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Our mission is to be the premier U.S. refining and logistics company.

NYSE: HFC \$49.77 -0.9% 8/28/2014 10:27 AM ET

Home About HollyFrontier Refineries & Business Crude & Products Investor Relations Careers Supplier Relations Customer Portal Contact Us

CONTINUOUS IMPROVEMENT

We continually improve.

Innovation and high-performance are our way of life. Our culture creates a fulfilling environment which enables employees to reach their potential. We believe in creating our own destiny and that a constructive attitude toward change is essential.

#### ABOUT HOLLYFRONTIER



We are an independent energy company engaged in crude oil refining and wholesale marketing of refined petroleum products.

We serve markets throughout the mid-continent, southwestern, and Rocky Mountain regions of the United States.

COMPANY PROFILE

**OUR LOCATIONS** 



We own and operate five complex refineries with a total crude oil processing capacity of 443,000 barrels per day and are headquartered in Dallas, Texas.

MAP OF OPERATIONS

#### COMPANY NEWS

- HollyFrontier Corporation Reports
   Quarterly Net Income and Announces

   Special and Regular Cash Dividends
- HollyFrontier Corporation Second Quarter 2014 Earnings Release and Conference Webcast

READ MORE NEWS



# Accessing the Customer Portal

- You can access the Customer Portal at www.hollyfrontier.com
- Add as favorite or shortcut to your windows bar the following link to go directly to the account logon screen <a href="http://customerportal.hollyfrontier.com">http://customerportal.hollyfrontier.com</a>



Home Products & Services





#### **DTN MarketWire Headlines**

BLS: 217,000 Jobs Added in May; Unemployment Rate Steady 6/67:49 AM Gulf Coast, NYH Cash Oil Products Moving Lower at Midday 6/6 11:13 AM EPA Announces \$1M Funding for Tribal Clean Diesel Projects 6/6 12:48 PM Colonial Pipeline Allocates Cycle 34 Distillate Shipments 6/9 9:24 AM LA Spot Gasoline Prices Rise with NYMEX RBOB Futures Rally 6/9 12:29 PM Cash Propane Mixed Friday; Belvieu Drops over 3cts on Wk 6/6 3:40 PM

#### **Local Conditions** Dallas, TX

	Chg Zip Code:	GO
Temp:	<b>69</b> °F	Feels Like:
Humid:	78%	Dew Pt:
Barom:	29.82	Wind Dir:
Cond:	N/A	Wind Spd:
Sunrise:	6:18	Sunset:
	As reported at DALLAS,	, TX at 12:00 PM

#### **Local Radar**

Dallas, TX



Enter Username and Password

#### Member Login

Username Password Login

69°F 62°F SSW	Name HOLLYFRONTIER [Delayed 15 Minutes] (HFC)	Exchg NYSE	<b>Last</b> 47.6000	<b>Chg</b> -0.1100	
8:34		uotes are dela re for info on			

#### Quick Quote

Enter a symbol below

Symbol Lookup

HOLLYFRONTIER [Delayed 15 Minutes] (HFC) Exchange: Last Trade: 47.5900 -0.1200 Change:

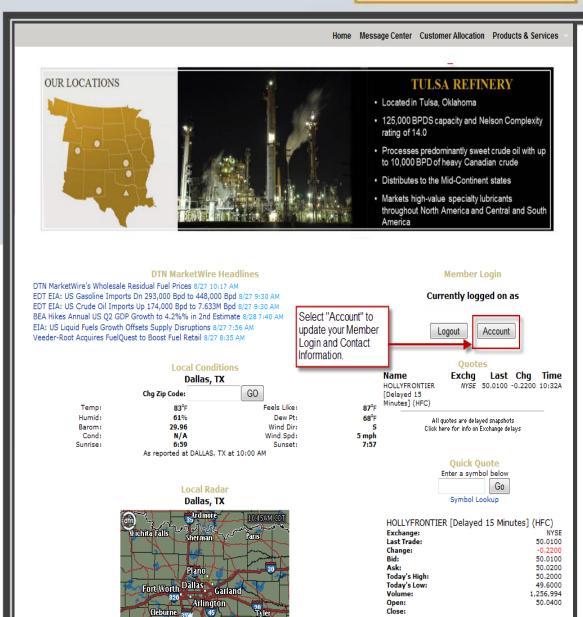
47.5900 47,6000

### **Logging in for the first** time

- By now you should have already received notification of your Username and Password.
- If you have not already received your Username and Password or for questions or inquiries, please direct them to our Contracts and Pricing (C&P) department at 1-888-286-8836 or email at

HFC-DallasContracts@hollyfrontier.com

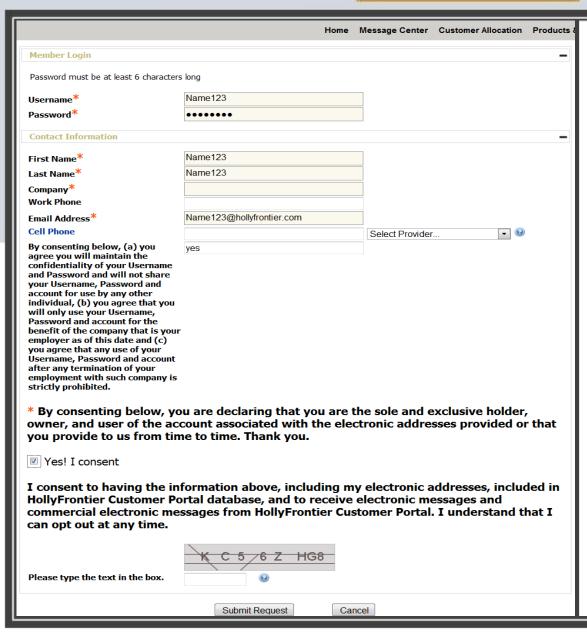




# Logging in for the first time continued

 When logging in for the first time you will need to update your account information.





# Logging in for the first time continued

- You will need to update the following information in your Member Login and Contact Information.
  - Username
  - Password
  - First Name
  - Last Name
  - Email Address
  - Work Phone (Optional)
  - Cell Phone and Provider (Optional)
- Review and consent to the Terms of Use for the Customer Portal



From: noreply@hollyfrontier.com [mailto:noreply@hollyfrontier.com]

Sent: Friday, September 12, 2014 4:00 PM

To: Name123

Subject: HollyFrontier Customer Portal Site Account

Your account with HollyFrontier Customer Portal has been modified. A summary of account details is shown below. Information that was recently changed is highlighted\*

sername**	Name123	Password**	Password123
CONTACT INFO			
First Name**	Name123	Last Name**	Name123
Work Phone		Email Address**	Name123@hollyfrontier.com
Cell Phone		I (The User) WILL NOT PROVIDE THIS LOGIN INFORMATION TO OTHERS AND WILL ONLY USE THIS LOGIN INFORMATION WHILE AS AN EMPLOYEE OF THE COMPANY AT THE TIME WHEN GRANTED ACCESS (Type YES to Accept these Terms)	Yes

Please go to http://customerportal.hollyfrontier.com/index.cfm and login with your Username and Password.

For questions, please contact HFC-DallasContracts@HollyFrontier.com.

Thank you for your business.

# Logging in for the first time continued

 You will receive an email notification notifying you that your customer account has been updated.



#### **DTN MarketWire Headlines**

DTN MarketWire's Wholesale Residual Fuel Prices 8/27 10:17 AM EDT EIA: US Gasoline Imports Dn 293,000 Bpd to 448,000 Bpd 8/27 9:30 AM EDT EIA: US Crude Oil Imports Up 174,000 Bpd to 7.633M Bpd 8/27 9:30 AM BEA Hikes Annual US Q2 GDP Growth to 4.2%% in 2nd Estimate 8/28 7:40 AM EIA: US Liquid Fuels Growth Offsets Supply Disruptions 8/27 7:55 AM Veeder-Root Acquires FuelQuest to Boost Fuel Retail 8/27 8:35 AM

#### **Local Conditions**

	Dallas, TX		
	Chg Zip Code:	GO	
Temp:	83°F	Feels Like:	
Humid:	61%	Dew Pt:	
Barom:	29.96	Wind Dir:	
Cond:	N/A	Wind Spd:	
unrise:	6:59	Sunset:	
	As reported at DALLAS	, TX at 10:00 AM	

#### Local Radar



#### Member Login

#### Currently logged on as

Logout

Account

#### Quotes

		~			
	Name	Exchg	Last	Chg	Time
	HOLLYFRONTIER	NYSE	50.0100	-0.2200	10:32A
	[Delayed 15				
	Minutes] (HFC)				
,		otes are dela re for info on			

#### Quick Quote

Enter a symbol below
G0
Symbol Lookup

HOLLYFRONTIER [Delayed 15 Minutes] (HFC) Exchange: Last Trade: 50.0100 Change: Bid: 50.0100 Ask: 50.0200 Today's High: 50,2000 Today's Low: 49.6000 Volume: 1,256,994 Open:

### **Customer Allocation**

- The Allocation Administration Viewer for credit and product allocations only apply to metered truck rack sales customers.
- Provides the customer the ability to view their Credit Status.
  - Credit status uses basic traffic light format
    - Green = Available
    - Yellow = Limited
    - Red = Out
- Minimizes credit risk by implementing allocations





#### **DTN MarketWire Headlines**

DTN MarketWire's Wholesale Residual Fuel Prices 8/27 10:17 AM EDT EIA: US Gasoline Imports Dn 293,000 Bpd to 448,000 Bpd 8/27 9:30 AM EDT EIA: US Crude Oil Imports Up 174,000 Bpd to 7.633M Bpd 8/27 9:30 AM BEA Hikes Annual US Q2 GDP Growth to 4.2%% in 2nd Estimate 8/28 7:40 AM EIA: US Liquid Fuels Growth Offsets Supply Disruptions 8/27 7:56 AM Veeder-Root Acquires FuelQuest to Boost Fuel Retail 8/27 8:35 AM

#### **Local Conditions**

	Dallas, IX		
	Chg Zip Code:	GO	
Temp:	83°F	Feels Like:	
Humid:	61%	Dew Pt:	
Barom:	29.96	Wind Dir:	
Cond:	N/A	Wind Spd:	
iunrise:	6:59	Sunset:	
	As reported at DALLA	S, TX at 10:00 AM	

#### Local Radar



#### Member Login

#### Currently logged on as

Logout

Account

	Quotes				
	Name HOLLYFRONTIER	Exchg NYSE	Last 50.0100		Time 10:32A
F	[Delayed 15 Minutes] (HFC)				
F S h		uotes are dela re for info on			_

#### Quick Quote Enter a symbol below

Symbol Lookup

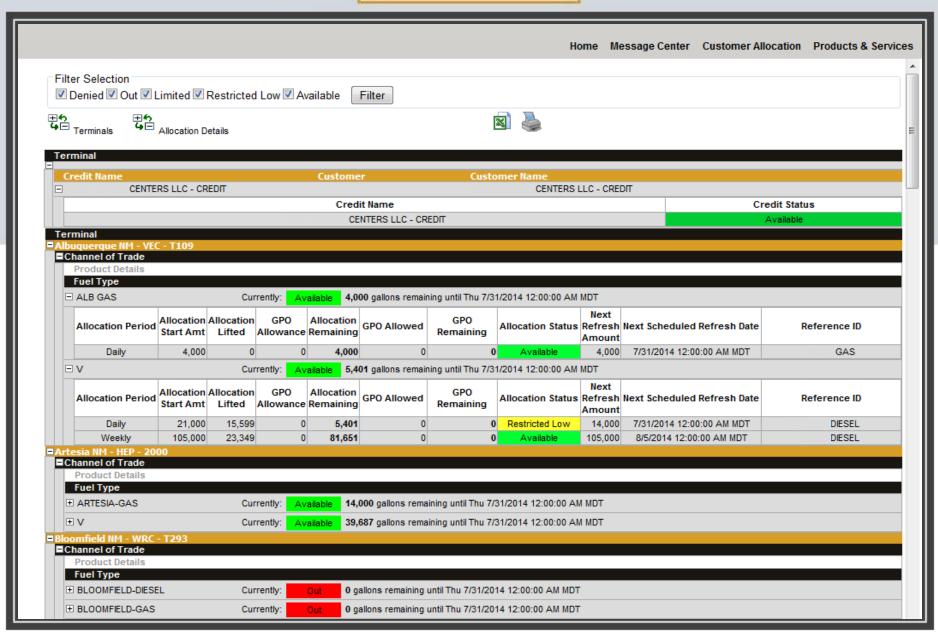
HOLLYFRONTIER [Delayed	15 Minutes] (HFC)
Exchange:	NYSE
Last Trade:	50.0100
Change:	-0.2200
Bid:	50.0100
Ask:	50.0200
Today's High:	50.2000
Today's Low:	49.6000
Volume:	1,256,994
Open:	50.0400
Close:	

### **Customer Allocation continued**

- Provides the customer the ability to view their Product Details.
  - Allocation status uses basic traffic light format
    - Green = Available
    - Yellow = Limited
    - Red = Out
- The Product Details screen displays the various terminals and products that each customer is authorized to lift at.
- Customer may choose to use the customer portal as a way to view product availability prior to dispatching carriers to terminals.



#### Credit and Product Allocation Screen View







#### **DTN MarketWire Headlines**

DTN MarketWire's Wholesale Residual Fuel Prices 8/27 10:17 AM EDT EIA: US Gasoline Imports Dn 293,000 Bpd to 448,000 Bpd 8/27 9:30 AM EDT EIA: US Crude Oil Imports Up 174,000 Bpd to 7.633M Bpd 8/27 9:30 AM BEA Hikes Annual US O2 GDP Growth to 4.2%% in 2nd Estimate 8/28 7:40 AM EIA: US Liquid Fuels Growth Offsets Supply Disruptions 8/27 7:56 AM Veeder-Root Acquires FuelQuest to Boost Fuel Retail 8/27 8:35 AM

#### **Local Conditions** Dallas, TX

	Chg Zip Code:	GO
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Barom:	29.96	Wind Dir:
Cond:	N/A	Wind Spd:
Sunrise:	6:59	Sunset:
	As reported at DALL	AS, TX at 10:00 AM

#### **Local Radar**

#### Dallas, TX



#### Member Login

#### Currently logged on as

Logout

Account

Name HOLLYFRONTIER [Delayed 15 Minutes] (HFC)	Exchg NYSE	<b>Chg</b> -0.2200	
	uotes are dela ere for info on		_

#### Quick Quote

Enter a symbol below

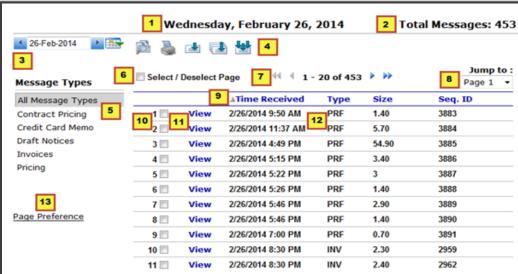
	Symbol Lookup
HOLLYFRONTIER	[Delayed 15 Minutes] (HFC)
Exchange:	NYSE
Last Trade:	50.0100
Change:	-0.2200
Bid:	50.0100
Ask:	50.0200
Today's High:	50.2000
Today's Low:	49.6000
Volume:	1,256,994
Open:	50.0400
Close:	

### Message Center

- Displays business documents such as Invoices, Price Notifications, EFT/Draft Notifications, and Credit Card Memo's
  - Includes credit invoices and rebilled invoices
  - Can navigate through historical data
  - Reflects July 1, 2014 history and forward. No historical data prior to July 1.
  - Message Center documents are available for a period of 120 days from the date on which they were processed.
- Can search, view, print or download documents from the Customer Portal



#### **Message Center – Screen Overview**



- Displays the date on which messages were sent. By default, displays messages for the current date. Use the date filter to select a different date.
- 2. Displays total messages for the selected date and type.
- 3. Click the Calendar icon ( ) or use the arrows to select a date.
- 4. Click an icon to perform an action. Options are described in the Toolbar Icons section.
- Select a message type to view. When logging in, the page displays the default message type as set through the Page Preference screen.
- Select or clear <u>all</u> the messages on the current page for the selected date and message type. |
   Once selected, print or download the messages. Only the messages on the current page print or
   download. To print or download messages on another page, go to that page and select print or
   download again. To select or clear individual messages, click the selection box to the left of the
   message.
- Use to move from page to page.
- Use to go to a desired page of messages.
- Messages are displayed in the order received with the most recent message first. Click a column head to sort in ascending/descending order.
- 10. Select a box to print or download a selected message.
- 11. Click View to open an online copy of the actual message or document.
- 12. Display a 3-character code for the type of message received. The small icon (10) is a hover button. Place the point of the cursor over this icon, a pop-up message opens with a description of the Message Type Code.
- 13. Use to set the number of messages to be displayed on each page and the default message type.

### Online Message Center (OMC) Quick Reference Guide

## Toolbar Icons



Search to find a specific message.



Download Individual

Download selected documents to individual files for each document



Print Preview displays the formatted message onscreen so that it can be printed or saved to a file.



Download all files into a single file or into individual files for each document

Download All

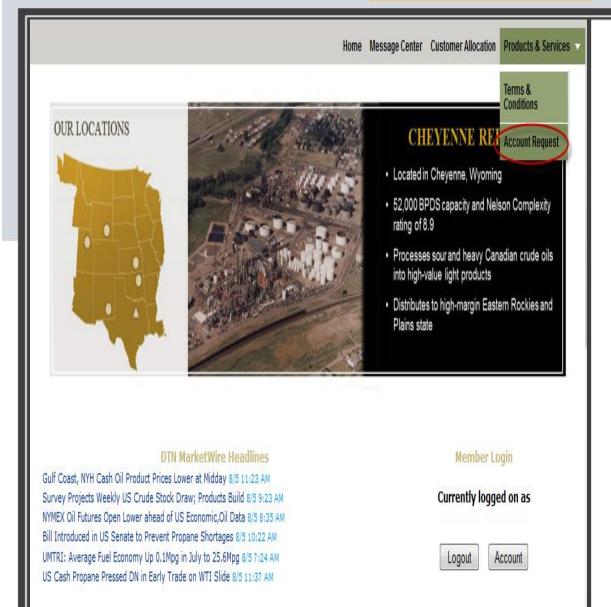


Download 1
Download selected documents to 1 file.

### Message Types

Code	Message Type	Description
CPN	Contract Pricing	
CCM	Credit Card Memos	
EFT	Electronic Fund Transfer	Draft Confirmations
INV	Invoices	
PRF	Price Notifications	

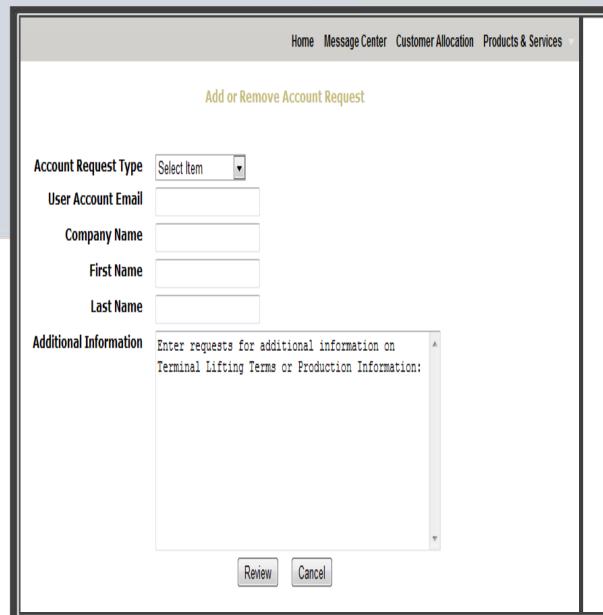




# Adding or removing users to the portal account

After logging in to the Customer
Portal, you have the ability to add or
remove users within your company
or department. Under the Products
& Services tab you can select
"Account Request" in the list
dropdown.





# Adding or removing users to the portal account

- Fill out and submit the Account Request form to add or remove users within your company or department.
- This form only allows for one user request at a time.



From: noreply@hollyfrontier.com [mailto:noreply@hollyfrontier.com]

Sent: Friday, August 01, 2014 4:38 PM

To: Name123

Subject: HollyFrontier Customer Portal Site Account Registration Confirmation

The customer account for Name123 (Name123@HollyFrontier.com) has been created. A summary of account details is shown below.

LOGIN INFO			
Username	Name123@HollyFrontier.com	Password	Password123
CONTACT INFO			
First Name		Last Name	Name123
Address 1		Address 2	
City		State	NA
Zipcode		Country	US
Company		Home Phone	
Work Phone		Cell Phone	
Fax		Email Address	Name123@HollyFrontier.com
Text Messaging Address		Alternate Email Address	
GROUP MEMBERSHIP			
AgHost.net Bulletin	Not Enrolled	Allocation Administration	Not Enrolled
Allocation Viewer	Enrolled	C&P GROUP	Not Enrolled
Message Center	Enrolled		

Please go to http://customerportal.hollyfrontier.com/index.cfm and login with your Username and Password.

For questions, please contact HFC-DallasContracts@HollyFrontier.com.

Thank you for your business.

# Adding or removing users to the portal account

- Within 24 hours of the request, new users added will receive an email registration notifying them of their Username and Password.
- If you do not receive the registration notification email within 24 hours, please contact the Contracts and Pricing (C&P) department at 1-888-286-8836 or email at HFC-DallasContracts@hollyfrontier.com