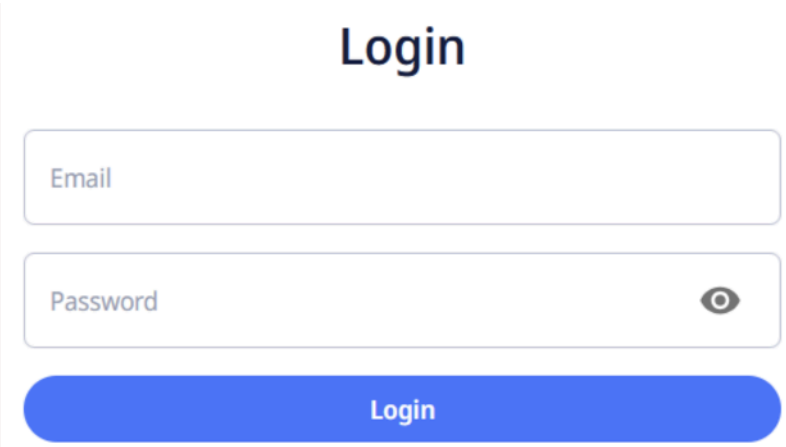
30 N. Gould Street, Suite 7491
Sheridan, WY 82801
Toll Free +1 (888) 465-8038

Service Center Quick-Start Guide

✓ To begin with, you will receive two emails from Savvy:

- One 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.
- The second email will be issued by Savvy's manager of operations, and will contain your username and password that will give you access to our system.



✓ Once you have received both emails:

- Click on the hyperlink at the bottom of the first 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 username and password. Then click on the "Log in" button to log into the system. The maintenance ticket will open automatically.
- 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…" submit button to add your post to the ticket.
- If you have problems, email or phone Savvy's manager of operations Melissa Plumer at (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 bottom of the email to open the ticket in your browser. (You wan't need to log in again uness it's been a long time since you last logged in.) 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.