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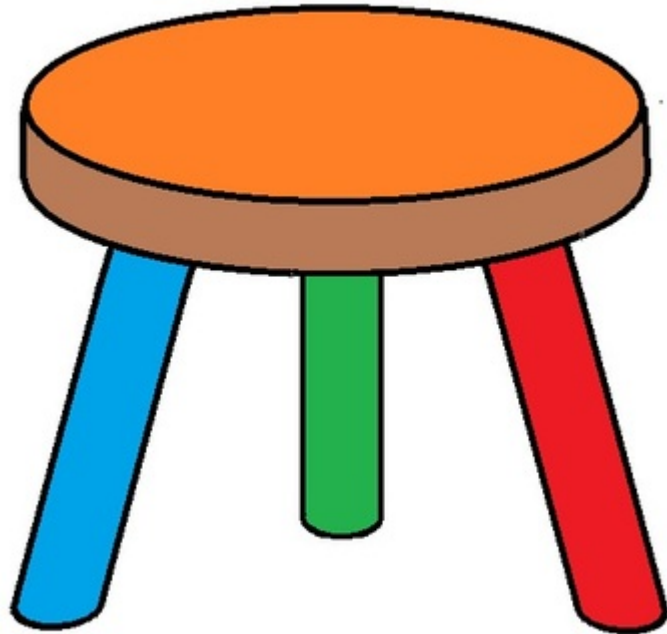


The Year in Review

TotalFBO Programming

September 18, 2018

Product Vision



- Improving the User Experience
- Maintaining Program Stability & Improving Efficiency
- Building on Management Tools

Improving UX – Concierge SuperScreen

Today +
next 4 days

180: Concierge SuperScreen

8/23/2018 8/24/2018 8/25/2018 8/26/2018 8/27/2018

Arriving Flights: 0 0 0 0 0
Departing Flights: 0 0 0 0 0
Rentals: 0 0 0 0 0

Jump To: [Calendar Icon] ☐ Show ALL Dates? ☐ Show cancelled?

Search: [Search Icon]

| <<Date> | Time | A/D | Customer | Tail # | Act Type | Fuel | Oil | Arr Flt # |
|-----------|----------|-----|--------------------|--------|------------|------|-----|-----------|
| 1/30/2018 | 10:00 AM | Dep | AT&T Flight Depart | N900SB | DA90EX | No | No | |
| 2/05/2018 | 8:00 AM | Arr | Roulet, Steve | N1122 | Piper | No | No | |
| 2/05/2018 | 9:30 AM | Arr | Shell QC Test Con | N1234 | Piper | Yes | No | |
| 2/05/2018 | 10:00 AM | Dep | Roulet, Steve | N1122 | Piper | No | No | |
| 2/06/2018 | 1:00 PM | Arr | Shell QC Test Con | N1234 | Piper | No | No | |
| 2/08/2018 | 2:00 PM | Arr | Roulet, Steve | N1111 | Beechcraft | No | No | |
| 2/08/2018 | 4:00 PM | Dep | Shell QC Test Con | N1234 | Piper | Yes | No | |
| 2/08/2018 | 11:59 PM | Dep | Shell QC Test Con | N1234 | Piper | No | No | |
| 2/09/2018 | 5:00 PM | Dep | Roulet, Steve | N1111 | Beechcraft | No | No | |
| 2/10/2018 | 8:30 AM | Arr | Shell QC Test Con | N1234 | Piper | No | No | |
| 2/13/2018 | 9:00 AM | Arr | Shell QC Test Con | N1234 | Piper | Yes | No | |
| 2/13/2018 | 11:11 AM | Arr | ACME Flying, Inc. | N12345 | G550 | Yes | No | |
| 2/14/2018 | 12:12 PM | Dep | ACME Flying, Inc. | N12345 | G550 | Yes | No | |
| 2/15/2018 | 8:00 AM | Arr | Roulet, Steve | N1122 | Piper | Yes | No | |
| 2/15/2018 | 5:00 PM | Dep | Roulet, Steve | N1122 | Piper | Yes | No | |
| 2/16/2018 | 7:30 PM | Dep | Shell QC Test Con | N1234 | Piper | Yes | No | |
| 2/20/2018 | 11:30 AM | Arr | AT&T Flight Depart | N900SB | DA90EX | Yes | No | |
| 2/20/2018 | 12:45 PM | Arr | Roulet, Steve | N1111 | Piper | Yes | No | |

Print View Insert Change Cancel

Status Upd Notify Invoice Customer QuickDat Rsv Schedule Concierge Reports Dispatch Ops

Local/12 Local/24 GMT
Time: 10:42AM 10:42 1542

View Invoices After: [Calendar Icon]

Open/Pending Invoices: Search: [Search Icon]

| <<Date> | Invoice # | Customer | Status | Tail # | Total \$ | PO # | UnCom? |
|-----------|-----------|--------------|--------|--------|----------|------|--------|
| 1/01/2015 | 001259 | New Customer | Pend | 14215 | 682.10 | | |
| 1/01/2015 | 001260 | New Customer | Pend | 045112 | 732.26 | | |
| 1/01/2015 | 001261 | New Customer | Pend | 176543 | 1,013.13 | | |
| 1/01/2015 | 001262 | New Customer | Pend | 2646 | 1,133.49 | | |
| 1/01/2015 | 001263 | New Customer | Pend | 456789 | 262.35 | | |
| 1/01/2015 | 001264 | New Customer | Pend | 456789 | 188.10 | | |
| 1/01/2015 | 001265 | New Customer | Pend | 789453 | 202.95 | | |
| 1/01/2015 | 001267 | New Customer | Pend | 123459 | 272.25 | | |

View Print Change Void Copy

Normal Invoices: Search: [Search Icon]

| <<Date> | Invoice # | Customer | Tail # | Total \$ | ?Paid | PO # | UnCom? |
|-----------|-----------|------------------|--------|----------|-------|------|--------|
| 1/01/2015 | 001121 | New Customer | 123459 | 0.00 | | | |
| 1/01/2015 | 001122 | New Customer | 2222 | 0.00 | | | |
| 1/01/2015 | 001123 | New Customer | 0023 | 0.00 | | | |
| 1/01/2015 | 001124 | New Customer | 1111 | 0.00 | | | |
| 1/01/2015 | 001125 | New Customer | 2435 | 0.00 | | | |
| 5/01/2015 | 15-001020 | Roulet, Mr. Stev | N1234 | 500.00 | | | |
| 5/14/2015 | 15-001001 | Williams, Kirk | | 5.50 | | | |
| 5/14/2015 | 15-001002 | Williams, Kirk | | 4.40 | | | |
| 6/01/2015 | 15-001071 | Roulet, Mr. Stev | N1234 | 8.22 | | | |
| 6/16/2015 | 15-001003 | Roulet, Mr. Stev | N1111 | 592.02 | | | |
| 6/16/2015 | 15-001004 | Wilson, Bob | N1111 | 62.62 | | | |
| 6/16/2015 | 15-001005 | Roulet, Mr. Stev | N1234 | 1.05 | | | |
| 6/23/2015 | 15-001006 | Williams, Kirk | | 5.17 | | | |
| 6/23/2015 | 15-001007 | Wilson, Bob | | 5.23 | | | |

View Insert Change Void Copy Reverse Print FlightBridge Web Close Help

Improving Efficiency - Concierge Request

**Reservation ID
in FlightBridge**



180: Change a Request

1 - General 2 - Line Svcs 3 - Ramp Svcs 4 - Transportation 5 - Lodging 6 - Catering 7 - Notes/Attachments 8 - Msgs/Notes

Arrival Information

Aircraft Number:
Aircraft Type:
ICAO Model:

Expected:
Actual:

Flight Number:
Passengers:
Arriving From:

Slot Date/Time:
Arrival PPR:

Departure Information

Expected:
Actual:

Flight Number:
Passengers:
Departing To:

Slot Date/Time:
Departure PPR:

☐ Pull Out of Storage ☒ Quick-Turn
☐ Pull Into Storage ☐ Remain Overnight
☐ Short Stay ☐ Extended Stay

Flight Type:

Customer:
Address:
City: State:
Zip Code:
Phone: Fax:
Email:
Sel Codes: CST
Home Loc: Broken Arrow

Dispatcher:
Pilot:
Co-Pilot:
Crewman 3:
Crewman 4:

Request Status: ☒ Open ☐ Confirmed ☐ Cancelled

☐ Print Request on Ok?

Improving Efficiency - Concierge Request

Selected Services



180: Add A New Request

1 - General 2 - Line Svcs 3 - Ramp Svcs 4 - Transportation 5 - Lodging 6 - Catering 7 - Notes/Attachments 8 - Msgs/Notes

Show:

- ☒ Ramp Services
- ☐ Aircraft Cleaning
- ☐ Facilities/Amenities
- ☐ Replenishments/Maintenance
- ☐ International
- ☐ User-Defined
- ☐ Notes

Service Selected Arr/Dep

| | |
|------------------|------|
| Aircraft Tug | Both |
| Power Cart | Dep |
| Lavatory Service | Arr |
| Clean Interior | Arr |
| Coffee Service | Dep |
| Ice Service | Dep |
| Newspaper | Dep |

Ramp Services: ☐ All Ramp Services Complete

N A D E B Complete

| | | | |
|-------------------------------------|-------------------------------------|------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Air Conditioning | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Air Start | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Aircraft Preheat | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Aircraft Tug | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Baggage Handling | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Gate Service | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Belt Loader | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Sport Charter Handling | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Power Cart | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Aircraft Stairs | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Aircraft Defrosting | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Freight Handling | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Passenger Handling | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Security Screening | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Aircraft Screening | <input type="checkbox"/> |

Request Status: ☒ Open ☐ Confirmed ☐ Cancelled

☐ Print Request on Ok?

Efficiency & Management Tool – Shop Update

373: Shop Dashboard

| Shop Inv# | Tail # | Est Hrs | Logged Hrs | Opened | Due | Info? | Wrnty? | C |
|-----------|--------|---------|------------|-----------|------------|-------------------------------------|--------------------------|---|
| 15-1079 | N853 | 16.00 | 18.35 | 6/25/2017 | 11/30/2017 | <input type="checkbox"/> | <input type="checkbox"/> | |
| 17-1117 | N999 | 0.00 | 0.00 | 8/29/2017 | 10/15/2017 | <input type="checkbox"/> | <input type="checkbox"/> | |
| 17-1118 | N555 | 5.00 | 3.00 | 8/29/2017 | 12/01/2017 | <input type="checkbox"/> | <input type="checkbox"/> | |
| 17-1119 | N444 | 0.00 | 4.23 | 8/29/2017 | 1/04/2018 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 18-1121 | N666 | 0.00 | 0.00 | 3/29/2018 | / / | <input type="checkbox"/> | <input type="checkbox"/> | |
| 18-1122 | N777 | 0.00 | 0.00 | 3/29/2018 | / / | <input type="checkbox"/> | <input type="checkbox"/> | |
| 18-1125 | N9634 | 9.00 | 0.00 | 5/04/2018 | 5/05/2018 | <input type="checkbox"/> | <input type="checkbox"/> | |
| 18-1127 | N9634 | 10.00 | 0.00 | 8/01/2018 | 10/01/2018 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

Now: 10:17AM

Last Update: 10:17AM

Auto-off

Set Auto-Update Interval (mm) 120

Update!

Close

Help

SO# 18-1127

Age: 26 days 35 Days until due.

Active Techs: 0 (in SFA)

Discrepancies:

Viewing: #1 Open:(2) Closed:(0)

| # | ATA Code | Class | AW | +Info | Wrnty |
|---|----------------------|-------------|-------------------------------------|-------------------------------------|--------------------------|
| 1 | Passenger Compartm | Other Work | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2 | Fuel Quantity Sensor | Engine Work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Radio is too loud.

Problem Resolution Instructions

Efficiency & Management Tool – Secondary Card

180: Change A Payment

☐ Cash

☐ Check/EFT

☐ Credit Card/Other

☐ Gift Certificate

☐ On-File Card

Amount Paid: 161.99 ☐ F5

Card Number: » ****0576

Expiration Date:

Credit Card Type: AllianceWFS

Name on Credit Card:

Street Addr: CVV / VID:

Zip code:

Forced Auth Code:

☐ Allow Swiped Return?

Secondary Card Number:

? CC Number Help Authorize

✓ OK ✗ Cancel ? Help

Management Tool – XML Suppression

149: Change a Sub-Type

1 - General 2 - Taxes 3 - Price Breaks 4 - Surcharges ☐ Disabled?

Minimum Fueling Option:

- ☒ Use option as specified on customer account
- ☐ Minimum Money to Charge
- ☐ Minimum Units-Pumped To Charge For
- ☐ Constant Add-On Money Charge

Additional Surcharges

| Surcharge 1 | | Surcharge 2 | |
|--|-------------|--|-----|
| Surcharge Unit Price: | 0.050000 | 0.000000 | |
| Surcharge GL Account: | 4062.00 ... | | ... |
| Into-Plane Fees | | | |
| <input type="checkbox"/> Suppress Detail in CC Authorization | | <input type="checkbox"/> Suppress Detail in CC Authorization | |

Note: Minimums and Surcharges are Never inherited from the parent fuel record.

OK Cancel Help

Program Efficiency & Management Tool – Payroll Update

Personnel
record-keeping

Clock in - clock
out functions

Logging / billing
time to SOs

Logging / billing
instructor time

Importing payroll
journal entries

Match EEs to
external programs

Program Efficiency – Behind the Scenes

CC Logs
Compression
at Startup

SQL processing
Concierge Items

Enterprise Utility

What's Ahead





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Thank You