

DESTWIN[®] Fuel Dealer Solution[™] Will Call Questionnaire

This questionnaire is designed to gather information to assist you in setting up your Request Delivery / Order Fuel page.

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| 1 | Do you have automatic delivery customers? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 1A | If you answered Yes, should these customers who are not on a price protection plan receive the Request Delivery page (recommended) or the Order Fuel page? | <input type="checkbox"/> Request Delivery (recommended) <input type="checkbox"/> Order Fuel |
| 1B | If you answered Yes to no. 1, should these customers who are on a price protection plan receive the Request Delivery page (recommended), the Order Fuel page, or a message with no option to process a Request or an Order? | <input type="checkbox"/> Request Delivery (recommended) <input type="checkbox"/> Order Fuel <input type="checkbox"/> Neither |
| 2 | Do you have Will Call customers? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If you answered No to number 2 you do not need to proceed. | | |
| 3 | What fuels do you wish to offer for sale online? These fuels must be available from your backend system. Please complete the Products Mapping Table at the end of this questionnaire. | <input type="checkbox"/> #2 Heating Oil <input type="checkbox"/> Biofuel <input type="checkbox"/> Propane <input type="checkbox"/> Kerosene <input type="checkbox"/> Other |
| 4 | What delivery message do you want to display to your customers? e.g. Fuel ordered on-line will be delivered in approximately 3 business days. If you need a delivery sooner than that, please call our office. | Please provide content in some type of electronic file format, e.g. .txt or .doc. |
| 5 | For orders paid by credit card, do you want to process the payment as Full Capture or Authorize Only? | <input type="checkbox"/> Full Capture <input type="checkbox"/> Authorize Only |
| 6 | Should gallons default to Fill Tank or something else? | <input type="checkbox"/> Fill Tank <input type="checkbox"/> Something Else (Amount _____gal) |
| 8 | Do you want to offer coupons? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 9 | Do you have a minimum order amount below which an order may not be entered? | <input type="checkbox"/> Yes (Amount _____gal) <input type="checkbox"/> No |
| 10 | Do you want to have a second level minimum order at which a customer may place an order but an additional fee will be charged? | <input type="checkbox"/> Yes (Amount _____gal) <input type="checkbox"/> No |
| 11 | If you answered Yes to number 10, what is the amount of the fee? | \$ |

| | | |
|----|---|---|
| 12 | Do you want to have a third level minimum order at which a customer may place an order but an additional fee will be charged? | <input type="checkbox"/> Yes (Amount _____ gal) <input type="checkbox"/> No |
| 13 | If you answered Yes to number 12, what is the amount of the fee? | \$ |
| 14 | Do you want to charge an emergency delivery fee? | <input type="checkbox"/> Yes (Amount \$ _____) <input type="checkbox"/> No |
| 15 | Do you want to allow the user to request heater priming? | <input type="checkbox"/> Yes (Amount \$ _____) <input type="checkbox"/> No |
| 16 | Do you want to allow the user to apply their credit balance (if one exists) to their order? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 17 | Do you want the customer to check a box acknowledging they have read and agree to Terms and Conditions associated with the order? | <input type="checkbox"/> Yes <input type="checkbox"/> No If you checked Yes, please provide content for Terms & Conditions in some type of electronic file format, e.g. .txt or .doc. |
| 18 | Do you want to send an internal notification e-mail to notify someone that a Will Call order has been placed? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 19 | If you answered Yes to number 18, please provide e-mail address or addresses separated by a comma. | |
| 21 | Should accounts with different credit codes be treated differently, e.g. should an account on credit hold be allowed to order fuel? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

The standard confirmation e-mail contains:

Account Number
Confirmation Number
Customer Name
Delivery Address
E-mail Address of Customer
Program Type: Will Call
Gallons Requested
Dollar Amount of Order
Authorization Date
Comments Entered by Customer on Order

If you want additional content, please provide it. Note that the system supports html formatted e-mails.

Products Mapping Table

| Product Name | Product Code (from backend system) |
|--------------|------------------------------------|
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