



**WEB TUTORIALS**

# Process a Refund



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## Bank Cards

MasterCard

Visa

American Express

Discover

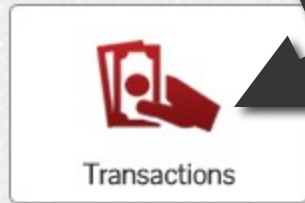
# THE AVFUEL HUB



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



AVTRIP Promotions



Merchant Account



New Sale



AVTRIP Points



Customer Lookup

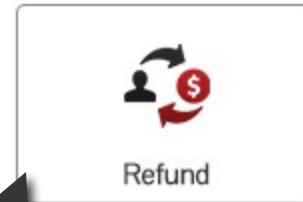
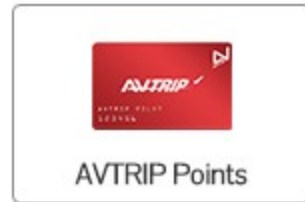
To begin, select "Refund" from the "Transactions" menu in the top navigation bar or the "Transactions" button from the main menu button options.

# Select “Refund”



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

- Sale
- AVTRIP Points
- Refund
- Pending
- Void
- Batch Management
- Settle Batch
- View Batch Reports
- Transaction History



To begin, select “Refund” from the “Transactions” menu in the top navigation bar or the “Refund” button from the “Transactions” menu button options.

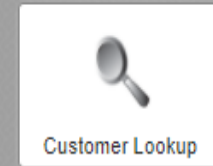
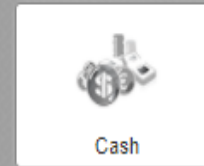
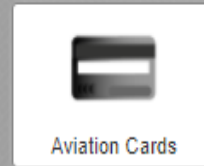
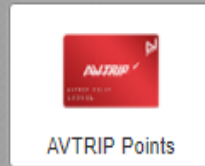
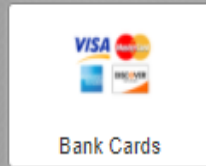
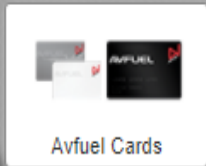
# Select Payment Method To Refund



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

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

Refund Select Payment Method for Credit



Note the word REFUND will appear throughout the process and serves to remind you that you are creating a refund transaction.

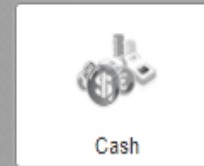
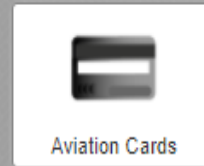
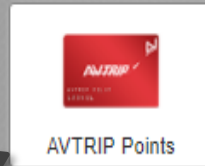
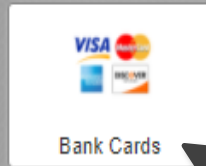
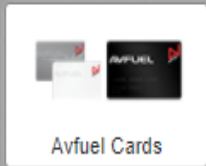
# Select Payment Method To Refund



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

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

Refund Select Payment Method for Credit



To process a bank card refund, select the "Bank Card" button.

Note

Aviation Cards, Avfuel Cards, Cash and AVTRIP refunds can also be processed by selecting those options. Please refer to those specific sections of the manual for instructions.

# Default Information



Transaction Type Refund

\* Delivery Date 03/23/2018

Receipt No. 570650

Original Invoice No.

Tail No. N1234

Transaction type will be listed as "Refund".

Cancel

Save & Suspend

Continue

Note

If the refund is to reverse a previous transaction, ensure all details entered match the previous transaction. The previous invoice number should be added as the "Original Invoice No.", though it is not required.

# Default Information



Transaction Type	Refund
* Delivery Date	<input type="text" value="03/23/2018"/>
Receipt No.	570650
Original Invoice No.	<input type="text"/>
* Tail No.	<input type="text" value="N1234"/>

Transaction type defaults to Sale and the Receipt No. is auto-generated.

<input type="button" value="Cancel"/>	<input type="button" value="Save &amp; Suspend"/>	<input type="button" value="Continue"/>
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# Enter the Required Delivery Date



The delivery date is auto-populated with today's date. To change it, click on the calendar to select the correct delivery date or type the date in the field – MM/DD/YYYY.

Transaction Type Refund

\* Delivery Date 03/23/2018

Receipt No. 570650

Original Invoice No.

\* Tail No. N1234

Cancel

Save & Suspend

Continue

# Enter the Required Tail Number



Transaction Type    Refund

\* Delivery Date

03/23/2018



Receipt No.

570650

Original Invoice No.

\* Tail No.

N1234



The Tail No. is required to continue.

Cancel

Save & Suspend

Continue

# Enter Original Invoice No.



Transaction Type Refund

\* Delivery Date

03/23/2018



Receipt No.

570650

Original Invoice No.

\* Tail No.

N1234

There is an option to add the "Original Invoice No" for later reference.

Cancel

Save & Suspend

Continue

# Cancel or Suspend the Sale



To cancel the transaction completely, select “Cancel”. The transaction can be saved to be completed later by selecting “Save & Suspend”. Saved transactions can be accessed by selecting “Pending” from the “Transactions” menu.

A screenshot of a web form for a refund. The form includes a date field with '03/23/2018', a text field with '570650', and a text field with '\* Tax No.' and 'N1234'. At the bottom, there are three buttons: 'Cancel', 'Save & Suspend', and 'Continue'. Two black arrows point from the text box to the 'Cancel' and 'Save & Suspend' buttons.

Refund

03/23/2018

570650

\* Tax No. N1234

Cancel Save & Suspend Continue

# Sale Navigation buttons



Card Type: (Bank Card)  
Card Number:

Transaction Detail Products Review Complete

Transaction Type Refund

\* Delivery Date 03/23/2018

Lot No. 570850

Product No.

Item No. N1234

Save & Suspend Continue

The Navigation buttons along the top of the sale window are for Suspended transactions only.

**They are not for navigation during a new sale.**

If information is entered for a tail number it will not be saved to the transaction unless "Continue" or "Save & Suspend" is selected.

# Continue the Sale



Transaction Type Refund

\* Delivery Date

03/23/2018

Receipt No.

570650

Original Invoice No.

\* Tail No.

N1234

Once all necessary information has been entered, click "Continue".

Cancel

Save & Suspend

Continue

# Select the Products



Transaction Detail

Products

Review

Complete

## Personalized Pricing

Record Name

## Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

Add To Transaction

If a "Personalized Pricing" is required this is where that can be selected. For further instruction on "Personalized Pricing" consult the "Personalized Pricing" of section of the Help Menu.

Total

\$0.00

Go Back

Cancel

Save & Suspend

Manually Enter Card  
Data

Swipe Card

# Select the Products



Alternative Payment

Transaction Detail **Products** Review Complete

## Personalized Pricing

Record Name

## Add Product

\* Select

- \* Quantity
- \* Unit Price
- Select One
- Avgas 100LL**
- FSII - Fuel System Icing Inhibitor
- Handling Charge - Handling Charge
- Jet A Fuel
- Maintenance
- Labor
- Hangar Rental - Hangar Rental
- Miscellaneous - T-Shirts
- Ground Handling
- Defuel Service
- Overtime Fee
- Push Back
- Crew Transportation
- Parking Fee - Parking Fee
- Oxygen
- Flight Instruction
- Charter
- Landing Fee - Landing Fee
- Slot Time & Fee

Add Discount

## Transaction Summary

Total \$0.00

Products are added to the transaction by selecting the appropriate products from the dropdown box.

Cancel

Save & Suspend

Manually Enter Card Data

Swipe Card



# Enter Products



Transaction Detail

Products

Review

Complete

## Personalized Pricing

Record Name

## Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

Add To Transaction

## Transaction Summary

Enter the quantity by typing in the correct value. The unit price will auto-populate.

Total \$0.00

Go Back

Cancel

Save & Suspend

Manually Enter Card Data

Swipe Card

Note

The unit price is auto-populated if a price was created in the Products menu. The price can be added on this screen or updated if the auto-populated price is not correct.

# Enter Products



Transaction Detail

Products

Review

Complete

## Personalized Pricing

Record Name

## Add Product

\* Select

\* Quantity  US Gallon

\* Unit Price

Add Discount

Add To Transaction

Select "Add to Transaction".

Back

Cancel

Save & Suspend

Manually Enter Card Data

Swipe Card

## Transaction Summary

Products added will appear here.

Total

\$0.00

# Enter Products



Transaction Detail

Products

Review

Complete

## Personalized Pricing

Record Name

## Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

Add To Transaction

## Transaction Summary

+ Jet A Fuel with FSII Additive	\$(250.00)	Edit	
+ Handling Charge	\$(130.69)	Edit	

Additional charges and services may be added.

Total

Expand All

Collapse All

Go Back

Cancel

Save & Suspend

Manually Enter Card  
Data

Swipe Card

Note

The unit price is auto-populated if a price was created in the "Manage Products" menu. The price can be added on this screen or updated if the auto-populated price is not correct.

# View Product Details



Transaction Detail | **Products** | Review | Complete

**Personalized Pricing**

Record Name

**Add Product**

\* Select

**Transaction Summary**

- Jet A Fuel with FSII Additive	\$(250.00)	Edit	⊗
-100 Each @ 2.50000	\$(250.00)		
- Handling Charge	\$(130.69)	Edit	⊗
-1 Each @ 120.00000	\$(120.00)		
IVA Tax @ 5.20000%	\$(8.24)	Exempt	
Provincial Sales Tax @ 0.25000	\$(0.25)	Exempt	
Federal Oil Spill @ 3.50000%	\$(4.20)	Exempt	
<b>Total</b>	<b>\$(380.69)</b>		

Taxes are automatically applied to the sale when set up in the Tax Profiles. To view all product details, select "Expand All" or view details of an individual product by clicking the "+". To return to original view, select "Collapse All" or click the "-" next to the expanded product.

**Note** You can exempt taxes from a product on this screen. Please refer to that specific section of the manual. Exempt taxes will be shown as such on the invoice.

# Edit or Delete Product Details



Transaction Detail | **Products** | Review | Complete

### Personalized Pricing

Record Name

### Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

**Add To Transaction**

### Transaction Summary

+ Jet A Fuel with FSII Additive	\$(250.00)	Edit	
+ Handling Charge	\$(130.69)	Edit	

Total

Products can be deleted by clicking the "X" or edited by selecting the "Edit".

**Note** Discounts can be added to products other than fuel on this screen. Please refer to that specific section of the manual. Discounts will be shown as such on the invoice.

# Edit or Delete Product Details



Transaction Detail **Products** Review Complete

## Personalized Pricing

Record Name

## Add Product

\* Select

\* Quantity

\* Unit Price

**Add To Transaction**

## Transaction Summary

+ Jet A Fuel with FSII Additive	<b>\$(250.00)</b>	Edit
+ Handling Charge	<b>\$(130.69)</b>	Edit

Selecting "Edit" will allow you to edit the quantity and unit price of the product. Enter new values and select "Save".

Total

Expand All

Collapse All

Go Back

Cancel

Save & Suspend

**Manually Enter Card Data**

**Swipe Card**

# Enter More Products



Transaction Detail

Products

Review

Complete

## Personalized Pricing

Record Name

## Add Product

\* Select

\* Quantity

\* Unit Price

Add To Transaction

## Transaction Summary

+ Jet A Fuel with FSII Additive	\$(250.00)	Edit
+ Handling Charge	\$(130.69)	Edit

Total \$(380.69)

Expand All

Collapse All

Repeat the process as needed to add other products to the transaction.

To process a bank card, select the appropriate method of entry. If the card is present select "Swipe Card" if the card is not present select "Manually Enter Card Data"

Go Back

Cancel

Save & Suspend

Manually Enter Card Data

Swipe Card

# Swipe Card



The screenshot shows a software interface with a window titled "Jet A Fuel with FSII Additive". Inside the window, there is a section titled "Swipe Card for Authorization". Below this title is a text input field containing the placeholder text "# Populates Upon Swine". To the right of the input field are logos for VISA, MasterCard, and DISCOVER. A "Close" button is located in the top right corner of the window. A black callout box with white text points to the input field, stating: "Once 'Swipe Card' is selected it is possible to swipe the card and have the information populate into the field. This window will not allow a card to be entered manually."



# Manually Entered Card

A screenshot of a web form titled "Key in Bank Card Data for Authorization". The form includes a "Close" button in the top right corner. It has four input fields: "\* Card Number", "CVV2", "\* Month", and "\* Year". Below the month and year fields is a "Zip Code" field. To the right of the input fields is a logo for VISA, MasterCard, and DISCOVER. At the bottom right of the form is a red button labeled "Complete Transaction". A note at the bottom of the form states "CVV2 may be required for certain bank cards." Two black arrows point from a text box below to the "Card Number" and "Complete Transaction" fields.

Once "Manually Enter Card Data" is selected enter the card number, expiration date, CVV code, and the zip code. Then select "Complete Transaction".

## Note

A CVV code can be found on the back of the bank card. It is a three digit number found on the right hand side of the center of the card.

# Generate an Invoice



Home ▾ Transactions ▾ Look
Print Receipt    Email Receipt    Close

REFUND RECEIPT

Receipt No.	Batch No.	Merchant No.	Terminal ID	Entered By
570650	1429	2985	10290016046	Jennifer Roth
Delivered On	Destination	Tail No.	Ref No.	Entered On
03/23/2018		N1234		03/23/2018 10:43:57
Payment Type			Exp Date	Auth No.
VISA *****0004 Keyed			12/25	

**AVFUEL LOCATION**  
 Merchant Training Account  
 KIXD  
 866-720-3797  
 theavfuelhub@avfuel.com  
 www.theavfuelhub.com

Approved!  
Your transaction is now available.

Next Up: Award some points

Merchant Training Account (

Email Receipt

DESCRIPTION	UNIT PRICE			Total
	USD			USD
Jet A Fuel with FSII Additive	2.50000			(250.00)
Handling Charge - Handling Charge	120.00000 /EA	(1)	(120.00)	(130.69)
			IVA Tax 5.20%	(6.24)
			Provincial Sales Tax 0.25	(0.25)
			Federal Oil Spill 3.50%	(4.20)
<b>Total</b>			<b>(370.00)</b>	<b>(10.69)</b>
				<b>(380.69)</b>

Customer Signature

By signing this receipt, I agree I have received and will pay for the above goods and/or services rendered. Card payments are governed by card issuer agreement.

Once the transaction is complete, the invoice will automatically generate and appear on the screen. From here the invoice can be printed or emailed.

# Email the Receipt



Card Type: MasterCard  
Card Number: \*\*\*\*\*1592

Transaction Detail Products **Review** Complete

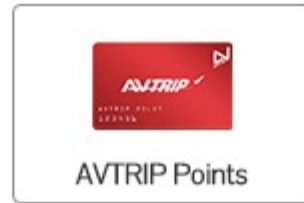
Approved!

Your transaction is now authorized and complete.

Next Up:



Award some points!



To send a copy of the invoice via email, select "Email Receipt".

# Email the Receipt



Close

## Add Recipient

\* Email Receipt to

Add

## Invoice Recipients

No invoice recipients have been added.

Enter the email address of the recipient and select "Add".

# Email the Receipt



Close

## Add Recipient

✓ Insert Successful

\*Email Receipt to

Add



An invoice may be sent to more than one recipient. Add additional email addresses if necessary by entering the email address and selecting "Add".

## Invoice Recipients

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

0

Email Address

customer@xyz.net



Delete

Email Invoice

# Email the Receipt



Close

## Add Recipient

✓ Insert Successful

\* Email Receipt to

Add

## Invoice Recipients

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

0 Selected

Email Address

customer@xyz.net

Delete

Email Invoice

To delete an email address, check the box next to the address to be removed and select "Delete".

# Email the Receipt



Close

## Add Recipient

✓ Insert Successful

\* Email Receipt to

Add

## Invoice Recipients

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

0 Selected

Email Address

customer@xyz.net



Delete

Email Invoice

To send invoices, select "Email Invoice".

# Print the Receipt



Card Type: MasterCard  
Card Number: \*\*\*\*\*1592

Transaction Detail Products **Review** Complete

Approved!

Your transaction is now authorized and complete.

Next Up:



Award some points!



To print a receipt, select "Print Receipt".



# Print the Receipt



Close

Print Receipt

Email Receipt



**AVFUEL LOCATION**  
Merchant Training Account  
KIXD  
866-720-3797  
theavfuelhub@avfuel.com  
www.theavfuelhub.com

## RECEIPT

<b>Receipt No.</b> 570315	<b>Batch No.</b> 1368	<b>Merchant No.</b> 2985	<b>Terminal ID</b> 10290016046	<b>Entered By</b> Avfuel Training
<b>Delivered On</b> 01/05/2016	<b>Destination</b>	<b>Tail No.</b> N123	<b>Ref No.</b>	<b>Entered On</b> 01/05/2016 15:27:22
<b>Payment Type</b>			<b>Exp Date</b>	<b>Auth No.</b>

The receipt will be displayed as either a thermal paper receipt or a full invoice. Click "Print Receipt". Your printer dialog box will open. Follow the normal print commands. Print two copies if desired – one for the customer and one with a signature for your records.

DESCRIPTION	UNIT PRICE	QTY	PRODUCT	TAX/DISCOUNT	Total
	USD		USD	USD	USD

# Print the Receipt



Close

Print Receipt

Email Receipt



## RECEIPT

<b>Receipt No.</b>	<b>Batch No.</b>	<b>Merchant No.</b>	<b>Terminal ID</b>	<b>Entered By</b>
570315	1368	2985	10290016046	Avfuel Training
<b>Delivered</b>	<b>Destination</b>	<b>Tail No.</b>	<b>Ref No.</b>	<b>Entered On</b>
01/05/2016		N123		01/05/2016 15:27:22
<b>Payment Type</b>			<b>Exp Date</b>	<b>Auth No.</b>
<b>AC</b>				
<b>N</b>				

The receipt can also be emailed from this screen by selecting "Email Receipt".

### AVFUEL LOCATION

Merchant Training Account  
 KIXD  
 866-720-3797  
 theavfuelhub@avfuel.com  
 www.theavfuelhub.com

DESCRIPTION	UNIT PRICE	QTY	PRODUCT	TAX/DISCOUNT	Total
	USD		USD	USD	USD

# Upload a Document



Card Type: MasterCard  
Card Number: \*\*\*\*\*1592

Transaction Detail Products **Review** Complete

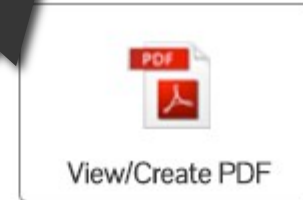
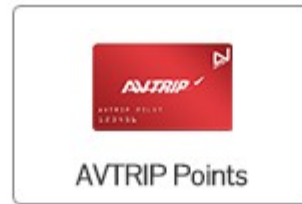
Approved!

Your transaction is now authorized and complete.

Next Up:



Award some points!



To upload a document such as the signed delivery ticket to the transaction history, select "Attach Document".

# Attach Document

A screenshot of a web form titled "Attach Document". The form has a "Document" section with a "Choose File" button and the text "No file chosen". Below it is a "Description" section with an empty text input field. At the bottom of the form is a large red "Attach" button. A grey callout box with a white border contains the text: "The document must be previously saved to the computer. To upload it, select the file by clicking 'Choose File' and click 'Attach'". Two black arrows point from the callout box to the "Choose File" button and the "Attach" button. A "Close" button is visible in the top right corner of the form's container.

Attach Document

Document

No file chosen

Description

The document must be previously saved to the computer. To upload it, select the file by clicking "Choose File" and click "Attach".

# Return to Main Menu



Card Type: MasterCard  
Card Number: \*\*\*\*\*1592

Transaction Detail Products **Review** Complete

Approved!

Your transaction is now authorized and complete.

Next Up:



Award some points!



AVTRIP Points



Attach Document



Email Receipt



Print Receipt



View/Create PDF

Once the activity for this transaction is complete, use the top navigation bar to return to a new sales screen or select from other menu options.