WEB TUTORIALS

Process an Aviation Card Refund

Aviation Cards

AIR Card®

Multi Service Aviation

Avcard

THE AVFUEL HUB

Selected Account: 2985 - Merchant Training Account (Switch Account)
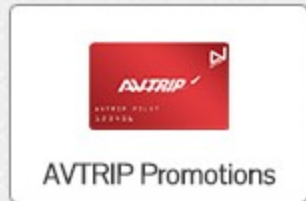
quick**LINKS**

Transactions

Customer Profiles

Products and Pricing

New Sale

AVTRIP Promotions

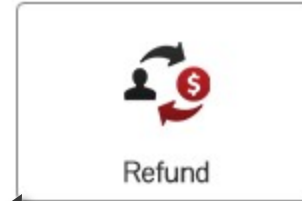Merchant Account

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

AVTRIP Points

Batch Management

Refund

Transaction History

Pending

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

- Avfuel Cards
- Bank Cards
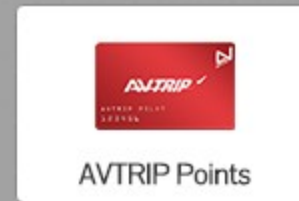- AVTRIP Points
- Aviation Cards
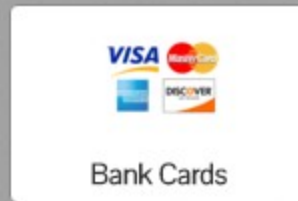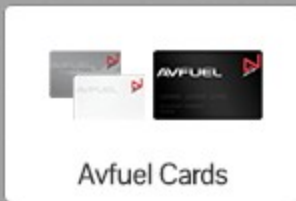- Cash
- Customer Lookup

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*

Avfuel Cards

Bank Cards

AVTRIP Points

To process an Aviation card Refund, select the "Aviation Cards" button.

Aviation Cards

Cash

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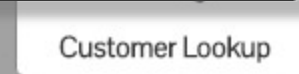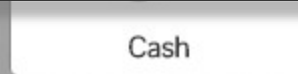
Note — Avfuel Cards, Bank Cards, AVTRIP and Cash transactions can also be processed by selecting those options. Please refer to those specific sections of the manual for instructions.

Enter Payment Details

Close

Aviation Card Transaction

Swipe card OR enter card number

Card Number

50002974

Swipe the card or manually key the number. Enter expiration date as MM YY if applicable.

Begin Transaction

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

Enter Products

THE avfuel HUB

Transaction Detail | Products | Review | Complete

Add Product

* Select [Select One ▼]

* 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.

Sale Navigation buttons

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: MSAviation Card
Card Number:

| Transaction Detail | Products | Review | Complete |

The card type being processed is indicated here.

Transaction Type Sale ▼

* Delivery Date 03/28/2018

Receipt No. 35287

Authorization No.

Customer / Company Name

* Tail No.

Cancel   Save & Suspend   Continue

Enter the Required Information

Transaction Detail | Products | Review | Complete

Transaction Type Sale ▼

* Delivery Date 03/28/2018

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.

Receipt No. 35287

Authorization No.

Customer / Company Name

* Tail No.

Cancel | Save & Suspend | Continue

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.	

The Tail No. is required to continue.

Cancel | Save & Suspend | Continue

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

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 Sale ▼

* Delivery Date 03/28/2018 📅

Receipt No. 35287

Authorization No. [   ]

Customer / Company Name [   ]

* Tail No. [   ]

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

Cancel   Save & Suspend   Continue

Select the Products

| Transaction Detail | Products | Review | Complete |

Personalized Pricing

Record Name [Select One ▼]

Add Product

* Select [Select One ▼]

* Quantity [   ]

* Unit Price [   ]

Add Discount

Add To Transaction

Total $0.00

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.

Select the Products

Transaction Detail	Products	Review	Complete

Alternative Payment

Personalized Pricing

Record Name Select One ▾

Add Product

* Select Select One ▾

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

* Quantity

* Unit Price

Add Discount

ransaction

Transaction Summary

Total	$0.00

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

Enter Products

Enter Products

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

Personalized Pricing

Record Name [Select One ▼]

Add Product

* Select [Jet A Fuel with FSII Additive ▼]

* Quantity [1] US Gallon

* Unit Price [2.50000]

Add Discount

Add To Transaction

Select "Add to Transaction".

Transaction Summary

Products added will appear here.

Total | $0.00

Enter Products

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 [Select One ▼]

Add Product

* Select [Select One ▼]

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]

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

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 [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 | ⊗ |

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]

Enter More Products

Generate an Invoice

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 Invoice

Card Type: MSAviation Card
Card Number: 50002974

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   customer@xyz.net

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

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: MSAviation Card
Card Number: 50002974

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

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.
MSAviation Card ****2974 Keyed		

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

DESCRIPTION	UNIT PRICE	QT...		Total
	USD			USD

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.

Print the Receipt

Close

Print Receipt   Email Receipt

RECEIPT

Receipt No.	Batch No.	Merchant No.	Terminal ID	Entered By
570...	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 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: MSAviation Card
Card Number: 50002974

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

Close

Attach Document

Document

| Choose File | No file chosen

Description

[   ]

Attach

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: MSAviation Card
Card Number: 50002974

| 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.