

Subscriber News

For MyFBO.com Subscribers
March 10, 2004 Issue 14

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Bits and Pieces

Resource Creation Updated

Because of its complexity, the process for creating new resources has been enhanced. The online system now takes different actions depending on the type of resource to be created, assuring the proper linkage of flight staff resources with their log-in account.

New Customer / Member Interface

Your end users (customers or members) will soon see a new tabbed user interface. The present Customer / Member Menu can no longer be expanded and does not use current technologies. Users will find the new tabbed interface intuitive, and the additional features already included will improve your image with your users.

Tabs that will appear for all end users include:

- Messages (similar to staff login)
- Main Menu (similar to present Customer / Member Menu)
- Tools (calculators, links)
- Guidance (required reading, help)

Additional tabs may appear depending on your configuration:

- Data (roster, schedules, aircraft maintenance data)
- My Aircraft (for end users with managed aircraft / leasebacks)

- For Sale (WingDealers network)
- Pilot Supplies
- Members Only

New features included in this release are a "Help" link and a "New Log In" (like recycle) link in the page header; a "Please Read" area of the Messages menu (similar to Staff Must Read); the Click-and-Drag scheduler (see page 2); and a new Fuel and Oil User report for aircraft owners.

All subscribers are encouraged to review and test the new interface for their specific configuration. Staff users can access their customer / member menu from their Personal Menu – click "Log In to New Interface."

Assuming you find no issues as you test, this new interface will be released on Monday morning, March 15, 2004. Initially, the Messages tab will include a link back to the previous Customer / Member Menu – just in case.

Menu for Alan Aqua at ABC

Help New Log In Log Out

Messages

Data

Main Menu

Tools

My Aircraft

Guidance

For Sale

Enhanced End-User Registration Process

For subscribers who allow new users (customers / members) to register from the log in page, an enhanced registration process is now in place. First, a subscriber may specify that the prospective user read a privacy policy before registration can begin. This step is required in some countries.

Second, the availability of a particular e-mail address or short login code is verified before any additional data entry takes place. These data

items must be unique for each user, and pre-verification eliminates the possibility that a registration request might not be completed.

Third, in addition to requiring new registrants to read selected documents before requesting the authority to make reservations, subscribers can now require user agreement in their Required Reading parameters. The registrant's electronic "signature" and date are recorded for future reference.

Online Subscriber Briefing and Training Survey

MyFBO.com held its first-ever online meeting on Monday, March 8, using Spiderphone web meeting technology. This subscriber briefing included presentations on the release of the new end-customer interface (see page 1) and a new staff training initiative.

Subscribers who attended the online meeting also completed a training survey. They thought the online meeting technology would be appropriate for training

sessions, that a cost of \$20 to \$25 per line hour was reasonable, and (for most) training should be offered in the late afternoon or early evening Eastern time.

Subscribers also selected training topics of interest. While interest in proposed topics was nearly uniform, there was some extra interest in Aircraft Management, Resource and Maintenance Management, and Using Rules and Qualifications.

Comments Retained About Customers / Members

The MyFBO.com online system now has the ability to retain an unlimited number of comments of unlimited length for each customer or member. This new feature is available in all Editions and is enabled in the Feature and Option parameters. There is no charge for the first 1,000 comments. An additional fee of \$1 per thousand comments will be assessed after the first 1,000 to pay for additional server storage.

Enabling the Comments feature will add it to the NaviGator as "Com" and to the selection buttons at the bottom of many customer data pages (e.g., View Reservations, View Cancellations, View Time-In-Type).

Comments are never seen by customers themselves. In addition, viewing individual Comments can be limited by staff security level – administrator, accountant, manager, or all staff.

"Click and Drag" Scheduling Format For Staff

The Click-and-Drag scheduling format was released for all staff users on February 28. Staff users can access this new scheduler by selecting a format (two to twelve days) from the drop down box in the top right corner of the usual checkbox-scheduling page.

With this format, reservations can be made from a graphical representation of the schedule by left-clicking on the starting time, moving the mouse pointer to the ending time while holding the left mouse button down (i.e., dragging), and then releasing the mouse button. A floating "tip" box shows the resource name and time of the reservation being requested.

For staff users confident with the mouse or for organizations where multi-day schedules are common, the Click and Drag Scheduler will likely prove a faster way to create new reservations.

Those who wish to make the Click-and-Drag format their preference may do so from their Personal Menu. (The twelve-day Click-and-Drag format is not supported as a preference due to its higher server load.) For additional information, please see *Scheduling Flights – Click and Drag* in the Help System.

The "Click and Drag" scheduler will also be available to customers / members with the release of the new end-user interface (see page 1).

Review Page Additions

For Premium and Advanced Edition subscribers using the MyFBO.com dispatch feature, two new links have been added to the Review page under the category "Dispatch Review." The *Customer / Member Qualifications* link leads to a check of qualifications and limitations for upcoming rental or instructional flights. Making this check prior to dispatch avoids surprises for the dispatcher, as all customer-related warn-

ings and dispatch blocks are shown.

The *Aircraft Maintenance* link checks for upcoming maintenance for the day based on the reservations on file. Unlike the maintenance tracking on your Schedule Reports (if enabled), this page shows all maintenance items coming due. Again, a quick review can avoid surprises for a busy dispatcher later in the day.
