



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

[To access the Ground Vendor web site, please click here.](#)

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

NETJETS® | SUPPLIER SERVICES

Supplier Services-Login

User Name:

Password:

NetJets Catering Services 4111 Bridgeway Avenue Columbus, OH 43219 614.239.5515
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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

The screenshot shows the 'Ground Order Inbox' interface. At the top, there is a header with the NETJETS logo and 'CROSSROADS - Ground Vendor Application'. Below the header is a navigation menu with 'HOME' and 'LOG OFF' links. The main content area is divided into two sections: 'Unconfirmed Orders' and 'Confirmed & In Position Orders'.

Unconfirmed Orders Section:

- Includes a 'Refresh Order Inbox' button.
- Contains a table with columns: Order #, Pickup Time, Type, Pickup Location, and Order Status.
- Table data:

Order #	Pickup Time	Type	Pickup Location	Order Status
323590	11/02/2006 15:54 EST	Arrival	As Directed	Needs Confirmed
321112	11/30/2006 23:00 EST	Departure	As Directed	Needs Cancelled
- Includes a 'Print All Unconfirmed Orders' button.

Confirmed & In Position Orders Section:

- Includes a filter for 'Display confirmed orders for:' with radio buttons for 'Today Only' (selected) and 'Tomorrow'.
- Text below filter: 'One item found.'
- Contains a table with columns: Order #, Pickup Time, Type, Pickup Location, Order Status, Confirmation #, and IP.
- Table data:

Order #	Pickup Time	Type	Pickup Location	Order Status	Confirmation #	IP
323639	12/05/2006 18:54 EST	Arrival	As Directed	In Position	Pvtesting	IP
- Includes a 'Mark In Position' button.

Callout Boxes:

- Ground Ordering Menu:** Provides access to other screens within the application.
- Unconfirmed Orders:** Contains orders that need immediate attention and confirmation.
- Confirmed & In Position Orders:** Contains orders you have already confirmed and those that have already been delivered.
- Refresh button:** Updates the Order Inbox with the most recent data.
- Today Only or Tomorrow buttons:** Filter by delivery date which orders will display in your Confirmed & In Position Inbox.

At the bottom of the page, there is a footer with contact information: 'For application support, please call 614-239-5515. NetJets is a Berkshire Hathaway Co. Copyright 2006, NetJets Inc. All rights reserved.'

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

Logged In: Ground Vendor Name



CROSSROADS - Ground Vendor Application

HOME | LOG OFF

[Ground Ordering](#)

[Order Inbox](#)

[Search](#)

[Order # Lookup](#)

[Confirmation # Lookup](#)

[Cancellation # Lookup](#)

Ground Order Detail

Order #: 323479-1 **Current Order Status:** Needs Confirmed

Type: Arrival **Airport:** KAPA / CENTENNIAL

Pickup Time: 12/30/2005 19:00 EST **FBO:** Denver Jet Center

Flight ETA: 12/30/2005 19:00 EST

Tail Number: N970QS

Order

Vehicle Type: Large Sport Utility (6 + Driver) **Make/Model:** need mostly for luggage and maybe 1 passenger

Total Pax: 5 **Color:**

Lead Rider: **NetJets Company:**

Contact No: **Direct Bill**

Acct No:

Route Info:

Options: Drop Off Instructions: As directed for drop. Pick-Up Instructions: *Marquis Account* APA: Denver Jet Center

Ground Actions

Audit Trail:

Date/Time	Audit Trail Description
11/02/2006 15:18 EST	Passenger List Modified

Select Action:

Confirm New Order and Print

Confirm New Order Only

Print Order Only

(Enter confirmation #)

Order Change Log

Change Description	Changed By	Date/Time
Order Viewed	user01	11/22/2006 16:14 EST
Order Viewed	user01	11/22/2006 15:02 EST
Order Printed	user02	11/21/2006 12:39 EST
Order Viewed	user02	11/17/2006 15:14 EST
Order Viewed	user02	11/17/2006 14:57 EST
Order Viewed	user02	11/17/2006 14:57 EST
Order Printed	user02	11/17/2006 14:53 EST
Order Viewed	user02	11/17/2006 14:53 EST
Order Printed	user02	11/17/2006 14:52 EST
Order Printed	user02	11/17/2006 14:51 EST
Order Viewed	user02	11/17/2006 14:51 EST
Order Printed	user02	11/16/2006 13:06 EST
Order Viewed	user02	11/16/2006 13:03 EST
Order Viewed	user02	11/13/2006 12:16 EST
Order Viewed	user02	11/09/2006 12:59 EST
Order Viewed	user01	11/02/2006 15:27 EST
Transmitted to Vendor	ALS	11/02/2006 15:17 EST

For application support, please call 614-239-5515.

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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 by 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

Ground Ordering
 Order Inbox
 Search
 Order # Lookup
 Confirmation # Lookup
 Cancellation # Lookup

Refresh Order Inbox

Unconfirmed Orders

Order #	Pickup Time	Type	Pickup Location	Order Status
323472	12/30/2005 19:00 EST	Arrival		Needs Confirmed
321112	02/21/2006 10:00 EST	Departure		Needs Confirmed
323632	11/17/2006 19:12 EST	Arrival	DALLAS LOVE (KDAL) Signature Flight Support	Needs Confirmed
323639	12/05/2006 18:54 EST	Arrival	As Directed	Needs Confirmed
323653	11/21/2006 10:54 EST	Arrival	As Directed	Needs Confirmed
323652	11/21/2006 16:45 EST	Arrival	As Directed	Needs Confirmed
323656	11/21/2006 16:50 EST	Arrival	As Directed	Needs Confirmed
323590	11/02/2006 15:54 EST	Arrival	As Directed	Needs Confirmed
323634	11/18/2006 17:18 EST	Arrival	FT LAUDERDALE-HOLLYWOOD INTL (KFLI) Signature Flight Support	Needs Confirmed
322256	07/27/2006 20:00 EDT	Arrival	TETERBORO (KTEB) EJA PILOT OFFICE FIRST AVN	Needs Confirmed
323614	11/15/2006 19:12 EST	Arrival	DALLAS LOVE (KDAL) Signature Flight Support	Needs Confirmed

Confirmed & In Position Orders
 Display confirmed orders for: Today Only Tomorrow

Nothing found to display

Mark In Position

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

NETJETS® | CROSSROADS - Ground Vendor Application | Logged In: Ground Vendor Name | HOME | LOG OFF

Ground Ordering
[Order Inbox](#)
[Search](#)
[Order # Lookup](#)
[Confirmation # Lookup](#)
[Cancellation # Lookup](#)

Search Ground Orders

INSTRUCTIONS
Type or select search criteria as needed and then click **Search**. Click the order number to display order details.

Order Status: All Order Statuses

Pickup Dates: 11/27/2006 through 11/27/2006
 (Example: 01/31/2006)

Airport Code:
 (Please enter complete airport code. Example: KTEB instead of TEB)

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- 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

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CROSSROADS - Ground Vendor Application

[HOME](#) | [LOG OFF](#)

Ground Ordering

[Order Inbox](#)

[Search](#)

[Order # Lookup](#)

[Confirmation # Lookup](#)

[Cancellation # Lookup](#)

Search Ground Orders

INSTRUCTIONS
Type or select search criteria as needed and then click **Search**. Click the order number to display order details.

Order Status: Needs Confirmed

Pickup Dates: through
(Example: 01/31/2006)

Airport Code:
(Please enter complete airport code. Example: KTEB instead of TEB)

7 items found, displaying all items.

Order #	Pickup Time	Type	Pickup Location	Order Status	Lead Rider	Vehicle
323590	11/02/2006 15:54 EST	Arrival	As Directed	Needs Confirmed	MATTHEW K ROSE	Sedan (3 + Driver)
323614	11/15/2006 19:12 EST	Arrival	DALLAS LOVE (KDAL) Signature Flight Support	Needs Confirmed	JOHN Emmett LITTLE	Sedan (3 + Driver)
323632	11/17/2006 19:12 EST	Arrival	DALLAS LOVE (KDAL) Signature Flight Support	Needs Confirmed	Rebecca A Little	Large Sport Utility (6 + Driver)
323634	11/18/2006 17:18 EST	Arrival	FT LAUDERDALE-HOLLYWOOD INTL (KFL) Signature Flight Support	Needs Confirmed	KEVIN MARONI	Sedan (3 + Driver)
323652	11/21/2006 16:45 EST	Arrival	As Directed	Needs Confirmed	MATTHEW K ROSE	Sedan (3 + Driver)
323656	11/21/2006 16:50 EST	Arrival	As Directed	Needs Confirmed	MATTHEW K ROSE	Sedan (3 + Driver)
323653	11/21/2006 18:54 EST	Arrival	As Directed	Needs Confirmed	MATTHEW K ROSE	Sedan (3 + Driver)

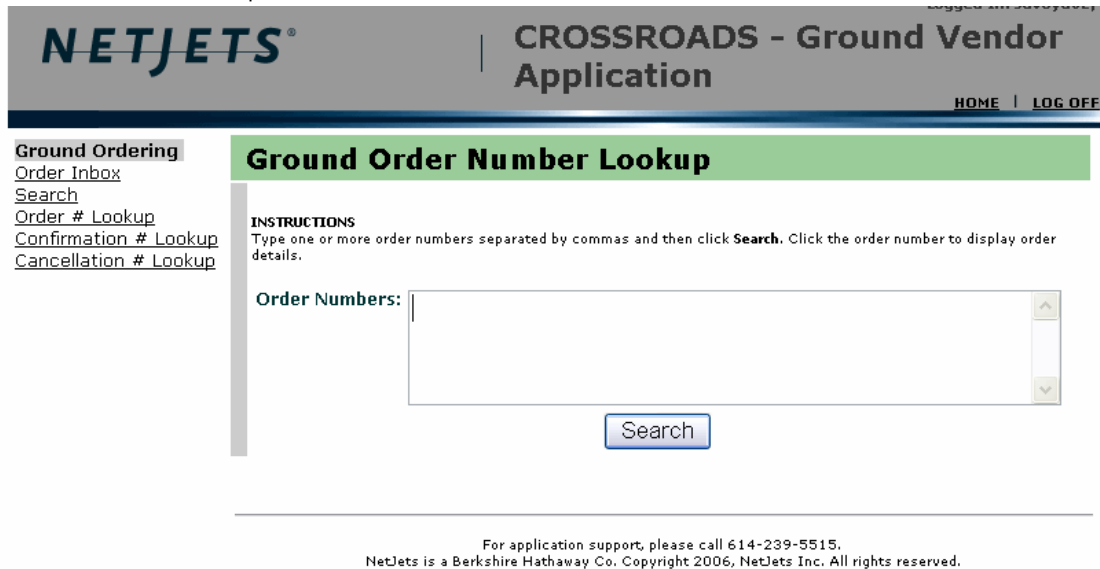
7 items found, displaying all items.

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



NETJETS | **CROSSROADS - Ground Vendor Application** HOME | LOG OFF

Ground Ordering
[Order Inbox](#)
[Search](#)
[Order # Lookup](#)
[Confirmation # Lookup](#)
[Cancellation # Lookup](#)

Ground Order Number Lookup

INSTRUCTIONS
 Type one or more order numbers separated by commas and then click **Search**. Click the order number to display order details.

Order Numbers:

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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

NETJETS®
CROSSROADS - Ground Vendor Application
HOME | LOG OFF

Ground Ordering

[Order Inbox](#)

[Search](#)

[Order # Lookup](#)

[Confirmation # Lookup](#)

[Cancellation # Lookup](#)

Ground Order Number Lookup

INSTRUCTIONS
Type one or more order numbers separated by commas and then click **Search**. Click the order number to display order details.

Order Numbers:

One item found.

Order #	Pickup Time	Type	Pickup Location	Order Status	Lead Rider	Vehicle
323656	11/21/2006 16:50 EST	Arrival As Directed		Needs Confirmed	MATTHEW K ROSE	Sedan (3 + Driver)

One item found.

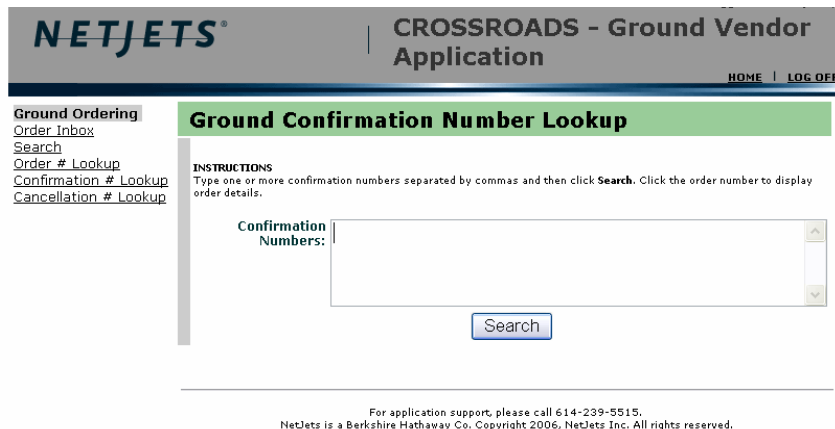
For application support, please call 614-239-5515.
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Lookup Orders by Confirmation Number

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

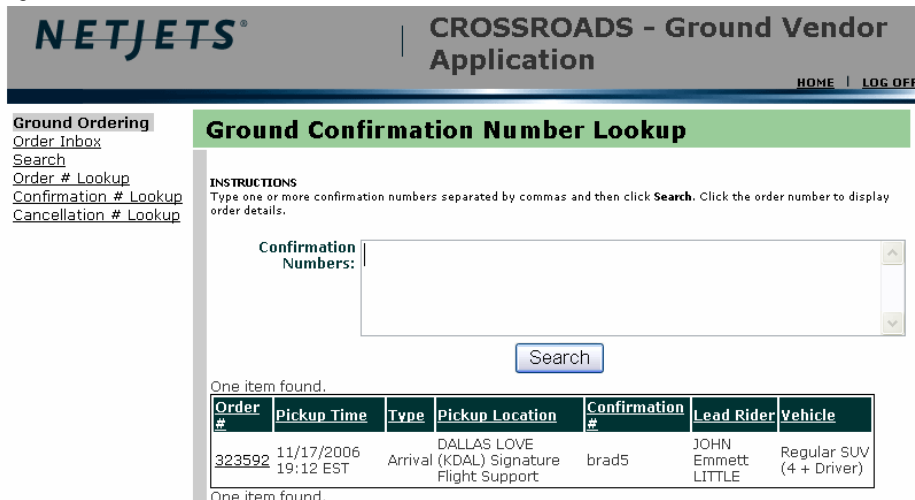
1. Click Confirmation # Lookup from the Ground Ordering menu on the left.
The system displays the Confirmation Number Lookup screen (Figure 11).

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



Order #	Pickup Time	Type	Pickup Location	Confirmation #	Lead Rider	Vehicle
323592	11/17/2006 19:12 EST	Arrival	DALLAS LOVE (KDAL) Signature Flight Support	brad5	JOHN Emmett LITTLE	Regular SUV (4 + Driver)

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

Order #	Pickup Time	Type	Pickup Location	Cancellation #	Lead Rider	Vehicle
323612	11/14/2006 21:36 EST	Arrival	MINETA SAN JOSE INTL (KSJC) San Jose Jet Center	canceltest1	JAMES W BREYER	Sedan (3 + Driver)

**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.