# **Deferral Resolution Feature**

Reference

Revision

TL-UGA APP-002 1.0

6th December 2024

Date

### **Overview**

The deferral resolution functionality gives MCC full control over the deferral process in Tech Log and is only available on App version 1.36.0 and above.

**Note:** You can rename this feature in the Web Dashboard to fit your organisation's terminology.

- 1. **Navigate to:** Operator Settings -> Edit Operator Settings -> Terminology Resolution
- 2. Edit Terminology: Remove the word "Resolution" and add your preferred terminology.
- 3. Save the settings.

### **Enabling the Deferral Approval Feature**

To enable the Deferral Approval feature, follow these steps via the Web Dashboard:

#### 1. Enable Operator Settings:

- Defect Processes Requiring Approval -> Select Resolution Approval
- Defect Process Approval Methods -> Select iPad One Time Password and Dashboard Approval

Once these settings are enabled, any deferrals added to an aircraft will enter a pending state until they are approved. Only users with the Deferral Approval permissions can approve resolutions on deferrals.

#### **Granting Access to Approve Deferrals**

Note: By default, all existing and new users with the Admin or CAMO role will have the capability to Approve Resolution set to "YES".

Approval rights are granted through user settings in the Web Dashboard.

- Go to user settings
- Click on the 3 dots menu and Select Edit
- Set Approve deferrals to Yes and click Save

Editing: Cindy Tr	aining First Name			Last Name	×				
8	Cindy			Training					
	Email	Email							
	cindy.davis+training@trustflight.com								
	Operator			Role					
	TrustFlight Training		~	Camo	~				
	Capabilities	Capabilities							
	Access iPad								
	Yes	O No							
	Approve deferrals ?								
	Yes	O No							
	Approve Release (2								
_	() Yes	No		_					
	Approve Resolution								
	Yes	O No							
	Edit PIN			•					
	Save Cancel								
🛪 Aircraft Permissi	ons								

### **Approving Deferral Resolutions**

#### 1. Resolving a Deferral

- A deferral is resolved using the iPad following the standard procedure.
- After the deferral is resolved, it will show a status of **Resolution Pending** and marked as **Approval Required**, and the aircraft will be considered **unserviceable** until the resolution is approved.

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<i>1%)</i> 1	<b>FrustFlight</b>	■ TF-AIR Unserviceable ↓		Last	Sync: 09:24	Ċ		CT Cindy T	Training 📃
		Defects		Mai	ntenance			Workpacks	
Q								Add Defect	Add CRS
	#26 RESOLUTION PENDING	MEL 25-11-01-01 Flightcrew Seats - V	Vertical Power Seat	Adjustment	Systems			Approval Require	d 🔁 🚥
□	10 CALENDAR AYS REMAINING	REPORTED ON REP 2024-12-06 Cir	PORTED BY SE ndy TFTraining -	ECTOR	LIMIT	ATIONS E			
L	#20 DEFERRED	MEL 21-30-00-02 Pressurization Cont	trol System - Manua	al Mode					
FU	2 GHTS REMAINING	REPORTED ON REP 2024-11-11 Cir	PORTED BY SE ndy TFTraining -	ECTOR	NON	ATIONS E			
L	#22 Deferred	Other Cat A day limit							
FLIGH	56 IT DAYS REMAINING	REPORTED ON REP 2024-11-11 Cir	PORTED BY SE ndy TFTraining -	ECTOR	LIMIT.	ATIONS E			
	#21 INSPECTED	Other Cat A cycles							
	20 Dashboard		XX New Trip		Trip Logs		23 Maintenance	Docur	nents

#### 2. Approving a resolution

- Users with the appropriate permissions can approve resolution from the Web Dashboard.
  - Navigate to the **Defects** view.
  - Filter for **Resolution Pending** status to view all defects awaiting approval.

🛪 tf-ai	IR											Cindy TFTraining
						This aircraft is <b>de</b> r	110					
Defec	ts (16):								Q Search	Ø	+ Add new	STATUS <ul> <li>Deferral Pending (0)</li> </ul>
STA	TUS	NO.	ITEM	TYPE	ATA	DATE	DAYS REM.	ADDITIONAL LIMITS	THIRD PARTY REFERENCES			Resolution Pending
•		20	Testing 1	MEL	21-30-00-02	2024-11-11	0	flights limit: 2, other limit: 8000 ft. cabin altitude		DDL 🗋	4	(1)
•		22	Cat A day limit	Other		2024-11-11	0	flight days limit: 56		DDL 🖸	4	<ul> <li>Open (3)</li> </ul>
•		26	Seat 34b armrest INOP	MEL	25-11-01-01	2024-12-06	10			DDL 🖉	4	<ul> <li>Resolved (13)</li> <li>Des B (0)</li> </ul>
•		3	Testing 28			2024-05-30	0				1	TYPE
•		4	Testing			2024-05-30	0				1	CAS (0)
•		2	Testing	Other		2024-05-30	0			D DDL	1	CDL (0) MEL (4)

- Select the defect that needs approval. (It is assumed that the engineer or pilot is coordinating with the approver, likely via phone.)
- Click the **Approve Resolution** button and confirm the approval.

TF-AIR				Defect Details
		This aircraft is d	demo	DETALS ATTACHMENTS Seat 34b armrest INOP
Defects (1)				Reported by: Cindy TFInaining Date: 2024
				Deferral Options
<ul> <li>26 Seat 34b armrest INOP</li> </ul>	MEL 25-11-01-01	2024-12-06	10	DEFECT TYPE DEFENAL OPTIONS CATEGORY ATA CHAPTER Deferred MEL C 25 - EQUIPMENT/FURNISH
	Approve Resolut Are you sure you v Approve	tion × want to approve this Resolution?	1	OFERAD UNTL 2004-12-16 23592 Approve Resolution Hide Book Item Table

#### 3. Result After Approval

• Once the defect is approved, it is officially resolved. The aircraft's status should now be updated to **serviceable**.

• TF-AIR ~ Serviceable	TF-AIR	Cindy TFTraining Admin
F Overview	This aircraft is <b>demo</b>	
🛪 Trips		
🗹 Logbook	Defects (16) Q Search (3 + Add new	STATUS <ul> <li>Deferral Pending (0)</li> </ul>
▲ Defects	STATUS NO. ▼ ITEM TYPE ATA DATE DAYS REM. ADDITIONAL LIMITS THIRD PARTY REFERENCES	Resolution Pending
🐔 Maintanansa	26 Seat 34b armrest INOP MEL 25-11-01 2024-12-06 0	(0) • Overdue (0)
Maintenance	• 25 Testing 2024-11-11 0 :	Open (2)

### Using the One-Time Password (OTP) Approval Method

It is possible to approve deferral resolutions using a one time password.

#### 1. Generating a One-Time Password (OTP)

- Users with the appropriate permissions can approve the deferral using an OTP:
  - Navigate to the **Aircraft** on the Web Dashboard.
  - In the blue-ribbon menu bar, click on **One-Time Password**.

X	TF-AIR ~	TF-AIR				
, prov	erview					
X Trip	25					
🔄 Log	jbook	Defects (5)				
A Det	fects	STATUS	ND.	ITTEM	TVPE	ATA 21, 22, 04, 02
💼 Cat	bin issues	•	4	Testing	-	-
🖨 Ma	intenance	•	3	Testing 28	яł	*
💼 Wa	orkpacks	•	2	Testing	Other	2
() Do	cuments	•	1	Seat 23c belt has minor tear	Other	*)
lili Me	trics					
🗐 No	tes to Crew					
란 Cur	stom Fields					
<b>♀</b> ₀ Set	tings					
🚰 On	e-Time Password					

• A password will be generated, which can then be provided to the engineer or pilot (usually via phone).



#### 2. Approving the resolution via iPad

- The engineer or pilot, after receiving the OTP, will:
  - Tap on **Approval Required** in the app.
  - Enter the one-time password to finalise the approval.

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TrustFlight	■ TF-AIR Unserviceable ↓		۲	Last Sync: 09:54	¢		CT Cindy T	FTraining 🚍
	Defects			Maintenance			Workpacks	
Q							Add Defect	Add CRS
#22 DEFERRED	Other Cat A day limit							
56 Flight days remaining	REPORTED ON 2024-11-11	REPORTED BY Cindy TFTraining	SECTOR -	LIMIT. NON	ATIONS E			
#20 RESOLUTION PENDING	20 MEL 21-30-00-02 Pressurization Control System - M		Resolve Defect A One-Time Password is required for this resolution				Approval Requir	ed 🔁 🚥
2 FLIGHTS REMAINING	REPORTED ON 2024-11-11	REPORTED BY Cindy TFTraining	One-Time Canc	e Password	nfirm			
#26	MEL 25-11-01- Flightcrew Seat	01 s - Vertical Power S	ieat Adjustr	ment Systems		•		
2024-12-06 DATE RESOLVED	REPORTED ON 2024-12-06	REPORTED BY Cindy TFTraining	SECTOR -	RESO RESO	LUTION DLVED			
#21 INSPECTED	Other Cat A cycles							
Dashboard		New Trip		Trip Logs		Naintenance		) Iments

Note: The Resolution Approval can also be added by tapping the banner in the defect summary.

#### 3. Result After Approval

- The defect will now be closed
- The aircraft status should show as **serviceable**.

**Note:** As with the standard release process, if the resolved MEL has a linked uncleared Maintenance Task, this is deleted after the MEL is resolved.