Client Quick-Start Guide
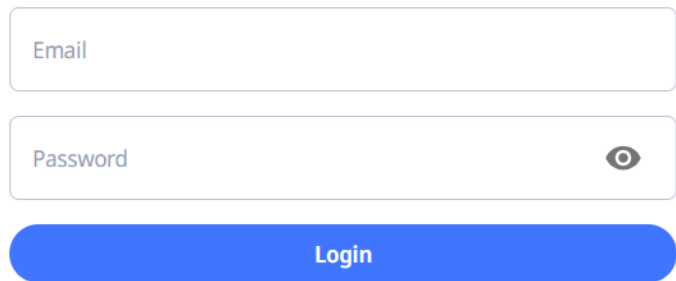
✓ To begin with, you will receive an email from Savvy. This email will come from Savvy's maintenance ticket system, and will ask you to post to one of our maintenance tickets to let us know you're online and can communicate with us.

✓ **Once you have received the email:**

- Click on the hyperlink at the top of the email. This will open the home page of Savvy's maintenance-tracking ticket system in your web browser.

- Log in to the system with your <u>email address</u> and <u>password</u>. Then click on the "Log in" button to log into the system. The maintenance ticket will open automatically.

- Click in the text box at the top and you'll be able to add a new post to the ticket. Please type a short message so we know you've been successful in logging onto the system and are able to communicate with Savvy via the ticket system. Be sure to click on the "Send to" button to add your post to the ticket.

- If you have problems, email or phone Savvy's manager of operations Melissa Plumer at melissa.plumer@savvyaviation.com or (888) 465-8038 and she'll walk you through the process.

✓ **Now that you're on the system:**

- Any time a new post is made to one of your tickets, you will receive an automatic email notifying you of the post.

- When you receive the notification email, simply click on the hyperlink at the top of the email to open the ticket in your browser. (You should not need to log in again unless it has been a long time since you last accessed the system.) Usually one click is all it takes to get to the ticket!

- In addition to posting text to the ticket, you may attach all kinds documents (files) to your ticket posts: discrepancy lists, work orders, estimates, digital photos, oil analysis reports, invoices, logbook entries, etc.

- Savvy will often post electronic documents to the ticket system for you, notably digitized aircraft maintenance records to facilitate your logbook research.

Important protocols and procedures: Contact your Savvy account manager first, early and often. Let him handle all communications with shops and mechanics. Use the ticket system for communications whenever possible, rather than phone or email. Never approve work without a written estimate and your account manager's guidance. Never pay any maintenance invoice until Savvy has reviewed and approved it for payment. Work with Savvy to troubleshoot problems.