



WEB TUTORIALS

THE AVFUEL HUB



Welcome to the Avfuel Hub!

The Avfuel Hub is designed to simplify transactions and streamline operations while at the same time offering you and your customers a variety of flexible options for looking up data, adding discounts, exempting taxes, attaching documents and more!

The Avfuel Hub'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.

This manual will provide comprehensive step-by-step instructions on how to process a sale, run a credit, set up products and pricing, run reports and much more!

THE AVFUEL HUB



WebPOS Support

24 hours a day, 7 days a week

Toll Free	866-720-3797
Outside the US	913-217-9368
Fax	913-217-9313

TheAvfuelHub@avfuel.com

System Requirements



The Avfuel Hub will require a card swipe that is to be attached to the computer via a USB port. The following details ensure the best user experience:

Browser:

The Avfuel Hub requires the use of Current Google Chrome or Current Internet Explorer as your browser for optimum functionality. Internet Explorer 6, 7, 8, 9 and 10 are not supported.

Computer-Minimum System Requirements:

Processor: Pentium 4 or later

Free Disk Space: 1.6GB

RAM: 1GB minimum requirements

The Avfuel Hub requires users to accept session-based cookies. It also requires pop-up blocker to be turned off. For the best experience, your system should support Javascript.

Access the Website



The Avfuel Hub is located at the following website. Please save this login screen to your favorites or establish a shortcut icon on your home page for easy access.

www.theavfuelhub.com

THE avfuel HUB



[Sign In](#) [Forgot password?](#) [Forgot username?](#)

Sign In

User Name

Password

Sign In

You will be provided a user name to enter the Avfuel Hub. If you have not, please contact TheAvfuelHub@avfuel.com or 866-720-3797 (913-217-9368 outside the US) to request a user login.

Log In



THE avfuel HÜB



[Sign In](#) [Forgot password?](#) [Forgot username?](#)

Sign In

User Name

Password

Sign In

To begin, enter your user name and password. Click "Login".

Forgot Password



THE avfuel HUB



[Sign In](#) [Forgot password?](#) [Forgot username?](#)

Sign In

User Name

Password

Sign

If you have forgotten your password, select “Forgot Password”.

Note

The account will be locked if an incorrect password is entered three times. If your account becomes locked, contact support at 866-720-3797 (913-217-9368 outside the US) 24 hours a day, 7 days a week to request your account to be unlocked.

Forgot Passowrd



THE avfuel HÜB



[Sign In](#) [Forgot password?](#) [Forgot username?](#)

Forgot your password?

* Username

Send reset password email

Enter your user name and click "Send reset password email".



Please check your email for instructions on resetting your password.

Check Email



subject: Reset password approval

If you wish to continue to reset your password please follow [this link](#).

If you did not request to reset your password you may delete this email.

If you would like to report this as possibly suspicious account activity follow [this link](#).

Thank you,

Administrator



Check your email. Open email to reset password and follow the link provided in the body of the email.

IMPORTANT: The link is only active for 10 minutes after request was made. After the time limit has expired, a new request will need to be made (see previous slide).

Change Password



Change your password

Enter your new password

New Password

Confirm New Password



Enter your new password and then enter it again to confirm.

CHANGE PASSWORD

[Sign In](#)

[Forgot password?](#)

[Forgot username?](#)



Your password has been successfully changed. You may now log in with your new password.

Note

The password must be 6 characters long and requires 3 alpha characters and 3 numeric characters. Do not write down or share your password with anyone.

Change Challenge Phrase




Change Challenge Phrase

* Challenge Phrase

* Response Phrase

Your challenge phrase and response allow us to identify you in the event that you have lost your password. You should choose a question and answer that are easy for you to remember, but difficult for someone other than you to know. Challenge phrase responses are case sensitive.

Change Challenge Phrase



Enter a challenge question and provide an answer. You will be asked this question for security purposes if your password needs to be reset.

Forgot Username



THE avfuel HUB



[Sign In](#) [Forgot password?](#) [Forgot username?](#)

Sign In

User Name

Password

Sign In

If you have forgotten your username, select "Forgot Username".

Forgot Passowrd



[Sign In](#) [Forgot password?](#) [Forgot username?](#)

Forgot your username?

* Email Address

Send account reminder email.

Enter your email address and click
"Send Account reminder email."

✓ Please check your email for account information

Check Email



subject: Username reminder

Hello NewMerchant User,

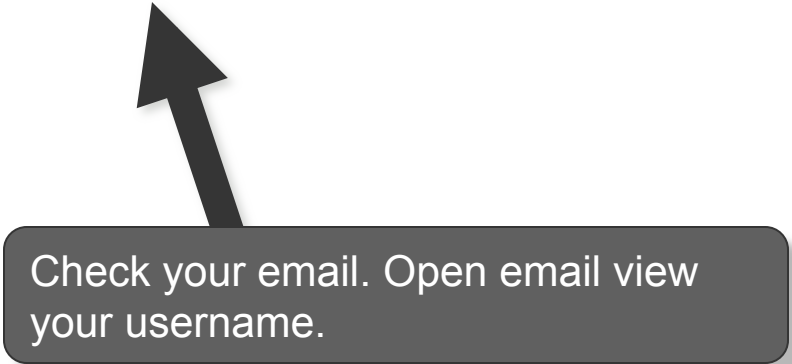
A request was made at 01/27/2016 11:22:43 for a list of usernames associated with this email address for the following application:

Avfuel
theavfuelhub.com

The following usernames are associated with the email address newmerchantuser@newmerchant.com

- NEWMERCHANT.USER

Thank you,
Administrator

A dark grey rounded rectangular callout box with a black arrow pointing upwards and to the left towards the username 'NEWMERCHANT.USER'.

Check your email. Open email view
your username.

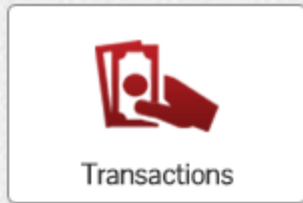
Main Screen and Menu



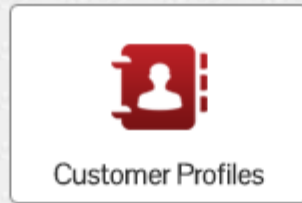
Home ▾ Transactions ▾ Lookup ▾ Customer Profiles ▾ Products and Pricing ▾ AVTRIP Promotions ▾ Merchant Account ▾ Help

Selected Account: 2985 - Merchant Training Account (Switch Account)

quickLINKS



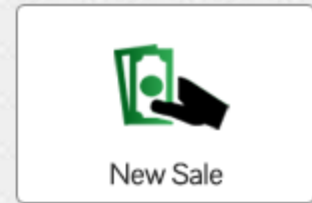
Transactions



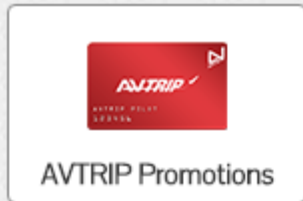
Customer Profiles



Products and Pricing



New Sale



AVTRIP Promotions



Merchant Account



AVTRIP Points



Customer Lookup

This is the main menu for the Avfuel Hub. From the top navigation bar, there are six main sections: Transactions, Lookup, Customer Profiles, Products and Pricing, AVTRIP Promotions and Merchant Account. These sections are outlined in detail in this manual.