AVISTRATA
AVIATION BUSINESS PLATFORM

FBO Workspace User Guide

Every screen in the FBO workspace, on the website and the Admin app

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PREPARED FOR

FBO staff and managers

Front desk, line techs, fuel farm leads, billing people and admins (full Avistrata plans; not in Avistrata Light)

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1. Opening the workspace

- **Website:** click **FBO** in the top menu. Its left menu has Front desk, Arrivals, Fuel orders, New ticket, Day sheet, Tickets, Customers, Fuel farm & QC, Ramp equipment, Crew cars, Staff, Price list and Fuel prices. Billing people also see Reports, Discounts, Airports and Settings.
- **Admin app (iPhone and Android):** pick the **FBO** workspace from the workspace menu at the top left.
- **Who sees it:** admins, billing people and anyone with the **Line Service** role (Flight Ops → Settings → Flight Roles). Billing must be turned on for the organization. An admin can hide the FBO menu group for an organization that doesn't need it.
- The workspace remembers the last screen you used.

2. The airport picker

Above every FBO screen is an **Airport** picker with **All** and each FBO airport. Arrivals, fuel orders, tanks and trucks, crew cars, equipment, shifts and reports follow it. Things with no airport set show under every airport. Line staff pick their airport in the phone app too, and get fuel order alerts only for that airport. If no airport is set up yet, the bar says so with a **Set up your airports** link.

3. Setting up (checklist)

A billing person or admin does this once, on the website. Tanks, trucks, crew cars and equipment can also be added from the Admin app.

Step	Where	What to enter
1. Airports	FBO → Airports	Name, airport code (ICAO or FAA), tick **FBO here**.
2. FlightAware (optional)	FBO → Airports	Turn it on and set how far ahead to look. Needs your AeroAPI key in Netlify (see section 17).
3. Price list	FBO → Price list	Fuel, oil, services and fees, or **Add a starter price list** / import a file.
4. Tanks and trucks	FBO → Fuel farm & QC	**+ Tank or truck**, then **Check list** for your fuel checks.
5. Ramp equipment	FBO → Ramp equipment	Each tug, GPU, cart and stair, with its service interval.
6. Crew cars	FBO → Crew cars	Name, plate, location.

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Step	Where	What to enter
7. People	Flight Ops → Settings → Flight Roles; FBO → Staff	Line Service role, shifts and qualifications.
8. Payments	Billing → Settings; FBO → Settings	Connect Stripe; tax, receipt note, discount rights.

4. Front desk

Today at a glance for the airport picked above: arrivals due and planes on the ground, fuel orders, crew cars out, fuel checks still due, and who is **On shift now** (with a link to the schedule).

- **+ Expected arrival** opens the arrival form (section 5).
- **+ Fuel order** opens a new fuel order (section 7).
- Click an arrival to open its requests and charges (section 6).

5. Arrivals and departures

Who's coming in, what they asked for and who's on the ground. Each row shows the tail, type, where from, the time and the requests. Rows from FlightAware are marked **FlightAware**, with **Times from FlightAware**.

Status	Meaning	How it changes
Expected	Coming in (late ones are highlighted)	Added by hand or by FlightAware
On the ground	The plane is here	**Arrived**. If it asked for fuel, you are asked whether to send the fuel request to the line as a fuel order.
Departed	Gone	**Departed**
Cancelled	Not coming	**Cancel** (expected only). **Back on the board** undoes a cancel or a departure.

Row buttons: Arrived, Departed, **Fuel order** (sends the fuel request now), Edit, Cancel. Top buttons: **Refresh from FlightAware**, **+ Expected arrival**, **+ Departure**. **Last 24 hours** shows recent departures and finished visits.

Arrival form field	Notes
Tail number, Make / model	Type to search. A known tail fills in from its customer profile.
From (airport), ETA	For a departure: To (airport) and the time.
Leaving again (ETD)	If known.
At (location)	Which of your airports.
Pilot, Pilot mobile, Email	Contact for this visit.
Customer account, Customer / company	Who is billed.
Passengers	Number on board.
Asked for	Fuel, Hangar, Crew car, Rental car, Hotel, Catering, GPU, Lav service.
Fuel, How much	Fuel type; **Gallons**, **Top off** or **To the tabs**.
Notes	Hotel name, catering order, special requests.

From a customer profile: a typed arrival gets the contact details; a FlightAware arrival also gets the usual requests, fuel and notes. A new tail gets a profile the first time it arrives, and every arrival counts as a visit.

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6. Arranging requests and charges

Open an arrival to get its panel. Each request has its own line:

Request	Button	What happens
Crew car	Hand out	Pick a free car and the driver; the car shows as out (section 12). "No crew car free" if none.
GPU, Lav service	Send out	Pick a unit that is in service; it shows as in use (section 11). "None free" if none.
Hotel, Catering, Rental car, Hangar	Mark arranged	With a note. Shows as **Arranged**; **Undo** takes it back.
Fuel	Send fuel order	Sends it to the line before the plane lands. Shows "fuel order made".

- **Charge... → Add to ticket** puts a price list item on the visit's ticket (GPU hour, catering handling, ramp fee). **Other charge** is typed by hand.
- All charges go on **one ticket per visit**, made with the first charge. The fuel order uses the same ticket, so picking it up adds the fuel line there.
- The price list item used for each kind of request is remembered for next time.
- **Open the ticket** to take payment (section 8).

7. Fuel orders

The front desk sends fuel orders; the line picks them up one at a time.

- **New fuel order:** tail, fuel type, gallons or top off, needed by (empty = ASAP), where the plane is, notes and the customer to bill. A new order sends a push to the Line Service staff at that airport.
- **Lists:** Waiting (ASAP first, then by needed-by), In progress, and Done / cancelled for the last 24 hours. The list refreshes on its own and beeps on a new waiting order.
- **Pick up** claims the order and opens its ticket with the fuel line from the price list. If two people tap at once, only one gets it; the other is told who has it.
- **Put back** returns it to Waiting and keeps the ticket. **Fueling done** finishes it. **Change** and **Cancel order** work while it is still waiting.
- If the fuel handler rule is on (section 13), only people with a current fuel handler qualification can pick up.

8. Tickets, New ticket and Day sheet

- **New ticket:** tail number and **Look up** (the FAA registry and your fleet fill in make and model), who is billed, then add fuel, oil and services from the price list. Take the fuel meter photo and the signature.
- **Payment:** Tap to Pay, card typed or scanned into Stripe's form, pay link by text or email, cash or check, or bill to account. Then send the receipt. Every ticket becomes an invoice.
- **Tickets** lists and searches every ticket. Void a posted ticket with a reason: the invoice is voided, card payments are refunded in Stripe and oil goes back into stock.
- **Day sheet:** tickets, gallons by fuel type, totals by payment method and what's still unpaid.
- More detail: the **Line Service guide**, login.mrotracker.com/resources/MRO-Tracker-Line-Service-Guide.pdf.

9. Customers

What you know about your regulars, by tail. Search by tail, customer or pilot; **+ Customer** adds one; **Edit** changes one.

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Field	Used for
Tail number, Make / model	The plane.
Customer account, Customer / company	Who is billed by default.
Pilots, Phone, Email	Names with a comma between; the contact filled into arrivals.
Preferred fuel, Usually	Fuel type and the usual amount (gallons, top off or to the tabs).
Fueling notes	e.g. "Prist, left tank first, call the pilot before fueling". Added to fuel orders as "Regular: ...".
Usually asks for	The requests ticked on FlightAware arrivals.
Hotel, Rental car, Catering	Their usual choices.
How they pay, Notes	e.g. "Bill to account". Card numbers are refused.
Recent visits	Counted each time the plane is marked Arrived.

10. Fuel farm & QC

One card per tank or truck: fuel, level and capacity, and either **Checks up to date** or what is due. A failed check shows **Last check failed**.

- **+ Tank or truck** (billing people and admins): name, kind (**Fuel farm tank** or **Fuel truck**), fuel, capacity (gal), location, in use. Set **In use: No** to retire one and keep its history.
- **Levels and deliveries:** record a level reading, a delivery received (gallons, supplier, delivery ticket / BOL number), a transfer in or out, or an adjustment, with the time and notes. A truck that is the only one for its fuel also counts down by the fuel on tickets since its last reading.
- **Check list:** the checks the line does and how often (daily, weekly, monthly or quarterly), with a unit where needed (e.g. psi). Match them to your fuel quality program (your fuel supplier's or ATA 103 procedures).
- **Record checks:** the checks that are due are set to **Pass**; change any that aren't. Each one is Pass, Fail, N/A or Skip (Skip records nothing). A **Fail** needs a note, takes the tank or truck out of service and tells the line staff and operations at once. **Back in service** after the fix.
- **History** on a tank: its levels, deliveries and checks. **QC log**: every check by date and tank, as a **PDF** or **Download CSV**.

11. Ramp equipment

Tugs, GPUs, lav and water carts, de-ice, tow bars and stairs: who has it, the daily check, and when it's due for service.

- **Add / Edit:** name, kind, make / model, serial number, airport, hour meter now, **Service every** hours and/or months, last serviced (date and hours), in use.
- **Take** (optionally for a tail number) and **Return**, with the hour meter.
- **Check**: the daily check. **Fail (takes it out of service)**.
- **Out of service** with a reason, **Back in service**, and **Serviced** (date and hour meter), which restarts the service countdown.
- Service **due** soon and overdue units stand out. **History** lists every use, check and service.

12. Crew cars

- Each car shows free, out (with driver and due-back time) or out of service. Late cars show as **Overdue**.
- **Check out:** driver, mobile, tail number, due back, fuel going out, notes (e.g. "Driver's license checked").
- **Check in:** fuel coming back, damage or problems, notes, and **Take it out of service** if needed.
- **Out of service** with a reason (flat tire, oil change due); **Back in service** when fixed.

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- **Trip history**: every trip per car, including trips still out.

13. Staff

- **Schedule:** shifts for the airport picked above, this week, and who is on now. **+ Shift**: who (a user, or **Someone else** by name), role (Line, Front desk, Supervisor, Other), starts, ends, airport, notes, and **Same time on the next** few days.
- **Qualifications: + Qualification**: who, kind (e.g. fuel handler), course / certificate (e.g. NATA PLST, Avfuel), done on, expires (empty = doesn't expire). Expired and soon-to-expire ones stand out.
- **Fuel handler rule:** tick **Only people with a current fuel handler qualification can pick up fuel orders**. Others are told "Fuel orders need a current fuel handler qualification".
- On the phone, each person sees **My next shifts**, **My qualifications** and **On shift now**.

14. Price list and Fuel prices

- **Price list:** kind (fuel, oil, service, fee), name, fuel type and unit, price, cost (for cost-plus discounts only, never printed), per-gallon fee (flowage, its own invoice line), taxable / tax %, active. Link oil to a stock part so each quart comes out of Stores.
- **Fuel prices:** the posted price history. Changing a fuel price keeps the old one here; post a new price from this screen.

15. Reports

Billing people only. Pick the dates (**From**), **Per** day or month, then **Show**. The report follows the airport picker. **PDF** prints it all; **Fuel CSV** downloads fuel sales.

Part	What it shows
Totals	Gallons sold, line service total (and number of tickets), oil (qts), arrivals and departures.
Fuel sold	Per day or month, by fuel type: gallons and money.
Fuel reconciliation	Per tank: stock at the start + deliveries (and transfers) − stock at the end = gallons gone, against gallons sold on tickets. Differences over the % you set (**Flag a difference over**) are flagged. Record levels at the start and end of the period for a true picture.
Fuel checks	Checks done, passed and failed.
Ramp equipment	Use, checks and service per unit.
Crew cars	Trips per car.

16. Discounts and Settings

- **Discounts** (billing people): amount off per unit, % off, set price per unit, cost plus per unit, or from a quantity. For everyone, one customer or one plane; for one kind, fuel type or item; between two dates. Each line gets the one best rule that matches.
- **Settings** (billing people): default tax %, the note printed on receipts, whether line staff may give a discount %, and the Tap to Pay address.

17. Airports and FlightAware

- **FBO airports:** your organization's locations (the same list as aircraft and hangar sites). **+ Airport** or **Edit**: name, airport code (ICAO or FAA), **FBO here**. If no location is ticked as an FBO, every location is offered in the picker.
- **Arrivals and departures from FlightAware:** flights filed to arrive at or leave your FBO airports go on the board as Expected, with tail, type, where from and estimated time, kept up to date every 15 minutes from 5 am to 11 pm. The front desk still marks them Arrived and adds what they asked for.
- Settings on the card: **On**, **General aviation only (no airlines)**, **Look ahead** (hours), **Save**, and **Look now**.

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- It needs your own FlightAware AeroAPI key, set in Netlify as **FLIGHTAWARE_API_KEY** and redeployed; until then the card says "Not connected yet". FlightAware charges per query on your AeroAPI account. Only flights with a flight plan show, and owners who block their tail number don't.

18. The Admin app

Screen	What you can do on the phone
Fuel orders	See waiting orders (count on the home screen), pick up, put back, open the ticket, fueling done.
Arrivals	The board; **+** for an expected arrival (fills in from the customer profile); **Arrived, send the fuel order** or **Arrived, no fuel order yet**; Departed.
Fuel farm & QC	Levels and deliveries; **Record checks** (a failed check takes it out of service).
Crew cars	Check out and check in.
Ramp equipment	Take, return, daily check (**Daily check due** shows), out of service.
Staff	On shift now, my next shifts, my qualifications.
Setup	Billing people and admins can add and edit tanks, trucks, cars and equipment.

Staff with **Mobile app: Line service only** open straight to big New ticket, Open tickets and Today's sheet buttons. Account → Sync now keeps the price list and today's tickets on the phone for poor signal; creating and charging a ticket needs signal.

19. Who can do what

Task	Line Service role	Billing people and admins
Arrivals, requests, charges	Yes	Yes
Fuel orders and tickets	Yes (fuel handler rule if on)	Yes
Fuel checks, levels, deliveries	Yes	Yes
Crew cars, equipment use and checks	Yes	Yes
Add or change tanks, cars, equipment, check list	No	Yes
Shifts and qualifications	View	Yes
Reports, Discounts, Airports, Settings	No	Yes
Give a discount % on a ticket	Only if Settings allows	Yes

20. Troubleshooting

You see	What to do
No FBO menu	You need the Line Service role or billing rights, billing must be on, and the plan can't be Light. Ask an admin.
"No FBO airport set up yet"	A billing person adds airports under FBO → Airports.
"The FBO screens need a database update"	Your administrator runs the FBO database update. Fuel orders and tickets keep working meanwhile.
FlightAware "Not connected yet"	The AeroAPI key isn't in Netlify yet. Arrivals can still be typed in.

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You see	What to do
A plane isn't on the FlightAware board	It has no flight plan, its owner blocks the tail, or it is outside the look-ahead hours. Add it by hand.
Can't pick up a fuel order	Someone else took it first, or the fuel handler rule is on and your qualification has expired.
A tank or truck is out of service	A fuel check failed. Fix the problem, then **Back in service**.
Reconciliation looks off	Record level readings at the start and end of the period, and enter every delivery and transfer.

Questions or training?

Call Avistrata support, or book a walkthrough for your team.

Avistrata support
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