

Subscriber News

For MyFBO.com Subscribers
Feb. 28, 2008 Issue 41

On Page 2 ...

**Backup Communications
More New Features**

Bits and Pieces

PCI Standards

The Payment Card Industry (PCI) developed and has recently enhanced a set of standards to assist merchants and service providers in maintaining card data security. Senior System Administrators for organizations that store or process credit cards online through MyFBO.com should watch for an e-mail on this topic in the next few days.

Rugged Tablet PC

MyFBO.com supports the use of PDAs as disposable ramp devices. They are comparatively inexpensive, will last a couple of years, and can be insured for “free” replacement. However, the disposable concept never really caught on.

We have been recently impressed by the latest model of a rugged tablet PC from MobileDemand®. This new model has a built in number pad and credit card swipe reader, making it ideal for outside fuel sales or flight dispatch and

check-in. It can connect to the Internet via WiFi or cellular air card, and runs the complete MyFBO.com online system (not a PDA subset). During our testing, we added support for on-screen signature capture.

Please visit MobileDemand® at www.ruggedtabletpc.com for more information.

Thanks to Zenith Flight Support for tipping us about their successful use of this device.



Instructor Leaving?

Instructor Leaving? It happens all the time as flight instructors accept airline jobs. With advance notice and planning, such changes can easily be accommodated in the online schedule. But what if an instructor leaves in a hurry with many reservations on file?

When changing the resource data for a flight staff member, a new link to “reassign future reservations.” The next

page shows all reservations for the departing instructor. The reservations are in order by customer so its easier to assign the same new instructor for every lesson. Alternate instructors listed have already been checked for availability for the reservation times and can be quickly selected.

Thanks to the Academy of Aviation for suggesting this enhancement.

© Copyright MyFBO LLC
926 Main Street
Danville, VA 24541
(434) 793-6800
[http://myfbo.com/
support@myfbo.com](http://myfbo.com/support@myfbo.com)

Backup Communications

The speed and reliability of computers has steadily improved over time. For example, the MyFBO.com servers now have fast dual processors and usually run for months at a time without a single outage. Overall availability is above 99.999%. The same is likely true for your local equipment.

While the speed and reliability of broadband Internet access has also improved, outages can and do occur. Such outages fall into two categories:

- Last mile problems, such as failure of a cable or DSL modem, or even an automobile accident taking down wires.
- Internet backbone problems, where your messages are not forwarded to our servers and vice versa.

MyFBO.com subscribers should have a backup plan ready when such outages occur.

The simplest form of backup, and one that we highly recommend, is to print your daily schedule the

evening before. Even if you allow overnight updates, the changes will likely be small. A printed schedule also guards against other problems such as local computer or network failure. Cost? \$5 to \$10 per month for paper and supplies.

Of course, MyFBO.com can fax a copy of your schedule. But this takes time, and is far less readable than your own local printout.

We also strongly recommend a backup Internet connection. This can take the form of a dial-up modem (\$20 up-front cost) and dial-up account (\$5 per month) for the critical front-desk computer. Simple, well understood, and inexpensive.

Other possibilities include a second broadband connection (we have two broadband suppliers in our offices) or even a mutual assistance arrangement with an airport neighbor.

The key is to have a plan.

More New Features

Destination Limitations

Few newsletters go by without an enhancement related to qualification and limitation checking. The latest change allows operators to disallow flights to short or high fields. Your Administrator can set this restriction in your Qualification and Limitation Parameters under Destination Limitations.

We have been asked to also check destination weather including IMC vs. ratings and crosswind vs. aircraft and/or student allowable. This is a large project and would result in an extra monthly charge to its users. Please let us know if your organization would be interested so we can determine whether to proceed.

Parameter Update Tracking

Who changed that parameter? It's a question our support staff is often asked. Beginning February 11, the time of the change and the name of the user for every parameter change has been recorded. This information is now available upon request.

Date Last Run

The date an aircraft engine was last run has been added to the resource data maintained online. Maintenance items can reference this newly-added data, providing for the proper care of "hangar queens."

E-Mail Confirmation Option

Not all operators want reservations and cancellations confirmed by e-mail, and some want confirmations to be optional on each reservation. Thus, the operation of e-mail confirmations to customers can now be specified in your Customer / Member Parameters.

Automatic SMS / Cell Phone Detection

When sending reservation confirmations and cancellations, the online system's e-mail process now automatically sends very short messages to e-mail addresses beginning with ten digits and the at sign (@). While end users can still select Short Message Service (SMS) content for any secondary e-mail address, any e-mail field can now be used for cellular addresses.
