

AVIATION SOFTWARE CONFERENCE 2018



SESSION HANDOUTS

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TOTALFBO SESSION HANDOUT



TotalFBO Programming News

This has been an exciting year for TotalFBO. Since we last assembled as a group, the TotalFBO team has addressed numerous bugs and introduced enhancements that some of you have been waiting on.

Of the 256 programming items we addressed, 41 were dated 2017 and earlier. Some of you waited for more than a year and we appreciate your patience. I'm happy to report that our team has developed processes in order to improve response times. With the outstanding development team, we now have in place, along with the Agile environment, we are able to deliver quality programming at a much faster pace.

Last year, I spoke about how the focus of TotalFBO programming is like a 3-legged step stool.

- Improving the User experience
- Maintaining Program Stability and Improving Efficiency
- Building on Management Tools

This approach has not changed. Every module from Aircraft Maintenance to Utilities has been reviewed by programming this year.

Notable enhancements include:

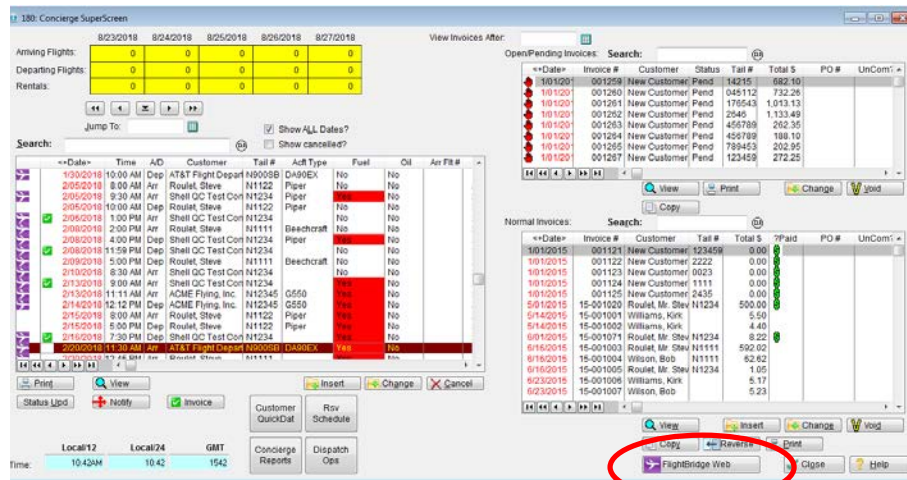
CONCIERGE

The big news in the Concierge module is the integration with FlightBridge. If you are a FlightBridge user, you can now import concierge requests automatically using the TotalFBO batch routine. The Flight Bridge interface continues to be tweaked as Flight Bridge continues to improve. We added the FlightBridge integration to the TotalFBO Batch routine to automate the ongoing concierge processing.

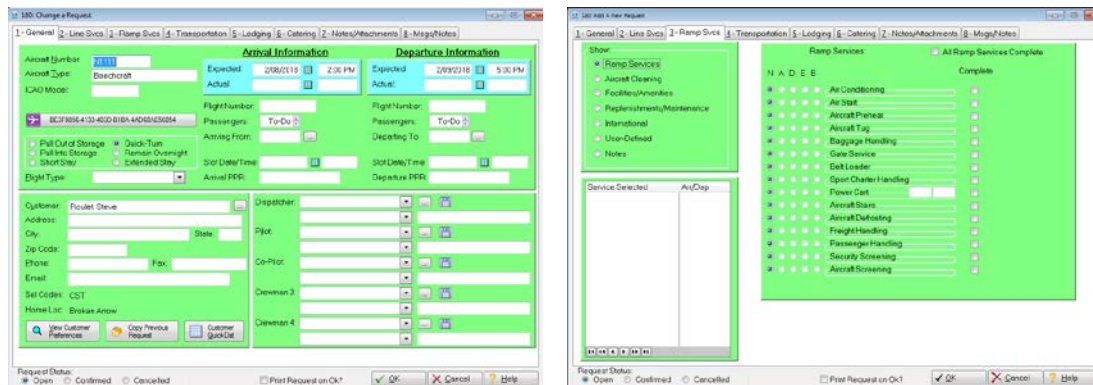
Last year we introduced the new Concierge Super Screen.

Designed to be more efficient for CSRs, the new screen requires fewer clicks. Originally, some users were opposed to the new look. Based on your feedback, we continued to modify and enhance the new screen by adding the following:

- Extended the days from 3 to 5 in the Yellow boxes
- A button that would open a web browser directly in FlightBridge



The feedback we're receiving now indicates that users like the modified Super Screen. Along with modifying the Super Screen, we also modified Concierge Requests.



Modifications include:

- Requests imported in from FlightBridge will have a FlightBridge link that opens directly in that reservation
- Checkboxes have been added to allow users to identify if services are for Arrival, Departure, Either or Both
- A 'Services Selected' list was added to easily display selected items

RECEIVABLES

- We've added suppression of contract fuel pricing on customer statements, Airline Fuel Statements, and the Customer Charges Summary
- You now can add a privilege level to the off-line payment

SHOP ORDERS

We continued to enhance the Shop Order module with the following small improvements. These improvements will increase your ability to manage your maintenance shop.

- A functionality to check for reorder thresholds when using the Batch Mode Parts entry
- An option to set the taxability of Miscellaneous Parts
- A check for unposted parts or labor to prevent discrepancies from being digitally signed
- An Enhanced Shop Dashboard which includes discrepancy level information

PAYMENT PROCESSING

Every year we discuss credit card processing during the conference. As you are going to see this afternoon, we added the ability to retain the card number presented as payment even though a contract card was ultimately processed. This is when your customer presents a card for payment such as the Air Card but your fuel supplier owns the government contract on your field but not your FBO specifically. Your CSR processes the payment as a contract card payment and not with the Air Card that was presented. Now, you can retain the card number that was presented as payment. This helps clear up instances where a payment is held up due to the need for better verification.

The screenshot shows a software window titled "24: Add A New Payment". On the left is a vertical list of payment methods: Cash, Check/EFT, Credit Card/Other (selected), Gift Certificate, and On-File Card. The main area contains the following fields and controls:

- Amount Paid: 287.50 (with a currency selector set to \$ F5)
- Card Number: (empty text box)
- Expiration Date: (empty text box)
- Credit Card Type: AllianceWFS
- Name on Credit Card: (empty text box)
- Street Addr: (empty text box)
- Zip code: (empty text box)
- CVV / VID: (empty text box)
- Forced Auth Code: (empty text box)
- ☐ Allow Swiped Return?
- Buttons at the bottom: CC Number Help, Authorize, OK, Cancel, and Help.

The "Secondary Card Number:" label and its corresponding empty text box are circled in red.

We added the ability to suppress certain product codes from the XML that are processed for contract fuel. This is beneficial when certain contract cards include fees in their quoted prices to your common customer but, you still need to capture them for revenue or liability purposes. This is managed in the fuel surcharge section.

149: Change a Sub-Type

1 - General 2 - Taxes 3 - Price Breaks 4 - Surcharges Disabled?

Minimum Fueling Option:

- ☒ Use option as specified on customer account
- ☐ Minimum Money to Charge
- ☐ Minimum Units-Pumped To Charge For
- ☐ Constant Add-On Money Charge

Additional Surcharges

Surcharge 1		Surcharge 2	
Surcharge Unit Price:	0.050000		0.000000
Surcharge GL Account:	4062.00		
Into-Plane Fees			
<input type="checkbox"/> Suppress Detail in CC Authorization		<input type="checkbox"/> Suppress Detail in CC Authorization	

Note: Minimums and Surcharges are Never inherited from the parent fuel record.

OK Cancel Help

We have also added enhanced online processing of WFS Sales Orders, or what are commonly referred to as Fuel Releases. This will be reviewed in detail during a session this afternoon.

This year, card processing took on a new level of urgency when processing gateways announced they would no longer accept authorization requests that do not meet the enhanced security protocols, namely TLS 1.2.

While we have had this compliance in TotalFBO version 7 since build 59, many of you had to update. This forced update was ultimately beneficial because it increased the security of processing payments for your customers and provided the platform needed to upgrade to version 7.10.

PAYROLL

Probably the most significant change this year was the decision to stop supporting paycheck processing in TotalFBO and partner with 3rd party experts who make payroll processing their business. The 2018 tax changes were another perfect example of why this change was important. We found that the 2018 Tax changes were impossible to deliver in a timely manner since the IRS could not provide updated information to us in an equally timely manner. I think we can all agree that payroll is too important to not get right. The potential liability for you is too great.

The decision was made to partner with 3rd parties who make payroll processing their business. By mid-November, in version 7.1, we will have the ability to upload a file to ADP for them to use to process a paycheck. It is important to note that although 2018 tax charts were incorporated along with the 2018 Form 941, the 2019 tax forms for 2018

filings will not be available. In addition, support for processing payroll checks will no longer be available.

A key point to remember is that TotalFBO is ending support only for the processing of payroll checks and the associated forms that this involves.

Related functionalities that will remain in TotalFBO are:

- Employee personnel record-keeping
- Employee clock in and clock out
- Employee clock in and clock out of work orders
- Ability to bill for employee time on shop orders
- Ability to bill for employee/instructors in the Flight School and Dispatch modules
- Support for importing journal entries
- Ability to match employees with external payroll programs

ADP will have different options available for you to consider. There are ADP representatives here. I encourage you to talk with them if you have a chance.

AUTO-LAUNCHING DASHBOARDS

We continue to focus on minimizing clicks that users must make. The Shop Floor Assistant is the latest addition to the Auto-launching function.

UTILITIES

Sometimes the biggest enhancements are ones that we implement in the background. You may not know WHAT was done, but you will notice the benefits.

- We changed the startup routine to flag when credit card logs have been compressed
 - This prevents subsequent users from receiving an error when starting the program
- We updated the background SQL Server process to handle concierge requests more efficiently
- The Enterprise Utility function was redesigned to better manage the SQL table structure and the TotalFBO data dictionary.
 - This extended the ability to convert a single database to an enterprise database.

WHAT'S COMING

As you're going to see this afternoon, Version 7.10 has now officially been released. Version 7.10 upgrades TotalFBO to the current Clarion 10 programming language. Field beta testers had the early opportunity to test and provide feedback.

The field testers included TAC Air, Jetscape and Ross Aviation. We have licensing available for each of you. TotalFBOweb users will be updated to version 7.10 as part of the normal maintenance schedule on October 9th. This initial release includes enhancements such as:

- An improved Invoice Browse Screen, which is more conducive to the use of touchscreen monitors
- Ability to batch schedule closing online credit card batches
- Online processing of Fly Buys and Wing Points
- Customizable Automatic Management Alerts
- The ability to import JEs from Corridor

Other planned early enhancements include:

- Payroll export to ADP – this should be in place by mid-November
- Ability for users to identify their favorite reports with access from one menu selection
- The ability to import Physical Inventory counts
 - This should be in place in time for your year-end physical inventory counts
- Off-home Service Rules for Enterprise operations
- Imports of A/R and A/P invoices from Corridor
- The ability to merge duplicate concierge requests
- Bravo processing through the AHT gateway

Thank you for your ongoing support of TotalFBO! As we enter our 31st year with you as our valuable partners, we continue to evaluate and strive to improve our ability to be your essential business management tool.

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TOTALFBO SESSION HANDOUT



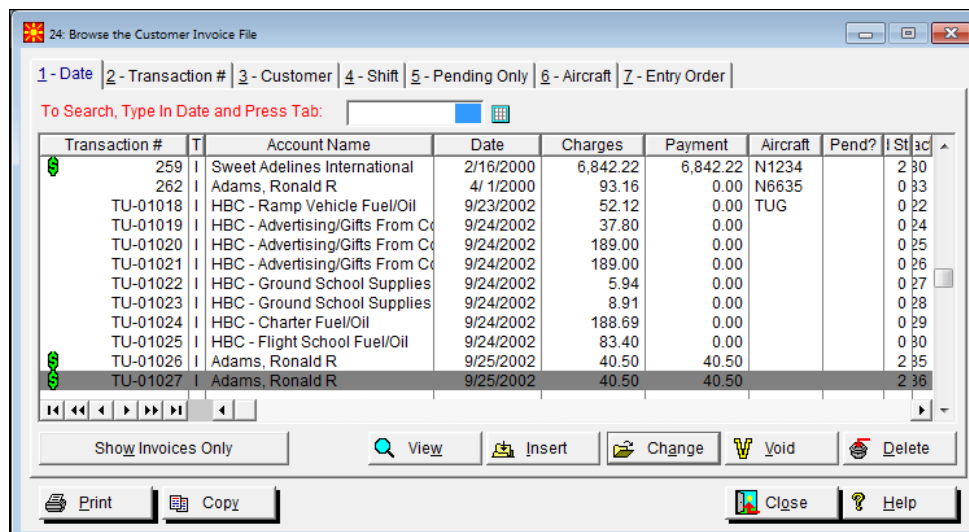
TotalFBO Version 7.10

With version 7.10, we continue to work on our 3-legged balanced approach. We've made what I think are great strides in addressing each of the 3 areas – Improving the User Experience, Maintaining Program Stability & Improving Efficiency and Building on Management Tools. The first build, 7.10.001, will include some enhancements right out of the gate.

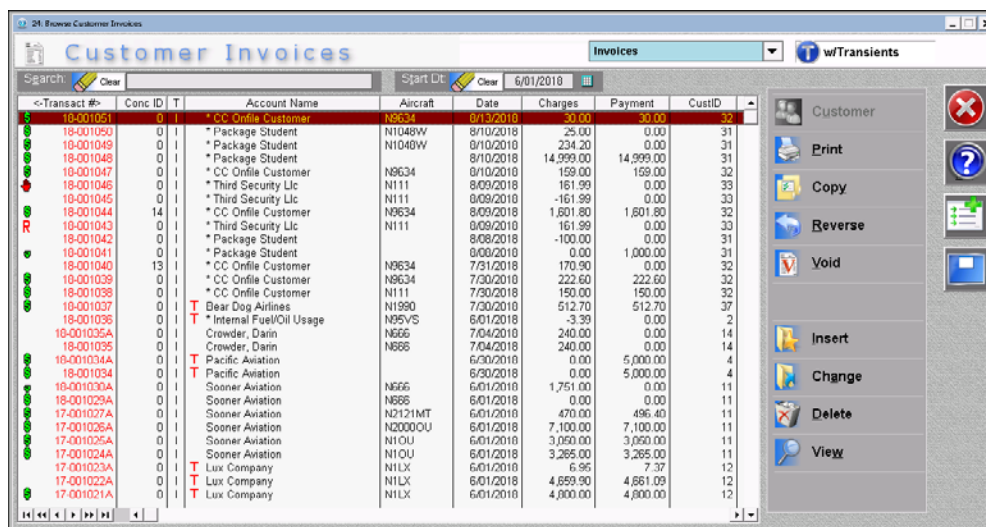
The User Experience is the most obvious change initially. Because more users are using touchscreen monitors and more of our CSRs and Line Personnel do not speak English as their first language, we wanted to streamline the invoicing process. If you remember, this is the invoice browser in versions 6 and 7:

Transaction #	T	Account Name	Acct #	Date	Charges	Payment	Aircraft	PO Number
18-003874		* Blue Skies Charter	EXP. 1/1/19	8/15/2018	200.00	200.00	N9634	
18-003873	T	Carl Test		7/13/2018	225.00	225.00	N123	
18-003872	T	US Government		6/28/2018	1,273.42	1,273.42	38045	
18-003871		* Blue Skies Charter	EXP. 1/1/19	6/28/2018	70.00	70.00	N9634	
18-003870		* Blue Skies Charter	EXP. 1/1/19	6/27/2018	50.20	50.20	N9634	
18-003869		* Blue Skies Charter	EXP. 1/1/19	6/20/2018	287.50	0.00	N9634	
18-003866		* Blue Skies Charter	EXP. 1/1/19	6/20/2018	21,687.40	23,000.00	N9634	
18-003865		* Blue Skies Charter	EXP. 1/1/19	6/18/2018	280.00	0.00	N9634	
18-003864	T	Student, Susan		6/18/2018	180.00	0.00	N123	
18-003863		* Blue Skies Charter	EXP. 1/1/19	6/13/2018	800.00	800.00	N9634	
18-003862		* Blue Skies Charter	EXP. 1/1/19	6/08/2018	200.00	200.00	N9634	
18-003861		* Blue Skies Charter	EXP. 1/1/19	6/08/2018	400.00	400.00	N9634	
18-003860	T	*V7 Customer		6/07/2018	1,890.00	0.00		
18-003859	T	1st Flight, LLC		6/07/2018	9,315.00	0.00	N85	
18-003858		*Flying Spirits		6/07/2018	9,315.00	0.00		
18-003857		*Learn To Fly Academy		6/07/2018	9,315.00	0.00	N123	
18-003856		* Blue Skies Charter	EXP. 1/1/19	6/07/2018	1,273.50	1,273.50	N9634	

In fact, if we go all the way back to version 3, we see:

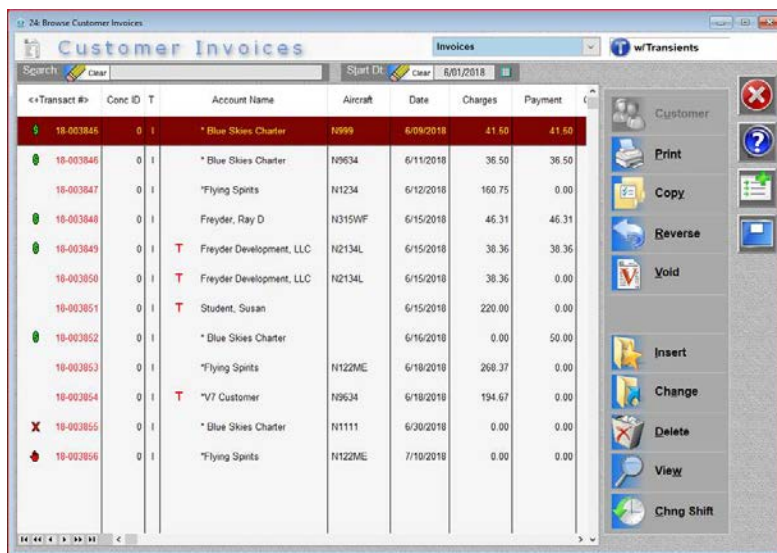


1. While we may have added functionality over the years, the basic Browse window has not changed. If you try to use a touchscreen monitor with this browser, it would be very difficult to do unless you use your mouse which defeats the purpose of a touchscreen.
- 2.
3. Additionally, if a user struggles to read English, this screen can be troublesome because it includes words not commonly used in everyday language.
- 4.
5. In designing the reformat, we included members of the TotalFBO user family. Some are not here but I want to thank those that are – TAC Air, Ross Aviation, Avflight, Vail Valley. As we reformatted the screen, we had focus sessions with users to discuss the goals and to get feedback. Every session had some great takeaways that we incorporated. The new Invoice Browse window looks like this:

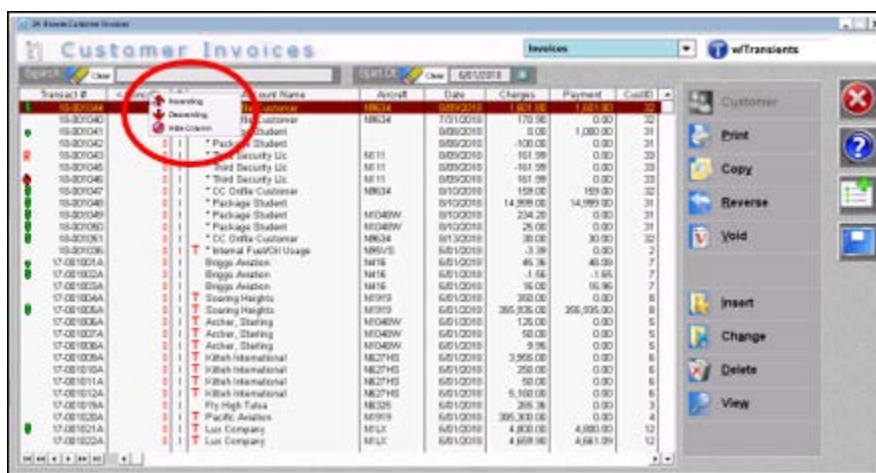


While it is very similar to the old invoice browse, it is different by design. One of the first things to jump out are the icons. They are standard common icons designed to help those who may struggle to read English.

What is nice about this interface is the way it can be customized. This basic design is for those who are not using a touchscreen. However, by simply clicking a button, users can expand the spacing to accommodate a touchscreen monitor. Click again and it becomes even larger.



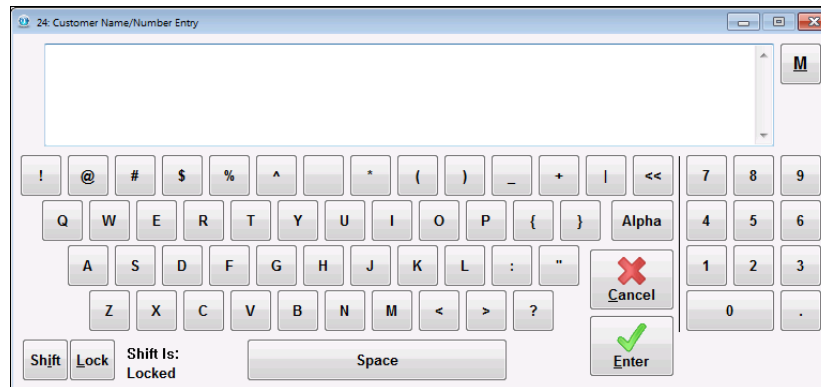
A column has also been added showing the Concierge ID linked to that invoice along with a column showing the Customer ID. Remember, if we add a column to a browse screen and it happens to be a column you don't use: If you can sort by the column, you can hide the column. To 'Hide', make the column that you want to hide, the sort column. When the desired column is Red, you can use Shift + Right Click to give you the option to 'Hide' a column.



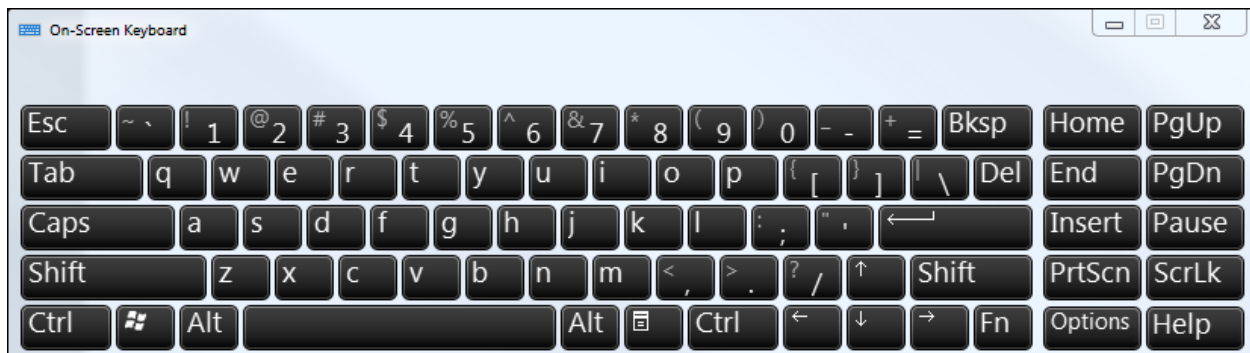
This 'Hide' feature is available throughout the program for any column you can sort by.

Version 7.10 also starts using the native Windows keyboard rather than the one inside Clarion.

NATIVE KEYBOARD

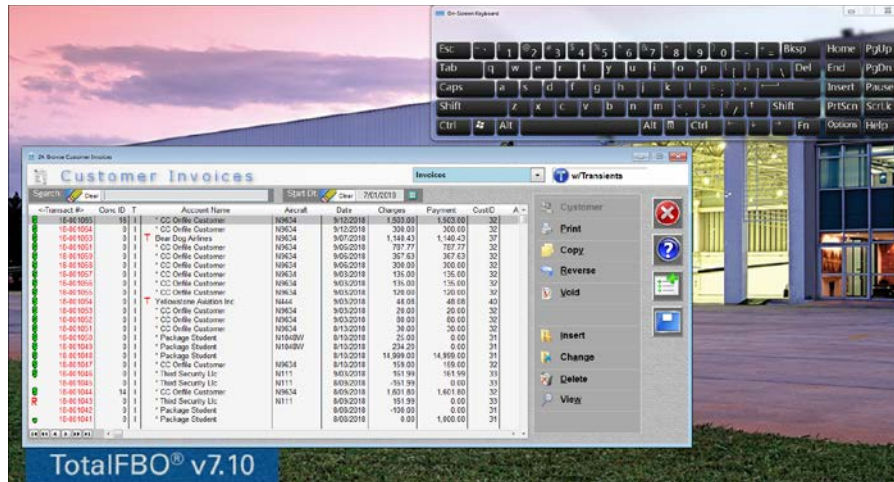


WINDOWS ONSCREEN KEYBOARD



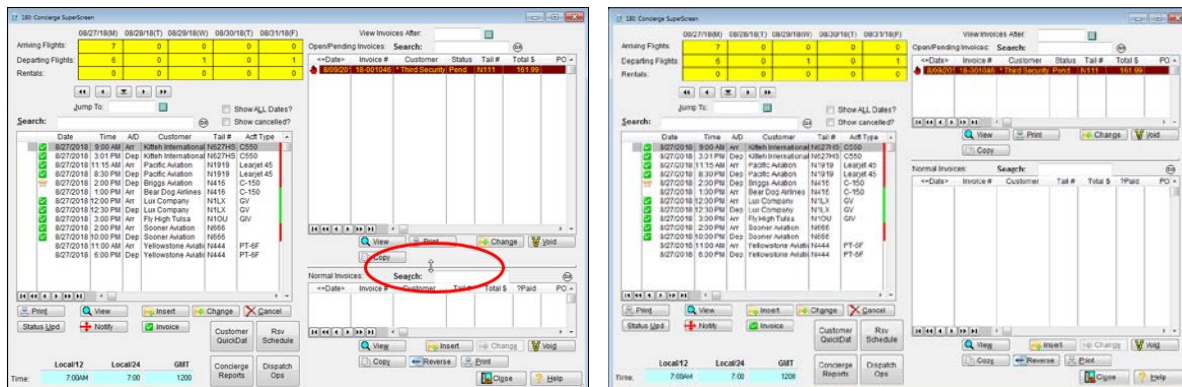
More user-friendly, the Windows Onscreen keyboard offers several advantages:

- Dockable – users can place the keyboard wherever they prefer
- Users type directly into the field on the screen, as opposed to typing and then having to 'Ok'
- It's the normal keyboard interface that users are familiar with



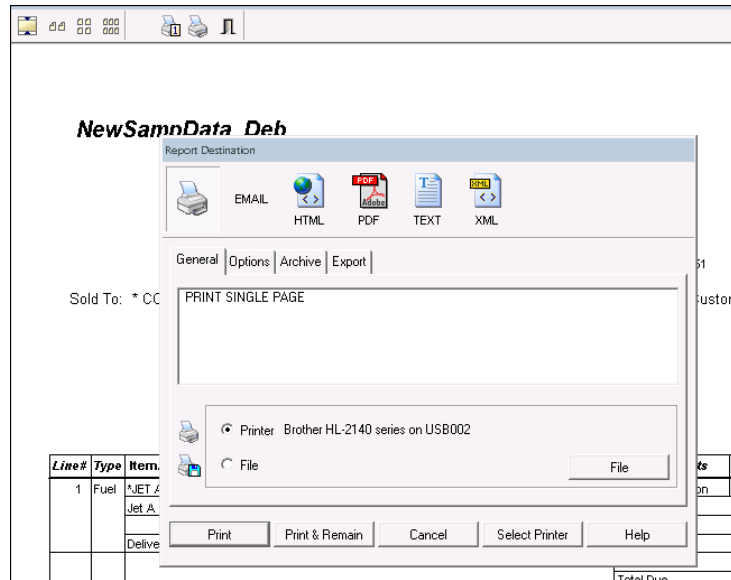
The concierge Super Screen has been enhanced to allow a user to customize the sizing of the invoice section. Users can now decide how much window space they want to allocate for the open/pending invoices section versus normal invoices.

If you left click on the bar above normal invoices, you can see a double arrow which allows you to drag the bar up or down.



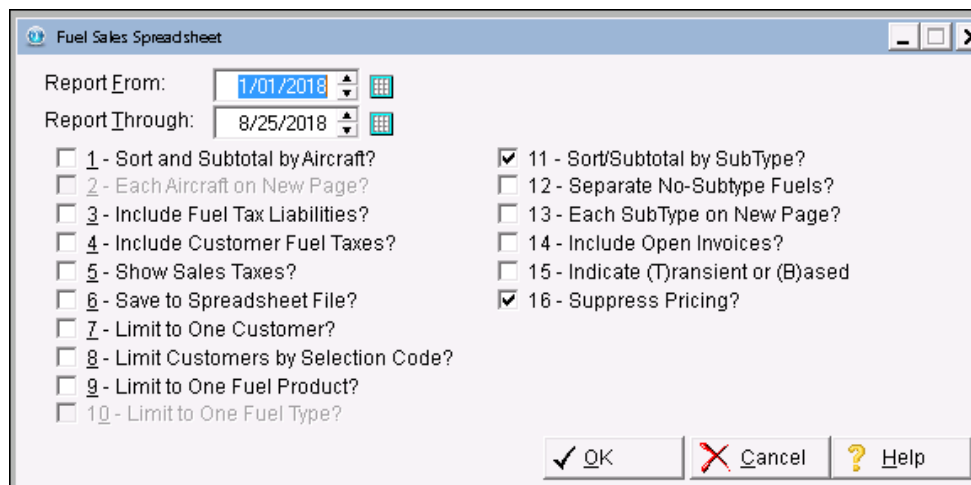
To improve both the User experience and the Program Efficiency, we updated the email function.

Rather than having to click on the Blue 3-way arrow to save as PDF or to email, all the functionality is on the Print menu. In addition to PDF exports, any report can now be exported to text, HTML, and XML with the push of a button.



To save another click, when on a preview screen, remember you can simply hit 'Enter' to bring up the Print command box.

We also added an option to the Fuel Sales Spreadsheet to suppress pricing. When selected, it will suppress all pricing and report only contract fuel. This should help those of you that need to report contract fuel gallons sold to your fuel supplier.



Now that the AHT gateway has added the functionality for processing FlyBuys and Wing Points is coming soon, I'm happy to report that in version 7.10, you can process these rewards points online.

FlyBuys can be processed immediately, and the ability to process Wing Points will come before the end of September. Our processing of Reward Points programs includes:

- FlyBuys
- Phillips Wing Points – coming by the next build

- Shell Aeroclass
- AvFuel AVTRIP

A big change to processing credit cards in version 7.10, is the ability to use the TotalFBO batch processing function to schedule automatic credit card batch closing. This should help those of you who struggle to get batches closed. Many users don't understand that you only have a 7-day window before authorizations start expiring.

If the batch isn't closed within that 7-day time frame, your batch will settle but you won't get paid for the expired authorization without going back and reauthorizing.

When setting up the batch routine, you'll be able to select Offline, Online or Both types of batches. Automatic credit card batch closing is set up using the TotalFBO batch function in Utilities.

<<ID>	Operation Type	Description	Next Date	Time	Disabled?
1	Database Backup		8/10/2018	12:45 PM	0
2	Schedule Closing		/ /	12:00 AM	0
3	Flight Bridge Sync	Nzfp	8/24/2018	12:00 AM	0
4	Management Alert	Unclosed CC Batch	8/26/2018	5:45 AM	0

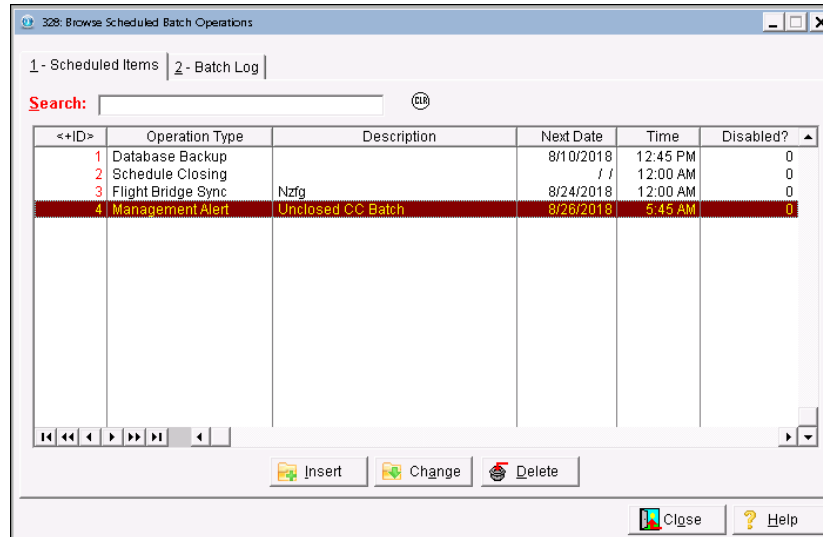
A new tool in version 7.10 is the addition of Management Alerts. These are designed to send an email when certain conditions exist. Based on users input, the initial alerts include:

- JE Postings to Suspense
- Uncommitted Transactions
- Unclosed Credit Card Batches
- Recurring Charges that = \$0 invoices
- Parts Sold under Cost
- Inventory Expiring Today
- Fuel Sales on a Service Line rather than Fuel Line
- Invoices with Fuel Tax Overrides
- Miscellaneous Sales
- Old Payables
- POs with Outside Services not linked to a Shop Order
- Price Class Overrides on Sale Price

- Unsecured Large Shop Orders

Most of this information is already available as a canned report. But that requires you to stop and run the report. The Management Alerts function allows the program to detect when a condition exists and notifies the appropriate person automatically.

No report running is required. Also, there are a number of these alerts that have no corresponding canned reports. You can set up as many or as few of these alerts as you'd like. If an alert doesn't affect you, don't set it up.



Most of the management alerts have a minimum and maximum number of days to look into the past. Exceptions are:

- The recurring charge test which only looks for a zero-dollar amount to be billed
- The Unsecured Shop Order test which looks at all open shop orders
- The Expiring Inventory test which looks for all expirations in the coming number of days

Version 7.10.001 also introduces Phase One of importing from Corridor. This first phase consists of Journal Entries. Phase Two will be importing Accounts Receivable entries with Phase Three bringing in Accounts Payable entries. All three phases should be completed by the end of this year.

This first release of version 7.10 was designed to address each area of our 3-legged approach. Our team continues to talk with users about priorities and build on our roadmap to continue building on the strength of TotalFBO. Items still on the radar for this year include:

- An inventory dashboard
- An undated touchscreen invoice interface
- The ability to upload payroll data to ADP for paycheck processing

- The ability to post recurring checking entries
- Off-home service rules
- The ability to import physical inventory counts

These are exciting times to be with TotalFBO. The future includes a continuous review of priorities along with ongoing customer feedback.

AVIATION SOFTWARE CONFERENCE 2018

TOTALFBO SESSION HANDOUT



Management Alerts for TotalFBO®

The Management Alerts are designed to send an email to a specific user when certain situations or conditions are met.

- To create an alert, go to Utilities > Customizing > Update Batch Schedule and click Insert
- From here, use the drop-down box to select Management Alert
- Name the operation for the particular alert that will be created
- There are 13 types of alerts that can be run, so naming the operation is critical if there will be more than one or two alerts created.
- Continue on Tab 1 to set up the frequency with which the alert will be run

The screenshot shows a software window titled "328: Add a New Record" with three tabs: "1) General", "2) Management Alerts" (which is selected), and "3) Log". The "Management Alerts" tab contains the following fields and controls:

- "Scheduled Operation:" with a drop-down menu showing "Management Alert" and a "Disable?" checkbox.
- "Operation Description:" with a text input field.
- Four date/time pickers: "Start Date:", "End Date:", "Next Run Date:", and "Next Run Time:", each with a calendar icon.
- "Run operation every:" with a numeric input field set to "0" and a "Hour(s)" drop-down menu.
- "Perform operation only on these days:" with a grid of checkboxes for the days of the week: Sunday (unchecked), Monday (checked), Tuesday (checked), Wednesday (checked), Thursday (checked), Friday (checked), and Saturday (unchecked).

At the bottom right of the window are three buttons: "OK" (with a checkmark icon), "Cancel" (with a red X icon), and "Help" (with a question mark icon).

- Continuing on Tab 2, select the Alert Type from the drop-down box
- There is a Notification Email and From Email which must be filled in
- The Notification Email will receive the alerts, with the from address designated on the alert
- Most of these alerts can be run within a date range
- When setting up the alert, if a range is part of the alert, there will be a minimum number of days to look back, and a maximum number of days to look back.

- By default, the minimum number of days to look back is 2. This is to stop newly created invoices, shop orders, etc. from generating unnecessary alerts.
- There is a Test Alert button on Tab 2 of all alerts. This can be used to test the user-specific parameters of each alert created. It will also send an email to the specified email address.
 - If there is no information that falls within these parameters, the message will be blank. All enabled management alerts can now be run along with TFBO Batch program. The Logon Tab 3 will show what alert was generated each time the Batch program is run.

328: Add a New Record

1) General 2) Management Alerts 3) Log

Alert Type: Fuel Sale Direct to GL

Notification Email:

From Email:

Fuel sales direct to GL in the last: 10 Days

but not older than: 10 Days

TestAlert

OK Cancel Help

Each of these alerts has a specific task, which is designed to find anomalies that may have been created by users in the program.

1. \$0 Recurring Charges – This alert looks for any Recurring Charge with a Billing Amount of \$0. There is no date limitation for this alert.
2. Expiring Inventory - This alert looks for any part in Inventory, that has a quantity greater than 0, and is within a specified number of days from expiring.
3. Fuel Sale Direct to GL - This alert looks for any Invoice, within a specified range, in which a Service Line was used to sell fuel. The alert is looking for a GL Revenue Account that is tied to the override Revenue account on a Fuel Inventory Department, or if the GL Account matches the GL Account on the Automatic Ledger List ID 62.

4. Fuel Tax Overrides - This alert looks for any invoice in which a detailed fuel line had the Fuel Taxes manually overridden, within a specified range.
5. Miscellaneous Sales - This alert looks for any type of sale involving a miscellaneous part, within a specified range. This can be on an Invoice or a Shop Order.
6. Old Credit Card Batches - This alert looks for any unclosed credit card batches, within a specified range.
7. Old Payables - This alert looks for any unpaid vendor invoices, within a specified range.
8. Outside Service without a Shop Order - This alert looks for any received shipment, within a specified range, in which an Outside Service is received, but not tied directly to a Shop Order.
9. Price Class Overrides - This alert looks for any invoice, within a specified range, in which the calculated sale price on a detail line is manually changed.
10. Suspense JE's - This alert looks for any JE with an entry into the Suspense account, within a specified range.
11. Uncommitted Transactions - This alert looks for any uncommitted transaction which falls within a specified range.
12. Under Price Parts Sales - This alert looks for an Invoice or Shop Order in which a part is sold for under the part cost, within a specified range. For the invoice, it looks at the entry date of the invoice. For the shop order, it is looking at the action date on the part record.
13. Unsecured Large SO - This alert looks for any Shop Order in which the Net Charges are greater than a user-specified amount. For instance, if the Total Charges are \$3000, there is a deposit of \$1000, which is a Net Charge of \$2000. If the user-specified amount is \$1000, then this shop order would show on the alert.

AVIATION SOFTWARE CONFERENCE 2018

TOTALFBO SESSION HANDOUT



Price Rules for Invoicing

Price Rules are designed to be used when setting up a special promotion or applying a discount if an invoice meets some preset criteria. Rules can easily be created that set up certain parameters that, when met, allow customers to receive a special promotional service. These qualifying items can be fuel or services in any combination or amount set forth by the user.

CONCIERGE SERVICES

- The services must first be set up at Operations > Concierge > Options > Tab 6 Invoice Services
- The promotional item can be any service if that service has also been set up in the Concierge Super Screen Invoicing Options
- Qualifying items are linked to concierge services not to GL accounts directly

319: Concierge Options

1 - General 2 - Style Sheets/Templates 3 - Transportation 4 - Hotels/Caterers 5 - Misc 6 - Invoice Services 7 - Email Notification

Search:

<+Item #>	Service Name	Status	GL Acct #	Acct Name
43	Transportation - Other	Available	4090.00	GPU
44	Hotel	Available	0.00	<Not Assigned>
45	Catering	Available	4095.00	Catering
46	Customs Service	Available	6160.00	Advertising Expense
47	Dog Walker	Available	4097.00	Customs Fee
48	Facility Fee	Available	4094.20	Facility Fee
49	Caps And T-Shirts	Available	4096.05	T-Shirts And Hats
50	Custom 4	Available	4998.00	Original Acct
51	Custom 5	Available	4997.00	Pop-Up Pricing
52	Translator Requested	Available	4996.00	Set Pricing
53	Custom 7	Available	4995.00	Tax Breakout Test
54	Custom 8	Available	0.00	<Not Assigned>
55	Custom 9	Available	4993.00	Overnight Calculator
56	Custom 10	Available	4400.00	Stored Proc Test
57	After Hours	Available	4098.00	After Hours Fee
58	Car Planeside	Available	7510.00	Utilities
59	Facility/Admin Fee	Available	0.00	<Not Assigned>
60	Arrange Customs	Available	0.00	<Not Assigned>

Change

CREATING PRICE RULES

- Price Rules are created by going to Accounting > Invoicing > Options and Settings > Update Price Rules
- From this screen, these rules can be created, changed, or deleted
 - Start a new price rule by clicking on the Insert button.

The screenshot shows the '364: Update Price Rules' window. At the top, there are input fields for 'Rule:', 'Effective:', 'Expires:', 'Tail Number:', 'Customer:', and 'Selection Codes:'. A 'Test Rule' button is located to the right of the 'Selection Codes' field. Below these fields is a 'Buy Some - Get Some' section with two dropdown menus. Underneath is a label 'How many qualifiers needed to apply rule:' followed by a text input field containing '0'. There are two main tables: 'Qualifier Items' on the left and 'Promotional Items' on the right. The 'Qualifier Items' table has columns '<-Name>' and 'Req'd'. The 'Promotional Items' table has columns '<-Promotional Name>', 'Quantity', 'Unit Price', and 'Disc%'. Both tables have navigation buttons (back, forward, etc.) and 'Insert', 'Change', and 'Delete' buttons at the bottom. At the very bottom of the window are 'OK', 'Cancel', and 'Help' buttons.

CREATING A PRICE RULE

This screenshot shows the same '364: Update Price Rules' window, but with data entered. The 'Rule:' field now contains 'JET A waive Facility Fee'. The 'Effective:' and 'Expires:' fields have calendar icons. The 'Buy Some - Get Some' dropdown is now set to 'Buy Some'. The 'How many qualifiers needed to apply rule:' field still contains '0'. The 'Qualifier Items' and 'Promotional Items' tables are empty, with their respective navigation and action buttons ('Insert', 'Change', 'Delete') visible. The 'OK', 'Cancel', and 'Help' buttons remain at the bottom.

EFFECTIVE AND EXPIRATION DATES

These dates are used if a rule is to be run for a promotional event that is only good for a limited time. Simply enter the Effective date for the beginning of the promotion and enter an expiration date for when the promotion ends. If no dates are entered, the price rule will ALWAYS be in effect.

TAIL NUMBER

By entering a tail number here, the price rule created will only be effective for invoices with that tail number associated with it.

CUSTOMER

Just as with a tail number, by selecting a customer account here, the price rule will be available for any invoice created for that customer. If both a tail number AND customer account are entered, then both MUST be on the invoice for the price rule to be applied.

SELECTION CODES

Multiple Selection Codes can be placed into this field. When the rule is applied, if the customer has one or more of the selection codes on their customer record, the rule will be applied to that invoice. Customers without at least one matching Selection Code would not have the rule applied.

CREATING SIMPLE A PRICE RULE TO DISCOUNT A FACILITY FEE

Buy Some - Get Some

These are the main parameter settings to begin creating any price rule. All price rules are based on IF/THEN statements. If some criteria are met, then a promotional item is awarded. The first drop down box is the IF qualifier part of the rule.

If I Buy At Least

This is how many of an inventory item or service is required to qualify for the promotion. For fuel it would be a minimum number of gallons to qualify for a discount. For a service line, it may be how many of the services were purchased.

I Get This

This is what is received at a discount, or free, if the qualifying items are met. This can be a discount on the service line previously purchased, or it may be a service that is awarded if the qualifying criteria are met.

Buy Some - Get Some

If I buy at least I get this

How many qualifiers needed to apply rule:

Qualifier Items		Promotional Items			
<<+Name>	Req'd	<<Promotional Name>	Quantity	Unit Price	Disc%
Jet A	<input checked="" type="checkbox"/>	User-Defined Service #2	1	0.00	0.00
User-Defined Service #2	<input type="checkbox"/>				

Insert Change Delete

364: Update Service Qualifier Item

Service:

☒ Service Required to apply price rule

Quantity:

OK Cancel Help

364: Update Service Qualifier Item

Service:

☐ Service Required to apply price rule

Quantity:

OK Cancel Help

364: Update Promo Service Item

Service:

Quantity:

Fixed Price

Unit Price:

Discount:

OK Cancel Help

Here is a simple example

IF I BUY AT LEAST

- Qualifier 1 JET A is a required qualifier and at least 400 gallons must be on the invoice as a single line item.
- Qualifier 2 is linked to the Concierge service for 1 Facility Fee

*ONLY ONE PRICE RULE CAN BE APPLIED TO AN INVOICE.

I GET THIS

- Promo service item is linked to the Concierge service for a Facility Fee
- Unit price \$0.00
- I get 1 Facility Fee free

* IF YOU HAVE MORE THAN ONE PRICE RULE CREATED, THE IS FIRST RULE THAT ALL QUALIFIERS ARE MET WILL BE THE ONE THAT GETS APPLIED

CREATING A MORE COMPLEX PRICE RULE TO DISCOUNT A FACILITY FEE

364: Update Price Rules

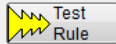
Rule: Jet A Waive Facility Fee

Effective: Expires:

Tail Number:

Customer:

Selection Codes:



Buy Some - Get Some

If I buy at least I get this

How many qualifiers needed to apply rule:

Qualifier Items

<<Name>	Req'd
Jet A	<input checked="" type="checkbox"/>
Lavatory Cleaning	<input type="checkbox"/>
Nitrogen	<input type="checkbox"/>
Oxygen	<input type="checkbox"/>
Power Cart	<input type="checkbox"/>
Ramp Parking-Hangar	<input type="checkbox"/>
User-Defined Service #2	<input checked="" type="checkbox"/>

Insert Change Delete

Promotional Items

<<Promotional Name>	Quantity	Unit Price	Disc%
User-Defined Service #2	1	0.00	0.00

Insert Change Delete

OK Cancel Help

364: Update Promo Service Item

Service: User-Defined Service #2

Quantity: 1

Discount Percentage

Unit Price: 0.000000

Discount: 50

OK Cancel Help

In this example:

IF I BUY AT LEAST

- Qualifier 1 JET A is a required qualifier and at least 200 gallons must be on the invoice as a single line item
- Qualifier 2 is a required qualifier and linked to the Concierge service for 1 Facility Fee

- Qualifier 3 can be any of the additional services listed

I GET THIS

- Promo service item is linked to the Concierge service for a Facility Fee
- Discount Percentage of 50%
- I get 1 Facility Fee at a 50% reduced rate

CREATING A MORE COMPLEX PRICE RULE TO GIVE AWAY A T-SHIRT OR HAT

48	Facility Fee	Available	4094.20	Facility Fee
49	Caps And T-Shirts	Available	4096.05	T-Shirts And Hats
50	Custom 4	Available	4998.00	Original Acct

Buy Some - Get Some

If I buy at least I get this

How many qualifiers needed to apply rule:

Qualifier Items

<<+Name>	Req'd
Jet A	<input checked="" type="checkbox"/>
Lavatory Cleaning	<input type="checkbox"/>
Nitrogen	<input type="checkbox"/>
Oxygen	<input type="checkbox"/>
Power Cart	<input type="checkbox"/>
Ramp Parking-Hangar	<input type="checkbox"/>

Insert Change Delete

Promotional Items

<<Promotional Name>	Quantity	Unit Price	Disc%
User-Defined Service #3	1	0.00	0.00

364: Update Promo Service Item

Service:

Quantity:

Fixed Price

Unit Price:

Discount:

OK Cancel Help

In this example:

IF I BUY AT LEAST

- Qualifier 1 JET A is a required qualifier and at least 200 gallons must be on the invoice as a single line item.
- Qualifier 2 can be any of the additional services listed
- Qualifier 3 can be any of the additional services listed

I GET THIS

- Promo service item is linked to the Concierge service for a Caps and T-Shirts
- a New Service Line will be added to the Invoice
- I get a Free Cap or T-Shirt! Sweet, I love this FBO!

Online Contract Fuel Management

When processing Online Contract fuel, you must first set up the correct subtypes in your fuel inventory.

- TotalFBO looks to match a contract card payment with the same contract subtype
 - If none exists, it will not allow the payment to proceed
- The subtype is also where you update your sale price weekly based on what you expect to get reimbursed from your fuel supplier for the contract sale.
- For the correct amount to be booked as a receivable, it is important that you update your contract pricing each week when the new price is published.

149: Change a Sub-Type

1 - General 2 - Taxes 3 - Price Breaks 4 - Surcharges

Sub Type Name: Avfuel Contract

List Price: 5.00000

Fuel Contract Type: AvFuel - JetA

☒ Do all price calculations normally (Default)
☐ Suppress ALL price calculations

☐ Suppress primary price calculations, but allow normal calculations on volume discount checks

Retail: 5.00000

Fixed Price 2: 0.00000

Fixed Price 3: 0.00000

Fixed Price 4: 0.00000

Cost: 0.00000

Prist UpCharge: 0.05000
(If Applicable)

Top End Price: 0.00000

Reference Price Rule: (None)

Sub-Type Owner:

Department: JetA

Note: The Asset account on any department selection on this screen is intentionally ignored!
To track fuel in a separate GL account, you must use a separate inventory item.

OK Cancel Help

SECONDARY CARD FEATURE

Recently, the Secondary Card feature was added and you can now capture the Air Card number when processed as a World Fuel Contract. If you enter a valid World Fuel Contract card number on an invoice, you will see a secondary card field where you enter the Air Card number.

WORLD FUEL SERVICES SALES ORDERS

Version 7.10 can import World Fuel Services Sales Orders (known in TFBO as Fuel Releases). Once an FBO has contacted World Fuel Services and signed up to process these Sales Orders, the FBO will be given specific credentials to enter into TotalFBO that will allow the communication between World Fuel Services and TotalFBO.

Once these credentials are entered properly, any TotalFBO user with access to this Web Services window can start the importing of new fuel releases. All fuel releases imported as World Fuel Services Sales Orders will show on the browse window with a Blue W next to them: **W**

Once the fuel releases have been imported, they will either be assigned or unassigned. All unassigned releases will be available for selection, once a concierge request is created with fuel sales included. This fuel release will follow the concierge request once the request has been invoiced and can then be used as payment on the invoice.

To begin the process of creating a web service for the sales order:

- Go to Utilities > Customizing > Web Service Logins
- Begin by clicking Insert, then enter the credentials provided by World Fuel Services
- In order to have full access, the box must be checked to Allow Me to Edit Configuration

375: Adding a New Web Service.

WFS Sales Order Configuration

☒ Allow me to Edit Configuration

WFS Sales Order Key:

Description:

Query Days Range:

Realm:

Sales Order URL:

The Sales Order Key, Sales Order URL, Query Days Range and Realm are the credentials that will be provided by World Fuel Services. To avoid any typos, it is best to copy and paste these credentials into their prospective fields.

The Description is a free-form field, so any description can be entered here. Any name that allows the user to quickly recognize which Sales Order login is being accessed. For instance, with Enterprise database users, there must be a different configuration entered here for each location that will be using the sales order import.

The next step is to enter the credentials in the Global Options

- Go to Utilities > Customizing > Set Global Options > Tab 1 General Options > Global Options > Master Client Information
- You will need to fill in the WFS Sales Order Service Name and WFS Sales Order System Realm which will be in the credentials you receive from World Fuel Services.

ENTERPRISE USERS

Enterprise users will need to enter these items in the location record

- Go to Accounting > General Ledger > Update Ledger Structure > Update Locations > Tab 5
 - You will need to enter the information from credentials here

Once all of the setup is complete

- Go to Accounting > Receivables > Update Fuel Releases
- Here you will see all of the fuel releases

238: Set Global Options

1 - General Options 2 - Misc 3 - System Stuff 4 - System(2) 5 - International

Group/Option Title	Option Value
[-] Concierge Options	
[-] General Ledger Options	
[-] Global Options	
[-] General Options	
[-] Data Entry	
[-] Accounting	
[-] Master Client Information	
Mailing Address Line 1	P. O. Box 9585
Mailing Address Line 2	1234 S MAIN
Mailing City	Tulsa.
Mailing State	OK
Mailing Zip Code	74101
Mailing Country	
Shipping Address Line 1	1001 Flightline Drive
Shipping Address Line 2	
Shipping City	Tulsa
Shipping State	OK
Shipping Zip Code	74102
Shipping Country	
Repair Station Certificate #, Line 1	X98741
Repair Station Certificate #, Line 2	
Repair Station Certificate #, Line 3	
WFS Sales Order Service Name	
WFS Sales Order System Realm	







- You can click on the New Releases button and it will bring over any new releases
- All new releases come over as Unassigned
 - When you add them onto a Concierge Request, you can change it to assign the customer

359: Fuel Releases List

Search:

Company Name	<+Tail Number>	Release Number	Fuel Type	Max Fuel Qty	CC Number	Processed
W Skyservice Business Aviation	C-GJFG	22062430	JetA	1	0007824872002856327	0
W Roulet, Mr. Steve	N1234	15152323	JetA	750		0
W *Shell Q Test Company	N168CE	22100470	JetA	500	0007824872006650999	0
W Palm Air Holdings Llc	N245VP	22167972	JetA	500	0007824872006283379	0
	N987HP	22047894	JetA	501	0007824872006482815	0

☐ Show UnAssigned Releases

 New Releases
  Insert
  Change
  Delete
  Close
  Help

CREDIT CARD BATCHES

When you close a credit card batch for Contract Fuel, it creates two separate batches. The first batch is a \$0 batch which transmits the gallons of fuel to the credit card processor and the second batch books the amount that will be your receivables.

Sometimes this makes it difficult when you try to reconcile your credit card account. There is a report in Receivables called MSTs Daily Batch Report which will combine both batches into one report to make reconciling easier. It will also make it easier to reconcile if you have the correct fuel pricing for that week so that it books the correct amount to Receivables.

Run: 8/17/2018 10:46AM

Training Database - BA

MSTs Daily Batch Report

Page: 1

Batch Date: 7/01/2018

Tail Number	Invoice Date	Payment Date	Card Type	Invoice #	Invoice \$	Fuel Qty	Batch #	Payment ID	Transaction ID
RDCESN/	7/01/2018	7/01/2018	AHT-MasterCard	18-003085	158.02	23	164	2,119	2,373
N775RT	7/01/2018	7/01/2018	AHT-VISA	18-003087	57.50	0	164	2,120	2,379
TIMMONS	7/01/2018	7/01/2018	AHT-VISA	18-003088	30.00	1	164	2,121	2,380
N915SW	7/01/2018	7/01/2018	AHT-Avfuel Contrac	18-003091	106.71	31	164	2,122	2,383
MERLINO	7/01/2018	7/01/2018	AHT-American Expre	18-003092	247.50	3	164	2,124	2,384
N959WB	7/01/2018	7/01/2018	AHT-American Expre	18-003093	100.00	1	164	2,125	2,385
N7934Z	6/06/2018	7/01/2018	AHT-VISA	18-002327	144.56	30	164	2,128	1,492
N7934Z	6/06/2018	7/01/2018	AHT-VISA	18-003097	-144.56	30	164	2,129	2,392
N7934Z	7/01/2018	7/01/2018	AHT-VISA	18-003099	126.53	30	164	2,130	2,394
N481W	7/01/2018	7/01/2018	AHT-American Expre	18-003096	163.19	18	164	2,132	2,389
N934SW	7/01/2018	7/01/2018	AHT-Avfuel Contrac	18-003105	698.75	203	164	2,133	2,400
Report Total:					1,688.20				



**World Fuel Services Sales Orders for
TotalFBO Quick Start Guide**

TABLE OF CONTENTS

1 Quick Start Guide2

1.1 WFS Sign Up2

1.2 Configuring TotalFBO2

1.3 Single Database Setup4

1.4 Enterprise Database Setup5

2 Managing Fuel Releases6

3 Using Fuel Releases and Concierge Requests9

375: Changing a Web Service.

WFS Sales Order Configuration

Service Name: WFS_SO

☒ Allow me to Edit Configuration

WFS Sales Order Key: SalesOrderKeyFromWFS

Description: Location Name

Query Days Range: 7

Realm: Realm

Created by: Carl on 7/06/2018 2:22:14PM
Last Modified by: Carl on 8/10/2018 10:10:28AM

OK Cancel Help

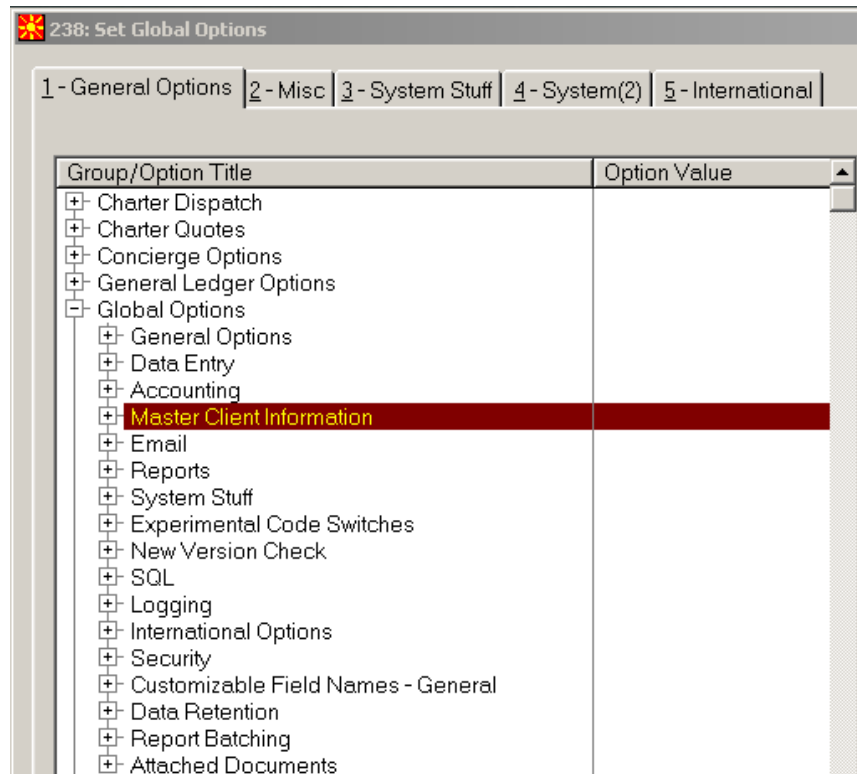
Click OK to save your configuration settings.

1.3 SINGLE DATABASE SETUP

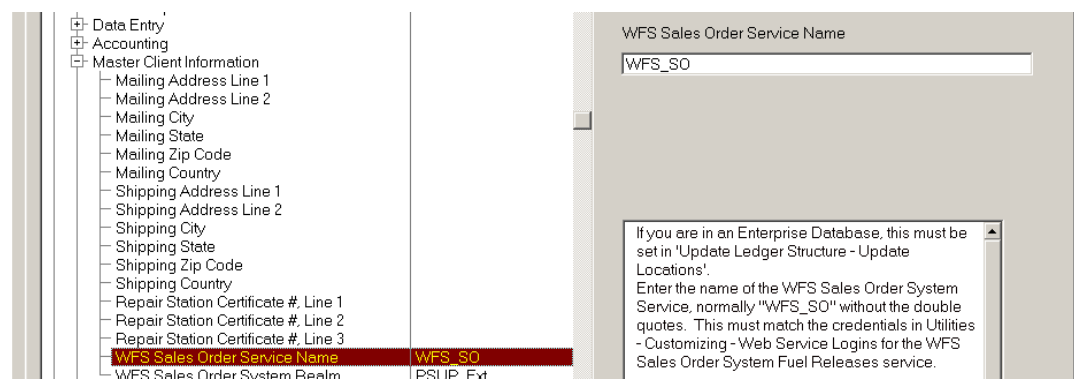
If you have a single location, go to the menu item:

Utilities > Customizing > Set Global Options

Click the Plus Sign in front of the entry Master Client Information



At the bottom of that list, you will find two entries for the WFS Sales Order System: The Service Name and the Realm. These two entries will match the configuration we just entered for the WFS Sales Orders Configuration.



Click OK to save the settings.

If your database is configured as an Enterprise, please see the following section to enter these settings.

1.4 ENTERPRISE DATABASE SETUP

Enterprise databases have multiple locations so when configuring the WFS Sales Orders System, each location will be assigned their own WFS System Key. In order for TotalFBO to maintain individual location information for each location, navigate to the following menu:

Accounting > General Ledger > Update Ledger Structure > Update Locations

Choose your location from the list and click on Change. From this entry form, click on Tab 5 – More Overrides.

The screenshot shows a software window titled "286: Add a Location" with a tabbed interface. The active tab is "5 - More Overrides". The window contains several input fields and checkboxes for configuring a location. The fields are organized into two columns. The left column includes: "Repair Station ID (1):", "Repair Station ID (2):", "Repair Station ID (3):", "'Discrepancy' Prompt - Singular:", "'Discrepancy' Prompt - Plural:", "'Aircraft' Prompt - Singular:", "'Aircraft' Prompt - Plural:", "'Misc Supplies' Phrase:", "'Sales Taxes and Fees' Phrase:", "Shop Order 'Transaction Name':", "WFS Sales Order Service Name:", and "WFS Sales Order System Realm:". The right column includes: "Shop Quote 'Transaction Name':", "Quote 'Discrepancy' - Singular:", "Quote 'Discrepancy' - Plural:", two checkboxes for "Override Misc Supplies Labor Percentage?" and "Override Misc Supplies Parts Percentage?", and three radio button groups for "Override for 'Force Vendor Invoice' option in Inventory:", "Override for 'Disable Tax Exempt Question'", and "Override for 'Charge tax on FSII if fuel is Non-Taxable?'". Each radio button group has three options: "Use Global setting", "Off", and "On". At the bottom left, there is a checkbox labeled "This is the Corporate location". At the bottom right, there are three buttons: "OK" (with a green checkmark icon), "Cancel" (with a red X icon), and "Help" (with a yellow question mark icon).

- Enter the WFS Sales Order Service Name and Realm for this location in the bottom two entries.
- Click OK to save your changes.

2. MANAGING FUEL RELEASES

Once the WFS Sales Orders System is properly configured, we can go to:

Accounting > Receivables > Fuel Releases

Click the New Releases button to receive Sales Order/Fuel Releases from WFS. As we can see, new fuel releases that were received from the WFS Sales Orders System will have an icon for WFS in the left-hand column. Any fuel releases that have been canceled by WFS will be highlighted in Red and will not be allowed to be selected or changed.

Company Name	Tail Number	Release Number	Fuel Type	<-Max Fuel Qty>	CC Number	Processed	Customer ID	Fuel Release ID
New River Valley Jet	XA-OLI	22391746	JetA	1,501	*****4290	0	0	20
DebAir Aviation	N604RM	22368787	JetA	501	*****0985	1	0	19
QuickFlight	N717NB	22358841	JetA	500	*****7005	1	0	18
Central Jet Services	N452R	22400281	JetA	500	*****7742	0	0	15
East Flight Service	N136TE	22400230	JetA	140	*****6943	0	0	16

- If the Fuel Release came from WFS, certain information cannot be changed such as the Release Number or Card Number.
- If the card number has changed, the customer will need to call World Fuel Services to cancel the old fuel release and generate a new one with the new card number.
- Other information can be changed such as the ETA, ETD, or tail number.

359: Fuel Release

1) General 2) More Information

Aircraft Number:

WFS Customer Name: QuickFlight

TFBO Customer: ...

Address:

City and State:

Zip Code:

Fuel Contract Name: ...

Release Number: ☒ Processed?

Card Number: Expiration:

Fuel Type:

Max Fuel Quantity:

Effective Date:

Expires Date:

Fuel Release Type:
☒ Standard Release
☐ Standing Sales Order

Notes:

☒ OK ☐ Cancel ☐ Help

The WFS Customer Name is displayed on this screen to make it easy for the CSR to match the customer name between what WFS has and the entry within TotalFBO.

If any information has been changed, before saving, a customer and fuel contract must be selected.

When Tab 2 – More Information is clicked, additional information from WFS will be displayed. Any information that comes from WFS will be filled in automatically.

359: Fuel Release

1) General 2) More Information

This is a Domestic Flight

WFS Order Status: ENTERED OFA Number:

WFS Operator Name

WFS Customer Name: QuickFlight

WFS Customer Number: 134888

Customer Site ID: 177231

Customer Site Name: WFS

BSA Category:

Destination ICAO: kdfw

ETA Date Time: 8/06/2018 2:00 PM

ETD Date Time: 8/07/2018 8:00 PM

Flight Number: N717NB

Uplift Date: 7/18/2018

Last Update Date Time: / / 12:00 AM

Last Updated By:

OK Cancel Help

Different data such as ETA and ETD can be changed here to make the release more accurate. This is advantageous when selecting this fuel release from the concierge super screen as this information will be automatically filled in for the concierge request.

3. USING FUEL RELEASES AND CONCIERGE REQUESTS

Normally a CSR will use the Concierge Super Screen to enter new requests for a pilot, so we can choose Operations | Concierge | Concierge Super Screen. The following screen will appear:

180: Concierge SuperScreen

7/02/2018 7/03/2018 7/04/2018 7/05/2018 7/06/2018

Arriving Flights: 0 0 0 0 0

Departing Flights: 0 0 0 0 0

Rentals: 0 0 0 0 0

View Invoices After: []

Open/Pending Invoices: Search: []

<+Date>	Invoice #	Customer	Status	Tail #	
8/23/2017	17-003708	*Flying Spirits	Pend	N9634	9
6/05/2018	18-003846	Cash Sale	Pend	N851Cf	

View Print Change Void Copy

Normal Invoices: Search: []

<+Date>	Invoice #	Customer	Tail #	Total \$
---------	-----------	----------	--------	----------

View Insert Change Void Copy Reverse Print Close Help

Search: []

Date	Time	A/D	Customer	Tail #	Acft Type
------	------	-----	----------	--------	-----------

Print View Insert Change Cancel

Status Upd Notify Invoice

Customer QuickDat Rsv Schedule

Concierge Reports Dispatch Ops

Time: Local/12 10:35AM Local/24 10:35 GMT 1535

Click on Insert to start a new request.

180: Add A New Request

1 - General | **2 - Line Svcs** | 3 - Ramp Svcs | 4 - Transportation | 5 - Lodging | 6 - Catering | 7 - Notes/Attachments | 8 - Msgs/Notes

Aircraft Number:
Aircraft Type:
ICAO Model:

Arrival Information

Expected:
Actual:
Flight Number:
Passengers: To-Do
Arriving From: ...
Slot Date/Time:
Arrival PPR:

Departure Information

Expected:
Actual:
Flight Number:
Passengers: To-Do
Departing To: ...
Slot Date/Time:
Departure PPR:

☐ Pull Out of Storage
☐ Pull Into Storage
☒ Short Stay

☐ Quick-Turn
☐ Remain Overnight
☐ Extended Stay

Flight Type:

Customer: ...
Address:
City: State:
Zip Code:
Phone: Fax:
Email:

Dispatcher: ...
Pilot: ...
Co-Pilot: ...
Crewman 3: ...
Crewman 4: ...

Request Status:
☒ Open ☐ Confirmed ☐ Cancelled

☐ Print Request on Ok?

From here, we can click on tab 2-Line Services:

180: Add A New Request

1 - General | 2 - Line Svcs | 3 - Ramp Svcs | 4 - Transportation | 5 - Lodging | 6 - Catering | 7 - Notes/Attachments | 8 - Msgs/Notes

Fuel Aircraft? ☐ No ☐ Top Off ☒ Specific Qty ☐ Fill to Tabs


Fuel Name:

Fuel On:

Posted Price: Notes:

Quoted Price:

Qty Request: ☐ Per Side

Fuel Release: 

Check Oil? ☒ No ☐ Yes ☐ Specific Qty

N A D E B De-Icing? ☐ Complete

☒ Aircraft De-Ice

De-Ice Product 1:

Price: Qty:

De-Ice Product 2:

Price: Qty:

Deliver:

Notes:

Aircraft Parking: ☐ Complete

Current Location:

Parking Location: ☒ None ☐ Quick-Turn ☐ Hanger ☐ Ramp Tie-Down ☐ Covered Tie-Down

Aircraft Parking Instructions:

N A D E B Line Services: ☐ Complete

☒ After Hours ☐ Complete

☒ Car Plane-Side ☐ Complete

☒ Ramp Escort ☐ Complete

Prep Time:

Pull-out Instructions:

Hanger Pull-Out: ☐ Complete

Ramp Pull-Out: ☐ Complete

Pull-out Notes:

Other Line Services: ☐ Complete

Request Status: ☒ Open ☐ Confirmed ☐ Cancelled

☐ Print Request on Ok?

At the top, within Fuel Aircraft box, click on Specify Quantity. This will display the Fuel Release entry field and button.

When you click on the fuel release gas pump icon, TotalFBO will display a list of Fuel Releases. This is the same screen as displayed when choosing:
Accounting | Receivables | Update Fuel Releases

359: Fuel Releases List

Search: Fuel Releases in Red have been Cancelled

Company Name	Tail Number	Release Number	Fuel Type	<-Max Fuel Qty>	CC Number	Processed	Customer ID	Fuel Release ID
New River Valley Jet	N1234	22391746	JetA	1,501	*****4290	0	0	20
QuickFlight	N4321	22358841	JetA	500	*****7005	1	0	18
Central Jet Services	NX123	22400281	JetA	500	*****7742	0	0	15
CD Aviation Services	NX321	22400230	JetA	140	*****6943	0	0	16

☐ Show Assigned Releases

New Releases Insert Change Delete Close Help

Highlight the fuel release use, and click the Select button.

The concierge request will now have several different data items already filled from the WFS Sales Order information, saving the CSR time and effort.

Once back to the concierge super screen, you can click on Invoice to automatically generate an invoice with the WFS Sales Order information.



Subject: Safe, Accountable, Flexible, Efficient Transportation Equity Act and Its Impact on Fixed Based Operators Accepting the Aviation Into-Plane Reimbursement (AIR) Card® for Local (Non-Contract) Purchases

Dear AIR Card® Merchant:

The purpose of this letter is to advise you of (Kropp Holdings Inc. (KHI) and the Defense Logistics Agency Energy (DLA Energy) response to and the expectations for Fixed Based Operators (FBO) accepting the AIR Card® **for local (non- DLA Energy Into Plane contract) purchases** following the tax changes made by the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA), Public Law 109-59.

Under SAFETEA, only the registered ultimate vendor may claim a refund for kerosene used in noncommercial aviation. The ultimate vendor is the person that sells kerosene (including jet fuel) to an ultimate purchaser for use in noncommercial aviation. The FBO is the ultimate vendor; DLA Energy is the ultimate purchaser. Following SAFETEA's enactment, DLA Energy can no longer pay and recover Federal Excise Tax (FET) as the ultimate purchaser of the fuel.

DLA Energy's expectation is that FBOs accepting the AIR Card® for local purchases will:

- 1) Register with the IRS as an Ultimate Vendor (web links to the document are provided below).
- 2) Charge all military transactions only \$0.001 Leaking Underground Storage Tank (LUST) tax and zero FET. (KHI requires that the LUST be included in the price per gallon, as is done in contract sales to DLA Energy).
- 3) Charge Federal Civilian agency aircraft \$0.218 FET, (.001 LUST tax to be included in the fuel price.)
- 4) Claim a refund for the difference between the FET paid by the FBO (\$0.243) and the FET charged on transactions for Federal Civilian Aircraft.

DLA Energy has instructed KHI, as the AIR Card® contractor, to process delivery tickets/invoices for jet fuel as though they were received without FET and apply the appropriate rate based on aircraft identification criteria approved by DLA Energy, prior to forwarding them to DFAS for payment. (As a reminder KHI requires that the LUST be included in the price per gallon charged on all transactions as is done in the contract sales to DLA Energy).

DLA Energy also instructed KHI to review the invoiced prices, the historical prices at the FBOs, and the posted airport prices, on a random basis, to ensure that FBOs are not including FET in the fuel price. DLA Energy will be conducting similar audits of delivery tickets/invoices and will take appropriate action if it determines FET was imbedded in the price. Your acceptance of the AIR Card® to purchase fuel constitutes your agreement that you will not imbed



FET in your product cost to avoid the refund process established by Congress and the Internal Revenue Service (IRS). If you accept the AIR Card® and fail to comply with the above, DLA Energy will pursue all available legal and administrative remedies, including but not limited to recovery of the inappropriately charged additional costs and interest.

DLA Energy and KHI appreciate the burden these tax law changes placed on the aviation industry, particularly FBOs. However, it is important that you register and apply for refunds. Not only is this a customer expectation, but it is critical to ensure that FET is used for airport improvements. The FET imposed on the removal of kerosene (jet fuel) from the terminal rack is credited to the Highway Trust Fund. The amount eligible to be transferred into the Airport and Airway Trust Fund is based on the gallons that are used in aviation. If no refund request is filed, IRS assumes that the kerosene was used for highway use and the tax remains in the Highway Trust Fund. By registering and filing for a refund, the federal taxes paid for kerosene used in an aircraft will be allocated to the improvement of airports and airways. Upon request, KHI will provide monthly reports listing certain details of AIR Card® transactions to facilitate research and preparation of refunds.

Aviation industry associations have discussed and posted information about this IRS change. Information and forms can be found at www.irs.gov (registration form); <http://www.irs.gov/pub/irs-pdf/f637.pdf> (Form 637 - Ultimate Vendor form) and <http://www.irs.gov/pub/irs-pdf/f8849.pdf> (Form 8849 Refund form). You should review these forms as soon as possible. DLA Energy will provide the necessary form you need to support the refund filings (Certificate of Ultimate Purchaser of Kerosene for Use in Foreign Trade or Use (Other Than by State or Local Government) in Noncommercial Aviation).

We appreciate your continued support of the AIR Card® program. If you have questions or concerns about this change, please contact AIR Card® Customer Support at 1-866-308-3811.

Sincerely,

AIR Card® Support Team