

Instructair Platform Updates November 2019:

We've clarified the following enhancements to the Instructair platform:

1. Added "Pay To Respond" Credit feature:

a. All instructors will start off with 2 free response credits. When responding to any new students request, instructors will be required to use a credit, and will have to purchase more credits when their credit balance reaches 0.

b. Credits will be priced in two different packages:

1) Basic package includes 5 credits for \$9.99 (\$1.99 per response)

2) Pro package that includes 30 credits for \$26.99 (\$0.89 per response). The Pro user has additional benefits:

1. Pro members have highlighted profiles in search results (e.g. special border/shading to make their profile stand-out)

2. Pro badge

3. First access to new opportunities (e.g. early request notifications, 60 minutes before they get released to other members)

4. Reduced transaction fee (0%)

a. Pro user benefits expires after 15 days with 0 credits.

b. Users that do not want to purchase credits, will still have a full, viewable profile on Instructair, that includes all of the same information (i.e. heading, description, rates, badges, aircraft available, airports instructing from, and phone number).

2. Changed CC Transaction Fee Structure: **Processing through the application is now NON-MANDATORY**

a. 3% customer credit card transaction fee

b. Instructor credit card transaction fee:

1) 5% transaction fee for non-Master and non-Pro users. Customers will be charged an additional service fee of 3% (e.g. Pilot billing of \$100 plus 3% service fee = \$103 charged to the customer, \$95 paid to instructor).

2) For NAFI Master Instructors, there will be 3% transaction fee, and 3% service fee add-on will still be charged to customers (e.g. Pilot billing of \$100 plus 3% service fee = \$103 charged to the customer, \$97 paid to instructor).

3) For Pro users (Master and non-Master instructors), transaction fee is 0% (e.g. Pilot billing of \$100 plus 3% service fee = \$103 charged to the customer, \$100 paid to instructor)

3. Time Tracking & Billing:

a. New terms of service will no longer require customers to pay for services through the platform.

b. Users can preview the functionality of the Invoicing & Payment Processing feature even if they're not connected to Stripe payment service.

c. Customers will be given the option to pay by credit card or by cash in person.

d. Instructors will be able to collect credit card payments when connected to Stripe and customer has entered credit card information.

4. Removed Contact Filters from Messaging and Add Fields:

a. All users can now message their email, phone numbers, and websites.

b. Instructors will be able to list their phone numbers voluntarily on their public profile. This will be a new field (not be imported from NAFI) to ensure we do not violate user's privacy.

c. Instructors have an "Airport" section on their profile to specify their available airports.

5. Workflow Changes for New Requests

a. Improved the customer request with addition of multi-step survey, which will create a more detailed request for instructors to respond to including:

1) Need instructor with aircraft

2) Need instructor with insurance

3) Need instructor with weekend availability

4) Need instructor with evening availability

a. Direct Instructor requests will be sent to other area instructors that meet the specific request criteria, if not answered within 1 hour.

b. Clearly label Direct instructor requests versus Group Requests.