

# Squawk Management

## Features of Squawk Management

- ❑ Users have online access to squawk information.
- ❑ Users can add details to squawk information, providing valuable diagnosis information.
- ❑ Users and management can be automatically notified of squawks (by aircraft) of new squawks, urgent squawks, or completed squawks.
- ❑ Aircraft can be automatically grounded when squawks are submitted with an urgency level of 'Plane Down.'
- ❑ Aircraft status is indicated on schedule and in preflight screen.

## Squawk Entry

To view or enter a squawk, a user can go to Resource Info -> Squawks and select the aircraft. This will list all open squawks for the aircraft.

[ENTER NEW SQUAWK](#)

2210C  Include Closed From 4/9/2004 To 4/9/2004

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*Open Squawks for 2210C*

**Tire is flat**      Urgency: **Plane Down**  
12/09/03      **Bob Wright**      Too low to taxi.

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**Radios are broke**      Urgency: Medium  
12/08/03      **Bob Wright**      Broke.  
12/08/03      **Jimmy Carter**      COM1 has static receiving

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**windshield is scratched**      Urgency: Low  
12/09/03      **Bob Wright**      hard to see through

*Closed Squawks*  
None

A user will have the ability to view and enter squawks for any aircraft that user is authorized to schedule. Upon clicking 'Enter New Squawk', the user will see the following screen.

# Squawk Management

**Resource:** 1182C    **Date:** 4/9/2004    **Urgency:**

**Squawk Title:**

**Name:** Carter, Jimmy

**Urgency:**

- Low
- Medium
- Plane Down

**Long Description:**

To edit a squawk, the user can click on the title of the squawk from the squawk list. Notice in the example below that a typical user can only add comments to the squawk. Only authorized users can change the title or urgency of a squawk or close a squawk.

**Resource:** 2210C    **Date:** 12/8/2003    **Urgency:** Medium

**Squawk Title:** Radios are broke

**Squawk Details:**

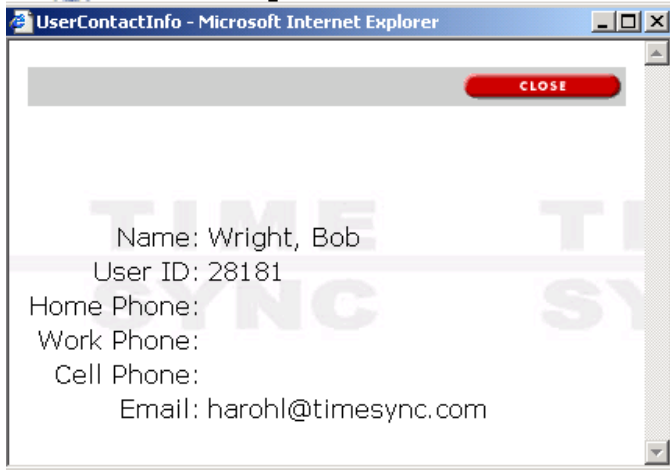
- 12/08/03 Bob Wright  
Broke.
- 12/08/03 Jimmy Carter  
COM1 has static receiving

**Date:** 4/9/2004    **Name:** Carter, Jimmy

**New Comment:**

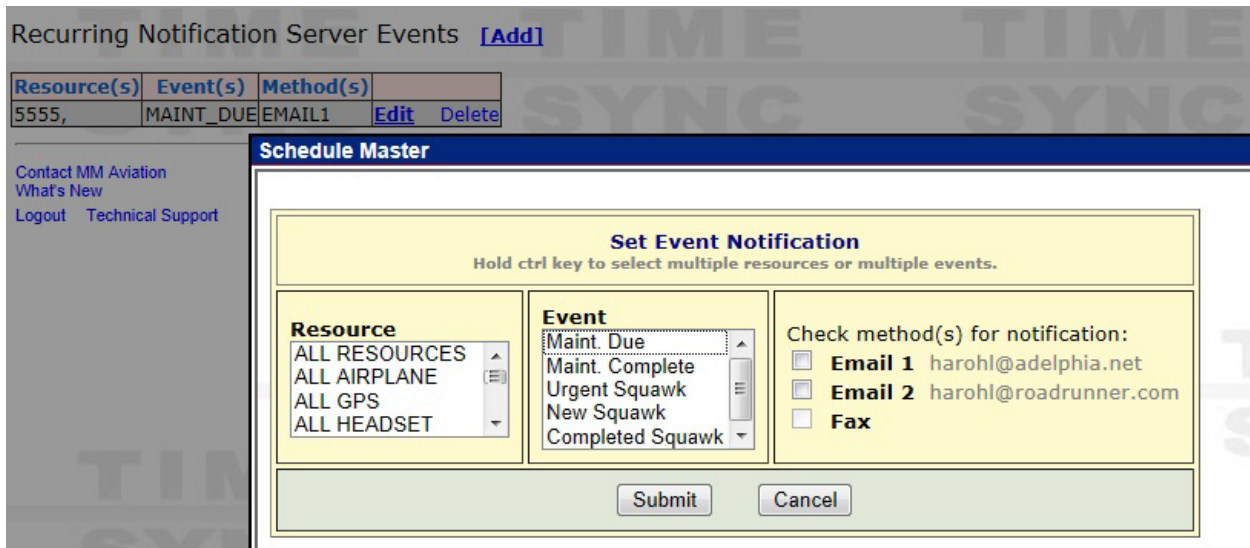
# Squawk Management

Clicking on the name of the user from the squawk list will bring up contact information (if available in the system) about the user that entered the squawk.



## Squawk Notifications

You can request email notifications for various squawk events by going to Resource -> Maintenance Notifications and then clicking on the Add link (next to recurring notification server events). You can set notifications for new squawks or only urgent new squawks as well as for completed squawks. See below for screenshot.



# Squawk Management

## Squawk Indicator

Aircraft status is indicated on the schedule. In the screenshot below, you will see a hazard symbol on the schedule bar of some of the aircraft with the color indicating the level of the most severe squawk. Green is the lowest level, which might just be something as minor as a tear in the interior. Yellow is medium. Red usually indicates that the plane is down. In the scenario below, a squawk was entered for a flat tire with a level of 'Plane Down'. This squawk triggered a maintenance schedule to be entered as seen in the screenshot. (Automatic maintenance scheduling is configurable by squawk level and can be turned off if desired.)

Clicking on the hazard symbol will take the user to the list of squawks for that aircraft.

[Make a new schedule](#)

Your current balance of \$2550.66 exceeds your credit limit of \$10.00. Please make a payment before you make additional reservations.

[View your statement](#)

Display Options [Show](#) Refresh this page every  minutes. [Refresh Schedules](#)

Set this as your default display

⏪ ⏩ **Thu 09/15/11** ▶ ▶▶
■ Heidi Rohl
■ Others
■ Maintenance
 Available

Print version

	6am	8am	10am	12 noon	2pm	4pm	6pm
Unassigned							
<span style="color: red;">●</span> <span style="color: red;">▲</span> 23456, C152					Rohl (maint)		
Superseded					Bond	Rohl	
12NEW, MODELA							
12SUS, Suspend							

	6am	8am	10am	12 noon	2pm	4pm	6pm
BURLINGTON/MOUNT VERNON							
<span style="color: green;">▲</span> 204HH, C172					Mouse		

# Squawk Management

## Preflight

If you are using our Online Billing system, the preflight screen will display the aircraft status as shown below. If there are squawks with a 'Plane Down' level, the aircraft status will show as GROUNDED.

*Note: Currently the preflight page is only available to customers using Online Billing. However, we are considering making this screen available outside of that module.*

### **PREFLIGHT DISPATCH**

**23456** (\$61.50/hr) **Heidi Rohl** - Postflight or Cancel Schedule -  
**9/15/11 10:00AM to 9/15/11 2:00PM**

I reviewed the aircraft and pilot status as of 9/15/11 11:50AM

[Save & Print](#)

*Take this printed page with you to record your meter readings.  
These instructions can be customized for your org.*

**Last Flight Entry:** Aug 29 2011 3:00AM Hobbs: 929.00 Tach: 711.00

**WARNING:** 10 incomplete flight schedules

**Meter Worksheet:** (Fuel cap 4.60/gal)

Hobbs Start:		End:	
Tach Start:		End:	
Dest. Airfields:	local	CFI:	

**Aircraft Status:** **GROUNDED**

Date	Squawks	Urgency
9/15/2011	flat tire	Plane Down

**Pilot Status:** **GROUNDED** - see items in red - Make a payment -

Annual Review	09/15/2011
Medical	01/01/2012

[Return to Dispatch List](#)