



**WEB TUTORIALS**

# Process an Avfuel Card Refund



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Avfuel Contract Fuel  
Avfuel Pro Card  
Avfuel Retail

# 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

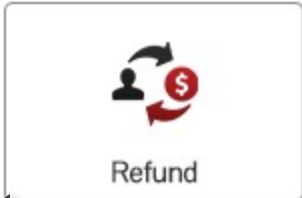
To begin, select "Refund" from the "Transactions" menu in the top navigation bar or the "Transactions" button from the main menu button options.

# 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



## Note

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

# Enter Payment Details



Close

## Avfuel Cards Select authorization below, swipe card or enter card number

Filter Authorizations by Tail Number

Filter

	Tail Number	Customer Name	Departure Date	Original Quantity	Auth No.	
+	N279CS	Avfuel Pro Test Card Acct	01/05/2016	--	4000051	Select
+	N35IMP	Avfuel CF Test Card Acct	01/05/2016	650 Gallons	4000050	Select
+	N710LD	Avfuel CF Test Card Acct	12/31/2016	700 Gallons	4000052	Select
+	N710LD	Avfuel CF Test Card Acct	12/31/2016	--	4000053	Select

Displaying records 1 - 4 of 4

A pre-authorization can be selected for a refund, if available.

## Enter Card Number

Card Number

Go

# Enter Payment Details



Close

## Avfuel Cards Select authorization below, swipe card or enter card number

Filter Authorizations by Tail Number

Filter

	Tail Number	Customer Name	Departure Date	Original Quantity	Auth No.	
+	N279CS	Avfuel Pro Test Card Acct	01/05/2016	--	4000051	Select
+	N35IMP	Avfuel CF Test Card Acct	01/05/2016	650 Gallons	4000050	Select
+	N710LD	Avfuel CF Test Card Acct	12/31/2016	7		Select
+	N710LD	Avfuel CF Test Card Acct	12/31/2016			Select

Displaying records 1 - 4 of 4

Or the card can be swiped into the system or manually entered.



## Enter Card Number

Card Number

Go



# Enter Payment Details



## Avfuel Cards Select authorization below, swipe card or enter card number

Filter Authorizations by Tail Number

Filter

	Tail Number	Customer Name	Departure Date	Original Quantity	Auth No.	
+	N279CS	Avfuel Pro Test Card Acct	01/05/2016	--	4000051	Select
+	N351MP	Avfuel CF Test Card Acct	01/05/2016	650 Gallons		
+	N710LD	Avfuel CF Test Card Acct	12/31/2016	700 Gallons		
+	N710LD	Avfuel CF Test Card Acct	12/31/2016	--		

Displaying records 1 - 4 of 4

Once the card information has been properly entered, select "Go".

OR

## Enter Card Number

Card Number

70840790078300012

Go

# Sale Navigation buttons



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.

# Enter the Required Information



Card Type: Avfuel Contract  
Card Number: \_\_\_\_\_

Transaction Detail | Products | Review | Complete

Transaction Type:

\* Delivery Date:

Receipt No.: 35287

Authorization No.:

Customer / Company Name:

\* Tail No.:

The card type being processed is indicated here.

# Enter the Required Information



Transaction Detail | Products | Review | Complete

Transaction Type: Sale

\* Delivery Date: 03/28/2018

Receipt No.: 35287

Authorization No.:

Customer / Company Name:

\* Tail No.:

Cancel | Save & Suspend | Continue

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.

**Note** Avfuel Contract Fuel cannot be backdated more than 10 days prior to today's date.

# Enter the Required Information



Transaction Detail | Products | Review | Complete

Transaction Type: Sale

\* Delivery Date: 03/28/2018

Receipt No.: 35287

Authorization No.:

Customer / Company Name:

\* Tail No.:

Cancel | Save & Suspend | Continue

The Tail No. is required to continue and will auto-populate if provided in the selected Avfuel Contract Fuel Pre-Authorization.

# Enter the Required Information



PEGASUS ELITE AVIATION - PRO CARD  
Card Type: Avfuel Pro Card  
Card Number: [REDACTED]

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

Transaction Type: Sale

\* Delivery Date:

Receipt No.: 35288

Authorization No.: N171AR: - [REDACTED]

Original Invoice No.:

Customer / Company Name:

\* Tail No.:

If a Pre-Authorization was selected then the authorization number and any special notes from the pre-authorization will be automatically added.

# Enter the Required Information



Transaction Detail | Products | Review | Complete

Transaction Type:

\* Delivery Date:

Receipt No.: 35287

Authorization No.:

Customer / Company Name:

\* Tail No.:

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.

# Enter the Required Information



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

Transaction Type:

\* Delivery Date:

Receipt No.: 35287

Authorization No.:

Customer / Company Name:

\* Tail No.:

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





# Enter Products



Transaction Detail **Products** Review Complete

### Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

**Add To Transaction**

### Transaction Summary

Products are added to the transaction in this screen.

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

Go Back Cancel Save & Suspend **Complete Transaction**

If you need to return to a prior screen, use the “Go Back” button. 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” in the “Transactions” top navigation bar.

# Enter Products



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

### Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

- Select One
- Avgas 100LL
- Jet A Fuel
- Jet B Fuel
- FSII - Fuel System Icing Inhibitor
- Jet A Fuel with FSII Additive
- Hangar Rental
- Jet Fuel JP8
- Air Stairs
- Ground Handling
- Corrosion Inhibitor
- Defuel Service
- Maintenance
- Terminal Fee
- Labor
- Aviator Breathing Oxygen
- Pilot Supplies - Example
- Ground Auxiliary Power
- Intoplane
- Overtime Fee

### 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

### Add Product

\* Select

\* Quantity  US Gallon

Unit Price

Add Discount

**Add To Transaction**

### Transaction Summary

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

*Note: An arrow points from the text box to the quantity input field.*

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

**Note** The unit price will be zero on Avfuel Contract and Avfuel Pro Card transactions.

# Enter Products



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

### Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

**Add To Transaction**

### Transaction Summary

+	Jet A Fuel	\$0.00	Edit	⊗
---	------------	--------	------	---

Total \$0.00

Expand All Collapse All

Click "Add To Transaction".

Products added will appear here.

# Enter Products



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

### Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

**Add To Transaction**

### Transaction Summary

+ Jet A Fuel	\$0.00	Edit	⊗
+ Hangar Rental	<b>\$(175.24)</b>	Edit	⊗
<b>Total</b>	<b>\$(175.24)</b>		

Expand All    Collapse All

**Additional charges and services may be added to an Avfuel Contract Fuel transaction. Refunds will always appear red. Avfuel Contract Fuel will always be \$0.00.**

## Note

The unit price is auto-populated for retail products 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

### Add Product

\* Select

**Transaction**

### Transaction Summary

- Jet A Fuel	\$0.00	Edit	⊗
-100 Each @ 0.00000	\$0.00		
- Hangar Rental	\$(175.24)	Edit	⊗
-1 Each @ 150.00000	\$(150.00)		
Sales Tax @ 7.62500%	\$(11.44)	Exempt	
State Tax @ 9.20000%	\$(13.80)	Exempt	
<b>Total</b>	<b>\$(175.24)</b>		

Expand All    Collapse All

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** If taxes were exempt on the original transaction, they should be exempt for the refund. Please refer to that specific section of the manual. Exempt taxes will be shown as such on the invoice. Avfuel Contract Fuel will never have tax.

# Edit or Delete Product Details



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

### Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

**Add To Transaction**

### Transaction Summary

+ Jet A Fuel	\$0.00	Edit	⊗
+ Hangar Rental	\$(175.24)	Edit	⊗
<b>Total</b>	<b>\$(175.24)</b>		

Expand All    Collapse All

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

## UPDATE PRODUCT

Product Jet A Fuel

Quantity  US Gallon

Unit Price

**Save**

## Transaction Summary

+ Jet A Fuel	\$0.00	Edit	⊗
+ Hangar Rental	\$(175.24)	Edit	⊗
<b>Total</b>	<b>\$(175.24)</b>		

Expand All   Collapse All

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



# Enter More Products



Transaction Detail

Products

Review

Complete

## Add Product

\* Select

\* Quantity

\* Unit Price

Add Discount

Add To Transaction

## Transaction Summary

+ Jet A Fuel	\$0.00	Edit	⊗
+ Hangar Rental	\$(175.24)	Edit	⊗

Repeat the process to add other products to the transaction.

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

Total \$(175.24)

Expand All

Collapse All

Go Back

Cancel

Save & Suspend

Complete Transaction

# Generate an Invoice



THE avfuelHUB

Home ▾ Transactions ▾ Look

Card Type: Avfuel Card  
Card Number: \*\*\*\*\*0004

Transaction Detail Products

Approved!  
Your transaction is now a

Next Up:   
Award some points

Print Receipt    Email Receipt    Close

**RECEIPT**

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.		
0004 Keyed	12/25	OK2820		
Avfuel Card				
License/Reg No.				

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

DESCRIPTION	UNIT PRICE			UNIT PRICE
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
<b>Total</b>			<b>370.00</b>	<b>10.89</b>
				<b>380.69</b>

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

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

Merchant Training Account (Switch Account)

  
Email Receipt

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.

# Email the Receipt



Card Type: Avfuel Contract  
Card Number: 70840790078300012

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

✓ 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 clicking "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: Avfuel Contract  
Card Number: 70840790078300012

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.	
Avfuel Card			****2974 Keyed	

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	Q	Total
	USD		USD

# Print the Receipt



Close

Print Receipt

Email Receipt



## RECEIPT

Receipt No. 5705	Batch No. 1368	Merchant No. 2985	Terminal ID 10290016046	Entered By Avfuel Training
Delivered On 01/05/2016	Destination	Tail No. N123	Ref No.	Entered On 01/05/2016 15:27:22
	Payment Type		Exp. Date	Auth No.
A				

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: Avfuel Contract  
Card Number: 70840790078300012

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 white text is positioned to the right of the form, containing the instruction: "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: one to the "Choose File" button and another to 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

Close

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: Avfuel Contract  
Card Number: 70840790078300012

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.