Avistrata

FBO Setup Guide

How to set up the FBO workspace, and what we recommend you put in it

November 3, 2026 · Avistrata 2.2

PREPARED FOR

FBO owners and managers

The person setting up the FBO workspace before the line and the front desk start using it (full Avistrata plans; not in Avistrata Light)

FROM

Leesburg Aviation LLC
1001 Sycolin Rd, Leesburg, VA 20175
703.520.5040 · mrotracker.com

How to use this guide

Each step says **where** it is in Avistrata, **what to enter**, and a **Recommended** box with what most general aviation FBOs start with. Plan on two to three hours for the whole setup, most of it on the price list and the fuel farm. Prices and intervals in this guide are **examples and typical starting points**: set your own for your market, your fuel supplier's program and your equipment manufacturers.

1. Airports
2. Price list
3. Fuel farm & QC
4. Staff
5. Ramp equipment
6. Crew cars
7. Customers & groups
8. Discounts
9. Settings & payments
10. Daily close
11. First week
12. Go-live checklist

The FBO menu: **Front desk**, **Arrivals**, **Fuel** (Fuel orders · Fuel farm & QC · Fuel prices), **Tickets** (New ticket · Tickets · Day sheet), **Customers**, **Ramp** (Ramp equipment · Crew cars), **Staff**, **Reports** and **Setup** (Price list · Discounts · Airports · Settings). Group managers also see **My groups**. Most of this setup is done by a billing person or an admin on the website.

1. Airports

Setup → Airports. Add each airport you run an FBO at: name, airport code (ICAO or FAA) and tick **FBO here**. Everyone then picks one airport, or All, in the bar above every FBO screen, and line staff get fuel order alerts only for their airport.

RECOMMENDED

- One location per airport, named the way your staff say it ("Leesburg Executive", not "Main").
- **FlightAware:** turn it on with **General aviation only** ticked and **Look ahead** 12 hours. Use 24 hours if you plan staffing the evening before. It needs your own AeroAPI account; FlightAware charges per query.
- **Fuel price board:** leave it off until your price list is right, then switch it on and put the link on your website and a lobby TV.

2. Price list

Setup → Price list. Start with **Add a starter price list** or import your own Excel or CSV file, then edit. Each item has a kind (fuel, oil, service, fee), name, unit, price, cost, per-gallon fee, tax and Active. Fuel prices are kept with their history under **Fuel → Fuel prices**; link oil to a Stores part so each quart sold comes out of stock.

Item	Unit	Example range (adjust to your market)	Notes
100LL (self-serve / full-serve)	gal	Your posted price; full-serve often $0.50–1.00 above self-serve	Two items if you have both
Jet A	gal	Your posted price	Cost filled in for cost-plus deals
Jet A with Prist (anti-icing)	gal	Jet A + $0.10–0.25	Or a separate "Prist added" fee

© 2026 Leesburg Aviation LLC. All rights reserved. · Avistrata · 703.520.5040

Item	Unit	Example range (adjust to your market)	Notes
Flowage / into-plane fee	per gal	$0.05–0.30	Per-gallon fee: printed as its own line
Ramp / facility fee	each	Piston single $0–25 · twin $25–50 · turboprop $50–150 · light jet $150–350 · mid/large jet $350–750+	Usually waived with a minimum fuel purchase (see Discounts)
GPU	start / hour	$35–75 a start, $50–125 an hour	Use the hour unit for long use
Lav service	each	$50–150	Jets more than turboprops
Potable water	each	$25–75	
Hangar night	night	Single $40–100 · twin/turboprop $100–250 · jet $250–1,000+	One item per size class
Tie-down	night	$5–25 (often waived with fuel)	
Catering handling	% / each	10–20% of the catering bill	Or a flat fee
After-hours call-out	each	$100–250	Often waived above a fuel minimum
De-ice (Type I / IV fluid)	per gal	$8–20 a gallon of fluid, plus a truck fee	Seasonal: untick Active in summer
Oil	qt	Your cost + 30–60%	Link to the Stores part

RECOMMENDED

- Fill in **Cost** on fuel items, even though it never prints: cost-plus discounts and margin reports need it.
- Set the right tax on each item. In many US states aviation fuel and services are taxed differently, so check with your accountant.
- Keep names short and customer-friendly; they print on the invoice and receipt.
- Change fuel prices from the price list on the day your supplier changes them; the old price stays in Fuel prices.

3. Fuel farm & QC

Fuel → Fuel farm & QC. Add each farm tank and each truck (**+ Tank or truck**: name, kind, fuel, capacity, location). Then open **Check list**: Avistrata starts you with a fuel check list you can edit. Line staff use **Record checks** every day; a **Fail** takes the tank or truck out of service and tells the line staff and managers at once.

How often	Checks (starter list)	We suggest adding
Daily	Sump sample clear and bright, no water or sediment · Filter differential pressure (psi) · Tank level and leak check · Truck walkaround · Bonding cable and clamp · Deadman control	Fire extinguisher on the truck present · Nozzle dust caps on · Water-finding paste where your supplier asks for it
Weekly	Nozzle screens and dust caps · Hose: cracks, soft spots, couplings	Tank vents and emergency shutoffs · Spill kit stocked
Monthly	Fire extinguishers charged and tagged · Membrane / white bucket test	Bonding cable continuity test · Placards and signs legible
Quarterly	Filter change due? (date on the vessel)	Meter calibration due date · Hose pressure test date (often yearly)

© 2026 Leesburg Aviation LLC. All rights reserved. · Avistrata · 703.520.5040

RECOMMENDED

- Match the list to your fuel supplier's quality program and ATA Spec 103; your supplier audit will look for exactly those items.
- Name trucks the way the line says them ("Jet A truck 2", "100LL truck") and add the farm tanks separately from the trucks.
- **Record levels at opening and closing every day** (**Levels and deliveries → Level now**). Reconciliation is only as good as these readings.
- Enter every delivery with the **supplier and BOL number** as it arrives, and farm-to-truck transfers as transfer out / transfer in.
- Download the **QC log PDF** monthly and keep it with your fuel supplier paperwork.

4. Staff

Staff. Give line staff and the front desk the **Line Service** role first (Flight Ops → Settings → Flight Roles). Then add shifts per airport (**+ Shift**, with **Same time on the next** for a repeating week) and qualifications with the date done and the expiry date.

Qualification	Who	Typical renewal
Fuel handler training (e.g. NATA PLST or your fuel supplier's program)	Everyone who fuels	Initial, then recurrent every 1–2 years per the program
Fuel quality control / supervisor	Fuel farm lead, supervisors	Every 1–3 years
Fire extinguisher use	Line and front desk	Yearly
Ramp safety and marshalling	Line	Initial, then yearly refresher
Tug / towing	Anyone who moves aircraft	Initial per tug type, refresher every 1–2 years
De-icing	De-ice crew	Before each winter season
Driver's license (airside driving)	Anyone driving on the ramp	Expiry date on the license

RECOMMENDED

- Tick **Only people with a current fuel handler qualification can pick up fuel orders** once everyone's training is entered. It is the easiest way to show an auditor that only trained people fuel.
- Typical shifts: early 05:30–14:00 and late 13:30–22:00 with a half-hour overlap for the handover; a supervisor on each busy day.
- Enter expiry dates for everything so the screen can warn you before training runs out.

5. Ramp equipment

Ramp → Ramp equipment. Add each unit (**+ Equipment**): name, kind, make / model, serial number, airport, hour meter, and **Service every** hours and/or months with the last service date. The line uses **Take**, **Return**, **Check** (the daily check), **Out of service** and **Serviced**. **Take** asks who it is for: **an aircraft** (type a tail: it suggests your fleet, planes on the board, customer profiles and earlier tickets, and can look up an unknown tail in the FAA registry) or **a person** (staff, a pilot or a customer; blank means the person taking it). The list then shows "For N123AB" or "For Sam Line" on every unit that is out.

Kind	Service every (typical starting point)	Daily check focus
Tug (electric)	250 hours or 12 months; battery check monthly	Brakes, horn, charge level, tow bar adapter

© 2026 Leesburg Aviation LLC. All rights reserved. · Avistrata · 703.520.5040

Kind	Service every (typical starting point)	Daily check focus
Tug (diesel / gas)	200–250 hours or 12 months	Fluids, brakes, leaks, lights
GPU (28V DC / 400 Hz)	250 hours or 12 months	Cable and plug condition, output voltage
Battery start cart	6 months	Charge level
Lav cart	6 months	Dumped and rinsed, hose condition
Potable water cart	3 months; sanitize monthly	Clean, sealed, sanitize date
Tow bars	12 months	Shear pins, heads, wheels
Stairs	12 months	Brakes, rails, steps
De-ice truck / cart	Before each season, then per the manufacturer	Fluid levels, heater, nozzle

RECOMMENDED

- Name units so they are easy to call out on the radio ("Tug 1", "GPU 28V").
- Use the manufacturer's interval when you have it; the table is only a starting point.
- A failed daily check takes the unit out of service: tell the line to use Out of service with a reason rather than a note on a whiteboard.
- Always pick the aircraft when taking a GPU, tug or cart for a plane, so a forgotten unit can be traced to the plane it went to.

6. Crew cars

Ramp → Crew cars. Add each car (name, plate, airport, notes such as where the keys are). The front desk uses **Check out** (driver, mobile, tail number, due back, fuel going out) and **Check in** (fuel coming back, damage or problems). Late cars show as Overdue on the Front desk.

Driver's license scan. At check-out, tap **Scan license** (in the phone app, or **Scan license (photo)** on the website) and photograph the barcode on the back of a US driver's license. It fills in the driver's name and warns when the license has expired or the driver is under your minimum age. Avistrata keeps only the state, the expiry date, the last 4 digits, that it was checked, who checked it and when: never the picture, the full number or the date of birth. Set the minimum age in **Ramp → Crew cars → Settings**. When there is no barcode, tick **Driver's license checked** and enter the same details by hand.

RECOMMENDED POLICY

- **Check the driver's license** every time: a valid license and a pilot of the visiting aircraft. Scan it; it records the check for you.
- Minimum driver age 25 is common (check your insurance policy); set it in Crew cars → Settings so the scan warns you.
- Time limit 2–3 hours, local use only; longer trips go to a rental car.
- Fuel: bring it back with what it left with, or a fixed fuel fee.
- Walk around the car with the driver at check-out and note existing damage.
- Service: oil change every 5,000 miles or 6 months; take it out of service with a reason when it's due.

7. Customers & customer groups

Customers keeps a profile per tail: preferred fuel and usual amount, fueling notes, usual requests, hotel, rental car, catering, pilots, contact, the account to bill and how they pay. A new tail gets a profile the first time it arrives.

Customer groups (top of **Setup → Discounts**) gather customers and tail numbers for discounts.

© 2026 Leesburg Aviation LLC. All rights reserved. · Avistrata · 703.520.5040

Group kind	Example	Typical discount (example only)
Based tenants / local airport	KJYO based tenants	$0.20–0.75 off each gallon; ramp fee waived
Flying club	Sample Flying Club	Set price or $0.25–0.50 off 100LL
Program	NBAA members, AOPA, a fuel card or fleet program	Volume tiers or a contract price
Government / military	Government contract fuel	Set contract price per gallon
Other	Charter partners, flight school	Cost plus a fixed margin per gallon

RECOMMENDED

- Fill in fueling notes for every regular ("Prist, left tank first, call the pilot before fueling"); they print on the fuel order.
- Add **tail numbers** to groups as well as customer accounts, so a discount applies even when someone else pays.
- For a club, make the treasurer a **group manager**: they keep the member list in **My groups** without billing rights.
- Never type card numbers in the notes; Avistrata refuses them.

8. Discounts

Setup → Discounts. A rule has a name (printed on the invoice), **Who** (Everyone, One customer, One plane or A customer group), what it's on (fuel, a fuel type, an item), how (amount off per unit, % off, set price, cost plus, from a quantity) and dates. Discounts are worked out each time a ticket is saved, and a line gets the **one best** rule that matches; rules don't add up.

RECOMMENDED

- Start with three or four rules you actually use: based tenants, volume tier, one contract price. Too many rules confuse the front desk.
- Ramp fee waiver: a rule for Everyone, 100% off the ramp fee from a minimum quantity of fuel (e.g. 10 gal piston, 50–100 gal turboprop, 150–300 gal jet).
- Volume tiers as separate rules with "From quantity" (e.g. $0.25 off from 200 gal, $0.50 off from 500 gal): the best one wins automatically.
- Give each rule an end date when it's a promotion, so it stops on its own.

9. Settings & payments

Setup → Settings (Line Service settings): default tax %, the note printed on receipts, and whether line staff may give a discount % on a ticket. Connect Stripe in **Billing → Settings** so card payments go to your own account; Tap to Pay needs the address set here.

RECOMMENDED

- Keep **Only billing people can give a discount %** ticked; one-off discounts then need a manager.
- Receipt note: hours, phone, and "Thank you for flying in". Short is better.
- Payments to offer: Tap to Pay or card on the phone, pay link by text or email for crews who left, and Bill to account for regulars with an agreement.
- The phone app opens on the lists it loaded last and refreshes them in the background, so the line can keep working on the ramp with a weak signal; it catches up when the signal comes back.
- Set up billing accounts on each regular plane (owner, operator, management company) so the right customer fills in on the ticket.

© 2026 Leesburg Aviation LLC. All rights reserved. · Avistrata · 703.520.5040

10. The daily close

When	What	Where
Opening	Level readings for every tank and truck; daily fuel checks; equipment daily checks; who's on shift	Fuel farm & QC · Ramp equipment · Staff
During the day	Arrivals marked Arrived and Departed; fuel orders picked up, with the gallons pumped, meter photo and signature (Fueling done needs the gallons); every charge on the visit's ticket	Arrivals · Fuel orders · Tickets
Closing	Level readings again; open tickets closed or billed; crew cars back	Fuel farm & QC · Tickets · Crew cars
End of day (manager)	Day sheet: gallons and money by payment method, anything unpaid	Tickets → Day sheet
Weekly	Fuel reconciliation for the week	Reports
Monthly	Reports PDF and Fuel CSV; QC log PDF; customers report; review expiring qualifications	Reports · Fuel farm & QC · Staff

RECOMMENDED: FUEL RECONCILIATION

- Set **Flag a difference over** to 0.5% to start (in Reports). Temperature, meter tolerance and sump samples cause small differences every day.
- When a tank is flagged: check for a missing level reading, a delivery or transfer not entered, or a ticket with the wrong gallons first. Most flags are paperwork.
- A real loss that repeats needs a meter check, a leak check and a word with your fuel supplier.

11. Your first week

Day	Do this
Day 1	Airports, price list, tanks and trucks, check list. Opening level readings.
Day 2	Staff roles, shifts and qualifications. Ramp equipment and crew cars.
Day 3	Regular customers: profiles for your top 20 tails, billing accounts, customer groups.
Day 4	Discount rules. Settings and Stripe. A test ticket for $1 with a card, then void it.
Day 5	Run a full day in Avistrata alongside your old way. Compare the day sheet and the fuel readings.
Days 6–7	Fix what didn't fit, switch on the fuel-handler rule, FlightAware and the fuel price board.

12. Go-live checklist

Item	Done
Every FBO airport added, FBO here ticked	☐
Price list complete, with cost, tax and per-gallon fees	☐
Every tank and truck added, check list matched to your supplier's program	☐
Opening level readings entered	☐
Line staff have the Line Service role and the phone app installed	☐

© 2026 Leesburg Aviation LLC. All rights reserved. · Avistrata · 703.520.5040

Item	Done
Fuel handler qualifications entered; fuel-handler rule on	☐
Ramp equipment and crew cars added with service intervals	☐
Regular customers, billing accounts and customer groups set up	☐
Discount rules tested on a sample ticket	☐
Stripe connected; a test payment made and refunded	☐
Receipt note and tax set	☐
FlightAware and the fuel price board switched on (optional)	☐

Want help with the setup?

We'll set up your price list and fuel farm with you in a one-hour session.

Avistrata support
703.520.5040
mrotracker.com

Example prices, discounts and service intervals in this guide are typical starting points only, not recommendations for your market. Follow your equipment manufacturers, your fuel supplier's quality program, ATA Spec 103, your insurance and local regulations. This guide is not legal, tax or regulatory advice. Names and tail numbers are samples. Related guides: Life at an FBO, FBO Workspace User Guide and Line Service, at mrotracker.com/documents.

© 2026 Leesburg Aviation LLC. All rights reserved. · Avistrata · 703.520.5040