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Working with Savvy: A Guide for Service Centers and AMTs

All of us at Savvy look forward to working with you! The purpose of this guide is to explain how Savvy's maintenance management program works. It describes what Savvy has been hired to do on behalf of the aircraft owner, and how we can work with you to provide our mutual customers with the best and most cost-effective maintenance possible.

We have found that our customers are best served when Savvy and the Service Center follow specific protocols and procedures during inspection and maintenance. These might be a bit different from those that you are accustomed to following for your regular customers. But we believe they are essential to getting the job done as efficiently and economically as possible, and protecting both you and us from legal liability.

Who is Savvy, and what do we do?

The aircraft owner and the service center each have specific regulatory responsibilities for maintaining the aircraft. We respect and value the ability of the service centers we work with to do their part competently and efficiently. Savvy's job is to assist the aircraft owner in doing his part.

Savvy does not perform maintenance. We don't inspect the aircraft, make airworthiness determinations, or perform repairs or alternations. What we do is to stand in the owner's shoes and represent the owner in all dealings with your facility, providing you guidance and work approvals.

We're all veteran A&Ps, IAs and current or former service center owners or DOMs. We speak your language and understand the rules and realities of GA maintenance. We have all stood in your shoes, and we try hard to make your life easier. Expect us to ask precise questions, to give you clear and unambiguous guidance and approvals, to help you troubleshoot problems, manage owner expectations, and get your invoices paid promptly.

The Savvy "account manager" to the customer's aircraft is your primary point of contact. Each account manager is an A&P/IA with 20+ years of GA maintenance experience and a specialist in make and model. All are current or former service center owners or DOMs. We think you will enjoy working with us.

General protocols and procedures

1. **The Savvy on-line web-based ticket system is the principal means of communication between you, Savvy and the aircraft owner.** Your technicians will receive an email notification explaining how to create a password for accessing the Savvy ticket system. The ticket system is designed to ensure that communications are done in writing (minimizing the

chance of misunderstandings), that the owner can see all communications, and that there is a contemporaneous written record of everything. We try to minimize telephone and email communications; if it does occur, the account managers are instructed to document all phone calls on-ticket, and to cut-and-paste all emails to the ticket in order to maintain a complete written record.

2. **We ask that you wait to perform any maintenance until you receive written authorization from Savvy**, even if the work is required by regulation or covered by warranty. We understand some owners like to hang around the shop during maintenance. We would never discourage that, but please, *never* accept authorization from the aircraft owner instead of from Savvy...it inevitably leads to confusion. Authorizations will always be in writing (via the ticket system). This is for your protection and ours. We want avoid any surprises, and to ensure that your invoice will be paid promptly without question or delay.
3. **Savvy will ask you for an estimate in writing via the ticket system before authorizing work.** We never ask our clients to approve work without knowing what it is likely to cost. The estimate should include expected parts, labor and outside work. We fully understand that sometimes it's difficult to provide an accurate estimate, and in such cases we prefer that your estimate be on the high side; we'd much rather see your invoice come in below estimate than above. If problems arise that may cause you to exceed the estimate you've given us, please stop work, explain the situation to us, and wait for us to approve your revised estimate in writing on the ticket.
4. **Upon completion, post your invoice and logbook entries to the ticket system.** We understand that you expect to be paid at the time of delivery, and we train our clients to do that! We also train them never to pay an invoice until their Savvy account manager has reviewed it and approved it for payment. This means that you need to provide us the invoice before delivering the aircraft. Unless we have questions about your invoice, we typically approve it within an hour or less of the time you post it to the ticket. Also please post logbook entries to the ticket in digital form (PDF) and provide the entries to the aircraft owner on self-adhesive stickers. (If you are unable to post your invoice or logbook entries to the ticket in digital form, you may fax them to us at 646-607-0144 but this may delay things a bit because our operations department will need to attach your fax to the ticket before the account manager can see it.)

Protocols and procedures for annual inspections

1. **Savvy will provide you with scanned aircraft maintenance records in digital form (PDF) via the ticket system.** This includes aircraft, engine and propeller logbooks, AD compliance summaries, and Form 337s. Normally we ask our aircraft-owner clients not to allow the original (hardcopy) maintenance records out of their physical custody. We do this to protect the client against risk of loss, and to protect you against liability.
2. **We will also provide you with a complete list of known squawks and requested repairs.** We will try to get this to you before the aircraft arrives so that you can be prepared and possibly pre-order parts.

3. **We ask that you provide a written flat-rate quote for the inspection explaining exactly what is included.** We may ask you to include some inspection items in addition to your usual inspection checklist. (For example, we always ask for a complete borescope inspection of all cylinders, and for an oil sample to be sent to Blackstone Laboratories.)
4. **Savvy will give you written authorization to perform the inspection.** This will usually be for the inspection only, and will not authorize any repair labor or parts, even for work you consider to be routine. For example, many shops routinely clean fuel injection nozzles and perform a fuel system setup at every annual, but Savvy will specifically ask that you not do either of these things unless our analysis of the aircraft's digital engine monitor data indicates that it is necessary and we have authorized it.
5. **As soon as the inspection phase is complete, post a complete discrepancy list to the ticket.** Please include:
 - a. Your specific repair recommendation and detailed cost estimate (parts, labor, outside work) for each discrepancy
 - b. Clear identification of all "airworthiness items" that, if left uncorrected, would prevent you from approving the aircraft for return to service.
 - c. Items for compliance with all applicable ADs, Airworthiness Limitations, and Mandatory Service Bulletins. For Optional Service Bulletins, we ask that you list them on the discrepancy list, but it's not necessary for you to estimate them—we'll ask for an estimate if we decide to have you comply with the SB.
 - d. Applicable manufacturer-recommended preventive maintenance items, special inspections, and avionics software updates. We may ultimately decline some of these recommendations, but we'd like you to include them in your discrepancy list.
6. **Savvy will review your complete discrepancy list with the owner, then provide you with written direction on the ticket.** We will typically approve some of your recommended repairs and decline others. Sometimes we may ask for more information about certain discrepancies (e.g., measurements or photographs).
7. **Normally we will wait until the inspection is complete before authorizing any repairs.** Our management methodology is intentionally intended to discourage the "inspect a little, fix a little" approach. In some cases, however, we will authorize certain repairs early in order to help optimize your workflow. For example, if the magnetos are due for a 500-hour IRAN, we may authorize you to send them out right away. Similarly, if the aircraft is up on jacks and you let us know that a tire change or brake disc replacement is needed, we'll make every effort to provide you quick approval. We always use our best efforts to avoid hanging you up or delaying completion of the work.
8. **Please ensure that your post-inspection runup includes a checkout of all aircraft systems including all avionics and the autopilot** so as to catch any glitches before delivery. If you have the capability to perform a post-maintenance test flight, please let us

know and include this in your cost estimate. Some clients prefer to have the shop perform the test flight, while others prefer to do it themselves.

9. **Please post your invoice to the ticket prior to customer pickup so we can review and approve it.** Savvy clients expect to pay the invoice at time of aircraft delivery. We instruct them not to pay any invoice until it has been reviewed and approved by the Savvy account manager. The quicker you can get us the invoice, the quicker we can review and approve it for payment.
10. **Please post your maintenance record entries to the ticket in digital format (PDF preferred), and also provide them to the customer as self-adhesive stickers.** It helps us a lot if you post the aircraft, engine and propeller entries as separate files and label them clearly as aircraft, engine and propeller.