted by tail number.

Merchant Account - Reports



Sales By Tail Number
 Receipt Date : 07-Jan-13 to 13-Jan-13
 Merchant : 1123

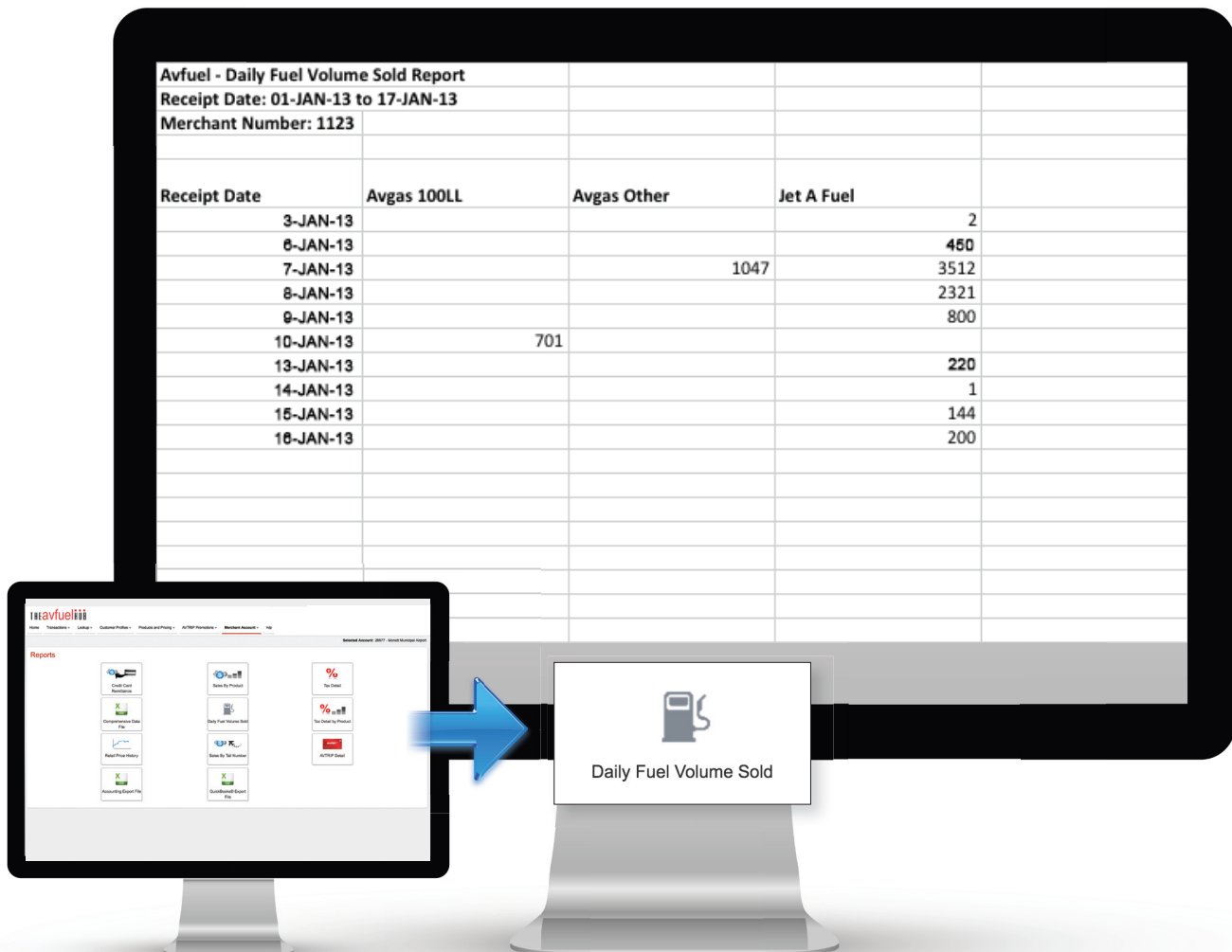
Tail No.	Customer	Receipt Date	Batch	Receipt No.	Type	Fuel Quantity	Total Sales
N12090	Jet Go	7-Jan-13	1090	8154	Avfuel Activity	299	0
N12090	Jet Go	7-Jan-13	1090	8154	Retail	55	100
N12345	Go Fast Jet	7-Jan-13	1090	8153	Avfuel Activity	450	0
N12345	Go Fast Jet	7-Jan-13	1090	8153	Retail	50	632.7
N230PA	Airplanes Inc.	10-Jan-13	1093	8196	Avfuel Activity	750	0
N454	Global First	7-Jan-13	1090	8156	Avfuel Activity	600	308
N454	Global First	7-Jan-13	1090	8156	Retail	675	3814
N4545	Arbor Aviation	9-Jan-13	1092	8174	Retail	0	738.3
N8193x	Lexi Jets	10-Jan-13	1104	8193	Avfuel Activity	500	4345.6

SALES REPORTS

DAILY FUEL BY VOLUME

This report shows the daily totals sold of each fuel product between a set of defined date parameters. This CSV report can be used to analyze inventory changes, view fuel sales for a specific range of time (such as during a promotion) and to help project future ordering requirements.

Merchant Account - Reports



SALES REPORTS

RETAIL PRICE HISTORY

Useful for analyzing trends, settling prices, or auditing price changes, this CSV report shows the pricing history of fuel, non-fuel, or both product types within a specified date range.

Merchant Account - Reports

Product	Date	Cost	Markup	Base Price	Tax Total	Total Price
Avgas 100LL	10-Jul-12	4.45	1.75	6.2	0.372	6.572
Avgas 100LL	16-Jul-12	4.45	1.75	6.2	0.372	6.572
Avgas 100LL	16-Jul-12	4.45	1.75	6.2	0.372	6.572
Avgas 100LL	16-Jul-12	4.45	1.75	6.2	0.372	6.572
Avgas 100LL	17-Jul-12	4.45	1.75	6.2	0.372	6.572
Avgas 100LL	28-Aug-12	4.65	1.75	6.4	0.384	6.784
Avgas 100LL	28-Aug-12	4.65	1.75	6.4	0.384	6.784
Avgas 100LL	7-Sep-12	4.65	1.75	6.4	0.384	6.784
Avgas 100LL	7-Sep-12	4.65	1.75	6.4	0.384	6.784
Avgas 100LL	9-Sep-12	4.65	1.75	6.4	0.384	6.784
Avgas 100LL	13-Sep-12	4.65	1.75	6.4	0.384	6.784
Avgas 100LL	7-Jan-13	4.65	1.75	6.4	0.384	6.784
		4.65	1.75	6.4	0.384	6.784
		4.1	1.1	5.2	0.312	5.512
		4.1			0.312	5.512

SALES REPORTS

AVTRIP DETAIL

This CSV report details total AVTRIP Points awarded by point type (Product, Bonus, Promotion) and transaction type (Contract, Retail, Other) for a specified date range.

Merchant Account - Reports

AVTRIP Detail Report
 Date Range: 01-Dec-12 to 31-Dec-12
 Merchant: 1123
 Merchant Name: Testing DBA Input for Characte

Receipt Date	Batch	Receipt No.	Product Points	Product Fuel Quantity	Bonus Points	Promo Points	Avfuel Fuel Quantity	Avfuel Promo Points	Merchant Fuel Quantity	Merchant Promo Points	Merchant Total	Retail	Contract	Other
7-Dec-12	1178	5274	0	0	0	0	0	10000	500	10000	0	10000	0	
7-Dec-12	1178	5276	0	0	0	0	0	20000	1000	20000	0	20000	0	
7-Dec-12	1178	5277	400	200	0	0	0	0	0	400	0	0	400	
7-Dec-12	1178	5279	0	0	0	0	0	-6000	-300	-6000	-6000	0	0	
7-Dec-12	1178	5281	4000	800	0	0	0	0	0	4000	4000	0	0	
7-Dec-12	1178	5283	0	0	0	0	0	1200	60	1200	0	1200	0	
7-Dec-12	1178	5284	0	0	50	0	0	16000	800	16050	0	0	16050	
7-Dec-12	1178	5286	1400	700	0	0	0	14000	700	15400	15400	0	0	
7-Dec-12	1178	5288	1000	500	0	0	0	10000	500	11000	0	11000	0	
7-Dec-12	1178	5290	1200	600	0	0	0	0	0	1200	0	1200	0	
7-Dec-12	1179	5292	0	0	0	0	0	4000	200	4000	4000	0	0	
7-Dec-12	1179	5294	0	0	0	0	0	46851	2342.56	46851	0	46851	0	
7-Dec-12	1179	5295	0	0	0	0	0	9080	454	9080	0	0	9080	
7-Dec-12	1179	5297	40	20	0	0	0	0	0	40	40	0	0	
7-Dec-12	1179	5299	0	0	0	0	0	4000	200	4000	4000	0	0	
10-Dec-12	1180	10002	500	200	0	0	0	0	0	500	500	0	0	
			7	2	0	0	0	0	0	7	7	0	0	
			9	2	0	0	0	0	0	9	9	0	0	
			1006	50	0	0	0	0	0	1006	1006	0	0	
			0	0	0	0	0	0	0	500	0	500	0	
			100	0	0	0	0	0	0	400	400	0	0	

TAX REPORTS

TAX DETAIL

Accountants can use this report to provide data for tax filings. Select a date range and a specific tax (or all taxes) to obtain a by-transaction CSV report showing the product charged and the tax collected, along with other relevant transaction details.

Merchant Account - Reports

Tax	Receipt Date	Batch	Receipt Num	Type	Product	Quantity	Product Total	Tax
Airport Tax	17-Jan-13	1213	5204	Contract	Coffee	1	1	0.02
Airport Tax	7-Jan-13	1200	2172	Contract	Coffee	1	1	0.02
Airport Tax	7-Jan-13	1200	2164	Retail	Coffee	1	1	0.02
Airport Tax	17-Jan-13	1213	5163	Retail	Coffee	1	1	0.02
Airport Tax	18-Jan-13	1213	5228	Contract	Forklift	1	2	0.04
Airport Tax	17-Jan-13	1213	5197	Contract	Coffee	-1	-1	-0.02
Airport Tax	18-Jan-13	1213	5241	Retail	Coffee	1	150	3.18
Canadian Excise Tax	16-Jan-13	1213	5151	Contract	Communications	1	10	0.1
Canadian Excise Tax	18-Jan-13	1213	5228	Contract	Forklift	1	2	0.02
Canadian Excise Tax	18-Jan-13	1213	5243	Retail	Communications	1	10	0.1
Canadian Excise Tax	17-Jan-13	1213	5206	Retail	Communications	1	10	0.1
Canadian Excise Tax	17-Jan-13	1213	5165	Retail	Communications	1	10	0.1
Canadian Excise Tax	17-Jan-13	1213	5208	Contract	Communications	1	10	0.1
Canadian Excise Tax	17-Jan-13	1213	5185	Contract	Communications	1	10	0.1
Canadian Excise Tax	16-Jan-13	1211	5136	Contract	Communications	1	10	0.1
Canadian Excise Tax	17-Jan-13	1213	5199	Contract	Communications	1	10	0.1
Canadian Excise Tax	18-Jan-13	1213	5237	Retail	Jet A1 Fuel With Add	55	539	5.07
County Tax	17-Jan-13	1213	5181	Contract	Overtime Fee	1	75	1.5
		1213	5228	Contract	Forklift	2	4	0.06
		1209	5091	Retail	Lavatory Fee	1	10	0.2
		1213	5240	Retail	Comp Storage Fee	1	150	4.5
		1213	5167	Retail	Comp Storage Fee	1	50	1.5
		1198			ge Fee	1	50	1.5

TAX REPORTS

TAX BY PRODUCT DETAIL

This report in CSV format lists the taxes charged and the amounts collected by product, along with other relevant transaction details. Zero amounts indicate a tax was exempted during a transaction, which is useful for reporting exempt sales for certain tax reports. Accountants can use this report to provide data for tax filings.

Merchant Account - Reports

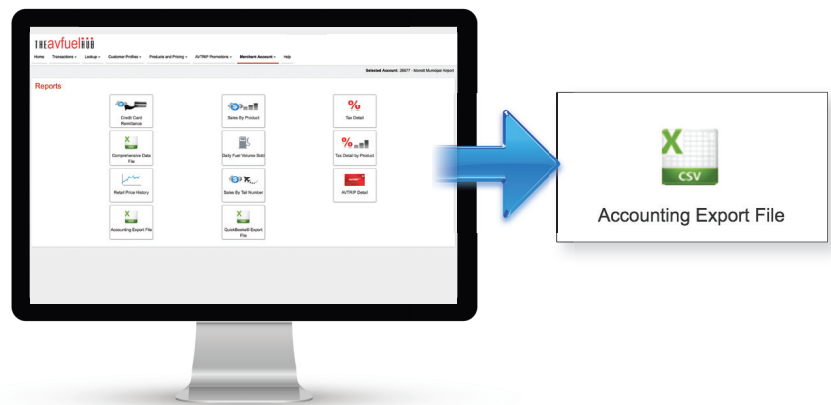
Product	Receipt Date	Receipt Number	Batch	Federal Tax	Flow Fee avgas	Sales Tax	Tax Total
Avgas 100LL	10-Jan-13	5050	1207		350.5	372.66	723.16
Jet A Fuel	3-Jan-13	2147	1198			1.02	1.02
Jet A Fuel	7-Jan-13	2161	1200			0	0
Jet A Fuel	7-Jan-13	2164	1200			108	108
Jet A Fuel	7-Jan-13	2165	1200			108	108
Jet A Fuel	7-Jan-13	2174	1200			108	108
Jet A Fuel	7-Jan-13	5007	1201			108	108
Jet A Fuel	8-Jan-13	5015	1203			36	36
Jet A Fuel	8-Jan-13	5016	1203			36	36
Jet A Fuel	8-Jan-13	5018	1203			36	36
Jet A Fuel	8-Jan-13	5019	1203			42	42
		5020	1203			36	36
		5024	1204			36	36
		5029	1204			0	0
						36	36

EXPORTING TRANSACTION DATA TO ACCOUNTING SYSTEM

Accountants can avoid double entry by using either the Accounting Export File or the QuickBooks® Export File to create a file which can be imported into your accounting system.

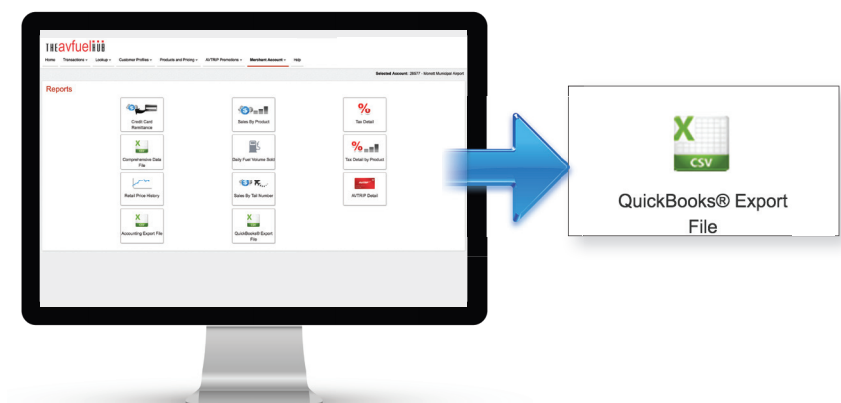
ACCOUNTING EXPORT FILE

Create the Accounting Export File by requesting transactions by settlement date range. The resulting CSV file is identical to the Comprehensive Data File with one exception: There is a separate column for each tax provided for in the Avfuel Hub, whether or not used in the transactions reported. Your software developers can use the Accounting Export File to create a system for importing transactions into your accounting system or other application.



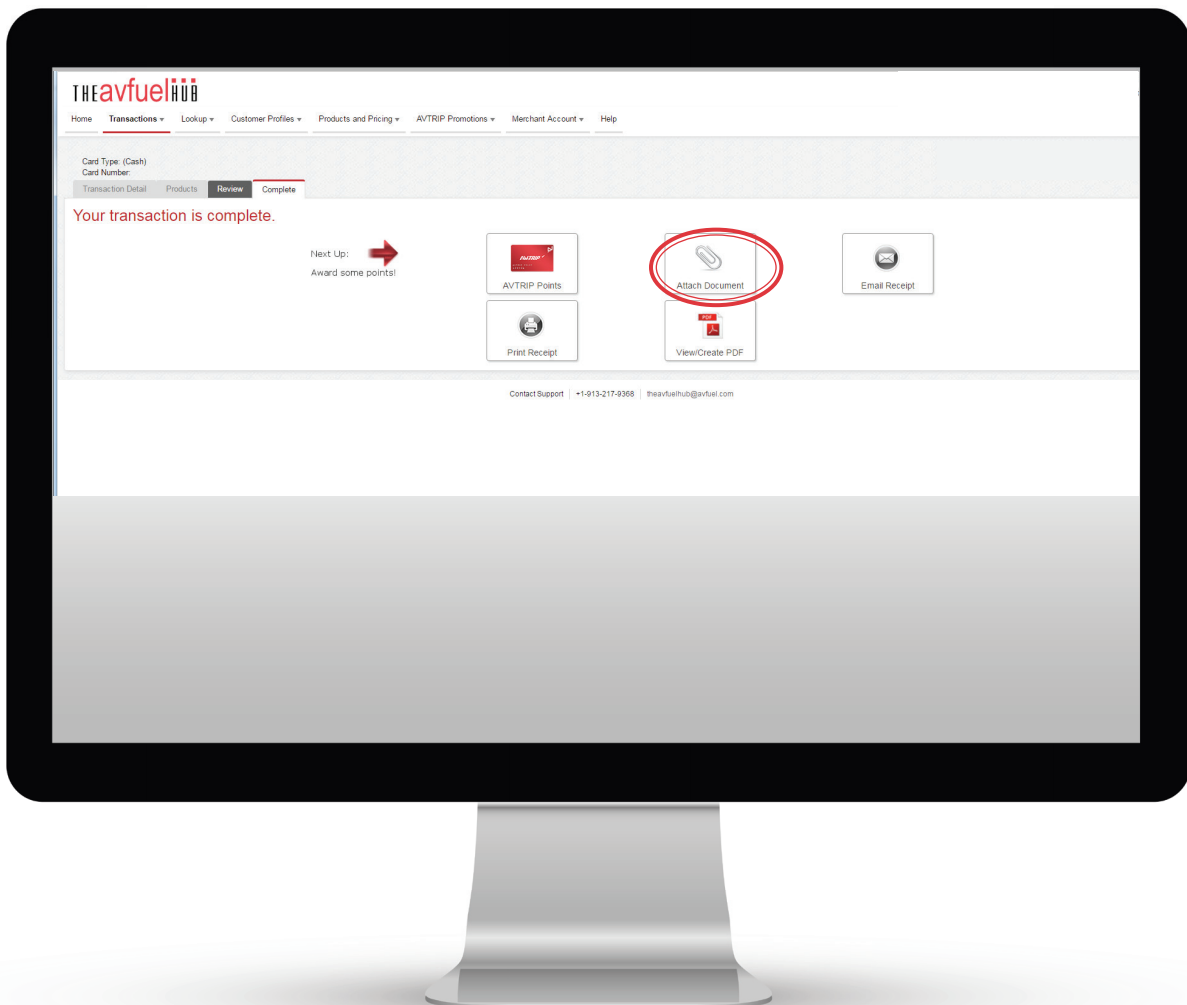
QUICKBOOKS EXPORT FILE

If you utilize QuickBooks® for your accounting records, you can now export a transaction file and import it directly into QuickBooks®. Please contact Avfuel for a guide to this feature.



DOCUMENT STORAGE

Solve file storage problems by attaching service documents right along with transactions. Fueling tickets and invoices supporting catering, maintenance and other charges can be scanned and then attached to the transaction. Once stored in the Avfuel Hub, access is easy for customers requesting copies and for audit or reconciliation work.



USER ROLES AND RIGHTS

USER ROLES AND RIGHTS

The Avfuel Hub provides varying levels of user access. Managers can designate employee user levels to ensure that FBO staff have access to the resources and features required for their positions.

User Roles and Rights	Merchant Roles					
Rights	CSR1	CSR2	MANAGER	ACCOUNTING	ADMINISTRATOR	3RD PARTY
Avfuel notes to self ----->						
Transactions						
Sale	X, sale only	X	X		X	
AVTRIP Points	X	X	X		X	
Credit		X	X		X	
Pending	X	X	X		X	
Void		X	X		X	
Batch Management - Settle Batch	view only	X	X	view only	X	
Batch Management - View Batch Reports	X	X	X	X	X	
Transaction History	view only	X	X	X	X	
Customer Profiles						
View / Search	X	X	X	X	X	
Create	X	X	X	X	X	
Product and Pricing / Manage Products						
Fuel			X	X	X	
Additives			X	X	X	
Ground Service			X	X	X	
Custom Products			X	X	X	
Add Products			X	X	X	
Display Order			X		X	
Manage Taxes						
Create Tax			X	X	X	
View Tax			X	X	X	
AVTRIP Promotions						
Create			X		X	
View Active	X	X	X	X	X	
View History	X	X	X	X	X	
Merchant Account						
Account Info	X	X	X	X	X	
System Setup			X	X	X	
Report Delivery			X		X	X
Reports			X	X	X	X
Change Password	X	X	X	X	X	X
Help	X	X	X	X	X	X

TRAINING

TRAINING

Reduce your FBO's potential for transaction errors by taking advantage of these FREE Avfuel Hub training resources. Increased understanding of the Avfuel Hub's functionality translates into more accurate pricing and processing. Both new and current employees can benefit from these tools.



TRAINING WEBINARS

Need a refresher? Avfuel Hub users are always welcome to free training webinars, even if you've already participated. This complete system walk-through is also highly recommended to introduce new FBO staff to the Avfuel Hub.

Sign up: Visit www.avfuel.com/theavfuelhubwebinar to register.



ONLINE MANUAL

The complete Avfuel Hub manual, including detailed step-by-step instructions for all transaction types and processes on the Avfuel Hub, is accessible both through the nav bar when logged into the system and online.

Find it: Log into the Avfuel Hub and click HUB Help from the navigation bar or go to: www.avfuel.com/theavfuelhubmanual



WEBSITE

The Avfuel Hub set-up website contains a number of tips, links to resources and Avfuel Hub contact information.

Visit: www.avfuelhubsetup.com

CONTACT INFORMATION

**FOR ASSISTANCE PROCESSING
TRANSACTIONS ON THE AVFUEL HUB:**

✉ theavfuelhub@avfuel.com
☎ +1-913-217-9368
☎ 866-720-3797

**FOR ASSISTANCE WITH YOUR FBO'S
AVFUEL CREDIT CARD ACCOUNT:**

✉ myfbo@avfuel.com
☎ +1-734-548-8190
☎ 877-834-5618

**FOR ASSISTANCE WITH YOUR FBO'S
AVFUEL CONTRACT FUEL ACCOUNT:**

✉ cfbilling@avfuel.com
☎ +1-734-272-4105
☎ 800-645-9117

**FOR ASSISTANCE WITH AVFUEL
CONTRACT FUEL SALES:**

✉ contractfuel@avfuel.com
☎ +1-734-272-4114
☎ 800-466-2778

**FOR ASSISTANCE WITH ANY
AVFUEL CHARGE CARD:**

✉ chargecard@avfuel.com
☎ +1-734-548-8190
☎ 877-834-5618

PCI COMPLIANCE

FOR AVFUEL FBOS



F.A.Q.

WHAT IS PCI COMPLIANCE?

Payment Card Industry (PCI) Compliance means that you are following credit card practices and protocol to ensure a secure environment for processing, storing or transmitting credit card information. It means that your business adheres to the PCI Data Security Standards (DSS) requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. Operationally, it means that you are playing your role to make sure your customers' payment card data is being kept safe throughout every transaction, and that the card holder – and you – can have confidence that they're protected against the pain and cost of data breaches.

WHAT IS THE PAYMENT CARD INDUSTRY DATA SECURITY STANDARD (PCI DSS)?

The PCI DSS represents a common set of industry tools and measurements to help ensure the safe handling of sensitive information. Initially created by aligning Visa's Account Information Security (AIS) and Cardholder Information Security Programs (CISP) with MasterCard's Site Data Protection (SDP) program, the standard provides an actionable framework for developing a robust account data security process - including preventing, detecting and reacting to security incidents.

WHY DOES MY FBO NEED TO BE PCI COMPLIANT?

Security is a major concern for both card issuers and companies that process cards. ALL organizations that accept, store, or transmit cardholder data are required to adhere to PCI standards – regardless of size or number of transactions processed. Compliance with the PCI DSS means that your systems are secure and customers can trust you with sensitive payment card information. ALL companies that process **bank cards** are required to obtain individual certifications of compliance annually.

WHAT HAPPENS IF MY FBO IS NOT PCI COMPLIANT?

Compromised data negatively affects consumers and merchants and can damage your reputation. Non-compliant organizations face penalties including hefty fines from card issuers. Card issuers may also terminate relationships with or increase transaction fees for non-compliant merchants. If your business is not PCI compliant, Avfuel may be forced by card issuers to cease processing your transactions.

HOW DOES MY FBO COMPLY WITH THE PCI DSS?

Depending upon your FBO's specific operation, compliance may potentially be achieved by following the 12 requirements in the PCI standard and by using the tools offered through the PCI Council or working with a company that helps merchants through the compliance requirements. Remember that PCI DSS compliance is an ongoing process, not a one-time event. You'll need to continuously assess your operations, fix identified vulnerabilities, and provide the required reports to your card processor annually.

DOES THE WEB BASED AVFUEL HUB HELP MY FBO BECOME COMPLIANT?

You will be able to avoid one of the larger potential PCI compliance issues simply by using the Avfuel Hub, Avfuel's new proprietary web-based point-of-sale system. The Avfuel Hub includes a secure online card storage feature that meets PCI card storage standards rather than storing paper or electronic copies of card information.

Additionally, depending on your operation, processing on the Avfuel Hub may help you avoid quarterly network scan requirements and qualify for the self assessment questionnaire.

For more information on PCI Compliance and to view the current standard, visit www.pcisecuritystandards.org/merchants.

**Corporate Solutions and Resources (CSR) is the leading provider of data compliance solutions and expert services for businesses domestically and around the globe. CSR enables compliance with Payment Card Industry (PCI) standards and Personally Identifiable Information (PII) requirements, while facilitating best practices to reduce the business risk and financial liability associated with the acquisition, handling, storage, sharing and disposal of data.*

If you require additional information about CSR or how to sign up contact Avfuel Merchant Support 866-720-3797 or theavfuelhub@avfuel.com.

HOW DOES MY FBO BECOME PCI COMPLIANT?

Follow *one* of the recommendations to obtain PCI compliance:



SIGN UP DIRECTLY WITH CORPORATE SOLUTIONS AND RESOURCES (CSR)

Avfuel has contracted with a company called CSR* to help merchants more easily comply with PCI standards. CSR uses a computerized series of questions and answers to guide merchants step-by-step through the PCI compliance process. This tool kit, offered at a discounted rate to FBOs who process bank cards with Avfuel, streamlines and simplifies what can be an overwhelming endeavor.

- For \$15 per month this program assists with:

- Completion of the self-assessment questionnaire
- Interpretation of information and guidelines
- Assessing your current level of compliance
- Recommending the necessary next steps to obtain/maintain a certificate of compliance



ARRANGE FOR OTHER COMPLIANCE ASSISTANCE

Locate a Qualified Security Assessor (QSA) and engage them to assist in meeting compliance.

A list of QSA companies can be found at:

https://www.pcisecuritystandards.org/approved_companies_providers/qa_companies.php.



SELF-ASSESS, REMEDIATE, REPORT

Some FBOs may be able to assess/obtain compliance on their own - however, this is highly dependent on your specific operation:

ASSESS:

Use the Self-Assessment Questionnaire available at <https://www.pcisecuritystandards.org/merchants> to determine which category of merchant you fall under and identify where you may or may not be compliant.

REMEDiate:

Take the necessary steps to fix identified vulnerabilities.

REPORT:

Compile, attest to your compliance and submit the required validation records and reports to Avfuel.

WHAT IS THE NEXT STEP?

- Sign up for CSR, choose your own QSA, or begin Self-Assessment.
- If you have already obtained a certificate of compliance, submit the certificate to Avfuel Merchant Account Services at theavfuelhub@avfuel.com or fax to 913-217-9313.
- PCI compliance must be addressed within 120 days of transitioning to Avfuel's new processing systems.
- If you have general questions regarding this important topic, please call us at 800-521-4106 for assistance.



CARD PROCESSING

Manual Authorization Phone List

MERCHANT NUMBER:

Card Type	Card Issuer's Merchant No.	Card Center
AIR Card / RESQ		855-319-0570
American Express		800-528-2121
AVCARD		800-282-2731
Avfuel Cards		913-217-9368
Discover		800-430-7161
MasterCard		800-430-7161
US Bank Aviation & Multi Service Aviation		877-672-2273
Visa		800-430-7161
World Fuel Contract		800-282-2731

A manual/post authorization should be your last option to process a transaction. See backside for best practices to follow.

MANUAL AND POST AUTHORIZATIONS: IMPORTANT STEPS TO AVOID RISK

Card swipe or keyed transaction won't work? A manual or post authorization may be the answer, but first make sure you can answer "no" to the following questions:

1. Has the card declined?
2. Are you experiencing a processing system interruption or any other issue with card authorizations?
3. Did the card number get entered incorrectly/did you try more than once?
4. Is there another form of payment that can be used instead?

Warning: Be advised that card numbers and authorization numbers are not verified by any POS system when you process this way.

A manual/post authorization should be your last option to process a transaction. Avfuel recommends obtaining manager approval before proceeding.

Best Practices

1. Collect card information (using PCI compliance).
2. Personally dial the manual authorization phone number for the card issuer provided and get the manual authorization directly from the card issuer, as outlined in the Avfuel Hub manual. Never get the manual authorization from a cardholder or on a call the cardholder set up.
Note: If a mistake is made in entering the card number or manual authorization provided by the card issuer, your operation will either be charged back or the transaction will be rejected at processing by the card company with no recourse.
3. Collect a signed receipt from the cardholder and a verified copy of his or her driver's license in addition to a written statement from the cardholder authorizing the FBO to charge his or her card.
4. Double check that the name on the card matches the signature on the back of the card, the name on the driver's license and the signature on the letter. Do not accept a card without a signature on it.
5. Know your customers. Obtain their tail number as an extra form of identification. If you choose to allow phone orders, which are even riskier, have verified contact information for your customer.
6. Promptly process and settle the transaction.

These best practices help mitigate risks to your FBO by manual and post authorizations. Take the time to review the Avfuel Hub manual for these and other useful tips.

If you have any questions regarding our credit card program or processing, please do not hesitate to call Avfuel at 734-663-6466.