AVISTRATA
AVIATION BUSINESS PLATFORM

The customer portal

A short guide to giving customers their own view of their aircraft, in Avistrata

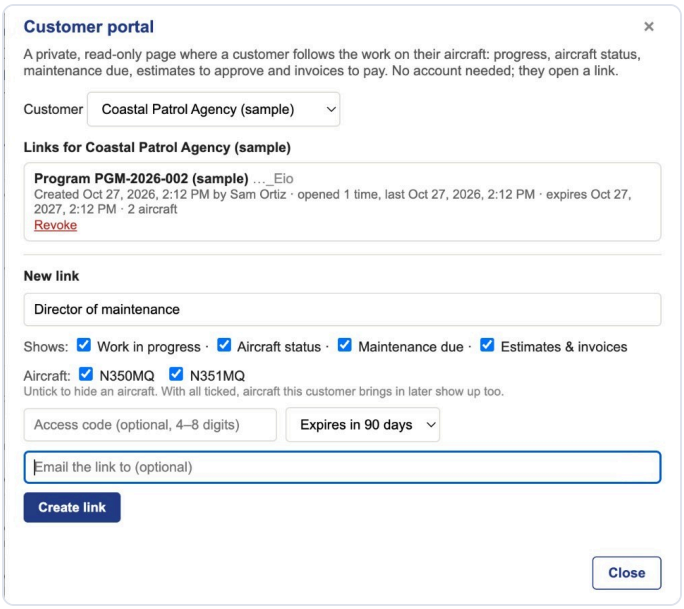
For shop owners, service writers and directors of maintenance · Avistrata 2.2

Customers want to know three things while their aircraft is in the shop: how far along the work is, whether the aircraft is airworthy, and what they need to approve or pay. The customer portal answers all three from the live work orders, without the customer needing an account and without anyone writing a status email. This guide shows how to set it up and what the customer sees.

> **The sample.** Coastal Patrol Agency (sample), a customer in Avistrata's demo organization, has two King Air 350ERs in a conversion program. Its director of maintenance gets a portal link. **Every person, company, tail number and figure in this guide is fictional.** The screenshots are real Avistrata screens showing this sample data, taken on 28 October 2026.

1 Making a link

Work Orders → **Customer portal**, or **Customer portal…** on a customer's record in Billing → Customers. Pick the customer, name the link (for example "Chief pilot"), choose what it shows, untick any aircraft to hide, and set an optional access code and when it expires.



A new link for the customer's director of maintenance, next to one already issued.

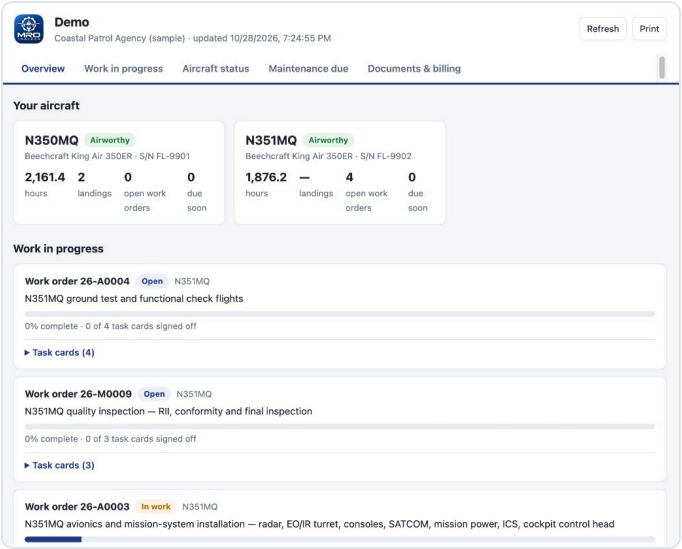
The settings

- **Shows:** work in progress, aircraft status, maintenance due, estimates and invoices.
- **Aircraft:** all of the customer's, or only some. With all ticked, aircraft the customer brings in later appear too.
- **Access code:** optional, 4 to 8 digits. Five wrong codes lock the link for 15 minutes. Send it separately from the link.
- **Expires:** never, in 30 days, 90 days (the default) or a year.
- **Email the link to:** optional; or copy it.

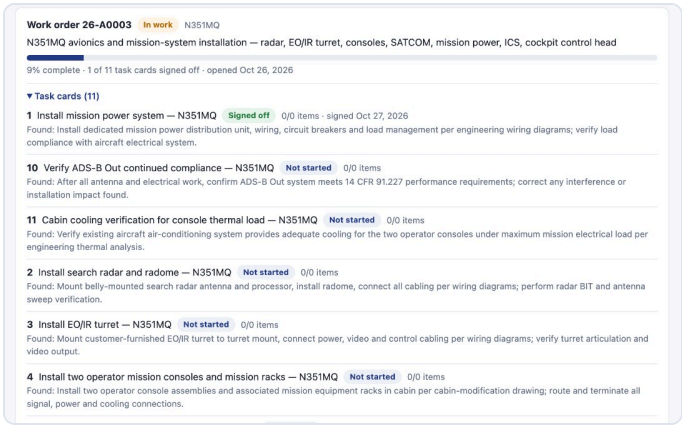
The link is shown once, when it is created. The list shows how many times each link was opened and when, and **Revoke** stops a link at once. You can always make a new one.

2 What the customer sees

The portal opens in any browser, carries the shop's logo and colours, and has five tabs: Overview, Work in progress, Aircraft status, Maintenance due, and Documents & billing, with **Refresh** and **Print**.

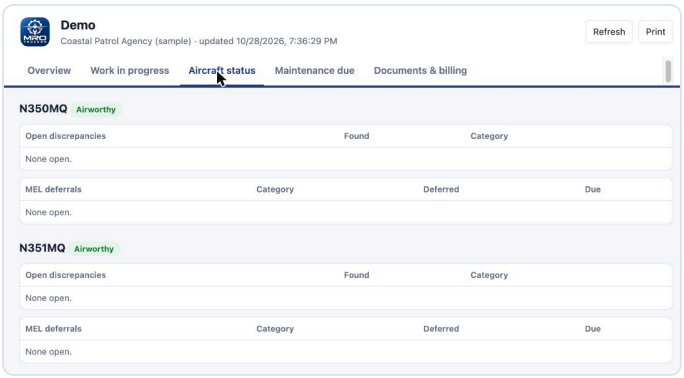


Overview: each aircraft with its hours, landings, open work orders and items due soon, then the work in progress. Anything waiting on the customer (an estimate, extra work, an invoice, a document to sign) is listed at the top.

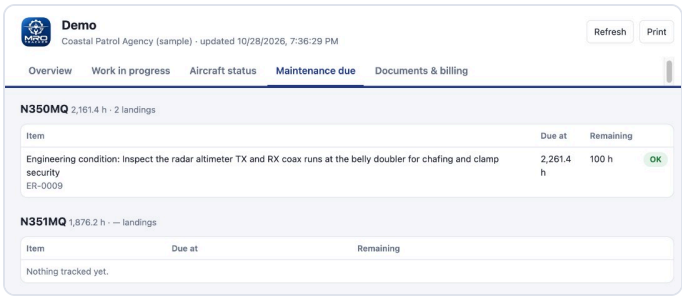


Work in progress: each work order's percentage complete and its task cards with their status and what was found. Parts on order are shown without prices.

2 What the customer sees STATUS AND DUE

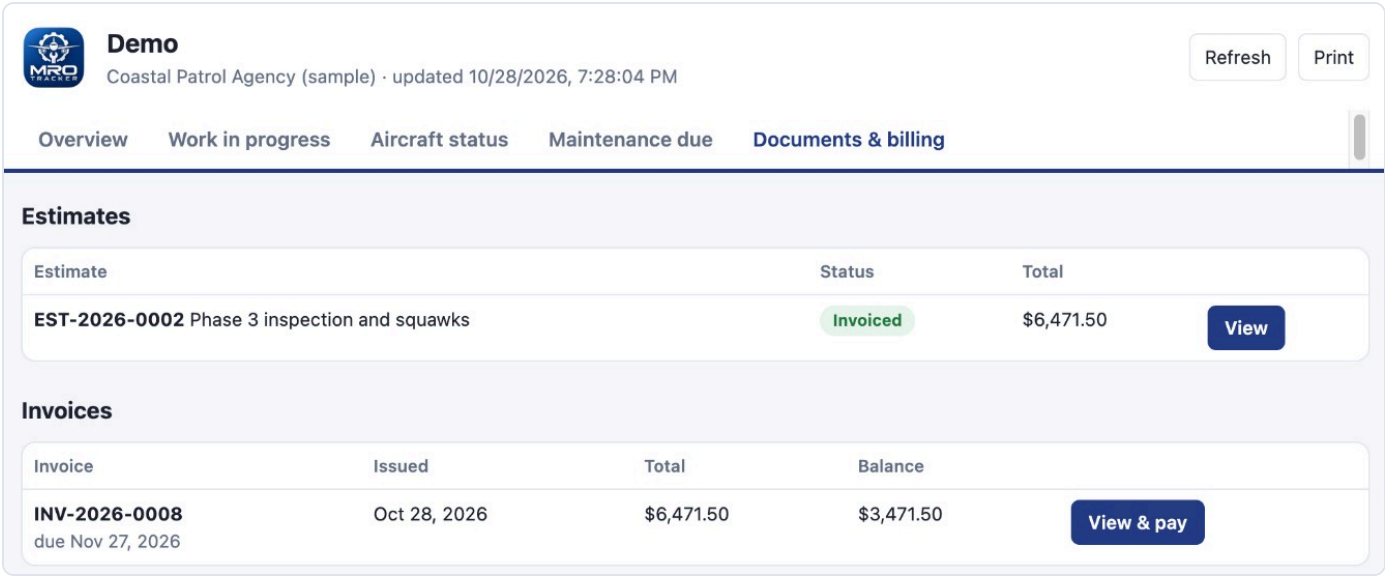


Aircraft status: airworthy, open items or grounded, with the open discrepancies and MEL deferrals for each aircraft.



Maintenance due: what is overdue or due soon, with the hours, days or cycles remaining.

3 Approving and paying



Documents & billing: estimates to review and approve, and invoices with their balance and **View & pay**.

- **Estimates** are reviewed and approved or declined, including optional squawks, and signed electronically.
- **Extra work** the shop found and marked as needing the customer's approval is approved or declined with a name and a drawn signature; declining needs a reason. The shop is emailed either way.
- **Invoices** are paid by card or bank transfer through the shop's own Stripe account, when online payments are set up.

Apart from approving work and signing or paying through its links, the portal is read-only.

Companion brief: *Quote to cash* (estimates, approval, invoices and payments). © 2026 Leesburg Aviation LLC. All rights reserved.