NETJETS®

Crossroads

Ground Vendor Web Access (VWA) Guide

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Section 1 Overview

About This Guide

This guide provides information on how to access and use the NetJets Ground Vendor Web Access (VWA). The VWA was designed as part of the Crossroads Technology Project in an effort to integrate and streamline communication between NetJets and its Ground Vendors.

Vendor Web Access (VWA) Overview

Welcome to Vendor Web Access (VWA). We thank you for supporting NetJets mission to provide our Owners with a superior air transportation experience, and we hope you find this application both easy to use and time-saving.

VWA provides NetJets' ground vendors with direct real-time access to upcoming ground orders. You are able to display, print, and confirm upcoming orders using the system – thus cutting out a lot of time-consuming phone calls between you and NetJets – saving time and money.

Before You Begin

You will need to have the following:

- High Speed Internet Connection
- Internet Explorer

  NOTE
  Internet Explorer is currently the only supported browser for GVWA. Support for other browsers will be added in the future.

- Adobe Acrobat Reader (http://www.adobe.com/products/acrobat/readstep2.html)

  NOTE
  You must use a version of Adobe Acrobat Reader 6.0 or greater.

- A printer for printing ground orders

Section 2

Using the Crossroads System

This section provides information on accessing and using the Crossroads System. The following instructions are included:

- Log Into the System

ORDERS

- Work with Your Order Inbox
  - Confirm Orders
  - Sort Orders in the Order Inbox
  - Display Confirmed and In Position Orders
  - Refresh the Order Inbox
- Search for Orders
- Lookup Orders by Order Number
- Lookup Orders by Confirmation Number
- Lookup Order by Cancellation Number

INVOICING

- Upload Ground Invoicing Spreadsheet

Log into the System

NetJets will provide you with a user name and password for the purpose of logging into Vendor Web Access. If you have yet to receive your user name and password, please call the NetJets Ground Team Desk at 614-239-3533 for further instruction.

NOTES

Depending on your preferences, one shared user name and password may be used for your entire company or you may have individual user names and passwords for each person accessing the system. This is determined by your company and NetJets when setting up your vendor information.

If you mistype your user name and/or password three times, your account will be locked and will have to be reset by NetJets. So please be careful when logging in.

1. From your Web browser access http://suppliers.netjets.com

   This page is available 24 hours a day and stores information about NetJets Catering & FBO Standards as well as the link to access the NetJets Catering VWA. You may want to bookmark this page for quick future access.

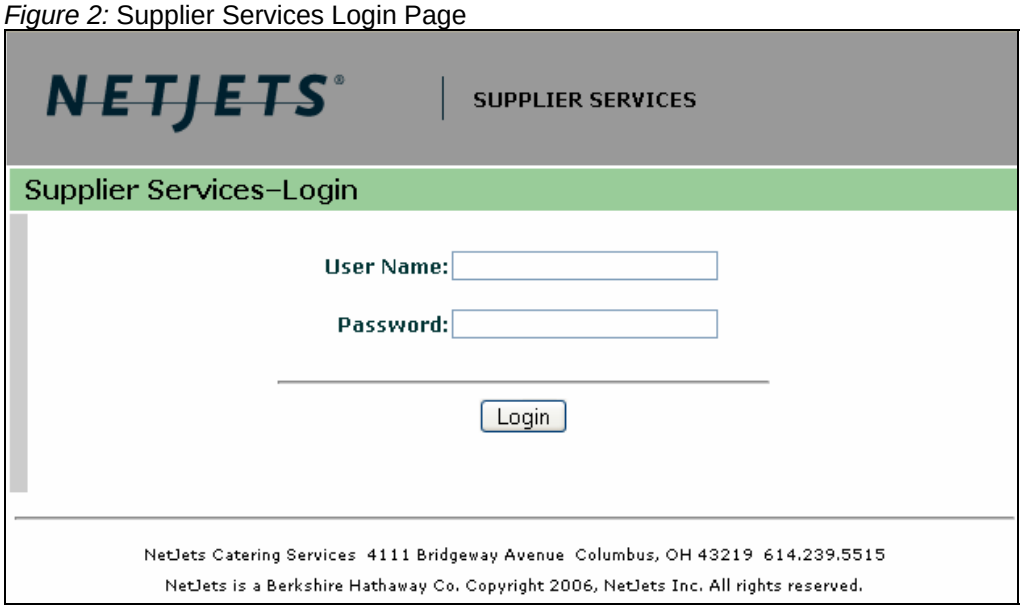
2. Towards the bottom of the page, under the blue buttons, click the Ground Vendor Application link (Figure 1):

   Figure 1: Supplier Services Login Page

   This link will take you to the NetJets Supplier Services Login page (Figure 2).

3. Type your NetJets-assigned User Name and Password in the appropriate fields and click **Login**. This will take you to your Order Inbox.

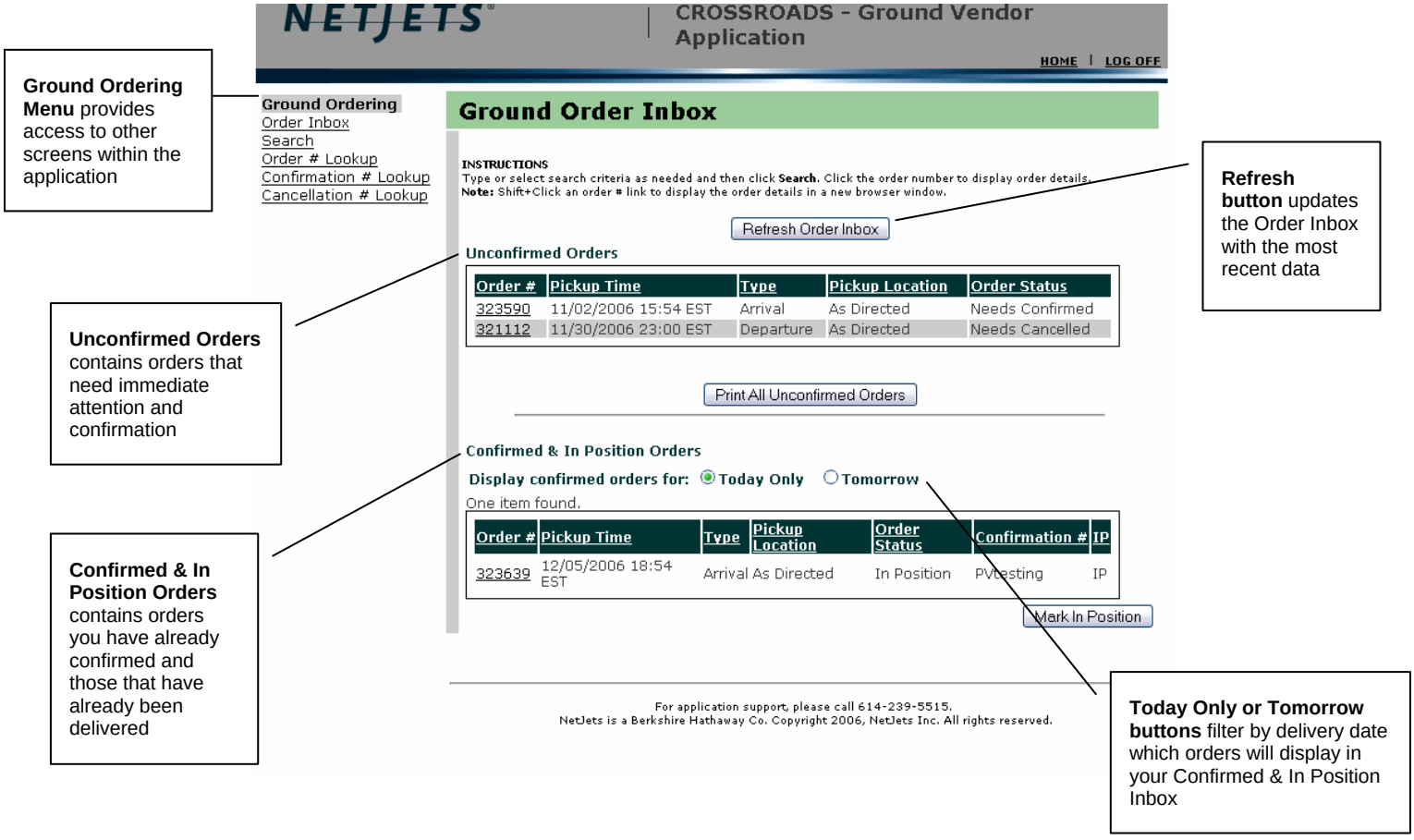
   Figure 2: Supplier Services Login Page

Working With Your Order Inbox

The Ground Order Inbox (Figure 3) is where you'll spend most of your time in the application. It is split into two sections: the **Unconfirmed Orders** and the **Confirmed & In Position Order Inbox**. The top (Unconfirmed Order Inbox) displays orders which need to be confirmed (new orders, revised orders, and orders which need to be cancelled) while the bottom (Confirmed & In Position Orders Inbox) displays orders which you have already confirmed.

Figure 3: Order Inbox



Sorting Orders in the Order Inbox

At times, your Order Inbox may contain a lot of orders. As mentioned above, the top Unconfirmed Orders Inbox contains orders that need immediate attention or confirmation. The bottom Confirmed & In Position Orders Inbox contains orders that you have already confirmed. You may sort each Inbox independently by clicking on the header of each column (Order #, Pickup Time, etc.)

For example: to sort the list by Pickup Location, click the Pickup Location column heading link. Click it again to reverse the sort order (ascending vs. descending).

Confirming Orders

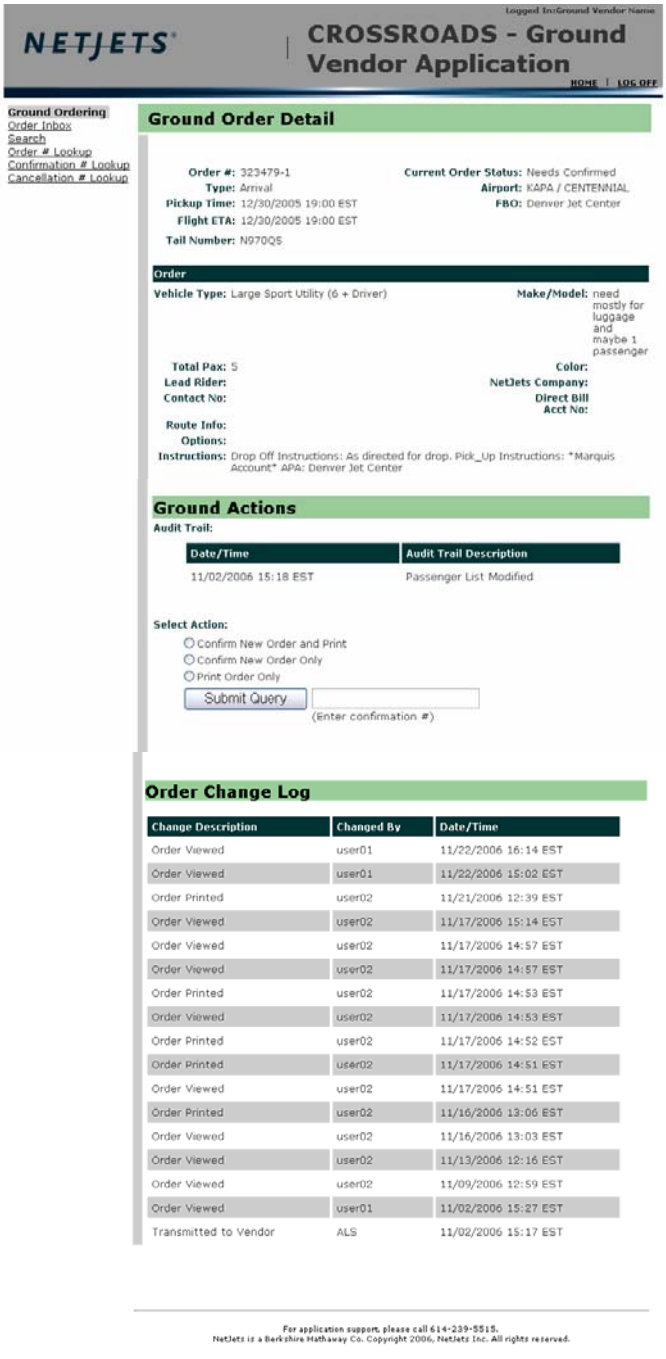
All orders that need immediate attention and confirmation will display in your top Unconfirmed Order Inbox. You will see one of the following statuses associated with each order in your Unconfirmed Order Inbox:

- Needs Confirmed—New orders that have not yet been confirmed.
- Needs Review—Updated orders that you may have already confirmed but that need to be reconfirmed due to changes.
- Needs Cancelled—Orders which have already been sent to your Inbox but now need to be cancelled.

Use these instructions to confirm new, updated, and cancelled orders.

1. Locate the order in the Unconfirmed Order Inbox, and click its order number link. This will take you to the order's Catering Order Detail Screen (Figure 4).

Figure 4: Catering Order Detail screen



2. Review order detail such as:

- Order # and version
- Type
- Pickup Time
- Flight ETA
- Tail Number
- Current Order Status
- Airport
- FBO
- Vehicle Type
- Make/Model
- Color
- Total Pax
- Lead Rider
- Contact No
- NetJets Company
- Direct Bill Acct no
- Route Info
- Options
- Instructions
- Audit Trail information detailing Internal NetJets changes to the content of the order such as additions or deletions of items.
- Order Change Log detailing VWA order activity.

3. Choose the appropriate **Catering Action** selection using the radio buttons and then click Submit.

   Based on the type of order you are displaying, the **Ground Action** button labels will be different.

- For **new orders (Needs Confirmed)** your ground action options are:
  - Confirm New Order and Print (default)
  - Confirm New Order Only
  - Print Order Only
  - Enter confirmation # (required)
- For **updated orders (Needs Review)** your ground action options are:
  - Confirm Order Changes and Print (default)
  - Confirm Order Changes Only
  - Print Order Only
  - Enter confirmation # (required)

- For **orders requiring cancellation (Needs Cancelled)** your ground action options are:
  - Confirm Order Cancellation (default)
  - Print Order Only
  - Enter cancellation number (required)

Selecting a “confirm and print” option will confirm the order, open a printable version of the order in Adobe Acrobat Reader, and return your main screen to the Order Inbox.

Selecting a “confirm only” option will confirm the order and redisplay the order inbox.

Selecting a “print only” option will open a printable version of the order in Adobe Acrobat Reader and remain on the order detail screen.

NOTE
In order to print an order, you must have Adobe Acrobat Reader installed. If you do not, you may install it from the following website: http://www.adobe.com/products/acrobat/readstep2.html.

When you confirm an order, the system will display “The order has been confirmed” to indicate a successful confirmation. The order will no longer appear in your top Unconfirmed Inbox.

Display Confirmed and In Position Orders

Use these instructions to display orders that have already been confirmed or marked as in position.

1. Indicate which confirmed and in position orders you want to display be selecting one of the following options as shown in Figure 5:
   - Today Only—Displays orders with delivery dates of today.
   - Tomorrow—Displays orders with delivery dates of tomorrow.

   The system refreshes the Confirmed & In Position Inbox based on your selection.

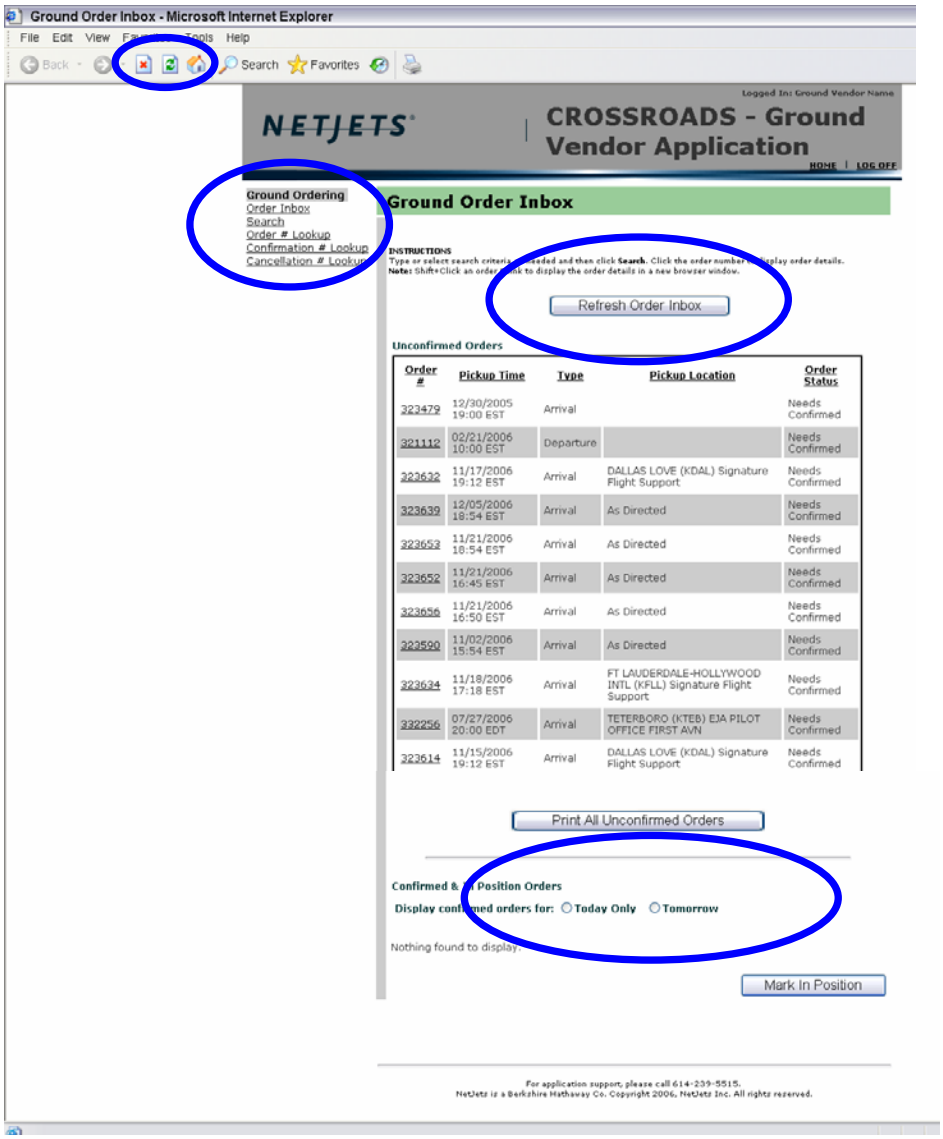
2. Locate the order you’d like to display in the Confirmed or In Position Inbox, and click its order number link. This will take you to the Order Detail Screen and allow you to view or print the order.

Refresh Your Order Inbox

Use these instructions to refresh the order inbox.

- There are four ways to refresh the Order Inbox:
  - Click Refresh Order Inbox at the top of the Order Inbox screen. This will refresh both the Unconfirmed and Confirmed & In Position tables.
  - You may also make a selection from the **Today Only or Tomorrow** options to refresh the Confirmed & In Position table.
  - Click Order Inbox from the Ground Ordering menu on the left.
  - Select the Refresh option on your Internet Browser.

Figure 6: Refresh Order Inbox Options



Search for Orders

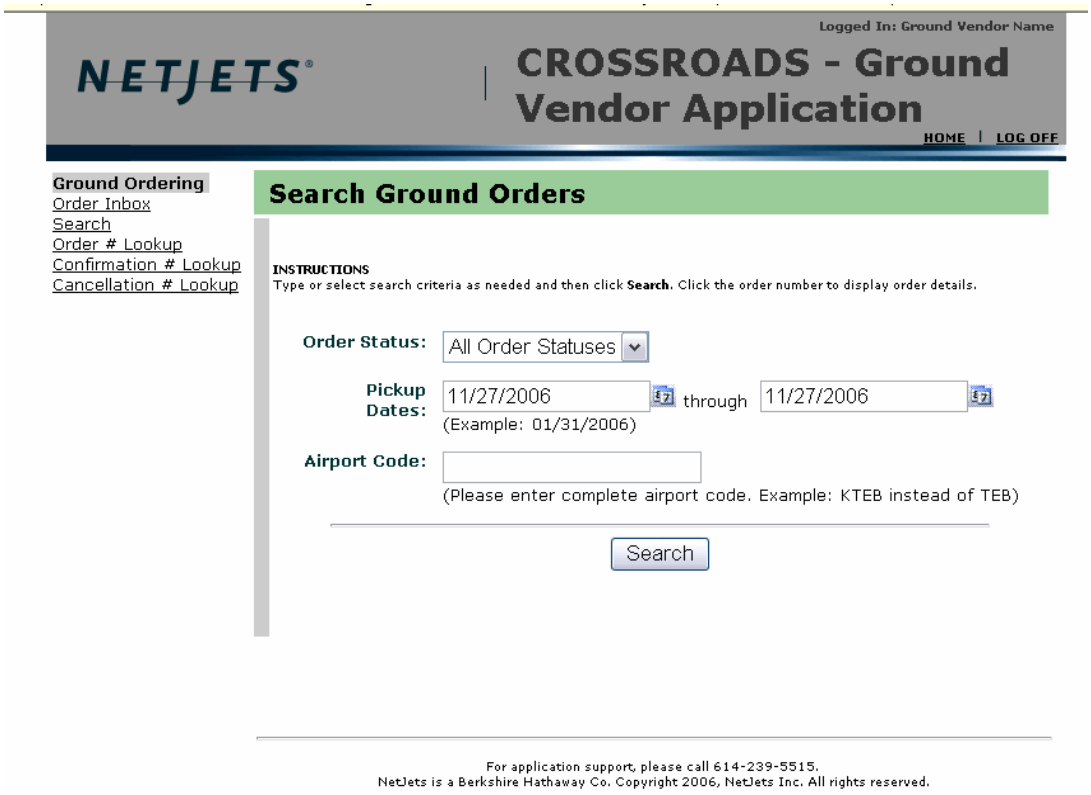
Use these instructions to search for ground orders by

- Order status
- Pickup dates
- Airport code

1. Click Search Orders from the Ground Ordering menu on the left.

   The system displays the Search Ground Orders screen (Figure 7).

Figure 7: Search Ground Orders screen



2. Select or enter search criteria, and click Search. The more search criteria selected or entered, the more exact your results will be. For example: Figure 8 shows all orders in with a pickup date of 11/27/2006.

   After clicking search, your results will display in a table format (Figure 8). You may sort the results by clicking on the header of each column (Order #, Pickup Date, etc.)

   To display details of an order, click its order number link. This will take you to the Order Detail Screen and allow you to view or print the order.

   To print or view all orders in the search results, click **Print All Orders**. This will open a printable version of the orders in Adobe Acrobat Reader.

Figure 8: Search Catering Orders Results

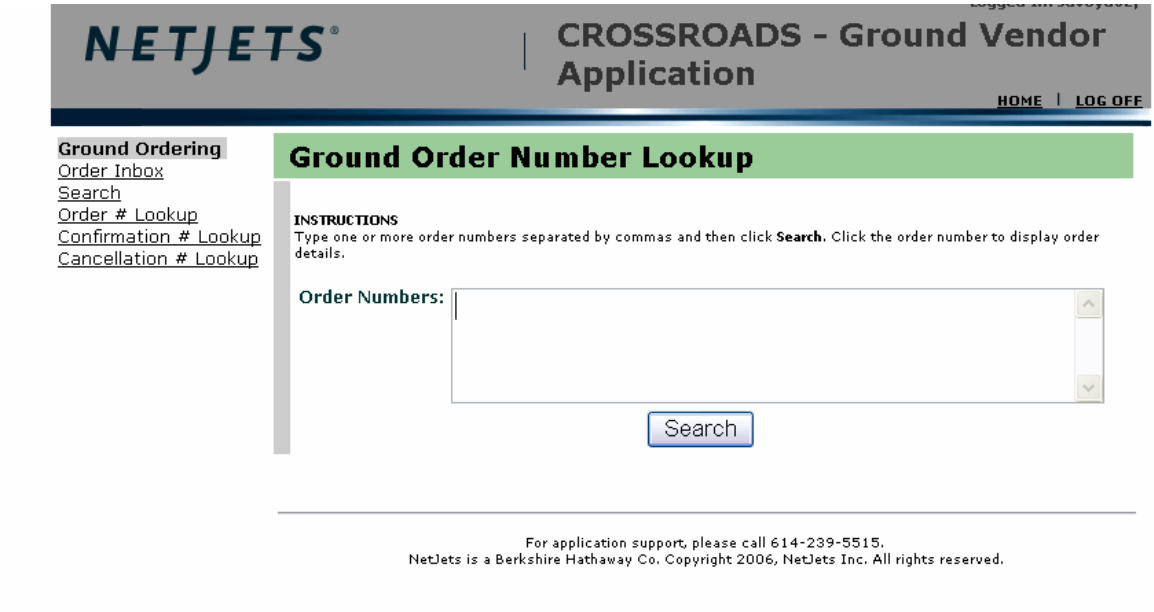
Lookup Orders by Order Number

Use these instructions to lookup one or more orders by order number.

1. Click Order # Lookup from the Ground Ordering menu on the left.

   The system displays the Order Number Lookup screen (Figure 9).

Figure 9: Order Number Lookup screen

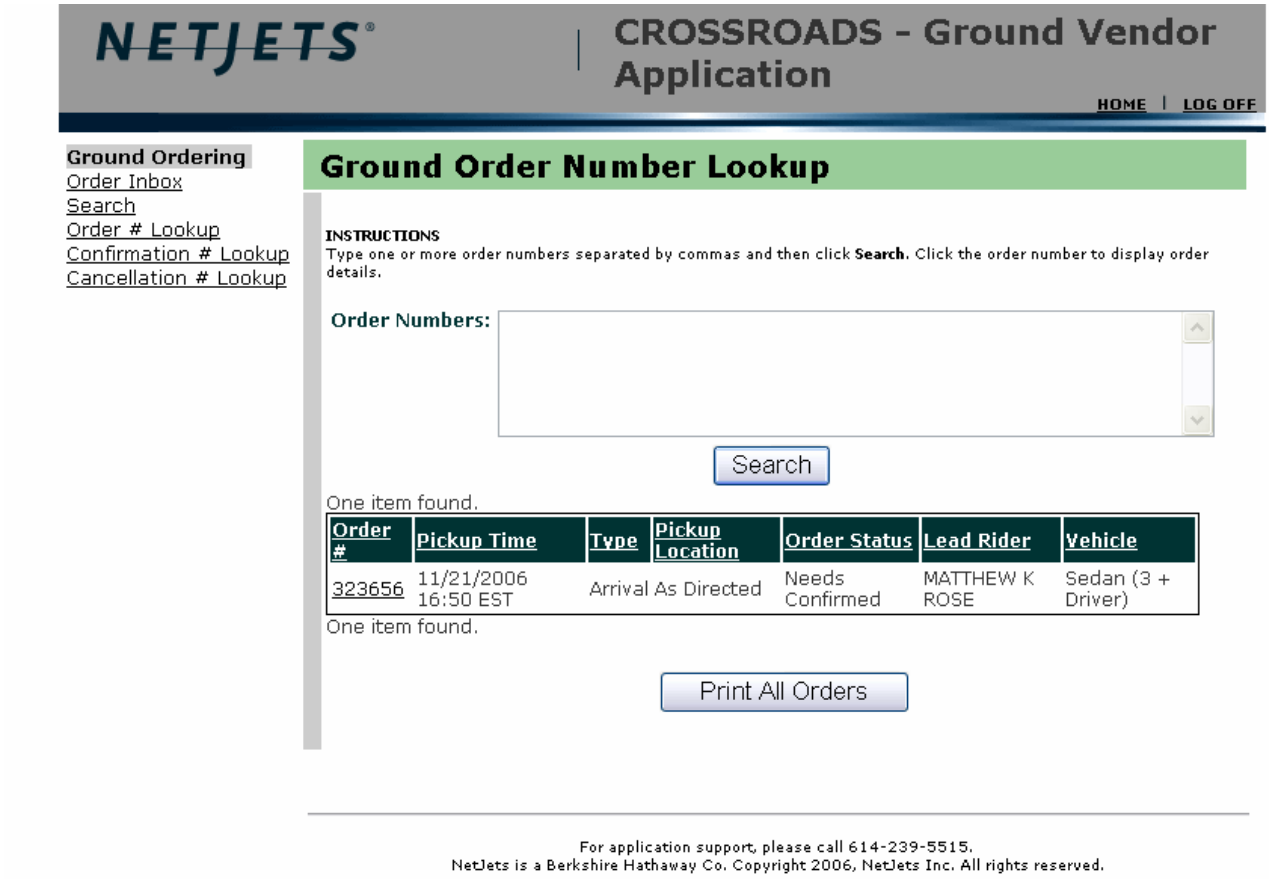


2. In the Order Numbers box, type one or more order numbers separated by commas, and press Enter or click Search. (Do *not* include version when entering order numbers.)

   The system displays a table with matching orders (Figure 10).

3. To display details of an order, click its order number link. This will take you to the Order Detail Screen and allow you to view or print the order.

Figure 10: Order Number Search results



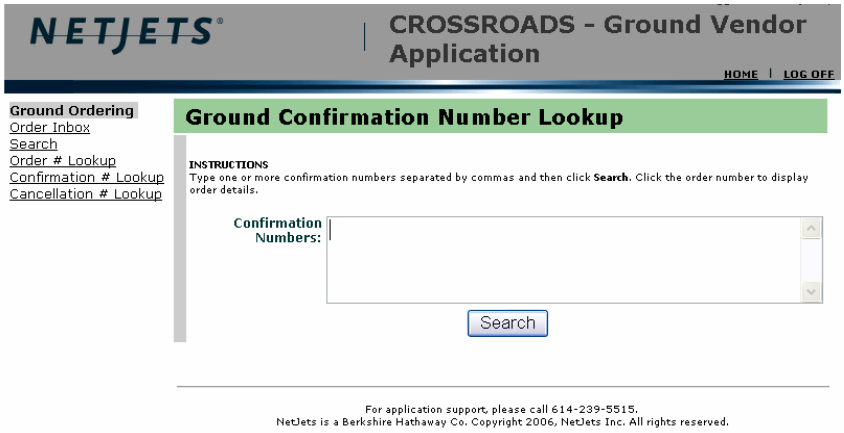
Lookup Orders by Confirmation Number

Use these instructions to lookup one or more orders by confirmation number.

1. Click Confirmation # Lookup from the Ground Ordering menu on the left.

   The system displays the Confirmation Number Lookup screen (Figure 11).

Figure 11: Ground Confirmation Number Lookup screen

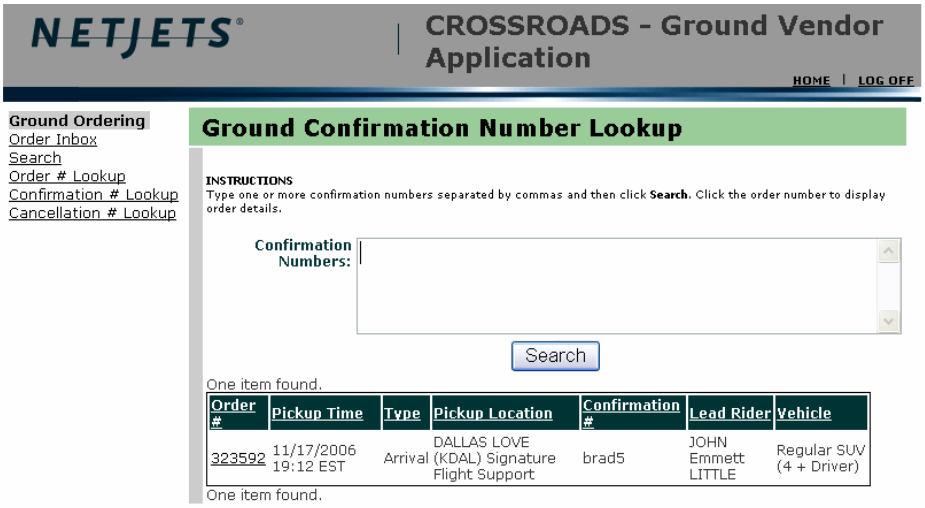


2. In the Confirmation Numbers box, type one or more confirmation numbers separated by commas, and press Enter or click Search.

   The system displays a table with matching orders (Figure 12).

3. To display details of an order, click its order number link. This will take you to the Order Detail Screen and allow you to view or print the order.

Figure 12: Ground Confirmation Numbers Search results



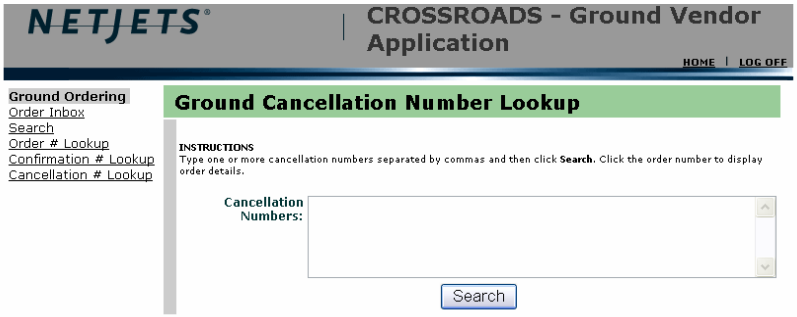
Lookup Orders by Cancellation Number

Use these instructions to lookup one or more orders by cancellation number.

1. Click Cancellation # Lookup from the Ground Ordering menu on the left.

   The system displays the Cancellation Number Lookup screen (Figure 13).

Figure 13: Ground Cancellation Number Lookup screen

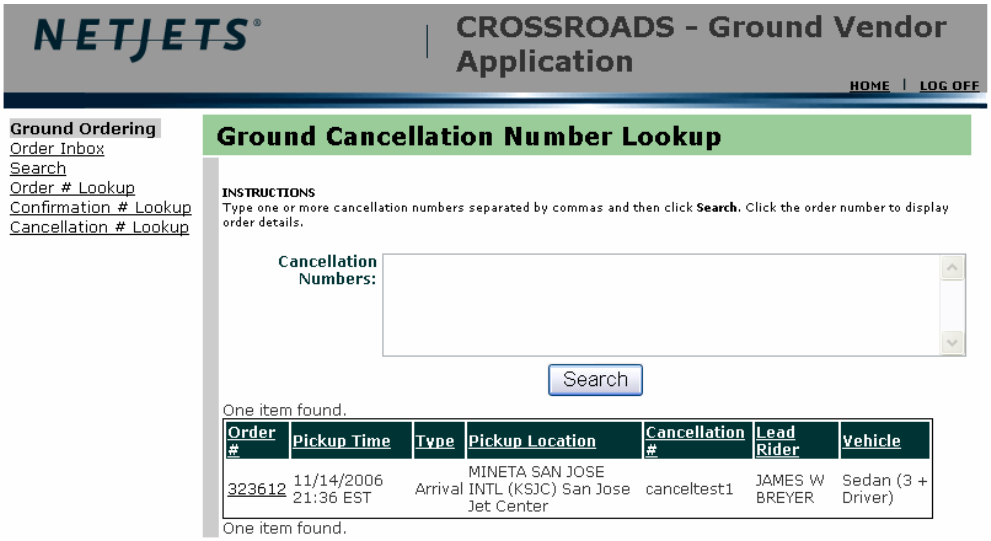


2. In the Cancellation Numbers box, type one or more cancellation numbers separated by commas, and press Enter or click Search.

   The system displays a table with matching orders (Figure 14).

3. To display details of an order, click its order number link. This will take you to the Order Detail Screen and allow you to view or print the order.

Figure 14: Ground Cancellation Number Search results



Section 3 Glossary of Terms

In Position

Describes the status of a ground order that has been delivered to an FBO.

Needs Confirmed

Describes the status of a new ground order that has not yet been confirmed by the ground vendor.

Needs Review

Describes the status of an updated (changed) ground order that has not yet been confirmed by the ground vendor.

Needs Cancelled

Describes the status of a cancelled ground order that *has not yet* been confirmed as cancelled by the ground vendor.

Cancelled

Describes the status of a cancelled ground order that *has* been confirmed as cancelled by the ground vendor.

Crossroads Technology Project

The software development project at NetJets that incorporates the new Vendor Web Access (VWA) application.

Order Inbox

The VWA's main webpage that allows catering vendors to display their upcoming NetJets catering orders.

Order Version #

Number identifying the revision of an order. The order version is often separated from the order number by a dash (-). For example a display of 123456-3 would represent order number 123456, version 3.

Audit Trail

Text describing an order's activity in the Internal NetJets system, including changes that may have occurred to the order.

Order Change Log

Text describing an order's VWA activity.

Section 4 Troubleshooting

The following section describes some errors and error messages you may encounter while working with Vendor Web Access (VWA) and how you should handle those errors.

Application and Order Errors

Incorrect Order Information

If you encounter incorrect order information such as an order with an FBO that is not served by you, please call the NetJets Ground Team Desk at 614-239-3533 to correct the information.

Wrong Order Number Entered in Search

Confirm you are entering the correct Order # in the search screen. If you feel you are receiving this message without cause, please call the NetJets Ground Team Desk at 614-239-3533 for further verification.

Order Disappears From Your Inbox

If you notice that an order has disappeared from your Inbox, this may mean that it is being modified by NetJets. Please wait at least ten (10) minutes, and refresh your Inbox. You may also search for the order or look it up by number. If the order does not reappear, please call the NetJets Ground Team Desk at 614-239-3533 to inquire about the order.

Also note that confirmed orders will no longer appear in the Unconfirmed Orders Inbox, but will appear in the Confirmed Orders Inbox if their delivery dates match the chosen Today/Tomorrow filter.

Orders Will Not Open in Adobe When “Print Order” is Selected

This can occur when the Adobe Acrobat window is already open or hidden behind another window when the Print Order selection is submitted. Find Adobe Acrobat on the Windows task bar or close/minimize all open windows until the Adobe Acrobat window is visible.

Order Will Not Print from Adobe

This may be caused by an incompatible version of Adobe Acrobat. The Crossroads application does not support versions of Adobe Acrobat prior to 6.0. You may go to www.adobe.com to download the latest version. You must use version 6.0 or later.

Can Not Find a Cancelled Order in the Inbox (Cancelled Orders Not Appearing in Inbox)

Use these instructions to locate cancelled orders:

1. Click Search Orders.
2. Select an order status of “Cancelled.”
3. Enter the delivery date of the cancelled order.
4. Click Search.

revisions within five (5) minutes. Confirm the revised version of the order.

System, Power, and Security Errors

Account Lockout

If you encounter a message stating that your account has been locked, please call the NetJets Ground Team Desk at 614-239-3533 to have your account unlocked.

Invalid User Name/Password

If you encounter a message stating that you have entered an invalid user name and password combination, try reentering your user name and password. If you continue to receive an error message, please call the NetJets Ground Team Desk at 614-239-3533.

***** For security reasons, three (3) incorrect attempts of your user name/password combination will lockout your account. To unlock your account, please call NetJets Ground Team, and notify them that your Crossroads Ground Vendor Account has been locked.**

Logout Failure

If you encounter an error message stating that you cannot be logged out of the system, simply close down your browser window completely. You do not need to call NetJets.

Failure to Communicate with NetJets Logistics

If this error is encountered, please exit your Internet browser, and attempt to log back into the NetJets system. If your attempt to log back in is unsuccessful or you continue to receive the same error after logging back in, please call the NetJets Ground Team Desk at 614-239-3533. Please provide your name, company name, and phone number, and specify that you are calling with a Technical Crossroads Problem. Your call will be patched through to the NetJets HelpDesk where you may provide a description of the error message you are receiving. At this point, a HelpDesk tech will be assigned to your problem and you will be contacted as soon as the problem is fixed.

Power Outage (Caterer)

If you experience a power outage, call NetJets Ground Team to provide a temporary contact phone number and then use printouts of all current day catering orders. NetJets Ground Team will call in all order changes and new orders for delivery within the next six (6) hours. Notify NetJets when the power is back on and VWA usage can continue.

Power Outage (NetJets)

NetJets will distribute an e-mail notifying all vendors of the power outage. NetJets Ground Team will call in all order changes and new orders for delivery within the next six (6) hours.

Error 404 Page Can Not Be Displayed

If you experience this error message, please use the following instructions to correct the problem:

1. Open Internet Explorer.
2. From the Tools menu, select Internet Options.
3. Click Delete Cookies and then OK on the popup box.
4. Click Delete Temp Internet Files and then OK on the next popup box.
5. Close Internet Explorer.
6. Open a new Internet Explorer window.
7. Enter http://suppliers.netjets.com into the address bar.

NOTE

Do **NOT** access this link from your existing “Favorites.” You must retype the information into the address bar.

8. Resave the page to your “Favorites.”

NOTE

Do not save the login page, but instead save the Suppliers web page with the blue boxes.

9. Click the following link to log in.

To access the Ground Vendor web site, please click here.

10. Login as usual.

If this does not correct the problem, please call the NetJets Ground Team Desk at 614-239-3533.

Error 502 Server Not Found

If you experience this error message, please use the following instructions to correct the problem:

1. Close Internet Explorer.

2. Open a new Internet Explorer window.

3. Enter http://suppliers.netjets.com into the address bar.

NOTE
Do **NOT** access this link from your existing "Favorites." You must retype the information into the address bar.

If this does not correct the problem, please call the NetJets Ground Team Desk at 614-239-3533.

"You are not permitted to perform this operation"

Check to make sure that the correct link (Ground Vendor versus Catering Vendor versus FBO Vendor) has been selected from suppliers.netjets.com.

Multiple Browser Issues

If you need to log into the Crossroads systems as different users at the same time, DO NOT use File | New to open an additional browser window. Instead, use a different browser (Internet Explorer versus Firefox) or select Internet Explorer from your Start menu.