



Welcome to HOLLYFRONTIER

Customer Portal
Quick Start Guide



Table of Contents

- Accessing the customer portal
- Logging in for the first time
- Navigating the customer portal
 - Customer Allocation
 - Credit allocation
 - Product allocation
 - Message Center
- Adding additional users to view the portal account

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 <http://customerportal.hollyfrontier.com>

OUR LOCATIONS





TULSA REFINERY

- Located in Tulsa, Oklahoma
- 125,000 BPDS capacity and Nelson Complexity rating of 14.0
- Processes predominantly sweet crude oil with up to 10,000 BPD of heavy Canadian crude
- Distributes to the Mid-Continent states
- Markets high-value specialty lubricants throughout North America and Central and South America

DTN MarketWire Headlines

BLS: 217,000 Jobs Added in May; Unemployment Rate Steady 6/6 7:49 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:

Temp:	69°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

[Forgot your username?](#) [Forgot your password?](#)

Quotes

Name	Exchg	Last Chg	Time
HOLLYFRONTIER	NYSE	47.6000 -0.1100	12:51P
[Delayed 15 Minutes] (HFC)			
69°F			
62°F			
SSW			
9 mph			
8:34			

All quotes are delayed snapshots
 Click here for info on Exchange delays

Quick Quote

Enter a symbol below

[Symbol Lookup](#)

HOLLYFRONTIER [Delayed 15 Minutes] (HFC)

Exchange:	NYSE
Last Trade:	47.5900
Change:	-0.1200
Bid:	47.5900
Ask:	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

OUR LOCATIONS



TULSA REFINERY

- Located in Tulsa, Oklahoma
- 125,000 BPDS capacity and Nelson Complexity rating of 14.0
- Processes predominantly sweet crude oil with up to 10,000 BPD of heavy Canadian crude
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- Markets high-value specialty lubricants throughout North America and Central and South America

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, TX

Chg Zip Code:

Temp: 83°F Feels Like: 87°F
Humid: 61% Dew Pt: 68°F
Barom: 29.96 Wind Dir: S
Cond: N/A Wind Spd: 5 mph
Sunrise: 6:59 Sunset: 7:57

As reported at DALLAS, TX at 10:00 AM

Local Radar

Dallas, TX



Member Login

Currently logged on as

Select "Account" to update your Member Login and Contact Information.

Quotes

Name	Exchg	Last	Chg	Time
HOLLYFRONTIER	NYSE	50.0100	-0.2200	10:32A
[Delayed 15 Minutes] (HFC)				

All quotes are delayed snapshots
Click here for info on Exchange delays

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:	50.0100

Logging in for the first time continued

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

Home Message Center Customer Allocation Products & Services

Member Login

Password must be at least 6 characters long

Username*

Password*

Contact Information


First Name*

Last Name*

Company*

Work Phone


Email Address*

Cell Phone Select Provider... 

By consenting below, (a) you agree you will maintain the confidentiality of your Username and Password and will not share your Username, Password and account for use by any other individual, (b) you agree that you will only use your Username, Password and account for the benefit of the company that is your employer as of this date and (c) you agree that any use of your Username, Password and account after any termination of your employment with such company is strictly prohibited.

☒ Yes! I consent

I consent to having the information above, including my electronic addresses, included in HollyFrontier Customer Portal database, and to receive electronic messages and commercial electronic messages from HollyFrontier Customer Portal. I understand that I can opt out at any time.



Please type the text in the box.

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**.

LOGIN INFO			
Username**	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		

SUBSCRIPTION			
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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.

Select the "Customer Allocation" tab/link.

Home Message Center

Customer Allocation

Products & Services

OUR LOCATIONS



TULSA REFINERY

- Located in Tulsa, Oklahoma
- 125,000 BPDS capacity and Nelson Complexity rating of 14.0
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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
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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

Member Login

Currently logged on as

Logout

Account

Quotes

Name	Exchg	Last	Chg	Time
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[Delayed 15 Minutes] (HFC)				

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Enter a symbol below

[Symbol Lookup](#)

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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:	50.0000

Local Conditions

Dallas, TX

Chg Zip Code:

Temp:	83°F	Feels Like:	87°F
Humid:	61%	Dew Pt:	68°F
Barom:	29.96	Wind Dir:	S
Cond:	N/A	Wind Spd:	5 mph
Sunrise:	6:59	Sunset:	7:57

As reported at DALLAS, TX at 10:00 AM

Local Radar

Dallas, TX



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

Select the "Customer Allocation" tab/link.


Home Message Center

Customer Allocation

Products & Services

OUR LOCATIONS





TULSA REFINERY

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Member Login

Currently logged on as

Logout

Account

Local Conditions

Dallas, TX

Chg Zip Code: GO

Temp:	83°F	Feels Like:	87°F
Humid:	61%	Dew Pt:	68°F
Barom:	29.96	Wind Dir:	S
Cond:	N/A	Wind Spd:	5 mph
Sunrise:	6:59	Sunset:	7:57

As reported at DALLAS, TX at 10:00 AM

Quotes

Name	Exchg	Last	Chg	Time
HOLLYFRONTIER	NYSE	50.0100	-0.2200	10:32A
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Quick Quote

Enter a symbol below

GO

Symbol Lookup

Local Radar

Dallas, TX



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.

Filter Selection

☒ Denied ☒ Out ☒ Limited ☒ Restricted Low ☒ Available

Filter



Terminals



Allocation Details



Terminal

Credit Name		Customer	Customer Name
CENTERS LLC - CREDIT			CENTERS LLC - CREDIT
Credit Name		Credit Status	
CENTERS LLC - CREDIT		Available	

Terminal

Albuquerque NM - VEC - T109

Channel of Trade

Product Details

Fuel Type

☐ ALB GAS Currently: **Available** 4,000 gallons remaining until Thu 7/31/2014 12:00:00 AM MDT

Allocation Period	Allocation Start Amt	Allocation Lifted	GPO Allowance	Allocation Remaining	GPO Allowed	GPO Remaining	Allocation Status	Next Refresh Amount	Next Scheduled Refresh Date	Reference ID
Daily	4,000	0	0	4,000	0	0	Available	4,000	7/31/2014 12:00:00 AM MDT	GAS

☐ V Currently: **Available** 5,401 gallons remaining until Thu 7/31/2014 12:00:00 AM MDT

Allocation Period	Allocation Start Amt	Allocation Lifted	GPO Allowance	Allocation Remaining	GPO Allowed	GPO Remaining	Allocation Status	Next Refresh Amount	Next Scheduled Refresh Date	Reference ID
Daily	21,000	15,599	0	5,401	0	0	Restricted Low	14,000	7/31/2014 12:00:00 AM MDT	DIESEL
Weekly	105,000	23,349	0	81,651	0	0	Available	105,000	8/5/2014 12:00:00 AM MDT	DIESEL

Artesia NM - HEP - 2000

Channel of Trade

Product Details

Fuel Type

☒ ARTESIA-GAS Currently: **Available** 14,000 gallons remaining until Thu 7/31/2014 12:00:00 AM MDT

☒ V Currently: **Available** 39,687 gallons remaining until Thu 7/31/2014 12:00:00 AM MDT

Bloomfield NM - WRC - T293

Channel of Trade

Product Details

Fuel Type

☒ BLOOMFIELD-DIESEL Currently: **Out** 0 gallons remaining until Thu 7/31/2014 12:00:00 AM MDT

☒ BLOOMFIELD-GAS Currently: **Out** 0 gallons remaining until Thu 7/31/2014 12:00:00 AM MDT

Select the "Message Center" tab/link.

Home


Message Center

Customer Allocation

Products & Services

OUR LOCATIONS





TULSA REFINERY

- Located in Tulsa, Oklahoma
- 125,000 BPD capacity and Nelson Complexity rating of 14.0
- Processes predominantly sweet crude oil with up to 10,000 BPD of heavy Canadian crude
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DTN MarketWire Headlines

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 EIA: US Liquid Fuels Growth Offsets Supply Disruptions 8/27 7:56 AM
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Local Conditions

Dallas, TX

Chg Zip Code:

Temp:	83°F	Feels Like:	87°F
Humid:	61%	Dew Pt:	68°F
Barom:	29.96	Wind Dir:	S
Cond:	N/A	Wind Spd:	5 mph
Sunrise:	6:59	Sunset:	7:57

As reported at DALLAS, TX at 10:00 AM

Local Radar

Dallas, TX



Member Login

Currently logged on as

Quotes

Name	Exchg	Last	Chg	Time
HOLLYFRONTIER	NYSE	50.0100	-0.2200	10:32A
[Delayed 15 Minutes] (HFC)				

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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:	50.0000

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

1 Wednesday, February 26, 2014 **2** Total Messages: 453

26-Feb-2014      **4**

3 **6** ☐ Select / Deselect Page **7** 1 - 20 of 453 **8** Jump to : Page 1



Message Types

5 All Message Types

- Contract Pricing
- Credit Card Memo
- Draft Notices
- Invoices
- Pricing

13 Page Preference

	9 Time Received	Type	Size	Seq. ID
10 <input type="checkbox"/> 11 View	2/26/2014 9:50 AM	12 PRF	1.40	3883
<input type="checkbox"/> View	2/26/2014 11:37 AM	PRF	5.70	3884
<input type="checkbox"/> View	2/26/2014 4:49 PM	PRF	54.90	3885
<input type="checkbox"/> View	2/26/2014 5:15 PM	PRF	3.40	3886
<input type="checkbox"/> View	2/26/2014 5:22 PM	PRF	3	3887
<input type="checkbox"/> View	2/26/2014 5:26 PM	PRF	1.40	3888
<input type="checkbox"/> View	2/26/2014 5:46 PM	PRF	2.90	3889
<input type="checkbox"/> View	2/26/2014 5:46 PM	PRF	1.40	3890
<input type="checkbox"/> View	2/26/2014 7:00 PM	PRF	0.70	3891
<input type="checkbox"/> View	2/26/2014 8:30 PM	INV	2.30	2959
<input type="checkbox"/> View	2/26/2014 8:30 PM	INV	2.40	2962

- 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.
- Displays total messages for the selected date and type.
- Click the Calendar icon () or use the arrows to select a date.
- 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 all 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.
- Select a box to print or download a selected message.
- Click **View** to open an online copy of the actual message or document.
- Display a 3-character code for the type of message received. The small icon () 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.
- 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
Download all files into a single file or into individual files for each document.



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	

Home Message Center Customer Allocation Products & Services ▼

Terms &
Conditions

Account Request

OUR LOCATIONS



CHEYENNE REFINERY

- Located in Cheyenne, Wyoming
- 52,000 BPDS capacity and Nelson Complexity rating of 8.9
- Processes sour and heavy Canadian crude oils into high-value light products
- Distributes to high-margin Eastern Rockies and Plains state

DTN MarketWire Headlines

Gulf Coast, NYH Cash Oil Product Prices Lower at Midday 8/5 11:23 AM
Survey Projects Weekly US Crude Stock Draw; Products Build 8/5 9:23 AM
NYMEX Oil Futures Open Lower ahead of US Economic, Oil Data 8/5 8:35 AM
Bill Introduced in US Senate to Prevent Propane Shortages 8/5 10:22 AM
UMTRI: Average Fuel Economy Up 0.1Mpg in July to 25.6Mpg 8/5 7:24 AM
US Cash Propane Pressed DN in Early Trade on WTI Slide 8/5 11:37 AM

Member Login

Currently logged on as

Logout

Account

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.

Home Message Center Customer Allocation Products & Services ▾

Add or Remove Account Request

Account Request Type

User Account Email

Company Name

First Name

Last Name

Additional Information

Review

Cancel

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