

# Subscriber News

For MyFBO.com Subscribers  
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## Enhanced by Popular Demand

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### Bits and Pieces

#### Zip Code Lookup

The "Tools" tab now contains a Zip Code Lookup tool. Entering a zip code in the field returns the closest general aviation airports.

The next evolution of this tool will appear in a new charter estimator to be released later this year.

#### AOPA Fly-In

A quick thanks to those Subscribers that came by the Booth at the AOPA Fly-in and Open House on June 2.

The system has been enhanced to allow scheduling for the customer In Focus from the daily schedule reports screen.

To use this feature, hover your mouse over any empty cell in a daily schedule reports display. If the time can be booked, your mouse cursor will change to a crosshair "+". Clicking on an

open time will call a floating dialog box (much like the box used in the Click 'n Drag scheduler) to complete and confirm your request.

This feature is available for rental flights – dual or solo. Note that curricular data cannot be entered through this form, but can be added to the reservation details later if desired.

The screenshot shows a web browser window titled "Test Aviation (A)" with a "Solo IP Approval" sub-header. The main content area displays a "Confirm Rental" dialog box. The dialog box has the following fields and options: "With Staff: Harry Jones", "Beginning: 06/07/07 14:30", "Ending: 06/07/07 16:30" (with a dropdown arrow), "With Aircraft: None" (with a dropdown arrow), "This flight is:  Instructional", "Type of flight:  VFR  IFR", "Destination:  Local  X/C with landings at [ ] and [ ]", and "Estimated total tach time / air time: [ ]". At the bottom of the dialog are two buttons: "Confirm Request" and "Cancel Request". The background shows a flight schedule grid with columns for 1P, 2P, 3P, 4P, 5P, and 6P, and rows for various times from 13:00 to 18:00.

## Express Pay

"Express Pay" is a new form of customer / aircraft relationship for ground service operators, service centers, and fuel providers (FBOs) using the Advanced Edition of the system. Express Pay works with the Linked Aircraft feature to pre-specify payment arrangements. For aircraft with Express Pay, fees are automatically charged to the linked customer's credit card on file or transferred to their in-house account.

Express Pay also works with the MyFBO.com Mobile "ramp solution." Data input on the ramp is limited to tail number, fuel truck readings, and any

additional services rendered. "Quick turns" get even quicker by fully automating the payment process.

The penultimate Express Pay occurs when the online system is fed by Veeder Root EMR3 radio-equipped fuel trucks. Entry of the tail number on the truck's equipment results in an immediate fuel charge to the customer's credit card or in-house account.

Express Pay optionally allows customers to update their contact, aircraft, and credit card data via a web link from the FBO's web site. Customers save time and FBO workloads go down!

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## Credit Cards

### AVCARD Certification

The MyFBO.com online system is now certified for the authorization and settlement of AVCARD transactions. AVCARD is an aviation credit card used by corporate and private flight departments to purchase fuel, maintenance, charter, flight training, and related aviation services. For more information about AVCARD visit: <http://www.avcard.com/>

### ECHO Credit Card / e-CHECK

MyFBO.com has added ECHO (Electronic Clearing House, Inc.) to the list of supported payment gateways. Subscribers can now select ECHO for either credit card or e-check processing, or both. For more information visit: <http://www.echo-inc.com/>

### Contract Fuel / Government Air

The ability to process contract fuel transactions has been added to the online system. At present, this feature is active for Chevron Alliance cards. Subscribers specify what types of Alliance contract cards they accept in their Payment and Card Type parameters.

This contract fuel capability will also be used for DESC Government Air cards, now under development.

## Development Underway

### Charter Estimator

A completely new Charter Estimator is under development. Part 135 subscribers who would like to be beta testers should e-mail [softeam@myfbo.com](mailto:softeam@myfbo.com).

### End User Interface

An upgraded user interface for end customers / members is under development. This interface is modeled on Microsoft™ Office 2007 menu ribbon.

While still at the “alpha” stage (*i.e.*, not feature compete), staff users can preview this interface by clicking on their Personal tab, and then “Version 3.4 Alpha” on their Personal Menu.

Though the ribbon menu is inherently easier to use, a staged roll-out and user training are planned.

## Quick Tips

### Selection by Partial Tail Number

For those Subscribers with service orders or ground service reservations enabled there is a new aircraft icon on the In-Focus bar in the system header.

The aircraft icon allows tail number look up by partial tail number (*e.g.*, “88T” or even “088” instead of “N7088T”). The aircraft icon also allows aircraft tail numbers to be associated with a customer for Express Pay (see page 1).



### Shhh ... (Reservation Reminders)

The online system has long contained the option for end users to have their secondary e-mail address send using the Short Message Service (SMS). SMS can be used to “text” notification messages to cell phones and alphanumeric pagers.

Because thousands of messages go out every night, MyFBO.com sends reservation reminders between 2:00 and 3:00 a.m. Eastern time. This has annoyed some SMS users who sleep with their cell phones.

As a result, a new option for end users allows them to suppress reservation reminders to their SMS cell phones. This option is available for update by the end user from their user profile / contact information.

### Training Opportunities

Information about meetings, seminars, webinars, and trade shows will now be available from the Support Menu and from a new public web site – <http://myfbo.com/meetings/>

The bulk of MyFBO.com meetings are webinars. A webinar is a seminar conducted via simultaneous telephone and internet connections. Usually a Subscriber’s staff gathers in front of an internet connected computer and speakerphone. MyFBO.com staff gives a training presentation / demonstration, and answers questions. Webinars usually last one hour and cover either a single topic or provide a system overview.

Self-paced training in the form of e-Learning Topics is also available from the Support tab.