



The customer portal

A short guide to giving customers their own view of their aircraft, in MRO Tracker

For shop owners, service writers and directors of maintenance · MRO Tracker 2.2

Customers want to know three things while their aircraft is in the shop: how far along the work is, whether the aircraft is airworthy, and what they need to approve or pay. The customer portal answers all three from the live work orders, without the customer needing an account and without anyone writing a status email. This guide shows how to set it up and what the customer sees.

The sample. Coastal Patrol Agency (sample), a customer in MRO Tracker's demo organization, has two King Air 350ERs in a conversion program. Its director of maintenance gets a portal link. **Every person, company, tail number and figure in this guide is fictional.** The screenshots are real MRO Tracker screens showing this sample data, taken on 28 October 2026.

1 Making a link

Work Orders → **Customer portal**, or **Customer portal...** on a customer's record in Billing → Customers. Pick the customer, name the link (for example "Chief pilot"), choose what it shows, untick any aircraft to hide, and set an optional access code and when it expires.

A new link for the customer's director of maintenance, next to one already issued.

The settings

- **Shows:** work in progress, aircraft status, maintenance due, estimates and invoices.
- **Aircraft:** all of the customer's, or only some. With all ticked, aircraft the customer brings in later appear too.
- **Access code:** optional, 4 to 8 digits. Five wrong codes lock the link for 15 minutes. Send it separately from the link.
- **Expires:** never, in 30 days, 90 days (the default) or a year.
- **Email the link to:** optional; or copy it.

The link is shown once, when it is created. The list shows how many times each link was opened and when, and **Revoke** stops a link at once. You can always make a new one.

2 What the customer sees

The portal opens in any browser, carries the shop's logo and colours, and has five tabs: Overview, Work in progress, Aircraft status, Maintenance due, and Documents & billing, with **Refresh** and **Print**.

The screenshot shows the 'Overview' tab of the MRO Tracker Customer Portal. At the top, there's a header with the 'Demo' logo, the text 'Coastal Patrol Agency (sample) - updated 10/28/2026, 7:24:55 PM', and 'Refresh' and 'Print' buttons. Below the header is a navigation bar with five tabs: 'Overview' (selected), 'Work in progress', 'Aircraft status', 'Maintenance due', and 'Documents & billing'. The main content area is titled 'Your aircraft' and displays two aircraft cards. The first card is for 'N350MQ Airworthy' (Beechcraft King Air 350ER - S/N FL-9901) with metrics: 2,161.4 hours, 2 landings, 0 open work orders, and 0 due soon. The second card is for 'N351MQ Airworthy' (Beechcraft King Air 350ER - S/N FL-9902) with metrics: 1,876.2 hours, 4 landings, 4 open work orders, and 0 due soon. Below the aircraft cards is a section titled 'Work in progress' which lists three work orders. The first work order is 'Work order 26-A0004 Open N351MQ' with the description 'N351MQ ground test and functional check flights', showing '0% complete - 0 of 4 task cards signed off' and a link to 'Task cards (4)'. The second work order is 'Work order 26-M0009 Open N351MQ' with the description 'N351MQ quality inspection - RII, conformity and final inspection', showing '0% complete - 0 of 3 task cards signed off' and a link to 'Task cards (3)'. The third work order is 'Work order 26-A0003 In work N351MQ' with the description 'N351MQ avionics and mission-system installation - radar, EO/IR turret, consoles, SATCOM, mission power, ICS, cockpit control head', showing '9% complete - 1 of 11 task cards signed off - opened Oct 26, 2026' and a link to 'Task cards (11)'. The third work order is expanded to show a list of tasks.

Work order 26-A0003 In work N351MQ
N351MQ avionics and mission-system installation — radar, EO/IR turret, consoles, SATCOM, mission power, ICS, cockpit control head
9% complete - 1 of 11 task cards signed off - opened Oct 26, 2026

▼ Task cards (11)

1 Install mission power system — N351MQ Signed off 0/0 items - signed Oct 27, 2026
Found: Install dedicated mission power distribution unit, wiring, circuit breakers and load management per engineering wiring diagrams; verify load compliance with aircraft electrical system.

10 Verify ADS-B Out continued compliance — N351MQ Not started 0/0 items
Found: After all antenna and electrical work, confirm ADS-B Out system meets 14 CFR 91.227 performance requirements; correct any interference or installation impact found.

11 Cabin cooling verification for console thermal load — N351MQ Not started 0/0 items
Found: Verify existing aircraft air-conditioning system provides adequate cooling for the two operator consoles under maximum mission electrical load per engineering thermal analysis.

2 Install search radar and radome — N351MQ Not started 0/0 items
Found: Mount belly-mounted search radar antenna and processor; install radome, connect all cabling per wiring diagrams; perform radar BIT and antenna sweep verification.

3 Install EO/IR turret — N351MQ Not started 0/0 items
Found: Mount customer-furnished EO/IR turret to turret mount, connect power, video and control cabling per wiring diagrams; verify turret articulation and video output.

4 Install two operator mission consoles and mission racks — N351MQ Not started 0/0 items
Found: Install two operator console assemblies and associated mission equipment racks in cabin per cabin-modification drawing; route and terminate all signal, power and cooling connections.

Work in progress: each work order's percentage complete and its task cards with their status and what was found. Parts on order are shown without prices.

Overview: each aircraft with its hours, landings, open work orders and items due soon, then the work in progress. Anything waiting on the customer (an estimate, extra work, an invoice, a document to sign) is listed at the top.

2 What the customer sees STATUS AND DUE

Demo
Coastal Patrol Agency (sample) · updated 10/28/2026, 7:36:29 PM

Overview Work in progress **Aircraft status** Maintenance due Documents & billing

N350MQ Airworthy

Open discrepancies	Found	Category
None open.		

MEL deferrals	Category	Deferred	Due
None open.			

N351MQ Airworthy

Open discrepancies	Found	Category
None open.		

MEL deferrals	Category	Deferred	Due
None open.			

Demo
Coastal Patrol Agency (sample) · updated 10/28/2026, 7:36:29 PM

Overview Work in progress Aircraft status **Maintenance due** Documents & billing

N350MQ 2,161.4 h · 2 landings

Item	Due at	Remaining
Engineering condition: Inspect the radar altimeter TX and RX coax runs at the belly doubler for chafing and clamp security ER-0009	2,261.4 h	100 h OK

N351MQ 1,876.2 h · — landings

Item	Due at	Remaining
Nothing tracked yet.		

Maintenance due: what is overdue or due soon, with the hours, days or cycles remaining.

Aircraft status: airworthy, open items or grounded, with the open discrepancies and MEL deferrals for each aircraft.

3 Approving and paying

Demo
Coastal Patrol Agency (sample) · updated 10/28/2026, 7:28:04 PM

Overview Work in progress Aircraft status Maintenance due **Documents & billing**

Estimates

Estimate	Status	Total
EST-2026-0002 Phase 3 inspection and squawks	Invoiced	\$6,471.50 View

Invoices

Invoice	Issued	Total	Balance
INV-2026-0008 due Nov 27, 2026	Oct 28, 2026	\$6,471.50	\$3,471.50 View & pay

Documents & billing: estimates to review and approve, and invoices with their balance and **View & pay**.

- **Estimates** are reviewed and approved or declined, including optional squawks, and signed electronically.
- **Extra work** the shop found and marked as needing the customer's approval is approved or declined with a name and a drawn signature; declining needs a reason. The shop is emailed either way.
- **Invoices** are paid by card or bank transfer through the shop's own Stripe account, when online payments are set up.

Apart from approving work and signing or paying through its links, the portal is read-only.

Companion brief: *Quote to cash* (estimates, approval, invoices and payments). © 2026 Leesburg Aviation LLC. All rights reserved.