AVISTRATA
AVIATION BUSINESS PLATFORM

Feature Guide

Every feature, its options, and who uses it — maintenance, flight ops, crew and AOG in one app, with a workflow diagram and screenshots for each area

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Overview

Avistrata runs maintenance and flight operations for an aviation organization in one app: task logging, work orders and task cards, aircraft records, engineering, tools, flight dispatch, crew, training and AOG. Everything is scoped to **groups**, switched on by **features**, shown through **workspaces**, and controlled by **roles**.

Groups. An organization is a top-level group; it can hold sub-groups (bases, programs, departments) nested to any depth. People see their own group's data and the groups above it; admins manage the groups below them. Billing and licences live at the top-level org. Many settings (support contact, email branding, AOG notification lists) are set per group, and a sub-group without its own setting inherits its parent's.

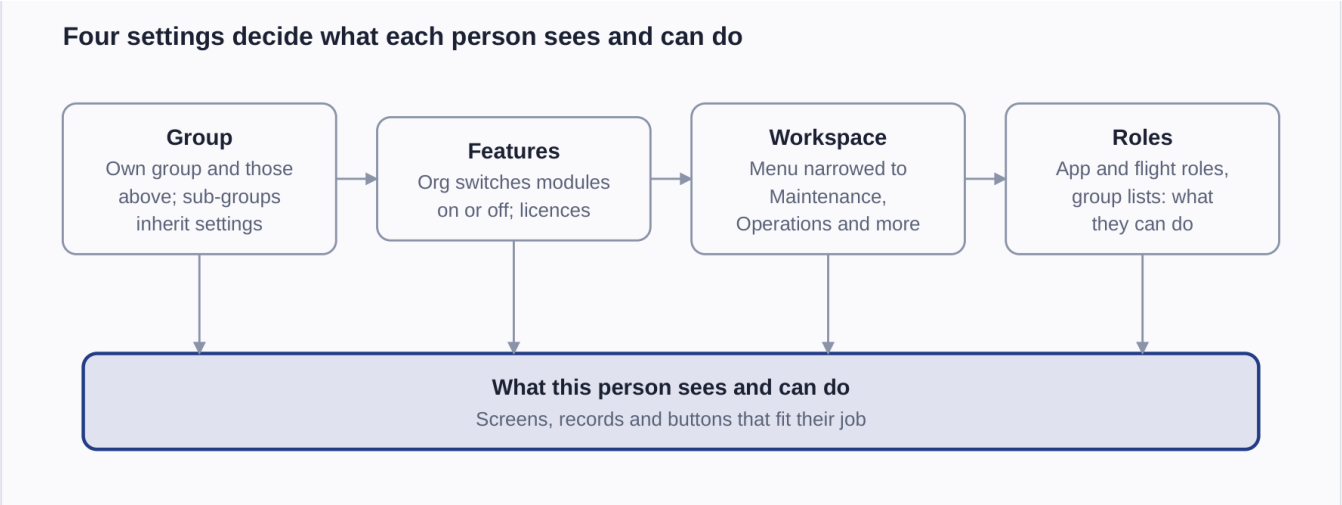
Workspaces (menu groups). The top menu is narrowed to the workspace a person picks from the ☰ menu or sets as their default in My Preferences. Admins assign each menu item to one or more workspaces in Menu Configuration.

Workspace	Menu items by default
Maintenance	Work Orders, Task Cards, ADLS Records, Training; Home opens with the Maintenance overview (tiles, aircraft needing attention, coming due and open work orders), then Log a Task, Today, Upcoming, Weekly Plan, Shared Tasks, Claimable Tasks, the task-card clock and Work Order / Task Card search

Workspace	Menu items by default
Operations	Flight Ops, Aircraft, Pilots, Logbook, Training, Reports, Files; Home opens on the Today operations view and the Operations Summary
Business Development	Business Development (dashboard, leads, opportunities, companies, customers and contacts, activities, forecast, contracts, business cases) and Billing; Home opens the Business Development screen, which opens on its Dashboard
Engineering	Engineering Home, requests, repairs and alterations, AD / SB review, reliability, engineering orders, damage map, technical library, configuration status, inspection program and parts interchangeability (see Engineering)
Program Management	Programs, deliverables, risks, changes, furnished items, off-channel requests, WBS and baseline, earned value, review packs and reports (see Program Management)
Marketplace	Aircraft for sale, parts for sale and the contractor marketplace (see Marketplace)
(none selected)	Everything the person is allowed to see

Features. Each org switches modules on or off in Admin → Groups → Features: Shared Tasks, Open to Claim, Weekly Plan, Time Tracking, Task Attachments, Files, Announcements, the four Sign options, Man-Hour Tracking, Training and Flight Ops. Task Cards and ADLS extraction are separately licensed per org. The Flight School edition is a separate licence module per organization.

Roles. There are three kinds. App roles (Super Admin, Org Admin, user) control administration. Flight roles (Director of Ops, Chief Pilot, Dispatcher, Ops Control, Pilot, Flight Attendant, Load Agent, Training, Director of Maintenance, Mechanic) control Flight Ops, Crew, Training and AOG. Group lists (Task Card QC, Approval, RII, Tool Operators, Weekly Plan Access) control specific maintenance actions. The full list is in the Role reference at the end.



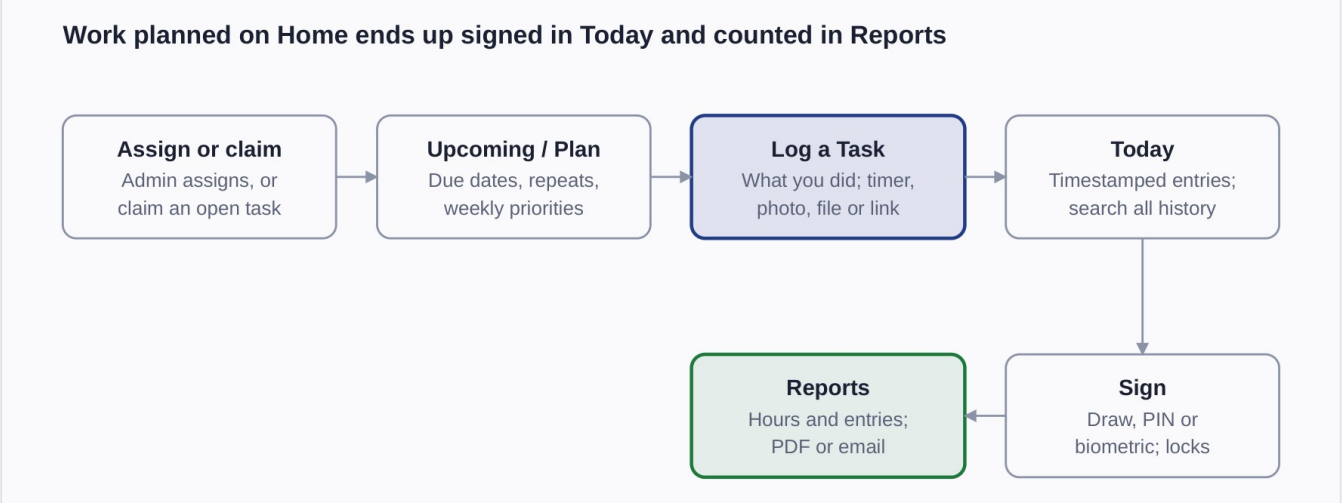
Access · group, features, workspace and roles

Change any one of the four and the person's screens change with it; admins set all four in Admin.

Help inside the app. The ? menu has the guided tour, the user guide, the Getting Started guide (the settings every new user should turn on), the Text Messages guide, the Mobile Apps guide and the iPhone / Android Home Screen guides (for using the web app from a phone's home screen), Contact Support, Report a Bug / Request a Feature, What's New and Past Announcements.

Home and personal tools

Home changes with the workspace: Maintenance users start on the Maintenance overview, then log and plan their own work there; Operations users land on the live operations picture; crew get a My Flights button and can make it their home screen.



Maintenance Home · plan, log, sign, report

Signed entries can't be edited, and Reports and the daily email summary read straight from what was logged.

Feature	What it does	Options	Who / purpose
Maintenance overview	Top of Home in the Maintenance workspace: tiles, quick buttons, aircraft needing attention (worst first), Coming due and Open work orders	Hide / Show; see Maintenance overview below	Everyone in the Maintenance workspace
Log a Task	Type what you did and press Add; it lands in Today with a timestamp	Attach a photo or file, add a link, stopwatch timer (Pause, Resume, Stop & Log, survives refresh)	Everyone; the daily work record behind Reports
Today	The day's logged entries	Yesterday/Today and date stepping, search across everything ever logged, Sign an entry (locks it)	Everyone
Upcoming	Things still to do	Due date, repeat daily/weekly/monthly, link, Assign to a person or "Open to claim" by a group, week calendar view	Everyone; admins delegate work
Claimable Tasks	Teal panel of open tasks anyone in the group can claim	Claim makes it yours	Feature "Open to Claim"
Weekly Plan	This Week / Next Week plan separate from the log	Priority High/Medium/Low, due date, link, status In Progress / Done / Delayed / Not Done, reorder, bulk add, calendar, PDF report; calendar in Work week, Week, 2 weeks or Month view (remembered); link an item to a work order, task card, Business Development, Program Management or Engineering record	Feature "Weekly Plan"; who can edit is set by Weekly Plan Access

Feature	What it does	Options	Who / purpose
Shared Tasks	One running feed many people post updates to	Choose who can see it, updates with or without tracked time, sign updates; link to a work order, task card, Business Development, Program Management or Engineering record	Feature "Shared Tasks"
Task Card clock	Banner showing the task card you're clocked in on	Clock out from Home	Maintenance, Task Cards licence
Work Order / Task Card search	Find a work order or card from Home	Number, customer, description, S/N, N- number	Maintenance
Utilities	Quick links list on Home	Turned on per person in My Preferences	Optional
Today (operations)	Live ops board: tiles, fleet strip, then five columns: AOG, Needs attention, Out now, Up next 12 h, Back today	Refresh, Schedule, Declare AOG; refreshes every minute	Operations workspace
Operations Summary	Fleet status, pilots, fleet by program and location, with drill-downs and one search box for aircraft (tail/serial) or pilot	Click any count to drill in; a pilot's name opens their crew record	Operations workspace
My Flights	Crew home screen: my medical, checks, training, rest and 24 h/7 d/28 d totals; flight I'm out on with Check In; next 14 days with what each still needs (release, FRAT, manifest, crew checks); back recently; open flights I can request; + Book a flight	Button in the top menu for every pilot, chief pilot and flight attendant; can also be the home screen (My Preferences → Home Screen); evening upcoming-flights email and departure brief per flight (My Preferences); refreshes every 2 minutes; phone-sized	Pilots and crew (Flight Ops on)
AOG monitor bar	Red bar at the top of the app while an aircraft is AOG	Click to open the event or the AOG desk	People marked Monitor on an AOG notification list

Top bar. Messages (direct messages to anyone in your group or its sub-groups; a red dot shows unread), My Preferences (gear), the ? help menu, and the refresh button.

My Preferences. Name, photo and mobile number; password; sign-in security (two-step sign-in with an authenticator app, email code or text code, and recovery codes); default workspace and home screen (Standard or My Flights), with the evening upcoming-flights email and departure briefs for crew; daily email reminders for upcoming tasks and a done-today summary (send time, skip weekends); push notifications per device; how notifications reach you (Email, Text or Both) and Text Avistrata, with the mobile number verified by a texted code; notify by email/text and push when something is assigned to you; signing PIN and device biometrics (Face ID / Touch ID / fingerprint / security key) as sign options; certificates; show the organisation's logo or the default icon; show Utilities and the task-card clock on Home. Links to open or email yourself the Getting Started and Text Messages guides sit right in the screen.

MRO Insight. The navy button bottom-left: ask a plain-language question about your own data (work orders, task cards, files, logbook, flight log, SOPs, W&B, MEL, status history, phase inspections, pilot ratings). Answers link to the records they came from; past questions are kept in History. In the mobile apps it is the sparkle button at the top of every tab (see Mobile apps).

Announcements. Admins post a one-time popup; earlier ones stay under ? → Past Announcements.

Messages. Each conversation shows whether the person is online now or when they were last active.

Boxes and buttons. Messages, confirmations and questions use the app's own boxes everywhere instead of the browser's. Every button shows that it is working, and a progress bar runs along the top while a page loads. Close and Cancel are visible outlined buttons. Close and Cancel are in the same place on every window.

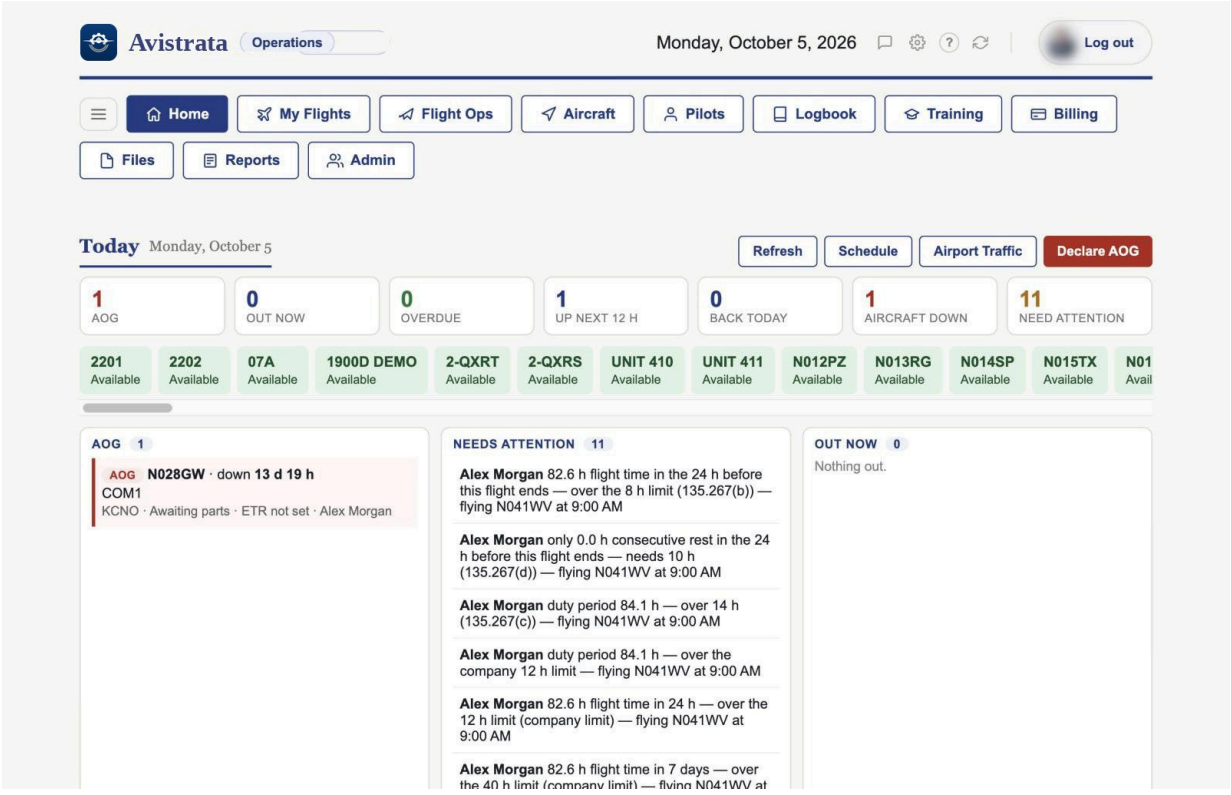
Lists and tables. Every list is a table: click a heading to sort it, rows alternate in colour, and a long list scrolls in its own box with its headings pinned.

Page layout. Every page has the same page header and icons. Long forms keep Save and Close floating on screen.

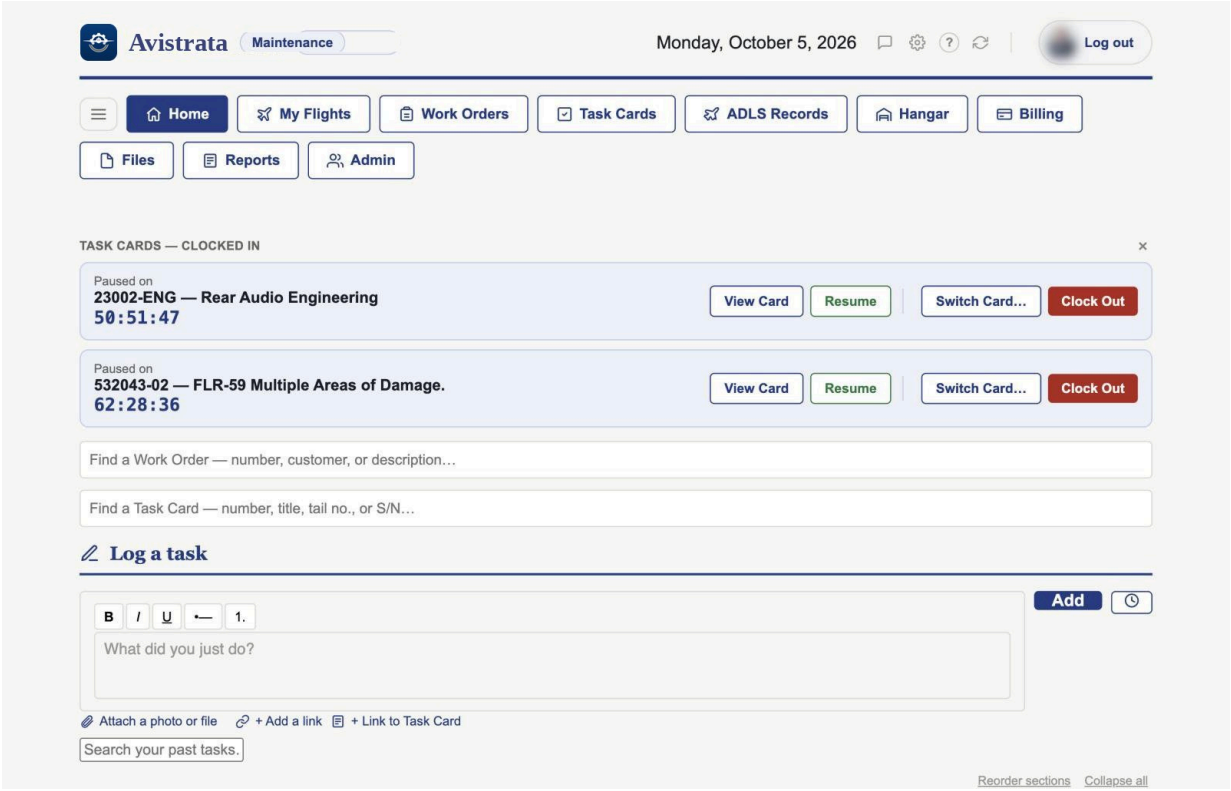
On a phone. Tabs are compact and all visible, with no sideways swiping; tables become cards, and form fields fit the screen.

Short menu. Crew, mechanics and flight school roles who aren't admins get a short menu bar.

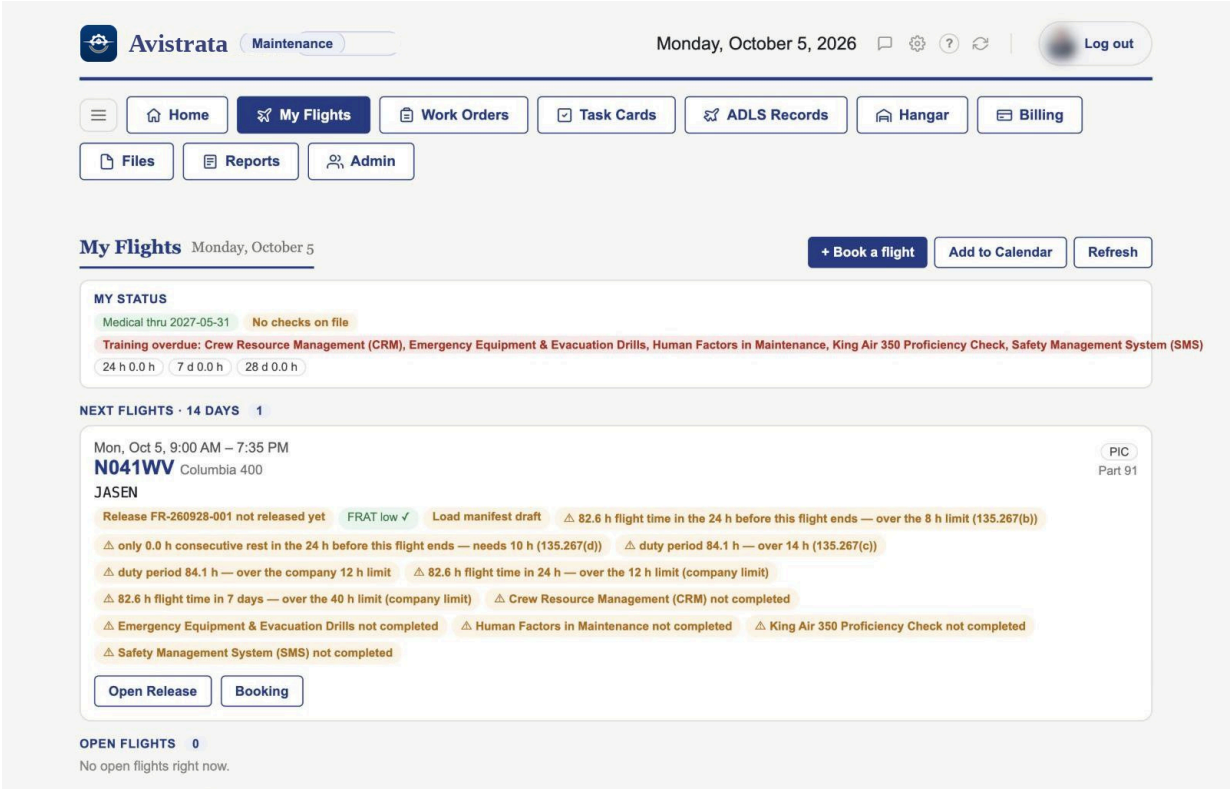
Screens



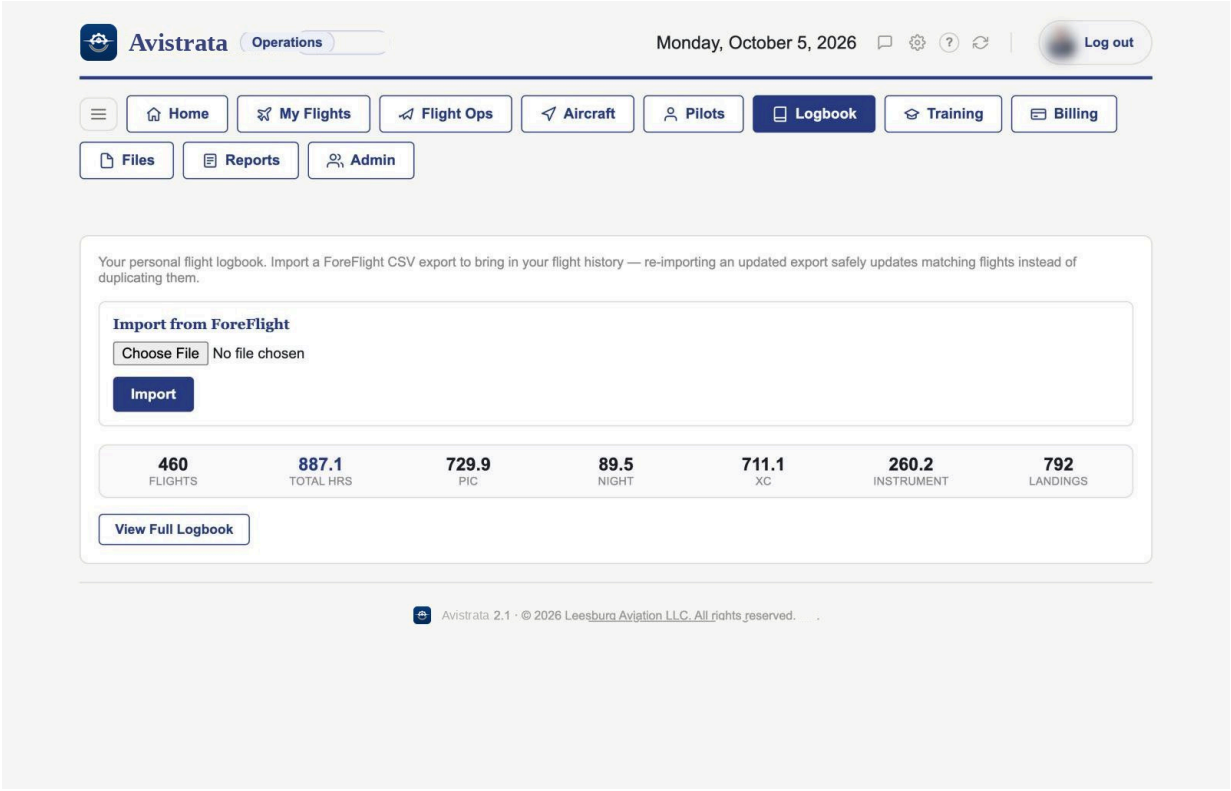
Operations Home: Today board with AOG, out now, next 12 hours and the fleet strip



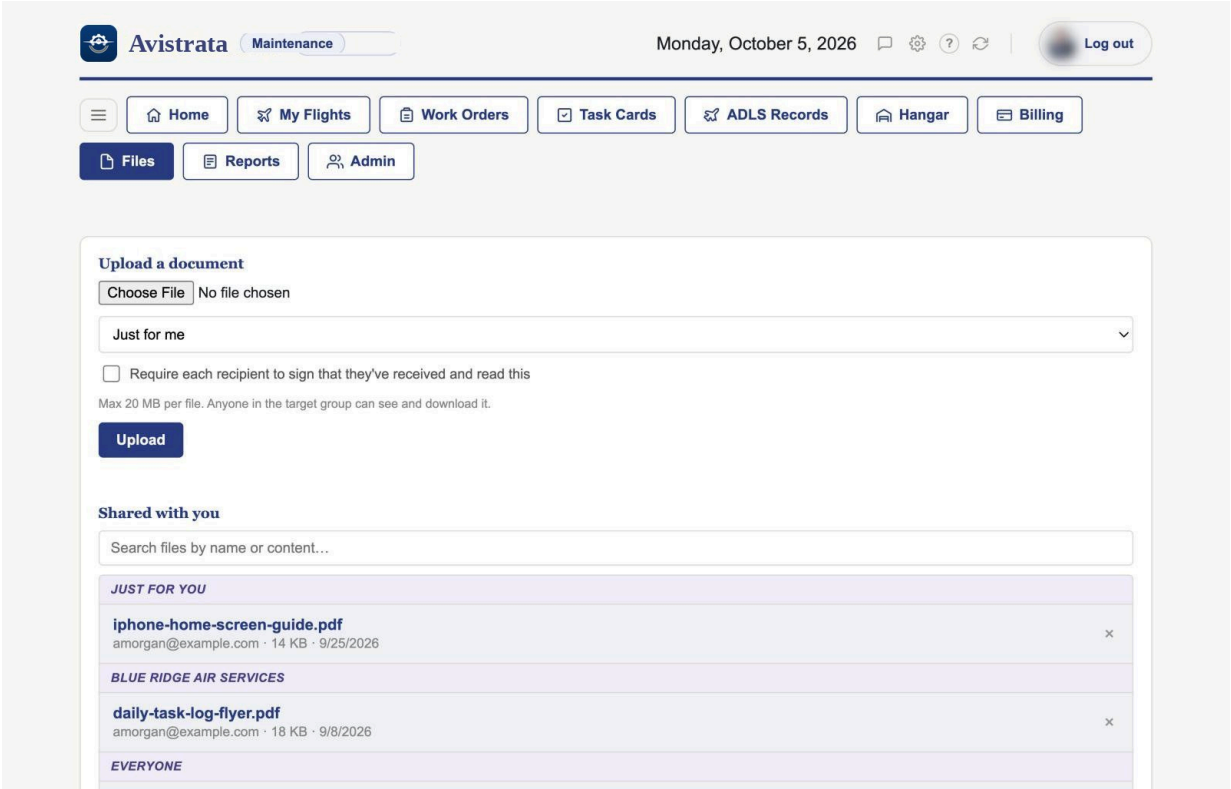
Maintenance Home: clocked-in task cards, work order and task card search, Log a task



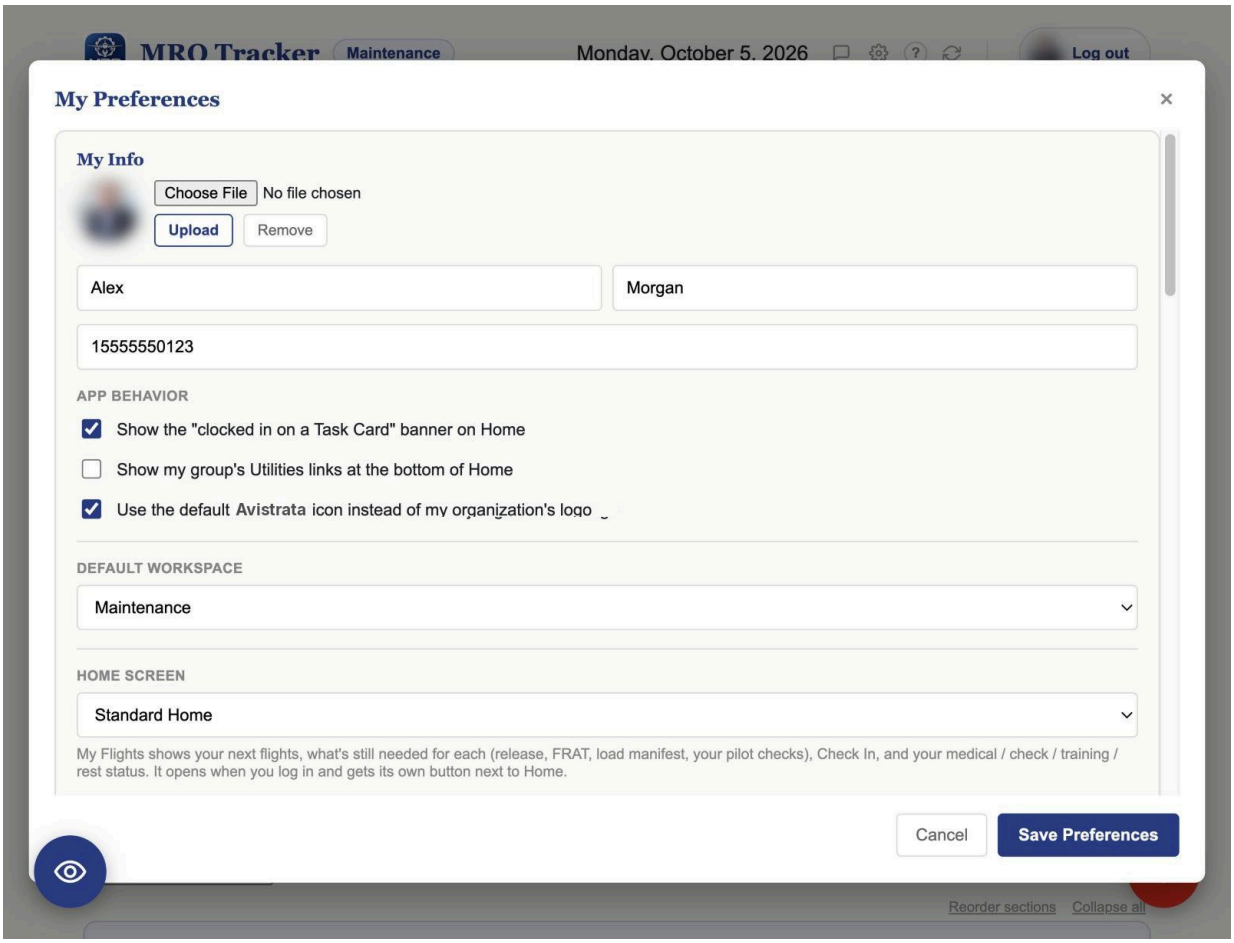
My Flights: a pilot's status, next flights with every check, open flights



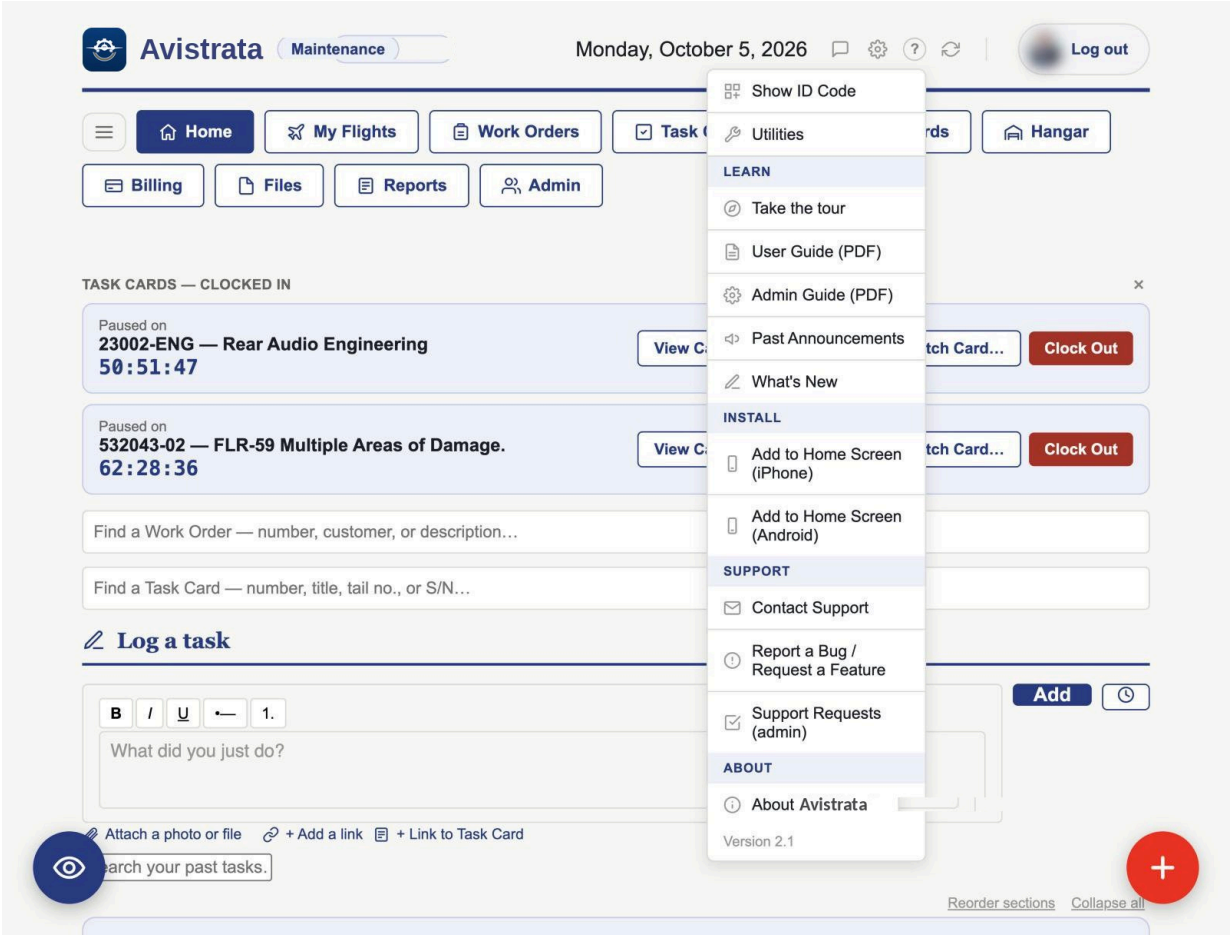
Logbook: personal flight logbook with ForeFlight import and totals



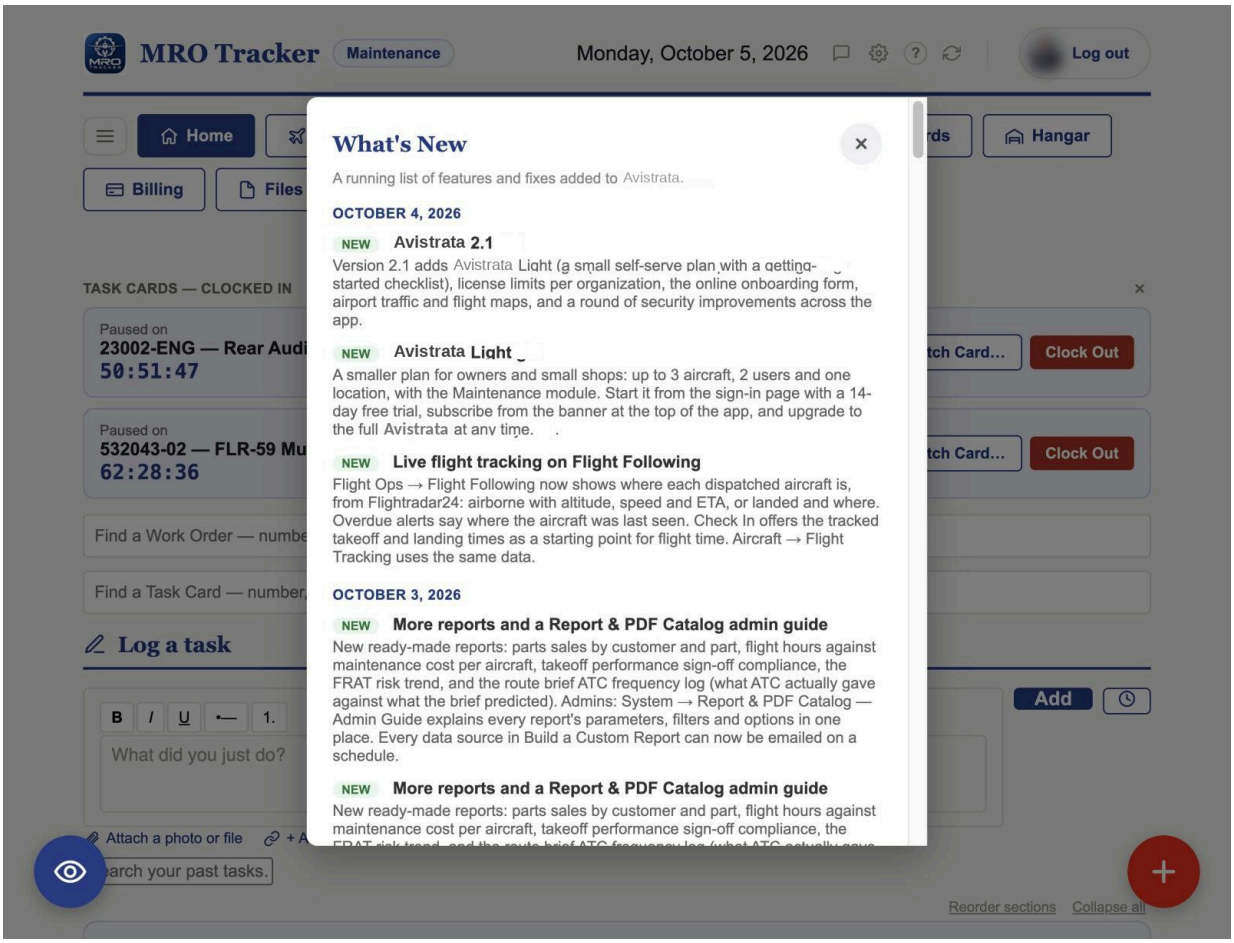
Files: upload a document, share it with a group, ask for read-and-sign



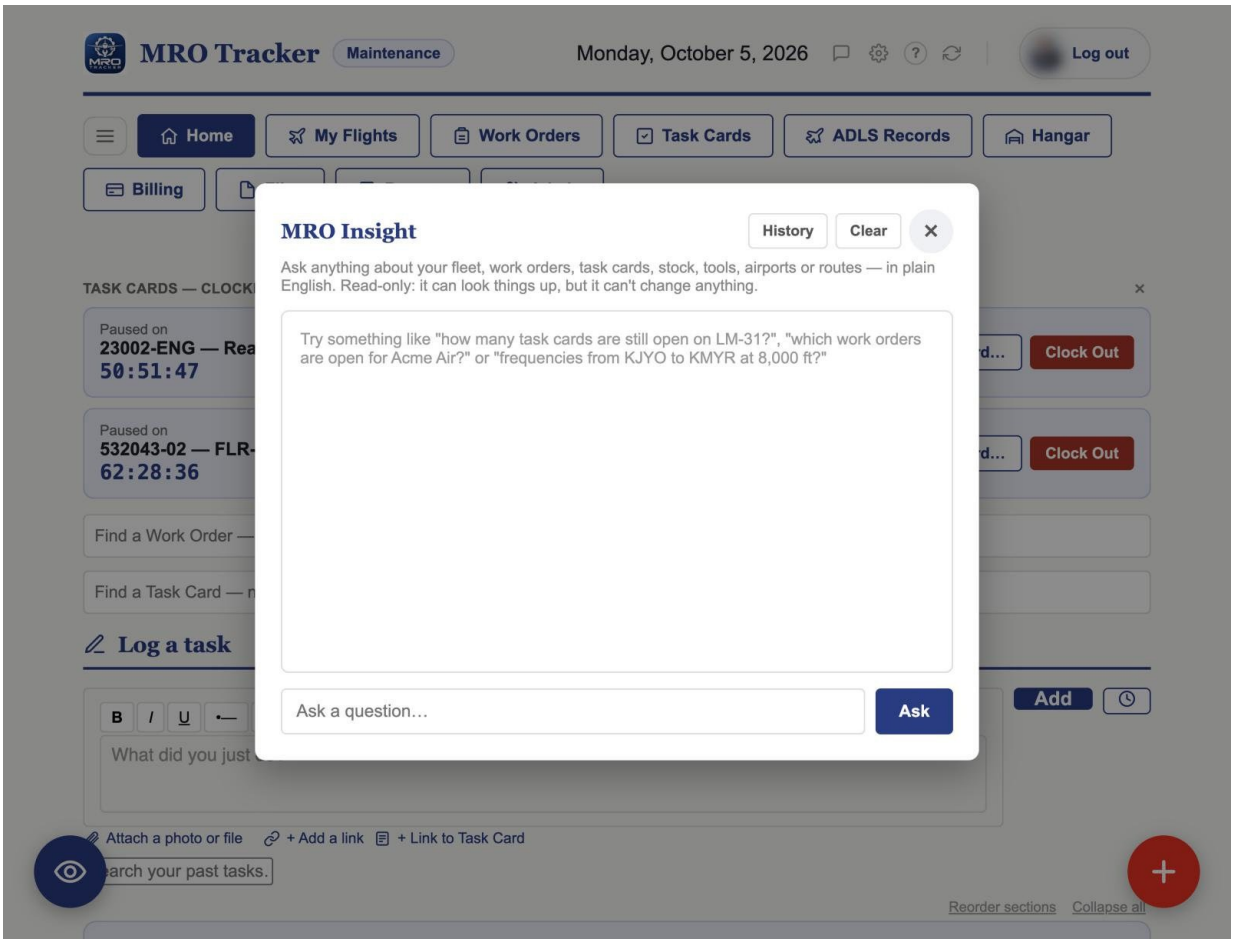
My Preferences: my info, app behaviour, default workspace, home screen, ID code



The ? menu: ID code, utilities, guides, What's New, install, support



What's New: dated list of new features



MRO Insight: ask questions about the fleet, work orders and task cards in plain English

Maintenance overview

The Maintenance overview is the top of Home in the Maintenance workspace, for everyone. It shows what needs attention across the fleet; the personal task log (Log a task, Today, Upcoming, Weekly Plan, Shared Tasks) stays below it. Hide / Show folds it away and brings it back.

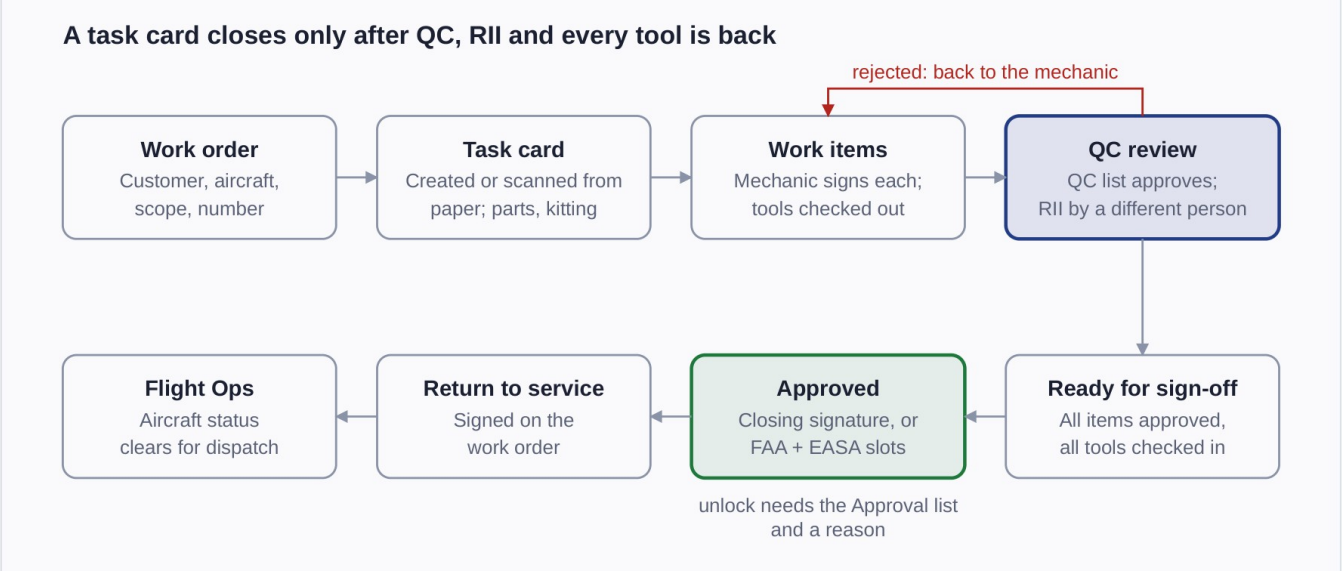
Part	What it shows	Details
Tiles	Overdue, Due within 30 days, Open discrepancies, Open work orders, Open task cards and Engineering requests	Open discrepancies shows the grounding count; Engineering requests shows AOG and past-due requests
Quick buttons	New work order, Log a discrepancy, Maintenance Due, Task Cards, Hangar, Reports	
Aircraft needing attention	A card per aircraft, worst first: grounding, overdue, due soon, open work	Each card shows hours / cycles, the next item due, and the aircraft's discrepancies, MEL items and work orders
Coming due	The list of items coming due	
Open work orders	The list of open work orders	
Hide / Show	Folds the overview away or shows it again	The personal task log stays below it either way

Maintenance Calendar

The Maintenance Calendar shows hangar bookings, maintenance due, calibration, work orders and time off in one calendar. Drag an item to reschedule it.

Maintenance: work orders and task cards

A work order is the authorisation (customer, aircraft, scope, number); task cards under it record what was found, what was done and who signed it off. Task Cards is a separately licensed module.



Task card workflow · work order to return to service

A rejected item goes back to the mechanic; the return-to-service sign-off is what clears the aircraft in Flight Ops.

Work Orders

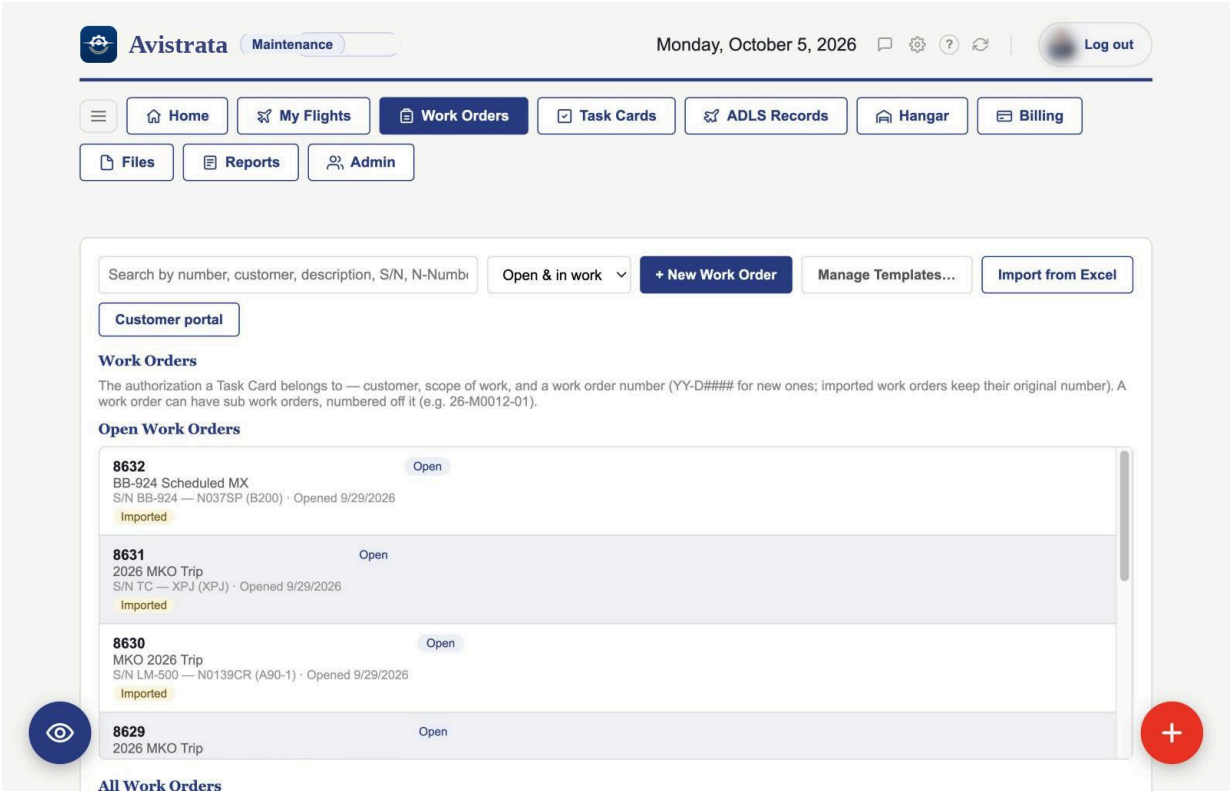
Feature	What it does	Options
Work order list	Search by number, customer, description, S/N, N-number or part serial	Status filter
New / edit work order	Aircraft (searchable), customer (from the Customer directory or typed), department code, description, status	Status: Open, In Work, Completed, Closed; start from a template
Work order templates	Reusable scopes with a customer, description and a set of task cards to copy in	Manage templates, search existing cards to copy
Work order detail	Its task cards, sub work orders, lines, hours, progress and return to service	Return-to-service sign-off (feeds Flight Ops aircraft status)
Sub work orders	Add a sub work order under a work order; it is numbered after its parent (e.g. 12345-01) and listed on the parent	One level only; a work order can't close while one of its sub work orders is open
Lines	Parts, labor and task-card lines on a work order, each with its hours	Task-card lines carry the card's hours
Hours	Hours worked = clock time on its task cards + hours on its labor lines; the total adds its sub work orders	Kept up to date automatically; shown on the work order, its sub work orders and in reports
Work order numbering	Each organization sets its own work order numbering	Admin → Organizations → (organization) → Customization → Work order numbering

Feature	What it does	Options
Move to another organization	An admin of both can move a work order to another workspace or organization	New work orders go to the aircraft's organization
Template Library	Ready-made work order templates any organization can add; your own templates can be copied to another organization	Manage Work Order Templates → Library; Copy to another organization…

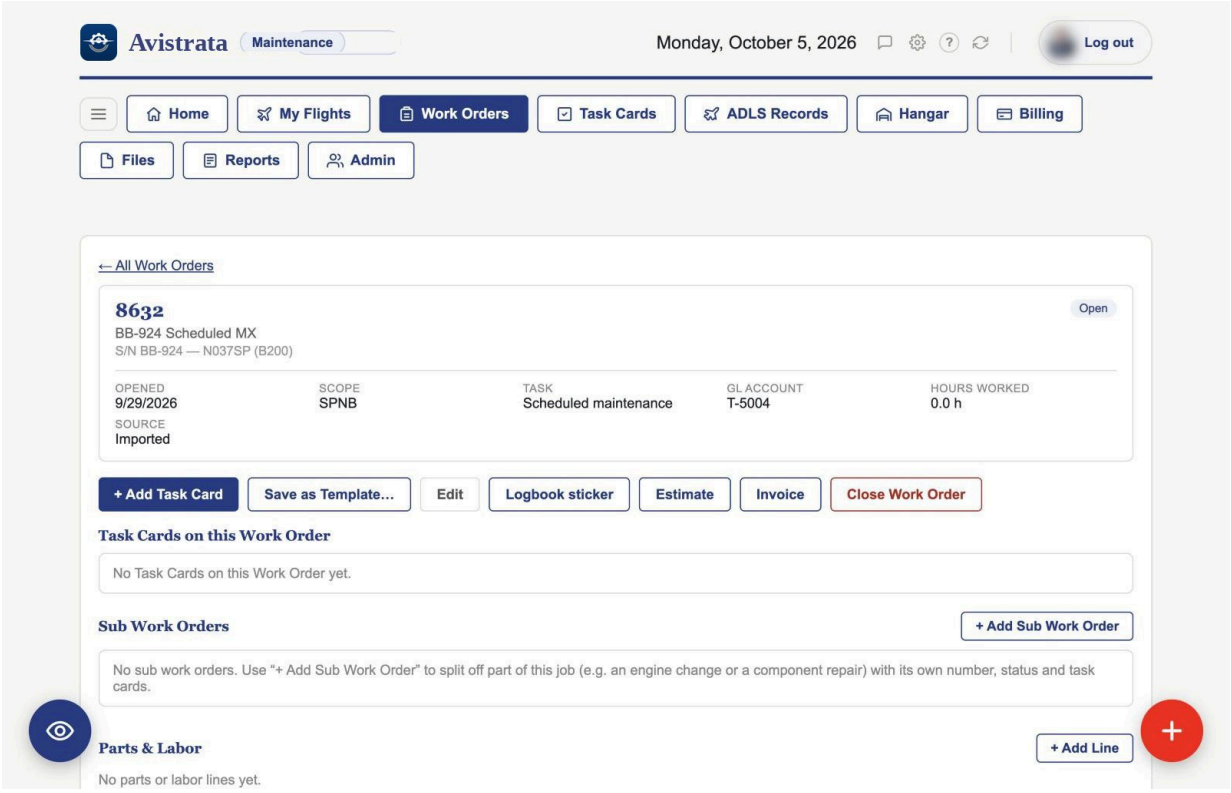


Work order lifecycle · Open to Closed

Completed means every card on it is approved; the return-to-service signature is what Flight Ops reads.



Work Orders: open work orders and the full list with search and + New Work Order



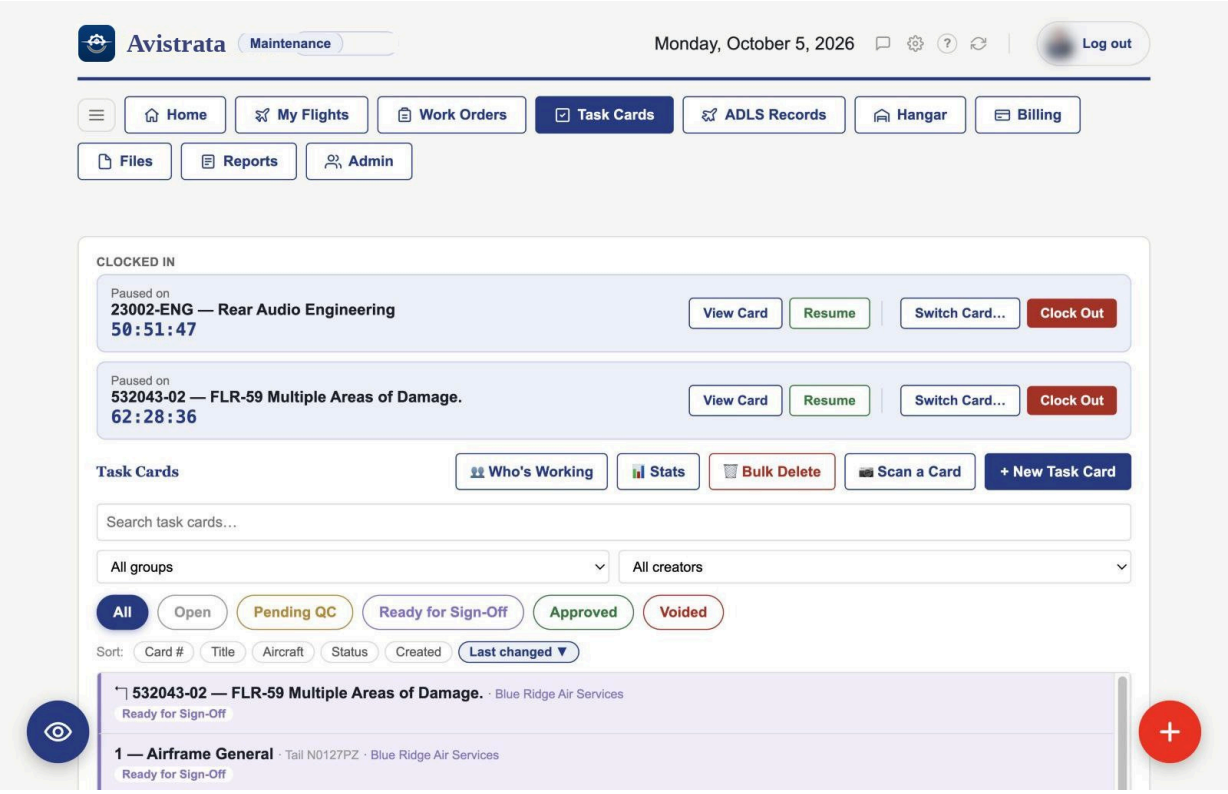
A work order: details, hours worked, task cards, sub work orders, parts and labor

Task Cards

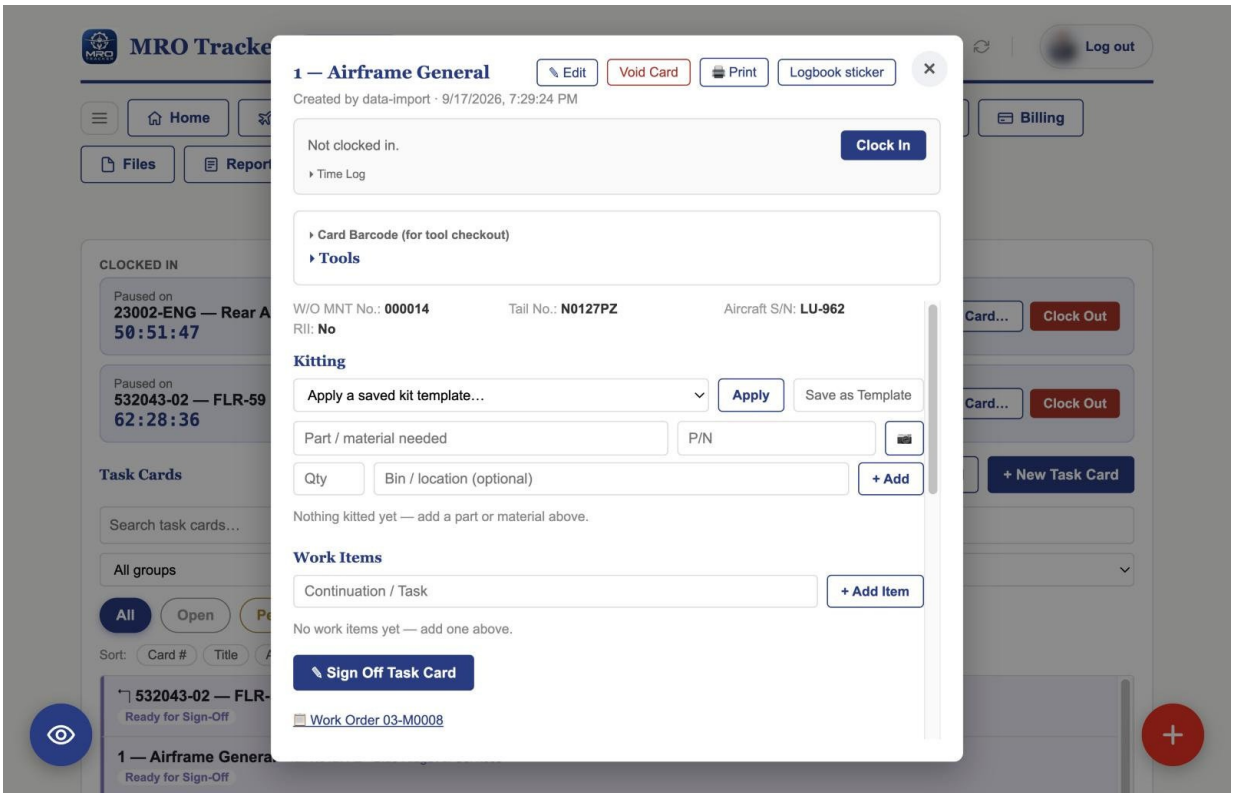
Feature	What it does	Options / rules
Create a card	Wizard for a new card on a work order	Scan a photo of a paper card to prefill it; W/O MNT No. assigned from a shared counter
Status	Rolls up from its work items	Open → Pending QC → Ready for Sign-Off → Approved; or Voided
Work items	Discrepancy / action items on the card	Mechanic sign-off, then QC approve or reject; items flagged RII need an RII inspector who is not the mechanic (14 CFR 121.369(b) (7) / 135.427)
Sub-cards	Non-routine cards raised from a card	Linked to the parent card
Parts	Parts used or removed	Rotable handling with part tags
Kitting	Parts and material kitted for the card	
Documents	Files attached to the card	
Tools	Check a tool out against the card and back in	Barcode or ID; a tool still out blocks the final sign-off; only Tool Operators see Check Out
Clock in / out	Time on a card, with a Home banner while clocked in	Man-Hour Tracking (feature) adds hours spent at sign-off
Closing signature	Final approval	Single signature, or dual FAA + EASA slots when that option is on
Unlock an approved card	Reopen for changes	Only Task Card Approval list or super admin; reason required and kept in history

Feature	What it does	Options / rules
Void	Void a card or a single item	Reason kept
Print	PDF modelled on a standard paper task card	Print Custom Forms (shop forms)
Task Card Stats	Turnaround and time figures	
Bulk Delete	Clean up a bulk import	Super admin; preview, then type DELETE

Who does what. Anyone in the group can create cards and sign as mechanic. Task Card QC list approves or rejects items; Task Card RII list clears RII items; Task Card Approval list unlocks approved cards; Tool Operators check tools in and out. Lists are set per group in Admin.



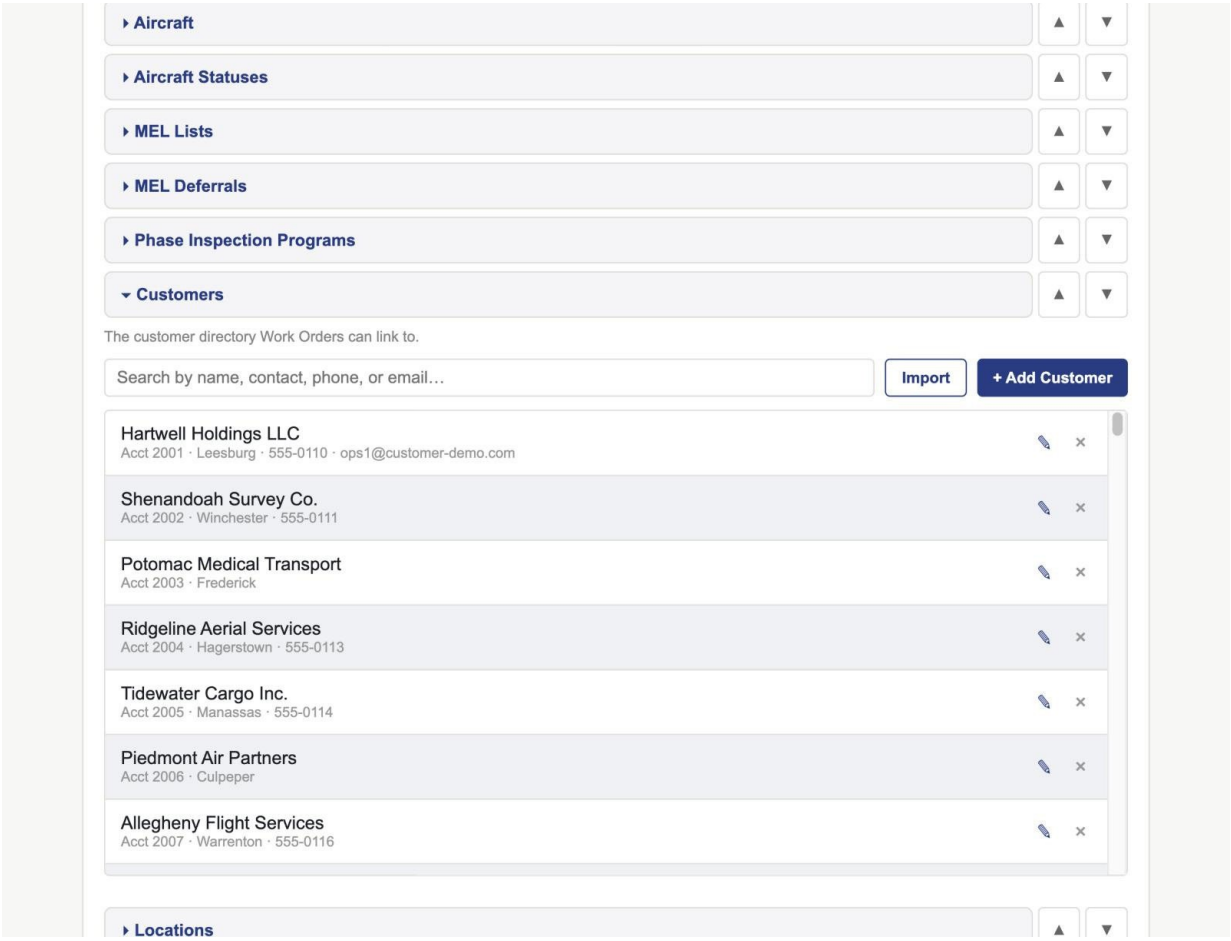
Task Cards: clocked-in cards, status filters (Open, Pending QC, Ready for Sign-Off, Approved, Voided)



A task card: clock in, tools, kitting, work items and sign-off

Customers

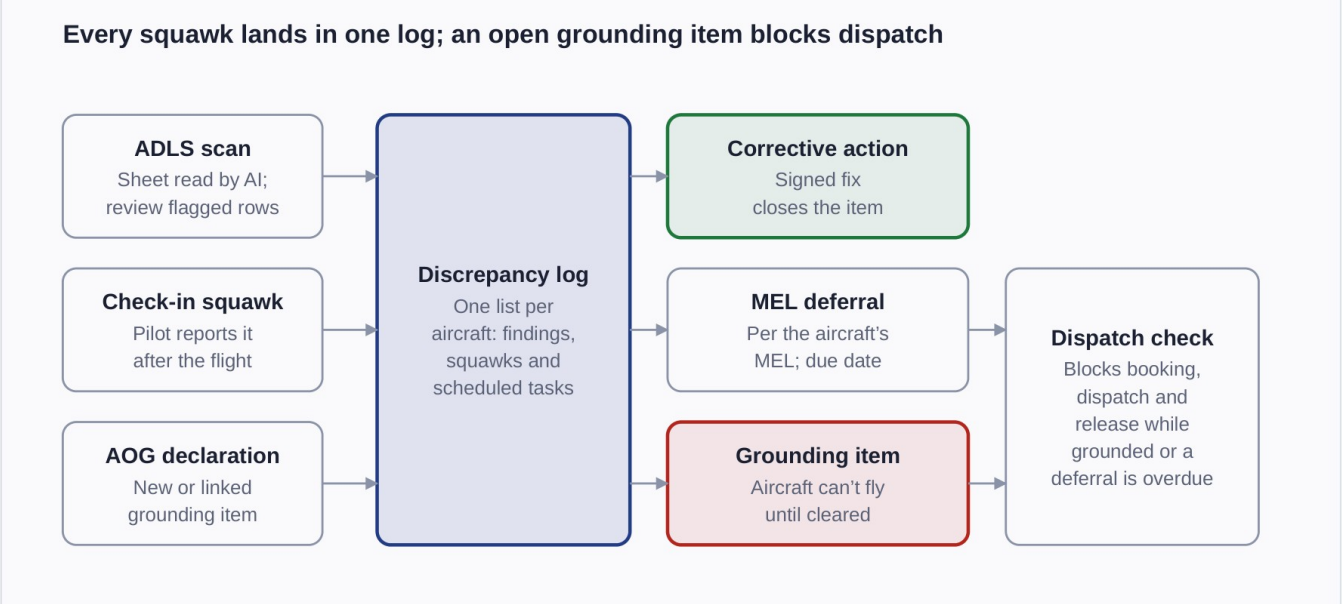
The Customer directory (Admin → Aircraft & Lookups) is what a work order's customer field searches. Add one at a time or import a list (name, contact, phone, email). Deleting a customer keeps the name on existing work orders.



Admin → Aircraft & Lookups → Customers (names replaced)

Aircraft and records

Each aircraft (keyed by serial number, since a tail number can move) has one record holding its status, hours and every maintenance record that decides whether it can fly. Flight Ops reads the same records to block dispatch.



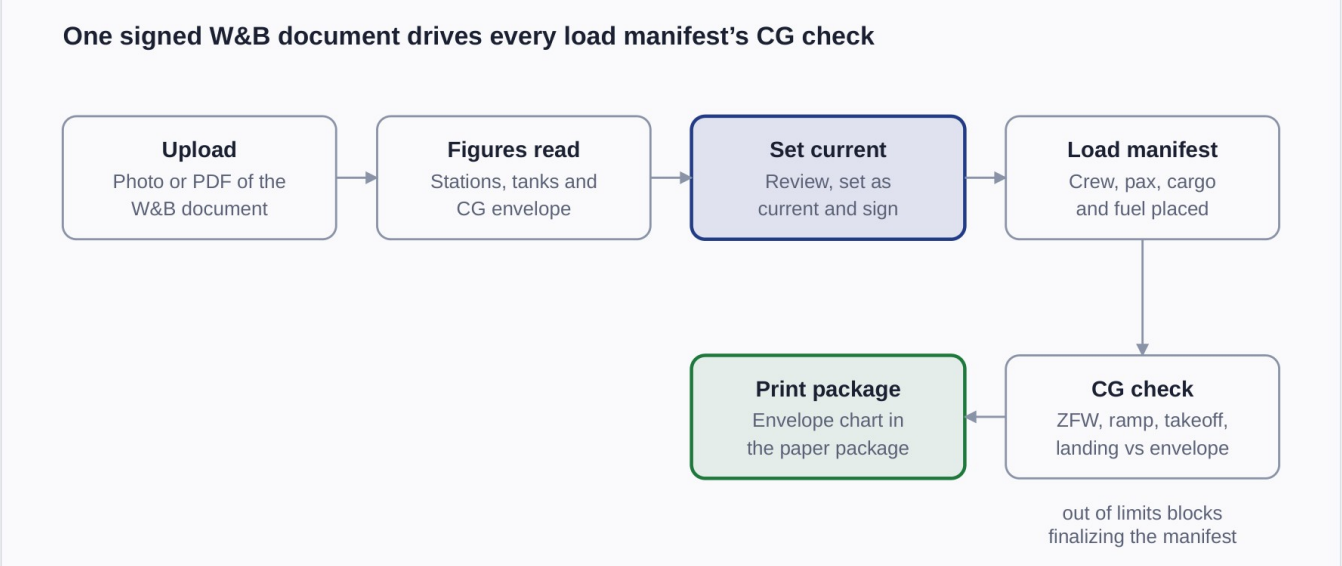
Discrepancy log · three sources, three outcomes

A corrective action closes an item; a deferral stays open under the aircraft's MEL until it is fixed, and blocks dispatch once overdue.

Feature	Where	What it does	Options / who
Aircraft list	Aircraft tab	Every aircraft with status, location and program	Search; Operations Summary drill-downs
New aircraft from the FAA registry	Aircraft → new aircraft	Type the tail number and the new aircraft fills in from the registry	Daily FAA registry download, plus Canada's register; aircraft photo
Aircraft record	Tap an aircraft	A red banner while the aircraft is AOG or grounded (time down, status, ETR, parts, Open AOG event); quick stats (status, location, program, airframe/Hobbs hours, MEL), editable details, then Records & Tracking sections	Admins hide sections that don't apply per aircraft (More Specs → Records & Tracking to Show)
Status History	Aircraft record	Every status change (e.g. Active, Maintenance) with who and when	
Change status	Aircraft record → status pill at the top	Click the status pill, pick one of the organization's statuses and add an optional note; the change is saved and logged to Status History	Works in every workspace, including the view-only aircraft window in Operations; who can change status follows each person's permissions
Discrepancy log	ADLS Records tab and aircraft record	Every squawk, inspection finding and scheduled task with corrective or deferral action; grounding flag	Fed by ADLS scans, check-in squawks and AOG declarations; an open grounding item blocks dispatch

Feature	Where	What it does	Options / who
ADLS Records	ADLS Records tab	Upload a scanned ADLS sheet; AI reading writes it into the discrepancy log; browse, filter, export CSV	ADLS extraction licence; review flagged rows
ADLS analysis and forecast	ADLS Records tab	Trends by category, repeat squawks, grounding rate, forecast; compare aircraft	Scope by aircraft, location or location group
Work order tasks	ADLS Records → Tasks	Work orders grouped into task families, with parts cost (mean, median, lowest, highest) and time (days in work, days worked, open days) for each	Scope by aircraft, location, location group or type; PDF or Excel
Estimate	ADLS Records → Estimate	What to budget for one task: parts cost, actual and planned labour hours and days in work at the median, P80 (the planning number) and P90; carrying cost per aircraft per year; a year-by-year trend; a backtest of how often P80 held	Fit window 3, 5 or 10 years or all; airframe filter; shop rate $/hr (actual hours preferred over planned, never added together); standing orders left out; PDF or CSV
MEL	Aircraft record → MEL History; lists in Aircraft & Lookups	MEL lists per type (ATA chapter/section, category, installed/required); assign a list to an aircraft; open deferrals with due dates; deferrals with hour and cycle limits and the serial numbers of the parts involved	Assigning a list requires a signature; overdue deferrals block dispatch
Weight & Balance	Aircraft record	History of W&B documents, one current; upload a photo/PDF and it reads the figures, stations, fuel tanks and CG envelope (even from a graph)	Set as Current & Sign Off; View Full Data & CG Calculator; used by the load manifest; Mission Equipment list (item, weight, arm; a negative weight for something removed)
Phase Inspections	Aircraft record; programs in Aircraft & Lookups	Phase programs with per-phase checklists; current phase and next due; log a completion with a signed document	Assign a program per aircraft
Standard Operating Procedures	Aircraft record	Upload SOP documents, one current	Marking current is its sign-off
Flight Log	Aircraft record	The aircraft's own flight history, one Flight Log per aircraft: import Garmin (G1000) or JPI data logs or flight-legs exports through one importer (format detected), search by airport or month, export CSV	Check-in adds flights automatically
Engine data	Aircraft record	Garmin and JPI engine data logs with graphs, trends and limits per engine type (piston, turboprop, turbofan); GAMI and mag checks; exceedances, linked to squawks	Flight Report PDF with the map, altitude profile, engine graphs and exceedances
Flight Tracking	Aircraft record	Flight Tracking tab with Flightradar24; FlightAware recent/current flights, live position, history (higher tiers)	FlightAware look-ups only on "Check Now" (metered API)
Availability & Dispatch	Aircraft record	Weekly availability, one-off exceptions and exclusions; the aircraft's bookings	Same model as pilot availability

Feature	Where	What it does	Options / who
Flight Planning & Filing	Aircraft record → edit	ForeFlight-style profile: avionics, performance profiles by phase, fuel and weights, glide, FAA/ICAO equipment codes, dinghy and emergency equipment	Record only, not a filer
Work Orders	Aircraft record	The aircraft's work orders and sub work orders with hours	Open one for its lines and hours
Maintenance Due	Aircraft record; ADLS Records → Maintenance Due (whole fleet)	Recurring inspections, ADs, components and servicing with limits by hours, calendar and cycles, whichever comes first; status Overdue, Due soon, OK or Not set up; sign off, history, make a task card. Hours and landings add up from check-ins	Common presets (annual, 100-hour, ELT, transponder, static, VOR, recurring AD); an overdue item marked "blocks dispatch" stops releases and bookings until signed off; edited by Maintenance Control, Director of Maintenance, mechanics and admins
Maintenance Due import	Maintenance Due → Import from Excel	Bulk-load items from a spreadsheet (.xlsx, .xls, .csv); columns matched by their headings; preview shows how each item will show; next due worked out from last done + interval	Items already on the aircraft (same name) skipped unless ticked; copy the list to other aircraft of the same type without the last-done points; template download
Squawk to task card	ADLS Records → Discrepancy Log → open an entry	Make a task card from a squawk; approving the card closes the squawk, and a card made from a Maintenance Due item signs that item off	New squawks alert Maintenance Control and the Director of Maintenance; grounding squawks also alert dispatch (every 15 minutes, email, text and push)
Aircraft & Lookups	Admin	Fleet (bulk import), Zones, ATA, Discovered By, Scope Codes, Locations, Programs, MEL lists, phase programs, W/O MNT No. counter	Super admin for shared lists; group lists per org; standard aircraft statuses, Zone and ATA values; codes unique per organization



Weight and balance · document to CG check

The same document supplies the envelope chart in the printed flight package.

Life-limited parts

Records → Life-Limited Parts keeps every serial-numbered part that has a life limit (engine, APU, propeller, landing gear, airframe and rotor parts) with its limits, where it has been installed and how much life it has left. Life follows the serial number, not the aircraft: when a part moves to another aircraft its history and life used go with it. Mechanics and Maintenance Control keep the records; the Director of Maintenance, Maintenance Control and admins approve limits, extensions and corrections to a part's life.

Feature	Where	What it does	Options / who
Fleet list	Records → Life-Limited Parts	Every tracked part: where it is, TSN / CSN, the limit it will reach first, remaining, % used, projected date and status (OK, Due soon, At limit, Life unknown, No limits)	Filter by aircraft and status; search P/N, S/N or description; CSV; Status sheet (PDF) for the chosen aircraft
Limits	Part page → + Add limit	Hours, cycles, calendar months or calendar days, counted since new or since overhaul; the first one reached counts. Each limit can have a warning point (blank: 50 h, 100 cycles, 60 days)	Once the part has an install history only the Director of Maintenance, Maintenance Control or an admin can add or change limits
Install and remove	Part page → Install / Remove	Install on an aircraft at a position, with the aircraft's hours and landings at install; remove with the date, the reason and the aircraft's times. While installed the part adds the aircraft's hours and its landings × the part's cycles per landing	Removal times are written back to the Stores stock unit; mechanics, Maintenance Control, Director of Maintenance
Record overhaul	Part page (part removed)	Overhaul date and reference (shop, work order, release certificate); limits counted since overhaul start again from there	
Projected date and alerts	Fleet list, part page; email and push	The date each limit will be reached at the aircraft's last 90 days of flying; maintenance is alerted before a limit and when it is reached	Warning point per limit
Dispatch block	Bookings, dispatch and releases	A part at a limit blocks the aircraft unless an approved extension is in effect	Automatic
Extension or exemption	Part page → limit → Extension…	Kind (manufacturer extension, FAA / authority approval, AMOC, operator tolerance, exemption, deviation, other), new limit, approval reference, approved by and on, where it is filed, effective from, expires on, reason. The original limit stays and shows beside the extended one	Append-only: never edited; Revoke with a reason puts the original back; Director of Maintenance, Maintenance Control, admins
Override times	Part page → Override times	Sets the part's TSN and CSN as of now, with the source (engine cycle counter, trend download, records review) and a reason; logged as a times override, and the life carries on counting from the new figures	Mechanics, Maintenance Control, Director of Maintenance
Time keeping	Part page → Time keeping	Counted from the aircraft (hours, and landings × cycles per landing) or entered manually for a part with its own meter, such as an APU hour meter	Switching keeps today's life; a reason is required; Director of Maintenance and Maintenance Control only

Feature	Where	What it does	Options / who
Templates and alternates	Fleet list → Templates	Limits per part number, entered once. Limits that are alternatives (for example one per thrust rating) share an alternate group, and one in each group is active. A template's limits are added automatically when a part with that number is entered	+ New template; Apply template on a part; Use this switches the active alternate (approvers only)
Documents	Part page → + Add document	Release certificate (8130-3 / Form 1), back-to-birth record, shop / overhaul report, LLP sheet from the previous operator, approval letter	Back-to-birth records complete flag and notes under Edit details
Scrap and mutilation	Part page → Scrap (part removed)	14 CFR 43.10: date, how the part was made unusable, scrap tag / reference and who witnessed it. The record is closed and the Stores stock unit is marked scrapped; scrapping a tracked serial in Stores closes its life-limited part record too	Scrap certificate (PDF)
PDFs and reports	Part page, fleet list, Reports → Aircraft Records	Status sheet (PDF) per aircraft; Back-to-birth PDF per part; ready-made reports Life-Limited Parts Status Sheet, Back-to-Birth Record and Scrap and Mutilation Record	The records package and auditor access include a life-limited parts section

How to: add a life-limited part

1. **Open** Records → Life-Limited Parts and press + Add part.

2. **Identify it:** part number, serial number, description, component, manufacturer, the assembly it belongs to and the limits source document. If the part is in Stores, type its serial number in "Fill in from Stores: serial number" and press Look up.

3. **Enter its life:** TSN (hours) now, CSN (cycles) now, As of, and Cycles per landing (1 unless the limits are prorated, for example 1.2 at a higher thrust rating).

4. **Add the limits:** label, type, counted since new or overhaul, the limit and the warning point. If a template exists for the part number, its limits are filled in for you.

5. **Install it:** pick the aircraft and position, or leave it Not installed, and save. The part shows in the fleet list with its first limit and projected date.

How to: extend a limit or correct a part's times

1. **Open the part** from the fleet list.

2. **Extension:** on the limit, press Extension…, choose the kind, enter the new limit, the approval reference, the effective date and the reason, and save. Revoke (with a reason) brings the original limit back.

3. **Override times:** press Override times, enter TSN and CSN as of now, the source and the reason. The change is logged in the part's history.

4. **Time keeping:** press Time keeping to switch between counted from the aircraft and entered manually, and give the reason.

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How to: scrap a part

1. **Remove it** from the aircraft: Remove, with the date, the reason and the aircraft's hours and landings at removal.

2. **Scrap:** press Scrap and enter the date, how it was made unusable, the scrap tag / reference and who witnessed it.

3. **Print** the Scrap certificate (PDF). The Stores stock unit is marked scrapped.

> Remaining life is only as good as the records behind it. Check the back-to-birth records and the manufacturer's current limits before relying on a remaining-life figure.

Extensions on Maintenance Due items

An approved extension moves one due point of a Maintenance Due item without changing the item or its interval: for example the 10% tolerance of an approved inspection program, an AMOC, a manufacturer extension, an FAA approval, an exemption or a deviation. The original due point stays on record and shows next to the extended one; status, alerts and dispatch blocking use the extended point.

Feature	What it does	Options	Who
Extension…	On an item in the aircraft's Maintenance Due: kind, extended due hours, date or cycles, approval reference, approved by, approved on, where the approval is filed, reason	Fill in 10% of the interval enters the extended point and sets the kind to Approved tolerance (program)	Director of Maintenance, Maintenance Control, admins
Badge	The item shows the extended due point with the original beside it	Status, alerts and dispatch blocking follow the extended point	Everyone who sees the item
Sign-off	Signing the item off closes the extension. With "count the next interval from the original due point" ticked (the default), the overfly comes off the next interval	Example: due 5,150 h, extended to 5,160 h, done at 5,158 h → next due 5,250 h	Whoever signs the item off
Revoke	Puts the original due point back	A reason is required; the extension stays on record as revoked	Director of Maintenance, Maintenance Control, admins
Record	Extensions are append-only: never edited or deleted. To change one, revoke it and record a new one		Automatic

How to: extend a due item

1. **Open the item:** aircraft record → Maintenance Due.

2. **Press Extension…** on the item and choose the kind.

3. **Enter the extended point:** due hours, date or cycles, or press Fill in 10% of the interval for a program tolerance.

4. **Enter the approval:** the reference (program section, AMOC number, letter or exemption), who approved it and when, where it is filed and the reason. Save.

Aircraft equipment and MEL deferrals

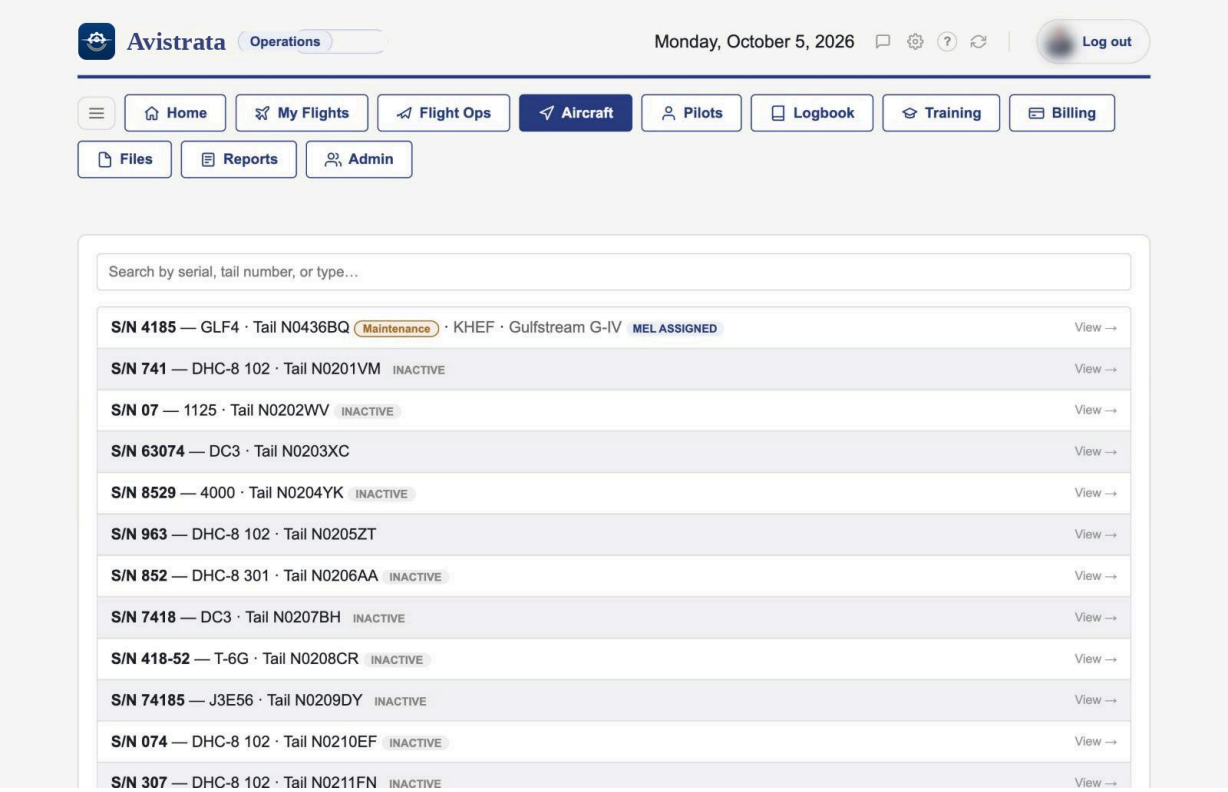
Each aircraft keeps a list of its equipment, and MEL deferrals carry their own limits. Both are linked to Stores, so maintenance can see whether a replacement is on the shelf.

Equipment. Each item on the aircraft with its serial number, hours, expiry (a date, flight hours or cycles) and its inspections. Items coming due show on the coming-due list.

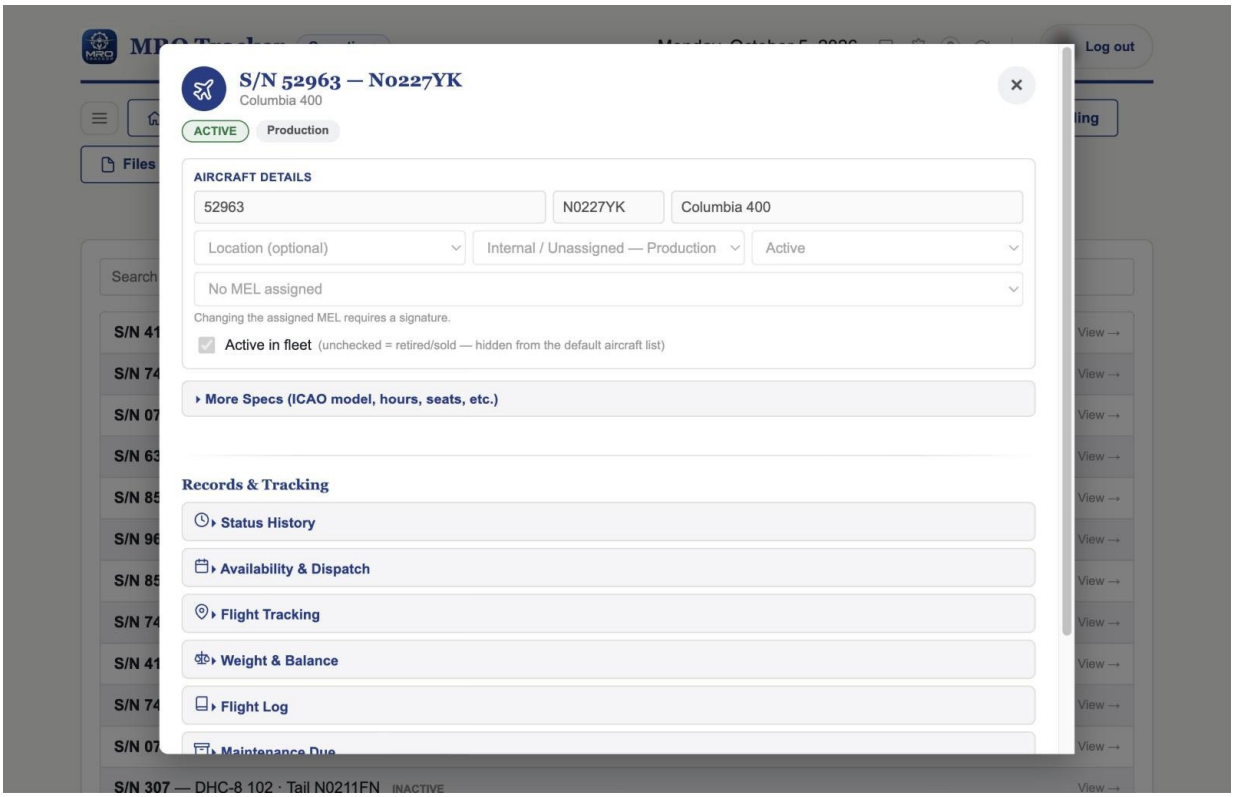
MEL deferrals. A deferral can have limits in flight hours or cycles as well as a date, and records the serial numbers of the parts involved. Overdue deferrals still block dispatch.

Linked to Stores. For equipment and deferred items the stock on the shelf is shown. From a task card the part can be replaced from stock, or a part requested when there is none.

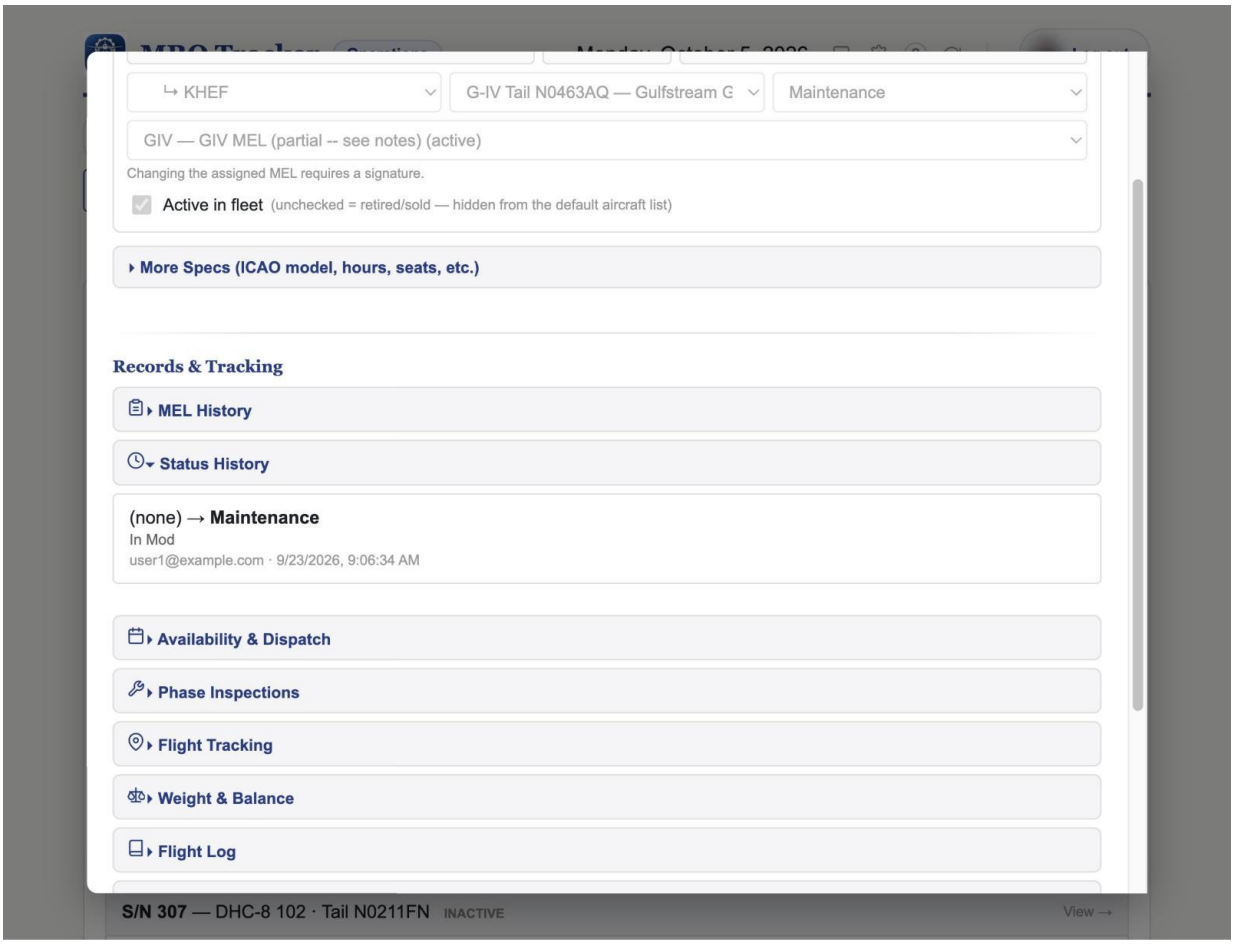
Screens



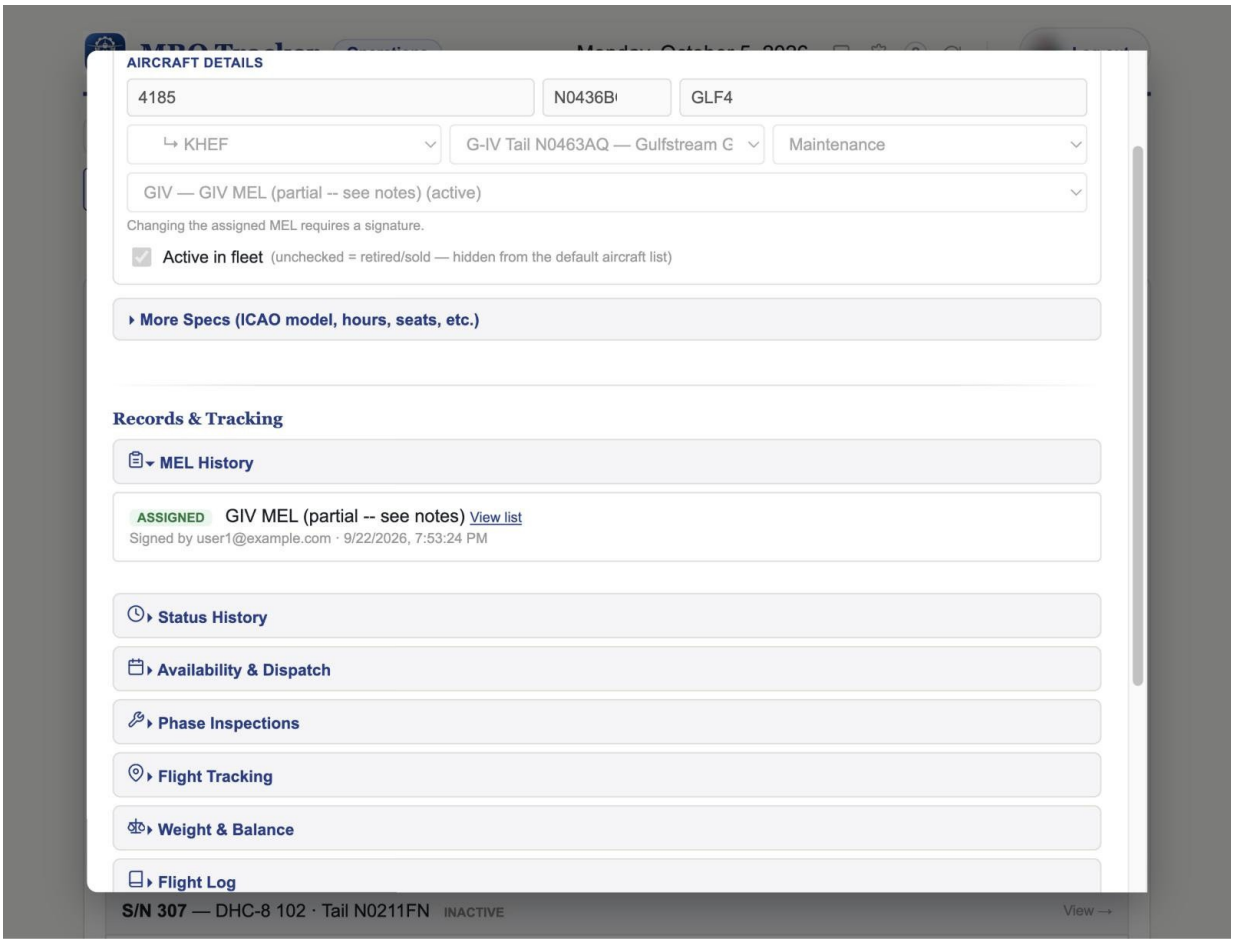
Aircraft list: every aircraft with S/N, tail, type, status and MEL



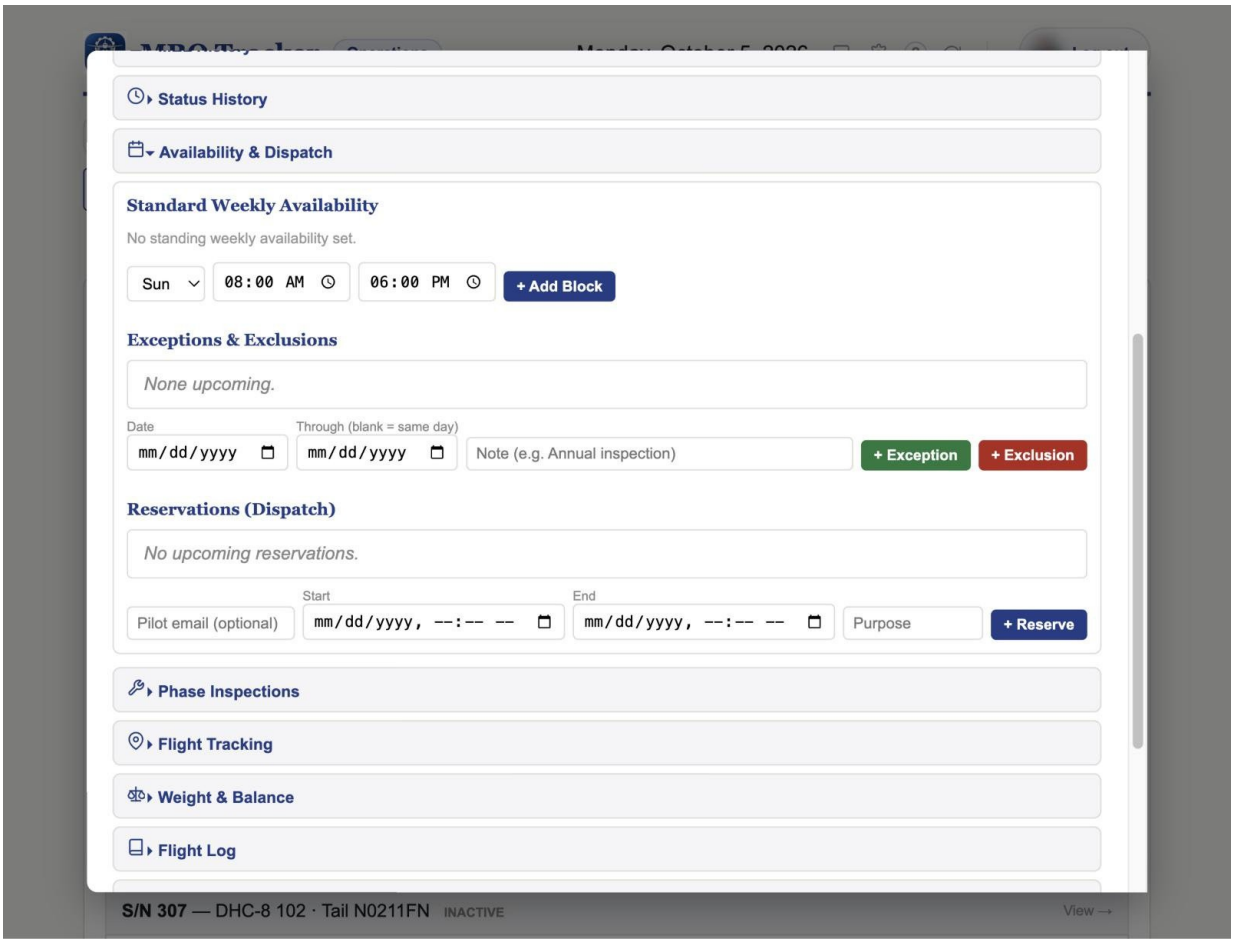
Aircraft record: details, More Specs and the Records & Tracking sections



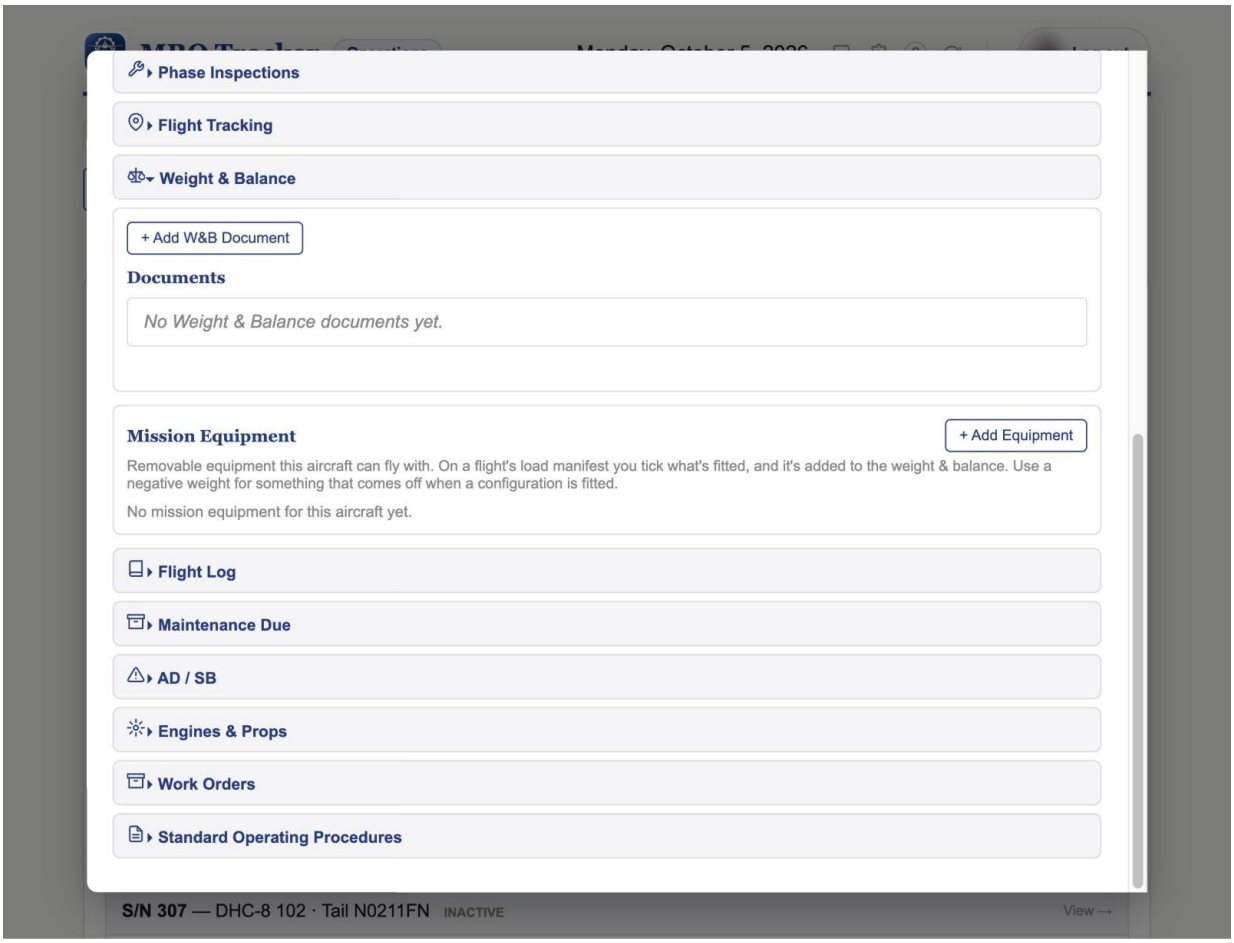
Aircraft record → Status History



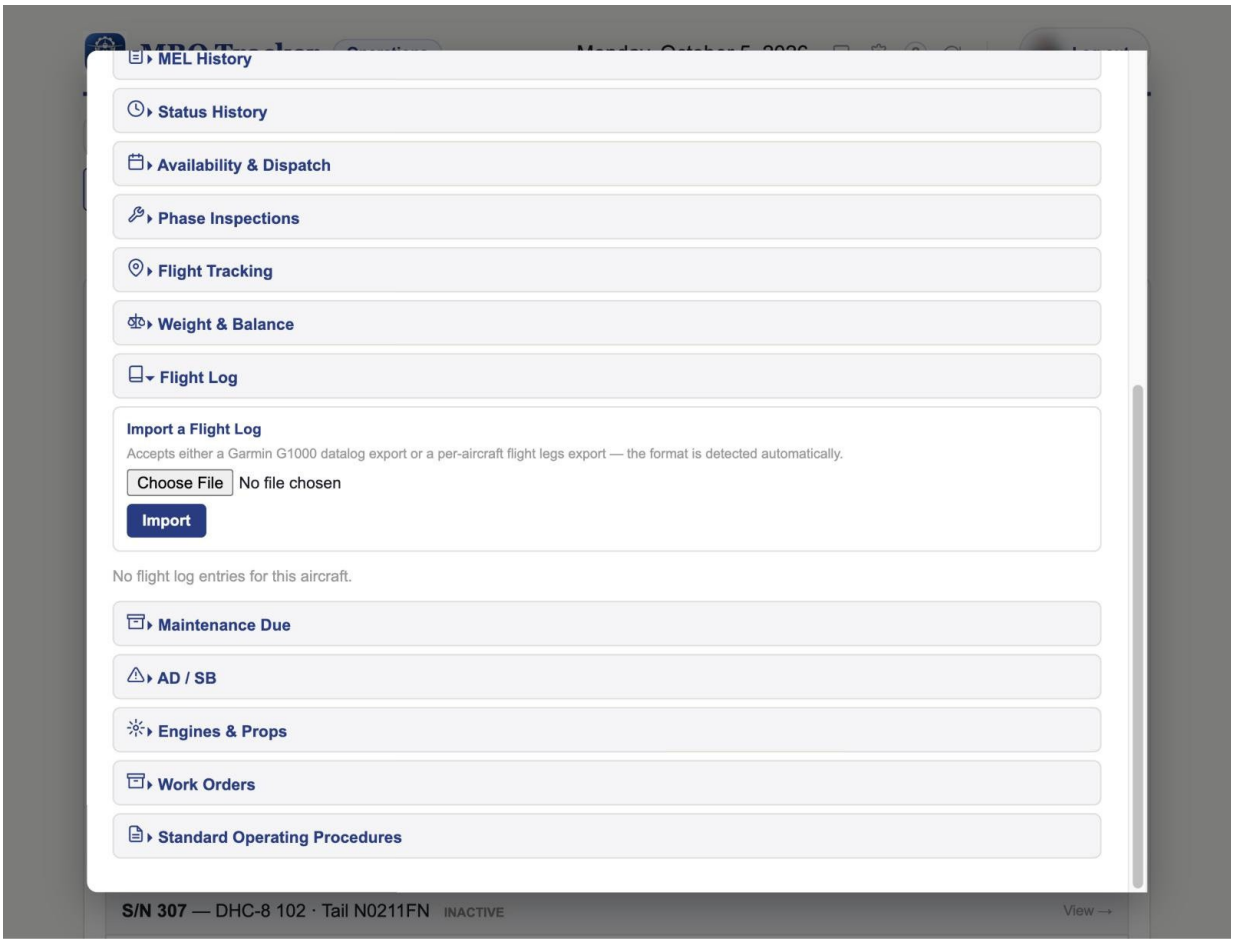
Aircraft record → MEL History



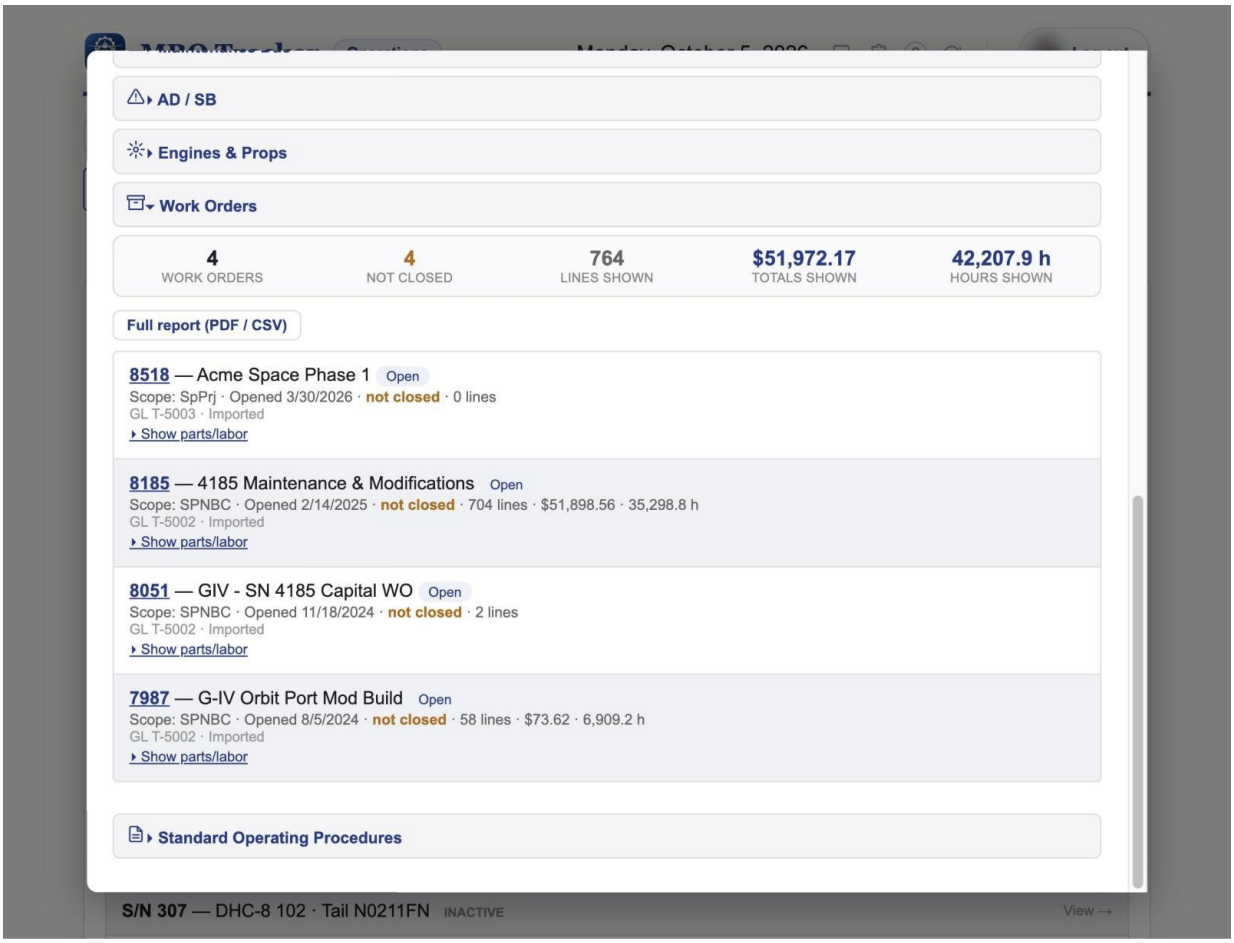
Aircraft record → Availability & Dispatch: weekly availability, exceptions, reservations



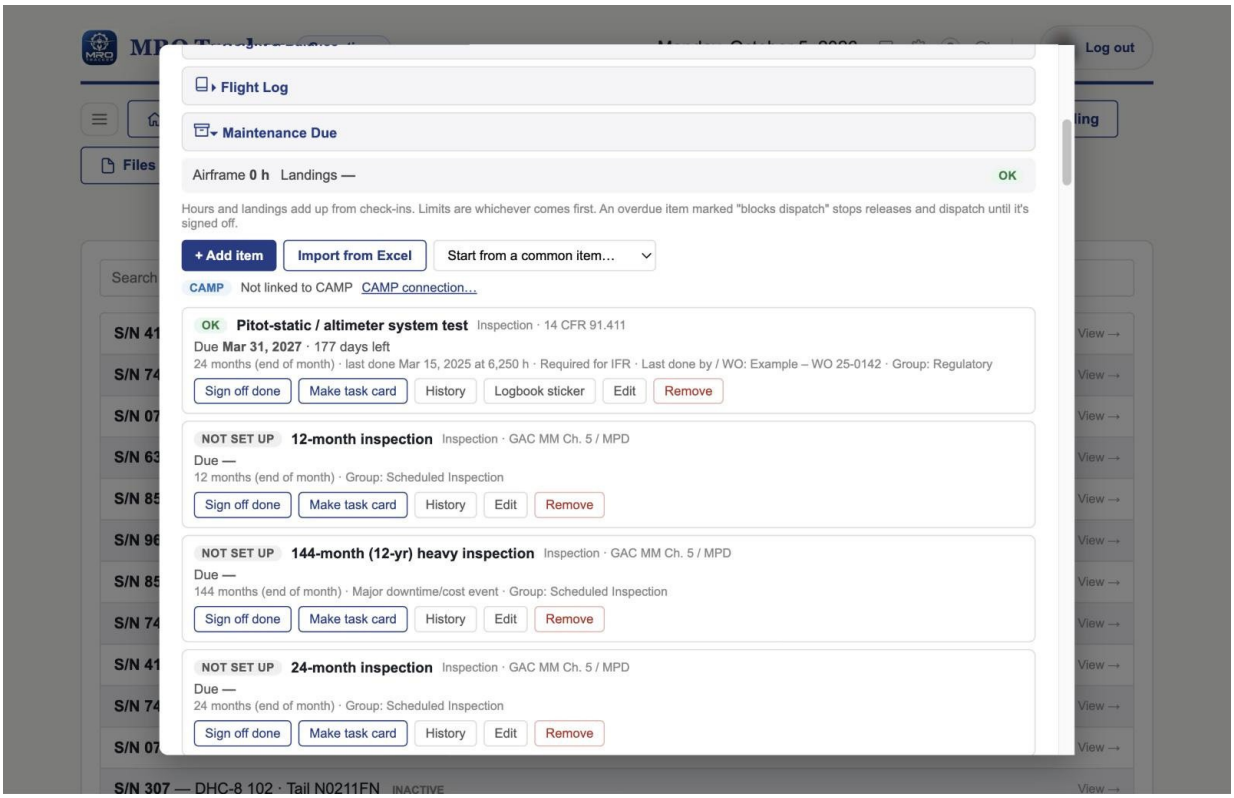
Aircraft record → Weight & Balance and Mission Equipment



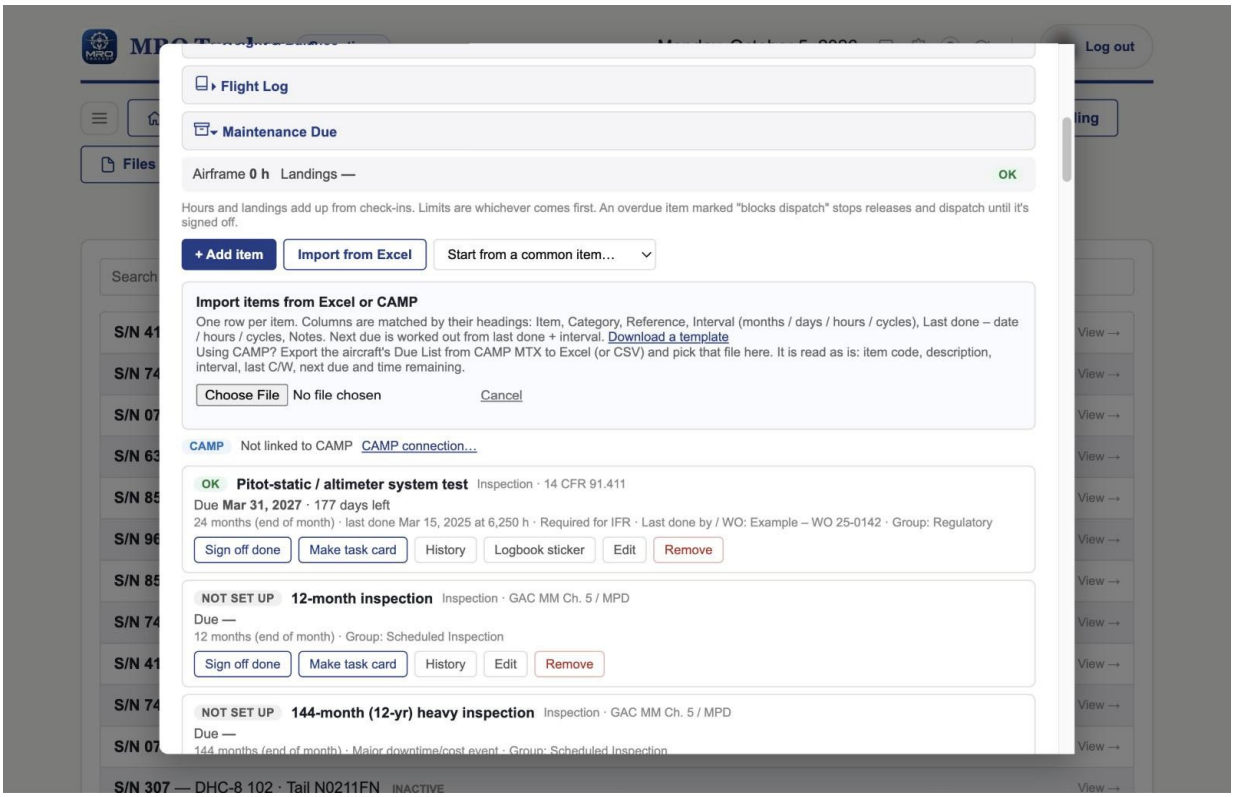
Aircraft record → Flight Log import



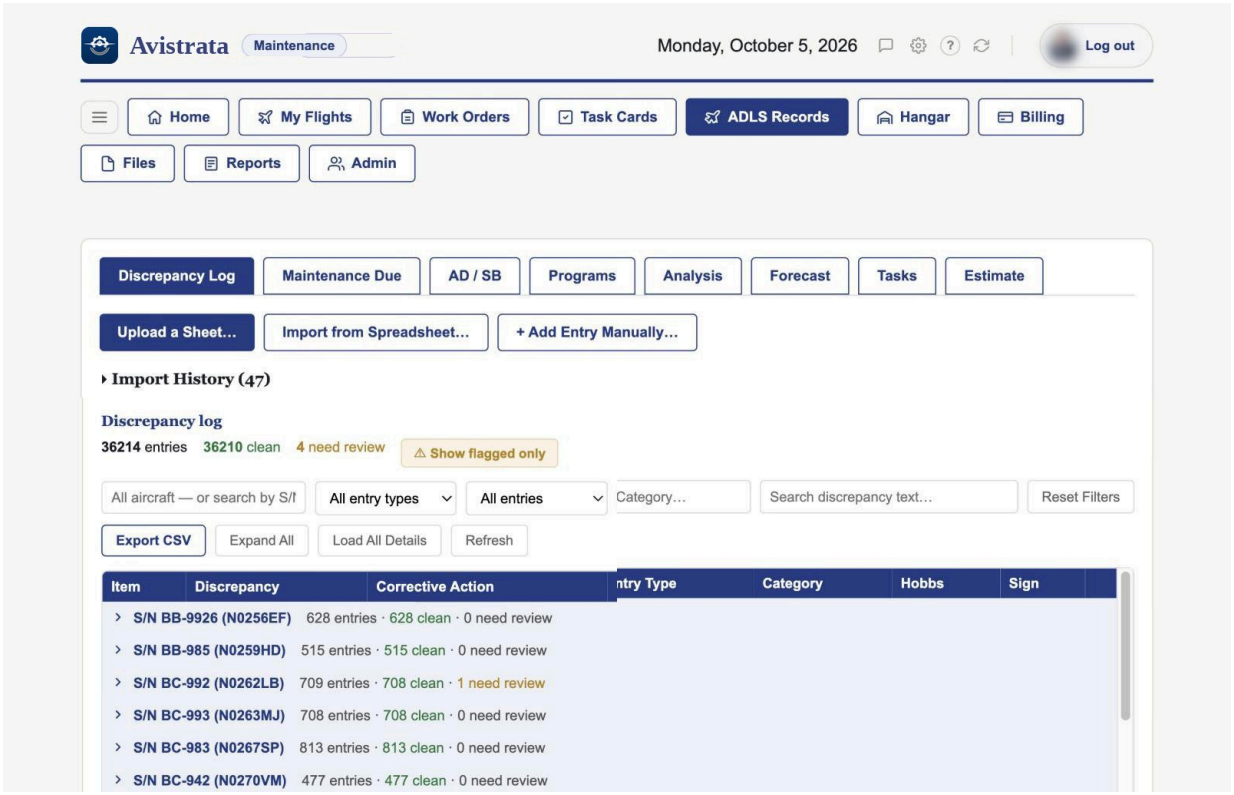
Aircraft record → Work Orders with hours and parts totals



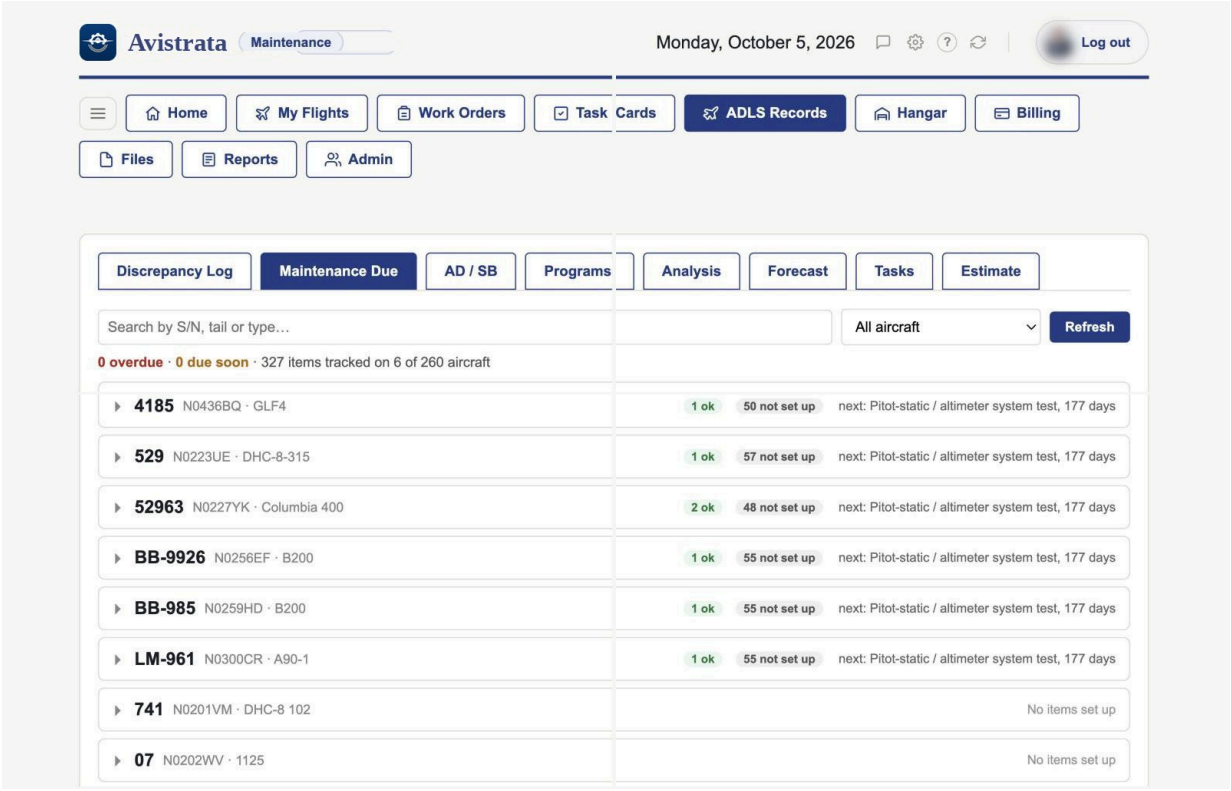
Aircraft record → Maintenance Due: items with status, due point, sign off, task card, history



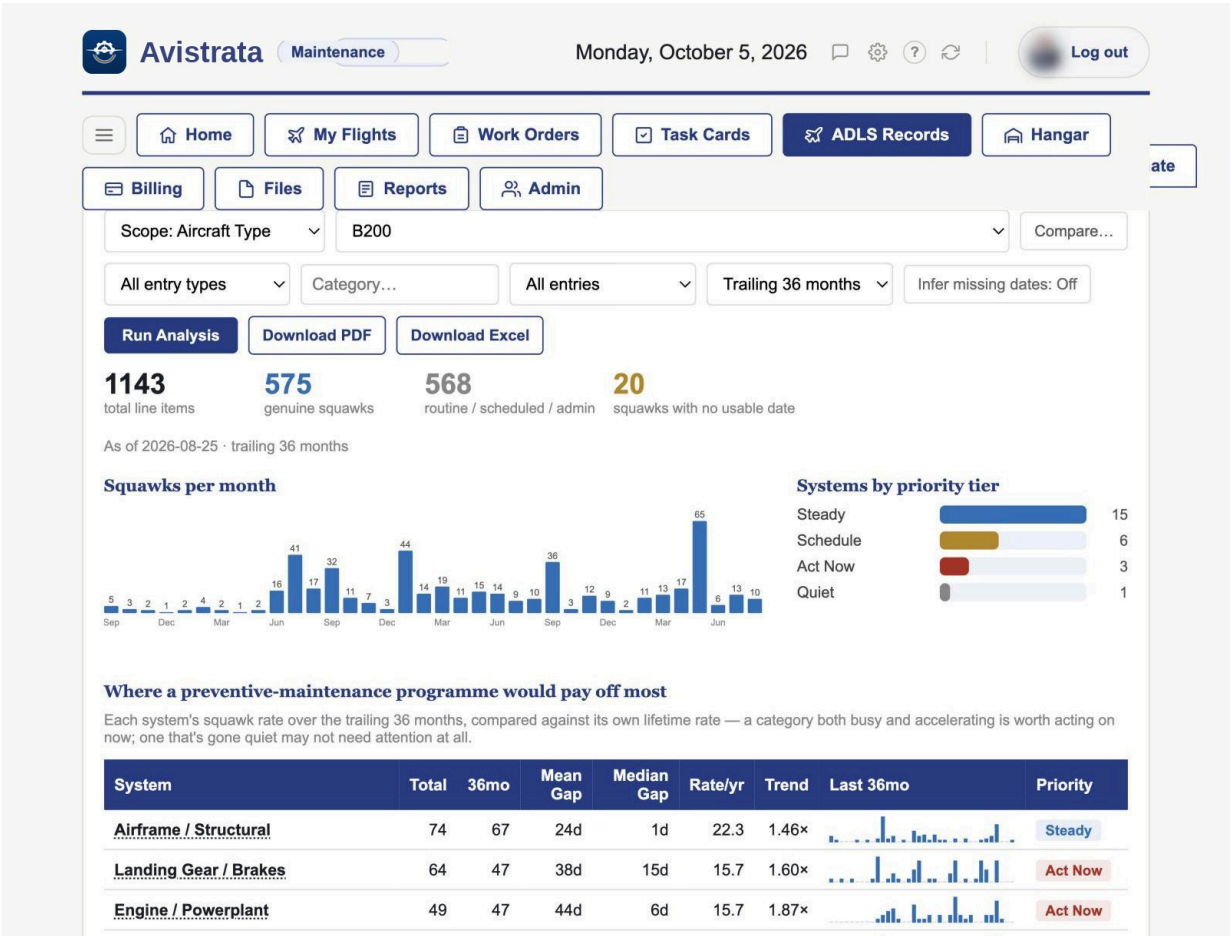
Maintenance Due → Import from Excel



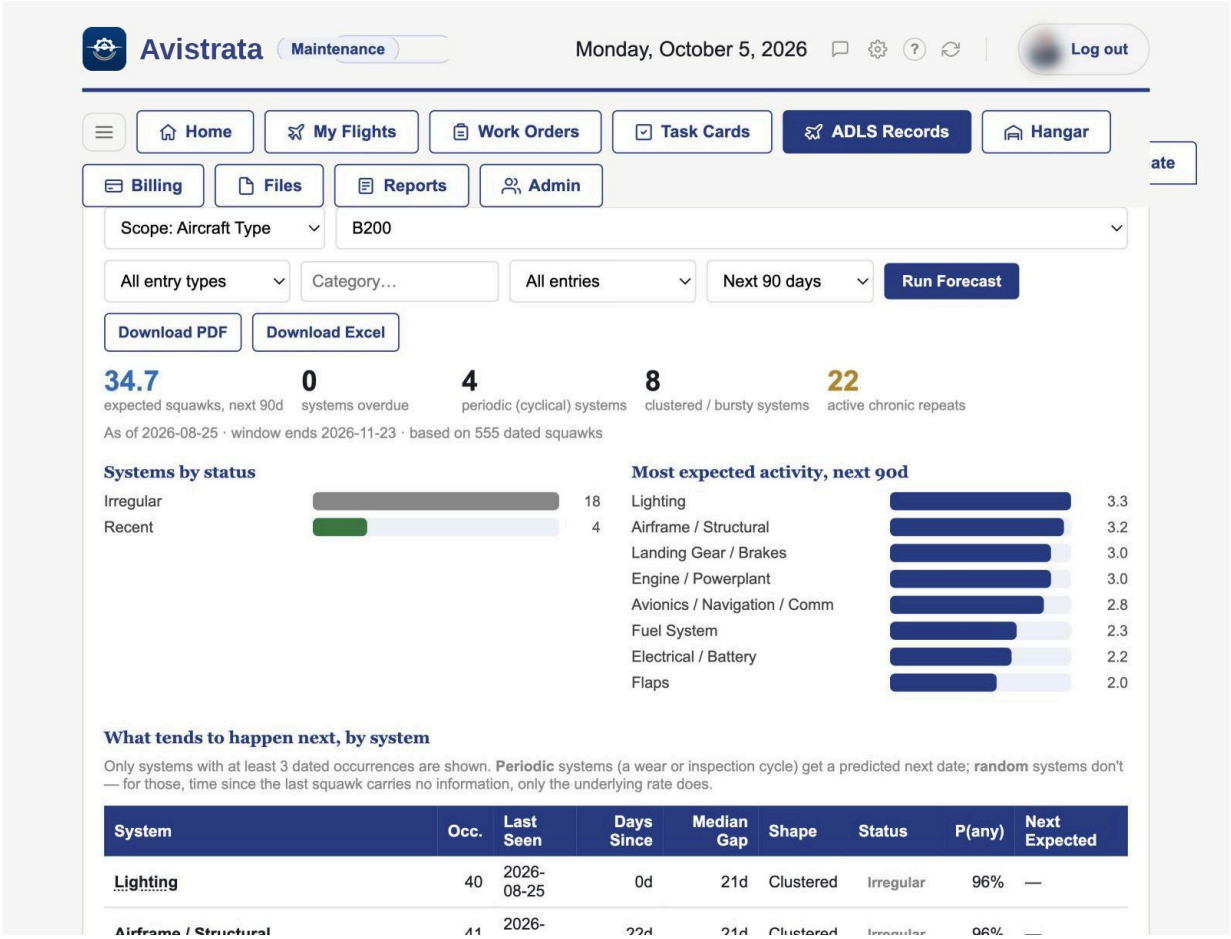
ADLS Records → Discrepancy Log: entries per aircraft, upload, import and filters



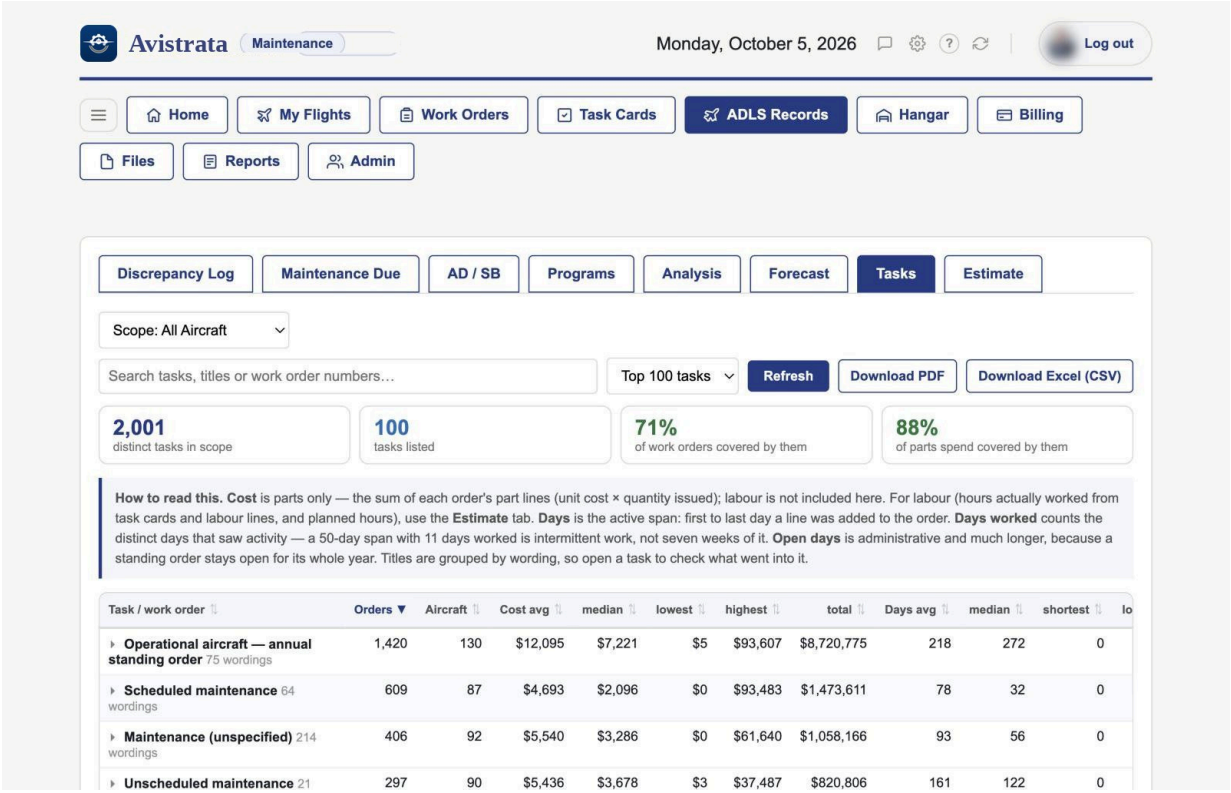
ADLS Records → Maintenance Due: the whole fleet with overdue / due soon counts



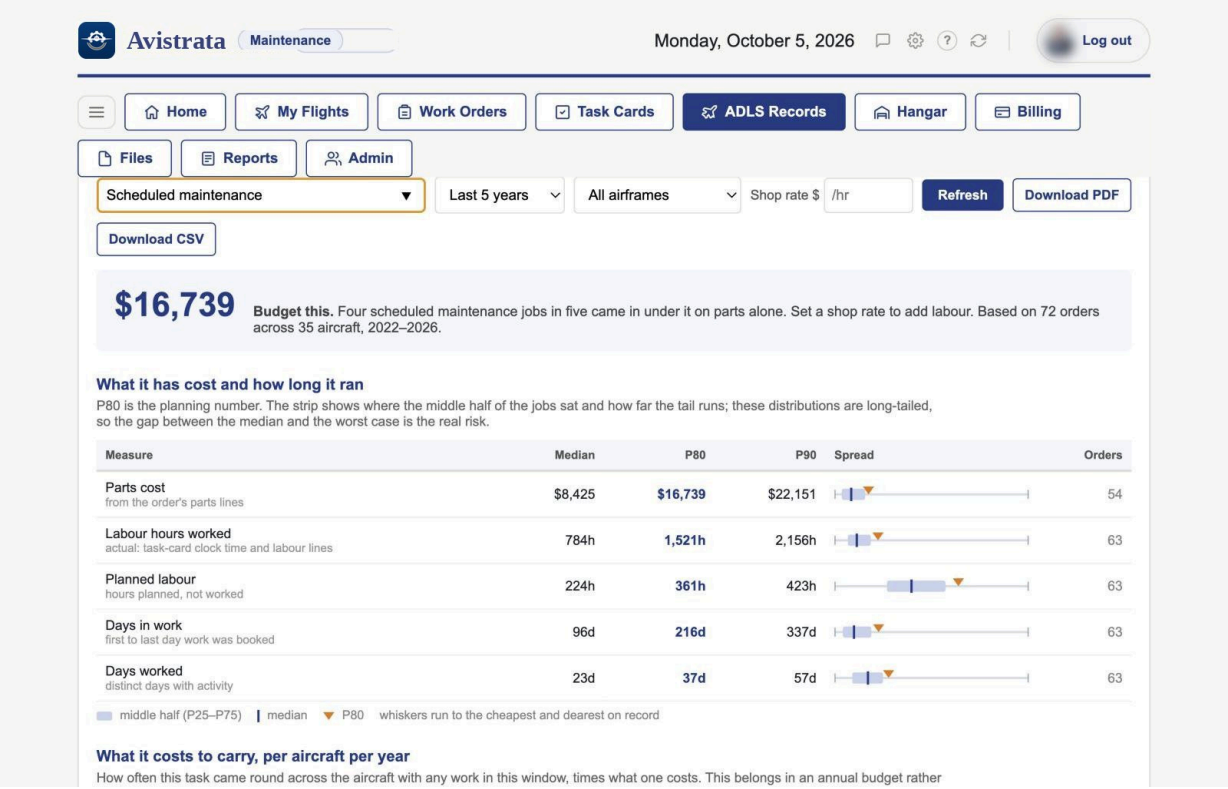
ADLS Records → Analysis: squawks per month, systems by priority and where a preventive programme would pay off



ADLS Records → Forecast: expected squawks in the next 90 days by system



ADLS Records → Tasks: work orders grouped into task families with cost and time



ADLS Records → Estimate: the P80 budget figure and the bands behind it

Logbook History

Records → Logbook History reads an aircraft's old logbooks and turns every entry into searchable history, sorted into airframe, engine, propeller, avionics and appliance. Upload scanned PDFs, phone photos (JPG, PNG or iPhone HEIC) or exports from another system (CSV or Excel .xlsx); several files at once is fine, and long logbooks are read in the background. The mechanic app can scan pages with the camera and send them as one PDF.

What	What it does	Notes
Reading	Each entry is read with its date, total time, category, kind (inspection, AD, repair, overhaul, component change) and description	Entries the reader isn't sure about are flagged for review
Fill in from the history	Proposes Maintenance Due items and engine / propeller time since overhaul from the entries	Nothing is changed until someone accepts it
Insights	Utilization from the total-time readings, repeat work and what is coming due at that rate	Per aircraft
Fleet forecast	One aircraft, a workspace or chosen planes; 3, 6, 12 or 24 months ahead: Maintenance Due by date or hours plus recurring work learned from the history, with a confidence	CSV, and "Open the calendar"
Calendar	The Maintenance Calendar has a "Predicted from logbook history" layer (teal)	On by default; can be switched off
No duplicates	The same file can't be uploaded twice for an aircraft, and entries already on file (or repeated in one batch) are skipped	The uploads list shows "Duplicates skipped"

Engines and propellers from the logbooks

While a logbook is read, Avistrata also notes which engine, propeller or APU it covers (make, model, serial number) and the installs and removals in it. The aircraft's Engines & Props section then shows "Found in the logbooks: … Review and add". For logbooks read before this existed, press Find engines and props. Each proposal links to the file and page it came from; a different serial number in the same position is shown as a conflict to replace or keep. Nothing is added until someone confirms it, and the engine's time since overhaul can be set at the same time.

The same plane in two organizations

A club and a shop, or an owner and a maintenance provider, can each have the same aircraft in Avistrata. Linking the two records tells Avistrata it is one plane, while each organization keeps its own records, schedule and billing. Linking is found on the aircraft record under Flight Tracking & Alerts → Same plane in other organizations, and in the to-do strip at the top of the aircraft record.

Shared once linked	How	Notes
Hours and cycles	A new Hobbs, Tach, total time or landings on one copy is copied to the other (newest wins)	As if typed there
Logbook history	Logbook History, the forecast and the duplicate check use every linked copy's uploads and entries	Entries from the other organization are read-only and marked with its name
The shop's logbook entries	An entry signed at the shop appears, read-only, in the owner's logbook, marked "From <shop>" with the work order number; earlier entries can be copied over	A void or correction at the shop shows on the copy
Squawks	The owner sends an open squawk to the shop; when the shop fixes or defers it, the owner's squawk follows ("Fixed at <shop>")	A grounding squawk stays open until the owner clears it; both sides are emailed
Flight alerts	Everyone watching either copy gets the alert	One tracker per registration
Open work	Each side sees "In the shop" with the open work orders at the other	

Adding an aircraft. When someone adds an aircraft that is already in Avistrata in another organization (same registration and serial number), they are asked: Add and ask to link, Add without linking, or Cancel. A second active copy of the same registration in one organization is refused. A Super Admin can merge a duplicate or test copy into the other copy (see Administration).

Guest mechanics

An organization can invite an outside mechanic to work on chosen aircraft until an end date, free of charge (a guest is not a paid user). Open the aircraft and use Invite a mechanic, or Manage Organization → Users → Guest mechanics.

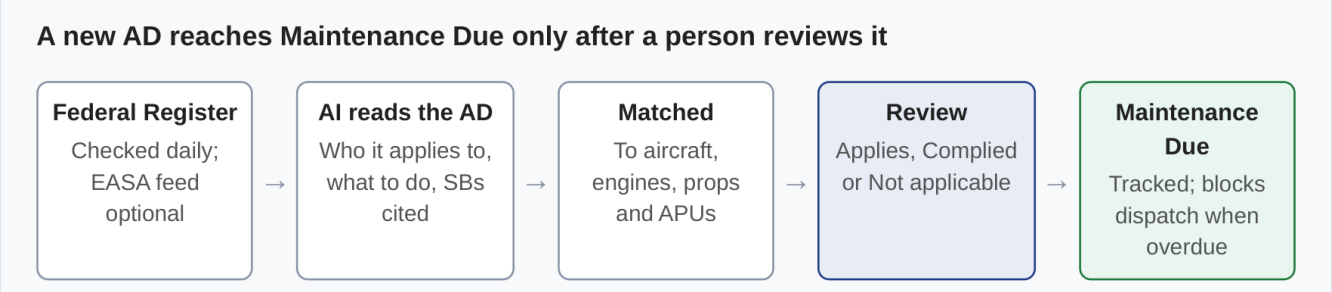
– **What a guest can do:** work orders and task cards on those aircraft, sign off work and logbook entries (the usual signing rules apply), read records and Maintenance Due, and handle squawks and parts.

– **What stays hidden:** other aircraft, customers, billing, people and integrations; enforced by the database on every table.

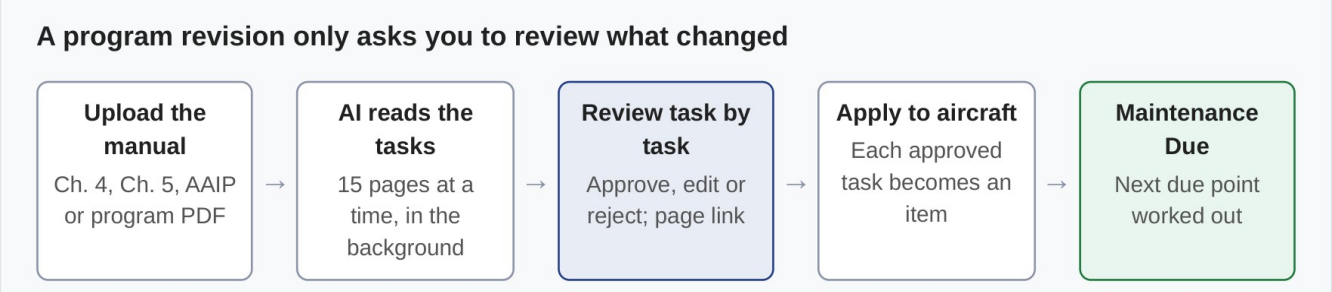
– **Reminders:** the admin and the guest are told 3 days before access ends; it can be extended any time. After the end date the guest sees nothing, and what they signed stays on record.

AD / SB, maintenance programs and logbook stickers

Three tools keep the compliance side of an aircraft's record current without retyping: new airworthiness directives are found and matched to each aircraft, the maintenance program is read from your own manual, and each finished job prints as a logbook entry.



AD / SB · library to Maintenance Due



Maintenance programs · manual to Maintenance Due

Feature	Where	What it does	Options / who
AD library and daily check	ADLS Records → AD / SB	New US ADs from the Federal Register every day (the first check loads every AD back to 1994 for your manufacturers); EASA ADs when a feed is connected. AI reads each AD once.	“Check for ADs now”; status of the last check
Bulletins by email	ADLS Records → AD / SB → Bulletins by email	A private address for the organization: service bulletins, letters and ADs sent or forwarded there are read by AI (what it is, who it applies to, mandatory or recommended, recurring, what to do), kept in your own library and matched to your aircraft, engines and propellers	Turn on, reset the address; recent emails listed; matches go to the review list and maintenance control is emailed; never shared with other organizations
Weekly AD / SB summary	Email, Mondays	To maintenance control (Director of Maintenance / Maintenance Control, else the group admins): what's waiting for review, what applies and isn't complied with yet with its Maintenance Due status, and what was matched last week	Organizations with nothing open get nothing
Aircraft AD set-up	AD / SB → Aircraft AD set-up	Type certificate holder and model the ADs use, per aircraft; Suggest fills them in with AI from type and S/N	Admins, Director of Maintenance, Maintenance Control
Engines & Props	Aircraft record → Engines & Props	Engines, propellers and APUs with make, model and S/N, so component ADs match too	Paste from Excel for a fleet

Feature	Where	What it does	Options / who
AD review	AD / SB list and each aircraft record	Each match shows how sure it is (model and S/N, model only, possible), the unsafe condition, what to do and the service bulletins cited	Applies, Complied (date, hours, method), Not applicable (reason); recurring ADs go onto Maintenance Due
Maintenance programs	ADLS Records → Programs	A program per aircraft type, read by AI from your manual or approved program	Approve All High-Confidence; anything uncertain waits for you
New revision	The same program	Unchanged tasks are approved automatically; changed, new and removed tasks are shown with what changed	Apply again keeps last-done dates and takes the new intervals
Logbook sticker	Task card, work order, done Maintenance Due item	A 6 × 4 in label for the Part 91 logbook entry, filled in from the aircraft and the work	Maintenance (43.9) or Inspection (43.11) wording; signer details remembered

> The AI reading is a starting point, not the record. Always check the AD, the service bulletins and the manual before signing anything off.

AMOCs on an aircraft's ADs

An alternative method of compliance (AMOC) approved for an AD is recorded on that aircraft's AD, next to its compliance. If the AD is tracked in Maintenance Due and the AMOC changes its due point (for example a longer interval), the same step records a linked Maintenance Due extension.

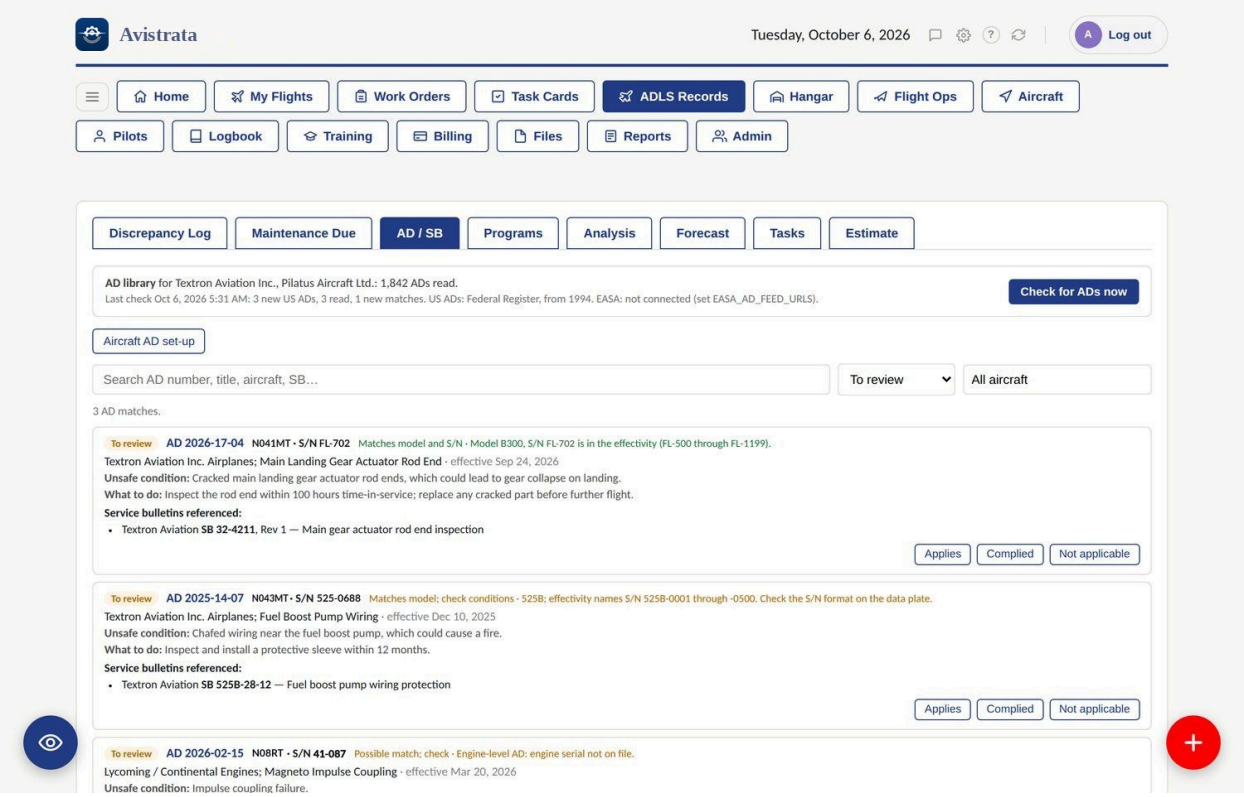
Feature	What it does	Options	Who
AMOC…	On an aircraft's AD: AMOC number, what it approves (alternative method, interval or limit), approved by, approved on, where the approval letter is filed	The AD shows an AMOC badge with the number	Director of Maintenance, Maintenance Control, admins
Due point	When the AD is tracked in Maintenance Due, offers to record an extension with the new due point	Same rules as other Maintenance Due extensions	Same
Revoke	Marks the AMOC record revoked, with a reason	Records are never edited or deleted	Same

How to: record an AMOC

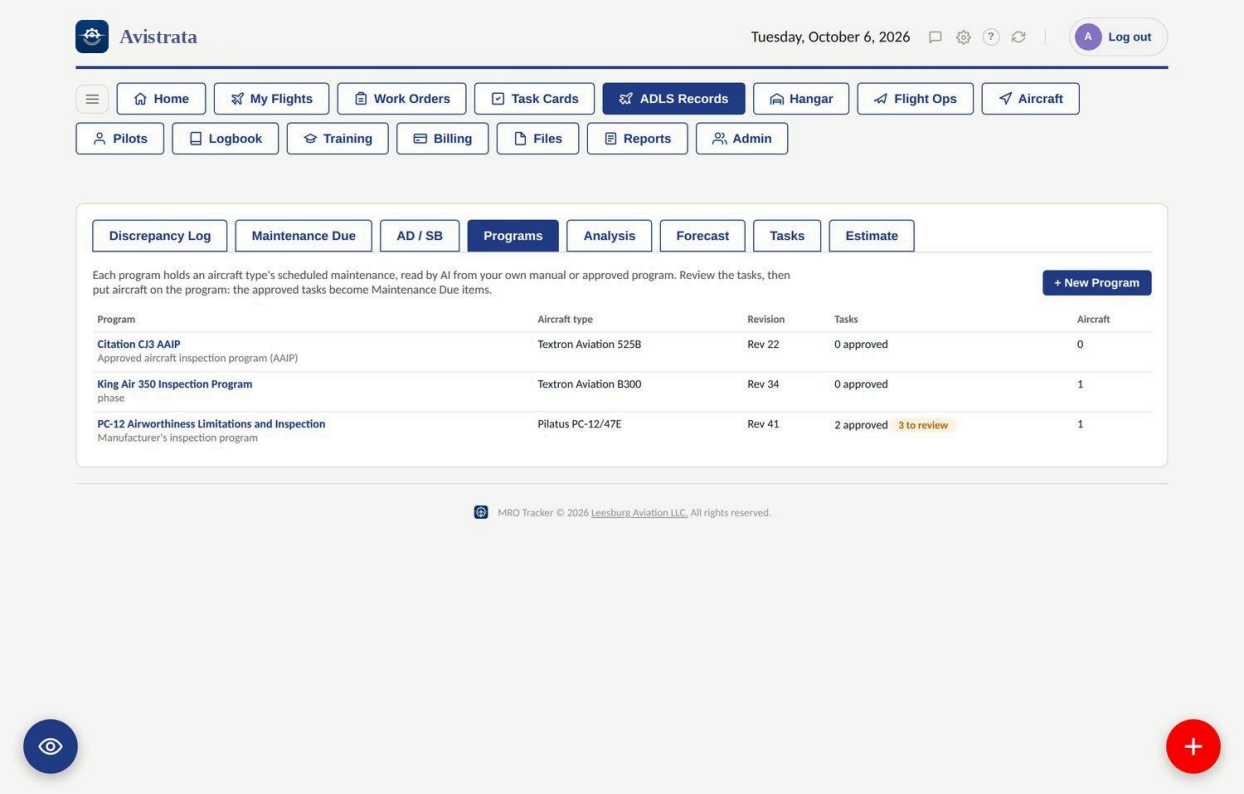
1. **Find the AD** on the aircraft: Records → AD / SB, or the aircraft record.

2. **Press AMOC…** and enter the AMOC number and what it approves; approved by, approved on (YYYY-MM-DD) and where the letter is filed are optional.

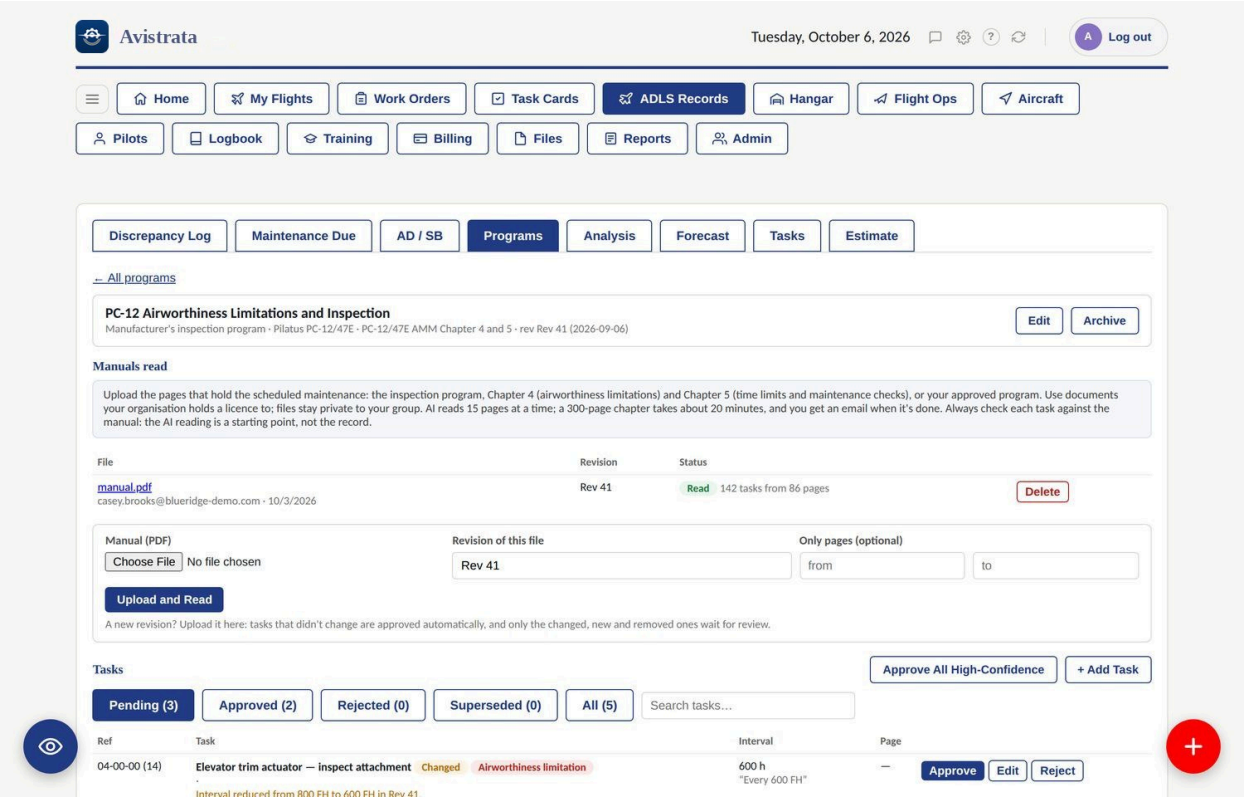
3. **Due point:** if the AD is in Maintenance Due you are asked whether the AMOC changes its due point. Answer yes to record the extension with the new point.



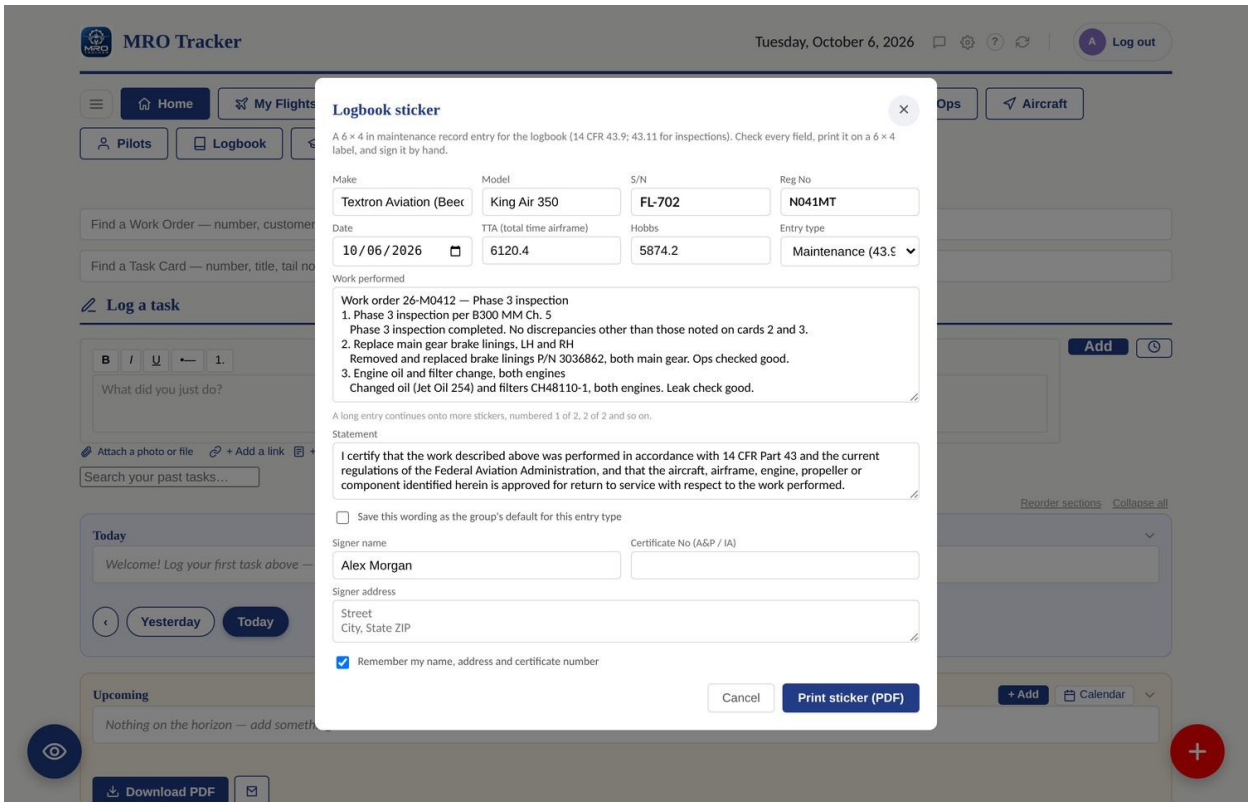
ADLS Records → AD / SB: matches to review, with the unsafe condition, what to do and the service bulletins cited



ADLS Records → Programs: each program with its revision, review progress and aircraft



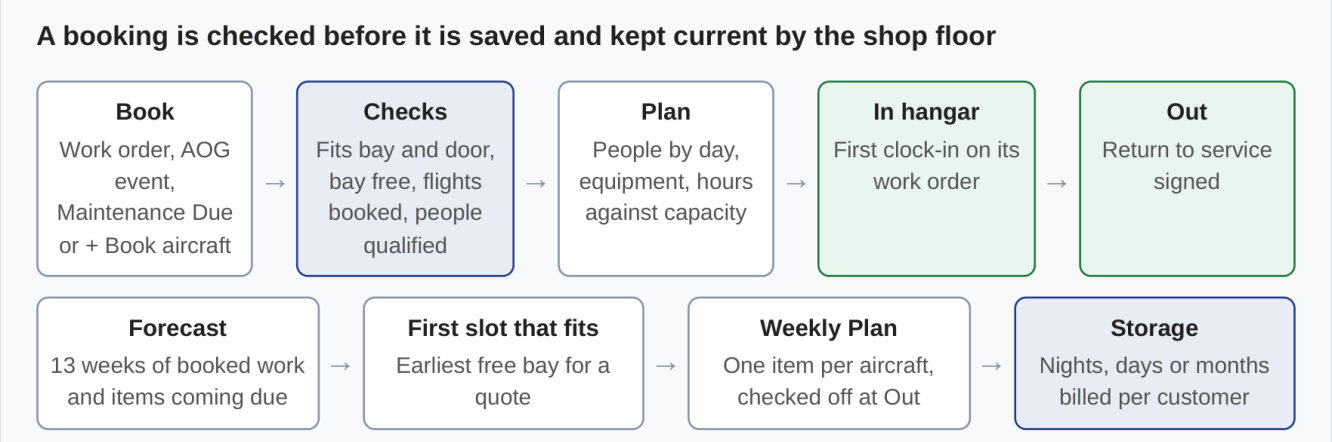
A program: the manuals read, then each task to review, with what changed in the new revision



Logbook sticker from a work order: every field can be changed before printing

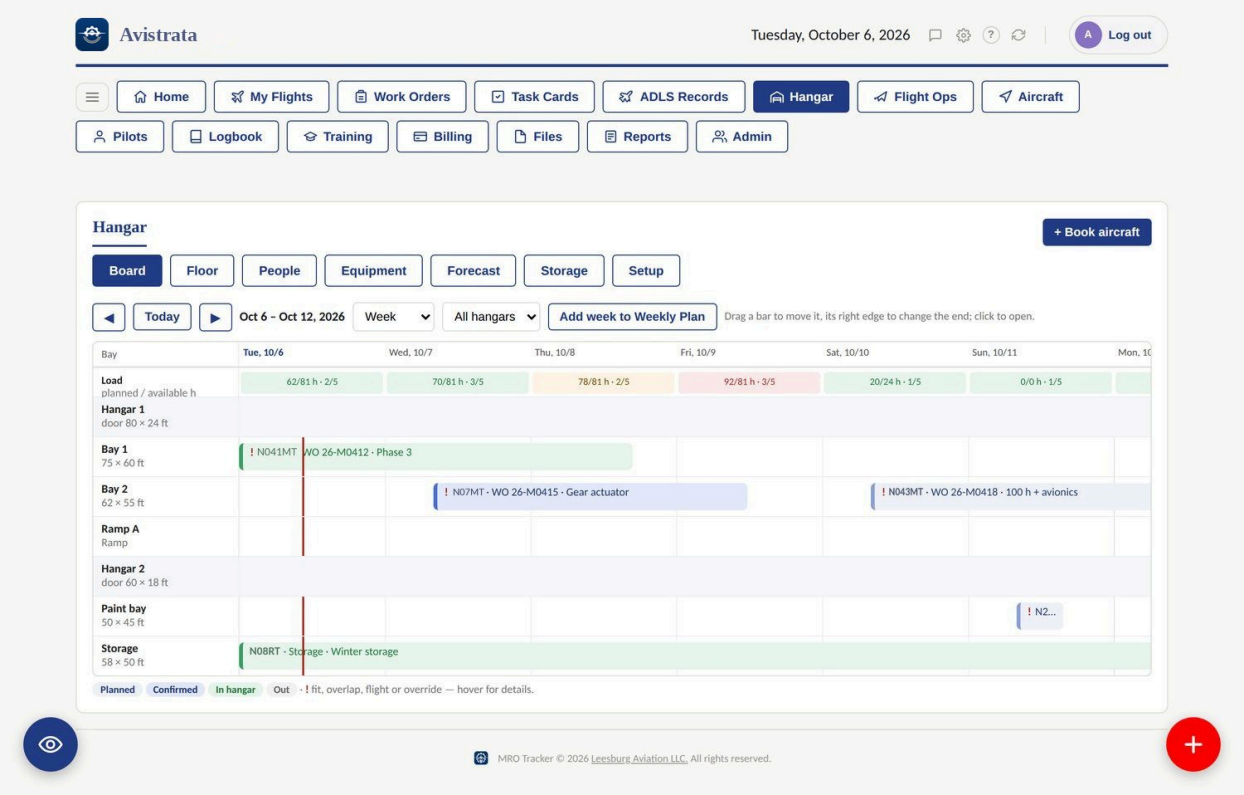
Hangar

Hangar plans which aircraft is in which bay, when, with which people and equipment, and what is coming due. Bookings link to work orders, AOG events and Maintenance Due items, and the shop floor moves them along: the first clock-in puts the aircraft in the hangar, and return to service takes it out.

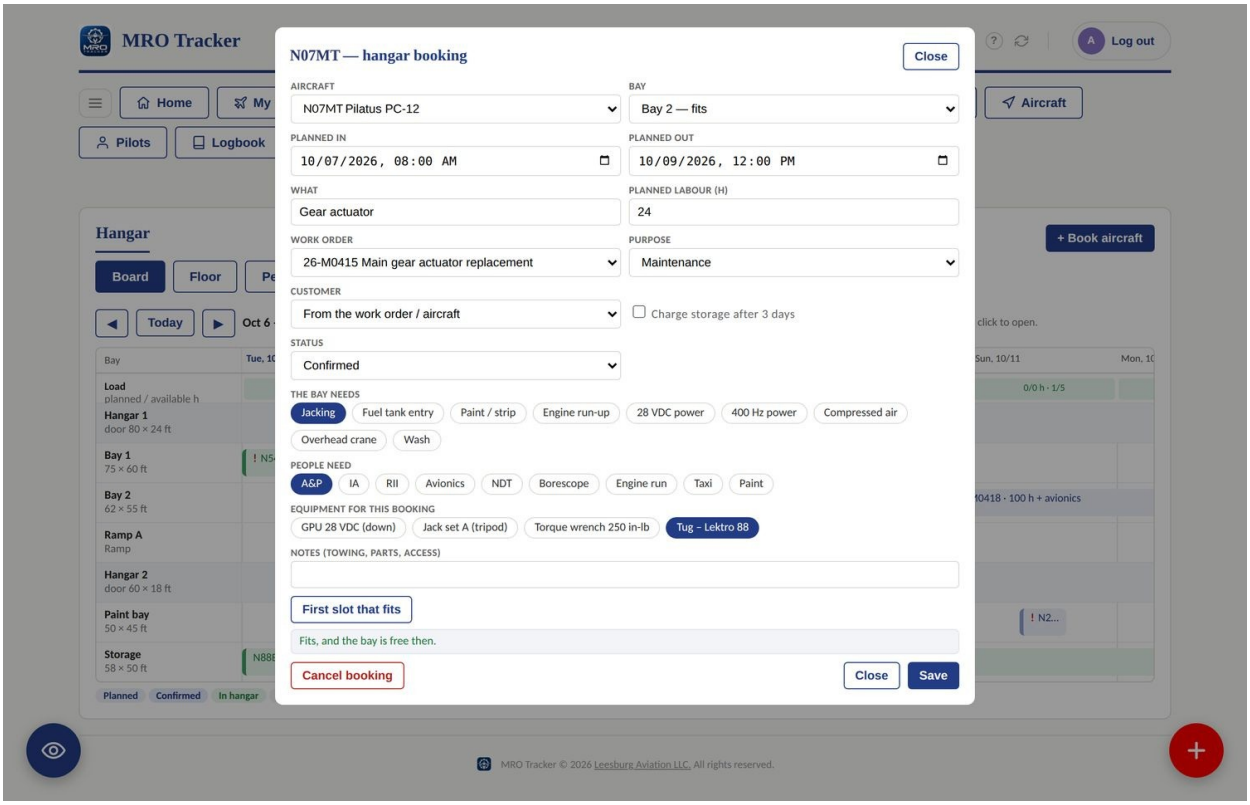


Hangar · from booking to billing

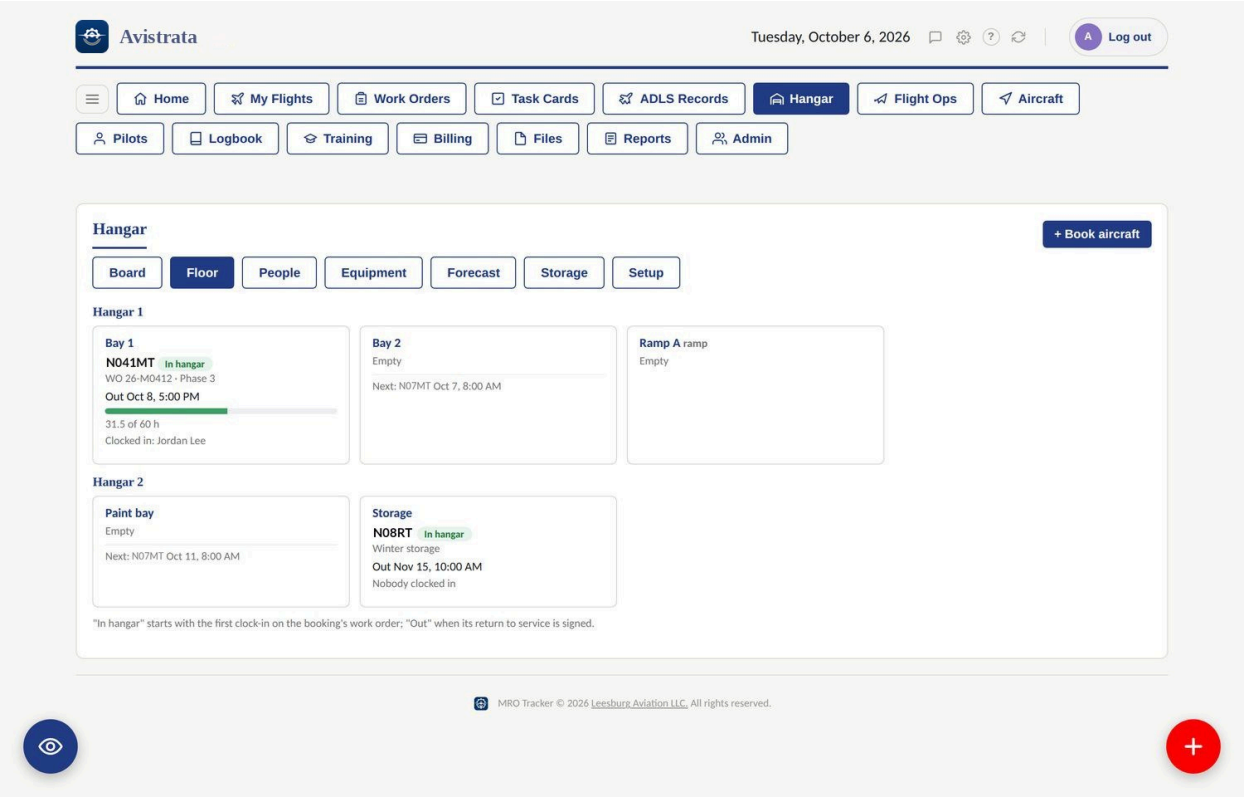
Feature	Where	What it does	Options / who
Board	Hangar → Board	A row per bay, a bar per booking; drag to move, drag the right edge to change the end; load strip of planned against available hours	Day, week, 2 weeks, month; by hangar
Booking	+ Book aircraft; Book hangar on a work order; Needs a bay now on an AOG event	Aircraft, bay, planned in and out, work order, purpose, customer, bay needs, people needs, equipment	Checks off, warn or block; a block can be overridden by a group admin with a reason
Floor	Hangar → Floor	Each bay now: the aircraft, who is clocked in, hours used against planned, a late planned-out in red	Everyone in the group
People	Hangar → People	Technicians and contractors with shifts, time off and qualifications; click a day to assign someone	Over-assigned days in red; missing qualifications flagged or blocked
Equipment	Hangar → Equipment	Tugs, jacks, GSE and calibrated tools, booked with a booking or on their own	Out of service or past calibration can't be booked
Forecast	Hangar → Forecast	Hours and bay-days per week, booked plus Maintenance Due items coming due (hours items projected from recent flying)	Move a planned start to see the effect; Book; First slot
Storage	Hangar → Storage	What each customer owes for a month from storage bookings and charged maintenance stays	Create draft invoices, one per customer; a month is never billed twice
Setup	Hangar → Setup	Hangars and bays (searchable list), checks, aircraft sizes (searchable), storage rates and free days	Group admins, Director of Maintenance, Maintenance Control
Templates	Work order template → Hangar	Bay needs, people, equipment, hours and days, copied to work orders made from the template	Fills in the booking



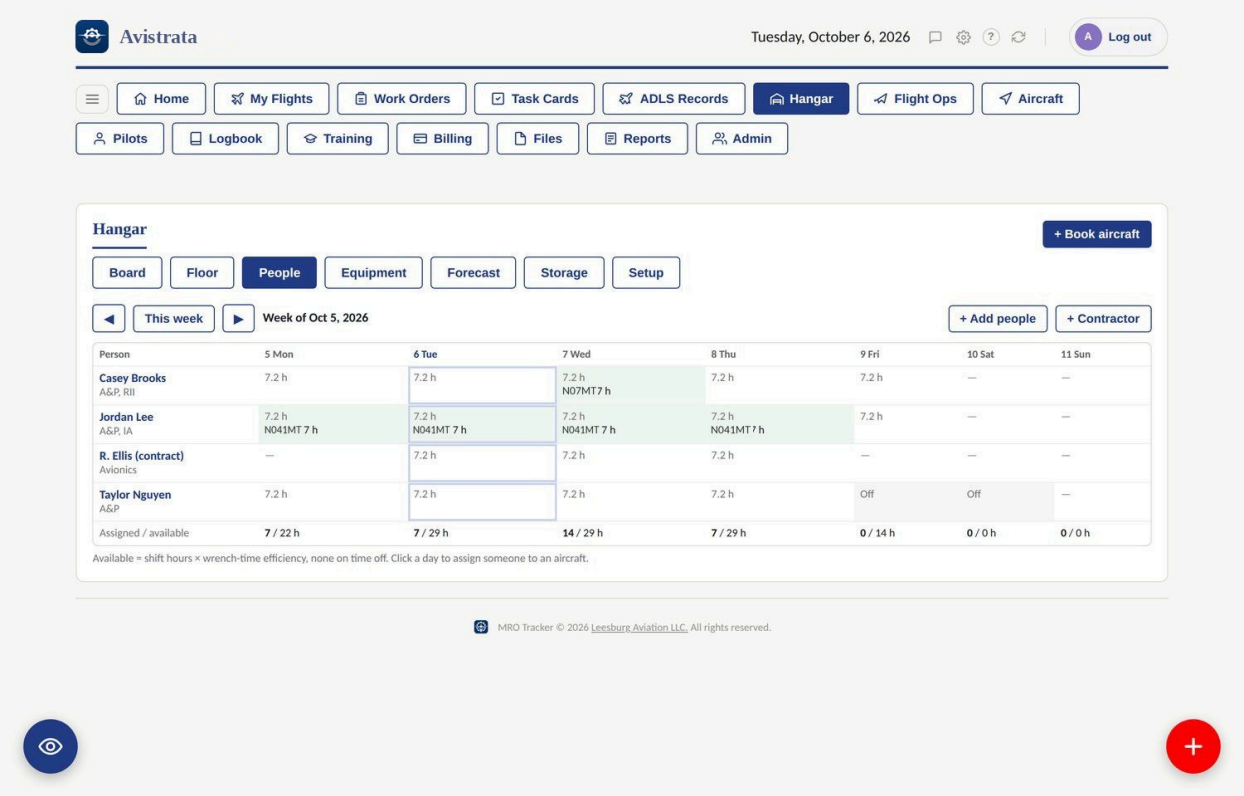
Hangar → Board: bookings by bay, today's line, and planned against available hours each day



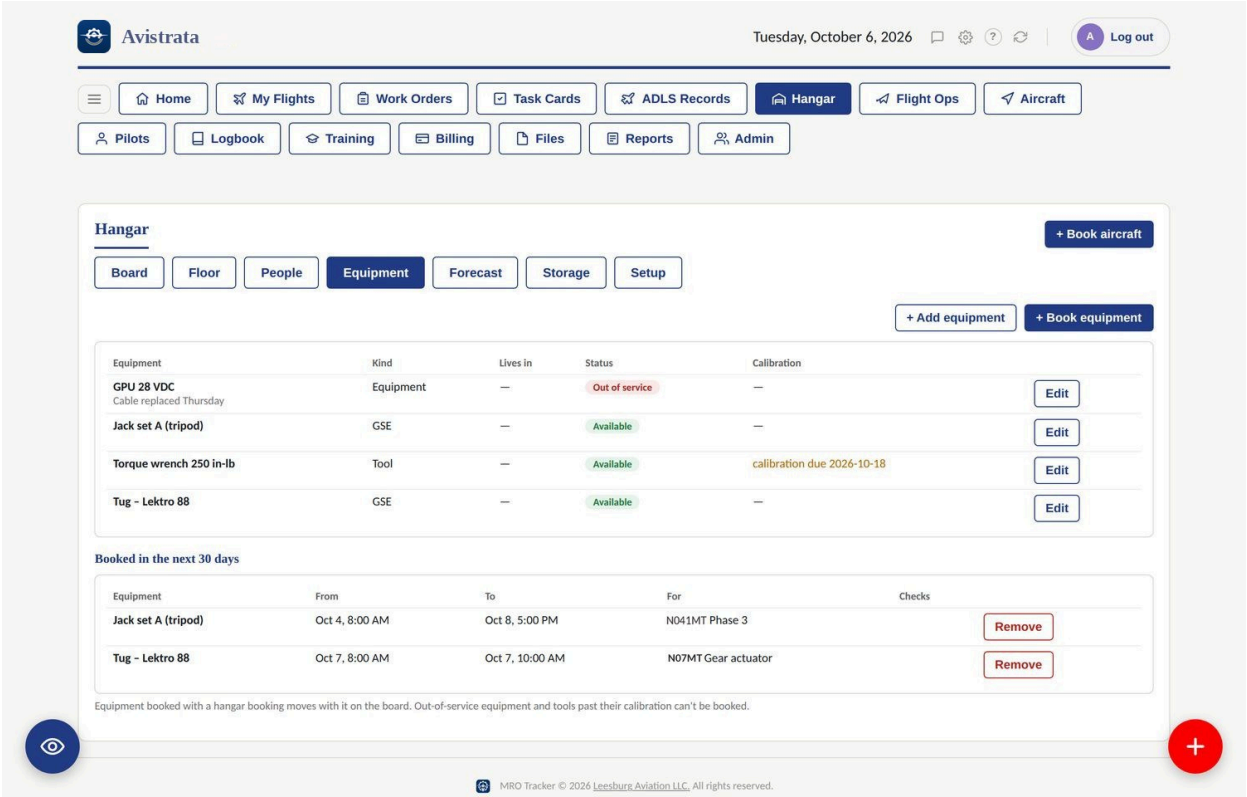
A booking: bay with fit markers, purpose and customer, needs, people and equipment, and the live checks



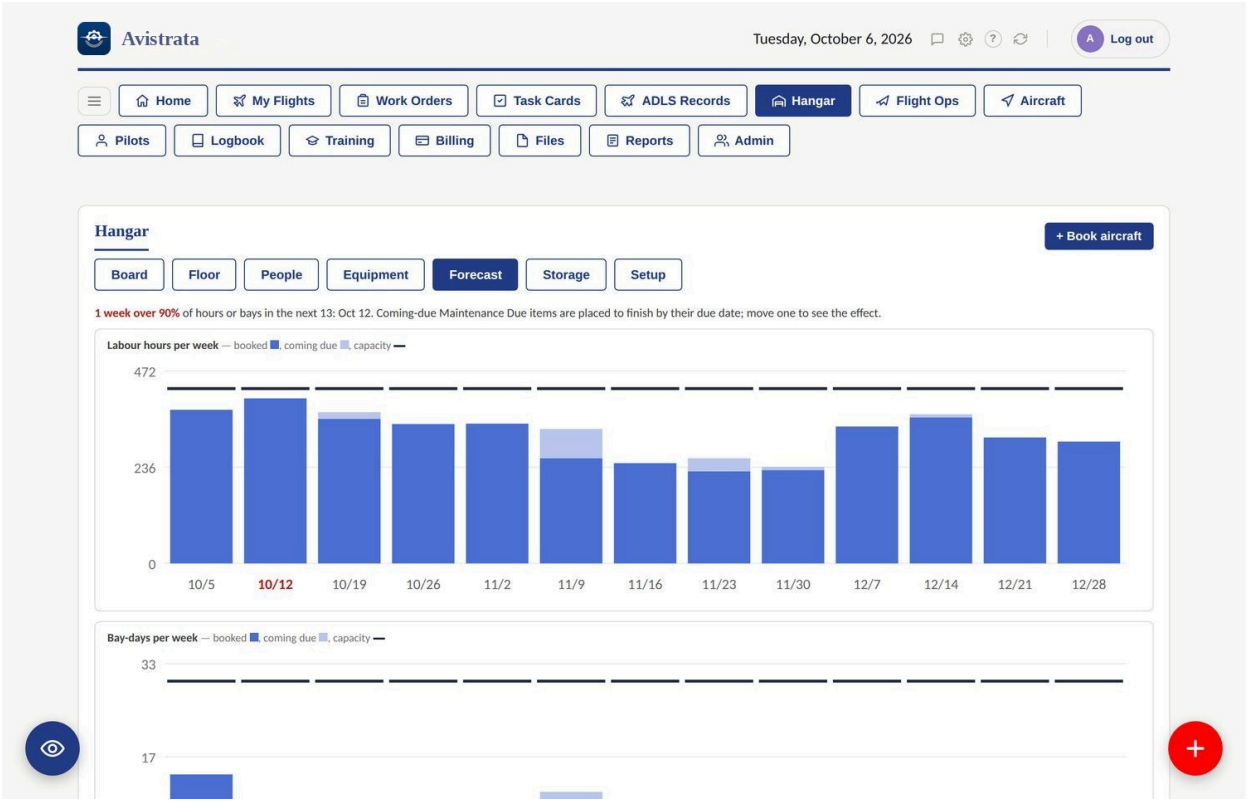
Hangar → Floor: what is in each bay now, who is clocked in and hours used



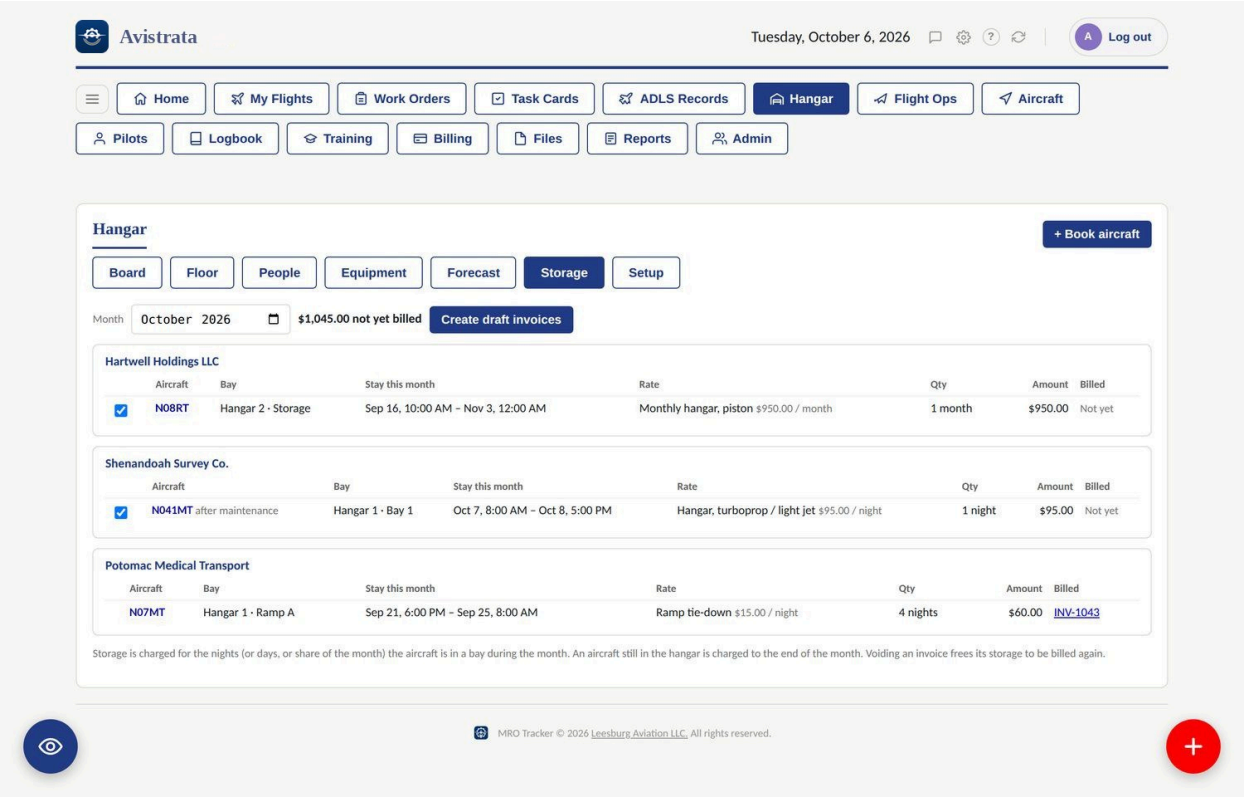
Hangar → People: shifts and assignments by day; red where someone lacks the qualification needed



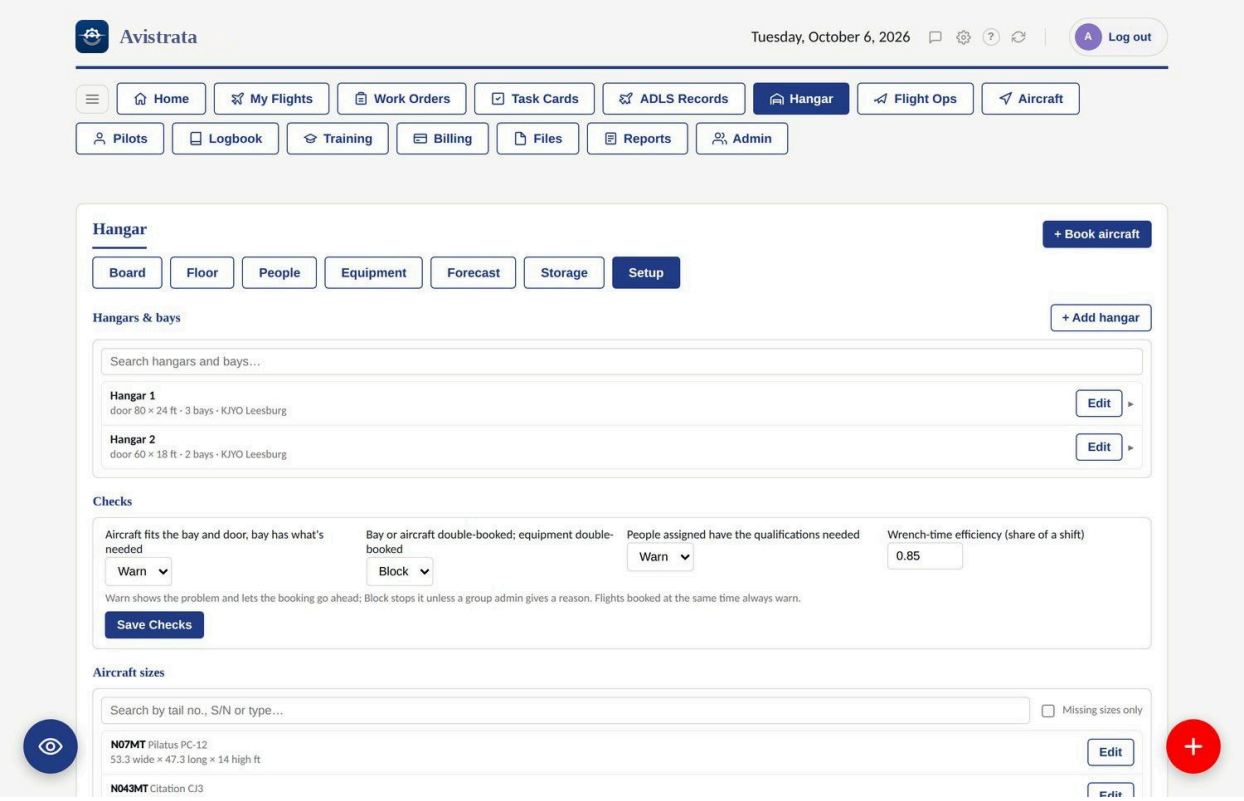
Hangar → Equipment: status and calibration, and what is booked in the next 30 days



Hangar → Forecast: 13 weeks of labour and bay-days against capacity, with items coming due



Hangar → Storage: storage owed per customer for the month, ready to invoice



Hangar → Setup: searchable hangars and bays, checks and aircraft sizes

Tools, inventory and people records

These are the group's reference lists: the tools mechanics check out, stock on hand, and the certificates and classifications people must hold.

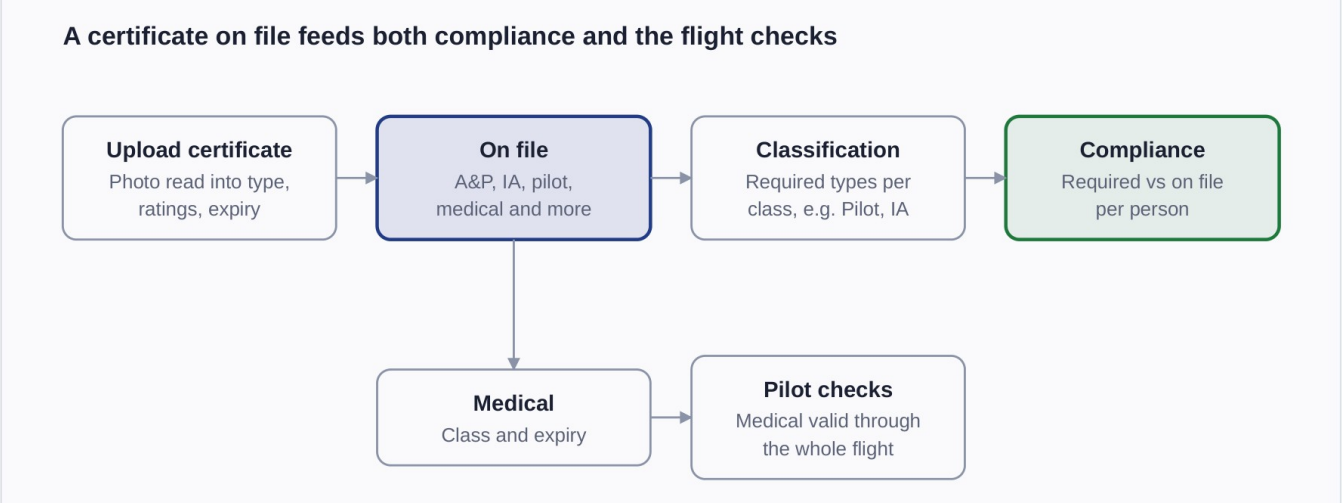


Tool check-out · inventory to card sign-off

Calibration due dates and lost-tool reports hang off the same tool record.

Feature	Where	What it does	Options / who
Tool Inventory	Admin → Aircraft & Lookups	Every checkable tool: number, description, category, barcode	Bulk import; barcode scan-to- fill; super admin / org admin
Calibration	Tool record	Due date and/or recurring interval (months); history of calibration events; recording one rolls the due date forward	Due/overdue report on screen or PDF; a tool coming due is flagged
Tool check-out	Task card → Tools	Who has which tool, on which card, since when	Tool Operators list per group; a tool still out blocks the card's final sign-off
Lost / Missing Tool Reports	Aircraft & Lookups	Report a lost tool: description, department, aircraft S/N, time and place lost, issued to, last known location	Control number; printable
Stock / Inventory	Aircraft & Lookups	Parts and consumables on hand	Search, add, bulk import
Locations and Programs	Aircraft & Lookups	Bases and programs used to group aircraft and people	Location groups for ADLS analysis
Print Custom Forms	Aircraft & Lookups	Fill-and-print copies of your shop's paper forms	
Certificates	My Preferences (own); Manage User (admins)	A&P, IA, pilot certificates, medicals and more, with ratings, limitations, expiry and scans	Read a certificate from a photo; medicals feed Flight Ops checks
Personnel classifications	Admin → Users	Classes such as Regular User, Pilot, A&P, IA, each with required certificate types	Compliance summary: required vs on file
Custom fields	Admin → Users → Custom Fields	Extra fields on people or aircraft (e.g. a yearly IPC due date)	Shown in Manage User and the aircraft form

Feature	Where	What it does	Options / who
Personal & ID info	Manage User	Address, date of birth, emergency contact, weight, driver's licence, passport	Admins
Pilot availability and check-outs	Manage User	Airframe check-outs and currency, weekly availability, one-off exceptions and blackouts	Feeds the Pilots search



Certificates · compliance and flight checks

Medicals flow straight into the Flight Ops pilot checks; other certificates count toward each person's classification.

Tool control

Tool records keep an audited history, and the database enforces the checkout rules, so a task card can't be signed off while one of its tools is still out.

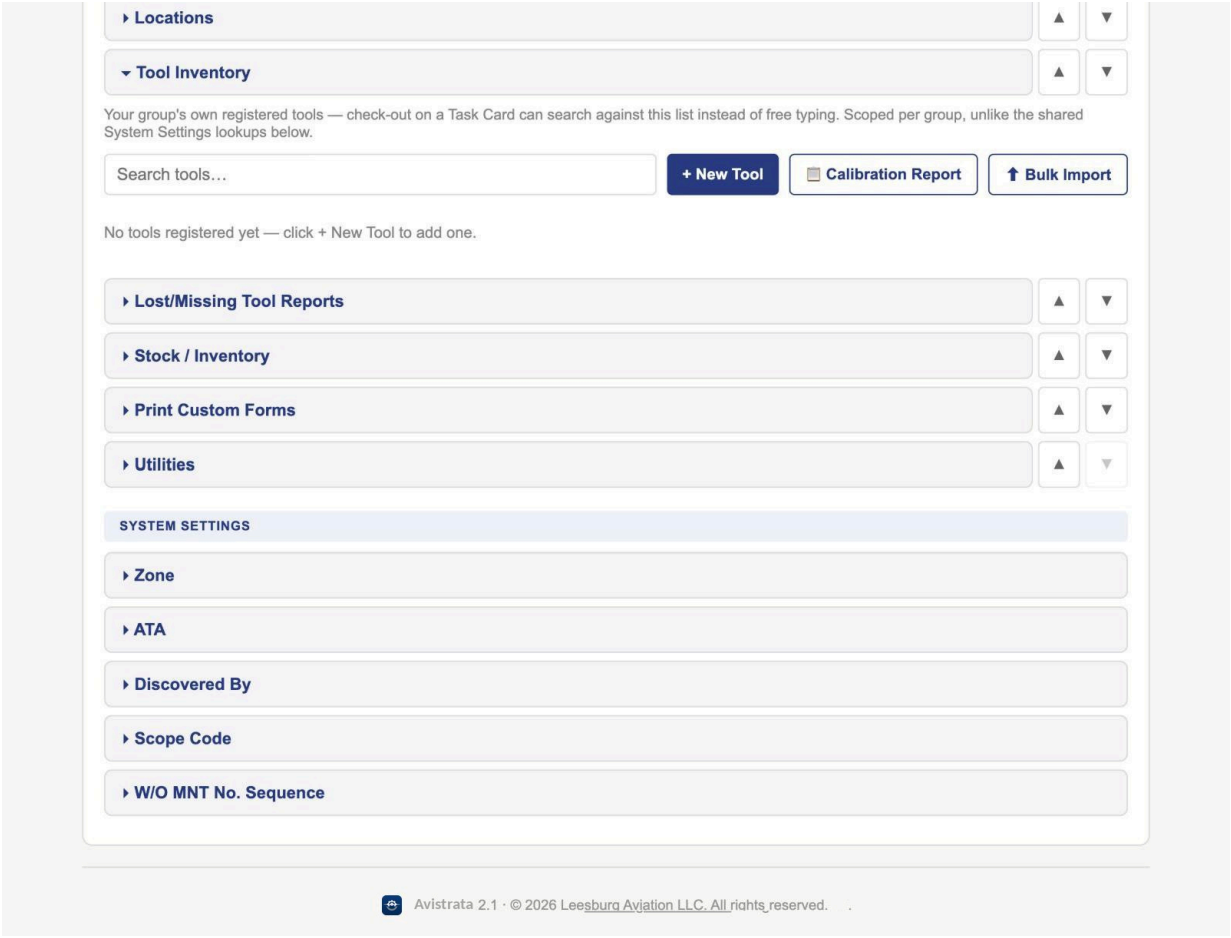
Feature	What it does	Options	Who
Status and calibration changes	Putting a tool back in service, moving its calibration due date later or turning calibration off asks why; every change is kept in the tool's status history	The reason is required (better still, record the calibration under Calibration History)	Tool inventory admins
One organization	A tool belongs to one organization and is offered only on that organization's task cards	Move a tool: Tool Inventory → Edit Tool → Move to another organization…	Admins of both
Sign-off check	A task card's final sign-off is refused while any tool on it is still checked out	Checked in the database, so it applies in the apps too	Automatic
Return a tool	Task card → Tools: Check In, Damaged or Lost	Damaged asks what is wrong and takes the tool out of service; Lost opens a Lost / Missing Tool report tied to the card and closes the checkout as lost	Tool Operators

How to: return a damaged or lost tool

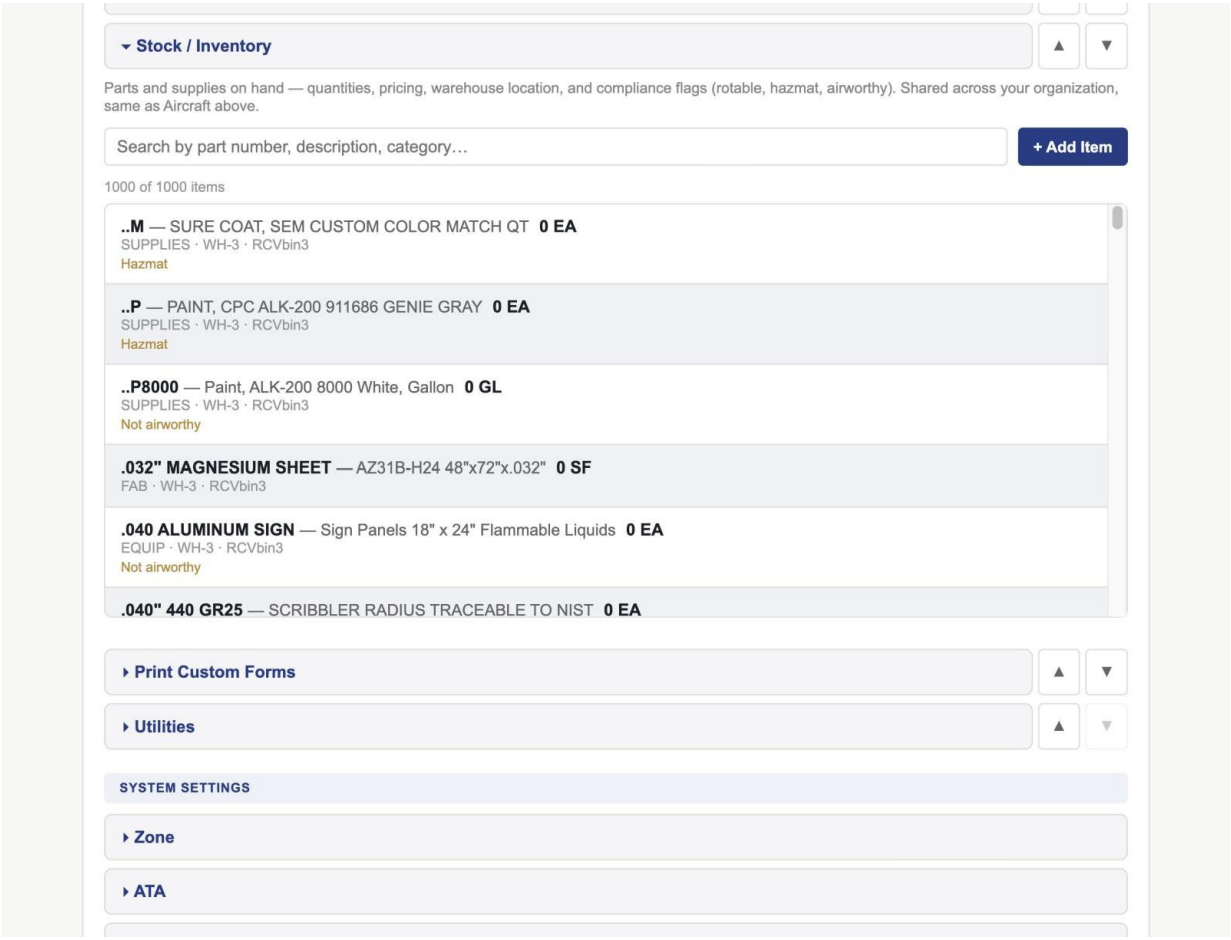
1. **Open the card:** task card → Tools.

2. **Choose:** Check In for a serviceable tool, Damaged for one that came back damaged (say what is wrong), or Lost.

3. **Lost report:** for Lost, complete the Lost / Missing Tool report (the tool, when it was issued and to whom are filled in) and save. When the tool turns up, press Mark Found on the report.



Admin → Aircraft & Lookups → Tool Inventory



Admin → Aircraft & Lookups → Stock / Inventory

Stores

Stores keeps each organization's parts stock. The stock list is per organization, with search on the server, and parts show the alternates Engineering has approved.

Feature	What it does	Options
Export-controlled parts	Parts marked ITAR or EAR are kept off the web store, Marketplace, the PartsBase file, public photos and MRO Insight	
Marketplaces tab	The PartsBase inventory file, built with listing rules	"Find elsewhere" looks a part up on ILS, PartsBase and Locatory
Stock list	The organization's stock, searched on the server	One list per organization
Approved alternates	The part window shows the alternates "Approved by Engineering"	See Parts interchangeability under Engineering

Engineering

The Engineering workspace is for the engineering / technical services desk of a Part 135, 145 or 91K operator or repair station. Mechanics bring technical questions to engineering from the task card; engineering answers them, classifies and records repairs and alterations, writes engineering orders that the shop uses as task cards, and keeps the technical library, configuration status and inspection program current. Engineering is in the workspace switcher on the web and in the Admin and Mechanic apps on iPhone and Android.

Who. Engineers are admins, or people given the Engineer role in Engineering → Settings. Mechanics ask engineering from a task card or directly, and are told when their request is answered.

In the apps. The Admin and Mechanic apps have Engineering too: the Home tiles, requests with photos taken with the camera, the damage diagram, the technical library with its files, and engineering orders.

Feature	Where	What it does	Options / who
Engineering Home	Engineering → Home	Counts of open requests (AOG / urgent / late), alterations in work, orders to check or publish, documents to read and program changes waiting	On the phones the tiles are tappable and filter the list
Engineering requests	"Ask engineering" on a task card, or directly in Engineering	Technical queries (tech queries) from the shop, numbered ENG-1, ENG-2… per organization, with a conversation thread and a disposition	Kinds, priorities and due times below; engineers answer
Photos and files	Requests, alterations, damage entries, library documents	Attach photos and files; on phones, take a photo with the camera	Private storage with signed links; documents up to 100 MB
Repairs and alterations (Form 337)	Engineering	Major / minor classification with a link to the Avistrata FAA classification guide; the signed classification decision and the signed Form 337 are attached; the Form 337 fills in from the record and prints	Planning → data pending → in work → completed (waiting for the FSDO) → filed → closed
AD / SB review	Engineering	Applicability decisions per aircraft	
Reliability	Engineering	Discrepancy and removal rates per ATA chapter per 100 flight hours, from the discrepancy log and the flight log	Alert levels
Engineering orders and work instructions	Engineering	Numbered EO / WI documents with steps, notes, cautions, warnings, inspection and RII steps	Draft → in review → approved with an electronic signature → published as a task card template; Print / PDF
Damage map	Engineering; Admin and Mechanic apps	Dents, scratches, corrosion, cracks, doublers and repairs marked on an aircraft diagram	Seven diagram layouts; limits, SRM reference, status and re-inspection for each entry
Technical library	Engineering	Manuals (AMM, IPC, SRM, WDM, CMM, POH, MPD), SBs, SLs and ADs with the current revision, revision history and periodic review dates	Read-and-acknowledge for each revision; upload the document or link a file already in Files
Configuration status	Engineering, per aircraft	Which mods, SBs, STCs, alterations and ADs are embodied, not embodied, partial or not applicable	

Feature	Where	What it does	Options / who
Inspection program	Engineering	Program changes (escalation, de-escalation, add, delete, modify) with their justification and data; manufacturer's tasks (MPD) mapped to your task card templates	Draft → submitted → approved / rejected → implemented; coverage gaps are visible
Parts interchange-ability	Engineering and Stores	Two-way, one-way, superseded-by, PMA and approved-alternate relations, with the approval reference	One lookup across Engineering and Stores, with how many of each are on hand and Open in Stores
Notifications	Email, text and push	New requests to engineers; the answer to the requester; notes to the other side; late requests escalated; orders waiting for review to engineers	Admins too for late AOG / urgent requests; checked every 2 minutes, including changes made in the apps
Record links	Weekly Plan, Shared Tasks	Link an engineering request, alteration or order from a Weekly Plan item or a shared task	

Engineering requests

A request is a technical question from the shop floor to engineering. A mechanic presses Ask engineering on the task card, or raises the request directly in Engineering, and picks its kind and priority. Each request is numbered ENG-1, ENG-2… in its organization.

Kinds. Repair, damage, alternate part, deviation, AD / SB question or general.

Priority and due time. AOG (due in 4 hours), urgent (24 hours) or routine (5 days). Late requests are escalated; for AOG and urgent requests the admins are told as well.

Answer. The engineer and the requester talk in the request's thread, with photos and files. The engineer closes it with a disposition (use as is, repair, replace, deviation approved, not approved or information) and the approved data reference, and the requester is told.

How to: ask engineering from a task card

1. **Open** the task card and press Ask engineering.

2. **Describe** the question: choose the kind and the priority, then add photos (on a phone, take them with the camera) or files.

3. **Follow** the thread: notes from engineering come to you, and you are told when the request is answered, with its disposition and approved data reference.

Repairs and alterations (Form 337)

Each repair or alteration is classified major or minor, with a link to the Avistrata FAA classification guide (the FAA app / page) to work through the decision. The signed major / minor classification decision is attached to the record. The Form 337 is filled in from the record and printed, and the signed Form 337 is attached.

Stages. Planning → data pending → in work → completed (waiting for the FSDO) → filed → closed.

> The classification guide helps with the decision; it does not make it. The signed classification decision and the signed Form 337 attached to the record are what count.

The classification guide inside the alteration

An FAA alteration has "Classify here (FAA Part 43 guide)". The engineer works through the same major / minor guide as the Avistrata FAA app, reviews the result and signs it with their signing PIN. The signed result (answers, guide version, signer and certificate) is kept on the alteration, a branded result PDF is attached automatically, and Avistrata offers to set the classification. Uploading a classification done elsewhere is still possible. Available on the web and in the app.

Engineering orders and work instructions

Engineering orders (EO) and work instructions (WI) are numbered documents made of steps, with notes, cautions, warnings, inspection steps and RII steps.

Approval. An order goes from draft to in review to approved. Approval is an electronic signature, and each approved revision (A, B, C…) keeps a signed snapshot. Engineers are told when orders are waiting for review.

Published as a task card template. An approved order is published as a task card template, so the shop uses the approved instruction directly on work orders. Orders print or save as PDF.

How to: publish an engineering order

1. **Write** the EO or WI: its steps, notes, cautions, warnings, and inspection and RII steps.
2. **Review** it: move it from draft to in review.
3. **Approve** it with the electronic signature. The revision letter and a signed snapshot are kept.
4. **Publish** it as a task card template, then use it on work orders.

Approving engineering orders on the phone

In the app, an engineering order in review shows Approve and sign (drawn signature or signing PIN; from revision B the engineer says what changed) and Return for changes. The person who prepared the order can't approve it.

Damage map

Damage is marked on a diagram of the aircraft: dents, scratches, corrosion, cracks, doublers and repairs. There are seven diagram layouts: single engine, tailwheel, twin, turboprop, light jet, airliner and helicopter. The layout is picked automatically from the aircraft model, or set in Aircraft setup → Diagram.

Each entry. Within limits or not, the SRM reference, the status (open, monitored, repaired, closed) and re-inspection by hours or date, with photos and files.

On phones. The damage map works in the Admin and Mechanic apps: tap the diagram to place damage.

Technical library, configuration and inspection program

Technical library. Manuals (AMM, IPC, SRM, WDM, CMM, POH, MPD), service bulletins, service letters and ADs, each with its current revision, revision history and periodic review dates. Upload the document (up to 100 MB) or link a file already in Files.

Read-and-acknowledge. People sign that they have read each revision; Engineering Home counts the documents still to read.

Configuration status. For each aircraft, which mods, SBs, STCs, alterations and ADs are embodied, not embodied, partial or not applicable.

Inspection program. Program changes (escalation, de-escalation, add, delete or modify), each with its justification and data, go through draft → submitted → approved / rejected → implemented. The manufacturer's tasks (MPD) are mapped to your task card templates, so coverage gaps are visible.

Reliability. Discrepancy and removal rates per ATA chapter per 100 flight hours, worked out from the discrepancy log and the flight log, with alert levels.

AD / SB review. Applicability decisions are recorded per aircraft.

Parts interchangeability

Engineering records how parts relate: two-way, one-way, superseded-by, PMA and approved alternate, each with its approval reference. One lookup covers Engineering and Stores, shows how many of each alternate are on hand, and has Open in Stores. In Stores, the part window shows the alternates "Approved by Engineering".

Quality and Part 145 compliance

The Quality workspace holds the audit program, findings and corrective actions, the capability list, manuals with read-and-sign, and the repair station records the FAA looks at. Since November 2026 it also runs a full internal evaluation program following FAA Advisory Circular 145-5 (updated September 25, 2026), which lists the five areas inspectors keep finding in repair stations: following your own quality control system (145.211), current equipment, materials and data (145.109), personnel records (145.161), work inside your ratings (145.201) and the capability list (145.215).

Internal evaluation program (AC 145-5)

Tab	What it does	Notes
Program	"Set up the AC 145-5 program" adds 15 Part 145 areas, each with how often it is due, who runs it and a default auditor; two built-in checklists per area (the rules, and how the department controls the work)	The five focus areas every 6 months, the rest every 12; audits are created automatically as areas come due; year calendar; Plan (PDF)
Focus areas	Pulls up the records behind each focus area: work orders closed with open task cards, inspection sign-offs without the authorization, overdue calibrations, superseded data, roster issues, expired training, work outside the ratings, capability items with no self-evaluation	Raise finding, Add to audit, and a sample sized by AC 145-5 Appendix 2 Table 1
Findings	Level 1, Level 2, Concern and Observation, with corrective action plans and an effectiveness check	Checklist questions can link to a manual paragraph
Management review	Inputs pulled in for the period (audits, findings, actions, evidence), discussion, conclusions, decisions and actions with owners	Only the accountable manager signs; PDF
Auditors	A lead auditor can't audit an area they run or themselves; audit training can be required (warn or block)	Set in Quality → Settings

Repair station certificate, ratings and roster

Quality → Repair station keeps the certificate number, location, accountable manager, FAA office and operations specifications, and the ratings and classes held (or limited ratings with the makes, models and part numbers they cover). New work orders are checked against the ratings as well as the capability list (off, warn or block).

Roster. The 145.161 roster is built from the organization's users: management and supervisors, inspectors and people who may approve for return to service, with certificate, employment summary and training. Issue a revision, see the field-by-field history and an "Out of date" list, and print the roster PDF. With the FAA sign-off check on, a return to service or final inspection by someone not on the roster with that authorization is refused or recorded.

Capability list self-evaluation

Each capability item gets a structured 145.215(c) self-evaluation (technical data, tools and equipment, facilities, trained people, each with evidence) signed by quality before the item can go on the list. Each issued revision records when and how it was sent to the FAA.

Technical data library

Quality → Technical data holds the manuals, CMMs, IPCs, ICAs, service bulletins and other data the shop works to, with their revisions (145.109(d)). Adding a new revision supersedes the old one automatically; "Mark received and reviewed" records who checked it; quality is reminded before a subscription ends.

– **Citing data:** task cards, work orders, capability items and maintenance program tasks cite a document and revision (or "always the current one"); a task card can take over its work order's citations.

– **Not current:** citations of a superseded revision or withdrawn document are flagged ("Use rev N"), and at task card sign-off and work order close Avistrata warns or, in block mode, refuses.

– **In the app:** the task card screen lists what the card and its work order cite, with "Not current" where it applies.

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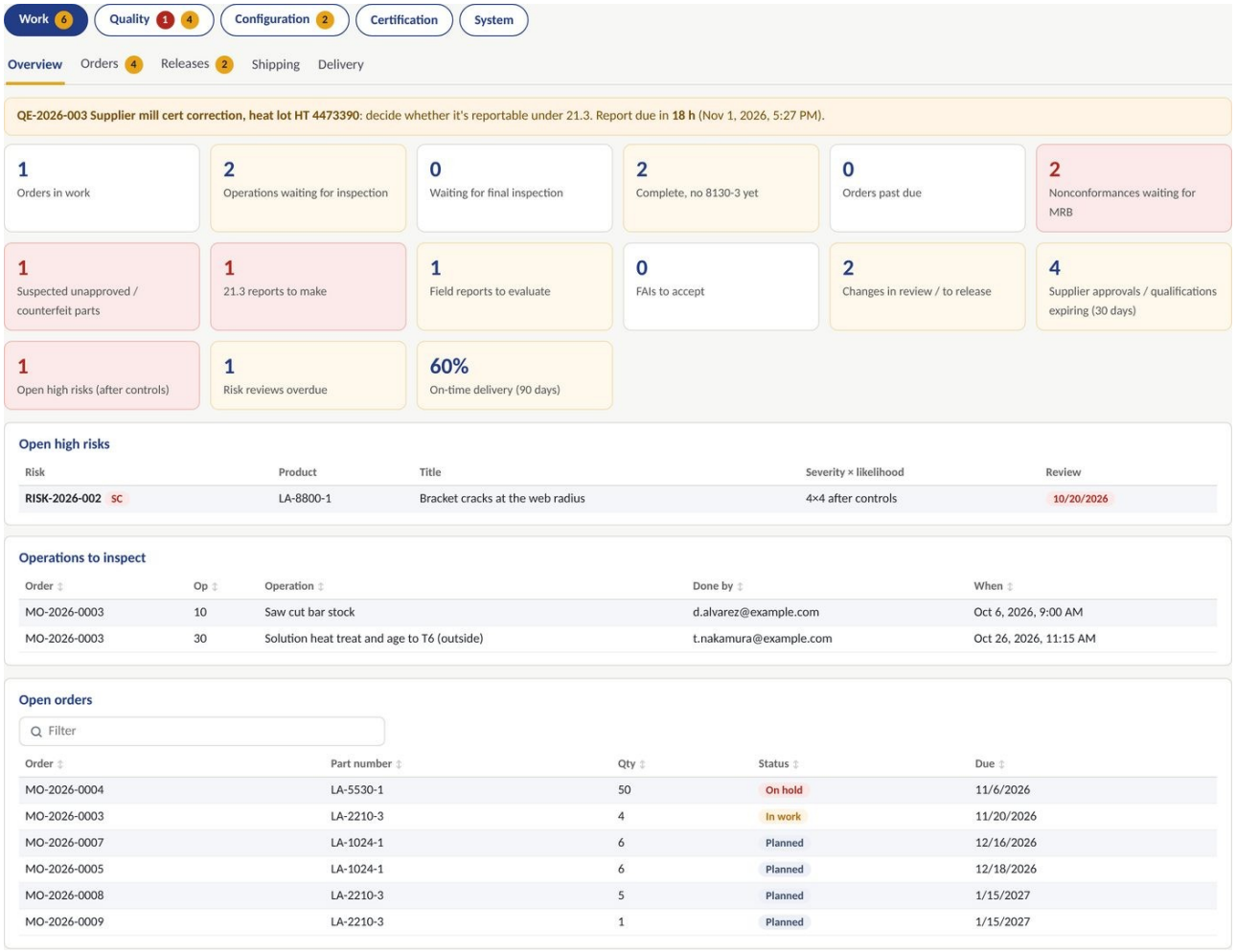
Production (Part 21)

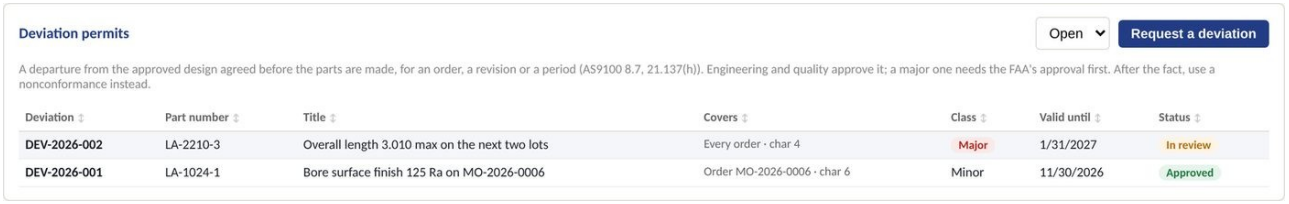
The Production module runs a Part 21 production approval holder's work: products and revisions under configuration control, production orders with travelers and measurements, nonconformance and the Material Review Board, first article inspection, releases on the FAA Form 8130-3, EASA Form 1 or a certificate of conformity, shipping, and the records the FAA and AS9100 expect. The menu has five groups (Work, Quality, Configuration, Certification, System) as pills, with that group's tabs underneath and red and amber counts for what needs attention.



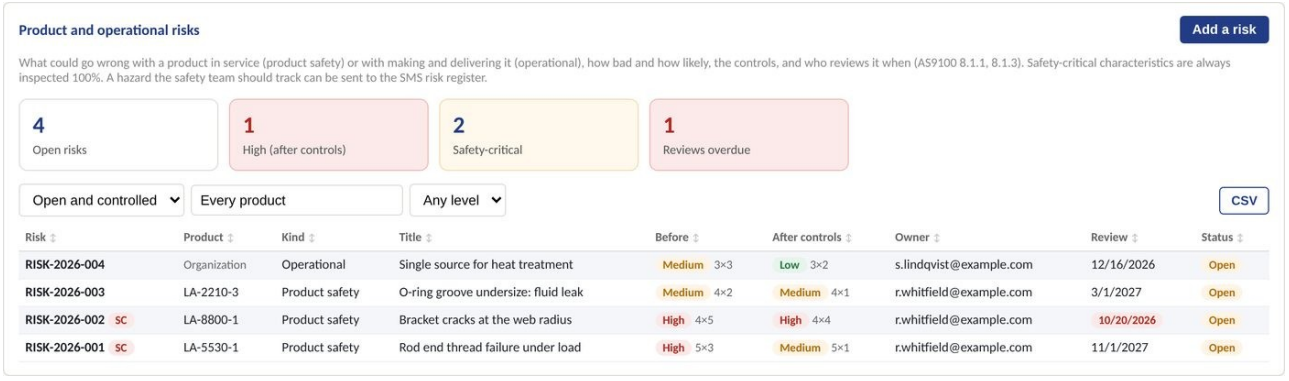
Production overview: what needs attention, high risks and on-time delivery

Area	What it does	Notes
Orders and travelers	Contract review (required by default), material issued before any work is signed, operations signed in order, measurements per serial	Independent inspection: the person who did the work can't buy it off
Deviation permits	A departure approved before production (DEV-numbers) by engineering and quality; a major one needs the FAA's approval reference	Covered characteristics don't block buy-off; kept in the as-built record
First article	Split one part off into its own order; the rest isn't released until its FAI is accepted	

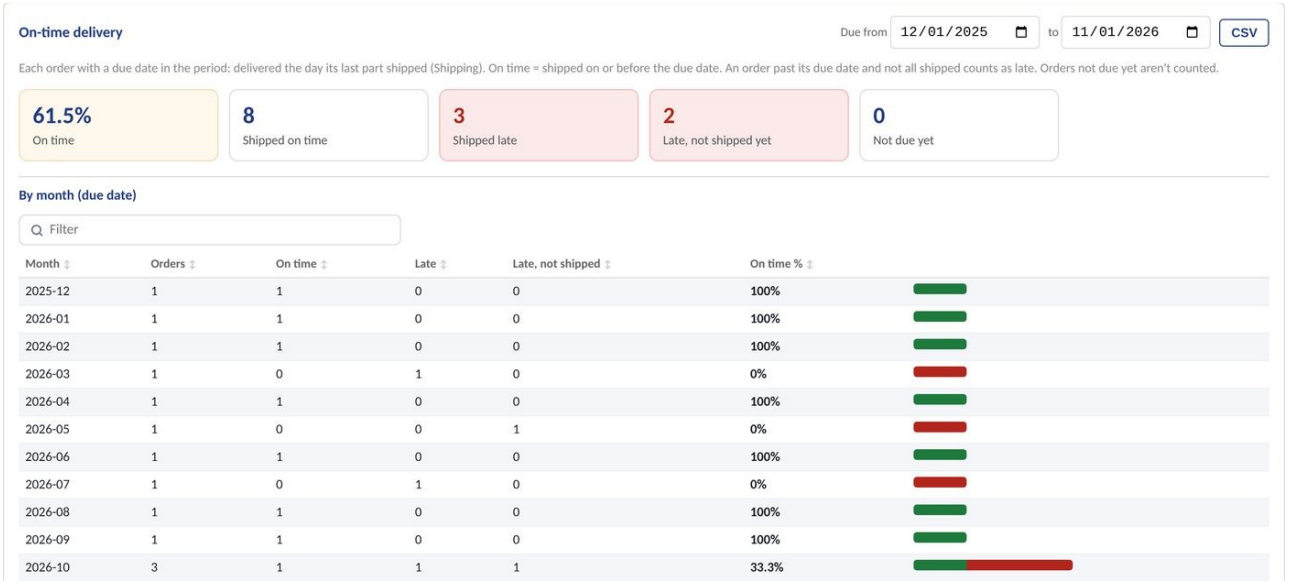
Area	What it does	Notes
Sampling plans	Lots inspected by sample (AS9138, accept on zero); key and safety-critical characteristics and critical parts always 100%	Switching rules: normal, tightened, reduced, by the lots accepted and rejected
Training and stamps	Operations can require current training; inspection and work stamps never issued twice and saved on every sign-off	Requiring an inspection stamp is a setting; expiry emails 30 days ahead
Handling	Shelf life, ESD, storage, packaging, cleanliness and cure date per product	A part past its shelf life can't be shipped
Nonconformance and escapes	MRB dispositions (a major use as is, repair or regrade needs the FAA's approval reference); escapes and design defects on the 21.3 clock	A design defect can raise the change order that fixes it
Releases	FAA Form 8130-3, EASA Form 1, or a certificate of conformity (domestic only)	Exports still need the 8130-3 or Form 1
Product risks	Risk register per product or for the organization (AS9100 8.1.1, 8.1.3): severity × likelihood before and after controls, safety-critical items, reviews	Send a hazard to the SMS risk register
On-time delivery	Each order's due date against the day its last part shipped, by month and customer	CSV
ICA acknowledgment	Holders acknowledge new ICA revisions by link or a short code; mailed replies are recorded by quality; printable acknowledgment form	Remind those still waiting



Deviation permits: approved by engineering and quality before the parts are made



Product and operational risks, with safety-critical items and overdue reviews

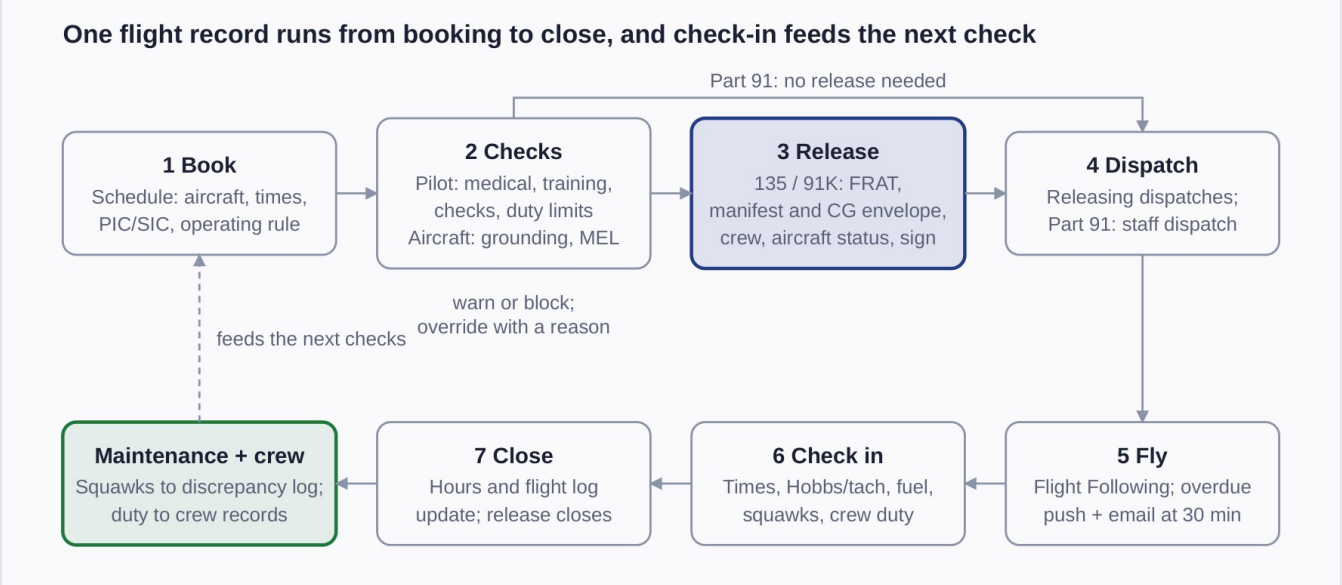


On-time delivery by month

On the shop floor. The Mechanic app signs operations and records measurements (including several sample pieces for a lot), logs labor hours, ships prepared shipments, and shows product risks, on-time delivery and ICA acknowledgment status. Setting up products, plans and shipments stays on the web.

Flight Ops

Flight Ops takes a flight from booking to close on one record, and every step checks the aircraft's maintenance records and the crew's qualifications and duty. It is switched on by the Flight Ops feature and built for Part 135 and 91K operators; Part 91 flights use a lighter path.



Flight workflow · 7 steps and the loop back to maintenance and crew

Part 91 flights skip the release; everything checked in feeds the checks on the next booking.

The flow of one flight

1. **Book** on the Schedule: aircraft, times, PIC and SIC, operating rule (91, 135, 91K, 121). The booking shows whether it needs a release and runs the pilot checks.

2. **Release** (135/91K/121): Create Release from the booking, prefilled. Add route, alternates, fuel, weather, FRAT, load manifest, crew readiness and aircraft status; sign it. Releasing dispatches the booking.

3. **Dispatch** (Part 91): staff dispatch straight from the booking.

4. **Fly**: Flight Following shows who is out; 30 minutes past the booked end, crew and ops get a push and an email, with one reminder.

5. **Check in**: times, Hobbs/tach, fuel, squawks, crew duty.

6. **Close**: aircraft hours and flight log update, squawks go to the discrepancy log, duty is logged, the release closes.

Tab / feature	What it does	Options	Who
Flights Board	All releases with status (draft, released, amended, closed, cancelled) and blockers	Open a release	Ops staff; pilots see their flights

Tab / feature	What it does	Options	Who
Schedule	Week calendar of bookings by aircraft	Operating rule per booking; conflict and grounding checks; release number, "Needs release" and OVERDUE on blocks; crew check box on the booking with hours left; Pilot or Second pilot can be left Open (Open Flights)	Anyone books; dispatchers/admins dispatch and override
Release builder	Header, route and airports (searchable), fuel and weather, dangerous goods flag, MEL/deferred summary, performance reference, crew, readiness and aircraft status	Live blockers list; read-only once released	Dispatcher, ops control, DO, chief pilot, PIC
FRAT	Risk items from the group's template, mitigations, score	Database-scored; one answer per question and every question answered before finalizing; answers lock once final. Above the template's threshold it needs approval by a FRAT Approver, DO or chief pilot, never the person who filled it in	PIC, dispatcher; approvers
Pending FRATs	Finalized FRATs waiting for approval, with a count on the tab; also listed under Home → Needs attention	Approve & Release, or Approve only; approvers get email, text and push, and the link opens that FRAT	FRAT Approver, DO, chief pilot (tab shows only for them)
Load manifest and W&B	Crew, passengers (weights, seats), cargo, NOTOC, totals and max takeoff weight	Full CG envelope from the aircraft's W&B document: load per station, fuel per tank, mission equipment ticked for this flight (added to the basic operating weight), ZFW/ramp/takeoff/landing checked against envelope and max weights, drawn on the envelope; out of limits blocks finalizing; last-minute changes after final	Load agent, dispatcher, PIC (sign as received)
Amendments	Change a released flight	Signed by the approver; ETD/ETA changes move the booking; can also be added and approved in the Pilot and Admin apps	Ops staff
Print Flight Package	Paper package per flight	Release, W&B with envelope chart and the mission equipment carried, manifest and NOTOC, FRAT worksheet, crew sheet with fitness-for-duty signature per person, trip sheet to fill in, open MEL items and discrepancies; aircraft and operator copies; blank backup forms	Anyone with the release
Cancel / Close release	End a release	Cancel frees the booking	Ops staff
Check-in	Block out/in, Hobbs/tach, flight time, landings, route (searchable airports), fuel and oil, squawks with grounding flag, duty on/off per crew member, certification	Duty re-checked against the group's rule set with actual times	Crew on the booking, dispatchers, admins
Flight Following	Out now and Back today, overdue first	Overdue push + email at 30 min, one reminder	Ops staff

Tab / feature	What it does	Options	Who
Settings → Daily Email	The daily flight schedule email: each evening, at the organization's hour and time zone, every pilot and crew member gets their flights for the next day with the forecast and TAF at both ends; dispatchers can get every flight	Send hour and time zone; dispatch copy; Send Me a Test; each person can turn theirs off in My Preferences	DO, chief pilot, admins
Departure briefs	One email per flight to its crew (and dispatch if chosen): the flight and crew, release readiness, open items and maintenance coming due, METAR, TAF (or the nearest one), hourly forecast, flight category, best runway and crosswind against the aircraft limit, the NWS forecast discussion, AIRMETs / SIGMETs on the route, a 7-day outlook, airport details and frequencies	The evening before and/or X hours before departure (Settings → Daily Email → Departure briefs); Send Me a Test Brief; also by text (BRIEF). No NOTAMs or TFRs: always get an official briefing	Crew, dispatch
Operations watch	Automatic checks between bookings, maintenance and crew records: a grounded aircraft (grounding squawk, open AOG, overdue item that blocks dispatch) flags every booking on it in the next 7 days, with free aircraft of the same type; a flight never checked in gets a reminder 2 hours after it ended and a closeout reminder to crew and dispatch the next morning; expiring medicals, certificates, checks and training are flagged at 30, 14 and 7 days and on expiry	Runs every 15 minutes (expiries daily); each alert once; chief pilot / DO (or DOM for maintenance training) gets one summary of their people	Crew, dispatch, managers
Settings → Authorities	The group's operating certificates		Group admins
Settings → Flight roles	Who holds each flight role	See Role reference	Group admins
Settings → Aircraft profiles	Per-aircraft ops data (multiengine, weights, CG unit)	Drives manifest requirement (135.63(c))	DO, chief pilot, maintenance

Tab / feature	What it does	Options	Who
Settings → FRAT templates	Items, points, sections (crew, aircraft, environment, mission), pick-one question groups, risk bands up to Extreme, approval threshold; limits editable until first use, then saved as a new version		DO, chief pilot
Settings → Dispatch Rules	Pilot checks: medical current, checks current, required training current, flight/duty time limits, crew active	Each Off / Warn / Block, all flights or release flights only	Group admins
Settings → Flight Recording	Automatic recording for the Pilot and Admin apps: Off (the default), Remind the pilot (a notification before a booked departure and a “Takeoff detected” prompt if no recording is running) or Start recording automatically when the phone detects the takeoff near the departure airport	Pilots can change this for themselves (or the organization locks it); reminder minutes before departure (default 15); takeoff speed per aircraft (default 45 kt). The phone watches location only near the departure airport during a booked flight’s window	Group admins

Warn asks the user to confirm; Block stops booking, dispatch or release unless a dispatcher or admin overrides with a reason, kept on the booking and in the admin log.

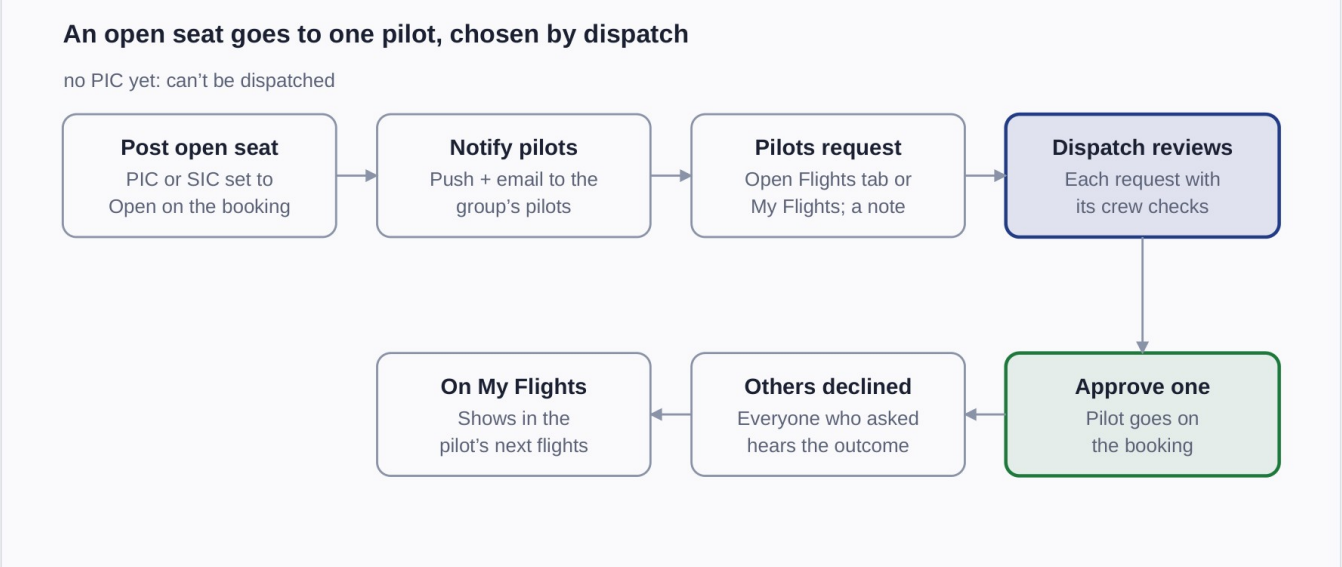


Flight release · package to dispatch

Every open item shows on the release's live blockers list until it is done.

Open Flights

Dispatch can book a flight before a pilot is chosen: leave the pilot or second pilot open, notify the group's pilots, and approve one of the pilots who ask for it.



Open Flights · posting a seat to approving a pilot

Approving a request puts that pilot on the booking and declines the other requests for the seat; a flight with no PIC can't be dispatched until the seat is filled.

Feature	What it does	Options	Who
Post an open seat	On the booking, set Pilot in command or Second pilot to "Open"; or Flight Ops → Open Flights → + Post open flight	Shows as OPEN · needs pilot on the Schedule; filling the seat by hand closes it and declines pending requests	Dispatcher, ops control, DO, chief pilot, admins
Notify pilots	Push and email to every pilot and chief pilot in the booking's group and its sub- groups	Skips crew already on the flight, pilots who already asked and pilots booked at that time; Notify again any time	Dispatch
Request a seat	Open Flights tab, and the Open flights lane on My Flights	Optional note to dispatch; withdraw before a decision	Pilots
Review and approve	Each request with that pilot's crew checks for this flight	Approve runs the usual warn / override step; Decline one request at a time	Dispatch
Outcome notices	Push and email to every pilot who asked	Approved flights appear in My Flights	Automatic
Today and tab count	Open seats in the next 3 days and requests waiting show under Needs attention	The tab counts requests waiting (dispatch) or seats you can ask for (pilots)	Automatic
Cancelled flight	Closes its open seats and pending requests		Automatic

Booking availability

Before a booking is saved, the booking form shows the aircraft's day: the times already booked, and your booking outlined in green when the time is free or in red when it overlaps. Clashes for the second pilot show as well. Tap the bar to move the booking.

Clashes and failed saves. Clash messages give the times in local time. If a save fails, everything entered stays filled in, so it can be corrected and saved again.

Flight recording review

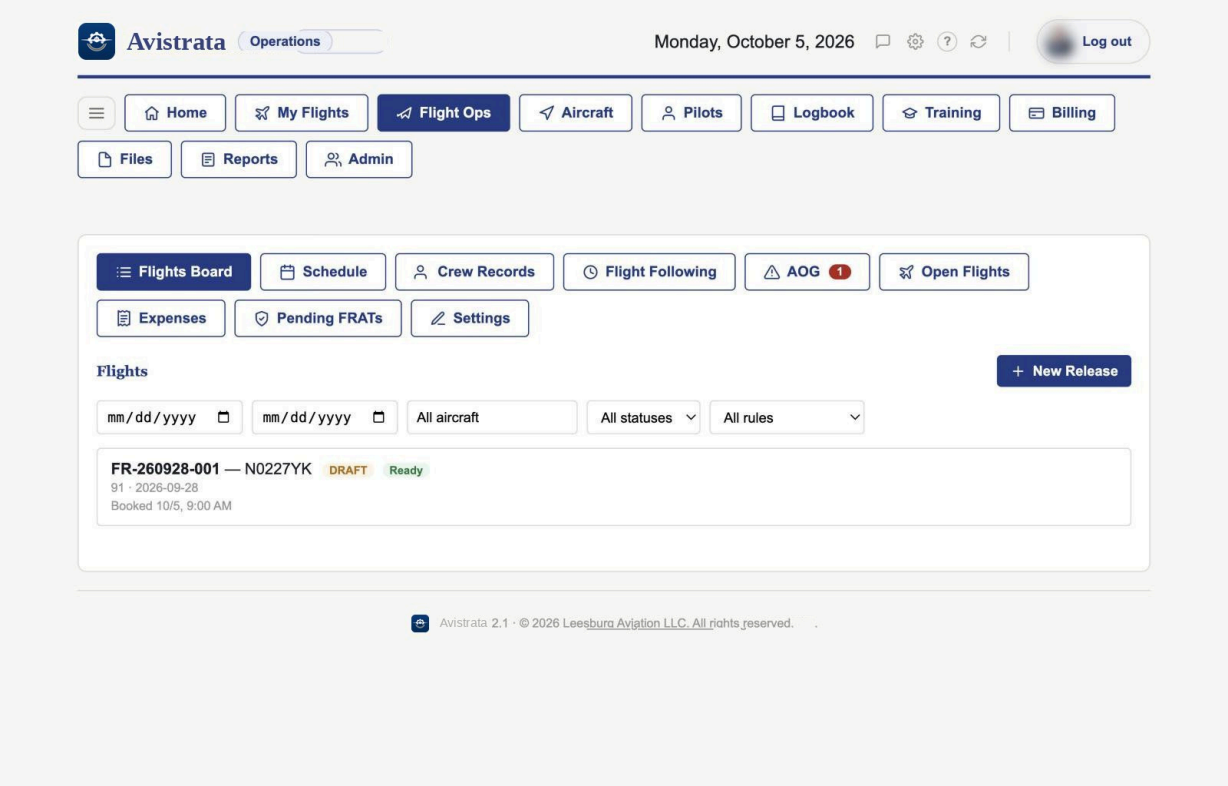
A recorded flight can be replayed on a map. The booking and release windows list the flight's recordings as cards; press ▶️ Replay on one to open it.

Map. Map, Satellite, FAA VFR sectional or Terrain. The aircraft symbol moves along the track, pointed the way it was heading, with the part flown so far drawn behind it. Follow the aircraft, or view it full screen.

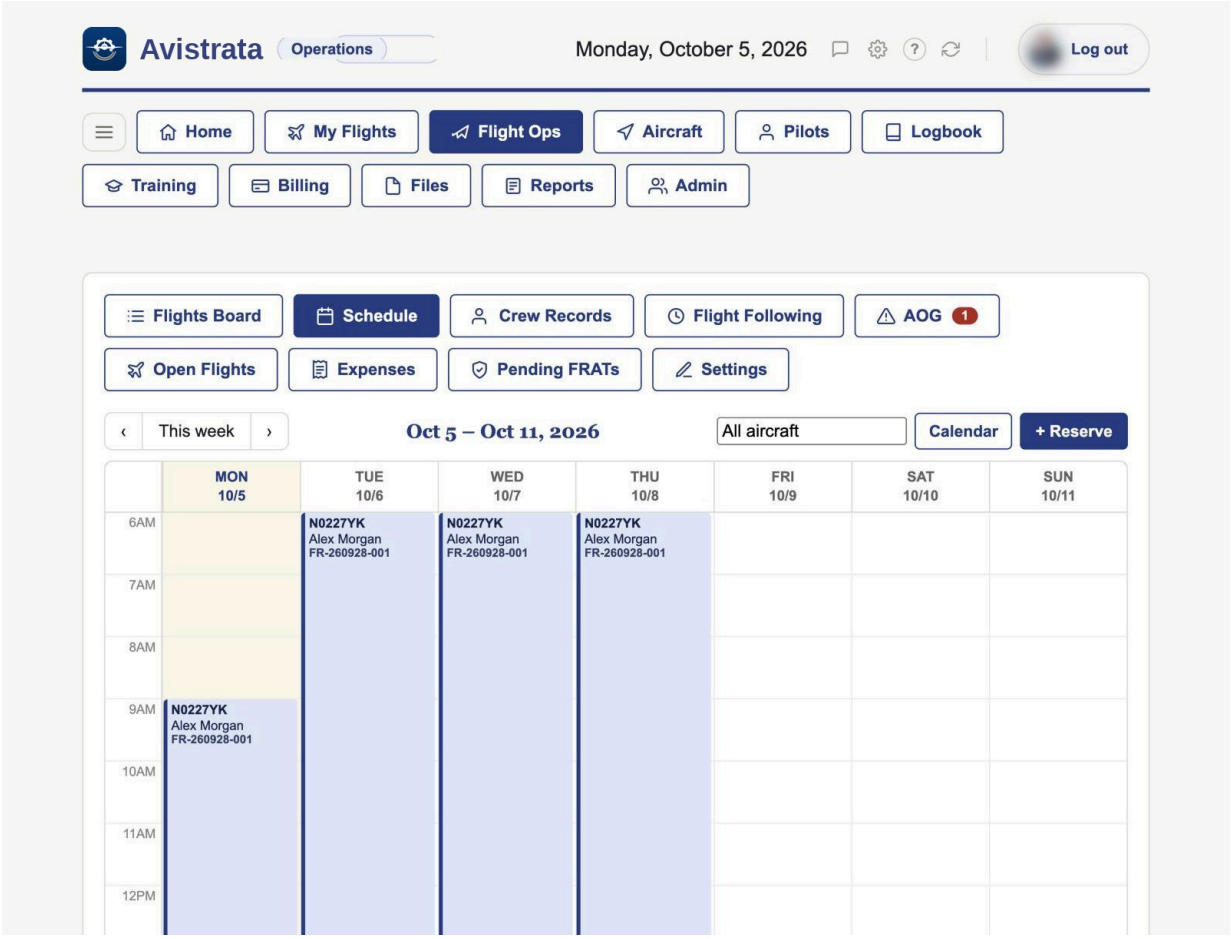
Playback. From 1× to 60×. Altitude, groundspeed and g-load charts move in step with the aircraft, and exceedances are marked on the map.

PDF summary. The recording's PDF summary now includes the flight plotted on a map.

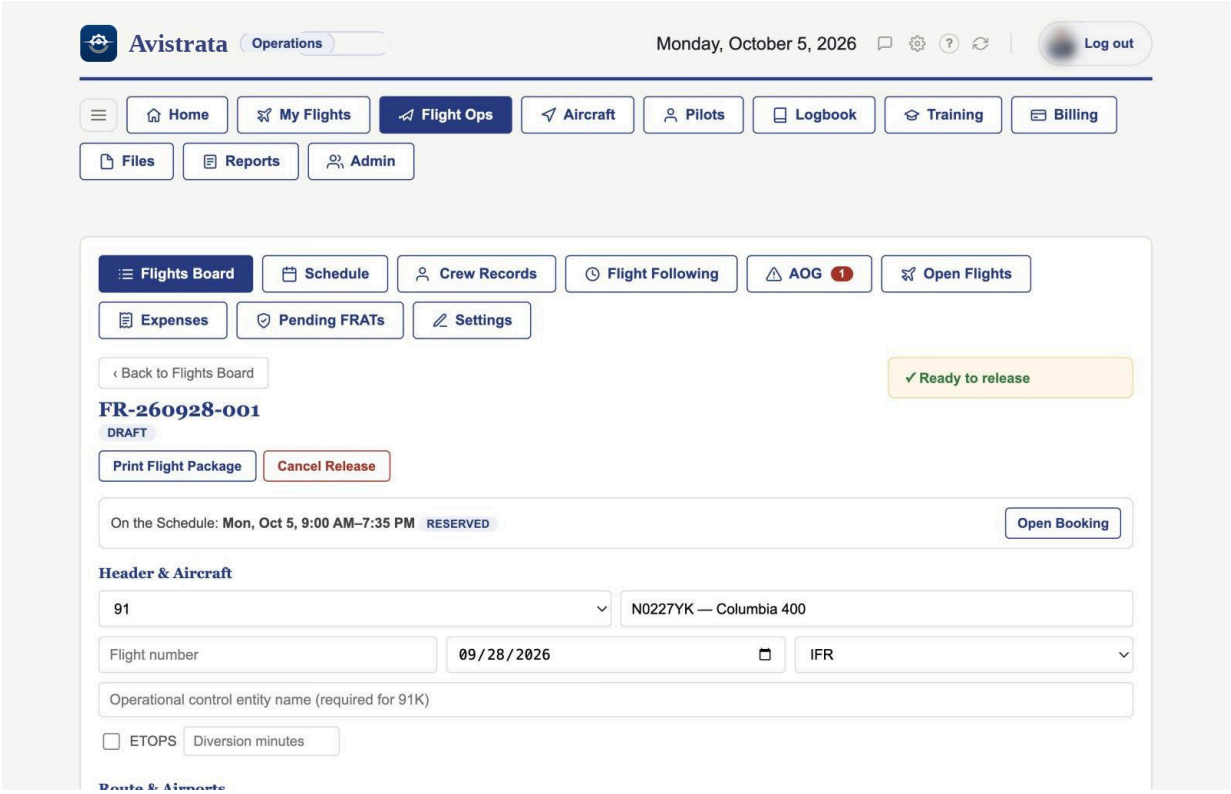
Screens



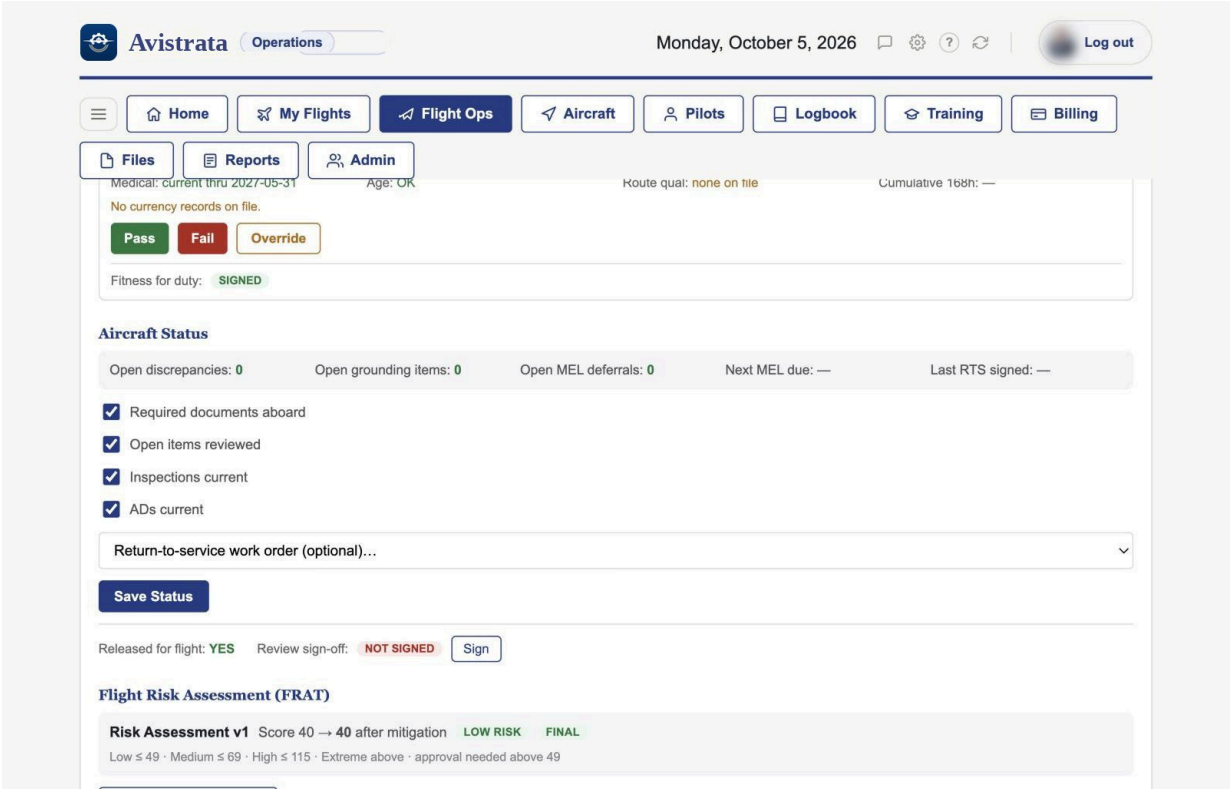
Flight Ops → Flights Board: releases with status and blockers



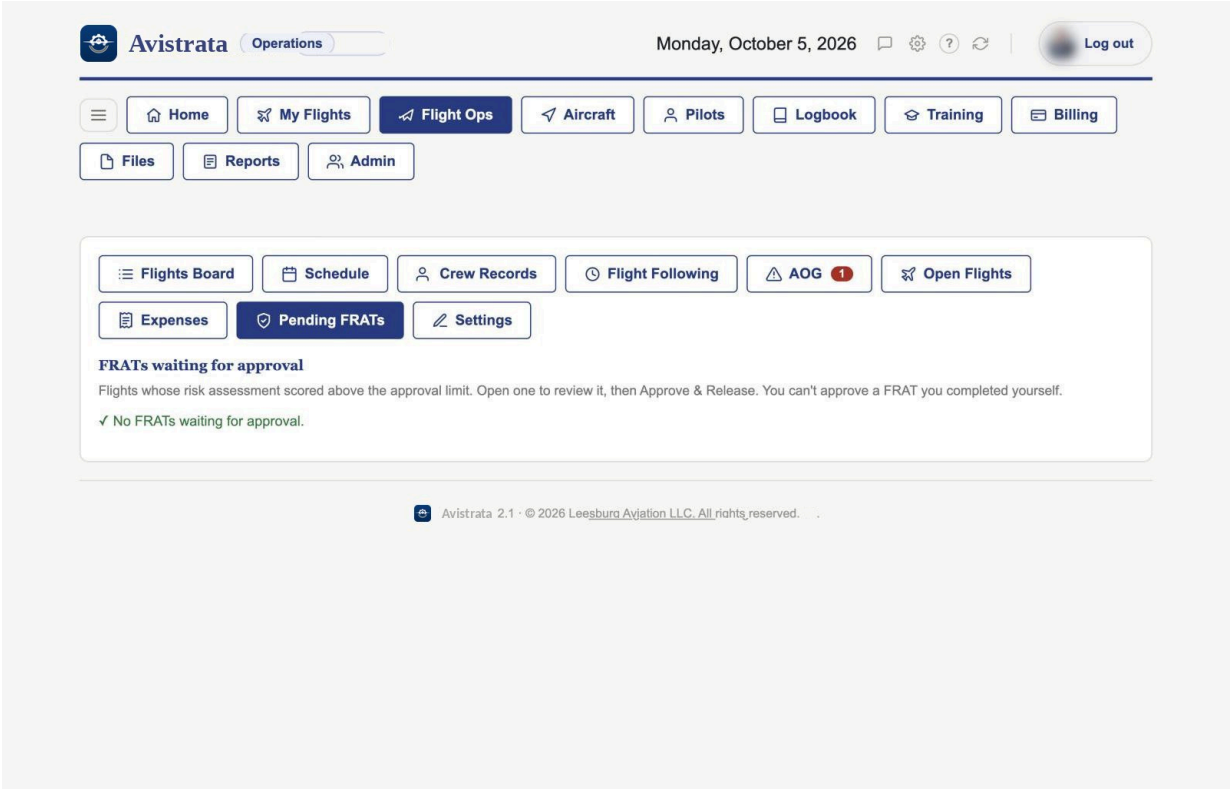
Flight Ops → Schedule: week calendar by aircraft, + Reserve



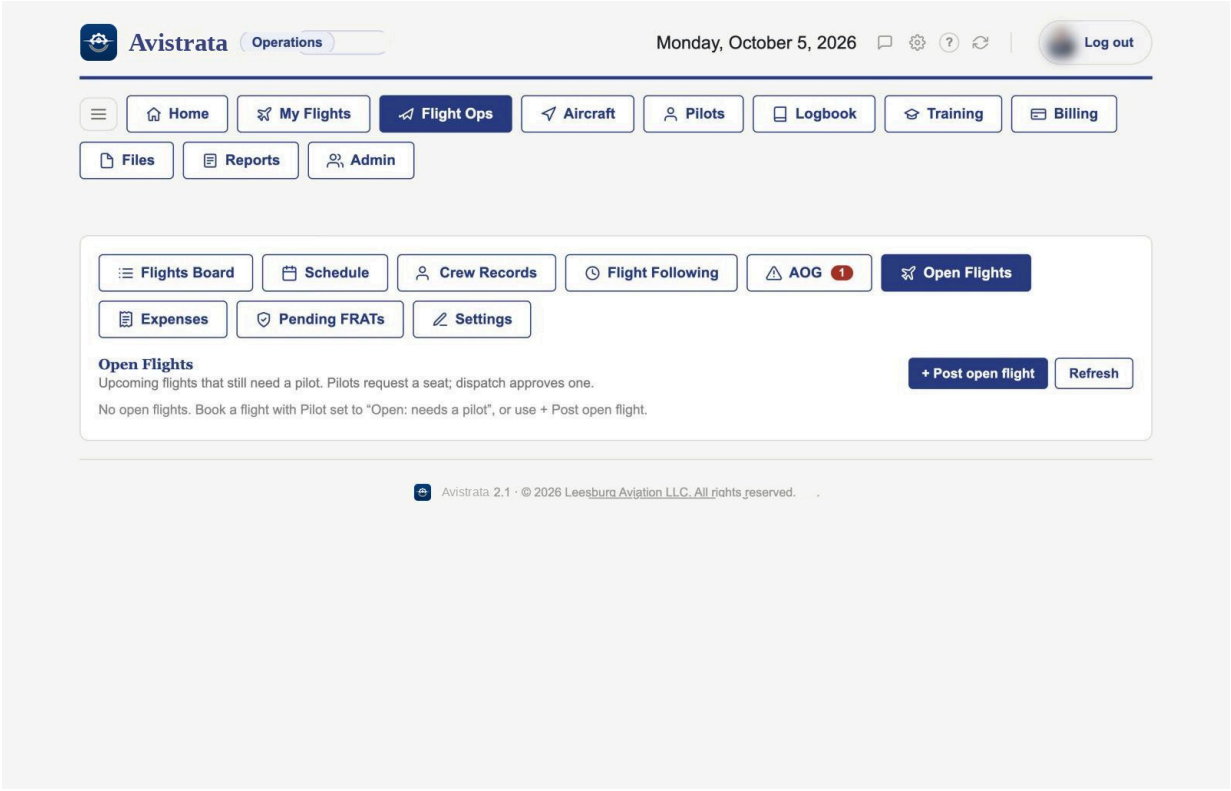
A release: what's stopping it, schedule link, header and aircraft



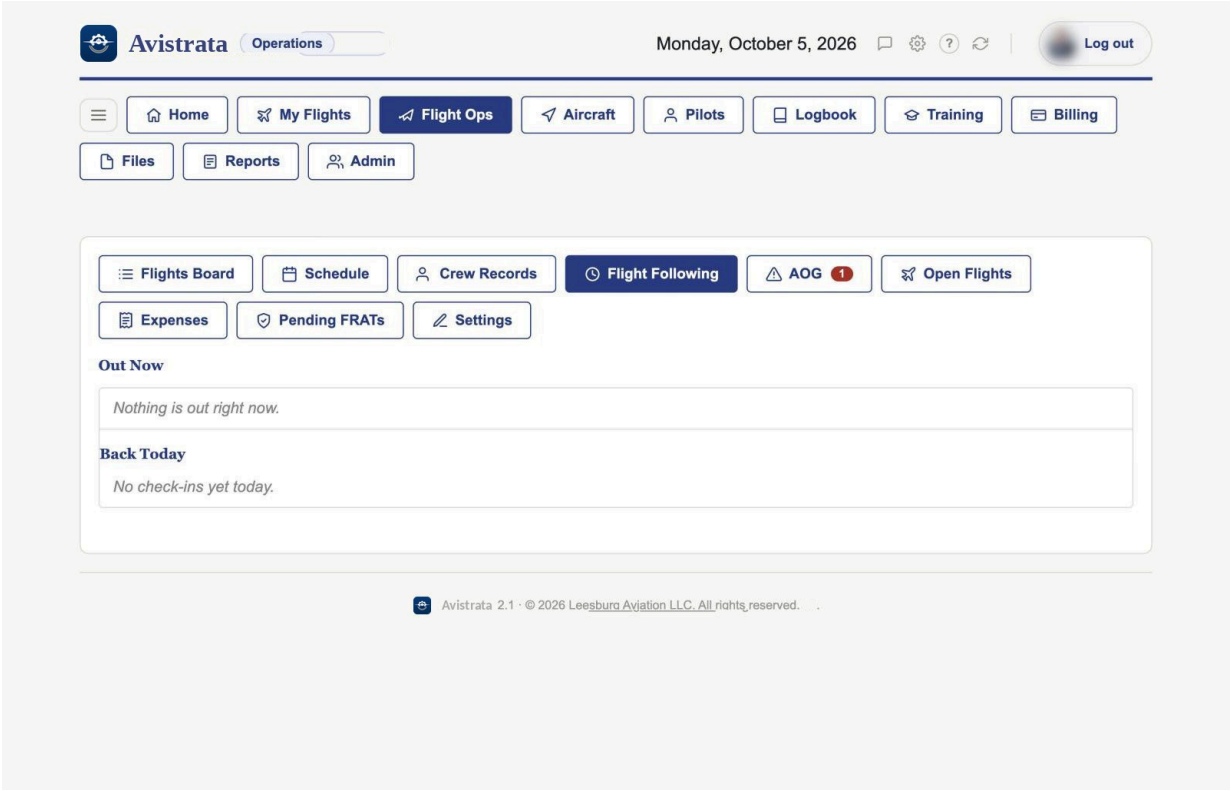
A release: aircraft status review and the FRAT



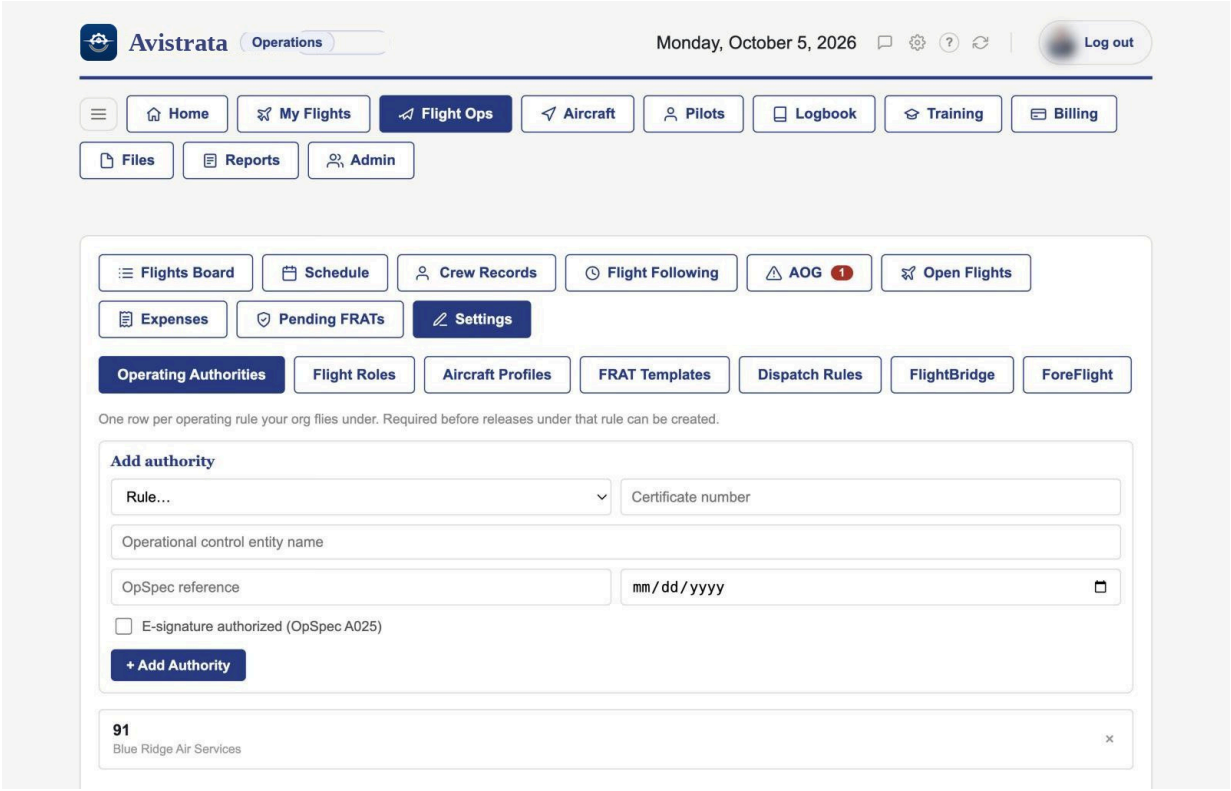
Flight Ops → Pending FRATs



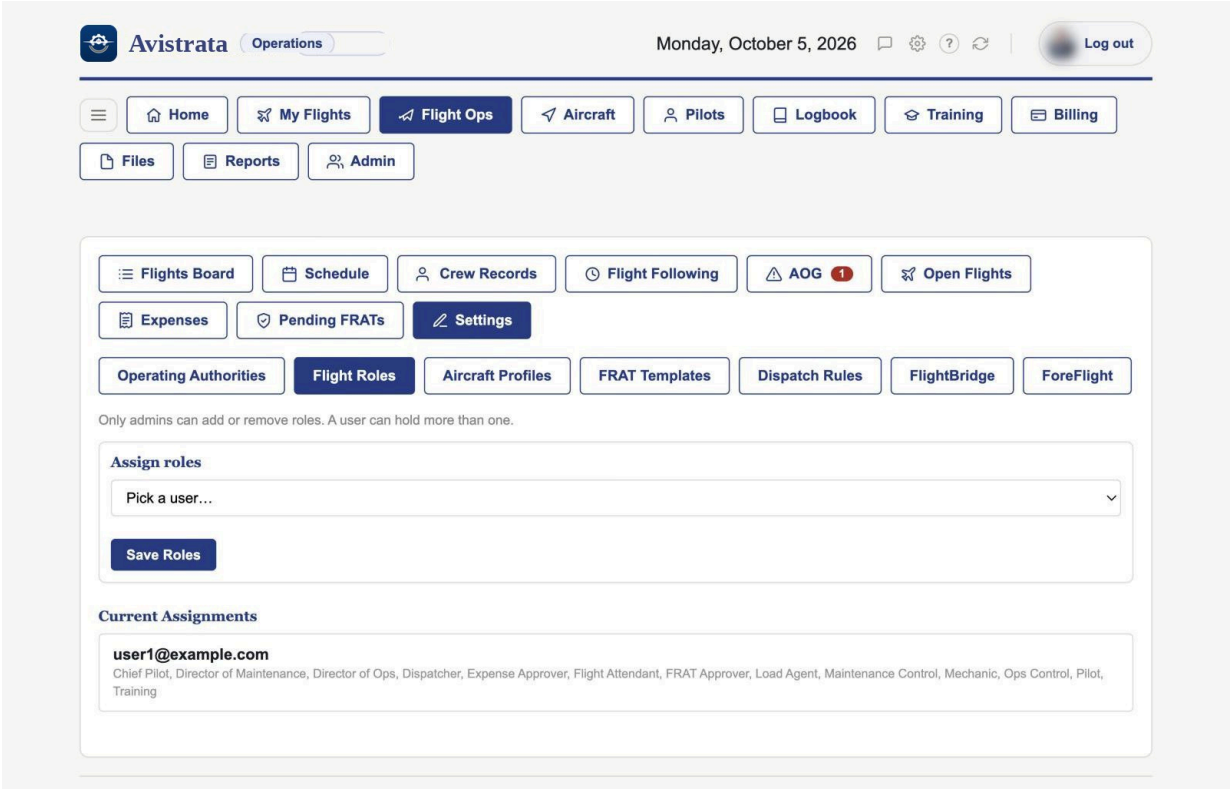
Flight Ops → Open Flights



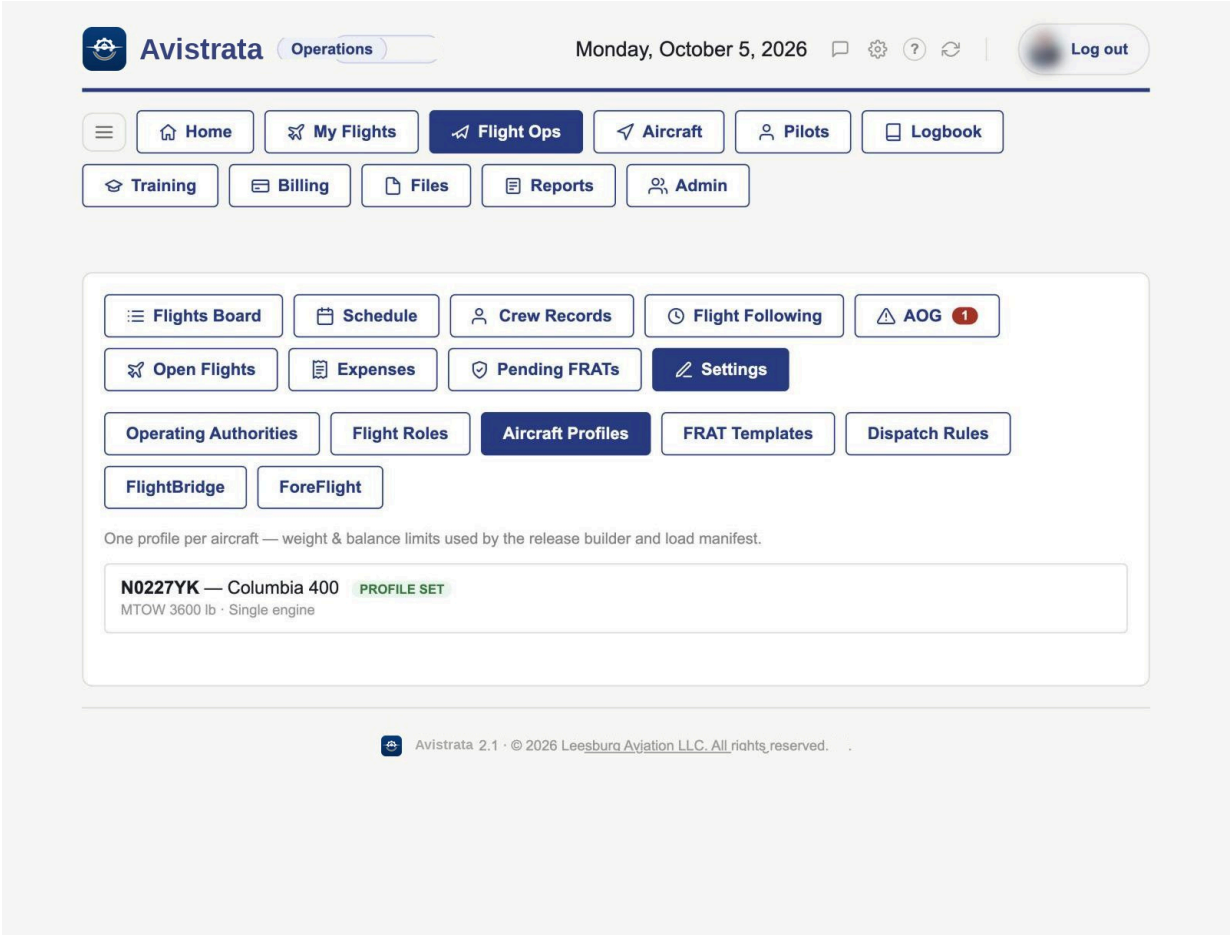
Flight Ops → Flight Following: out now and back today



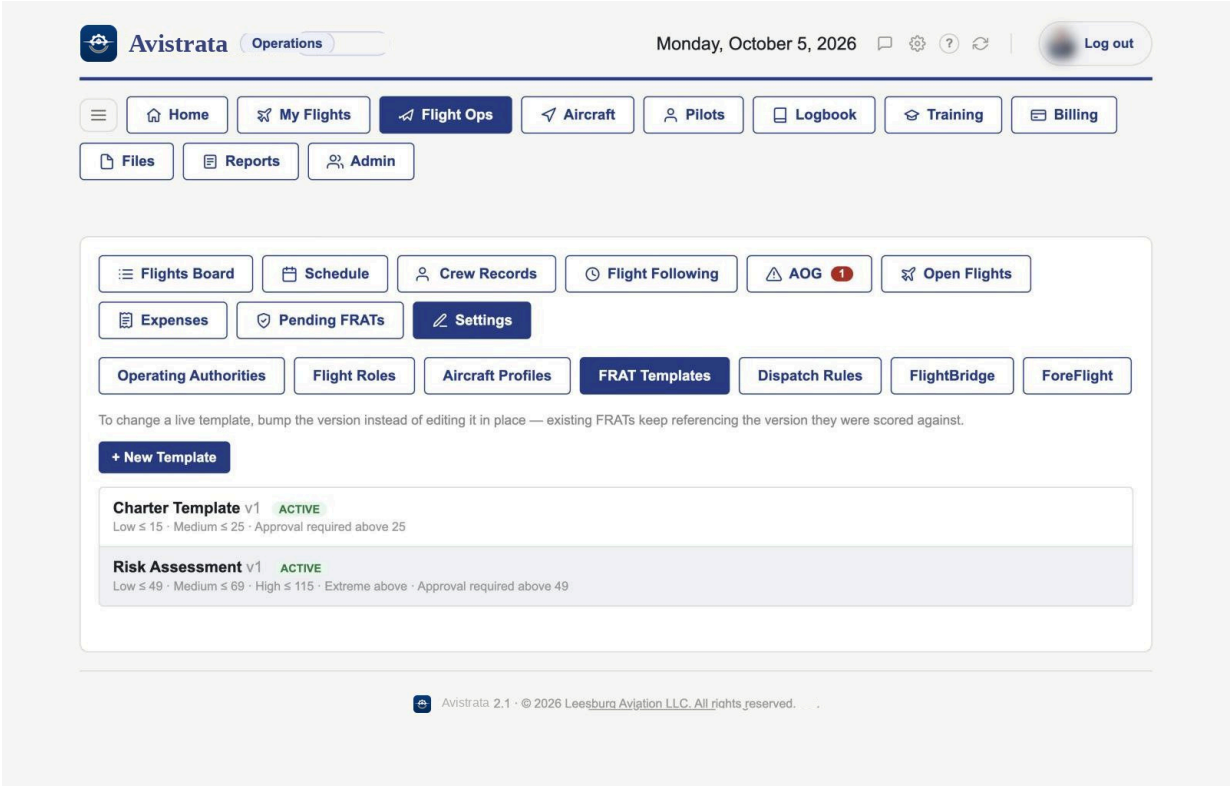
Settings → Operating Authorities



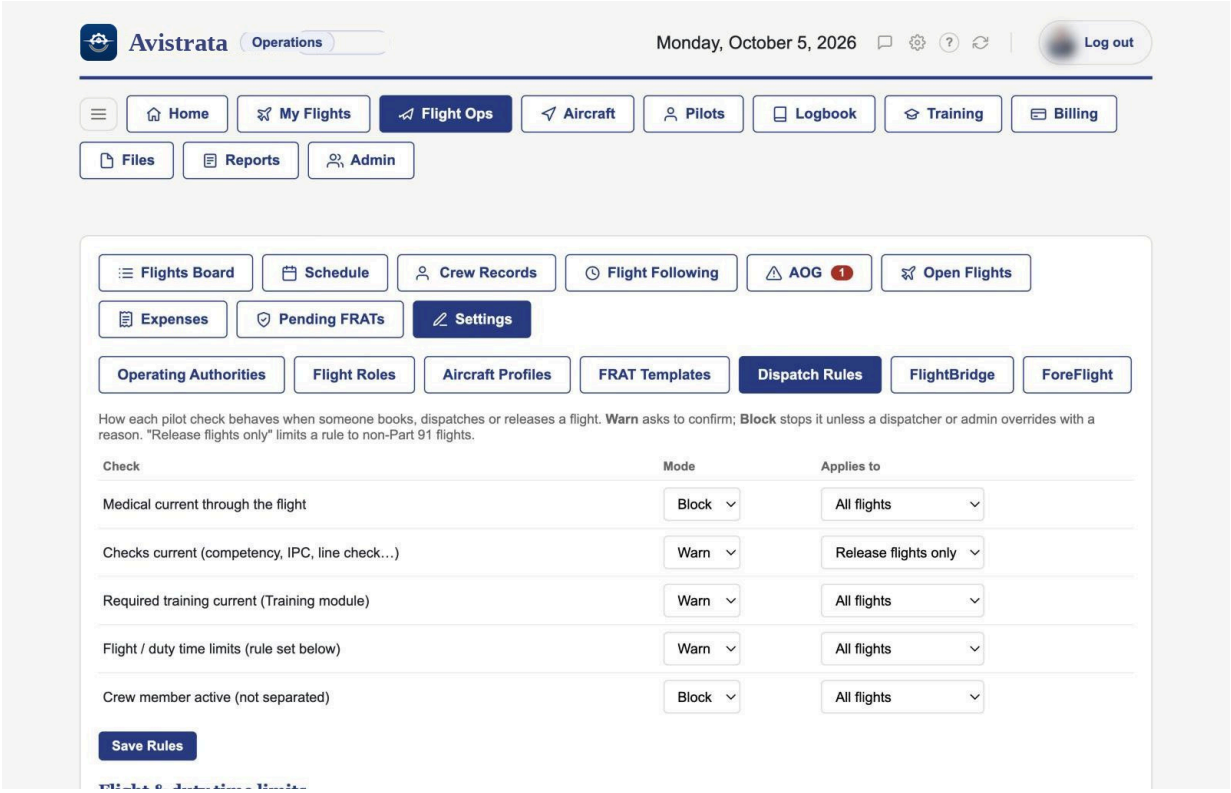
Settings → Flight Roles



Settings → Aircraft Profiles



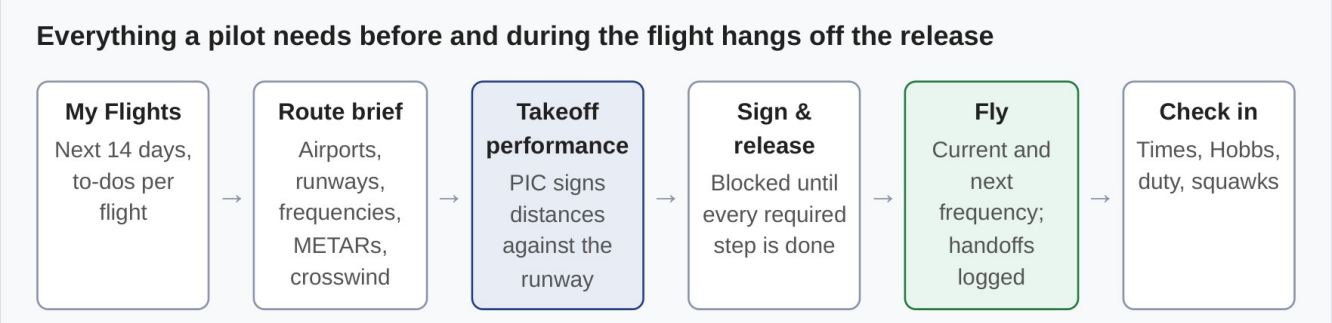
Settings → FRAT Templates



Settings → Dispatch Rules: Off / Warn / Block per pilot check

My Flights, route brief and takeoff performance

Pilots start the day in My Flights: their next flights, what still needs doing before each one, and their own status. From there the route brief, the takeoff performance sign-off and the in-flight frequency view sit on the release, and every flight can follow the pilot into their own calendar and ForeFlight.



The pilot's flight · My Flights to check-in

Feature	Where	What it does	Options / who
My Flights	My Flights (opens on login for crew)	Out now, next 14 days, open flights and back recently; my medical, checks, training, rest and flight time	Every crew member; can be the home screen
Route brief	Release → Route Brief; My Flights → Route brief	Both airports from FAA data, the ATC frequencies to expect along the route in order, METARs and runway winds with the best runway	Cruise TAS and max demonstrated crosswind per aircraft; Print / PDF; in the flight package
Wind calculator	Route brief	Head and crosswind components for the tower or ATIS wind; starts from the METAR	Warns above the aircraft's crosswind limit
In-flight view	Fly this route; Fly on a flight that's out	The current and next frequency in big type; “ATC handed me off” logs the frequency given	Start GPS keeps it in step; screen stays on
Takeoff performance sign-off	Release → Takeoff Performance	The pilot enters takeoff and accelerate-stop distances required; distances available, weather and weight fill in	Optional or required per operating rule (Dispatch Rules); PIC or PIC / SIC
Flights in your calendar	My Flights → Add to Calendar	Private links for my flights, every flight, or one aircraft, for Apple, Google or Outlook	Reset Link if a link is shared by mistake
ForeFlight	Release → ForeFlight; Settings → ForeFlight	Open in ForeFlight, .fpl and .gpx; with ForeFlight Dispatch, releases go to the crew's iPad and the fuel plan and times come back	Dispatch needs ForeFlight API access
FlightBridge	Settings → FlightBridge; booking window	Trips with crew and passengers go to FlightBridge for hotels, cars and FBO; bookings and cost come back	Live once FlightBridge grants API access

> Route brief frequencies are a prediction from published sectors and remote sites: a planning aid only. Always use the frequency ATC assigns.

Release form and landing distance sign-off

The release is laid out in collapsible sections, each with an icon, so dispatch can fold away what is done. The lists on a release (aircraft, people, airports and settings) come from the release's own organization, and the crew picker includes additional crew members as well as the PIC and SIC.

Why you can't sign. When a performance sign-off is for someone else, the release says who signs it and why you can't, for example "You're not on the crew as PIC".

Feature	What it does	Options	Who
Landing distance	Add landing distance under the takeoff sign-off: destination runway, conditions from the destination METAR, the planned landing weight from the load manifest, and the landing distance required from the AFM against the landing distance available (FAA runway data)	Optional, or required per operating rule in Dispatch Rules	PIC (or PIC / SIC, as set)
Dispatch factor	The AFM landing distance ÷ 60% (121.195 / 135.385) or ÷ 80% (135.385(f) / 91.1037 eligible operators), plus 15% on a wet runway; the factored distance must fit the landing distance available	No factor, 60% or 80%, set in Dispatch Rules	DO, chief pilot, admins
Calculated distances	With an aircraft type's AFM / POH charts entered once (Dispatch Rules → Performance charts), the takeoff, accelerate-stop and landing forms calculate each distance and show the working	Outside the chart nothing is extrapolated: the form says why and the pilot enters the figure from the AFM	DO, chief pilot, admins enter charts
Record	Sign-offs are append-only; signing again with new figures keeps the earlier one, and the latest counts. It prints in the flight package		Automatic

How to: sign the landing distance

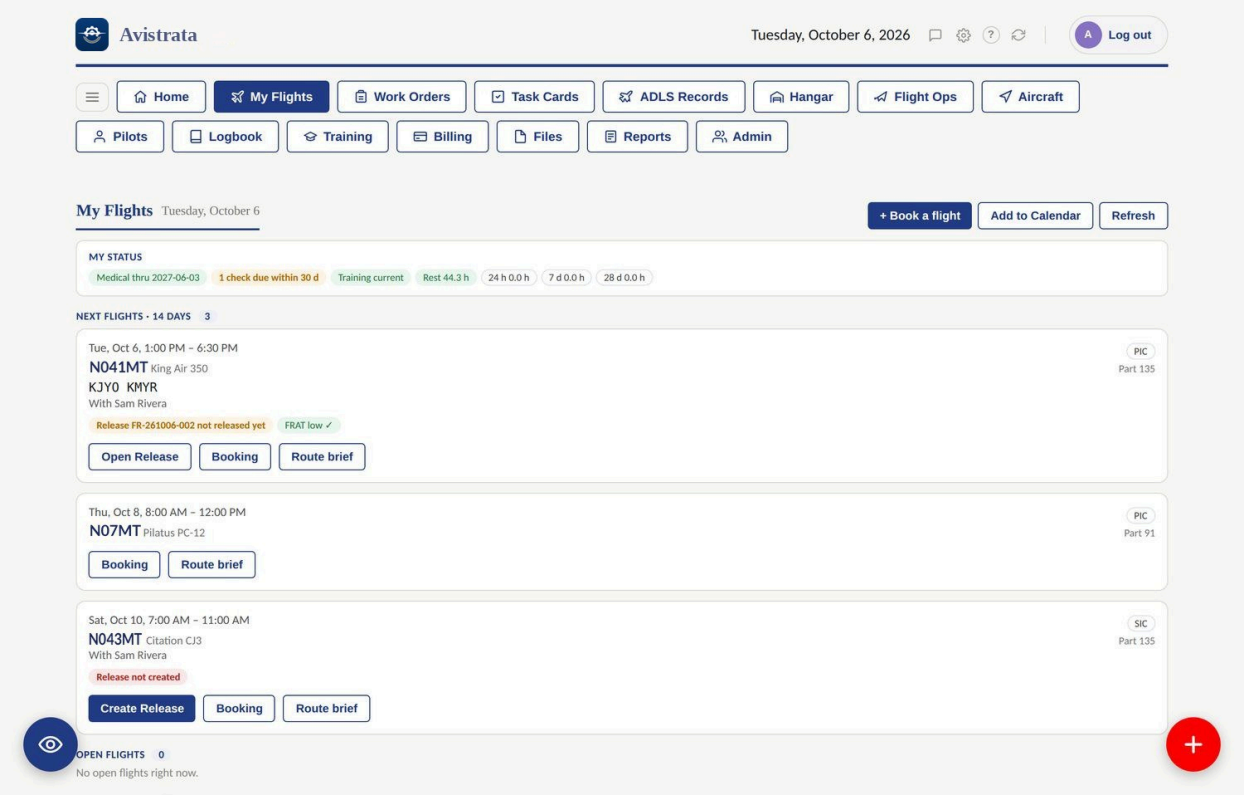
1. **Open the release** → Takeoff & Landing Performance.

2. **Press Add landing distance** under the takeoff sign-off and pick the destination runway.

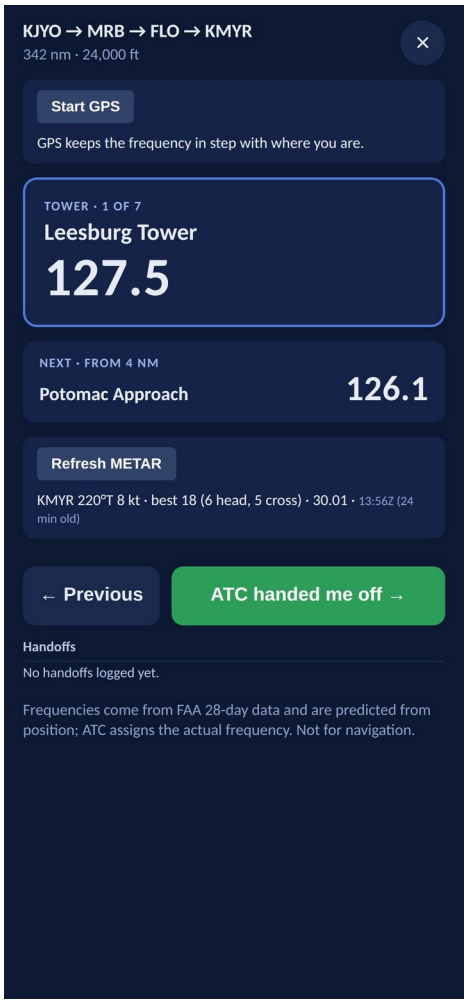
3. **Check the inputs:** landing weight and conditions (use the forecast for your arrival time if it differs from the METAR).

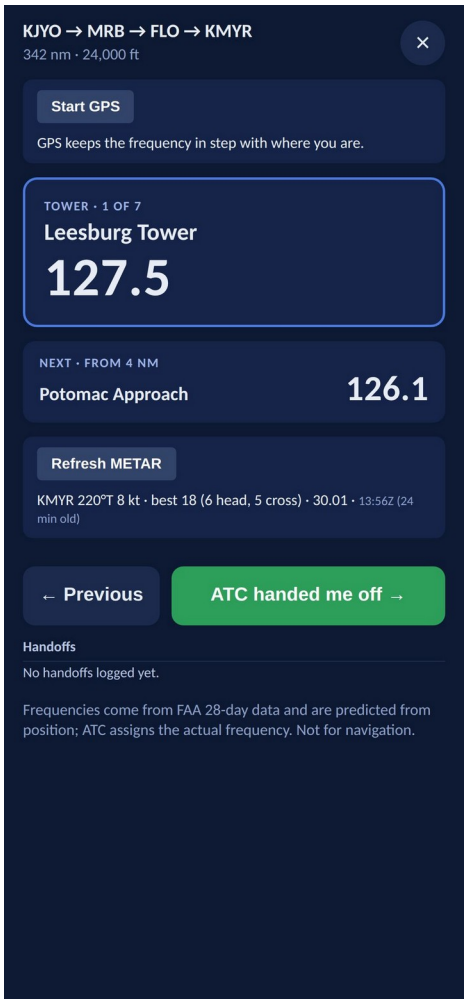
4. **Enter or check the distance** required from the AFM, confirm it fits the landing distance available with any factor, and press Sign.

5. **To require it:** Flight Ops → Settings → Dispatch Rules, with the takeoff / accelerate-stop sign-off: pick the operating rules, who signs and the landing factor.

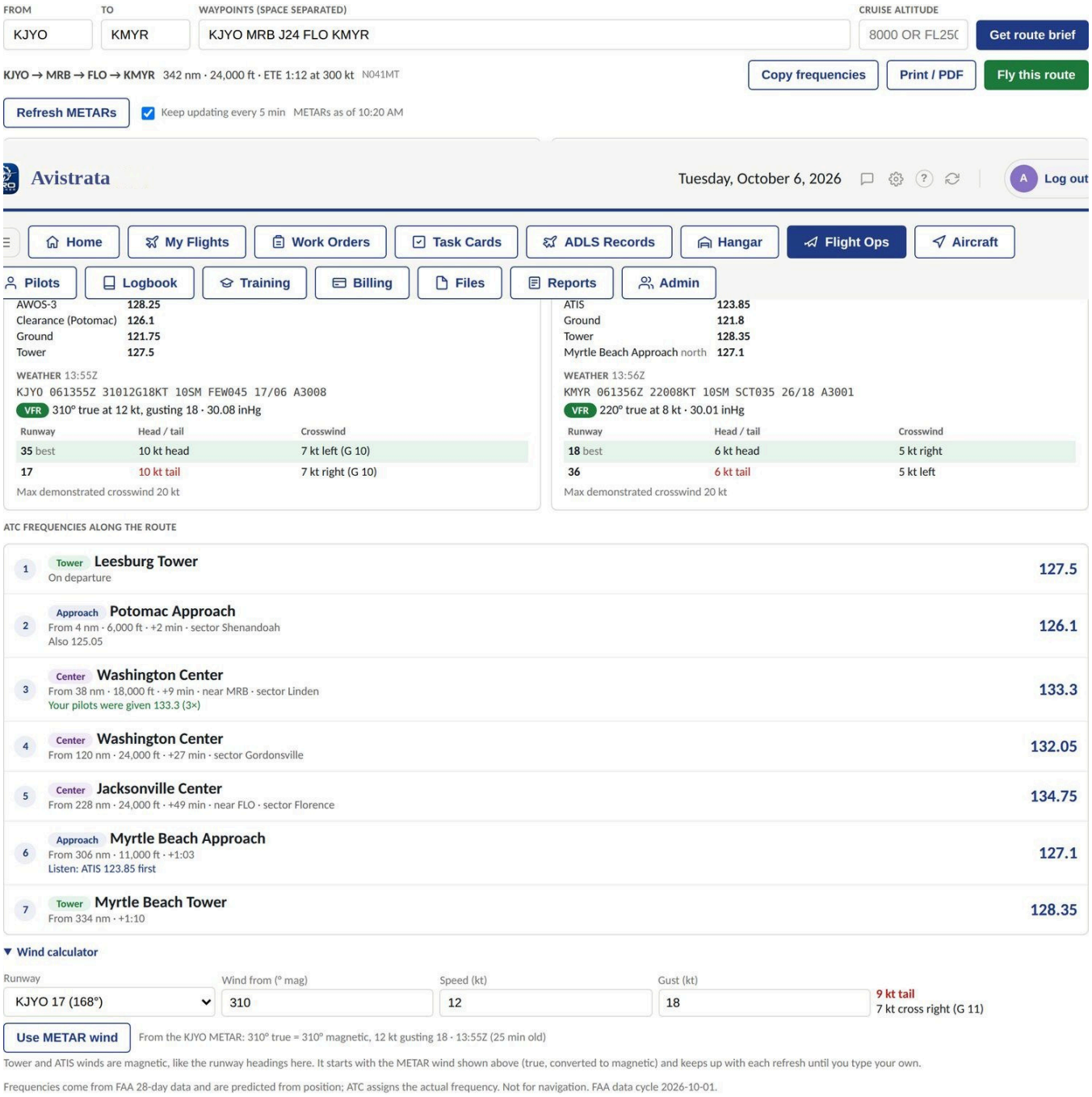


My Flights: my status, then each flight with what still needs doing and quick buttons

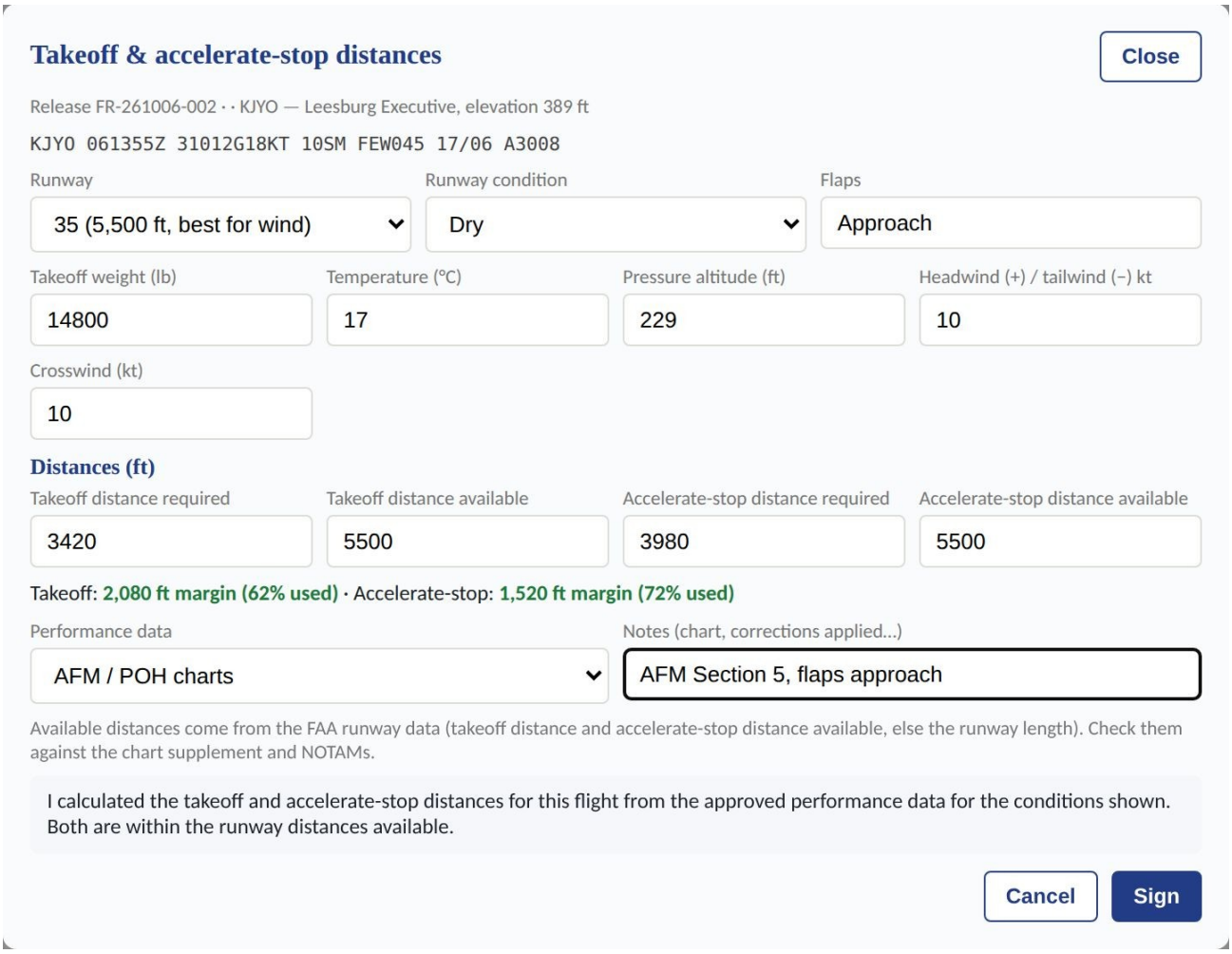

KJYO → MRB → FLO → KMYR
342 nm · 24,000 ft
Start GPS
GPS keeps the frequency in step with where you are.
TOWER · 1 OF 7
Leesburg Tower
127.5
NEXT · FROM 4 NM
Potomac Approach
126.1
Refresh METAR
KMYR 220°T 8 kt · best 18 (6 head, 5 cross) · 30.01 · 13:56Z (24 min old)
← Previous
ATC handed me off →
Handoffs
No handoffs logged yet.
Frequencies come from FAA 28-day data and are predicted from position; ATC assigns the actual frequency. Not for navigation.



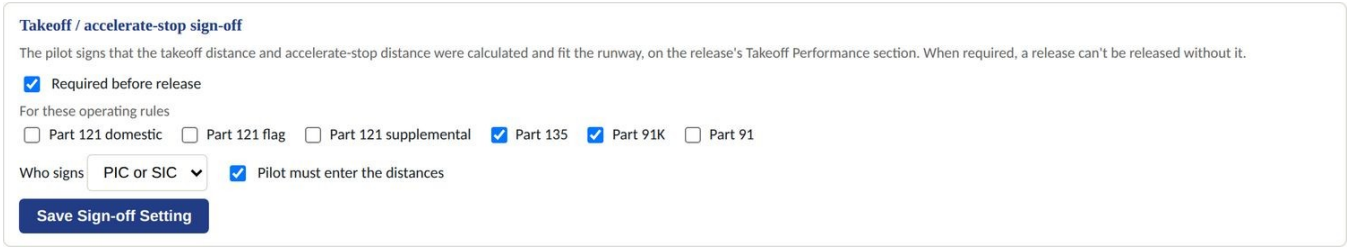
In a phone's browser: My Flights, and the in-flight view with the current and next frequency (the MRO Tracker Pilot app is covered under Mobile apps)



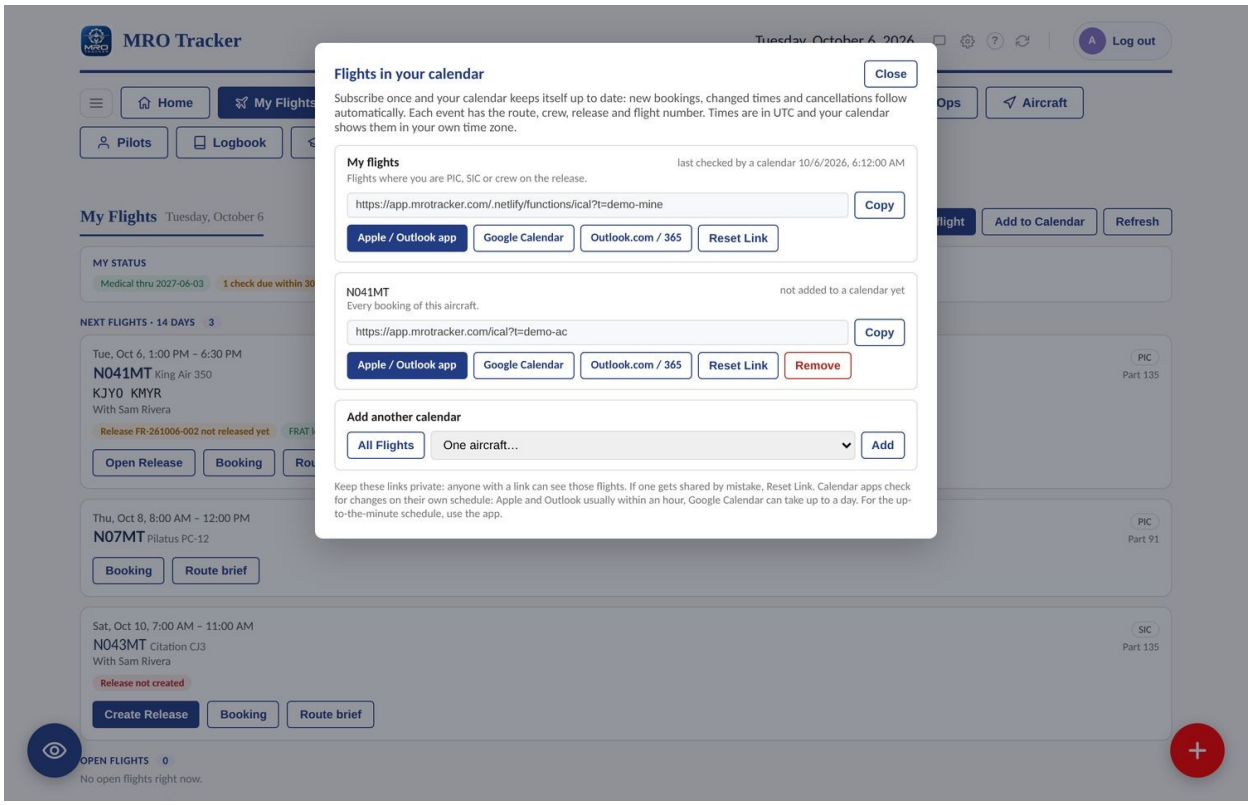
Release → Route Brief: both airports, METARs with runway winds, and the frequencies along the route



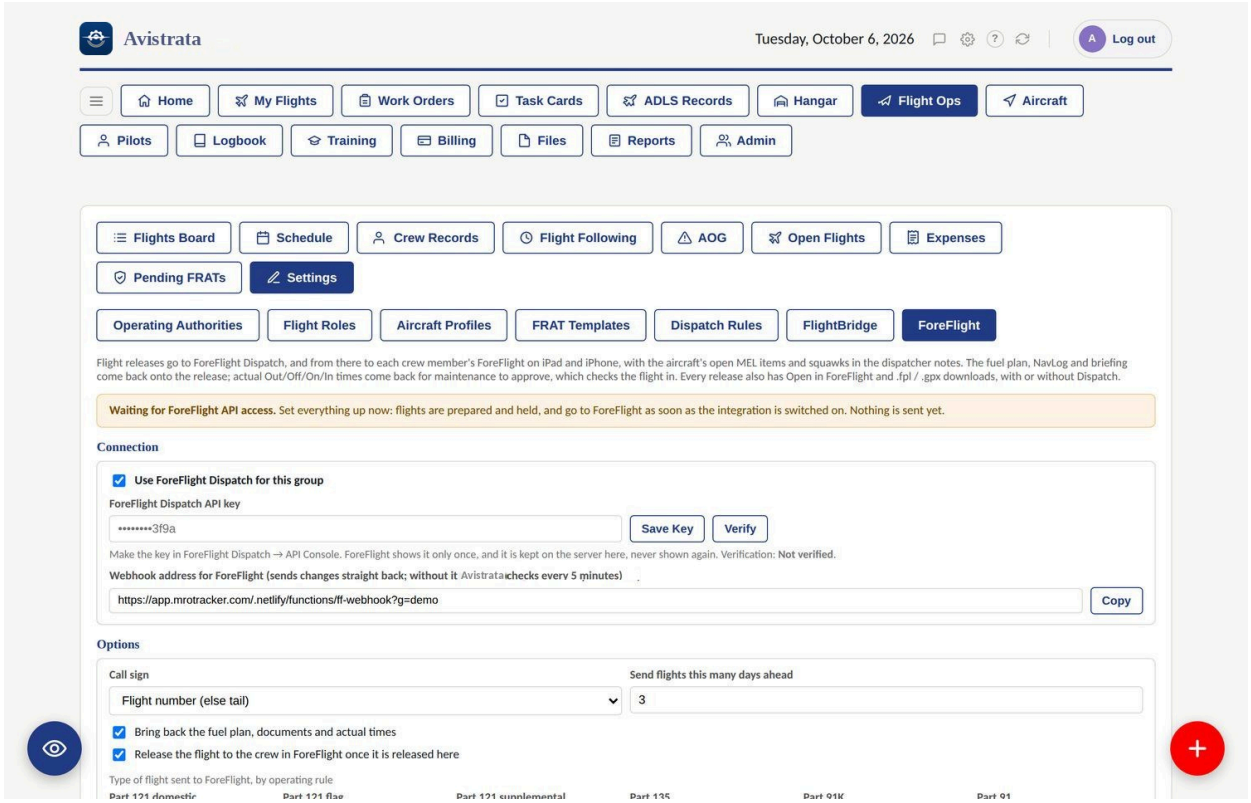
Takeoff & accelerate-stop distances: runway, conditions and distances, with the margin on each



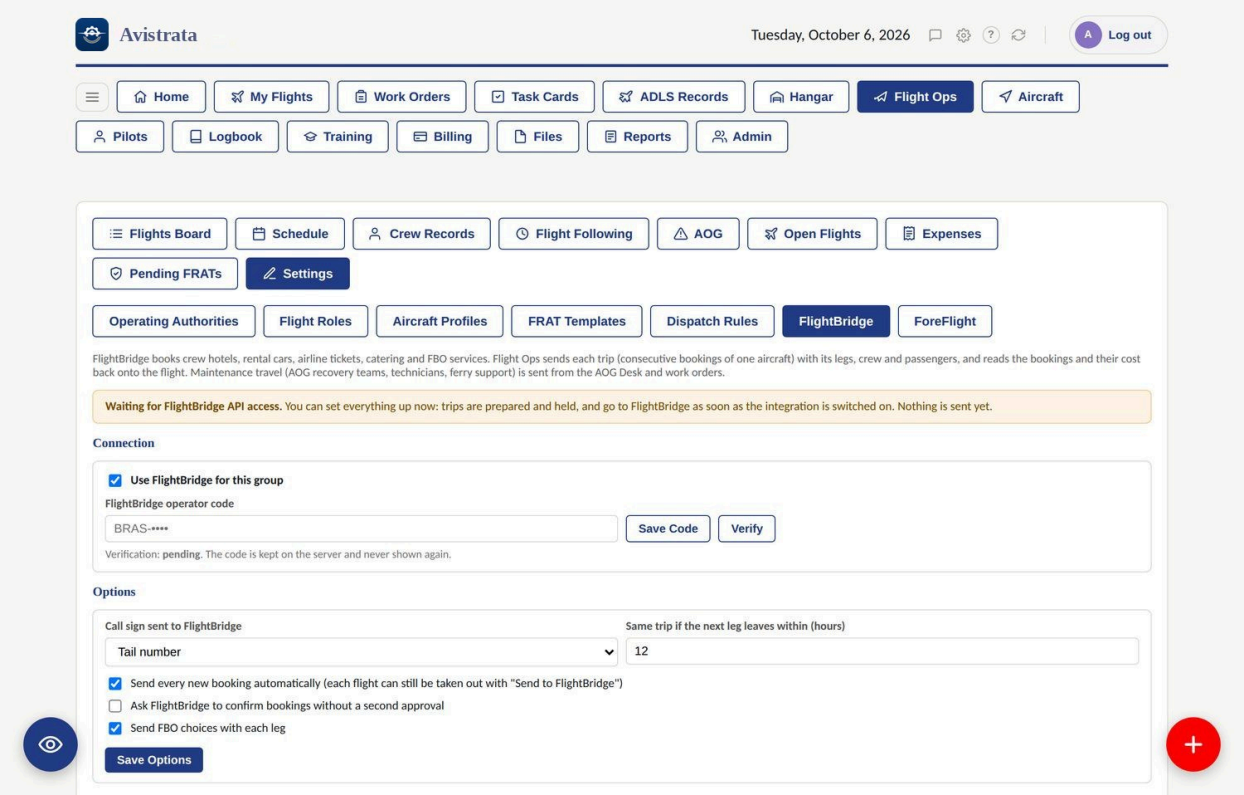
Flight Ops → Settings → Dispatch Rules: make the sign-off required, by operating rule and signer



Add to Calendar: private subscription links for my flights or one aircraft



Flight Ops → Settings → ForeFlight: connection, options and flight type by operating rule



Flight Ops → Settings → FlightBridge: operator code and how trips are sent

Trip planner, airport info and international flights

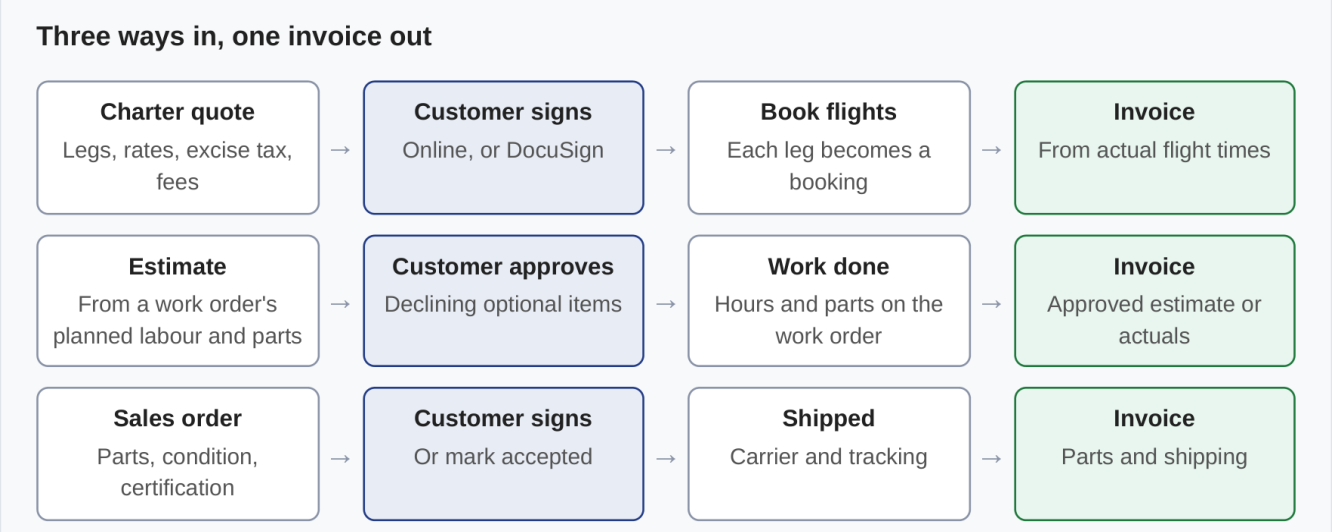
The trip planner and airport info are on the web and in the iOS and Android apps, next to the release.

Feature	What it does	Options
Trip planner	Route with airways, a winds-aloft NavLog, fuel, a map and vertical profile, and route suggestions; VFR and IFR cruising altitudes (91.159 / 91.179)	Multi-leg trips (stops, ground time, refuel); saved trips and drafts; apply the plan to the release
Airport info	Info, Weather, Runway, Procedures and NOTAM tabs; NOTAMs come from the FAA NOTAM Management Service	Runway diagram to scale with the wind and best runway; full airport diagram; FAA procedure charts and the Chart Supplement; 7-day forecast; nearest airports on phones
My routes & weather	Saved airports and routes	Weather email schedule: days of the week, up to 4 times a day
eAPIS manifest	Builds the eAPIS manifest for an international flight from traveler profiles, with checks	CSV / PDF

> The trip planner and airport info are planning aids. Always get an official briefing.

Billing and crew expenses

Billing turns the work already recorded into quotes, estimates and invoices: charter trips from their actual flight times, maintenance from a work order's hours and parts, parts sales, and hangar storage. Customers sign and pay online, and everything goes to QuickBooks or a CSV export. Crew expenses are captured from a photo of the receipt and approved in the same place.

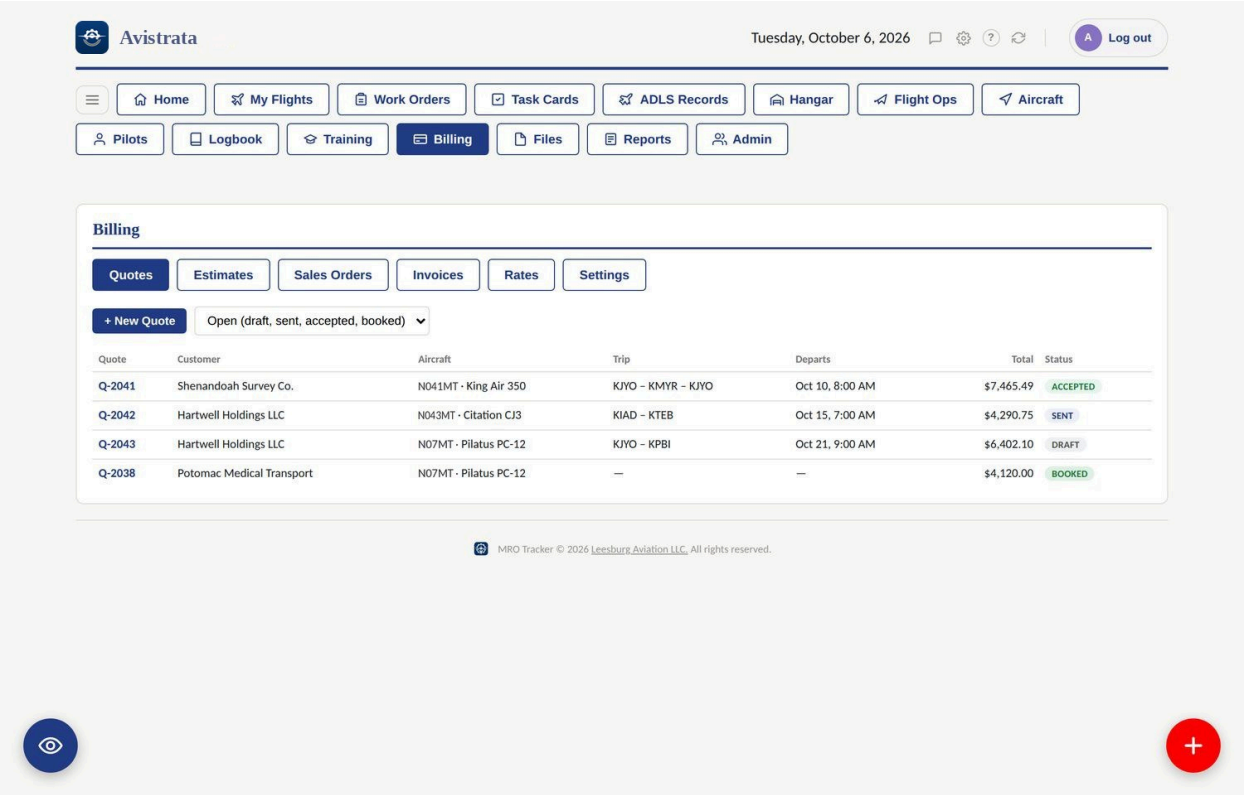


Billing · quote, estimate or order to invoice; paid online, sent to QuickBooks

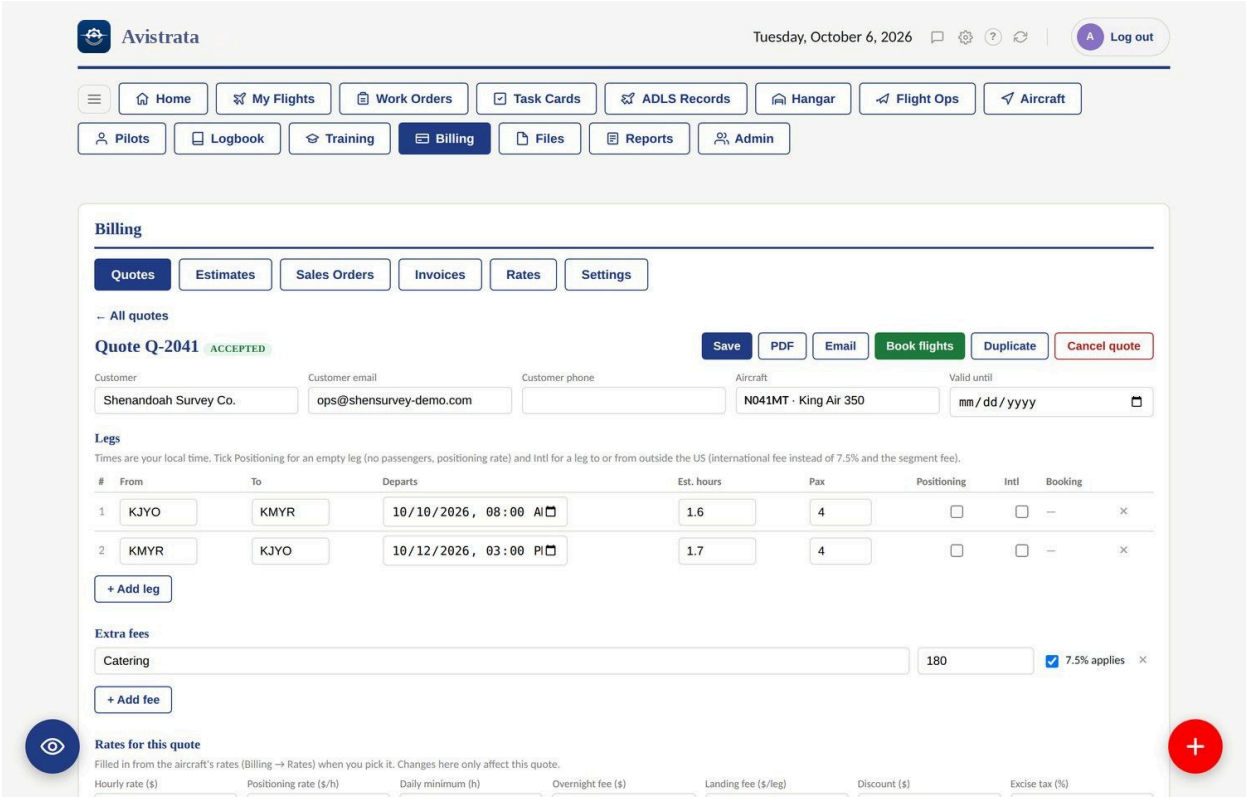
Feature	Where	What it does	Options / who
Quotes	Billing → Quotes	Charter quotes from the aircraft's rates: flight time, minimums, overnights, landing fees, 7.5% excise tax and segment fees	PDF, email, online signing; Book flights
Estimates	Billing → Estimates; Estimate on a work order	Labour, parts and fees, with optional items the customer may decline	Approve online with name and comment; Mark approved
Sales Orders	Billing → Sales Orders	Parts quotes with condition, certification, serial and lead time	Sign online; Mark shipped; Create invoice
Invoices	Billing → Invoices	Charter, maintenance, parts and storage invoices; outstanding and overdue totals	Pay online (Stripe); Record payment; void and reissue
Sales tax and shop supplies	Billing → Settings → Maintenance	Tax on parts and labour, shop supplies as a % of labour with a cap; tax-exempt customers	Copied to each document; change per job
Accounting	Billing → Settings; Invoices → Accounting export	Invoices and payments to QuickBooks Online, or CSV (generic or Xero)	Product or service per line kind
Rates	Billing → Rates	Charter rates per aircraft that fill new quotes	Hourly, minimums, overnight and landing fees
Crew expenses	Flight Ops → Expenses	Scan a receipt photo and the fields fill in; drafts, submit, approve or reject	Approvers: admins, Expense Approver, Director of Ops, Chief Pilot, Director of Maintenance

Feature	Where	What it does	Options / who
Expense export	Expenses → All expenses, Connections	Mark reimbursed, CSV (generic, Expensify, Concur), or send to Expensify, SAP Concur or Brex	Billable expenses join the charter invoice; for contract flying, trip expenses go to the pilot's own Expensify

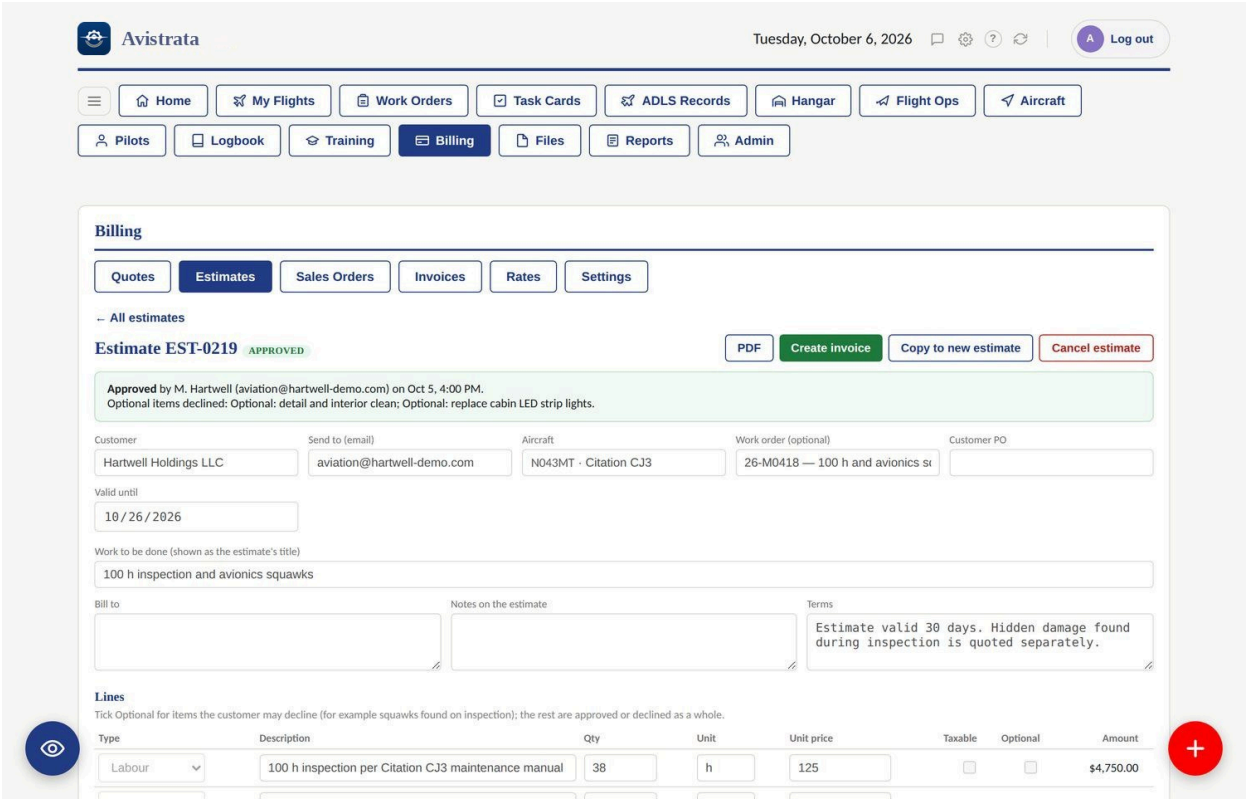
Billing is for admins and the Director of Operations, Ops Control, Dispatcher, Chief Pilot and Director of Maintenance roles. Billing is in the Business Development menu.



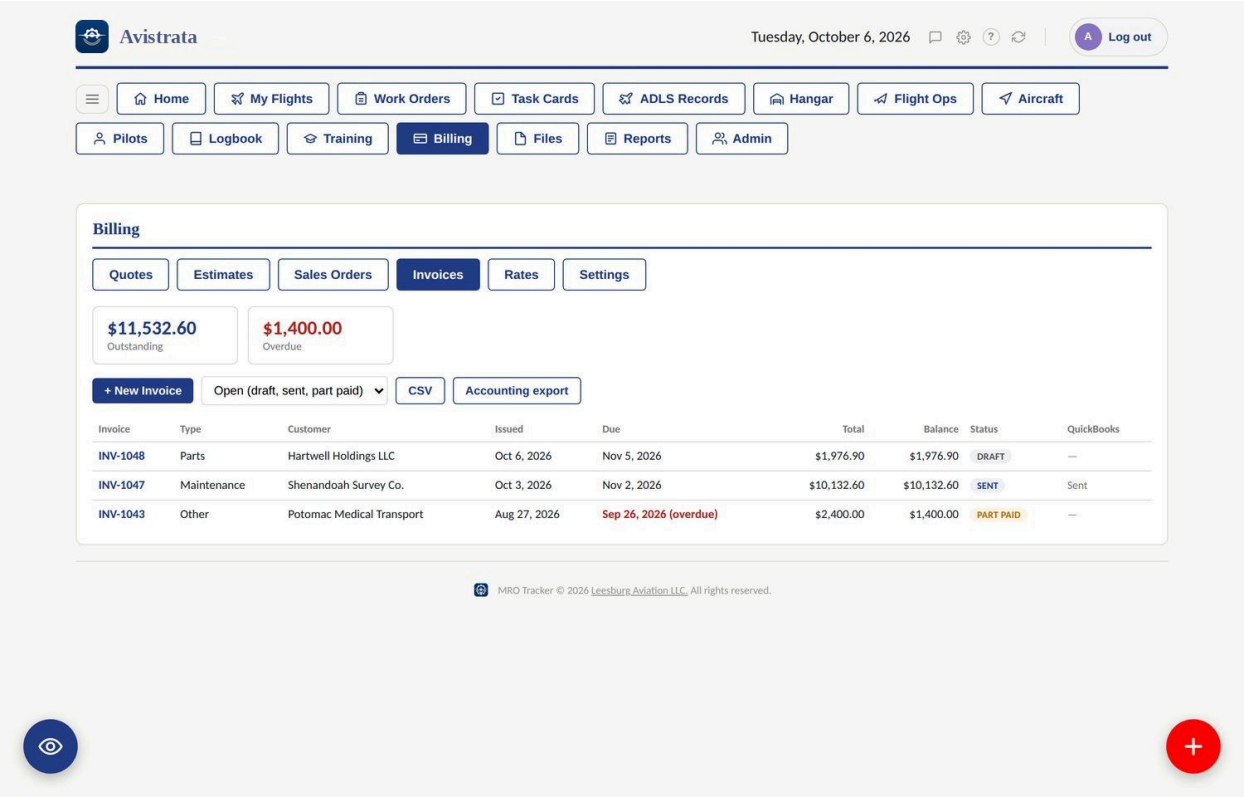
Billing → Quotes: open quotes with route, departure, total and status



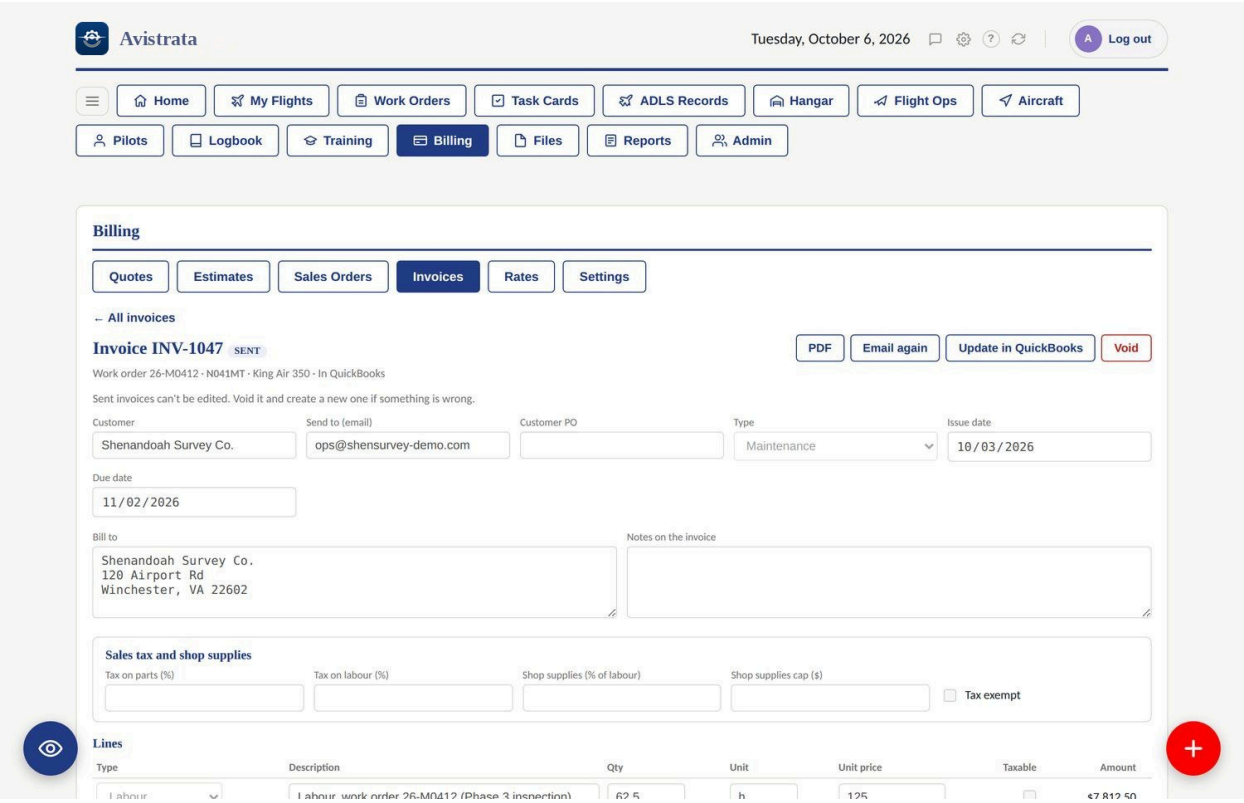
A charter quote: legs, extra fees and the rates used



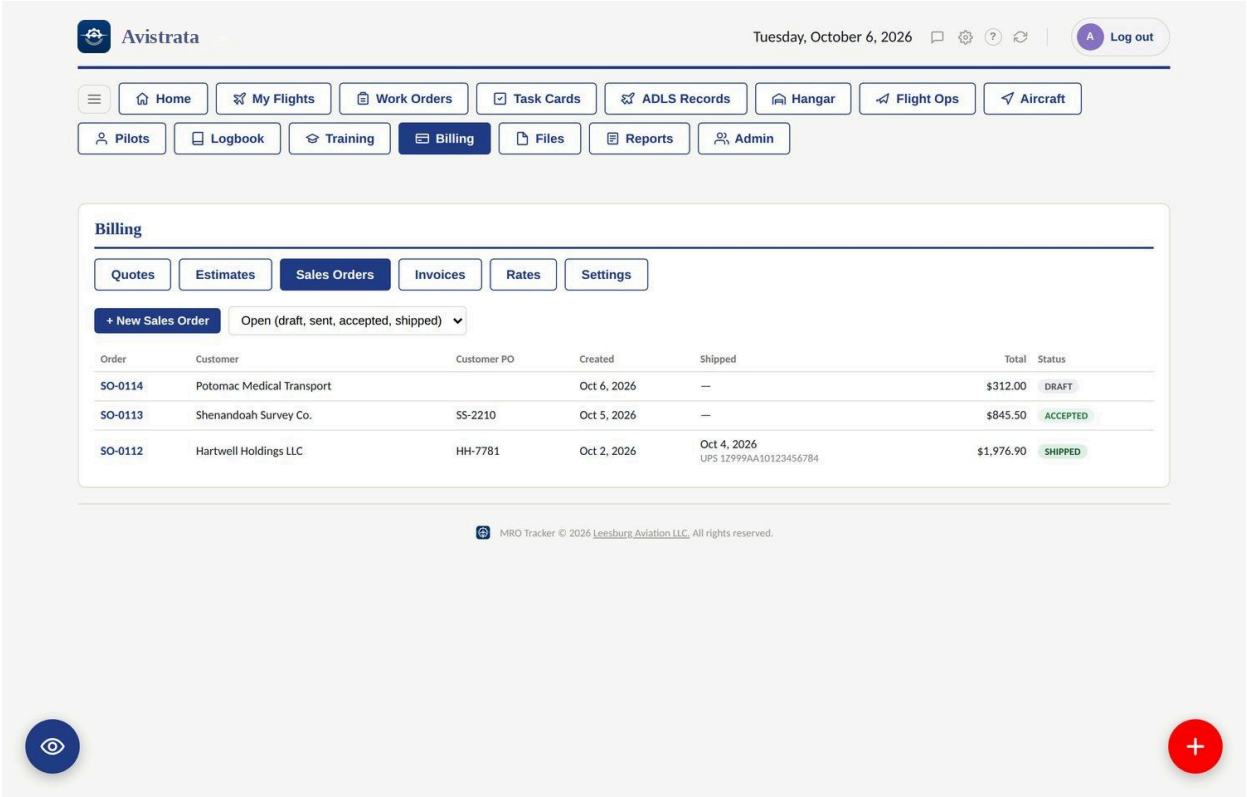
An estimate approved online: who approved it, which optional items were declined



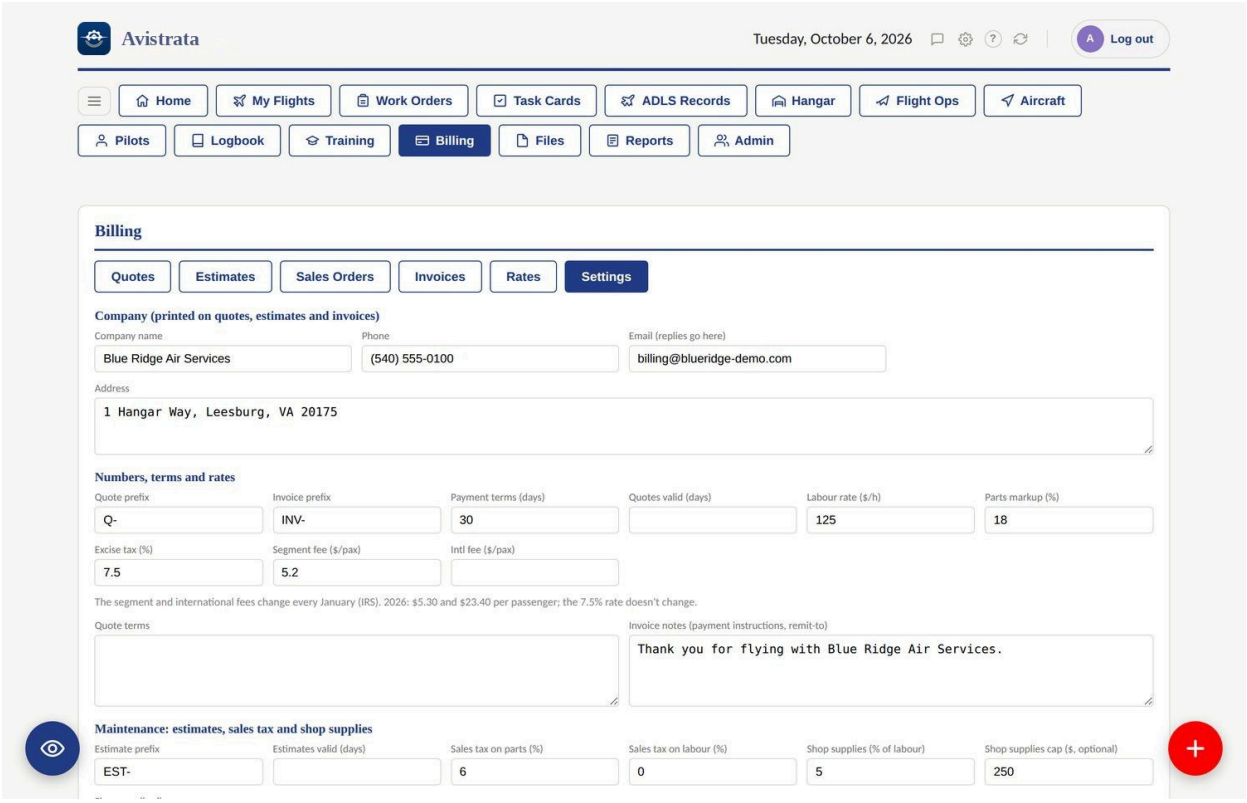
Billing → Invoices: outstanding and overdue, with each invoice's QuickBooks status



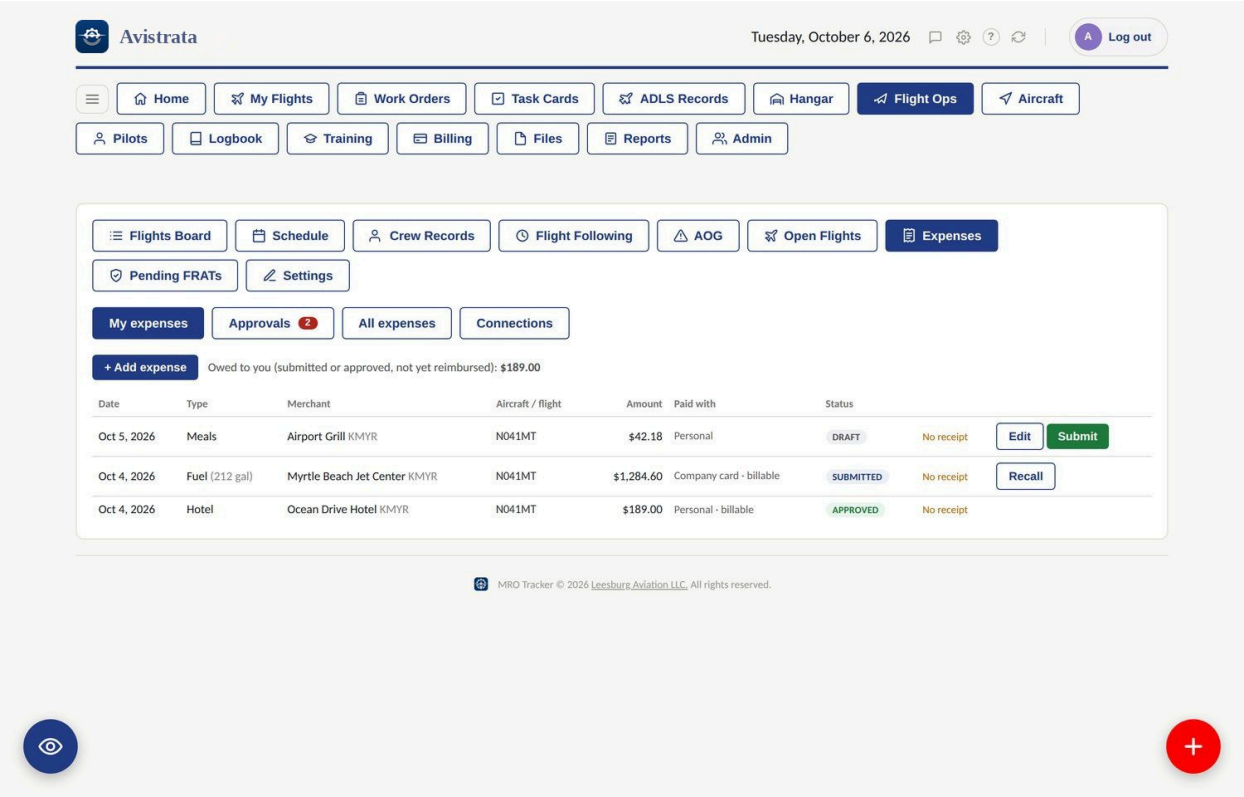
A maintenance invoice from a work order: bill-to, sales tax and shop supplies, and its lines



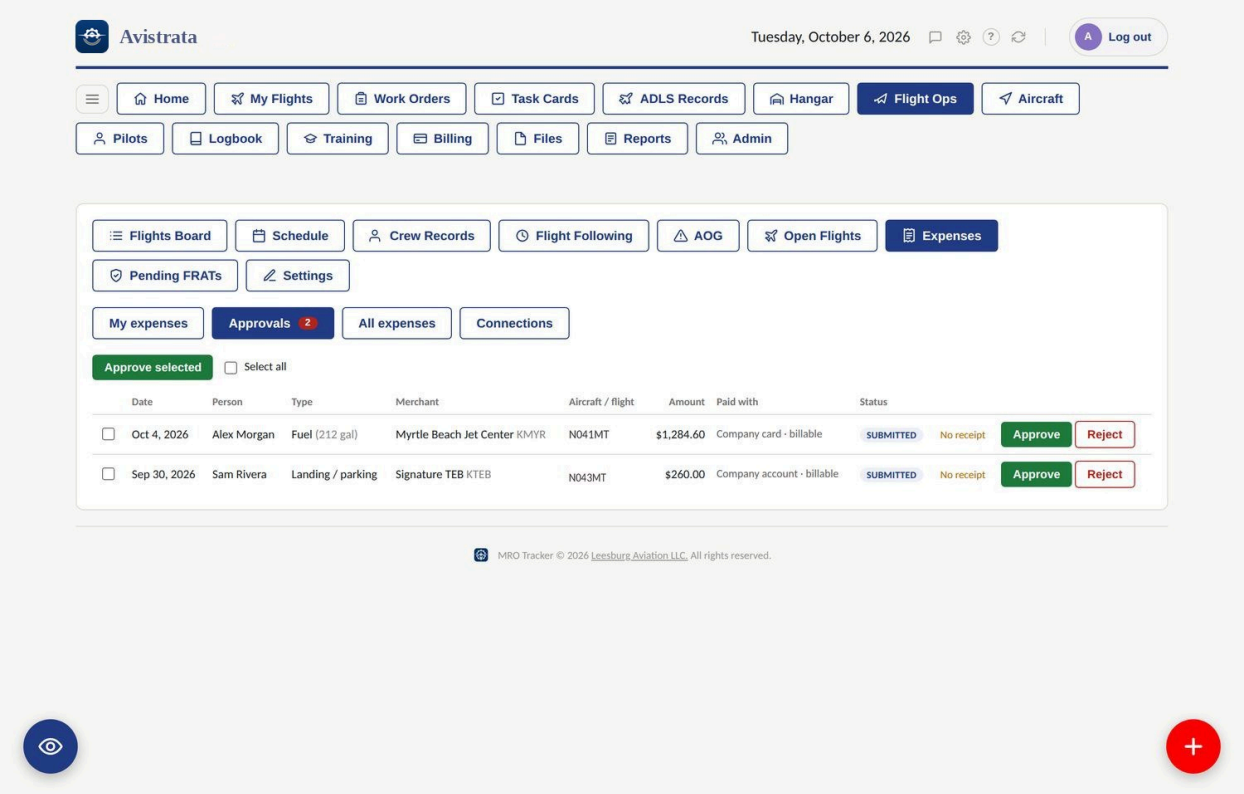
Billing → Sales Orders: parts orders with customer PO and shipping



Billing → Settings: company details, numbering, rates, and maintenance tax and shop supplies



Flight Ops → Expenses → My expenses: drafts, submitted and approved, with what is owed back



Expenses → Approvals: approve or reject each one, or several at once

Line Service

Line Service handles fuel, oil and ramp services for visiting aircraft: the lineman writes a ticket on the phone, the customer pays on the spot or is billed, and every ticket becomes an invoice in Billing (and in QuickBooks as usual). It is found under Billing → Line Service on the website and as the Line Service workspace in the Avistrata app. Line Service is part of the full Avistrata plans; Avistrata Light does not include it.

Setting up

1. **Price list:** Billing → Line Service → Price list. Add a starter price list (20 typical items with example prices), import your own Excel or CSV file (drop it on Import a price list), or add items one by one.

2. **Fuel and oil:** fuel items carry a fuel type (100LL, Jet A) and an optional per-gallon fee (flowage), which goes on the invoice as its own line; oil items can be linked to a stock part so each quart sold comes out of Stores.

3. **Settings:** default tax %, the note printed on receipts, whether line staff may give a discount %, and the Tap to Pay address (looked up as you type).

4. **Payments:** connect Stripe in Billing → Settings; card payments go to the organization's own Stripe account.

5. **People:** give line staff the Line Service role (Flight Ops → Settings → Flight Roles). "Mobile app: Line service only" makes their app open straight to New ticket, Open tickets and Today's sheet.

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 and so on
Price / cost	What you charge / what you pay (cost is only used for cost-plus discounts and is never printed)
Per-gal fee	Flowage or into-plane fee per gallon
Taxable / tax %	Sales tax for the item
Active	Untick to hide an item without deleting it

A ticket on the phone

1. **Tail number:** type it and tap Look up (541VA is read as N541VA). The FAA registry and the fleet fill in make and model; earlier visits fill in the pilot.

2. **Who pays:** pick one of the plane's billing accounts, or one of the suggested people and companies Avistrata already knows for the plane. Otherwise scan a business card or pick a phone contact, and tick Save as a billing account for this plane.

3. **Items:** Add fuel, oil or a service opens the price list (Fuel, Oil, Services, Fees, or search); enter the amount on the How much? screen and Add to the ticket. Something else adds a typed line. Tap a line to change it.

4. **Proof:** fuel meter photo and the customer's signature.

5. **Charge:** Tap to Pay, Enter or scan card, Send pay link, Paid cash / check, or Bill to account; then Send receipt.

Payment method	What happens	Notes
Tap to Pay	The card is tapped on the phone (Stripe Terminal); paid at once	iPhone XS or newer, Android with NFC
Enter or scan card	Stripe's own card form; the camera can read the card	The card number goes straight to Stripe, never through Avistrata
Pay link	The invoice is texted and/or emailed with a Pay now link	Paid when they pay online
Cash / check	Recorded as paid	
Bill to account	A sent invoice for the customer, 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. They are kept by tail number, so visiting planes that are not in the fleet have them too. They are managed on the ticket or the aircraft record, and a customer's page lists their planes. When a plane has none, Avistrata suggests the aircraft's owner and default customer, customers on its work orders and earlier tickets, and the organization the plane belongs to.

Discounts

Billing people set up rules under Billing → Line Service → Discounts. Discounts are worked out when the ticket is saved; each line gets the one best rule that matches (rules do not add up). The discount shows under the item on the ticket, invoice and receipt, so the list price stays visible.

Rule	Example	Applies to
Amount off per unit	$0.30 off each gallon of Jet A	Everyone, one customer or one plane
% off	10% off services for based tenants	A kind, fuel type or item
Set price per unit	Contract fuel: Jet A at $5.95	Between two dates if wanted
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	Combined with any of the above

Discount % on the ticket, with a reason, gives a one-off discount on the whole ticket; by default only billing people can give it.

Day sheet, voids and offline

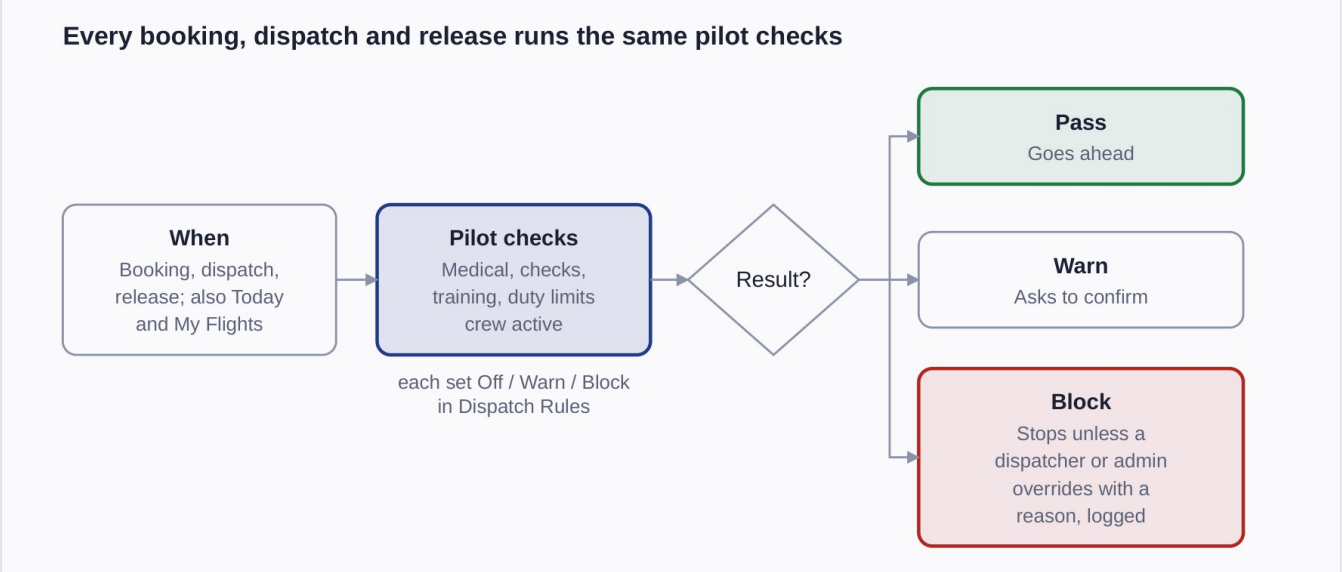
– **Day sheet:** Today's sheet (phone) and Day sheet (website) show the tickets, gallons by fuel type, totals by payment method and what is unpaid; the website's Tickets tab searches every ticket.

– **Void:** a posted ticket can be voided with a reason: the invoice is voided, card payments are refunded in Stripe and oil goes back into stock.

– **Without signal:** Account → Sync now keeps the price list, today's tickets, the day sheet, open tickets and their planes' billing accounts on the phone. Creating and charging a ticket needs signal.

Crew, training and duty

Crew records, training and duty limits feed the same pilot checks that run at booking, dispatch and release, so a flight can't go out with a crew member who isn't current or rested.

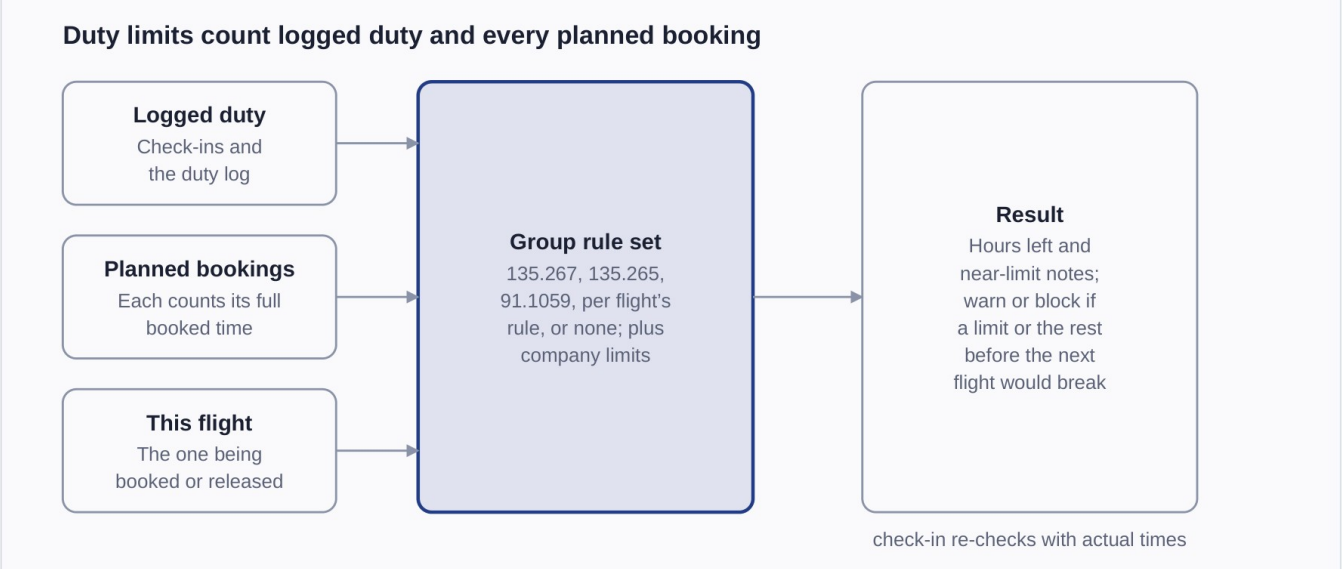


Pilot checks · one set of rules at every step

Group admins choose Off, Warn or Block for each check in Settings → Dispatch Rules.

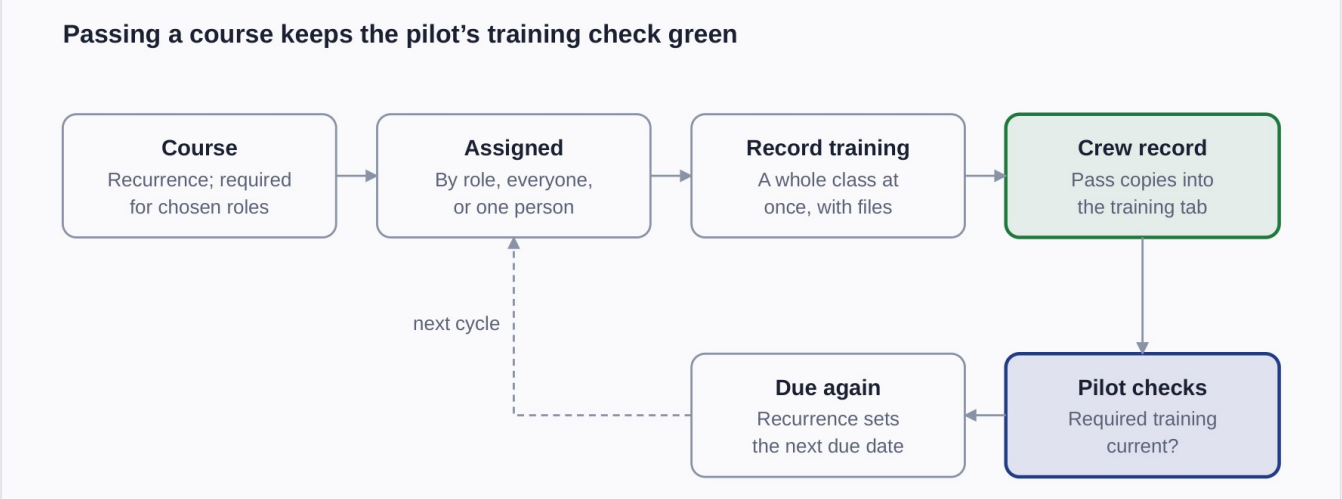
Feature	Where	What it does	Options	Who
Crew list	Flight Ops → Crew	Every crew member with medical, checks, rest and 24 h / 7 d / 28 d / 365 d flight time badges	Search	Ops staff
Crew record	Crew → person	Overview (what's due), profile, certificates and medical, checks (with 8410-3 scans), training events, experience and time in type, operating experience, route/airport qualifications, check airman authorisations, employment actions, duty	Add/delete per tab	DO, chief pilot, training; employment actions DO and chief pilot only
Pilot checks	Booking, dispatch, release, Today, My Flights	Medical valid through the flight; checks satisfactory and not due; required training current; flight/duty limits; crew active	Off / Warn / Block per rule (Dispatch Rules)	Everyone sees results; dispatchers/admins override
Flight / duty time limits	Settings → Dispatch Rules	Rule set per group: 135.267 unscheduled, 135.265 scheduled, 91.1059 (91K), match each flight's rule, or none	Check Part 91 flights too; report and release minutes; company limits (max duty, min rest, max flight time in 24 h / 7 d / 28 d / 365 d, a day off in 7)	Group admins set; applies to all crew

Feature	Where	What it does	Options	Who
Look-ahead	Every booking	Combines logged duty with every planned booking; catches a flight that would break a limit or cut the rest before the next one; shows hours left and near-limit notes	Planned flights count their full booked time	Automatic
Duty log	Check-in and Crew record	Duty on/off and flight time per crew member	Re-checked at check-in with actual times	Crew, ops staff
Training module	Training tab	Dashboard (compliance matrix, KPIs, filters, CSV); My Training; Record Training (a whole class at once, file upload); Courses (recurrence, required for which flight roles or everyone) and individual assignments; History	Passes copy into the crew record's training tab	Managers: admins, training, DO, chief pilot, DoM; everyone sees My Training
Pilots search	Pilots tab	Find a pilot by name, location, program, ratings, airframe check-outs and availability	Detail shows contact info, certificates, ratings	Operations staff
Pilot Logbook	Logbook tab	Import your ForeFlight CSV (re-import updates, no duplicates); searchable table; Complete, Condensed, Flight Experience and FAA 8710 reports	Printable	Each pilot for their own logbook
My Flights	My Flights button (crew)	The crew view of all of the above for one person		Pilots and crew



Duty limits · look-ahead across planned bookings

A booking that would cut the rest before a later flight is caught when it is made, not on the day.



Training · course to pilot check

Courses marked required for a flight role show up as that role's training check on every booking.

Pilot logbook and 61.57 currency

The Logbook tab is each pilot's own logbook. As well as the ForeFlight CSV import, it takes flights straight from Avistrata check-ins and works out recent-experience currency.

Feature	Where	What it does	Options / who
Flights from Avistrata	Logbook (top of the page)	Each checked-in flight makes a pending entry for each pilot on it. The pilot checks it, adds what Avistrata can't know (instrument time, approaches, holds, touch-and-goes) and presses Confirm, or Not my flight	Only confirmed entries count in totals and currency
ForeFlight de-duplication	Logbook → import	A ForeFlight import of a flight already in the logbook from Avistrata is matched and merged, never counted twice	Re-importing the same export updates entries
Export for ForeFlight	Logbook	Confirmed Avistrata flights as a CSV in ForeFlight's logbook import format	Import on the ForeFlight website (Logbook → Import), once per flight; "include flights already exported"
Block or air time	Logbook (admins)	Whether the organization logs block time (out to in) or air time (off to on)	Org admins
Training device	Logbook entry	FFS, FTD, AATD, BATD or ATD for a simulator entry, from ForeFlight's equipment type	Decides what counts toward 61.57
61.57 currency	Logbook; pilot profile; release crew list	Currency under 14 CFR 61.57 / 61.56 from confirmed entries. Approaches and holds count from simulators and training devices too; takeoffs and landings only from an aircraft or a full flight simulator. Category, class and type rules still apply	On a release it shows as a warning under the crew member and doesn't block the release
Pilot app	Pilot app → Logbook	The same logbook on the phone	Pilots

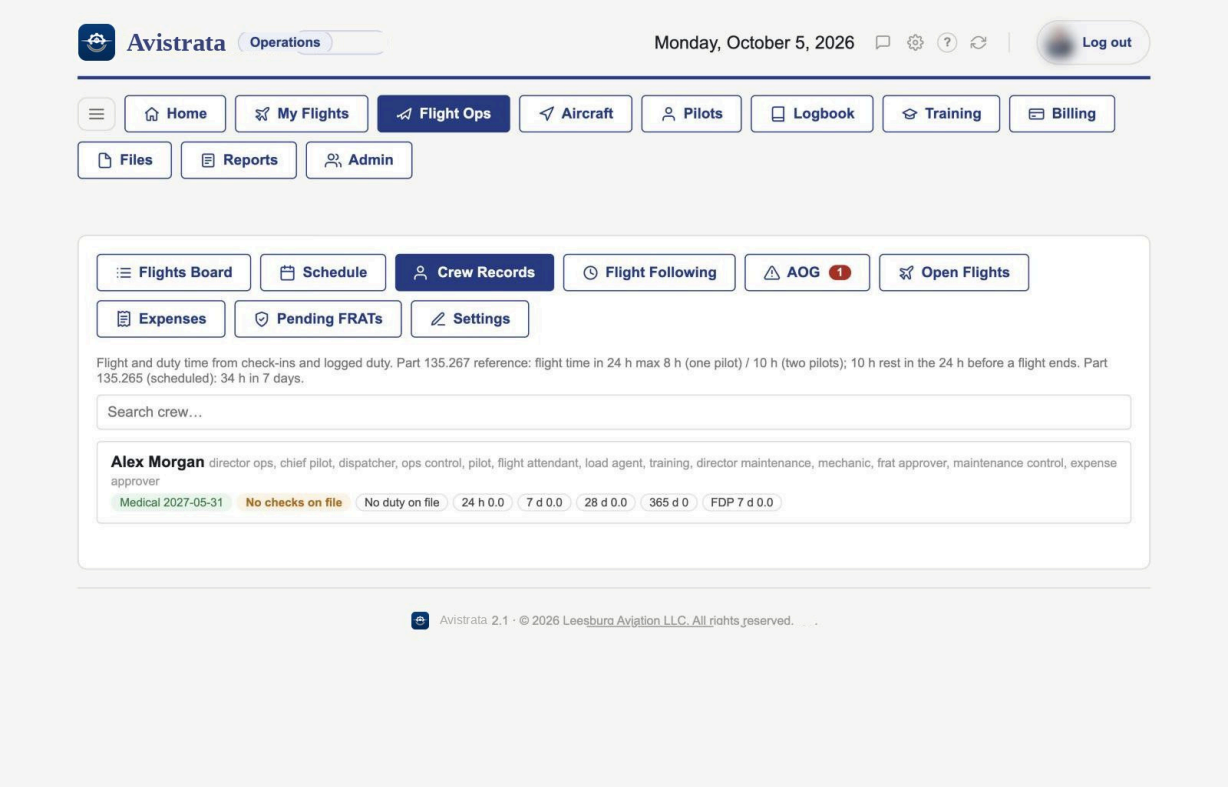
How to: confirm flights from Avistrata

1. **Open Logbook.** Flights from Avistrata waiting for you are listed at the top.

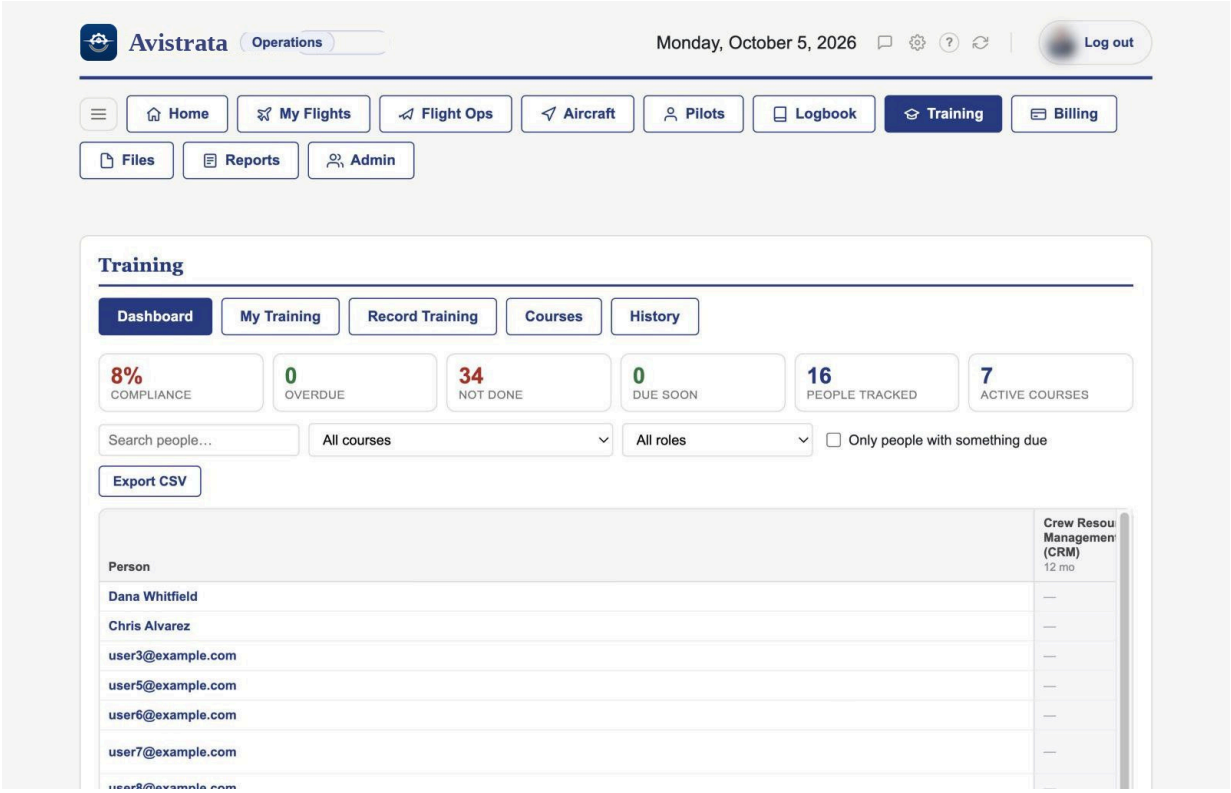
2. **Check each one:** times and route; add instrument time, approaches, holds and touch-and-goes; press Confirm, or Not my flight.

3. **Copy to ForeFlight** if you keep your logbook there: press Export for ForeFlight and import the file on the ForeFlight website (Logbook → Import).

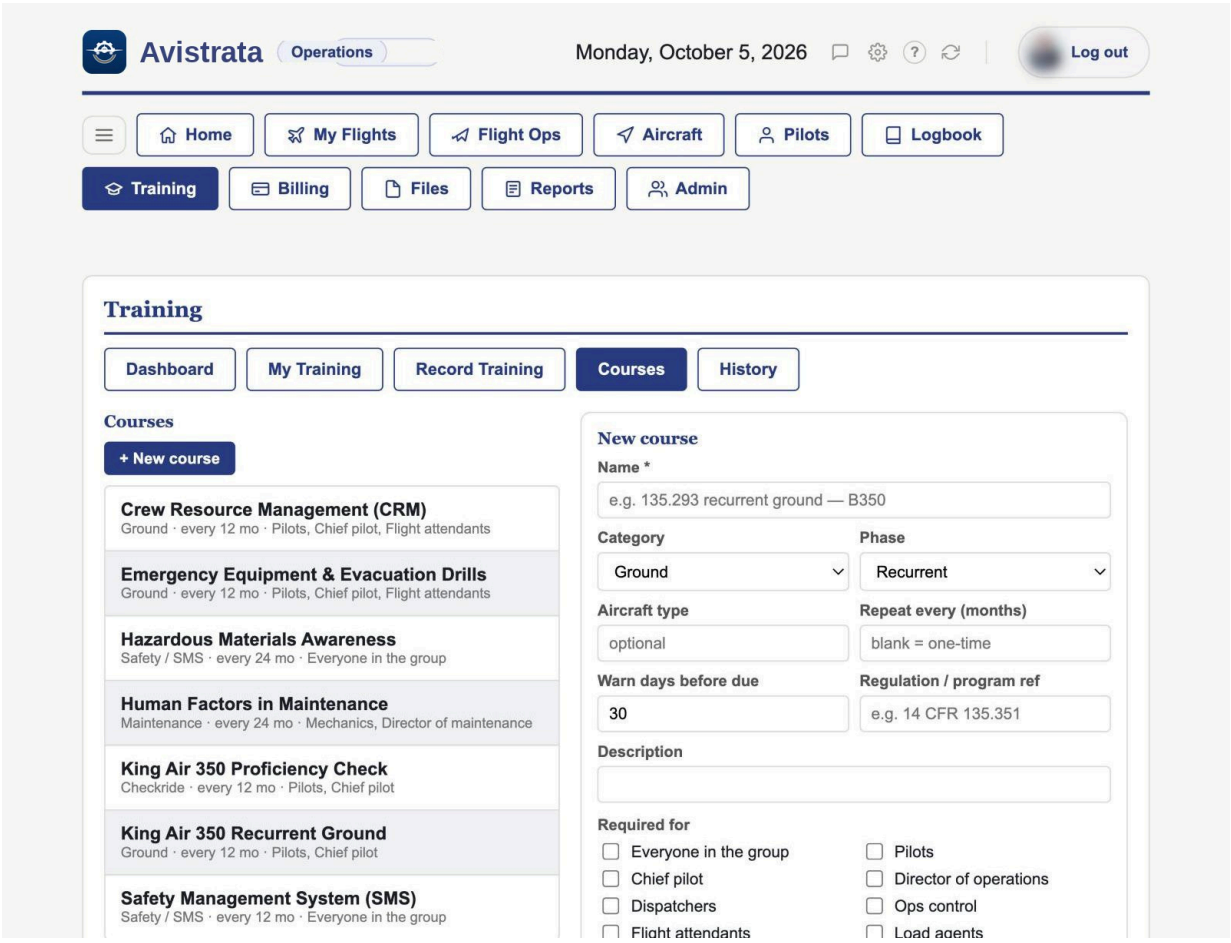
Screens



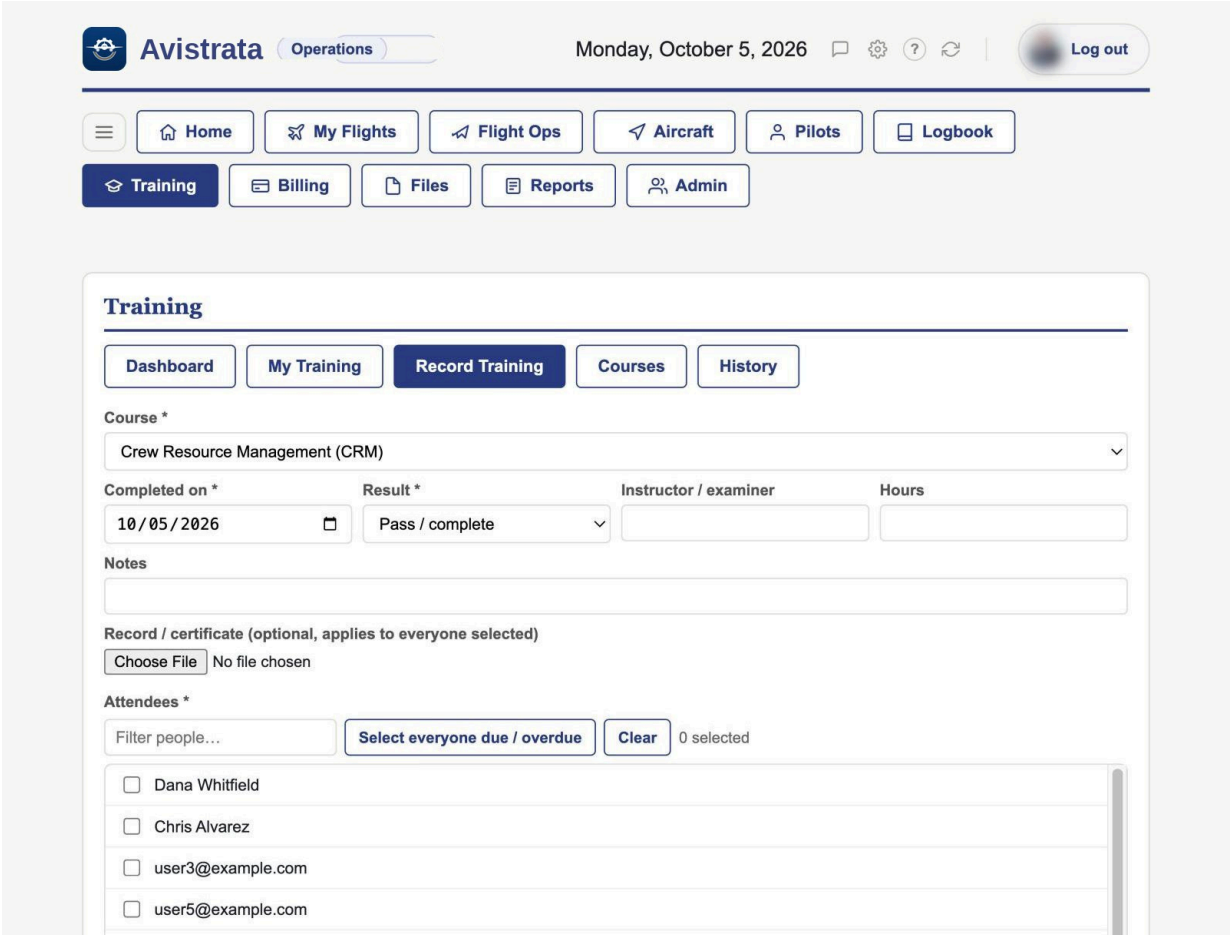
Flight Ops → Crew Records: roles, medical, checks, duty and flight time totals



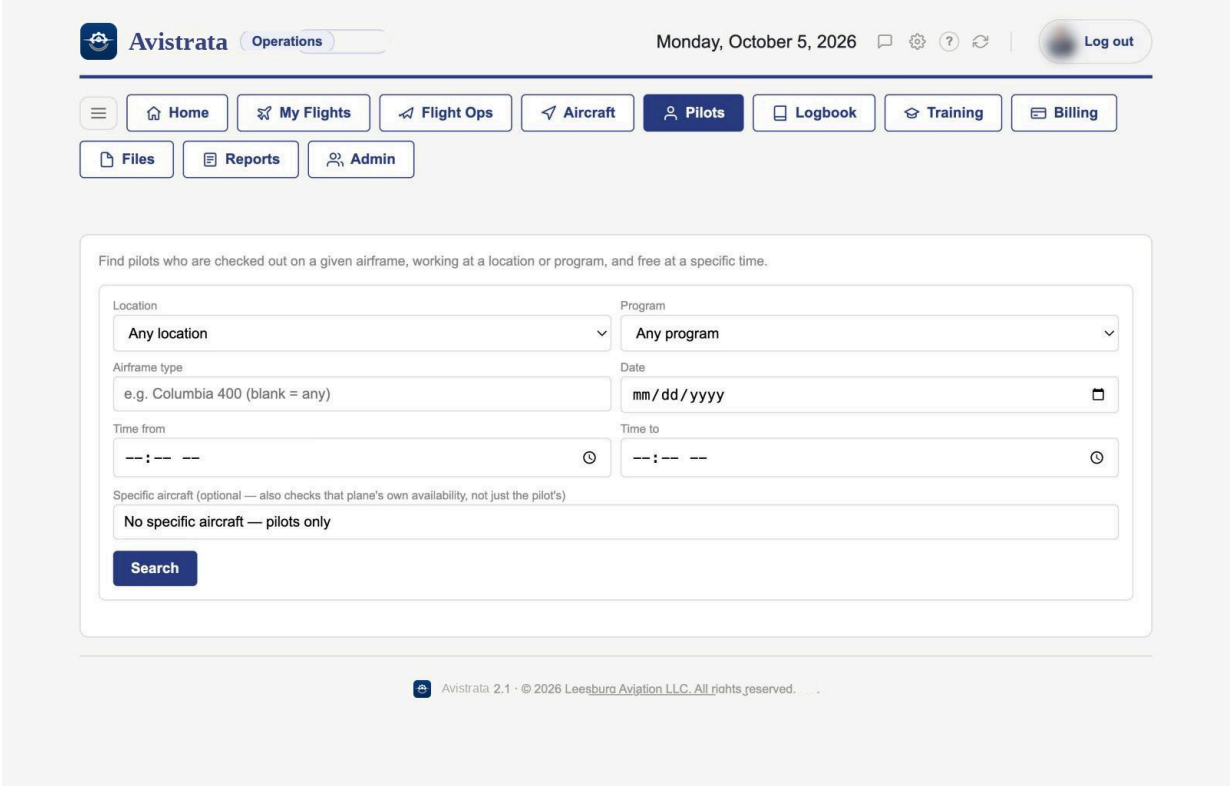
Training → Dashboard: compliance by person and course (names replaced)



Training → Courses: course list and the new-course form



Training → Record Training: one completion for several people at once (names replaced)



Pilots: find a pilot by airframe, location, program and time

Flight School

The Flight School edition adds training records, endorsements, aircraft checkouts, booking rules and rental billing for a Part 61 school, with Part 141 as an option. It is a licence module per organization (plan "Flight School"); once it is on the organization's licence, Flight School appears in the top menu. It runs in the web app, in a Flight School workspace with its own menu (Flight School, Flight Ops, Aircraft, Pilots, Logbook, Training, Billing, Reports, Files), and students and renters have the MRO Tracker Student app.

Roles. Give people the Instructor (CFI), Chief Instructor, Check Instructor, Student and Front Desk roles in Flight Ops → Settings → Flight Roles. Instructors grade and sign lessons and issue endorsements and checkouts; the chief instructor (and the Director of Operations, Chief Pilot, Training role and admins) also manages courses, rates and Settings; front desk keeps the accounts; students and renters see My Training.

Tab / feature	What it does	Options	Who
Dashboard	Active students and their progress, solo endorsements running out, lessons waiting for a signature, account balances		Staff
Students	Students and renters: certificate, primary instructor, solo limits, enrollments with lesson-by-lesson progress, endorsements, aircraft checkouts and account	Enroll, Issue endorsement, Add checkout	Instructors, chief instructor, front desk
Lessons	Grade each item 1–5 (Introduced, Practiced, Needs work, Proficient, Checkride standard) and the lesson Satisfactory, Unsatisfactory or Incomplete	Save draft, Sign lesson; a signed lesson can't be changed; the student confirms with I've read this lesson	The instructor who gave it
Stage checks	Lesson kinds Stage check and End-of-course check	Part 141: given by the chief instructor or a check instructor, not the student's primary instructor	Chief or check instructor
Endorse-ments	Issue from 19 standard templates in the style of AC 61-65; the wording fills in the student and aircraft; history per student	Sign and issue, Print, Copy text; Revoke with a reason	Instructors
Aircraft checkouts	A pilot's checkout in a make and model	Add checkout; Revoke with a reason	Instructors
Courses	Part 61 / 141 courses with stages and lessons	New course; Add the sample Private Pilot course (Part 61); course library with 18 standard courses (certificates, ratings, CFI / CFII / MEI, endorsements, flight review, IPC, ground schools)	Chief instructor
Accounts	Prepaid balances, deposits, block-time packages, refunds and adjustments; flight invoices and account history (the statement)	Record; Pay open flights from credit; aircraft rates (rate per hour, Hobbs / tach basis, wet or dry) and instructor rates; Add package	Front desk; rates by the chief instructor
Plane Rental	Calendar for plane rentals		
Arrival check-in	"I'm here" from the Student app or its Lock Screen card, from 3 hours before the booking; the website schedule shows ✓ Here		Students and renters; staff see it

Tab / feature	What it does	Options	Who
Settings	School name, Part 141, rental currency window (days), minimum account balance to book, bill rentals on (Hobbs, Tach, Block time, Flight time), invoice each flight at check-in, pay from prepaid credit	Save settings	Chief instructor, admins
My Training	A student's own courses, lessons to acknowledge, endorsements and account		Students and renters

Booking rules and rental billing

The booking form offers the student's next lesson, and the pilot checks on every booking add the school's rules. Issues show on the booking; each rule is Off, Warn or Block in Flight Ops → Settings → Dispatch Rules (default in brackets), and Block stops booking and dispatch unless a dispatcher or admin overrides it with a reason. The usual pilot checks, such as the medical, still apply.

Student solo. A current solo endorsement for the make and model (Block); the student's solo weather limits shown (Warn).

Renter. Checked out in the make and model (Block); flown the make and model within the rental currency window (Warn); flight review within 24 calendar months (Block).

Account. Balance at or above the school's minimum (Warn).

At check-in. Check-in asks for ground time and any fuel receipt. With Invoice each flight at check-in on, an invoice is made for the aircraft, instruction and ground time, less the fuel receipt credit, and paid from the pilot's prepaid credit as far as it goes; a draft lesson record waits for the instructor to grade and sign.

How to: set up the school

1. **Licence:** the Flight School module must be on the organization's licence (Leesburg Aviation adds it).

2. **Roles:** Flight Ops → Settings → Flight Roles: instructors, chief instructor, check instructors, students and front desk.

3. **Settings:** Flight School → Settings: school name, Part 141 if it applies, rental currency window, minimum balance and how rentals are billed; Save settings.

4. **Rates:** Flight School → Accounts: aircraft rates (rate per hour, basis, wet) and instructor rates; Save rates and Save instructors; Add package for any block-time packages.

5. **Courses:** Flight School → Courses: New course, or Add the sample Private Pilot course (Part 61) and edit its stages and lessons.

6. **Booking checks:** Flight Ops → Settings → Dispatch Rules: set each student and renter rule to Off, Warn or Block.

7. **Students:** invite students and renters; each gets an Avistrata email to set up their own login, then uses the web app or the Student app.

How to: record a lesson

1. **Enroll:** Flight School → Students → the student → Enroll in a course.

2. **Book** the aircraft on the Schedule; the booking offers the student's next lesson.

3. **Check in** after the flight as usual, with ground time and any fuel receipt; the invoice and a draft lesson record are made.

4. **Grade and sign:** Flight School → Lessons → Grade & sign: grade each item, set the result and press Sign lesson. The student acknowledges it under My Training.

How to: issue an endorsement

1. **Open** Flight School → Endorsements, or the student's page → Issue endorsement.

2. **Pick the template;** the wording fills in the student and aircraft. Check it.

3. **Press Sign and issue,** then Print or Copy text for the logbook. Revoke it later with a reason if needed.

MRO Tracker Student app

The MRO Tracker Student app, the Student flavor of the Avistrata mobile app (5 flavors: Admin, Pilot, Mechanic, Student, FAA) for iPhone, iPad and Android, gives students and renters their side of the school. The school invites each student, who sets up their own login from the invitation email.

Book. The day view shows every aircraft and instructor. The week view shows one aircraft or instructor with seven days side by side; tap a free half hour to book it. The school's booking rules are checked as you book.

Training. Course progress, graded lessons to read and acknowledge, and endorsements.

Account. Balance and payments, the logbook, messages and a profile photo.

Next flight on the Lock Screen (iPhone). A card on the Lock Screen and in the Dynamic Island shows the next booking with a countdown, then the time left while flying, plus lessons to read, the account balance and course progress. The server starts it by push 3 hours before the booking, even if the app hasn't been opened.

Widgets. Home Screen and Lock Screen widgets on iPhone, and a home-screen widget and an ongoing notification on Android, show the next flight.

I'm here. From 3 hours before the booking, one tap in the app or on the Lock Screen tells the school the student has arrived; the website schedule shows ✓ Here.

Moving from Flight Schedule Pro or Flight Circle

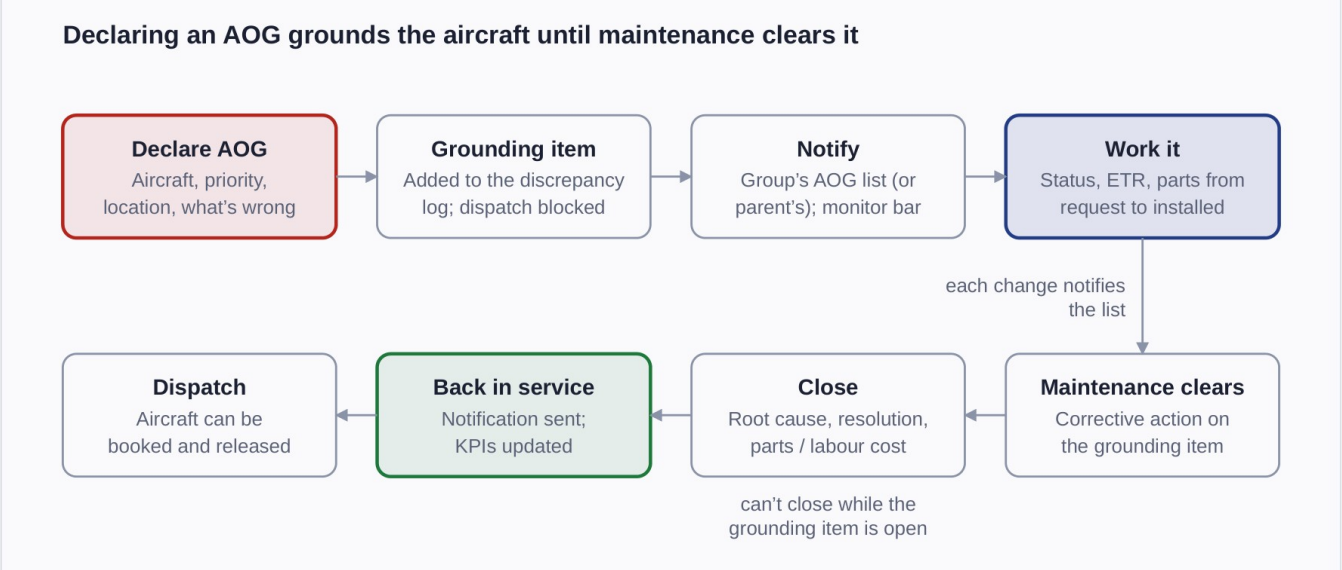
A school can bring its records with it: students, aircraft, bookings and accounts import from Flight Schedule Pro or Flight Circle. Avistrata can also export to Flight Schedule Pro.

Simulator sessions

Sessions flown in a partner simulator (BLACKSTAR / Mindstar) go into the pilot's logbook, the lesson record and billing. The integration is built; the partner connection is in progress.

AOG desk

The AOG desk (Flight Ops → AOG) runs one record per aircraft-on-ground event from declaration to return to service, and it is tied to maintenance: declaring grounds the aircraft, and the event can't close until maintenance clears the grounding item.



AOG workflow · declaration to back in service

The event can't close until maintenance signs off the grounding item, so dispatch stays blocked until the aircraft is truly fixed.

Feature	What it does	Options
Declare AOG	Aircraft (search by N-number, serial or type), priority, location (searchable airports), time on ground, what's wrong, details, ATA chapter, ETR, coordinator	Priority AOG / Critical / Routine; create a new grounding item or link an existing one; notify now
Status	Open → Troubleshooting → Awaiting parts → In work → Ready for RTS → Closed (or Cancelled)	Stepper on each card
Parts	Part number, description, quantity, source (stock, vendor, OEM, pool, loan, exchange, robbed), vendor, PO, cost, carrier, tracking, ETA, serial installed, 8130-3 received	Status requested → sourced → ordered → shipped → received → installed
Timeline	Every change, note and notification in order	Add notes
Affected bookings	Flights on the aircraft while it's down	Open each booking
Close	Root cause, resolution, parts / labour / logistics cost	Blocked until the grounding item is cleared in maintenance
Board and KPIs	Open events by priority with time on ground, ETR, parts progress; aircraft down now, AOG hours, average time to RTS, top root cause, cost (90 days); history	Today view shows AOG first

Notification lists (🔔 Notifications). Each group keeps its own list; a group without one inherits its nearest parent's, and the aircraft's group decides which list an event uses.

Per person: push and/or email; which events (declared, status, ETR, part shipped/received, closed); which priorities; Monitor for the red AOG bar at the top of the app.

Outside email addresses (vendors, customers) get email only, one message each.

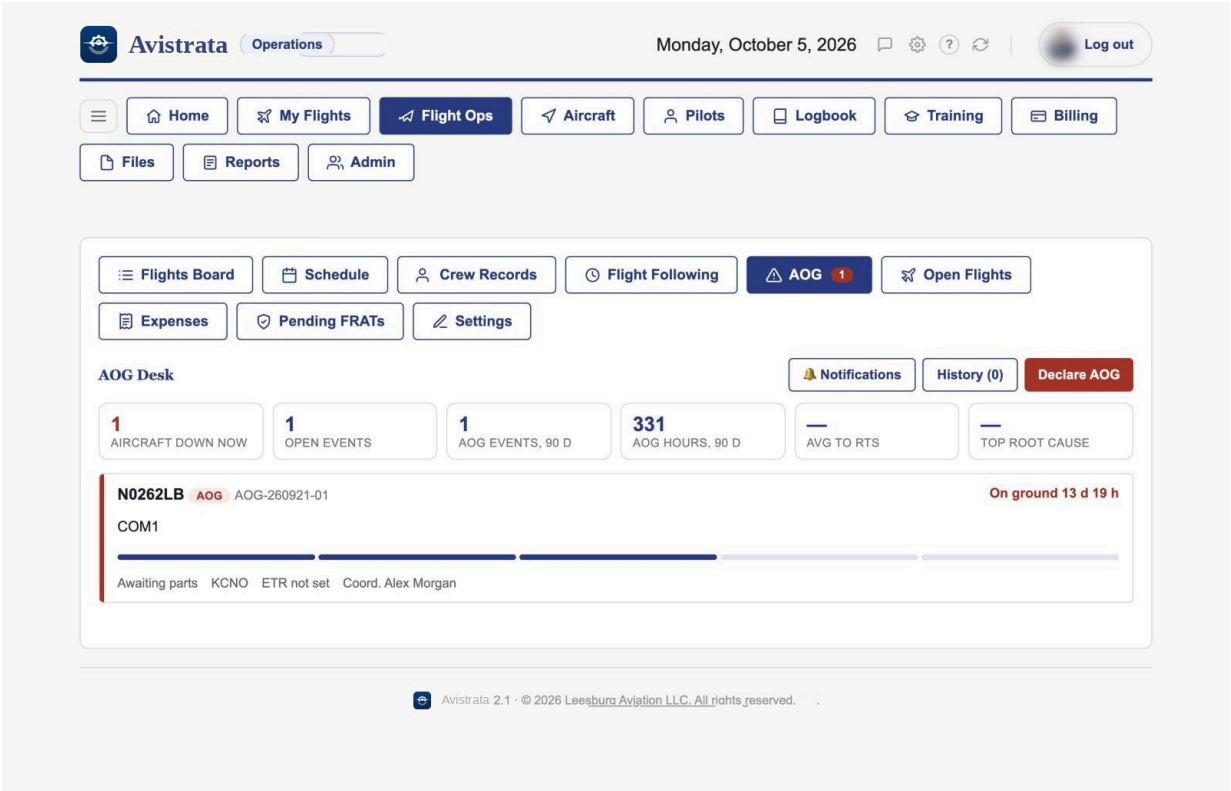
The original default (everyone with an ops or maintenance flight role, plus group admins) can stay on or be switched off per group. The event's coordinator is always notified.

Group admins, the director of operations, the director of maintenance and the chief pilot maintain the lists.



AOG notifications · which list is used

Setting up a list on a sub-group overrides its parent's list for that group's aircraft.



Flight Ops → AOG desk: aircraft down, events, hours and each open event's stage

Business Development

The Business Development workspace runs sales from first contact to a signed contract and a won bid: leads, opportunities, companies, customers and contacts, activities and follow-ups, a forecast, contracts, and business cases that take a bid through a SIOP-style review and, once won, into work orders. In the Business Development workspace, Home opens the Business Development screen, which opens on its Dashboard; Billing is in the Business Development menu. It can sync with Salesforce and keeps partners and their deal registrations.

Who. Each person gets a Business Development role per organization in Business Development → Settings: BD lead (starts and edits cases and templates), Reviewer (reads and comments) or Viewer (reads). Anyone with a role works their own leads, opportunities and activities; BD leads can edit all of them. Admins manage the roles and reminder timing.

Sales pipeline (CRM)

Tab	What it does	Options	Who
Leads	New → Contacted → Qualified (or Disqualified), with the account, contact and source; prospecting fields (signal, score, drafts, LinkedIn)	+ New lead; Mark contacted, Qualified, Disqualify, Convert to opportunity (asks for the expected close date), Reopen; drag-and-drop spreadsheet import (Gojiberry-ready); filters and sortable columns	Owner or BD lead
Opportunities	Board by stage (Prospect, Qualify, Develop, Proposal, Negotiate, then Won, Lost or No bid) or a list; value, probability (defaults by stage), expected close, next step and date, competitor, why lost or no bid	+ New opportunity; Create business case (pick the template)	Owner or BD lead
Companies, customers and contacts	Every company with its contacts and everything linked: leads, opportunities, business cases and work orders. A company is a prospect until a deal is won; winning the deal asks for the company details. Customers and Contacts are inside Business Development, with the tabs in working order	+ Contact; + Lead and + Opportunity from the account; a customer's contact is offered on its leads and opportunities	BD roles
Activities	Calls, meetings, emails, site visits, demos and notes; a follow-up date puts it in that person's Upcoming list on Home	+ Log activity; Done	BD roles
Forecast	Weighted pipeline by month and quarter (opportunities, and business cases without one), by expected close month, win rate by source, stale opportunities, activity per person		BD roles

Dashboard and Home

Business Development opens on its Dashboard. Business Development → Dashboard starts with leads and opportunities tiles, opportunities by stage, and the expected closes and next steps in the next 30 days, then

the business case pipeline by stage, reviews waiting for signatures, a risk heat map, workload and overdue tasks per person, complexity and tasks done per week.

Home in the Business Development workspace shows the sales pipeline (open leads, my leads, open opportunities, weighted opportunities, follow-ups overdue, my follow-ups in the next 7 days) and the business cases (my open tasks and items, overdue, due in 7 days, reviews to sign, open business cases, weighted pipeline), followed by my pending tasks and items and the cases needing attention.

Contracts, closing and messages

Feature	What it does	Options
Contracts	Contracts from templates, including a mutual NDA, with versions, renewals and reports	Signing in order, with Avistrata e-signature or DocuSign
Closing	Tracks NDA → license agreement → order → invoice → payment for each opportunity	
Message templates and Outbox	Message templates and the Outbox	Standard message templates for every workspace, added with one click (also a step in Organization Setup)
Pickers and forms	Searchable pickers for contacts, leads, opportunities and partners	Country and state dropdowns; phone country codes

Business cases

Feature	What it does	Options	Who
Business cases	Every case you can see: stage, value, pWIN, weighted value, open and overdue items, high risks, next due date	+ New business case from a template (Templates: + Standard Business Case (SIOP), + Blank template)	BD lead creates
A case	Sections from the template (fields, narrative, questionnaire, scored matrix, registers); each item with owner, status, due date, risk, cost, hours and progress; tasks; comments, history, team and revisions	Remind people; PDF and Word	Owners and the case team
My items and Calendar	What each person owns across cases (overdue, this week, later); due and key dates by month	Download calendar (.ics); reminders; Monday summary to each BD lead	Everyone with a role
SIOP review and e-signing	Stage bar Preparing → SIOP review → Approved to bid → Submitted → Won. Start SIOP review freezes a revision; each role votes and signs; the chair records the decision; conditions become tasks	Review and sign, Remind signers, Record decision, Decision record (PDF)	Reviewers and signers
Import from document (AI)	Word, PDF, text or pasted text read into a new or an existing case; every proposed value is shown with a tick box next to the template	Nothing is saved until Check and apply; documents marked ITAR / EAR are sent only when an admin allows it	BD lead
AI work plan	On a won case, Plan work orders with AI proposes every work order the case needs, with task cards (aircraft, department, description, hours)	Change or drop rows, then Create work orders; they are numbered like any other and linked to the case	BD lead

Feature	What it does	Options	Who
After-action review	On a won, lost, no-bid or cancelled case: outcome and reasons, who won and at what price, the customer's debrief, ratings and lessons	Start the after-action review; Make it an action; Finalize (locked; admins can reopen); Lessons tab across cases; PDF	BD lead
Reports	Reports → Ready-Made → Business Cases: Business Case Report (PDF or Word), After-Action Reviews, Business Case Pipeline		BD roles

All organizations (super admins)

A super admin with no organization selected sees Business Development rolled up across all organizations, with every feature available; the page title shows "· All organizations". A new lead, opportunity, account or case asks Which organization? it belongs to, and Business Development → Settings has an organization picker for each organization's roles and reminders.

How to: from lead to business case

1. **Add the lead:** Business Development → Leads → + New lead, with the account (a customer or a prospect's name), contact and source.

2. **Work it:** Log activity for calls and meetings, with a follow-up date where needed; Mark contacted, then Qualified.

3. **Convert to opportunity** and give the expected close date.

4. **Keep it current:** stage, value, probability and next step. When it needs a bid review, press Create business case and pick the template.

5. **In the case,** assign owners and due dates, then Start SIOP review when it is ready for a decision.

Salesforce sync

An organization that keeps its sales records in Salesforce can sync the Business Development CRM with it both ways. Leads, accounts, contacts, opportunities and activities sync every 15 minutes or on demand; opportunity stages are mapped to Salesforce stages.

Connecting. In Business Development → Settings the organization enters its own Salesforce connected-app details and connects with a Salesforce sign-in (OAuth). No SQL is needed.

Conflicts. When a record has changed on both sides, the newest change wins, field by field.

History. Every change is logged and can be undone, and changes that failed can be retried. The connection can be disconnected at any time.

Partners

Partners keeps the organization's partners with their tiers, contacts, agreements and performance.

Deal registrations. Partners register deals through a partner portal. Each registration is checked for duplicates, has a protection period and carries the partner's commission.

On opportunities. Partners can be added to opportunities.

Partner API. The Partner API admin screens can be used on a phone.

Program Management

The Program Management workspace runs an organization's programs: their deliverables, risks, changes, furnished items and off-channel requests (Phase 1), then the WBS and baseline, earned value from shop-floor hours, the quality link, and review packs and reports (Phase 2).

Feature	What it does	Phase
Programs	One record per program, holding everything below	Phase 1
Deliverables	The program's deliverables, with a calendar view	Phase 1
Risks and changes	The program's risks and its changes	Phase 1
Furnished items	Items furnished for the program	Phase 1
Off-channel requests	Requests that come in outside the usual channels, kept on the program	Phase 1
AI drafts	AI drafts run in the background	Phase 1
WBS and baseline	The work breakdown structure and its baseline	Phase 2
Earned value	Earned value worked out from the hours logged on the shop floor	Phase 2
Quality link	Links the program to quality	Phase 2
Review packs and reports	Review packs and reports for the program	Phase 2

Record links. Weekly Plan items and Shared Tasks can link to a Program Management record.

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Marketplace

The Marketplace workspace lists aircraft and parts for sale, and has a contractor marketplace for contract pilots, A&Ps and IAs.

Feature	What it does	Options
Aircraft for sale	Listings with photos, specs and records status	Buyer inquiries
Parts for sale	Your own parts listings	Public parts page at /marketplace/parts; export-controlled parts are kept off it (see Stores)
Contractor marketplace	Contract pilots, A&Ps and IAs	A pilot's hours are filled in from a logbook export, a PDF or a photo
Reviews	Reviews of contractors	Review reminders

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Reports, files, signatures and notifications

These run across every module: reports read the logged work and records, files hold documents, signatures lock what was attested, and notifications push the right people.

Feature	Where	What it does	Options
Report	Reports tab	Work logged by day or date range for chosen people or a group; entry count, hours, signed vs total	Presets (This Week, Last 7 Days, This Month, Last 30 Days); download PDF or email
Email Reports	Reports tab	Automated schedules, including one for a shared task's progress	Daily/weekly recipients and send times
Ready-Made Reports	Reports tab	Canned reports by area: Users, Task Cards, Work Orders (incl. turnaround time), Tools (usage, calibration), Aircraft (workload), Files, Customers	Reorder groups; export
Custom Report Builder	Reports tab	Pick a data source, columns and filters; preview; export	Save under My Saved Reports; put on a schedule
Files	Files tab	Documents for yourself, a group or everyone	Search matches file names and the text inside (plain text and PDF); folders and tags; sortable table with suggested sorting; bulk move and drag to a folder; drag-and-drop upload of several files; email attachments from Files
Signatures	Anywhere "Sign" appears	Attest to a task entry, Upcoming or Weekly Plan item, shared-task update, task card item, W&B, SOP, MEL assignment, release, FRAT, manifest, amendment	Draw, PIN or biometric; location recorded if allowed; signed entries lock; 1–5 signature levels with role per level; flight sign-offs stored with a SHA-256 hash, append-only
Push notifications	Avistrata apps; browser	Assignments, messages, announcements, overdue flights, AOG events, maintenance alerts, engineering requests	In the Avistrata apps, allow notifications when asked after sign-in; in a browser, Enable per device in My Preferences (on iPhone, add the web app to the Home Screen first)
Email		Welcome, assignments, reminders, shared-task updates, QC, overdue flights, AOG, maintenance alerts, daily flight schedule and departure briefs; invitations, password resets and sign-up confirmations come from Avistrata (see Administration)	Branded per group (colour, logo, footer); sub-groups inherit; links open the organization's own web address when it has one
Text messages (SMS)	My Preferences	The same notifications as email, sent as a text	Notify me by Email, Text or Both; mobile number verified with a 6-digit texted code and the consent box; Send me a test text; Reply STOP to opt out, HELP for help; falls back to email if a text can't be sent

Feature	Where	What it does	Options
Text Avistrata	Text the Avistrata number	Two-way texting for verified users: METAR KJYO, TAF KRDU (or the nearest TAF), NEXT (next flight and its readiness), TODAY / TOMORROW, BRIEF (short summary by text, the full departure brief by email), STATUS N123AB (grounded or not, open squawks, next due); COMMANDS, HELP or ? lists them; anything else is matched by AI to one of these	Read-only and scoped to the person's own flights and organization's aircraft; Text Messages guide in the ? menu and My Preferences
Email and text messages	Every workspace	Message templates kept in one registry; send now or schedule; automatic messages; replies to texts come back in	Standard message templates for every workspace, added with one click (also a step in Organization Setup)
Maintenance alerts	Automatic	New squawks in the discrepancy log, and Maintenance Due items that turn due soon or overdue, go to Maintenance Control and the Director of Maintenance (else the group admins); grounding squawks and overdue items that block dispatch also go to dispatch	Every 15 minutes; each state announced once; by email, text or both as each person chose, plus push
User guides	? menu; My Preferences; Admin → Users → Manage User; Account → Help & feedback in the mobile apps	Getting Started guide (the recommended settings, about 10 minutes), Mobile Apps guide, Text Messages guide, iPhone and Android Home Screen guides for the web app; the welcome email links the Getting Started guide	Email it to me (users); Email Guides, SMS Guide and Getting Started buttons for admins
What's New	? menu	Running list of new features and fixes	
Support requests	? menu → Report a Bug / Request a Feature; Account → Help & feedback in the mobile apps	Goes to the product team	Super admins track Open / In Progress / Resolved



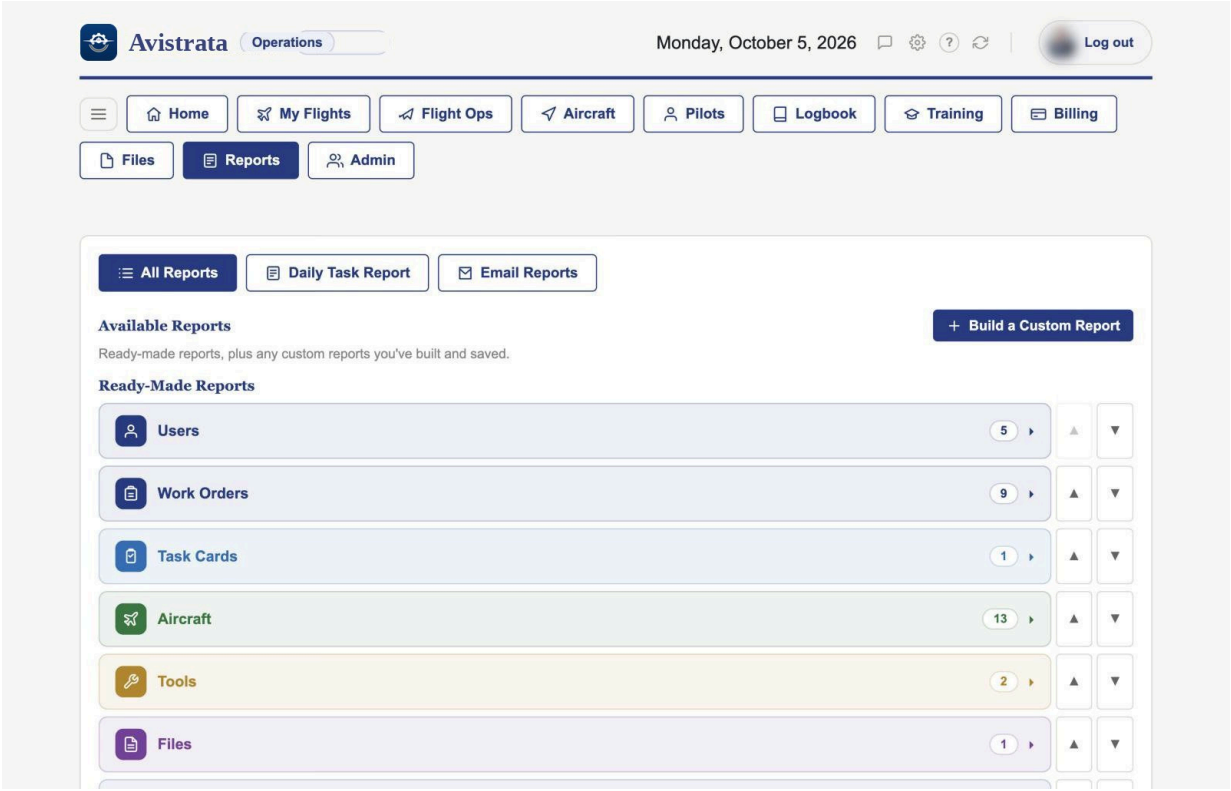
Reports · from logged work to inbox

Any saved custom report can go on a schedule, the same way as the ready-made ones.

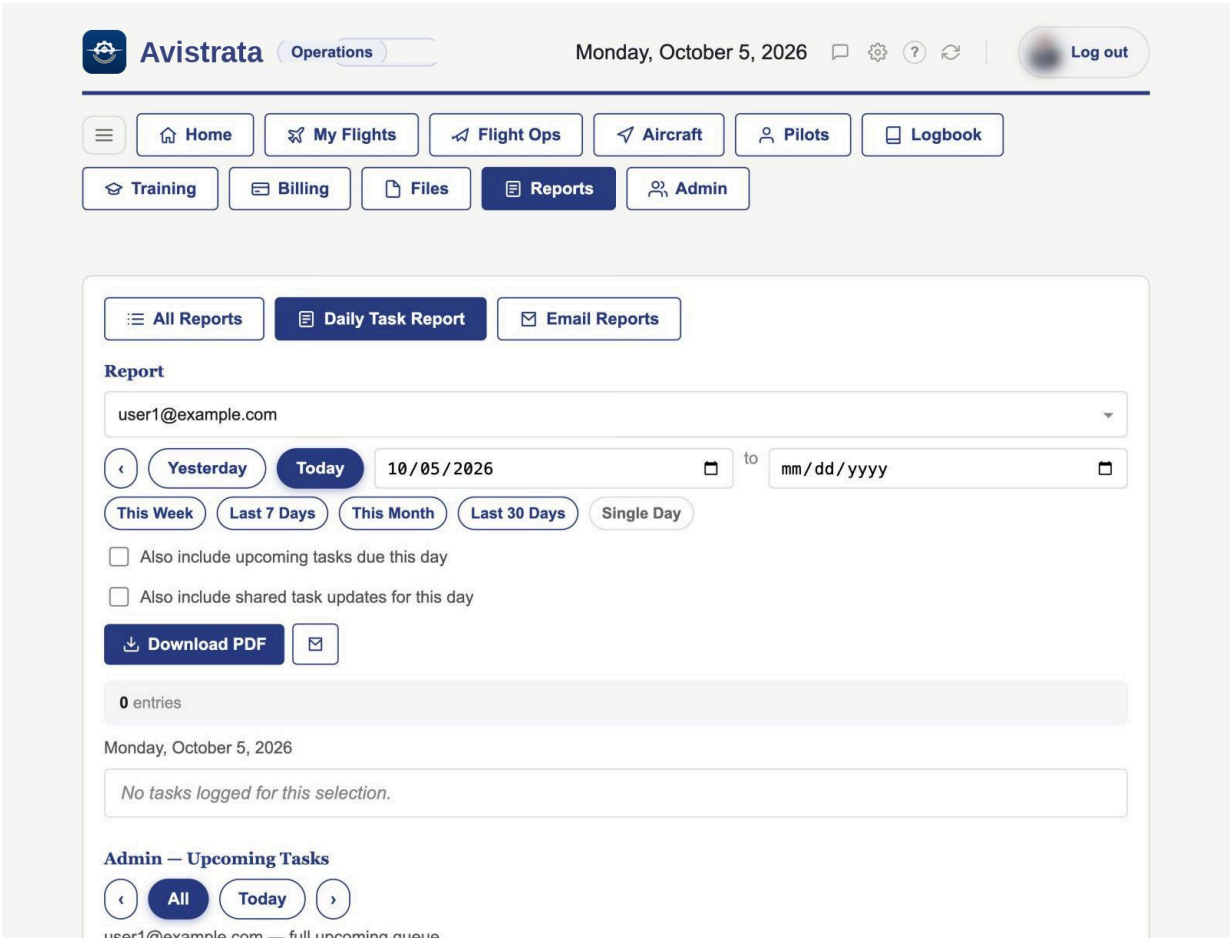


Signatures · sign, lock, unlock

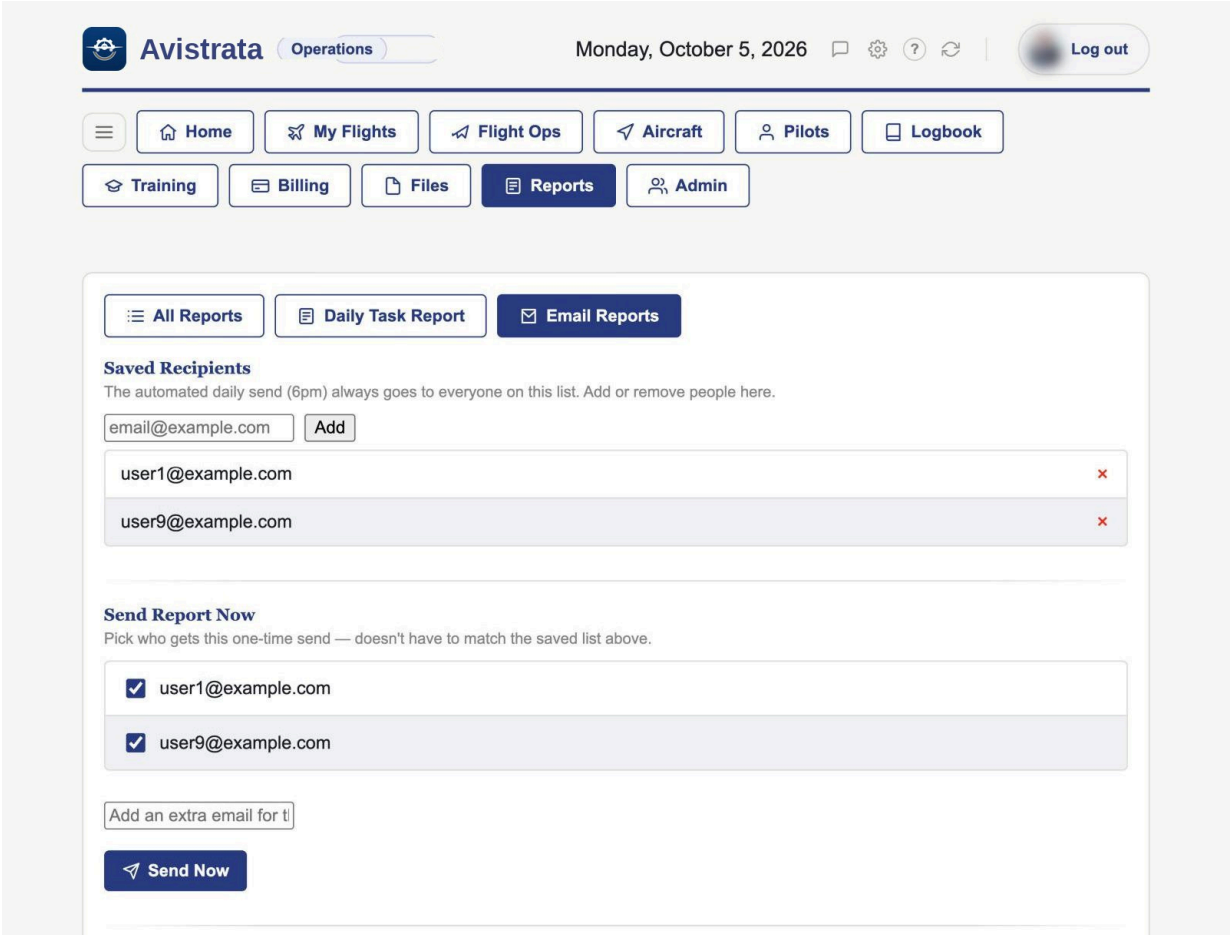
Signature levels and the sign options are set per org under Admin → Features.



Reports: ready-made reports by area, custom reports, Daily Task Report and Email Reports



Reports → Daily Task Report



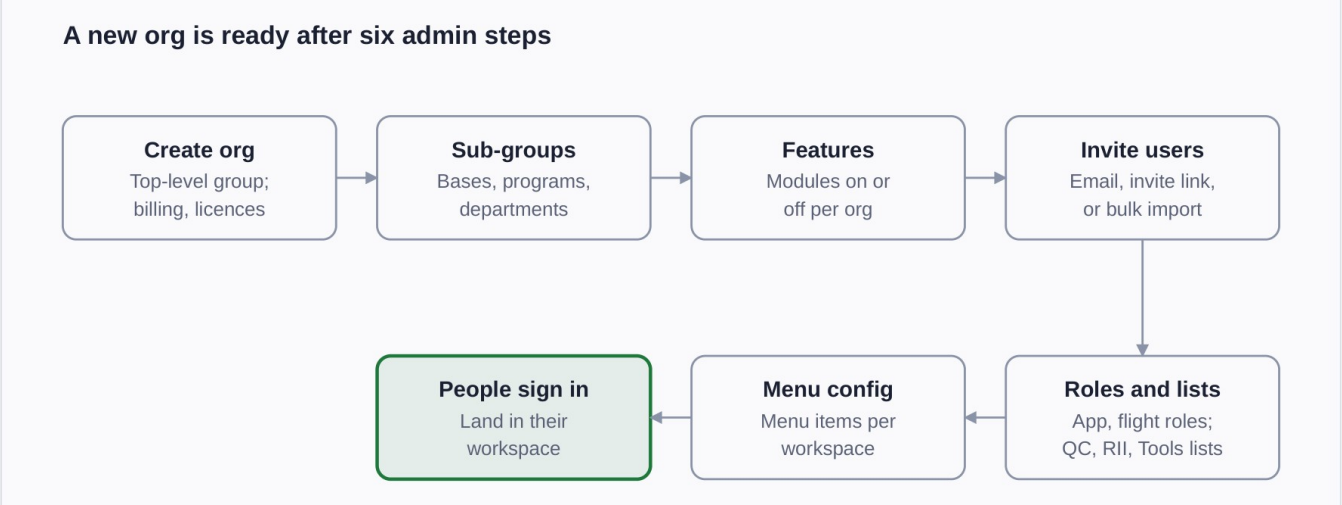
Reports → Email Reports: saved recipients, send now, automated schedules

How-to guides

Step-by-step PDF guides are collected in the How-to guides section of mrotracker.com/documents, including Logbook History, linked aircraft and the same plane in two organizations, guest mechanics, the internal evaluation program (AC 145-5), the repair station roster, the technical data library, product risk and on-time delivery, flight alerts, sign-in security, the referral program, Teams, text messages, hangar layout, the customer portal and Power BI.

Administration

Admin (the Admin tab) is where orgs, people, features and permissions are set; Super Admins see every org, Org Admins only their own org and its sub-groups.



New org setup · six admin steps

Each step can be revisited later; sub-groups without their own settings inherit their parent's.

Feature	What it does	Options	Who
Organization Setup	Checklist / onboarding wizard for a new organization, with the Admin Guide PDF	Default classifications with required certificates and FAR references; standard aircraft statuses, Zone and ATA values; standard message templates; codes unique per organization	Org Admin, Super Admin
Users	Invite by email or set a password directly; bulk import a list into a group; registration is by invitation only	Manage User: roles, group and extra sub-group membership, login history, password reset, welcome email, Email Guides / SMS Guide / Getting Started, delete; certificates, classifications, custom fields, personal info, availability	Org Admin (own org), Super Admin
Organizations	Organizations with groups and sub-organizations nested to any depth; + Group, + Sub-organization and Insert Above	Details (name, support phone and email), Admins, Invite Link, Features, Weekly Plan Access, Task Card QC / Approval / RII / Tools, Email Branding, workspace iframe URLs	Super Admin
Web address	An organization can have its own address (acme.mrotracker.com): its sign-in page shows its name, logo and colour, and every email and text link points there	Admin → Manage Group → Web address	Super Admin

Feature	What it does	Options	Who
Sign-in security	Two-step sign-in (authenticator app, email code or text code, with recovery codes) and single sign-on with the organization's identity provider (Okta, Microsoft Entra ID, Google Workspace, OneLogin…)	Admin → Users → Organization sign-in security: require two-step sign-in, reset a person's methods, connect SSO through a one-time set-up link for IT, enforce SSO, create accounts on first sign-in; sign-in time limits	Org Admin; each user in My Preferences
Billing and licences	Plans, seats, trials, complimentary licences; Task Cards and ADLS extraction licences	At the top-level org only	Super Admin
Features	Turn modules on or off per org	Shared Tasks, Open to Claim, Weekly Plan, Time Tracking, Attachments, Files, Announcements, Sign options, Man-Hour Tracking, Training, Flight Ops; Signature Levels; dual FAA + EASA sign-off	Org Admin
Menu Configuration	Assign menu items and Home sections to workspaces; order the workspaces	Maintenance, Operations, Program Management, Business Development, Engineering, Marketplace	Super Admin / Org Admin
Aircraft & Lookups	Shared and group reference data	See Aircraft and records, and Tools	Super Admin (shared), Org Admin (group lists)
Integrations	Admin → Setup → Integrations: every outside connection in one place	Status and settings for each connection	Admins
Personnel classifications and custom fields	Required certificates per class; extra fields	Compliance summary	Org Admin
Announcements	One-time popup to members	Past announcements kept	Admins
Login history	Sign-ins per user		Admins
Audit log	Every admin action: role changes, invites, group and billing changes, schedules, imports, overrides, flight-ops settings	Filter by action	Super Admin
Support requests	Bug reports and feature requests from the ? menu	Open / In Progress / Resolved	Super Admin
Security	Per-user Supabase tokens, row-level security by group, password rules per group (length, character types), two-step sign-in and single sign-on (12-hour sessions); security review 3.1 / 3.2 fixes (H1–H4, M1–M12 and the lows) and CSP reporting; locked passwords on shared demo accounts		Built in

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Organizations, groups and sub-organizations

The app says Organization throughout; a workspace is only the set of menus a person works in. Admin → Organizations lists each organization with what is under it.

+ Group. A location, department or team of the organization, on its licence. Anyone who manages the organization can add one.

+ Sub-organization. A client of the organization with its own licence and billing. Super admins only.

↑ **Insert Above.** Adds a new level above an organization, or between a group and its parent.

Logos. Groups and sub-organizations take their parent's logo until one is set for them; click a row to rename it or change its logo.

Organization boundary. Each organization's data, people, messages and notifications stay inside the organization, while admins of a parent organization keep managing their client organizations. Super admins viewing an organization see everything under it.

First user becomes the admin

The first person in a new organization, whether it started from the self-serve trial or was set up another way, is made its Org Admin automatically and shows with an "Org Admin" badge in User Management. They can then invite the rest of the team.

Organization Setup, trials and demo accounts

Organization Setup. A checklist / onboarding wizard takes a new organization through its set-up, with the Admin Guide PDF alongside. It brings in default classifications with their required certificates and FAR references, standard aircraft statuses, Zone and ATA values, and the standard message templates for every workspace in one click. Codes are unique per organization.

Integrations. Admin → Setup → Integrations lists every outside connection in one place, with its status and settings.

Trials. Trial sign-up can add optional sample data, which is removed with one click. When a free trial ends, the login locks.

Demo accounts. Demo accounts are read-only, and the passwords of shared demo accounts are locked.

License agreement. Customers sign the license agreement online (/agreement).

Sign-in time limits

Each organization can set two limits in Admin → Users → Organization sign-in security → Sign-in time limits. Leave a box empty for no limit, and press Save limits.

Idle. Sign out after this many minutes without activity (5 to 1,440): no clicks, typing or scrolling in any tab.

Maximum. Ask for the password again after this many hours, however active (1 to 720). The server refuses calls after it, so the limit holds even if a page is left open.

A minute's warning comes first. On the website people are signed out; the phone apps lock and open again with Face ID, fingerprint or the phone's passcode, and ask for the password after the maximum. Org Admins set the limits.

Invitations and password resets

Account emails come from Avistrata itself: invitations, password resets and sign-up confirmations carry Avistrata's branding. Registration is by invitation only.

Forgot password? The sign-in page has Forgot password?, which emails a reset link.

Links. Each link works once: an invitation for 7 days, a sign-up confirmation for 2 days and a password reset for 2 hours. Only a hash of each token is stored.

Viewing one organization

An admin who looks after several organizations, or a super admin, can narrow the whole app to one organization and what is under it. Click the organization button at the top (it reads All organizations ▾), find the organization in the list and press View this organization. A "Viewing … only" bar then stays at the top, with Change and Show all organizations.

While viewing one organization, the database returns only that organization's records (aircraft, work orders, flights and so on), and the admin screens show only its groups and people; shared lists and settings from above it stay available. New records go into the organization being viewed. It only narrows: nothing becomes visible that wasn't before. Super admins can tick Ask me each time I sign in.

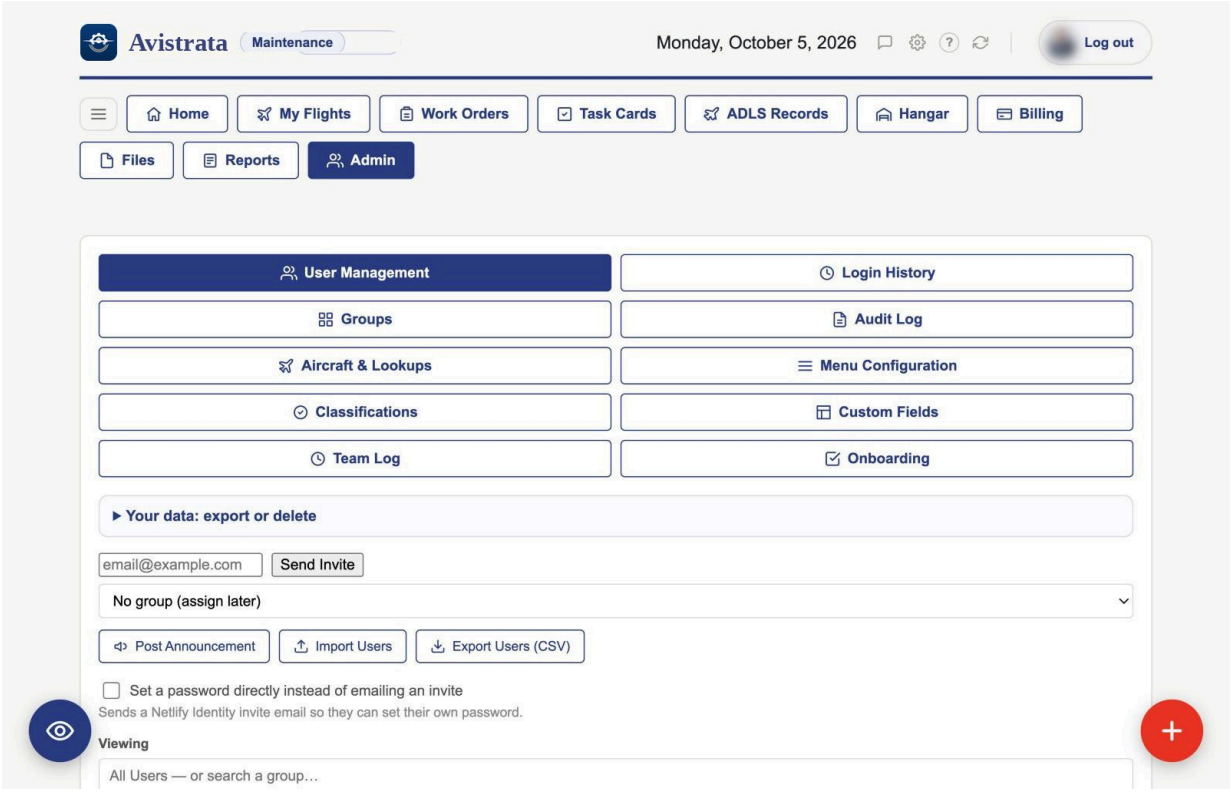
Prospect onboarding link

Before a new client's account is turned on, a Super Admin can send them a private onboarding link (Manage Organization → Status → Onboarding link). Without signing in, the client fills in their company and regulatory details, locations and hangars, users and roles, aircraft (with an Excel template), maintenance files (CAMP export, logbook scans), integrations wanted and billing contact, and signs the license agreement. It saves as they go and shows progress; they can come back to the link. When they submit, Review & import loads everything with the existing Import, logbook scans go into Logbook History, and Enable account turns the organization on.

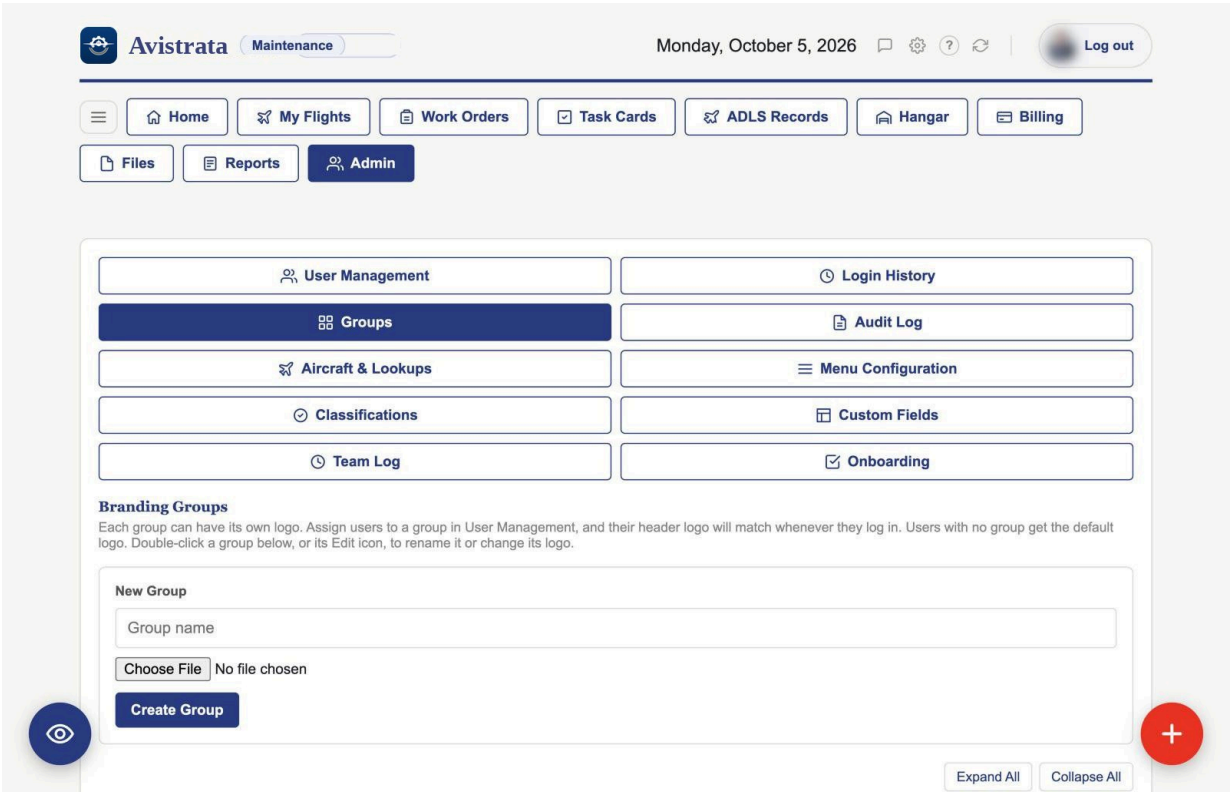
Merging a duplicate aircraft

When the same plane was entered twice (for example in a test organization), a Super Admin can merge one record into the other from Same plane in other organizations. A dry run lists what will move first; then every record moves to the kept copy, which keeps the higher hours, and the old record is retired, never deleted. A merge into a retired record is refused, and every merge is written to the Audit Log.

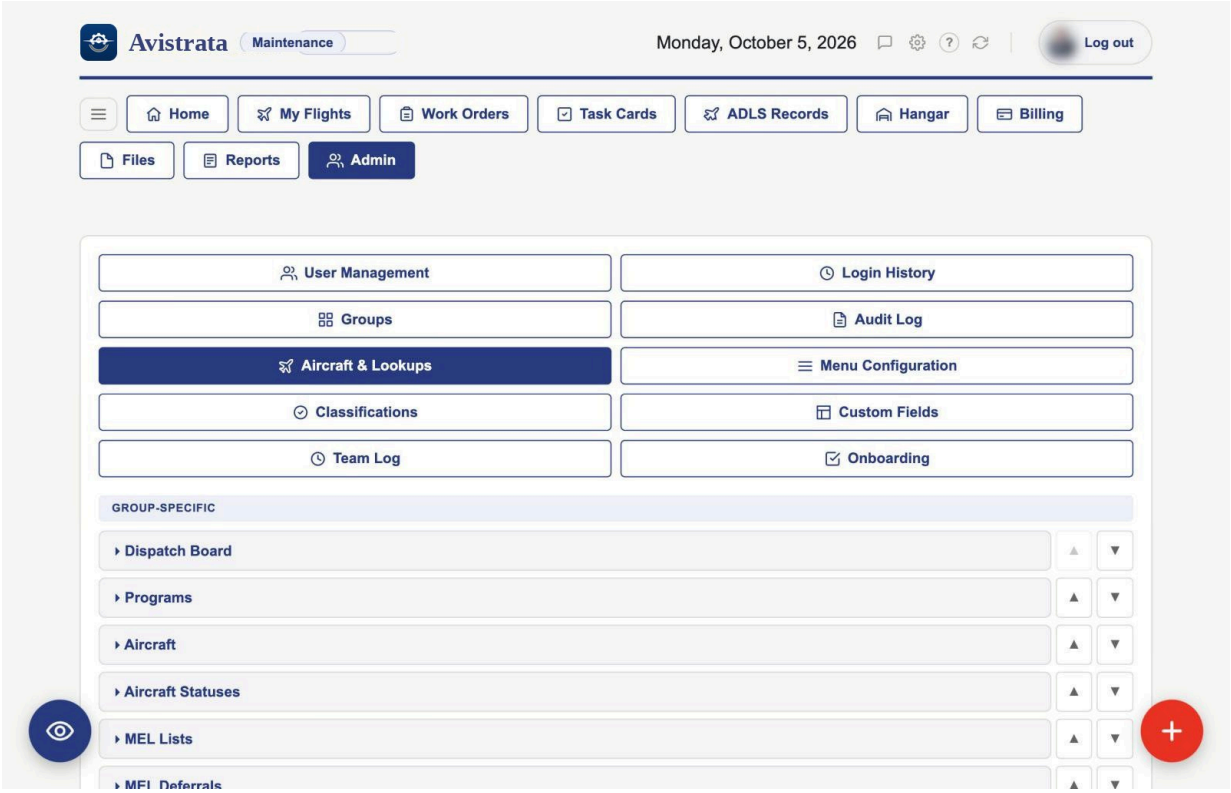
Screens



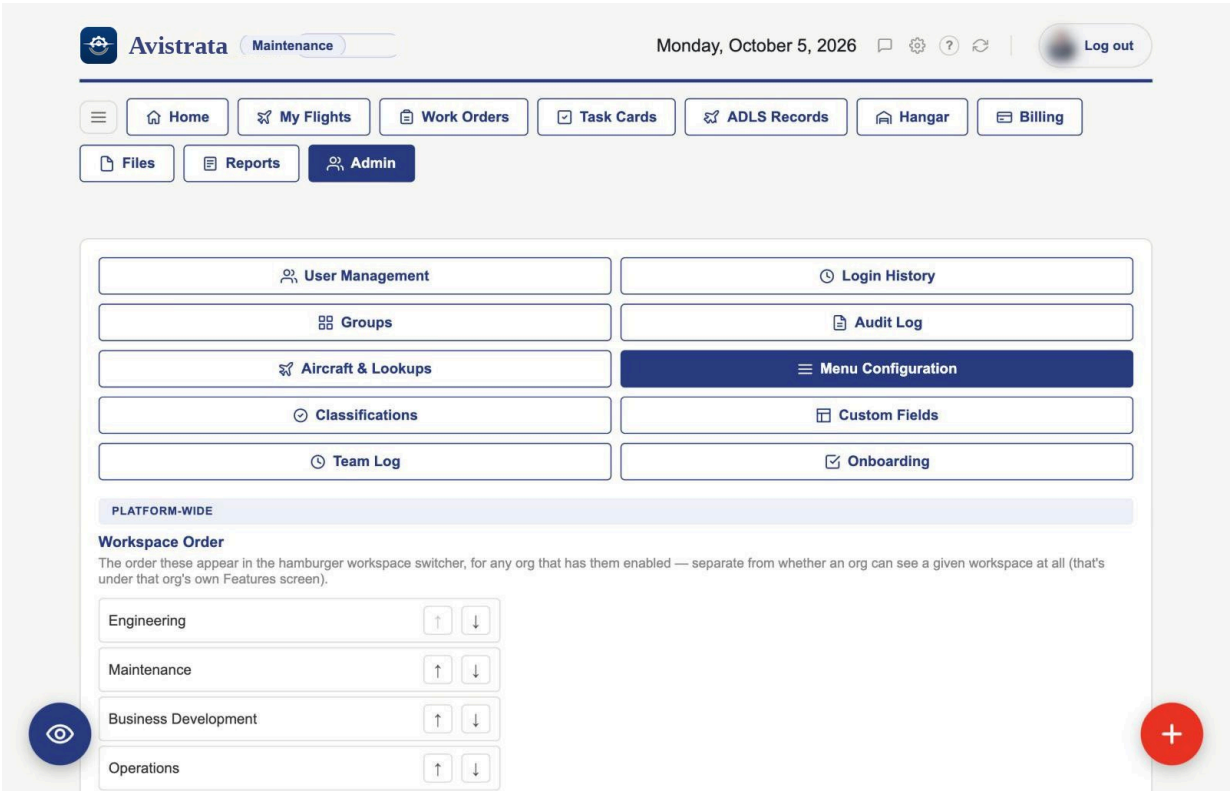
Admin → User Management



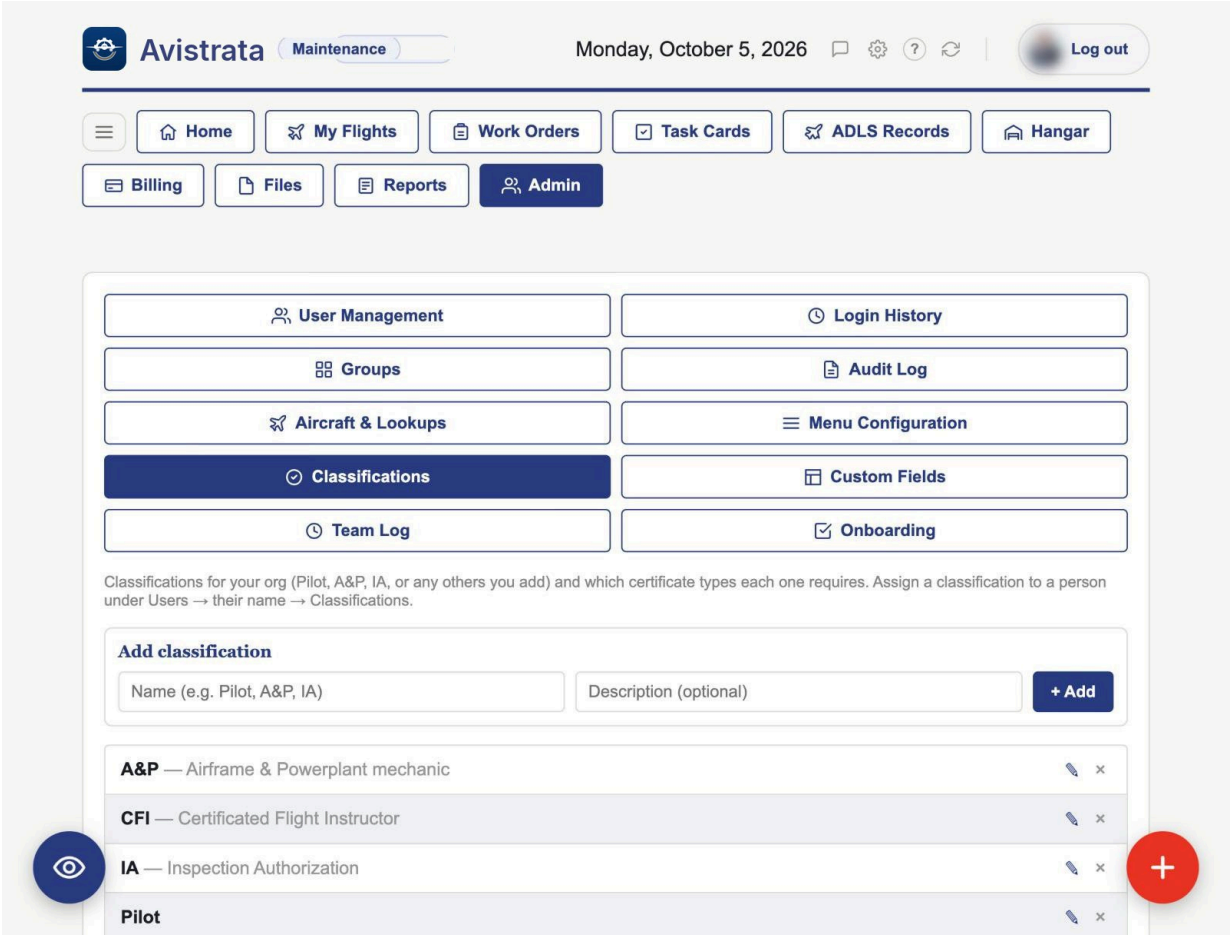
Admin → Groups



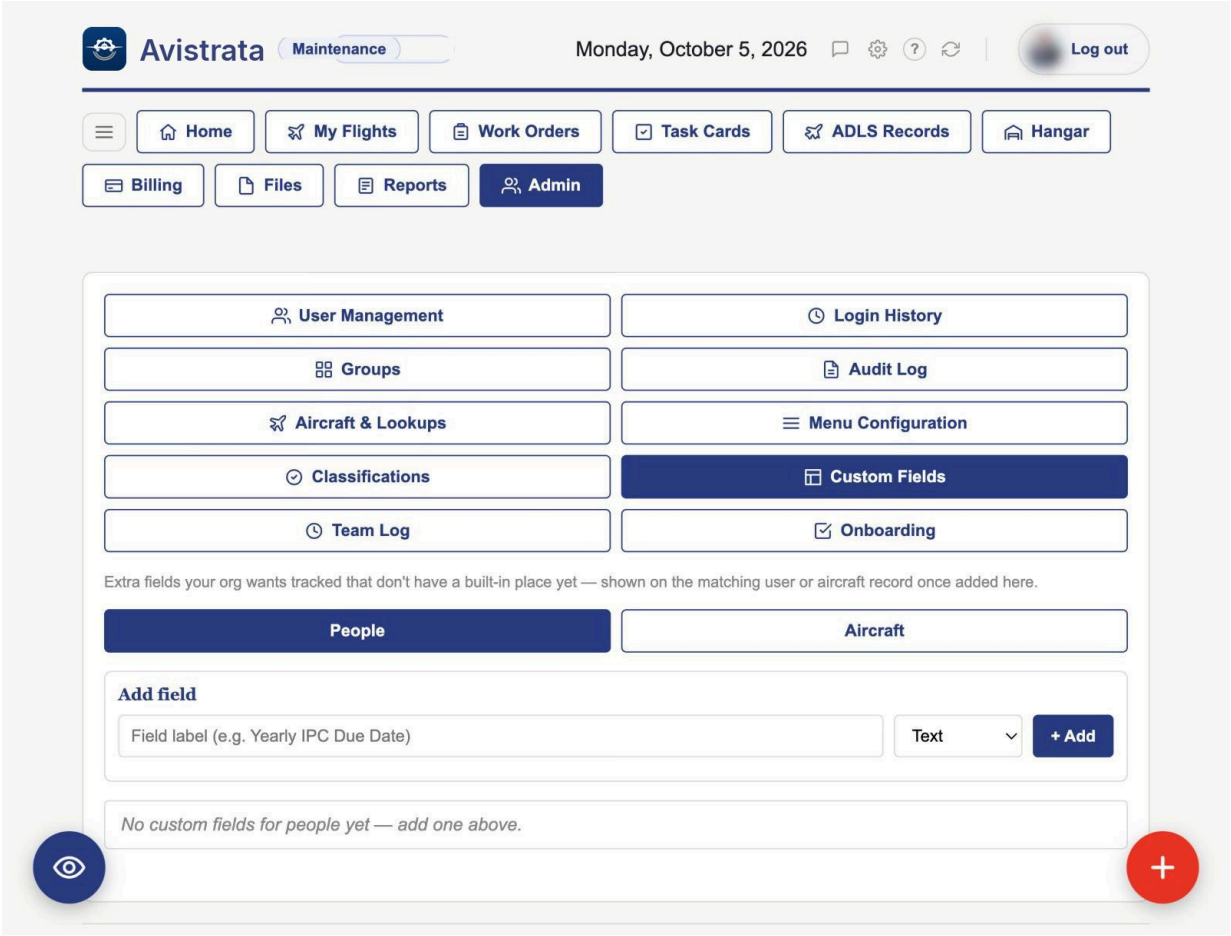
Admin → Aircraft & Lookups



Admin → Menu Configuration



Admin → Classifications



Admin → Custom Fields

Mobile apps

The Avistrata mobile app for iPhone, iPad and Android puts the everyday jobs of the Maintenance, Operations and Engineering workspaces, and a flight-school student's bookings and training, on a phone, on the same account, data and sign-offs as the web app. It comes in 5 flavors: Admin, Pilot, Mechanic, Student and FAA; the flavor follows each person's sign-in and role, and the table below describes each of these. Set-up, reports, billing and administration stay in the web app (Account → Open Avistrata opens it).

App	Who	What it does	Notes
Avistrata Pilot	Pilots, instructors and crew	My Flights and My status; flight screen with release, FRAT, load manifest and W&B, finger sign-offs and post-flight check-in; dispatch on the phone (release amendments, close or cancel, dangerous goods, mission equipment and last-minute changes on the load manifest); Flight briefing (weather, TFRs and NOTAMs, route map with radar, aircraft and release status, optional AI summary); airport weather & NOTAMs lookup for any airport, now or up to 14 days ahead; Record a flight by hand, on a reminder or automatically at takeoff (GPS track, times, g-loads, keeps recording with the screen locked and without signal, uploads every minute; times go to maintenance and exceedances become squawks); Recordings; squawks and hazard reports with photos; trip expenses with receipt photos; Messages; MRO Insight; Lock Screen card with the next flight (iPhone); trip planner and airport info; training (record your own completion with a certificate); signing logbook entries; calendar	Push for FRAT approvals, releases, grounded aircraft, overdue flights and messages; location is used only while recording or, with automatic recording on, near the departure airport around a booked flight
Avistrata Mechanic	Mechanics, inspectors, QC and RII	Task Cards (Active, Needs QC, Ready, Done); card detail; sign items with PIN or signature; QC approve / reject and RII; clock in, pause, clock out; tool check-out and check-in; issue parts; add work items; final sign-off; void; Work Orders; new work order (customer search or add, aircraft, department) and new task cards; Messages; MRO Insight; Engineering: requests with camera photos, the damage diagram, the library with files, orders and the Home tiles	Push when a card is ready for your QC or inspection, and for messages; needs the Task Cards licence

App	Who	What it does	Notes
Avistrata Admin	Admins and managers only	Everything in Mechanic and Pilot in one app, in Maintenance and Operations workspaces (and Business Development for people with a Business Development role) switched from the menu at the top left of every tab (remembered); approvals for QC, cards and FRATs; Flight briefing and automatic recording as in Pilot; Today home (aircraft ready to fly, flights today, AOG, in maintenance and to-dos, with a searchable fleet); Aircraft screen (change status with a note, open discrepancies, maintenance due, upcoming flights, status history); Flights tab with My / All flights and a month calendar; Approvals for crew expenses and recorded flight times; airport weather & NOTAMs lookup on Flights and the Operations Home; Engineering workspace as in Mechanic; trip planner and airport info	Push for approvals, AOG and grounded aircraft, overdue flights and messages; other users are pointed to Pilot or Mechanic
Avistrata Student	Flight-school students and renters	Book aircraft and lessons (day view of every aircraft and instructor, or a week view of one aircraft or instructor), with the school's booking rules checked as you book; training progress; graded lessons to read and acknowledge; endorsements; account balance and payments; logbook; messages; next flight on the Lock Screen and in widgets; I'm here arrival check-in	Needs the Flight School module
Avistrata FAA	Anyone; free, no account	Offline repair classification under 14 CFR Part 43 Appendix A: major or minor, who may sign it off, Form 337 and records; save inquiries; print, email or share the result as a PDF; sign off a classification with name, certificate and a drawn signature (signed records lock)	Saved inquiries and sign-offs stay on the device; feedback and support by email from About

Sign-in. The same email or username and password as the web app, plus the organization's two-step sign-in (authenticator app, email code, text code or recovery code); first-time set-up of two-step sign-in works in the app. People stay signed in until they sign out; signing out is blocked while a flight recording is in progress.

Face ID and fingerprint sign-in. After a password sign-in, every app offers to sign in next time with Face ID or Touch ID (iPhone and iPad) or a fingerprint or face (Android 11 and later). The login is kept in the iPhone Keychain or the Android Keystore and can be read only after the biometric check. It is removed automatically if a new face or fingerprint is enrolled on the phone or the password changes. Two-step sign-in and the organization's sign-in time limits still apply.

Profile photo. Every app can set your profile photo from the camera or the photo library; it shows in Messages and in people lists.

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Welcome tour. Shown once after the first sign-in on a phone, per app (under a minute); it can be opened again from Account → Help & feedback → Show the welcome tour.

Help & feedback. Account → Help & feedback has the Mobile Apps, Getting Started and Text Messages guides, Email support (support@avistrata.com), the website, and Report a bug / Request a feature, which goes to the same support queue as the web app's ? menu with the app version and phone model attached.

MRO Insight on mobile. The sparkle button in the navy bar at the top of every tab opens MRO Insight in Pilot, Mechanic and Admin. It answers plain-English questions from the organization's own data with read-only queries under the person's own permissions; example questions are offered as chips, answers can list references (a task card reference opens the card in Mechanic and Admin), and History keeps the last 30 questions. A note reminds people that MRO Insight can make mistakes.

Flight recorder. One reading per second (position, altitude, groundspeed, track, vertical speed, g-load). Location permission "While using the app" is enough for recording with the screen locked; "Always" also works. Readings are saved on the phone and uploaded every 60 seconds, so no signal and app restarts don't lose a flight. Stop & save sends the times to maintenance for approval and checks the flight in; exceedances become squawks.

Flight briefing. The Briefing button on a flight (Pilot and Admin) opens one page with a go / caution / no-go level for each part: METAR and TAF for departure, destination and alternates with runway crosswind and headwind; the aircraft (AOG, open squawks, MEL items, maintenance due); release, FRAT, crew and weight & balance status; TFRs and NOTAMs for the route and time, fetched from the FAA when the briefing is run; and a map with the route, airport weather by flight category, TFR shapes and radar. An AI summary sits at the top; each person can turn it off in Account → AI summary. Always get an official briefing as well.

Airport weather & NOTAMs (Pilot and Admin). A card on My Flights in Pilot, on Flights (My flights) in Admin and on the Operations Home looks up any airport without a booked flight. Type an ICAO or FAA identifier (KJYO or JYO) or tap one of the last six airports (kept on the phone); choose Now or Later (a date and time up to 14 days ahead) and a window of 6, 12 or 24 hours. It shows the airport details from FAA data (name, city, elevation, tower and hours, fuel), the flight category (VFR, MVFR, IFR, LIFR) with decoded and raw METAR and TAF, wind components for each runway, TFRs within 30 nm and NOTAMs for the window, a map with nearby weather and radar, frequencies and runways. Weather is always the current METAR and TAF; for a later time a note points to the TAF for that time, or says the time is beyond it. It uses the same sections as the flight briefing and is not an official briefing.

Automatic recording. Set by the organization in the web app (Flight Ops → Settings → Flight Recording): Off (the default), Remind the pilot, or Start recording automatically, and whether pilots can change it for themselves (Account → Automatic recording). Remind sends a notification before a booked departure and a "Takeoff detected" prompt if no recording is running. Automatic starts the recording at takeoff near the departure airport during the flight’s window and tells the pilot; taxi-out is not captured. Detection with the app closed needs location "Always" (iPhone) or "Allow all the time" (Android); location is watched only in that window near the departure airport, and nothing is uploaded until a recording starts.

Flights tab (Admin). A switch at the top shows My flights or All flights (remembered): every flight in the organizations the person’s Home covers, plus their own flights anywhere; cancelled bookings are hidden. Search by tail, type, pilot or instructor, airport, release number, organization or status; date chips for Today, Next 7 days (the default), Past 7 days and This month; filters for status and aircraft. The list is grouped by day, each row with times, tail and type, route, crew, organization, release number and a colored status, and

tapping a row opens the flight. The calendar button shows a month grid with a colored dot per flight by status; tap a day to see its flights, open one or show the day in the list. The Pilot app keeps My Flights only.

Dispatch on the phone (Pilot and Admin). On a released flight, Amend release changes one or more fields (destination, departure, route, ETD, ETA, minimum or trip fuel, alternate, crew or other) with the old value shown, a required reason and a signature; the release becomes Amended and a new ETD or ETA moves the booking. Each amendment lists old → new, who added it and who approved it, and an unapproved amendment can be approved from the phone, with the same rules and signature statement as the web app. Close release and Cancel release (which also cancels the booking and frees the aircraft) are there for pilots, dispatchers, ops control, the director of operations and the chief pilot. The load manifest takes dangerous goods (NOTOC: proper shipping name, UN/ID, class, packing group, packages, net quantity, location aboard and a no-damage confirmation) and, once final, last-minute changes with a running weight total. When the aircraft has a W&B document, Mission equipment fitted lists the aircraft's equipment (name, part number, weight @ arm) with a switch per item and a running total; saving updates the weight and balance, and an item since retired from the aircraft's list but still fitted on this manifest stays in the calculation. The list is set up per aircraft on the website (Aircraft → Weight & Balance → Mission Equipment). Required training from the Training module is checked with the other crew checks at booking and at release; the organization's dispatch rules decide whether it warns or blocks.

Approvals (Admin). When something is waiting, Home shows the count (expenses and flight times) and opens Approvals. Crew expenses show the person, date, category, merchant, amount, aircraft, payment method and receipt, with Approve, Reject (a reason the crew member sees) and Approve all, for admins, expense approvers, the director of operations, chief pilot and director of maintenance. Recorded flight times from the flight recorder show tail, route, out / off / on / in times and any gaps; the hours can be edited before Approve, which checks the flight in (aircraft hours and landings, flight log, crew duty, release closed), or Reject with a note, for admins, the director of maintenance, maintenance control and mechanics.

Messages. Profile photos set on the website show in the conversation list, people search, chat header and next to messages, with initials when there is no photo. A message that arrives while the app is open shows a banner with the sender and the first lines; tap it to open the chat or swipe it away. Push notifications still arrive when the app is in the background. A new-message button starts a conversation.

Dates and times. Date and time fields open a calendar and a time picker with Cancel and Done.

Sign-off (FAA app). After a classification, or from a saved one (⋯ → Sign off), Sign asks for what was repaired, the aircraft, notes, the signer's full name, certificate type (A&P, A&P with IA, Repairman, Repair station, DER or Other) and number, shows the statement that the signer reviewed the repair and the decision path and agrees it is a major or minor repair under 14 CFR Part 43, Appendix A, and takes a drawn signature. The signed record is saved on the device, marked "Signed by" in Saved and locked; Make an unsigned copy starts a new editable record. The PDF, print and email include the statement, signature, signer, certificate, date and time and a SHA-256 fingerprint of the record as signed, so a changed copy can be told from the original. The sign-off records the signer's review of the classification; it is not a maintenance record entry or approval for return to service (14 CFR 43.9) and does not replace FAA Form 337 where one is required. Nothing leaves the phone unless the user shares the PDF.

Working without signal (Pilot, Mechanic and Admin). Hangars and ramps often have no signal. Each app keeps what the signed-in person has opened on the phone (up to about 50 MB, for 14 days): flights and briefings, expenses, load manifests, task cards, work orders, aircraft, parts and stock searches, the Admin Home, aircraft screen, flights list, approvals and messages. Without signal the saved copy is shown under an "Offline · showing saved data" bar, and people stay signed in. Squawks and trip reports with photos,

expenses with receipts, check-in, sign-offs with a drawn signature (release, fitness for duty, FRAT and amendment approval, load manifest receipt, task card items and final sign-off), FRAT answers, last-minute load manifest changes, release amendments, work items, clock in / pause / out, tool out / in, aircraft status changes and messages go into an outbox on the phone (“Saved on this phone. It’ll be sent when you have signal.”) and are sent in order when signal returns. The bar shows how many changes are waiting; tap it, or Account → Outbox, for each change with Retry, Discard and Send now. The server applies each change once, checks sign-offs against the data when they arrive (one it turns down shows Needs attention with the reason) and counts clock times from when they were made on the phone. Bookings, dispatch and releasing, manifest editing, approvals, new work orders, cards or customers, voids, stock issue, PIN sign-off (draw the signature instead) and AI summaries need signal, and the app says so. Signing out with changes waiting warns that they will be lost.

Web app on a phone. The web app still works in a phone's browser and can be added to the Home Screen (? menu → Install has the iPhone and Android guides); on iPhone the web app needs to be on the Home Screen for push notifications.

Lock Screen labor clock (Mechanic and Admin). While you are clocked in on a task card, a Live Activity on the iPhone Lock Screen and in the Dynamic Island (an ongoing notification on Android) shows the card and its time, with Pause, Start, Stop and Switch to another card. The buttons work without opening the app; without signal they wait in the outbox like any clock change. Clocking out ends it.

On the clock (Mechanic and Admin). Home and Task Cards list the cards you are on the clock for, with Pause, Resume and Clock out.

Today at a glance (Admin). A summary scoreboard on the Lock Screen and in the Dynamic Island (an ongoing notification on Android): three big counts and one row of three pills, worst first, with "+N more" when there are more. Pick the counts from Operations, Maintenance and Business Development in Account › Lock Screen summary and turn on Show on the Lock Screen. It refreshes whenever the app is opened and shows when it was last updated; Live Activities must be allowed for MRO Tracker Admin in the phone's Settings.

Lock Screen next flight (Pilot). On iPhone, a card on the Lock Screen and in the Dynamic Island shows the next flight with a countdown (the time left while flying), the tail and route, and the one next thing to do, such as signing the release as PIC, completing the FRAT or checking in the aircraft. Below it are counts of flight to-dos, logbook entries to confirm, expenses to submit and currency or medical items, in red when overdue. Turn it off in Account.

Business Development (Admin). People with a Business Development role get a Business Development workspace in the Admin app on iPhone and Android: a Home dashboard, leads, opportunities, accounts and contacts, activities and follow-ups, business cases and reviews to sign. Super admins can choose All organizations.

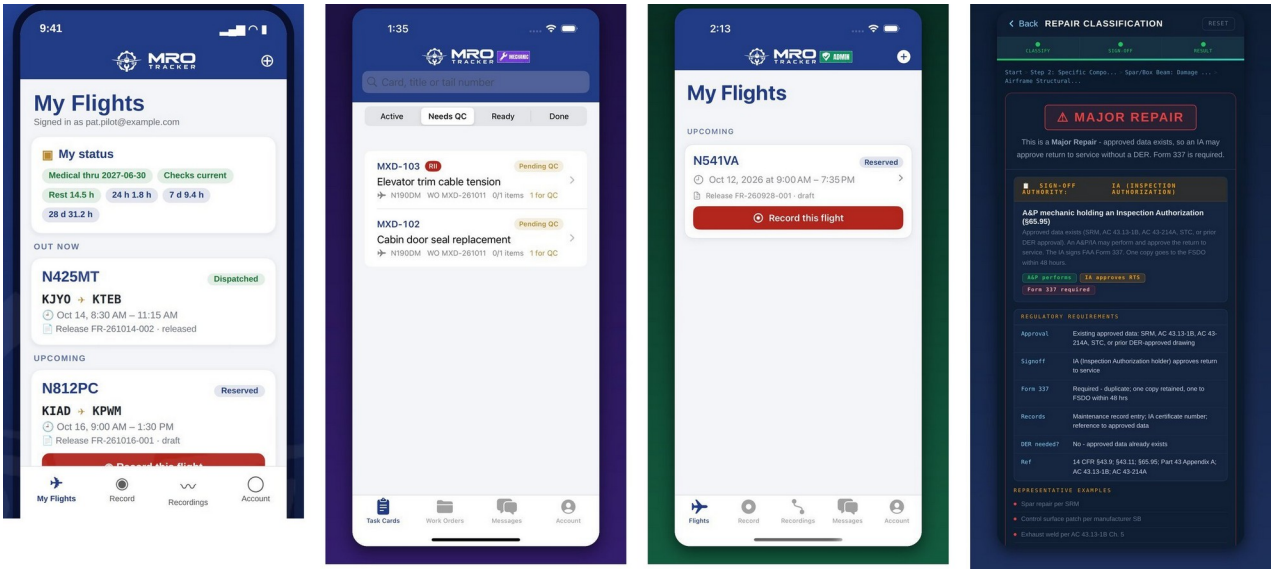
Engineering (Admin and Mechanic). Engineers and mechanics get Engineering on iPhone and Android: Home tiles that filter the list when tapped, requests with photos taken with the camera, the damage diagram (tap it to place damage), the technical library with its files, and engineering orders.

Training. Training is in the apps: people record their own completion, with the certificate.

Trip planner and airport info. The trip planner and airport info (Info, Weather, Runway, Procedures and NOTAM tabs) are in the apps, with the nearest airports on phones.

Logbook signing and calendar. Logbook entries can be signed in the apps, and the apps have a calendar.

Sign-in time limits. The apps follow the organization's limits: after the idle limit they lock and open with Face ID, fingerprint or the passcode; after the maximum they ask for the password.



The Pilot, Mechanic, Admin and FAA flavors of the mobile app on iPhone

The step-by-step instructions for each flavor are in the Avistrata Mobile Apps Guide.

New in the app (November 2026)

Area	What's new	Who
Production	Sample pieces for lots, my hours on the order, shipping, product risks, on-time delivery, ICA acknowledgments	Mechanics, inspectors, quality
Signing	FAA roster check before a return to service or final inspection; approve and sign engineering orders	Inspectors, engineers
Engineering	Classification guide inside the alteration, signed with the signing PIN	Engineers
Aircraft	Same plane in other organizations: linked copies, the shop's entries, send a squawk to the shop	Mechanics, admins
Logbook scans	Camera scans sent as one PDF to Logbook History; a scan already uploaded is refused	Mechanics
Technical data	What a task card and its work order cite, with "Not current" flags	Mechanics
Gate and door codes	Hangar → Doors lists hangar and airport gate codes; arrival alerts with a checklist (map pin, alert on, location Always, notifications)	Everyone with codes
Organizations	Account → Organization lists organizations only; the join code shows in the Student role	Everyone

Location and privacy. Location is used only for features the person turns on: recording a flight (in the background while recording), automatic recording around booked flights, gate and door code arrival alerts (checked on the phone only), and nearest airports. Location is never sold or used for advertising. The

privacy policy is linked from Account → Privacy policy, and Android shows a notice before asking for background location.

Role reference

A person's access is the sum of their app role, their flight roles and the group lists they're on; admins manage all three from Manage User and the group's panels.

Role	Kind	Can do	Set in
Super Admin	App	Everything in every org: groups, billing, licences, admin roles, shared lookups, audit log, support requests	Manage User
Org Admin	App	Users and settings in their own org and sub-groups; features, menu configuration, group lists; counts as admin in Flight Ops	Manage User
Group admin	Group	Admin of one group and everything below it; receives AOG notifications by default	Group → Admins
User	App	Their own work, anything their group lists and flight roles allow	Default
Director of Operations	Flight	All Flight Ops; FRAT approval; crew records incl. employment actions; training manager; AOG notification lists; override blocking checks	Flight Ops → Settings
Chief Pilot	Flight	Same as Director of Operations for flights, crew and training	Flight Ops → Settings
Dispatcher	Flight	Releases, dispatch, manifests, flight following; post open flights and approve requests; override blocking checks	Flight Ops → Settings
Ops Control	Flight	Releases, dispatch, flight following, check-in for others	Flight Ops → Settings
Pilot	Flight	Book, work their own releases, FRAT and manifest, check in, log duty, declare AOG; request open flights; My Flights	Flight Ops → Settings
Flight Attendant	Flight	Duty logging; crew records; My Flights	Flight Ops → Settings
Load Agent	Flight	Load manifests and W&B	Flight Ops → Settings
Training	Flight	Crew records and training module manager	Flight Ops → Settings
Director of Maintenance	Flight	Aircraft status review on releases, AOG desk and notification lists, training manager; Maintenance Due and its alerts	Flight Ops → Settings
Mechanic	Flight	Aircraft status on releases, AOG work, Maintenance Due sign-off	Flight Ops → Settings
FRAT Approver	Flight	Approve FRATs above the threshold (never their own); Pending FRATs tab and its alerts	Flight Ops → Settings
Maintenance Control	Flight	Maintenance Due items and sign-offs; receives new-squawk and due-soon / overdue alerts	Flight Ops → Settings
Task Card QC	Group list	Approve or reject work items in QC	Admin → Task Card QC
Task Card RII	Group list	Clear RII items (never on items they signed as mechanic)	Admin → Task Card RII
Task Card Approval	Group list	Unlock approved cards, with a reason	Admin → Task Card Approval
Tool Operator	Group list	Check tools in and out on task cards	Admin → Task Card Tools

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Role	Kind	Can do	Set in
Weekly Plan Access	Group list	Add and edit the group's Weekly Plan	Admin → Weekly Plan Access
AOG notification list member	Group list	Receives AOG push/email per their settings; Monitor shows the AOG bar	Flight Ops → AOG → Notifications
Instructor (CFI)	Flight	Flight School: grade and sign lessons, issue endorsements and aircraft checkouts	Flight Ops → Settings
Chief Instructor	Flight	Flight School: everything an instructor does, plus courses, rates and Settings; Part 141 stage checks	Flight Ops → Settings
Check Instructor	Flight	Flight School: Part 141 stage and end-of-course checks	Flight Ops → Settings
Student	Flight	Flight School: My Training (lessons to acknowledge, endorsements, account); solo booking checks apply	Flight Ops → Settings
Front Desk	Flight	Flight School: accounts, deposits and packages	Flight Ops → Settings
BD lead	BD	Business Development: start and edit business cases and templates; edit any lead or opportunity	Business Development → Settings
BD Reviewer / Viewer	BD	Business Development: work their own leads, opportunities and activities; read cases (Reviewer also comments)	Business Development → Settings
Engineer	Eng.	Engineering: answer requests and get their notifications; repairs and alterations, engineering orders, the library and program changes (admins count as engineers)	Engineering → Settings

Quality and Production roles

Role	Can do	Where it is set
Auditor	Run audits, raise findings, see the focus-area evidence	Quality → Settings
Quality manager	Everything in Quality: plan, ratings, roster, self-evaluations, technical data, management review inputs	Quality → Settings
Document controller	Manuals, technical data, capability list revisions	Quality → Settings
Accountable manager	Signs the management review (named in Quality → Settings)	Quality → Settings
Production roles	Planner, operator, inspector, MRB, engineer, signatory, quality, manager, accountable, shipping	Production → Settings → Roles
Guest mechanic	Mechanic work on the invited aircraft only, until the end date	The aircraft, or Manage Organization → Users

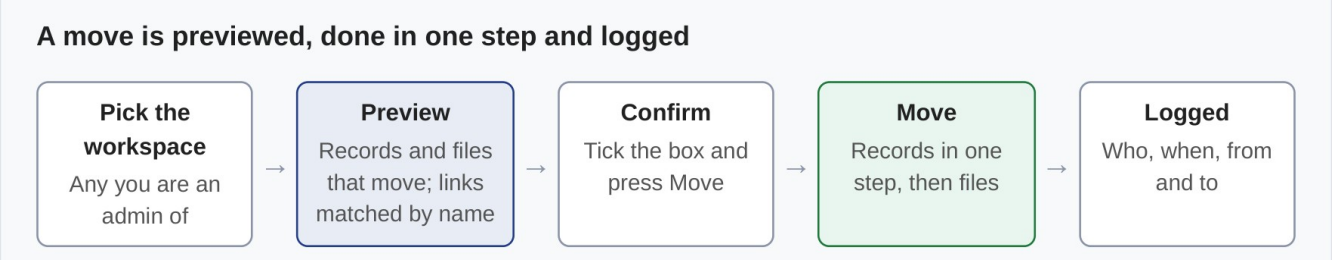
Line service roles

Role	Can do	Where it is set
Line Service	Write tickets, take payment, see the day sheet	Flight Ops → Settings → Flight Roles

Role	Can do	Where it is set
Billing (admins, director of operations, ops control, dispatcher, chief pilot, director of maintenance)	Everything above, plus the price list, discount rules, settings and one-off discounts	Flight Ops → Settings → Flight Roles
Mobile app: Line service only	The app opens straight to Line Service; other workspaces are hidden	Flight Ops → Settings → Flight Roles

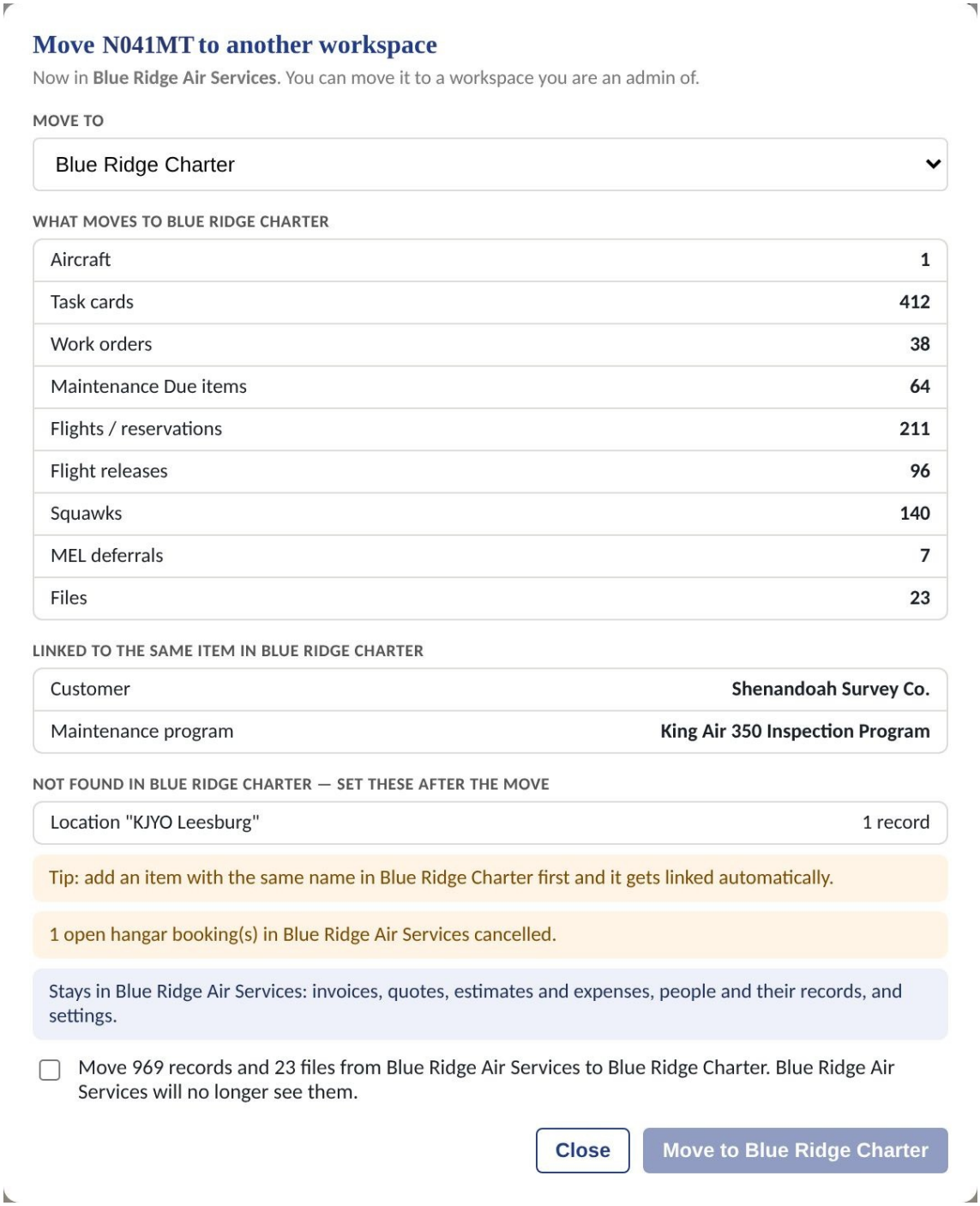
Moving between workspaces

When an aircraft changes operator or shop inside the same account, it can move to another workspace with its whole history. Tools and hangar equipment move the same way. Nothing changes until you have seen exactly what will move. Moving records between organizations runs in the background, so you can keep working while it finishes.



Moving an aircraft · preview to log

Feature	Where	What it does	Options / who
Move an aircraft	Aircraft → open it → Move to another workspace…	Work orders, task cards, Maintenance Due, logbook, flights, releases, MEL deferrals, AOG events and their files go with it	An admin of both workspaces
Move a tool	Tool Inventory → Edit Tool	The tool and its calibration records; tool logs on task cards stay where the card is	An admin of both workspaces
Move equipment	Hangar → Equipment → Edit	The equipment; upcoming equipment bookings are removed	An admin of both workspaces
Shared lists	Preview	Links to customers, locations, programs and MEL lists point at the item with the same name in the new workspace, or are listed to set after the move	Add the item in the new workspace first to have it linked
What stays	—	Invoices, quotes, estimates and expenses stay with the workspace that issued them; so do people and settings. Open hangar bookings are cancelled.	
Earlier moves	Same dialog	Every move with who moved it and when	Admins of either workspace



Move to another workspace: what moves, links matched in the new workspace, and what to set after

AVISTRATA
AVIATION BUSINESS PLATFORM

Contact us

Questions, support, demos or feedback — we'll get back to you.

COMPANY	**Leesburg Aviation LLC**
PRODUCT	Avistrata — Maintenance · Repair · Readiness
PHONE	703.520.5040
SUPPORT	support@avistrata.com
WEB	mrotracker.com · mrotracker.com/contact.html
COMPANY SITE	leesburgaviation.com
IN THE APP	? menu → Contact Support, or Report a Bug / Request a Feature; in the mobile apps, Account → Help & feedback

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