



Date: September 17, 2007

Dear Supplier

RE: Pilot Travel Centers/Pilot Corporation is moving to Electronic Invoicing

Pilot is pleased to announce a progressive change in our accounts payable process. We have entered into a relationship with OB10, a global provider of electronic invoice delivery, which will allow our suppliers to easily benefit from electronic invoicing directly from their existing billing systems. All suppliers can easily participate without changing their existing invoicing formats. Membership costs are minimal and transaction fees are about the cost of a postage stamp, with some additional savings in materials or labor. We feel this is a win-win situation for our valued suppliers and Pilot.

Your participation is vital to ensuring that Pilot can offer the most efficient and highest quality invoice processing possible, while moving to a paperless invoice processing environment in Accounts Payable. The first phase will be launched with our strongest partners. In the near future, other invoice receiving methods will be phased out.

Unlike other options in the marketplace that require you to send specific invoice formats (frequently requiring your IT department to remap your existing layout), OB10 allows you to submit any structured invoice data file that can be produced by your billing system and transmit your invoices through a range of widely supported internet communication protocols. What this means is that you can now send electronic invoices from your existing billing systems.

Some of the OB10 benefits to suppliers include

- 100% guaranteed delivery, eliminating common problems such as lost or misplaced paper invoices.
- Invoice data checked for common calculation errors and valid data formats before sending to buyer.
- Make it easier for the supplier to do business with Pilot.

If you are not currently a member of the OB10 network, subscribing is simple. There is no hardware or software to install. Also, once you are established on the network you may send electronic invoices to all customers who are utilizing OB10, allowing you to respond to future electronic invoicing requests immediately. The enclosed information outlines the options and costs related to subscription. A 'Frequently Asked Questions' (FAQ) document is also enclosed and the OB10 website www.ob10.com provides additional information on network member benefits.

Based on your company's invoice volume, we strongly urge you to enroll in the services offered by OB10. A representative from OB10 will contact you in the next 5 days to facilitate your network subscription. They will handle all the necessary technical and commercial steps needed to establish your account. It's that simple!

Our goal is to begin receiving electronic invoices via the OB10 network on September 24th, 2007. The deadline to be enrolled and submitting invoices to Pilot via OB10 is November 16th, 2007. To achieve this deadline, you will need to sign the OB10 service agreement and deliver to OB10 a test invoice no later than October 8th, 2007. I have asked OB10 to keep me informed of the progress of your subscription.

Pilot is continuing to grow at a rapid pace, so we thank you in advance for supporting this critical initiative. We look forward to receiving your invoices via OB10. If you wish to contact OB10, please do so via USClientServices@OB10.com or 1-877-752-0900 then select **option 2**. If you need to contact Pilot about this request, please direct your inquiry to the Accounts Payable Help Desk at invoicing@pilottravelcenters.com. You may also find this information on our Web Site at www.pilottravelcenters.com.

Best Regards,

Mitch Steenrod
Sr. Vice President and CFO
Pilot Travel Centers LLC

What happens next?

When OB10 calls they will need to know the contact within your company who will agree to the commercial terms and sign the required service agreement. OB10 will then assist your technical representative to set up your OB10 profile and allow you to send data files in the format of your choice.

Once OB10 has set up your profile, they will discuss your connectivity options for submitting invoice data to the network. If you have no current standard, OB10 will supply you with a simple, secure method to upload your invoice data to their network. Your final task, before going live, will be to approve a human readable image of your data. Please check this carefully and ensure our requirements as requested below are shown. We also see this test image and may contact you directly if the required data is missing. You will then be ready to send live invoice data to OB10. OB10 acknowledges safe processing and delivery of all invoices and credits processed to an email address of your choice.

Please remember to ensure all data on your paper invoice is provided via this electronic approach and use comment lines where necessary. Once you are live with OB10, you may continue sending an invoice copy as a detailed delivery document or you may replace it with an actual packing slip/delivery ticket. Whichever way you choose, **it is imperative that the store/restaurant continue to receive some form of detailed delivery document with the invoice number referenced on it.**

To approve the electronic invoice we require the following information.

- All Data currently provided on Paper Invoice/Credits
- Our 5 digit store/restaurant number

FAQs for submitting invoices to Pilot via OB10

What is electronic invoicing?

Electronic invoicing (e-Invoicing) is a communication methodology that utilizes the Internet to allow Pilot to receive invoice information directly from vendors without the need to print and mail paper invoice copies. The OB10 service was chosen because it offers the best value and flexibility to suppliers with the least disruption to normal business.

Why is Pilot moving to e-Invoicing?

E-Invoicing solutions reduce the cost of manually handling the large volume of paper invoices received daily without the associated costs and complexities of traditional paper methods, even though we will still require some form of a paper delivery document left at the store. This new process will allow for better tracking of invoices, reduce unnecessary errors and result in a more efficient process for Pilot and our suppliers.

Is this a requirement?

Yes. We anticipate all our valued partners will join us in this innovative program. Your participation in this endeavor will be a considered factor in our continuing relationship.

What happens if I don't sign up with OB10?

Given the benefit to both supplier and customer, e-Invoicing via OB10 will be our default invoicing method and we will be moving more and more to this method. It is to your benefit to be an early bird! Again, your participation in this endeavor will be a considered factor in our continuing relationship.

Will I be able to do away with paper invoices entirely?

That depends on your processes. You may continue sending an invoice copy as a detailed delivery document or you may replace it with an actual packing slip/delivery ticket. Whichever way you choose, **it is imperative that the store continue to receive some form of delivery document with the invoice number referenced on it.**

My account is paid on time today. Will I need to use this service?

Yes, as this process will ensure the continuation of timely payments.

How do I submit my invoices electronically?

Pilot has contracted with OB10, a third-party service provider, to facilitate the move to e-Invoicing. OB10 runs the global OB10 network - a system that enables organizations to electronically deliver invoices from their accounting systems in the format of their choice without the need to install any proprietary hardware or software. The OB10 network seamlessly connects multiple billing and accounting platforms enabling the automation of key back office invoice processing functions for both buyers and suppliers. OB10 has offices in the EU, the UK (London), the USA (San Francisco), and Asia Pacific (Kuala Lumpur).

Summary of Important Dates:

Date	Event	What it means
9/24/2007	Go Live Date	The date that Pilot will begin receiving electronic invoices through OB10
10/8/2007	Commitment	Service agreement must be signed and Test file sent to OB10.
11/16/2007	Deadline	All invoices must be submitted electronically via OB10.

Are there fees associated with the e-Invoicing service?

Yes, there is an annual membership fee and then a per transaction cost. The transaction cost is for each invoice or credit memo processed, regardless of the number of lines or the value of the invoice. An OB10 representative will discuss the fee structure with you in detail on the initial follow-up call.

Why doesn't Pilot pay the fees?

We also pay fees, as OB10 is an open network, not a private exchange for Pilot. Our initiative is to obtain electronic invoice data and the OB10 service proves to be effective and economical for our company and its suppliers.

What does the membership fee cover?

It covers the cost incurred by OB10 for setting up your unique profile on the OB10 network and the general costs of maintaining the network. The membership fee is an annual fee. The year one fee is the same regardless of the number of electronic invoice customers that you have at the time you sign the service agreement with OB10. There will be a one time fee of \$80 per customer for each additional electronic invoice customer that you add after the initial contract signing date.

I already send some invoices to customers via EDI, can I use this?

EDI is just another data format that OB10 can support but Pilot will not accept EDI format directly – it must go through OB10.

I can make invoices available to my customer to view via the Internet. Can I use this?

The OB10 network ensures that Pilot receives the data you send in a format that will automatically upload into our accounting software. Providing an image of the invoice or an option to download the data in a fixed format does not satisfy our business requirement.

Do I need to install any software?

No, the OB10 service is non intrusive. Suppliers can use a standard Internet browser to upload electronic files created by your existing accounting system.

What if I don't have a system capable of creating electronic invoices?

If you print item level invoices generated by any invoicing system, you can send invoice data files to OB10.

Can I send electronic invoices using OB10 to all of my customers?

Yes, once you are subscribed to the OB10 network, OB10 will enable you to send electronic invoices to any other customers that are in the OB10 network.

Will Pilot make payments using OB10?

No, Pilot already uses an electronic funds delivery payment system using the Automated Clearing House (ACH) network. This payment delivery system is independent of OB10. In the near future, if you are not already set up on this method of payment, we will be sending a document requesting pertinent banking details that will be necessary to process your payments through the ACH electronic funds delivery payment system.

Why should I use OB10 to send my invoices?

OB10 will be our preferred method of receiving invoices in the future. It reduces costs associated with printing and mailing paper invoices, even though there will still be some cost in producing delivery documents. In addition, it improves our accounts payable process and your accounts receivable process.

I am planning to change my invoicing software soon, should I wait before subscribing?

The OB10 network accepts any incoming data format. You can join the network and send your invoices now and simply advise OB10 of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery.

Do I need to wait for approval by Customs and Excise to remove paper invoicing?

OB10 satisfies all Value-Added Tax (VAT) requirements. You will be given a standard letter you may send to your VAT office, which will give them all the information they need.

For further information on OB10 and the OB10 service:

See www.OB10.com, email USClientServices@OB10.com or call 1-877-752-0900 then select option 2.



Integrated Solution for sending files electronically via the OB¹⁰ Network:

Integrated Solution for an extracted data file

OB10 allows you to send invoice and associated credit data taken directly from your billing system. The data extracted from your systems can be in any format, including the format it currently uses for other customers. OB10 will create your account on the network, which allows the service to accept your invoice data and then translate it directly to the format required by any of your customers on the network. Data files can be sent to the network via the OB10 secure web site, EDI, HTTP or FTP.

Benefits

- No hardware or software to install
- Enables the data to be taken directly from your billing system in a data format of your choice
- You are able to trade with any of your clients using the network now or in the future, without additional technical work and regardless of their required data formats

Costs for the Integrated Solution

- Annual Membership \$850*
- Per invoice transaction costs:
 - 1-20 invoices per month = \$0.67
 - 21-100 invoices per month = \$0.55
 - 101-500 invoices per month = \$0.40
 - 501-2000 invoices per month = \$0.30
 - 2001+ invoices per month = \$0.22

Note: Transactions are charged on a monthly incremental basis.

* For suppliers who invoice from multiple entities additional fees may apply

Registering for the Integrated Solution.

Contact USclientservices@OB10.com or call them on 1-877-752-0900, option 2 and let them know that you want to have an Integrated Solution. Your OB10 contact will then discuss the process with you to transition you to the network.

