



WEB TUTORIALS

Process a Refund



Cash

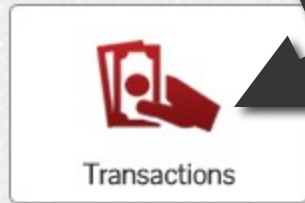
THE AVFUEL HUB



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

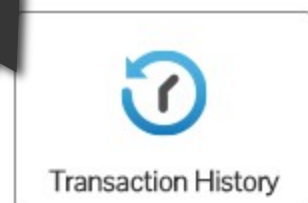
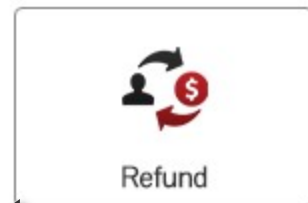
To begin, select “Refund” from the “Transactions” menu in the top navigation bar or the “Transactions” button from the main menu button options.

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

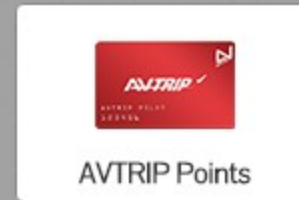
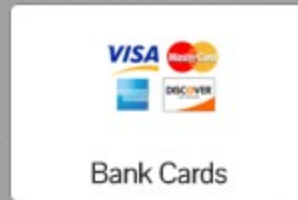
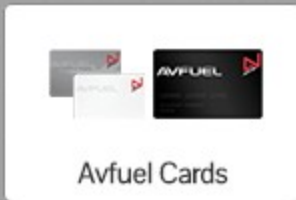


To begin, select “Refund” from the “Transactions” menu in the top navigation bar or the “Refund” button from the “Transactions” menu button options.

Select Payment Method To Refund



Refund Select Payment Method for Credit

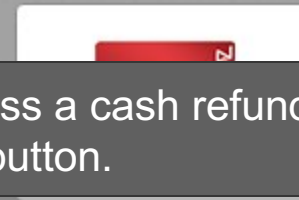
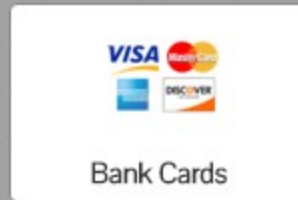
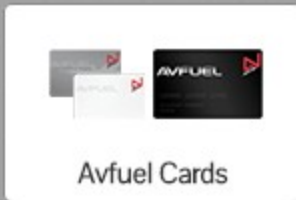


Note the word REFUND will appear throughout the process and serves to remind you that you are creating a refund transaction.

Select Payment Method To Refund



Refund Select Payment Method for Credit



To process a cash refund, select the “Cash” button.

Note

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

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.

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

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"/>

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 transaction. The form includes a date field with '03/23/2018', a field with '570650', and a field with '* Tax No.' containing '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

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

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

Add Discount

Transaction

Transaction Summary

Total	\$0.00
-------	--------

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

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

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".

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	✕

Total

Expand All Collapse All

Additional charges and services may be added.

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

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.

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%	\$(6.24)	Exempt
Provincial Sales Tax @ 0.25000	\$(0.25)	Exempt
Federal Oil Spill @ 3.50000%	\$(4.20)	Exempt

Total **\$(380.69)**

[Expand All](#)

[Collapse All](#)

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: Select One

Add Product

* Select: Select One

* 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

Expand All | Collapse All

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 Discount](#)

[Add To Transaction](#)

Transaction Summary

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

Total

[Expand All](#) [Collapse All](#)

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

Enter More Products



Transaction Detail

Products

Review

Complete

Personalized Pricing

Record Name

Add Product

* Select

* Quantity

* Unit Price

Add Discount

Add To Transaction

Transaction Summary

Repeat the process to add other products to the transaction.

Once all products are added, select "Complete Transaction".

Total \$(380.69)

Expand All

Collapse All

Go Back

Cancel

Save & Suspend

Complete Transaction

Generate an Invoice



THE avfuelHUB

Home ▾ Transactions ▾ Look

Card Type: CASH
Card Number:

Transaction Detail Products

Approved!
Your transaction is now a

Next Up: Award some points

Print Receipt Email Receipt



AVFUEL LOCATION
Merchant Training Account
KIXD
888-720-3797
theavfuelhub@avfuel.com
www.theavfuelhub.com

Receipt No.	Batch No.	Merchant No.	Terminal ID	Entered By
570847	1429	2985	10290016046	Jennifer Roth
Delivered On	Destination	Tail No.	Ref No.	Entered On
03/23/2018		N1234		03/23/2018 08:09:41
Payment Type	Exp Date	Auth No.		
CASH	12/25	OK2820		
License/Reg No.				

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

DESCRIPTION	UNIT PRICE			UNIT PRICE	AMOUNT
	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	6.24
				Provincial Sales Tax	0.25
				Federal Oil Spill	4.20
Total			370.00		380.69

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.

Welcome, Jennifer Roth | Sign Out
7-9368 | theavfuelhub@avfuel.com

Merchant Training Account (Switch Account)



Email Receipt

Email the Receipt



Card Type: (Cash)

Card Number:

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

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

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

* 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

No invoice recipients have been added.

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: (Cash)

Card Number:

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

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

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

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



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

RECEIPT

Receipt No.	Batch No.	Merchant No.	Terminal ID	Entered By
57005	1368	2985	10290016046	Avfuel Training
Delivered On	Destination	Tail No.	Ref No.	Entered On
01/05/2016		N123		01/05/2016 15:27:22
Receipt Type			Exp Date	Auth No.
A				

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

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

Upload a Document



Card Type: (Cash)

Card Number:

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

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

Attach Document



The screenshot shows a web form titled "Attach Document" with a "Close" button in the top right corner. The form contains a "Document" section with a "Choose File" button and the text "No file chosen". Below this 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 rounded corners 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 originate from the callout box: one points to the "Choose File" button and the other points to the "Attach" button.

Return to Main Menu



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

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

Card Type: (Cash)

Card Number:

Transaction Detail

Products

Review

Complete

Your transaction is 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.