

Wednesday 14th October @ 05:30 UTC MRO-PRO will have a minor update to version 10.4.0.

Within Version 10.4.0, we have introduced significant new functionality across MRO-PRO, including the launch of the Base Maintenance Customer Portal, AI-powered Intelligent Workpack Import (IWI) and enhanced electronic maintenance records export. This release also delivers major improvements to Line Maintenance Work Order completion, handovers, task readiness indicators, tooling management and independent inspections, alongside enhancements to compliance, SMS, reporting and audit logging. Together, these updates improve operational efficiency, streamline maintenance workflows and provide greater visibility and control across the platform.

Mobile APP Overview

- Part Request detail pages enhanced with additional functionality and improved menu-based actions.
- Base Maintenance now automatically stops job clocking's when the final task stage is completed.
- Workshop and Base Maintenance now support stage-level Independent Inspections.
- Line, Base and Workshop Orders now support configurable direct booking of tooling.
- Base Maintenance Tasks now include a green 'Go' indicator identifying tasks ready for work.
- Workshop Orders now include colour-coded readiness indicators and filtering for work-ready orders.
- Handover functionality extensively enhanced with additional features and improved workflows.

Web Application Overview

- Handover functionality extensively enhanced, now allowing completion directly within the Web Application.
- Line Maintenance Work Orders can now be fully validated and closed within the Web Application.
- Intelligent Workpack Import (IWI) introduced, using AI and OCR to import Base Maintenance workpacks.
- Base Maintenance Electronic Records Export introduced for secure sharing of maintenance records.
- Base Maintenance now includes a 'Go' readiness status and filter to identify tasks ready for work.
- Workshop Orders now include colour-coded readiness indicators and filtering for work-ready orders.
- Workshop and Base Maintenance now support direct booking of tooling within orders and tasks.
- Company Approvals can now be deactivated to maintain accurate compliance records.
- Approval files can now be managed directly within Purchase, Service and Equipment Orders.
- SMS now supports configurable Tags for improved classification and filtering of inputs.
- SMS Inputs now support editing of titles and descriptions.
- Audit logging introduced to track key system changes across selected records and permissions.
- Parts and Tools QR labels can now be printed directly from the Web Application.
- File uploads enhanced with drag-and-drop functionality.
- Base Maintenance detailed XLS reports can now be emailed directly from the Workpack header.

Customer Portal

- New Base Maintenance Customer Portal providing real-time visibility of maintenance progress and activity.
- Customers can now review and approve additional Labour, Parts, Services and Equipment costs.
- Integrated messaging introduced, allowing direct communication within the Customer Portal.

CRITICAL STEP ITEMS - failure to setup these items will cause issue with the new features

- Organisations wishing to use the new direct tooling booking functionality within Workshop Orders and Base Maintenance Tasks must contact MRO-PRO to request activation and configuration of this feature.

NEW FEATURE OVERVIEW

Intelligent Workpack Import (IWI™) – AI-Powered Base Maintenance Workpack Import

MRO-PRO Version 10.4.0 introduces Intelligent Workpack Import (IWI™), a new AI-powered capability designed to simplify and accelerate the preparation of Base Maintenance workpacks. IWI enables organisations to upload existing PDF workpacks and automatically identify individual Task Cards, distinguish supporting documentation and extract key maintenance information. This significantly reduces the manual effort traditionally required to transfer maintenance instructions into the MRO-PRO Base Maintenance system.

IWI combines AI-powered document recognition with advanced Optical Character Recognition (OCR) to analyse workpacks containing different document layouts and formats. Task Cards are automatically identified and grouped according to their underlying structure, allowing users to review and confirm the recognised documents before processing. For previously unseen layouts, an intuitive training interface allows users to highlight the required information, including Task Numbers, Task References, Titles, Descriptions, ATA Chapters and Man Hours. IWI then learns reusable extraction rules, enabling subsequent Task Cards with the same layout to be processed automatically.

A key advancement is IWI's ability to accommodate variations in document formatting and structure. Rather than relying on fixed templates or predefined field positions, the system intelligently evaluates multiple extraction methods, including Key/Value relationships, table structures, surrounding text and document geometry. These methods provide alternative ways of locating information when individual documents differ, improving extraction reliability. Recognised layouts and their associated extraction rules are retained within MRO-PRO's Layout Library, allowing previously trained document formats to be recognised and reused in future workpacks.

Once the workpack has been reviewed and confirmed, IWI automatically creates the corresponding Base Maintenance Tasks, associated planning records and individual Task and Supporting Data PDF documents. The imported Tasks then follow MRO-PRO's existing Base Maintenance planning and processing workflows. For MRO organisations, this provides a more efficient and consistent approach to workpack preparation, reducing repetitive data entry, supporting standardised task creation and allowing planning teams to concentrate on reviewing and preparing maintenance activities rather than manually transcribing documentation.

Base Maintenance Customer Portal

MRO-PRO Version 10.4.0 introduces the Base Maintenance Customer Portal, a new application within the MRO-PRO product family designed to improve customer collaboration, maintenance visibility and commercial control. The portal provides airline and operator customers with direct access to their maintenance events, replacing the reliance on manually prepared progress reports, spreadsheets and email correspondence with a shared, real-time view of maintenance activity.

Fully integrated with MRO-PRO Base Maintenance, the portal enables customers to monitor workpack progress, review individual Tasks and Non-Routine Cards (NRCs), access supporting documentation and track parts and associated commercial activity. Information is drawn directly from the operational records maintained by the MRO, ensuring customers and maintenance teams work from the same underlying data. This improves transparency throughout the maintenance event while reducing the administrative effort associated with preparing and distributing regular customer updates.

A major capability of the new portal is its integrated commercial approval management. MRO-PRO automatically monitors Labour, Parts, Services and Equipment against the contractual limits configured for each workpack. Where additional expenditure exceeds an agreed commercial cap, the system identifies the requirement for customer authorisation and prevents the affected task from progressing until the necessary approval is obtained. Customers can review the relevant commercial information, authorise additional expenditure and access a complete history of previous approvals. Each authorisation is recorded with supporting audit information and generates an automated email notification, providing a traceable record of commercial decisions. MRO organisations can also issue approvals directly through the Base Maintenance Web Application where customer representatives are unavailable.

The Customer Portal is supported by a new database-driven commercial approval framework that automatically recalculates approval requirements as maintenance activity, costs and authorisations change. This ensures approval statuses remain consistent across the Customer Portal and MRO-PRO Base Maintenance without requiring manual reconciliation. By combining real-time operational visibility with automated commercial controls, the new application helps MRO organisations improve cost recovery, reduce administrative overheads and maintain closer customer collaboration throughout the maintenance check, from induction through to completion.

Base Maintenance – Electronic Maintenance Records Export

Version 10.4.0 introduces a new Electronic Maintenance Records Export capability, providing a comprehensive and automated method of compiling, organising and distributing completed Base Maintenance records. Users can request an export of an entire Base Maintenance Workpack or an individual Task or Non-Routine Card (NRC), eliminating the need to manually locate, download and organise supporting documentation.

MRO-PRO automatically gathers the associated maintenance records, including completed Task Cards, supporting documentation, photographs, certification records, issued-part documentation, unserviceable labels, tooling calibration certificates and other relevant maintenance files. All documentation is organised into individual task-based folders, ensuring that every record associated with a particular Task or NRC is stored together. These folders are then grouped by ATA Chapter, providing a structured and universally recognised filing system that makes it significantly easier to locate individual tasks and their supporting records, even within large maintenance workpacks.

The complete records package is automatically compressed into a ZIP file and prepared in the background, allowing users to continue working without interruption. Once processing is complete, the requesting user receives an email containing a secure download link, valid for seven days. This provides an efficient and consistent method of archiving maintenance records and transferring complete documentation packages to airline and operator customers following maintenance activities.

Line Maintenance – Web Application Work Order Completion

Version 10.4.0 introduces the ability to fully validate and close Line Maintenance Work Orders directly within the MRO-PRO Web Application. Previously, the final validation and completion of a Work Order required the mobile APP, meaning users could not complete the entire Work Order lifecycle from a desktop environment.

This enhancement removes that restriction, allowing users to manage, validate and complete Line Maintenance Work Orders entirely through the Web Application. Operational and administrative teams can now finalise Work Orders directly from their desks, providing greater flexibility in how maintenance activities are managed and reducing dependency on mobile devices for Work Order closure.

Handover Management – Enhanced Functionality and Web Application Completion

Version 10.4.0 introduces a major overhaul of MRO-PRO's Handover functionality, delivering significant workflow improvements across the mobile APP and Web Application. Previously, handovers could only be completed through the mobile APP. This release introduces full handover completion within the Web Application, allowing users to prepare, manage and complete handovers directly from their desktop.

The enhanced Handover functionality also introduces improved management of outstanding handover items, including the ability to carry items forward across multiple handovers. Users can retain unresolved or ongoing matters until they are appropriately addressed, helping ensure important operational information is not lost between shifts. Additional functionality allows users to copy items from previous handovers, reducing repetitive data entry and simplifying the preparation of subsequent handovers.

Together, these enhancements provide a more flexible and comprehensive handover process, improving continuity between shifts, reducing administration and supporting more effective communication of outstanding maintenance activities and operational requirements.

Maintenance Readiness Indicators – Base Maintenance and Workshop

Version 10.4.0 introduces enhanced Maintenance Readiness Indicators across Base Maintenance and Workshop, providing immediate visibility of which Tasks and Work Orders are ready to proceed. The new readiness status evaluates the conditions required for maintenance activities to commence, including the availability of Parts, Tooling, Services and Equipment, together with any outstanding Customer Approvals or other production restrictions.

Within Base Maintenance, Tasks that meet the required conditions are identified by a green 'Go' indicator, allowing production teams to quickly distinguish workable tasks from those awaiting materials, approvals or other dependencies. A corresponding readiness indicator has also been introduced within Workshop Orders, using colour-coded status information to identify orders that can proceed without outstanding restrictions.

Both Base Maintenance and Workshop now include dedicated readiness filtering, allowing users to display only those Tasks or Work Orders that are ready for work. This provides a practical improvement to daily production planning, enabling engineers, supervisors and production managers to focus on actionable work, reduce time spent reviewing blocked activities and make more effective use of available maintenance resources.

Stage Independent Inspections – Base Maintenance and Workshop

Version 10.4.0 introduces Stage Independent Inspections, extending the existing Independent Inspection functionality within Base Maintenance and Workshop. Previously, Independent Inspection requirements were managed at the overall Task or Workshop Action level. This enhancement allows individual stages within a Task or Workshop Action to be designated as requiring an Independent Inspection.

The functionality is introduced through a new 'Independent Inspection' subfield type, which can be added to individual stages where independent verification is required. When configured, the stage requires a second authorised certifier to complete the Independent Inspection, ensuring the same individual cannot certify both the original work and its independent verification.

This provides greater flexibility and control over maintenance certification, allowing Independent Inspection requirements to be applied precisely to the stages where they are needed, rather than at the overall Task or Workshop Action level.

Tickets & Detailed Overview

Ticket	Application	Type	Release Note
MRO-1720	APP	Task	Receive Parts - disable auto suggestion text iOS
MRO-1748	APP	Task	Form1 release certificates logo background colour updated to display the organisation's correct colour.
MRO-1794	APP	Task	Tools label shelf-life date format issue
MRO-1813	APP	Task	Updated Part Request detail pages in the mobile APP and web application to allow parts to be return from Preload directly in Line, Base and Workshop Work Orders / Tasks.
MRO-1816	APP	Task	MRO-PRO will now automatically stop any remaining job clocking's when all stages of a Base Maintenance task have been completed.
MRO-1824	APP	Task	Base Maintenance updated default stage title correcting tense "TASK CARRIED OUT IAW APPROVED MAINTENANCE DATA".
MRO-1855	APP	Task	Added "Stage Independent Inspection" capability through a new "Independent Inspection" (II) subfield type.
MRO-1868	APP	Production Bug	Stores / Receive / Receive Customer PART do NOT allow ZERO qty.
MRO-1870	APP	Production Bug	Grey screen displayed when returning tools from Repair or Quarantine in the app.
MRO-1271	APP & WA	Task	Workshop Order & Base Maintenance Task – Direct add Tool function.
MRO-1346	APP & WA	Customer Request	Added configurable ability to book tools out directly within all Order types (LM Work Order, BM Task, Workshop Order).
MRO-1786	APP & WA	Task	Recency data generation process optimised for efficiency.
MRO-1814	APP & WA	Task	Added GREEN 'Go' status for Base Maintenance Tasks indicating if the tasks is ready to be worked. E.g., no stopped conditions exist for Parts, Services, Equipment, Commercial Approval etc.
MRO-1815	APP & WA	Task	Improved the Base Maintenance part request workflow so that Comments and Install Location are no longer unnecessarily mandatory. Install Location is now only required when requesting a Repairable part, where the installation position needs to be recorded.
MRO-1869	APP & WA	Task	Additional READY flag / condition colour added to Workshop Orders listing.
MRO-778	APP & WA	Task	Handover update allowing Users to Complete handovers in the WEB Application, plus adding considerably more functionality.
MRO-1645	CP	Task	Base Maintenance Customer Portal provides airline and operator customers with real-time visibility of their maintenance checks, including work progress, tasks, parts, documentation and commercial activity. Fully integrated with MRO-PRO Base Maintenance, the portal enables customers to review and approve additional Labour, Parts, Services and Equipment costs as they arise, helping MROs improve commercial recovery while reducing manual reporting, administration and communication throughout the maintenance event.
MRO-1879	CP	Task	Customer Portal - integrate messaging allowing customer internal messaging
MRO-1057	WA	Task	Stores / Stock – download CSV - add extra columns.
MRO-1120	WA	Customer Request	In the Approvals area we need a way to archive approvals no longer held by the company. Please add an archive radio button the same as Base admin - Base Status.
MRO-1272	WA	Task	Ability to upload / edit approval files in Purchase, Service & Equipment Orders within the Approval Page.

MRO-1483	WA	Customer Request	Admin/Users - Actions Add next of Kin Name and phone number.
MRO-1561	WA	Customer Request	Adds 'SMS Tags' which are customisable MRO specific tags to filter SMS Inputs meeting unique MRO requirements.
MRO-1562	WA	Customer Request	SMS - allowance to edit input title and description.
MRO-1629	WA	Task	Intelligent Workpack Import (IWI) introduces a new AI-powered method for importing Base Maintenance workpacks directly from PDF documents. Using AI document recognition and advanced OCR, IWI automatically identifies Task Cards, groups similar layouts and extracts key maintenance information, including task references, titles, descriptions and man-hours. New document layouts can be trained through a simple user interface, with the system learning reusable extraction rules for future imports. Once processed, IWI automatically creates the corresponding Base Maintenance Tasks and supporting documentation, significantly reducing manual data entry and workpack preparation.
MRO-1656	WA	Task	Audit logging framework allowing any / selected tables to be logged for key system changes. Initial added for Part Requests, SMS Inputs, SMS Tasks, Commercial Rates and User Permissions, however, the system can easily be expanded where needs arise.
MRO-1664	WA	Task	Web Application, updates to Part Request pages converting buttons into menu options and adding new options available. Web Application and Mobile application, updated to Part Request Details in all locations adding more functionality and logs.
MRO-1770	WA	Task	Ability to validate and close Line Maintenance Work Orders within the Web Application.
MRO-1774	WA	Task	Web Application - added QR print capability from desktop for Parts and Tools.
MRO-1784	WA	Bug	Fixed the PO Items ETA day-band filter to correctly filter records based on their ETA date range.
MRO-1788	WA	Production Bug	Ops / Workshop – ADD Buttons show logic.
MRO-1789	WA	Production Bug	DD Part Request - updated and enhance DD part (freestanding) part requests
MRO-1803	WA	Task	Base Maintenance – Electronic Records Export A new Email Export Records feature has been introduced for Base Maintenance, providing a simple way to export and securely distribute complete maintenance records from MRO-PRO. Users can request an export for either a complete Base Maintenance Workpack or an individual Task/NRC. MRO-PRO automatically gathers the associated maintenance files, certificates, task records, issued-part documentation, unserviceable labels, tooling calibration certificates, service records and Workpack certification documents. The records are automatically organised into a structured ZIP file, with Tasks and NRCs grouped by ATA Chapter for easy navigation. Exports are prepared in the background, allowing users to continue working normally. Once complete, the requesting user receives an email containing a secure download link, available for 7 days. This provides a significantly easier way to compile, archive and share complete Base Maintenance records without manually locating and downloading individual documents.
MRO-1807	WA	Task	Base Maintenance Aircraft Hours, Cycles and Fuel figures updated to allow special characters.
MRO-1808	WA	Task	Base Maintenance --> Planning / General tab - validation of Start and End dates to prevent negative TAT.
MRO-1827	WA	Task	Service & Equipment status icons updated adding new 'APPROVAL' status.

MRO-1833	WA	Task	Scope filter added in Approvals page allowing filtering to a specific scope of approval - e.g., C (Base).
MRO-1837	WA	Production Bug	Bug correction, possible clearing of store location on part return process.
MRO-1844	WA	Production Bug	BM Workpack header - error message mapping.
MRO-1853	WA	Production Bug	Tech Data URL limit increased to 1,000 characters.
MRO-1873	WA	Task	Purchase Orders – BASE dropdown use new filter dependency.
MRO-1874	WA	Bug	Fix Task Stage Deletion – Delete Child Records First.
MRO-1875	WA	Bug	Workshop Orders - Restrict ADD Stage / EDIT Stage.
MRO-1884	WA	Task	Workshop Quote tab - updated to a drag and drop style file upload component.
MRO-1897	WA	Bug	Commercial Overview – AOG Order priority sorting.
MRO-1916	WA	Task	Email export detailed XLS report option added in Base maintenance.
MRO-978	WA	Task	Procurement / Parts / Parts Forecast – update function and add filter.