# Line Service

Fuel, oil and ramp services for visiting aircraft: tickets, payment, discounts and billing accounts

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**PREPARED FOR**

**FBOs and airport operators**

Line staff, front desk and billing people (full MRO Tracker plans; not included in MRO Tracker Light)

**FROM**

**Leesburg Aviation LLC**

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### At a glance

A visiting plane buys fuel, oil and services and pays on the spot. The lineman types the tail number, adds what was sold, takes the meter photo and the pilot's signature, and charges: **Tap to Pay**, a card typed or scanned into Stripe's form, a **pay link** by text or email, cash or check, or the customer's **account**. Every ticket becomes an invoice (QuickBooks as usual), oil comes out of Stores, and the **day sheet** shows gallons and money by payment method.

## Set up (once)

1. **Price list**: website → **Billing** → **Line Service** → **Price list**. Click **Add a starter price list** (20 typical items with example prices), or drop your own Excel or CSV file on **Import a price list**, or add items one by one. Set your prices and Save each row.
2. For fuel, enter the fuel type (100LL, Jet A) and any per-gallon fee (flowage), which goes on the invoice as its own line. For oil, link the **stock part** so each quart sold comes out of Stores. The **Cost** column is only used for cost-plus discounts and is never printed.
3. **Settings**: default tax %, the note printed on receipts, whether line staff may give a discount %, and the Tap to Pay address (start typing it and pick it from the list).
4. **Payments**: connect Stripe in **Billing** → **Settings**. Card payments go to your own Stripe account.
5. **People**: give line staff the **Line Service** role (Flight Ops → Settings → Flight Roles). Tick **Mobile app: Line service only** for staff whose app should open straight to line service.

| Price list column | What it means |
|---|---|
| Kind | fuel, oil, service or fee |
| Name / Fuel type / Unit | What shows on the ticket and invoice; unit is gal, qt, each, night, hour … |
| Price / Cost | What you charge / what you pay (cost-plus discounts only) |
| Per-gal fee | Flowage or into-plane fee per gallon (fuel) |
| Taxable / Tax % | Sales tax for the item |
| Active | Untick to hide an item without deleting it |

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## A ticket on the phone

1. Open the **Line Service** workspace (workspace menu at the top left) and tap **New ticket**.
2. Type the tail number and tap **Look up**. 541VA is read as N541VA. The FAA registry and your fleet fill in the make and model; earlier visits fill in the pilot.
3. **Who should be billed?** If the plane has billing accounts (owner, operator, management company, pilots), pick one and the customer, email and phone fill in. Planes without any show who MRO Tracker already knows for them as **suggested**.
4. No account? Tap **Scan business card** (the camera reads name, company, phone and email) or **Phone contact**. Tick **Save as a billing account for this plane** to keep them for next time.
5. Tap **Add fuel, oil or a service**: pick from the price list (Fuel, Oil, Services, Fees, or search), enter the gallons or quantity on the **How much?** screen and tap **Add to the ticket**. **Something else** adds a line typed in by hand. Tap a line to change it; swipe it to remove it.
6. Take the **fuel meter photo** and the **customer signature**.
7. **Charge**: Tap to Pay (iPhone XS or newer, Android with NFC), **Enter or scan card**, **Send pay link**, **Paid cash** or **Bill to account**. Then **Send receipt**.

### Without signal

Account → **Sync now** saves the price list, today's tickets, the day sheet, open tickets and their planes' billing accounts on the phone, so they can be looked up without signal. Creating and charging a ticket needs signal.

## Payment methods

| Method | What happens |
|---|---|
| Tap to Pay | The card is tapped on the phone (Stripe Terminal). Paid at once. |
| Enter or scan card | Stripe's own card form; the camera can read the card. The number goes straight to Stripe, never through MRO Tracker. |
| Pay link | The invoice is texted and/or emailed with a Pay now link; the ticket is paid when they pay online. |
| Cash / check | Recorded as paid. |
| Bill to account | A sent invoice for the customer account, paid later. |

## Billing accounts on a plane

- A plane can have several people or companies who may be billed for it, each with a role (owner, operator, management company, pilot, other) and one **default**.
- Add, change the default or remove them on the ticket (**Billing accounts for N…**), on the aircraft record (website) or by ticking **Save as a billing account** on a ticket.
- They're kept by tail number, so visiting planes that aren't in your fleet have them too. A customer's page lists the planes they're a billing account for.

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## Discounts

Billing people set up rules on the website: **Billing** → **Line Service** → **Discounts**. Each ticket's discounts are worked out when it's saved; a line gets the one best rule that matches (they don't add up). The discount shows under the item on the ticket, invoice and receipt, so the list price stays visible.

| Rule | Example |
|---|---|
| Amount off per unit | $0.30 off each gallon of Jet A |
| % off | 10% off services for based tenants |
| Set price per unit | Contract fuel: Jet A at $5.95 |
| Cost plus per unit | Cost + $1.25 a gallon (needs Cost on the price list) |
| From quantity | Volume tier: $0.25 off from 200 gallons |

A rule can be for everyone, one customer or one plane, for one kind, fuel type or item, and between two dates. On the ticket, **Discount %** with a reason gives a one-off discount; by default only billing people can.

## The day sheet and the website

- **Today's sheet** (phone) and **Day sheet** (website): tickets, gallons by fuel type, totals by payment method and what's still unpaid.
- The website's **Tickets** tab lists and searches every ticket; **New ticket** works the same as on the phone.
- **Void** a posted ticket with a reason: the invoice is voided, card payments are refunded in Stripe and oil goes back into stock.

### Tip

Import your price list first, then give the line staff the Line Service role and "Line service only": their phone opens to big New ticket, Open tickets and Today's sheet buttons.

Questions? Call MRO Tracker support at **703.520.5040** or visit mrotracker.com.

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