

Subscriber News

For MyFBO.com Subscribers
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Bits and Pieces

Scripted Windows

Scripted windows are the prompts that ask you to enter a single bit of information – with a “bonk” if you have speakers attached to your PC. While a convenient tool for programmers, both the Internet Explorer and Safari browsers have flaws in its implementation.

In IE7, scripted windows are categorized as a security risk, and are sometimes blocked. In Safari (for Mac and Windows), the scripted window does not close correctly after the user enters the requested information.

As a result, most scripted windows in the online system have been replaced by semi-transparent flyover windows. The remaining scripted windows will be removed during the coming month.

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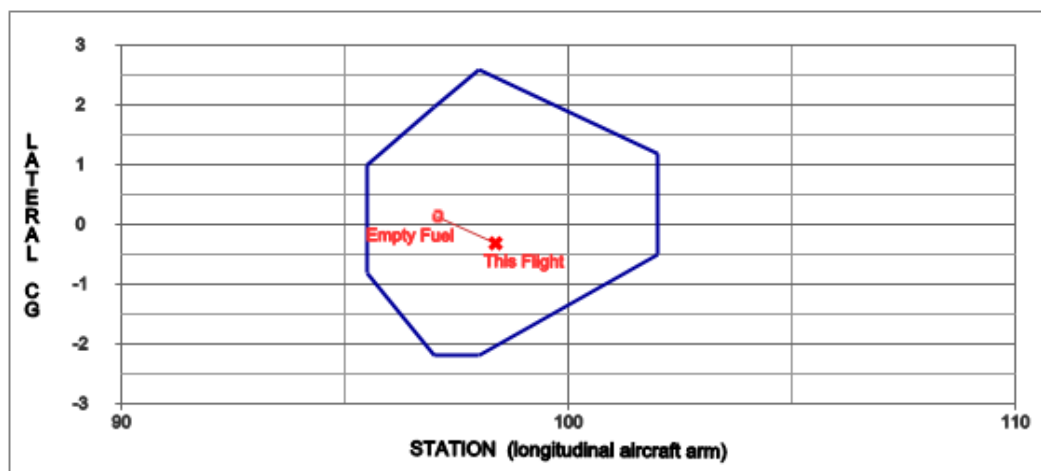
Weight and Balance

Completion of a weight and balance check is a critical component of preflight preparation. This is particularly true for helicopters, where both longitudinal and lateral balance must be considered.

With many helicopters, a ship properly loaded for takeoff can be out of balance longitudinally and laterally when the fuel tanks are near empty. Thus, checking longitudinal and lateral balance both in takeoff- and landing-fuel configuration is essential.

MyFBO.com has added lateral center of gravity calculations and a related plot (see below) to its helicopter weight and balance calculator – for both takeoff and zero-fuel configurations. For more information as well as typical R22 and R44 data, please search for “weight” in the online help system.

A weight and balance calculation can be required before dispatch by a setting in your Qualification and Limitation Parameters – a good practice for all aircraft and all types of flights.



Passwords and PCI Compliance

In November’s Issue 38, we wrote about the many online system security upgrades, and encouraged the use of stronger staff passwords. In February, the Payment Card Industry or PCI (the credit card issuers such as Visa and MasterCard) released an updated security assessment document, requiring all merchants who store or process credit card data online to meet new standards. This caused MyFBO.com to require strong staff passwords for all online merchants effective March 12, 2008.

The PCI standard also states that **each staff user must have their own unique login ID and password**. As a result, we now require unique login codes as a policy, and will not provide support and assistance to users who share login codes. We have long encouraged unique login codes so we (and you) can determine who did what.

For additional information about PCI standards, please search for “PCI” in the online help system.

Rental Reservation Subtypes

A few users have asked about the letters that follow the word “Rental” on the reservation details page. For example, “Type: Rental (DI)” often appears.

The letters in the parentheses provide more detail about rental reservations, breaking them into “subtypes.” Subtype codes that begin with “S” are for solo, “D” for dual, and “G” for ground. The complete list of codes is as follows:

SP	solo
SI	solo, instructional
SN	solo, service pilot (customer is not PIC)
S2	solo, two PICs
DI	dual, instructional (staff instructor)
D2	dual, instructional (two students)
DD	discovery flight

DC	dual, instructional (non-staff instructor)
DP	dual, non-instructional
GI	ground instruction

Why this additional detail? The Qualification and Limitation Checker uses the subtype to determine what to check. Some examples: no TSA check should be made on non-citizens unless the flight is instructional. Check rides, which carry subtype DP, are not instructional, and thus not subject to TSA restrictions. For subtype S2, both pilots must qualify.

In some states and jurisdictions, the subtype is also used by the system to determine how a flight is taxed. If instructional flights (subtypes SI, DI, DC, and D2) are exempt according to state law, no sales tax is applied.

Inventory Updates

Advanced Edition Only

Several updates have been made to the Inventory Management Subsystem. The most obvious of these is a new easier-to-use page for selecting inventory items.

This page is partly the result of the addition of Inventory Packages. A package is a group of inventory items that are sold or used together. Selecting an inventory package results in each included item being

placed on the customer / member receipt or related service order.

The tracking of numbered or serialized inventory has also been activated. For inventory items marked as numbered in their master data, the online system will require serial number entry on purchase and sale / use, and track such items individually.

More New Features

English Language Endorsement

Despite a relaxation by the FAA on date of implementation, the online system is now prepared to track English language endorsements in the customer / member information. In addition, the Qualification and Limitation Checker can issue warnings or block flights based on the absence of this endorsement.

Flight Staff Future Standing Schedule

To make the transition from one work schedule to another easier, your staff resources can now have two standing schedules – present and future. These standing schedules can be entered by flight staff members from the Personal tab (if you so allow) or by a manager from the Resource Data for each staff resource.

Service Order Parts E-Mail

Premium + Editions

A new feature of the Service Order Subsystem sends an e-mail each time parts are added to an order. This could be used by your parts room manager as a pick list, or by your service manager as a monitoring tool. To activate this feature, enter e-mail addresses in your Service Order Parameters – General.

Urgent Accounts

Advanced Edition Only

There’s always the guy who forgot his wallet, or who forgot to pay. How to finish this ticket?

The new Urgent Account feature allows such tickets to be closed without creating a charge account. For additional information, please search the online help system for “urgent.”