Life at an FBO

A day at the front desk and on the ramp, and how MRO Tracker runs it

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PREPARED FOR

FBOs and airport operators

Owners and managers looking at MRO Tracker, and the front desk, line staff and billing people who use it every day (full MRO Tracker plans; not in MRO Tracker Light)

FROM

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At a glance

An FBO day runs on many small handoffs: the front desk hears a plane is coming, the line crew fuels it, someone finds a crew car or a GPU, and the money has to match the fuel at the end of the day. The **FBO workspace** in MRO Tracker puts all of it in one place, on the website and on the Admin app for iPhone and Android: arrivals (typed in or read from FlightAware), customer profiles per tail number, fuel orders, the fuel farm and its quality checks, ramp equipment, crew cars, staff and qualifications, one ticket per visit, and the reports to close the day. If you run more than one airport, an **Airport** picker above every screen shows one airport or all of them.

This guide follows one ordinary day at a sample FBO. Each part tells what happens, then shows **how it's done in MRO Tracker**. The names and tail numbers are made up.

Morning: opening up

5:30 AM

The first shift clocks in

Sam, the opening line tech, unlocks the gate. Before any fuel goes into an airplane, the trucks and the farm have to be checked, and the manager wants to know who is on today.

> **HOW IN MRO TRACKER**
>
> 1. **FBO → Staff** shows the shifts for each airport and **On shift now**. Shifts can repeat (**Same time on the next…**).
> 2. **Qualifications** on the same screen list each person's fuel handler training, ramp safety and other courses, with expiry dates. Expired and soon-to-expire ones stand out.
> 3. Optional rule (tick it on the Staff screen): only people with a **current fuel handler qualification** can pick up a fuel order. Anyone else gets a clear message.

5:45 AM

Fuel quality checks

Sam samples the trucks and the farm sumps, checks the filters and the bonding cables, and reads the tank levels.

> **HOW IN MRO TRACKER**
>
> 1. **FBO → Fuel farm & QC**. Each tank and truck shows its level, capacity and whether today's checks are done.
> 2. Tap **Record checks** and work down the **Fuel check list** (daily, weekly and monthly items you set once). Each item is **Pass** or **Fail**, with a note.
> 3. A **Fail takes the tank or truck out of service** and sends a push notice to the managers. **Back in service** brings it back after the fix.
> 4. **Levels and deliveries**: enter the level now, a delivery from the supplier, or a transfer from the farm to a truck. A truck that is the only one for its fuel also counts down by the fuel on tickets since its last reading. The **QC log** prints as a PDF or downloads as CSV for audits.

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6:00 AM

Ramp equipment walkaround

GPU, tug, lav cart, towbar. One GPU is due for service next week, and the old tug has a leak.

> HOW IN MRO TRACKER
>
> 1. **FBO → Ramp equipment** lists every unit as **In use**, available or **Out of service**, with service due by hours or by months.
> 2. **Check it** records the daily check. **Out of service** with a note takes the tug off the list for everyone until someone marks it **Serviced** (with the hour meter reading).
> 3. **History** shows every use, check and service for the unit.

Mid-morning: who's coming in

7:30 AM

The front desk looks at the day

Dana opens the front desk. Three jets and a handful of pistons are expected. One is a regular: N123AB, a Citation that always wants Jet A topped off, a crew car and coffee for two.

> HOW IN MRO TRACKER
>
> 1. **FBO → Front desk** shows today at a glance: arrivals due and planes on the ground, fuel orders, crew cars out and fuel checks still due. **+ Expected arrival** and **+ Fuel order** are one tap away.
> 2. **FBO → Arrivals** lists who's coming in, what they asked for and who is handling it. Add one by hand (tail, from, ETA, pilot, passengers, requests), or let **FlightAware** fill the board: with your FlightAware AeroAPI key, arrivals and departures for each FBO airport come in every 15 minutes from 5 am to 11 pm. **Refresh from FlightAware** pulls them now. Only flights with a flight plan show, and owners who block their tail number don't.
> 3. When a tail has been here before, its **customer profile** fills in the arrival: contact, preferred fuel and usual amount, fueling notes and what they **usually ask for**.

8:15 AM

Arranging what the crew asked for

N123AB is 90 minutes out. The crew wants a crew car, a GPU on arrival, catering and a hotel for the night.

> HOW IN MRO TRACKER
>
> 1. Open the arrival and use the **Arrange** panel. Each request has its own line:
> 2. **Crew car: Hand out** picks a free car; it then shows as out, with a due-back time.
> 3. **GPU, tug or lav cart: Send out** picks a unit that is in service and marks it in use.
> 4. **Catering, hotel, rental car: Mark arranged**, with a note ("2 coffees, 2 sandwiches, Main St Deli").
> 5. **Add to ticket** puts a charge from your price list (GPU hour, catering handling, ramp fee) on **one ticket for the whole visit**. MRO Tracker remembers which price list item you used for each request.

Tip: fuel requests go to the line in one tap. **Mark Arrived** sends the fuel request to the line as a fuel order, or **Send fuel order** sends it earlier. Either way it carries the tail, fuel type, gallons or top off and where the plane will park.

Midday: on the ramp

9:50 AM

The plane is in; fuel goes out

Dana taps **Arrived**, which sends the fuel request to the line. Sam's phone buzzes with the fuel order: Jet A, top off, parked on the east ramp.

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HOW IN MRO TRACKER

1. On the phone: **Admin app → FBO → Fuel orders**. Waiting orders are listed ASAP first, then by needed-by time. New orders beep and send a push to the line staff.
2. **Pick up** claims the order (if two people tap at once, only one gets it) and opens its ticket, the same ticket as the visit. The fuel line is added from the price list.
3. Enter the gallons, take the **fuel meter photo** and the pilot's **signature**, then **Fueling done**.
4. Need to hand it off? **Put back** returns the order to the list and keeps the ticket.

1:00 PM

Crew cars and the afternoon rush

A piston pilot wants a car for lunch. The Citation crew's car was due back at noon.

HOW IN MRO TRACKER

1. **FBO → Crew cars** shows who has which car and when it's due. **Check out** asks for the driver, tail number and due-back time; **Check in** records it back, with any damage or problems.
2. Late cars show as **Overdue** on the front desk. **Trip history** keeps every trip per car.

Afternoon: sending them off

4:30 PM

Departure and payment

The crew is back. The GPU comes back to the line, the car is checked in, and the bill is ready before the pilot reaches the desk.

HOW IN MRO TRACKER

1. **Open the ticket** from the arrival. It already has the fuel, the GPU hour and the catering handling. Add oil or anything else from the price list.
2. Charge it: Tap to Pay on the phone, a card typed or scanned into Stripe's form, a pay link by text or email, cash or check, or the customer's account. Then send the receipt.
3. Tap **Departed**. The visit is counted on the customer's profile, so the next arrival from N123AB fills in even more.

6:00 PM

Customer profiles stay current

Dana adds a note: the Citation's chief pilot prefers the hangar side, and the company is billed monthly.

HOW IN MRO TRACKER

1. **FBO → Customers** keeps one profile per tail: preferred fuel and usual amount, fueling notes, usual requests, hotel, rental car, catering, pilots, contact, the customer account to bill, payment notes and recent visits.
2. A new tail gets a profile on its first visit. Card numbers are never stored in the notes.

Evening: closing the day

10:00 PM

Does the fuel match the money?

The manager checks the day before going home: gallons sold, money by payment method, and whether the farm adds up.

HOW IN MRO TRACKER

1. The **Day sheet** shows each ticket, the gallons and the money by payment method.
2. **FBO → Reports** (billing people): fuel sold per day or month by fuel type, line service totals, oil, arrivals, QC checks, equipment use and crew car trips. Download a PDF, or the **Fuel CSV**.
3. **Fuel reconciliation** works out, for each tank: start level + delivered + transfers − end level = fuel gone, and compares it with fuel sold. Differences above your limit (**Flag a difference over …%**) are flagged.

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Setting up the FBO (once)

A billing person or admin does this on the website; tanks, cars and equipment can also be added from the Admin app.

Step	Where and what
1. Airports	**FBO → Airports**: add each location with its airport code (ICAO or FAA) and tick **FBO here**. Several airports are fine; everyone then picks one, or All, at the top.
2. FlightAware (optional)	Your FlightAware AeroAPI key goes into Netlify as **FLIGHTAWARE_API_KEY** (done once by whoever runs your setup). Then choose, per airport, whether arrivals and departures come in.
3. Price list	**Billing → Line Service → Price list**: fuel types and per-gallon fees, oil, services (GPU, lav, hangar night, catering handling) and fees.
4. Fuel farm	**FBO → Fuel farm & QC**: each tank and truck with fuel type, capacity and level. Then **Save check list** with your daily, weekly and monthly checks.
5. Ramp equipment	**FBO → Ramp equipment**: GPUs, tugs, lav carts and other gear, with serial number, hour meter and **Service every** hours or months.
6. Crew cars	**FBO → Crew cars**: make, model and plate.
7. Staff	Give line staff and the front desk the **Line Service** role. Add shifts and qualifications under **FBO → Staff**, and tick the fuel handler rule there if you want it.

Who does what

Person	Where they spend the day
Front desk	Front desk, Arrivals and the Arrange panel, Customers, Crew cars, tickets and payment.
Line tech	The Admin app: Fuel orders, tickets with meter photo and signature, Fuel farm & QC checks, Ramp equipment take and return.
Fuel farm lead	Fuel farm & QC: checks, deliveries, transfers and the QC log.
Manager / billing	Staff and qualifications, Reports and fuel reconciliation, Price list, Discounts, Airports and Settings.

On the phone

The Admin app for iPhone and Android has an **FBO** workspace with Fuel orders, Arrivals (with a form that fills in from the customer profile), Fuel farm & QC, Crew cars, Ramp equipment and Staff. Billing people and admins can add and change tanks, cars and equipment from the phone too.

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Good to know

Question	Answer
Who can see the FBO workspace?	Admins, billing people and anyone with the Line Service role. Billing must be turned on. It is part of the full MRO Tracker plans, not MRO Tracker Light.
Do we need FlightAware?	No. Arrivals can be typed in. FlightAware only saves typing and needs your own AeroAPI key.
Does it work with maintenance?	Yes. The same organization can run its shop, hangar and flight operations in MRO Tracker, and line service tickets become invoices like any other (QuickBooks as usual).
More detail on tickets and payment?	See the Line Service guide: login.mrotracker.com/resources/MRO-Tracker-Line-Service-Guide.pdf

Running an FBO?

See the FBO workspace with your own airport in a 30-minute demo.

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People, companies and tail numbers in this guide are samples. Fuel quality checks follow your own procedures and your fuel supplier's requirements; MRO Tracker records them and does not replace them. FlightAware is a trademark of its owner; MRO Tracker is not affiliated with it.

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