

WEB TUTORIALS

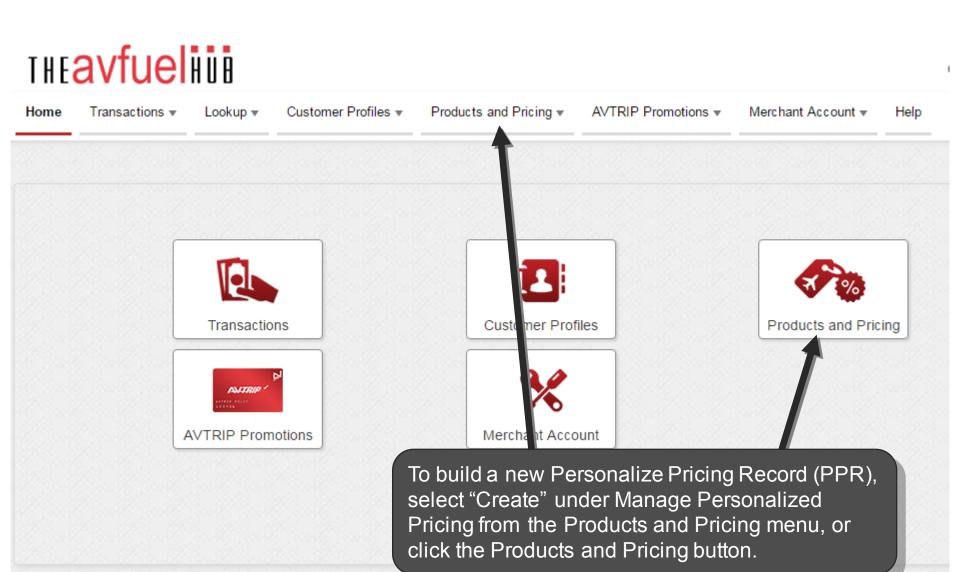


Personalized Pricing

Creating and Managing

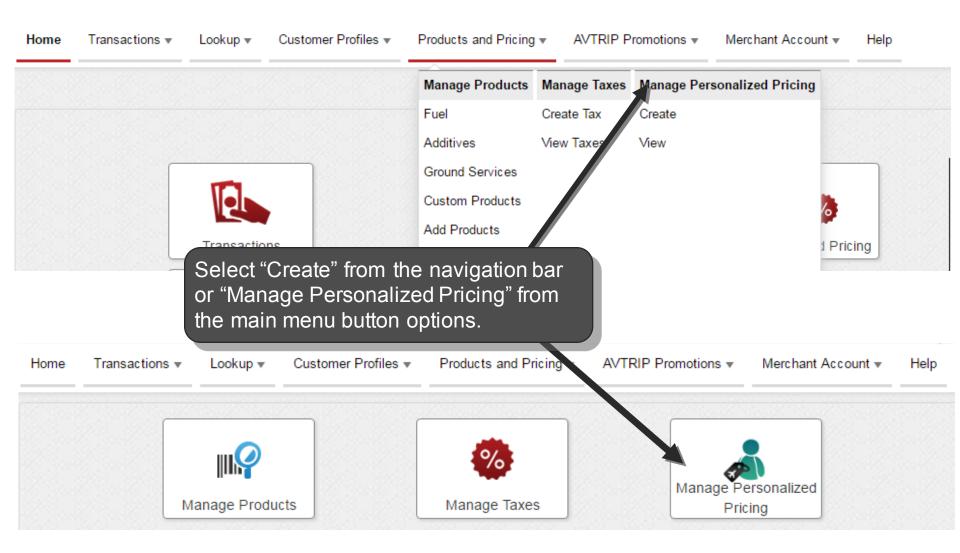
Creating a Personalized Pricing Record





Creating a Personalized Pricing Record





Create New Record



Personalized Pricing Record: Create New Record Name Base-Customer From this screen, enter a unique name for the new Personalized Pricing 餔 Review Date 03/03/2018 Record. PPR names may only contain numbers, **Expiration Date** 03/03/2019 letters, spaces, and hyphens and be no longer Discount for all base customers. Description than 25 characters. No PPR name may be reused. Save and Add Save Cancel Personalization

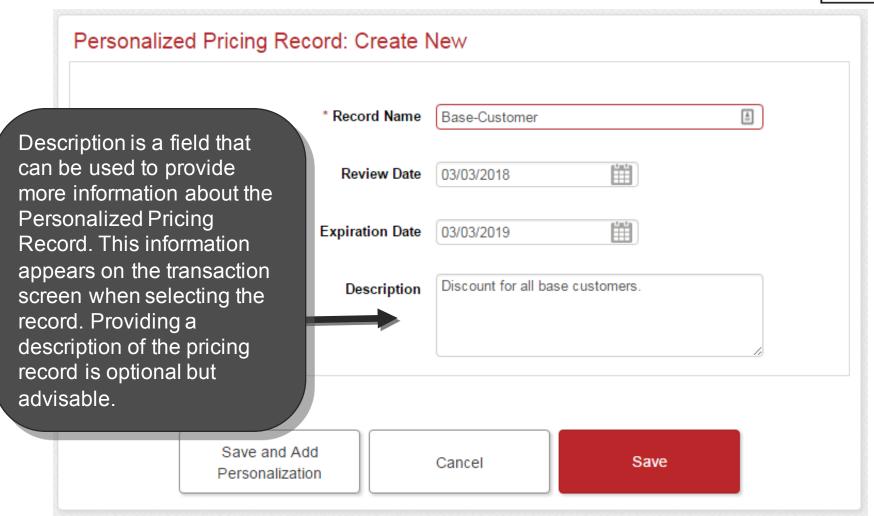
Review and Expiration Dates



Personalized Pricing Record: Create New Review Date (optional): * Record Name Base-Customer À if at a later time the record needs to be 餔 Review Date 03/03/2018 reviewed, the record can be sorted by this field in the view screen. **Expiration Date** 03/03/2019 **Expiration Date** Discount for all base customers. Description (optional): to end the pricing record on a specific date, enter a future date. Records will expire on the date specified at 23:59:59. If Add no expiration date is Save Cancel zation entered, the record will not expire.

Description Details





Save New Record

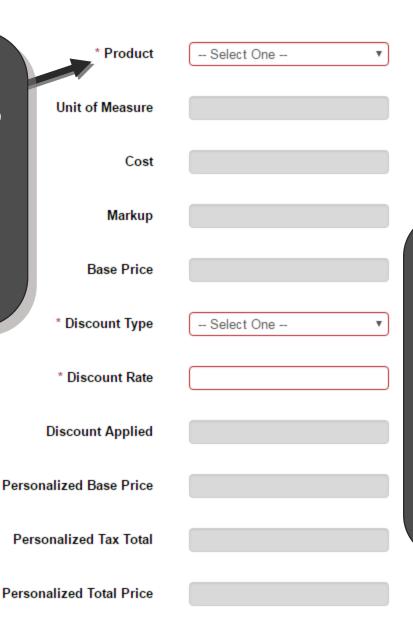


Personalized Pricing Record: Create New Once a Personalized Pricing Record name and any * Record Name Base-Customer À additional information is entered, select Save to 鯔 Review Date 03/03/2018 create the new PPR. 曲 iration Date 03/03/2019 The Save and Add Personalization button will Discount for all base customers. Description create the New PPR and take the user to the add products screen outlined next. Save and Add Cancel Save Personalization

Adding Products to Price Record



To begin adding products to a Personalized Pricing Record, select a product to apply a discount. Once a product is selected, all information from the Products screen for that product will automatically populate in the fields below the product.



Note: All products set up in your system will appear in the product drop down. All products require a base price to continue setting up the Personalized Product Record unless Firm Price is selected as the discount type from that dropdown.

Adding Products to Price Record



Product Jet A Fuel Choose a Product from the product drop down Unit of Measure US Gallon box. 3.25 Cost 0.00 Markup 3.25 Base Price * Discount Type Per Unit 1.00 * Discount Rate Discount Applied 1.00 After choosing a Personalized Base Price 2.25 Product from the product drop down Personalized Tax Total 0.25 box and selecting a Discount Type, enter a Personalized Total Price 2.50 Discount Rate.

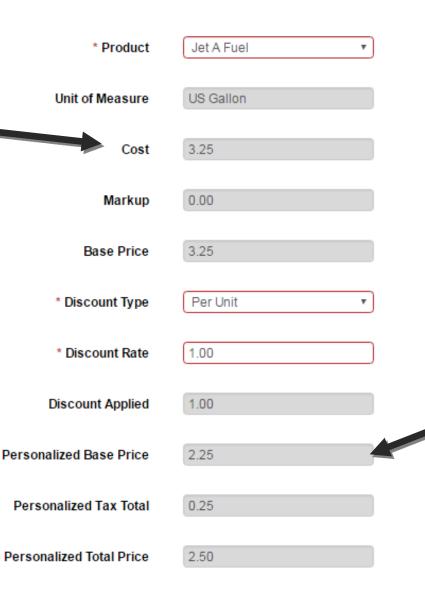
Once the Product is selected, choose a Discount Type.

The Discount Types in the Discount Type drop down are: Per Unit, Percentage, Cost Plus, Firm Price

Adding Products to Price Record



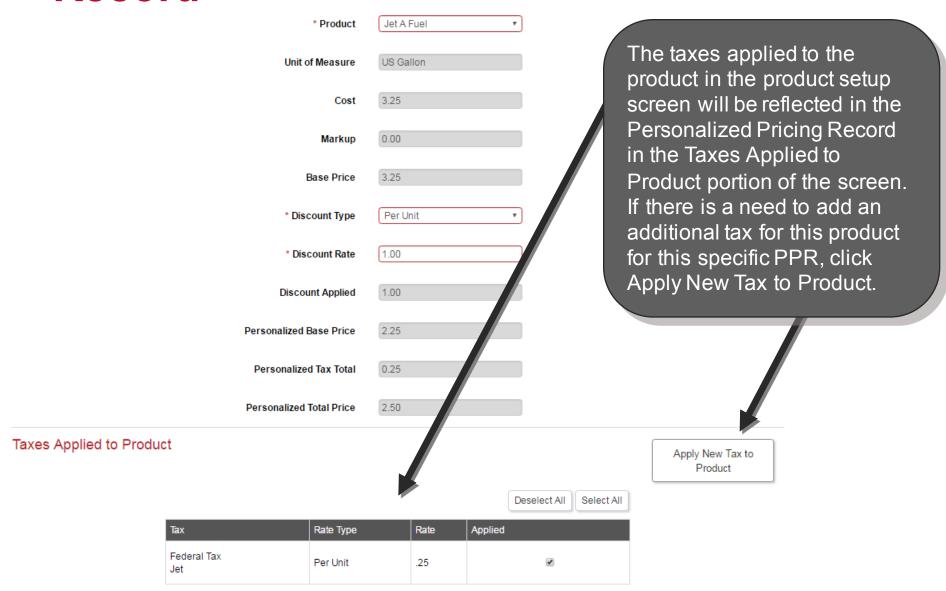
After the Product is selected, the Unit of Measure, Cost, Markup and Base Price will populate with information about the product from the product screen.



After the Discount is applied to the product, the Personalized Base Price, Personalized Tax Total and Personalized Price will reflect the discount. Once the changes are complete, scroll to the bottom of the screen to address taxes if applicable.

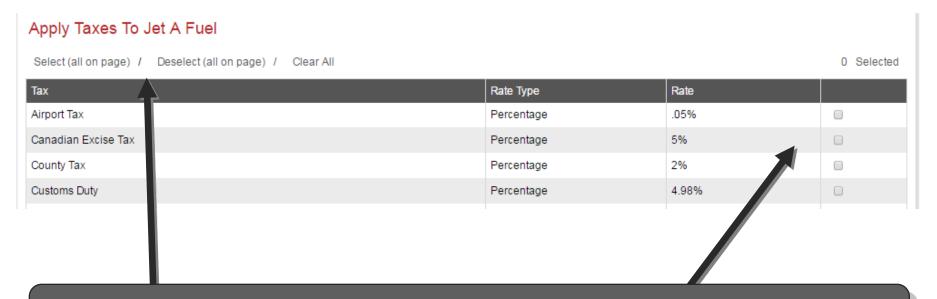
Adding Taxes to a Product in Price Record





Adding Taxes a Product in Price Record





From this screen the user can choose to add all of the taxes in the list, remove taxes or select one tax to add to the selected product in this Personalized Pricing Record.

Adding Taxes to a Product in Price Record



Apply Taxes To Jet A Fuel

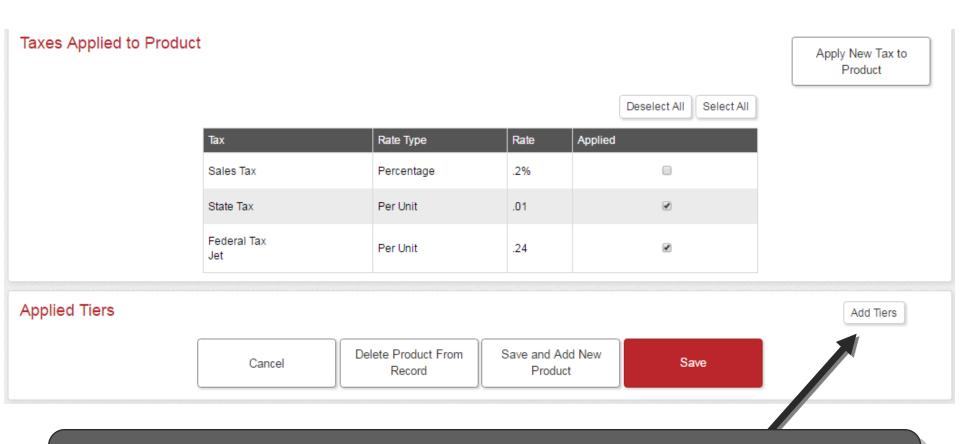
Select (all on page) / Deselect (all on page) / Clear All 1 Selected

| Tax | | Rate Type | Rate | |
|-------------------------|--------|------------|-------|---|
| Airport Tax | | Percentage | .05% | |
| Canadian Excise Tax | | Percentage | 5% | |
| County Tax | | Percentage | 2% | • |
| Customs Duty | | Percentage | 4.98% | |
| Sales Tax | | Percentage | 6.25% | |
| Sales Tax - City | | Percentage | 15% | |
| Sales Tax - County | | Percentage | 4% | |
| Sales Tax - Other | | Percentage | 4% | |
| Sales Tax - State | | Percentage | 6.35% | |
| State Environmental Tax | | Per Unit | .01 | |
| | Cancel | Save | | |
| | | | | |

Once the desired additional taxes are selected for this specific product in this Personalized Pricing Record, click Save.

Applying Tiers to a Product





To create tiered discounts to the personalized pricing record, select Add Tiers. These tiers will override the product tiers set up in the Products Screen for any customers where this PPR and this product are used for a sale.

Applying Tiers to Product



| Taxes Applied to Produc | ct | | | | | | | | | | Apply New Tax to Product |
|-------------------------|----------|-----------------|-------------------------|--------|--------------------------|-------------------------|---------------------|-----------|------------------------|-------|-------------------------------|
| | | | | | | | | D | eselect All Select All | | |
| | | Tax | | Rat | те Туре | | Rate | Applied | | | |
| | | Sales Tax | | Per | rcentage | | .2% | | | | |
| | | State Tax | | Per | r Unit | | .01 | | € | | |
| | | Federal Tax Jet | | Per | r Unit | | .24 | | € | | |
| | | | | | | | | | | | |
| Applied Tiers | | | | | | | | | | | |
| Tier Min | Tier Max | | Personalized Base Price | | Tier Discount | F | Personalized Tier B | ase Price | Personalized Tier Tax | Total | Personalized Tier Total Price |
| 1000 | 2000 | | 3.20 | | 0.20 | | 3.00 | | 0.25 | | 3.25 |
| 2001 | 5000 | | 3.20 | | 0.40 | | 2.80 | | 0.26 | | 3.06 |
| 5001 | 10000 | | 3.20 | | 0.50 | | 2.70 | | 0.25 | | 2.95 |
| 10000 | 100000 | | 3.20 | | 1.00 | | 2.20 | | 0.25 | | 2.45 |
| | | | 3.20 | | | | | | | | |
| | | | 3.20 | | | | | | | | |
| | | | 3.20 | | | | | | | | |
| | | | 3.20 | | | | | | | | |
| | | | Cancel | Delete | e Product From Record | Save and Add Product | l New | Save | | | |

Once Tiers are added to the product on the Personalized Pricing Record, click Save or Save and Add new Product to continue. For this example, Save was clicked.

Continuing a Personalized Pricing Record



| Person | alized P | ricing Reco | ord: | Edit | | | | | | Copy | Record |
|------------|------------|-------------------------------|--------|---------------------|-------|---|--------|----------------------|---------------|------|--------|
| | | | | * Record Name | Base | e-Customer | | | | | |
| | | PR has bee | en | Review Date | | (internal control of the control of | | | | | |
| adde | ed, it wil | l appear on | | Expiration Date | | ,check a, | | | | | |
| | record. | ion screen (| OT | Description | | | | | | 4 | |
| ⊃rodu | cts with | Personaliz | ed P | ricing | | | | | | | |
| Product | Base Price | Discount Applied | Pers | onalized Base Price | Per | sonalized Tax Total | Perso | onalized Total Price | Applied Tiers | ; | |
| Jet A Fuel | \$4.00 | \$1.00 | \$3.00 |) | \$1.4 | 15125 | \$4.45 | 125 | N | Edit | Delete |
| | | | | | | | | | | | |
| | | Personalize By T Exemption | ax | Personalize By Prod | luct | Cancel | | Save | | | |

Continuing a Personalized pricing Record

Darcanalized Driging Decord: Edit



Copy Record

| | * Record Name Review Date Expiration Date Description | Base-Customer | | | |
|------------------|--|------------------------|---|---|---|
| | Expiration Date | | | | |
| | | (abeta) | | | |
| | Description | | | | |
| | | | | | |
| | | | | // | |
| Personalize | ed Pricing | | | | |
| Discount Applied | Personalized Base Price | Personalized Tax Total | Personalized Total Price | Applied Tiers | |
| \$1.00 | \$3.00 | \$1.45125 | \$4.45125 | N | Edit |
| | Discount Applied \$1.00 Personalize By T | \$1.00 \$3.00 | Discount Applied Personalized Base Price Personalized Tax Total \$1.00 \$3.00 \$1.45125 Personalize By Tax Personalize By Product Cancel | Discount Applied Personalized Base Price Personalized Tax Total Personalized Total Price \$1.00 \$3.00 \$1.45125 \$4.45125 Personalize By Tax Personalize By Product Cancel Save | Discount Applied Personalized Base Price Personalized Tax Total Personalized Total Price Applied Tiers \$1.00 \$3.00 \$1.45125 \$4.45125 N Personalize By Tax Personalize By Product Save |

From here the user can continue to add additional products to the record, add a global tax exemption to the record, save the record, copy the record to start a new PPR or navigate away from this PPR with the Cancel Button.

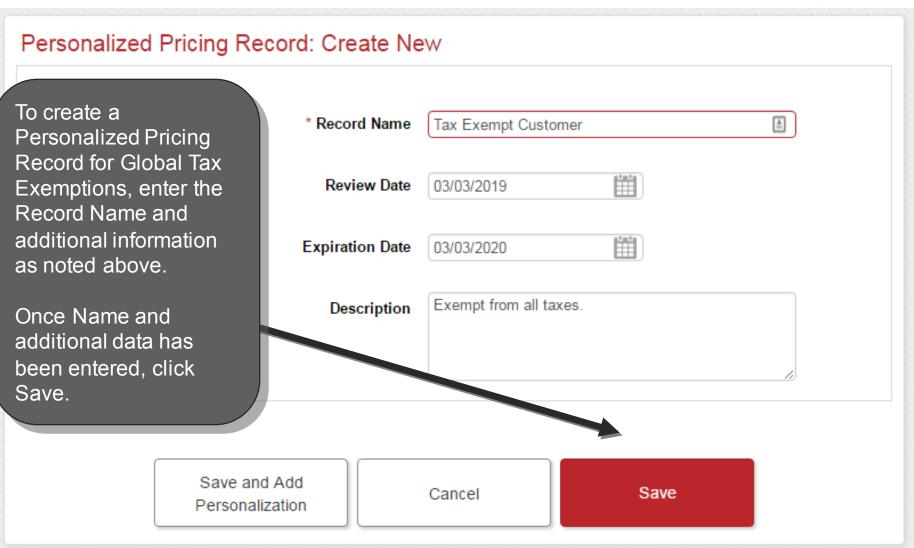
Tax Exemptions and Personalized Pricing



- Personalized Pricing Records can contain personalized product prices and taxes (see prior slides)
 - Add new taxes to a given product
 - Exempt a specific tax applied to a specified product
- Personalized Pricing records can contain Global Tax Exemptions (outlined below)
 - Global Tax Exemptions allow a certain Personalize Pricing record to be set up to exempt a customer from ALL Taxes on a group of products or all products OR
 - A Global Tax Exemption can be set up to allow a given Personalized Pricing Record to exempt certain taxes from ALL Products when that Record is used
- Personalized Pricing records can contain a blend of both.
 - If using Global Tax Exemptions on a Personalized Pricing Record, the Global tax exemptions override any individual product tax changes

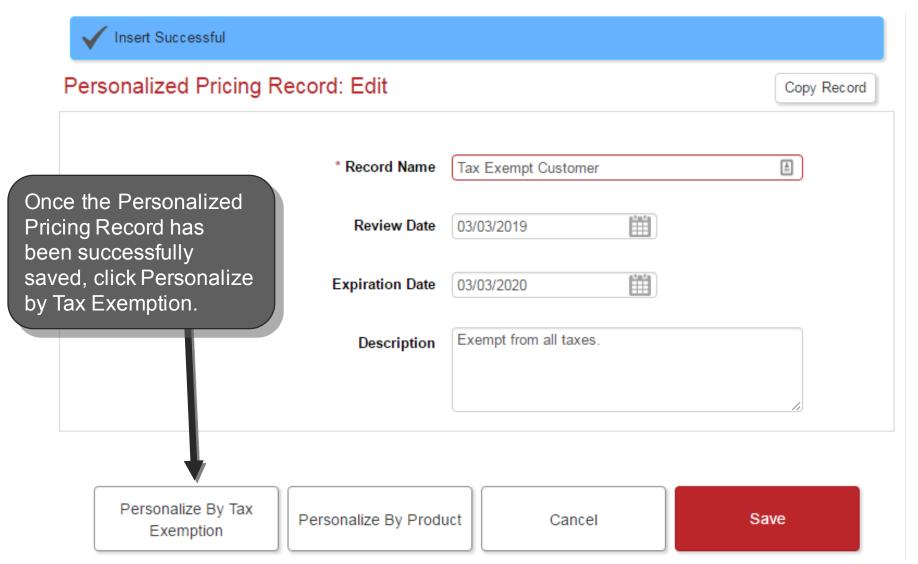
Personalize By Tax Exemption





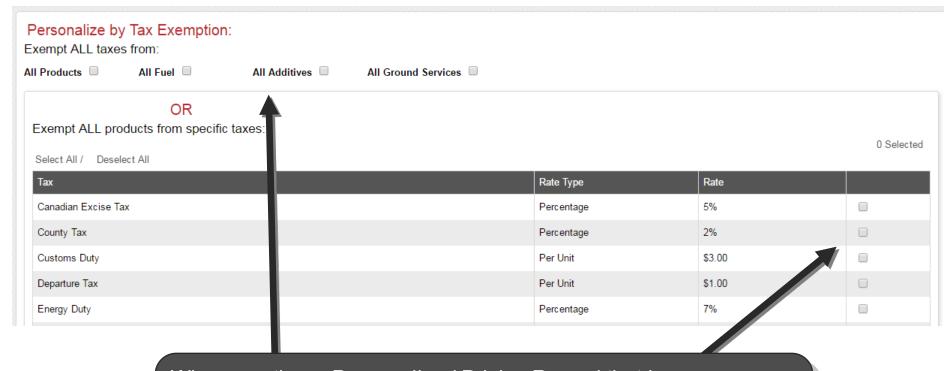
Personalize By Tax Exemption





Personalize By Tax Exemption





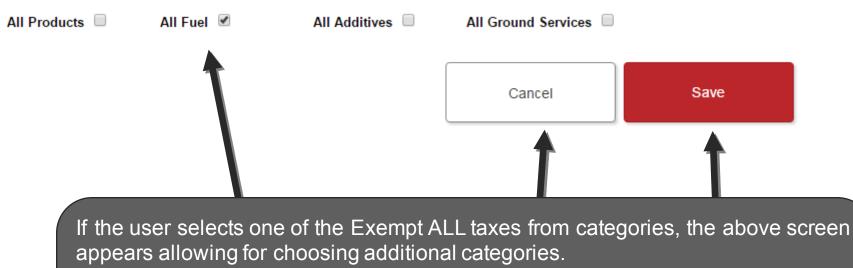
When creating a Personalized Pricing Record that is Personalized by Tax Exemption, the user has the option to exempt all taxes from certain groups of products or all products OR exempt all products from select taxes.

Exempting All Taxes



Personalize by Tax Exemption:

Exempt ALL taxes from:



After selections are made, click Save.

If the user selected one of these categories in error, they can either click the check box to unselect the item(s) or click Cancel to return to the previous screen.

Exempt All Products from a tax



Exempt ALL products from specific taxes:

To exempt All products from specific taxes, select the taxes for exemption here.

Selected

1 Selected

Select All / Deselect All

| Тах | Rate Type | Rate | |
|---------------------|------------|--------|---|
| Canadian Excise Tax | Percentage | 3% | |
| Energy Duty | Per Unit | \$0.30 | |
| Federal Oil Spill | Percentage | 3.5% | |
| Federal Tax Avgas | Per Unit | \$0.50 | |
| Federal Tax Jet | Percentage | 8% | • |

Once all taxes to be exempted are selected for the specific PPR, scroll to bottom of screen and click Save.

Select All / Deselect All

Cancel

Save

Completing the PPR



Personalized Pricing Record: Edit

Copy Record

When the PPR has been saved with products added, it will appear on the information screen of the record. From this screen, additional products can be added and the record can be edited or deleted.

| * Record Name | Base-Customer |
|-----------------|---------------|
| Review Date | (abrida) |
| Expiration Date | (aberta) |
| Description | |
| | |

Products with Personalized Pricing

| Product | Base Price | Discount Applied | Personalized Base Price | Personalized Tax Total | Personalized Total Price | Applied Tiers | |
|------------|------------|------------------|-------------------------|------------------------|--------------------------|---------------|-------------|
| Jet A Fuel | \$4.00 | \$1.00 | \$3.00 | \$1.45125 | \$4.45125 | N | Edit Delete |

Personalize By Tax Exemption

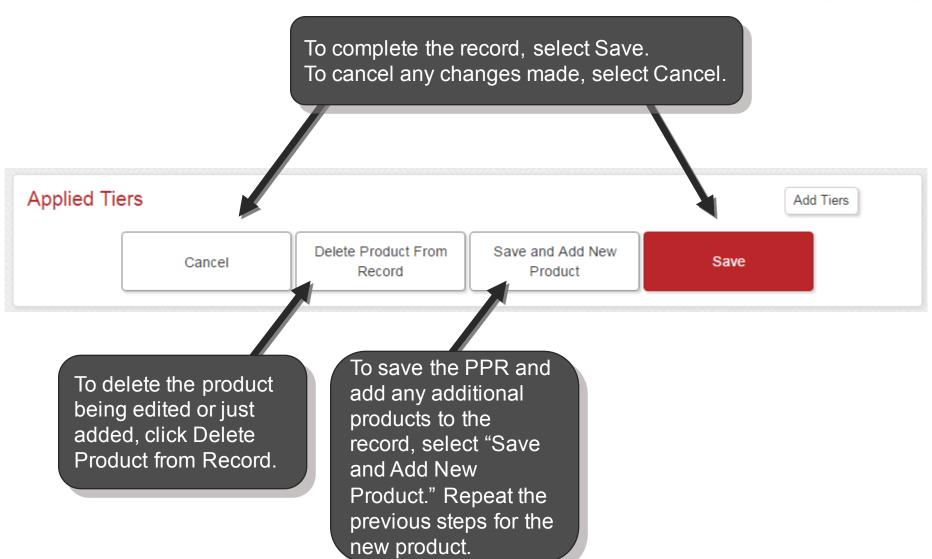
Personalize By Product

Cancel

Save

Completing the PPR





View Personalized Pricing Records



Personalized Pricing Records

Add Personalized Pricing Record

| Record Name | Review Date | Effective Date | Expiration Date | |
|----------------|-------------|----------------|-----------------|-------------|
| +Base-Customer | | 08/29/2016 | | Edit Delete |
| +Our-Planes | | 09/09/2016 | | Edit Delete |

Personalized Pricing Records that have been created appear in the view screen. From this screen, the user has the ability to Edit or Delete a record. When additional PPRs are created, the user will also have the ability to sort the records by the column headings (Record Name, Review Date, Effective Date, Expiration Date).

Note: Once a PPR is created, it cannot be completely removed. Deleting a record expires the PPR with the date/time of "deletion" being the expiration date. The record will expire immediately rather than at 23:59:59 as referenced for expiration dates above. This record will then move to the bottom of the screen.

View Personalized Pricing Records



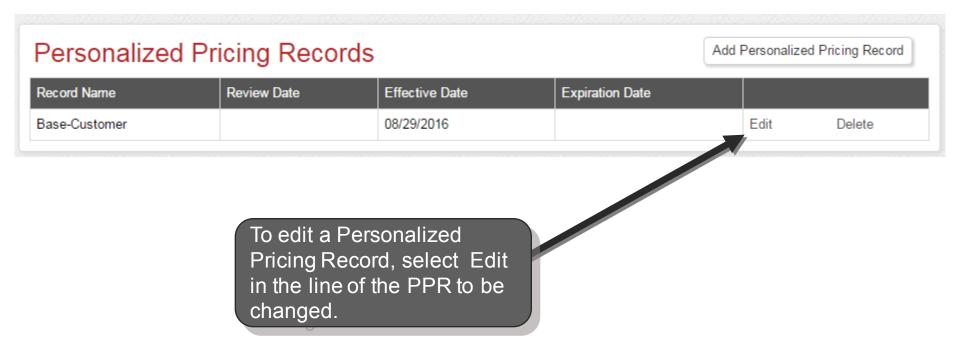
| Record Na | me | Review Date | | Effective Date | | Expiration Date | | | | |
|--------------|------------|-------------|------------|-----------------|--------|----------------------------|---------------------------|------------------------|------|------------------|
| - Base-Custo | omer | | | | 08/29/ | 2016 | | | Edit | Delete |
| | Product | | Base Price | Disco Applie | | Personalized Base Price | Personalized Tax Total | Personal Total Pric | | Applied Tiers |
| | Jet A Fuel | | \$4.00 | \$0.00 | | \$2.00 | \$2.1415 | \$4.1415 | | N |

To view products attached to the Personalized Pricing Record, click on the "+" next to the record name to expand the record.

To collapse the PPR, click the "-" next to the PPR name.

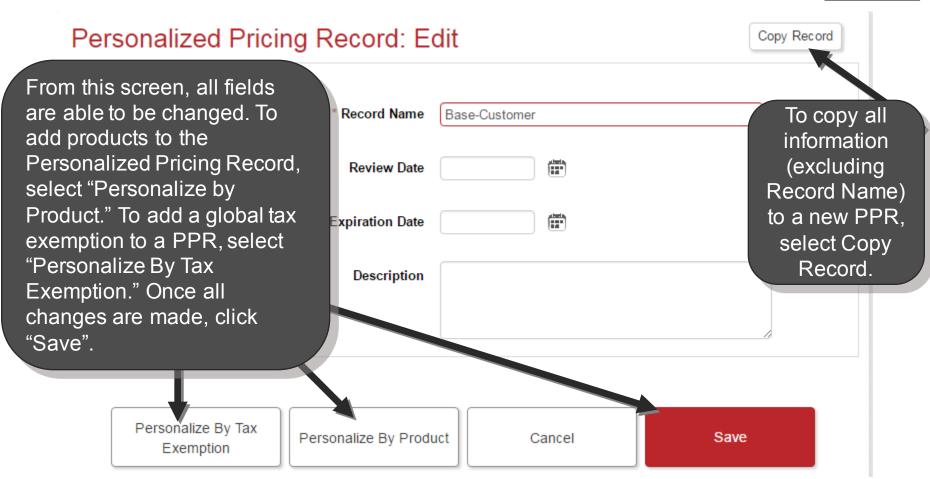
Editing Personalized Pricing Records





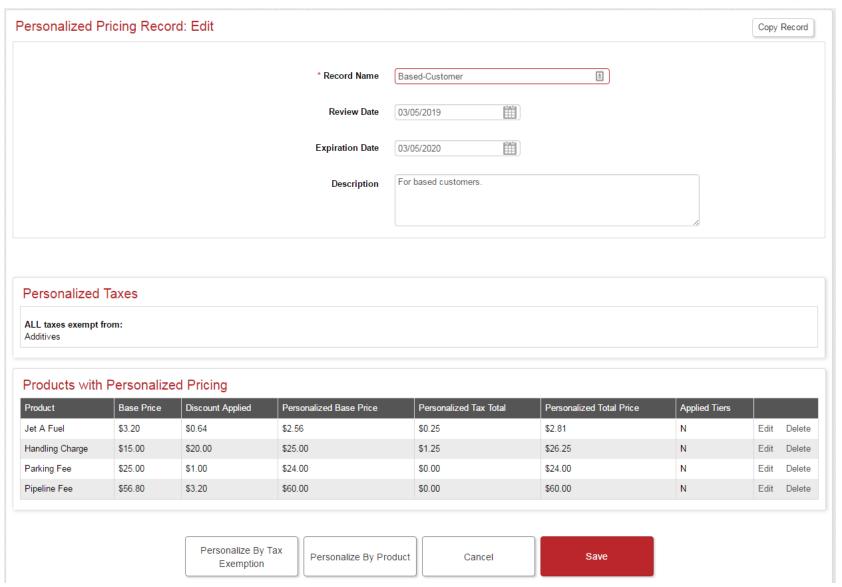
Editing Personalized Pricing Records





Finalized PPR Example





Deleting Personalized Pricing Records



| Personalized Pr | A | dd Personalized F | Pricing Record | | |
|-----------------|-------------|-------------------|-----------------|------|--------|
| Record Name | Review Date | Effective Date | Expiration Date | | |
| Base-Customer | | 08/29/2016 | | Edit | Delete |

To expire a Personalized Pricing Record immediately, select Delete and confirm the action in the pop up.

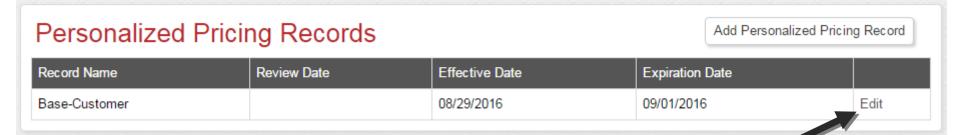
09/01/2016

Personalized Pricing Records Add Personalized Pricing Record Record Name Review Date Effective Date **Expiration Date** Base-Customer 08/29/2016 Edit

Once confirmed, the PPR will populate the date of the action.

Reactivating Personalized Pricing Records





Any Personalized Pricing Record can be reactivated after it has expired or been deactivated. To reactivate an expired account, select Edit.



Adding a PPR to a Customer



When adding a new customer profile or updating an existing profile the user can associate a Personalized Pricing Record to the customer Profile for use on a transaction by selecting the desired record from the PPR dropdown.

| When adding a new | omer/Company Name | VIP Customer | |
|--|-------------------------------|--|---------------------------------------|
| customer profile or updating an existing | Customer Email | | |
| profile the user can | Country | United States • | |
| associate a Personalized Pricing | Address | 2525 Yellow Line Road | |
| Record to the | City | Salisbury | |
| customer Profile for use on a transaction | State/Province | Maryland • | Note: When adding a PPR to a customer |
| by selecting the | Zip/Postal Code | | profile, this PPR will |
| desired record from he PPR dropdown. | Phone No. | 410-555-1237 | apply to all aircraft on the profile. |
| | Vat Registration No. | | |
| | Personalized Pricing Record | Base-Customer ▼ | |
| Personaliz | ed Pricing Record Description | Discount for all base customers. | |
| To remove a PPR set 'Select One' from the Personalized Pricing drop down list. | ne | Note: This will apply to all aircraft on profile. Go to the Aircraft tab to apply to an individual. | |

Notes/Preferences

Adding a PPR to a Customer Tail Number



| Add Aircraft | | | | |
|---|---------------------|-----------------|---|--|
| * Tail | Number | N276LR | | When adding a new |
| Airc | raft Type | Cessna Citation | X | customer profile or updating an existing |
| F | Jet A Fuel | * | profile the user can associate a | |
| Personalized | d Pricing | Base-Customer | 7 | Personalized Pricing |
| To remove a PPR select 'Select One' from the Personalized Pricing drop down list. | Discount for all ba | ase customers. | Record to the a specific Tail on the Customer Profile for use on a transaction. | |
| | | Cancel | Add To Profile | |

If a PPR is associated with a Customer and/or Tail, that PPR (or those) will appear at the top of the dropdown list on the transaction screen. The PPR will default to reflect in the Personalized Pricing box if there is a distinct match, first by tail, then by Customer/Company Name.



| Transaction Detail Products Review Complete | |
|---|--|
| Transaction Type | Sale * |
| * Delivery Date | 03/05/2017 |
| Receipt No. | 10048 |
| Reference No. | |
| Customer / Company Name | |
| * Tail No. | N276LR |
| Flight / Leg No. | Enter a Tail Number and/or |
| Next Destination IATA/ICAO | Customer Company Name |
| AOC | along with any additional transaction data and click |
| VAT Registration No. | Continue. |
| | |
| Cancel | ave & Suspend Continue |



| Personalized Pricing Record Name *Base-Customer *Discount for all base customers. Add Product * Select Select One *Quantity * Unit Price Add Discount Add To Transaction | Begin apply Pricin section tail many con or pain Recon will ha | ing products to to g dropdown is a on. This drop down atch, then by extendination of partial) and the restress set up in the | the normal steps he transaction, a vailable above the wn will first be sor act Customer mat artial tail, custome t of the Personalis system. The mate n asterisk (*) at th | Personalized e Add Product ted by exact tch, then by er match (full zed Pricing ched records |
|--|---|--|--|--|
| Go Back | Cancel | Save & Suspend | Enter Card Details | |

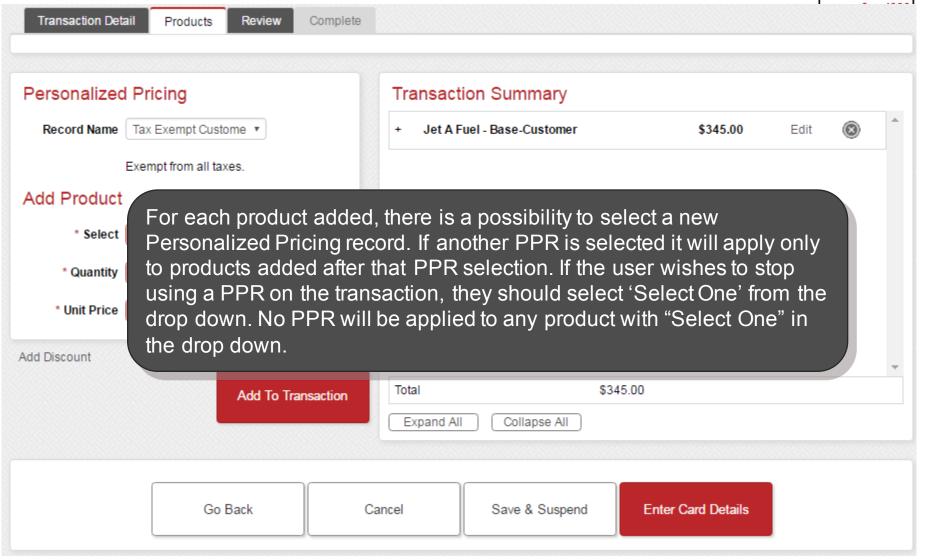


| Personalized F | Pricing | Transaction Summ | ary |
|---|--|------------------|--|
| Record Name | *Base-Customer • | | |
| Add Product * Select * Quantity * Unit Price Add Discount | Discount for all base customers. Select One | | From the drop down menu, select the Personalized Pricing Record Name for the desired record if the desired record is not the default record. If a description was added to the record, it will appear below the Record Name field. |
| | Add To Transaction Go Back | Cancel Save | & Suspend Enter Card Details |



| Personalized Pricing Record Name *Base-Customer For based customers. Add Product | Select the products to be added to the transaction. Any products listed under the Personalized Pricing Record will automatic display the Personalized Pricing Record's recorded pricing. | cally |
|---|--|-------|
| * Select Jet A Fuel * Quantity 100 US Gallon * Unit Price 3.20000 | In this example, when the tail # is entered transaction detail screen and the product Fuel is then selected, the system knows tapply the correct PPR to this transaction. | Jet A |
| Add Discount Add To Transac | Total \$0.00 | |
| Go Back | Cancel Save & Suspend Enter Card Details | |







| Personalized Pricing | Transaction Summary | | | | |
|------------------------------|---|--------------|--------|----------|----------|
| Record Name *Base-Customer * | - Jet A Fuel - Base-Customer | \$345.00 | Edit | ® | • |
| For based customers. | 100 Each @ 3.20000 | \$320.00 | | | |
| Add Product | Sales Tax @ 0.20000% | \$0.00 | Exempt | | |
| * Salart Calart One | State Tax @ 0.01000 | \$1.00 | Exempt | | |
| * Select One v | Federal Tax Jet @ 0.24000 | \$24.00 | Exempt | | |
| * Quantity | | | | | |
| * Unit Price | 1 | | | | |
| Add Discount | | | | | . |
| Add To Transaction | Total \$345.00 | | | | |
| | Expand All collapse All | | | | |
| | /////////////////////////////////////// | | | | |
| Go Back Car | ncel S. ve & Suspend Enter | Card Details | | | |

Once the product is added to the transaction the Personalized Product Record associated to this product will be visible with its Record Name and PPR specific pricing on the screen so the <u>Avfuel Hub user</u> knows that the PPR has been applied.



Print Receipt

Email Receipt

PECEIPT



AVFUEL LOCATION Your FBO Name, Inc.

YEN/KYEN 555-555-5555 info@yourfboname.com vourfboname.com

| | | | | KECEI |
|----------------------------|---------------------|---------------------------|----------------------------|--------------------------------------|
| Receipt No. 10029 | Batch No. 1321 | Merchant No. 2503 | Terminal ID 10290013043 | Entered By tdk merch |
| Delivered On 02/07/2017 | Destination | Tail No. N854AA | Ref No. | Entered On 02/07/2017 19:27:40 |
| | Payment Typ Cash | e | Exp Date | Auth No. |
| AOC No | | License/Reg No. | | |

| DESCRIPTION | UNIT PRICE | QTY | PRODUCT | TA | X/DISCOUNT | | Total |
|-------------|--------------|-----|---------|-------------------------------|---------------|---------------|--------|
| | USD | | USD | | USD | | USD |
| Jet A Fuel | 2.25000 /GAL | 100 | 225.00 | County Tax Federal Tax Jet | 2.00% 0.25 | 4.50 25.00 | 254.50 |
| Total | | | 225.00 | A | | 29.50 | 254.50 |

Customer Signature

Once the sale is complete the receipt will only reflect the pricing as it was set up in the Avfuel Hub. There is no reference to the Personalized Pricing Record on the receipt.

Reports reflecting Personalized Pricing



Fields have been added to the end of the Comprehensive Data file and the Accounting Export File to show the name of the Personalize Pricing Record used and whether or not there was a discount given or a manual price override done, regardless of use of a PPR.

| PPR | Override |
|-------------|----------|
| | No |
| | No |
| | No |
| | No |
| My PPR | Yes |
| | Yes |
| | No |
| AwesomeDeal | No |
| BestDeal | No |

The PPR Column reflects the name of the Personalized Pricing record used.

The Override Column reflects the whether or not a discount was given or a price was manually overridden on the transaction.

- If a Personalized Pricing Record was the only thing used on the transaction the Override column will reflect No.
- If a no PPR was used and no discount was given, nor a price override done, the column will reflect No.
- If a Price was overridden and/or a discount given to a transaction regardless of whether a PPR was used, the Override column will reflect Yes.