

## Voluntary Disclosure Reporting Program (VDRP)

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# FAQ

## Voluntary Disclosure Reporting Program (VDRP)

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### 1. What is VDRP?

VDRP means Voluntary Disclosure Reporting Program. It is an application that offers a convenient, automated interface for Regulated Entities and FAA Inspectors to use to process self-disclosures. This program provides for the collection, analysis, and retention of safety data that would otherwise be unobtainable.

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### 2. Who are the users of VDRP application?

Regulated Entities and FAA Inspectors are the primary contributors in completing the self-disclosure process, and throughout the self-disclosure process, there are six stages that must be completed.

For operators certificated under Part 121 or Part 135, the Senior Office Manager sign off is required for completion of Stages II and VI.

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### 3. How do I access VDRP application?

VDRP is a password protected web-based application and you must be assigned a User ID and password to access the application.

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### 4. If I forgot my password, whom should I contact?

If you have forgotten your password, please contact AVS National IT Service Desk

E-mail: 9-NATL-AVS-IT-ServiceDesk@faa.gov

Phone: Toll free @1-877-AVS-NSD1 or 1-877-287-6731

AVS IT Service Desk have trained personnel who aids users when they have support issues with VDRP and if the problem is not resolved at that level, then the AFS-230 technical staff will be the final step of problem troubleshooting an resolution.

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### 5. How can I identify the status of a case?

Once user logs into VDRP successfully, there are four tabs displaying the status of the self disclosures on Self Disclosure List screen and they are New tab, Open tab, Closed tab and Rejected tab

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### **6. As a FAA User, What stages of the case will I be working on?**

FAA user is required to complete the following four stages of complete SD Process

- Stage 2 - Initial Notification Response stage
- Stage 4 - Written Report Review stage
- Stage 5 - Surveillance stage
- Stage 6 - Inspector Sign-off stage

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### **7. Under New Self-disclosures tab, what stages of self-disclosures are displayed?**

New Self-disclosures that are in “Initial Notification (IN)” or “Initial Notification Response (INR)” stages are displayed under New tab in Self Disclosures List screen.

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### **8. What self-disclosures are displayed under Open tab?**

Self-disclosures that have completed Stages 1 and 2 (including SOM acceptance), but have not yet completed Stage 6, are displayed under Open tab.

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### **9. Where can I find the Closed Self-disclosures?**

Once help desk user logs into VDRP successfully and has assigned the RE to his/her UserID via “Assign Designator” link, the user may click on ‘View SD List” link displayed in the left navigation pane to navigate to Self Disclosure List screen. Closed Self-disclosures for any RE assigned to that help desk user are then displayed under “Closed” tab.

Self-disclosures that have completed all the six stages of complete self disclosure submission process are displayed under “Closed” tab in Self Disclosure List screen.

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### **10. Where can I find Invalid/Rejected/Rescinded Self-disclosures?**

Once help desk user logs into VDRP successfully and has assigned the RE to his/her User ID via “Assign Designator” link, the user may click on ‘View SD List” link displayed in the left navigation pane to navigate to Self Disclosure List screen. Invalid/Rescinded/Rejected Self-disclosures for any RE assigned to that help desk user are then displayed under the “Rejected” tab.

Self-disclosures that, at the discretion of the designated FAA Inspector, were determined to not meet the requirements for acceptance under the VDRP, are deemed to be “invalid”. Invalid/Rejected/Rescinded disclosures are displayed under “Rejected” tab in Self Disclosure List screen.

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### **11. Why are some links clickable and some grayed out under “Next Action” column on New and Open tabs?**

If the link under “Next Action” column is clickable or active, it is an action that is required to be performed by the user (FAA or Regulated Entity) who is viewing the VDRP record.

If the viewer is a representative of FAA, an active link indicates that the next sequential action in the VDRP process is the responsibility of the Inspector involved.

If the viewer is a representative of the FAA, and the link under “Next Action” column is grayed out or Inactive, the next required action in the process is the responsibility of the Regulated Entity.

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### **12. How can I navigate to stage where the case needs to be worked on?**

Click on the active link displayed under ‘Next Action’ column to navigate to the stage where the user can complete the process of submission.

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### **13. Under which tab is the self-disclosure (INR Stage) displayed which is pending acceptance from Senior Office Manager (SOM)?**

The self disclosure in Initial Notification Response (INR) stage that is submitted by Principal Inspector (PI) and is pending acceptance from Senior Office Manager (SOM) are displayed under “New” tab in Self Disclosure List screen.

Once approved by Senior Office Manager (SOM), the disclosure advances to the “Written Report” stage and is displayed under “Open” tab in Self Disclosure List screen.

**Note:** *This is applicable only for Operators certificated under Part 121 or Part 135.*

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### **14. How can I view the details of a case?**

To view the details of the case, click on links displayed under “SD Title” column on New tab or “EIR #” column on Open, closed and Rejected tabs on Self Disclosure List screen.

User is navigated to Self Disclosure Details screen.

If the user is unable to see files for the subject air carrier in the “SD List”, the inspector may utilize the Standard Reports or Executive Reports to locate and display the file.

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### **15. How can I print the details of a case?**

A SD-Detail Printer Friendly window opens up when user clicks on ‘View/Print’ link displayed on the top right corner of Self Disclosure Details screen that can be printed.

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### **16. What is the functionality of “Next Stage” link displayed at the top and bottom left corner of SD Details screen?**

When the user clicks on “EIR#” link of a self disclosure where a link in the ‘Next Action’ column is Active (Clickable), he/she is navigated to Self-disclosure details screen with active “Next Stage” link displayed at the top and bottom left corner of the displayed screen.

When “Next Stage” link is clicked, user is navigated to next sequential pending “stage” that must be completed before the submission process can continue.

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### **17. Why is “Next Stage” link not displayed for some of the self-disclosures on SD Details screen?**

When the user clicks on “EIR#” link of a self disclosure where a link in the ‘Next Action’ column is Inactive (grayed out), he/she is navigated to Self-disclosure details screen with no ‘Next Stage’ link displayed. This indicates that there are no pending actions to complete.

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### **18. For operators certificated under Part 121 or Part 135, where does VDRP system retrieve information about 119 official?**

Upon the completion of Stage 1 (Initial Notification), VDRP System automatically gets information about 119 Official from WebOPSS records as provided in 119.65 or 119.69 (as appropriate) and displays the information on Self Disclosure Details screen.

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**19. How can the VDRP user determine if the self-disclosure is submitted by 119 official or not?**

Under Initial Notification Section on Self Disclosure details screen, “Submitter found in OPSS 119 list?” field indicates if the submitter is 119 official or not.

If the submitter is listed in WebOPSS as 119 Official, then “Submitter found in OPSS 119 list?” will indicate “Yes” on Self Disclosure Details screen.

If the submitter is NOT listed in WebOPSS as 119 Official, then “Submitter found in OPSS 119 list?” will indicate “No” on Self Disclosure Details screen.

*Note: This is applicable only for Operators certificated under Part 121 or Part 135.*

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**20. Can the Regulated Entity (RE) user who submitted the self-disclosure change the options (Yes/No) based on if he/she is 119 official or not?**

No, the Regulated Entity user cannot change the option once submitted.

The question “Submitter found in OPSS 119 list?” is automatically completed by VDRP system based on WebOPSS records and is not editable by RE User. This field is automated and requires no additional action by the submitter (RE User).

*Note: This is applicable only for Operators certificated under Part 121 or Part 135.*

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**21. Does the FAA Inspector reviewing the case has an option to change if the automated answer about 119 official is incorrect?**

Yes, the FAA Inspector can change the answer about 119 Official in Stage 2 if reported incorrectly in Stage 1.

In Initial Notification Response (INR) stage, there is a required field “Was Submitted/Has Letter from 119 official?” with ‘Yes’ or ‘No’ options which enable FAA user to change accordingly.

If the system indicates otherwise in Stage 1 and the submitter is known by the FAA inspector to be 119 company official, or if the submitter has attached a letter from company 119 official in accordance with InFO 08021, the FAA Inspector will edit the field prior submitting Stage 2.

*Note: This is applicable only for Operators certificated under Part 121 or Part 135.*

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**22. Is the Regulated Entity authorized to upload and attach documents to the VDRP file in addition to those which may be required?**

Yes, the Regulated Entity user may attach any document(s) which will assist in the processing of the self disclosure. If the disclosure is submitted (Stage I) by an individual who is not named as a management official under 14 CFR Part 119.65 or 119.69, a signed letter from a named management official must be attached in Stage I, as provided in AC 00-58A and FAA Order 8900.1, Volume 11, Chapter 1. Attachment of other documents is optional in Stages I and III. (The FAA has option of attaching documents in Stages II, IV, V and VI).

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**23. How do I add a new RE user?**

Click on 'Add New User' link in the left navigation pane and navigate to 'Add New User' screen. Select the User Type as "Regulated Entity" and User Level as either "Read Only" or "Read/Edit". Click on 'Save' button after selecting the designatorid and entering all the remaining required fields.

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**24. How do I add a new FAA User or Backup Inspector?**

Click on 'Add New User' link in the left navigation pane and navigate to 'Add New User' screen. Select the User Type as "Federal Aviation Administration" and User Level as either "Manager (read Only)" or "Read Only User" or "Read/Edit User" or "Read/Edit/CreateUser".

Click on 'Save' button after selecting the designatorid and entering all the remaining required fields.

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**25. How do I add a new SOM user or Backup SOM user?**

Click on 'Add New User' link in the left navigation pane and navigate to 'Add New User' screen.

Select the User Type as "Federal Aviation Administration" and User Level as either "Senior Office Manager" or "Senior Office Manager - Backup". Check that the designatorid dropdown changes in CHDO dropdown.

Click on 'Save' button after selecting the CHDO and entering all the remaining required fields.

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### **26. Can I create Principal Inspector (PI) using Add New User screen?**

No, you cannot create Principal Inspector.

FAA Inspectors log into VDRP System utilizing their inspector code as reflected in the WebOPSS in order to be recognized as Principal Inspector on the system.

An FAA Inspector is assigned a login ID by the FAA system within 24 hours of being added to WebOPSS as a Principal Inspector on the certificate(s). The FAA inspector should contact the VDRP User Support Desk (see phone number and email address on the cover of VDRP web-page: <https://av-info.faa.gov/vdrp>)

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### **27. Can new Principal Inspector (PI) log into VDRP system using his/her inspector code as UserID?**

No, new Principal Inspector cannot log into VDRP using his/her inspector code.

All new Principal Inspector users will be initially kept in Inactive state. User need to contact Help desk to make the status Active and then login to the VDRP system.

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### **28. How can other inspectors (who are not Principals) access VDRP application?**

Other inspectors who are not Principals and need access to VDRP, has to request their Principals to add them to the system.

Principals should refer to VDRP User Guide which can be downloaded from VDRP home page at: <https://av-info.faa.gov/VDRP/UserGuide.pdf> Search for "Add New User" for detailed instructions for adding new users to the system.

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### **29. Who can add Regulated Entity user into VDRP system?**

Only Principal Inspector (PI) or Backup PI who has create authorization can add Regulated Entity into VDRP System. For Regulated Entities, User IDs are assigned by a designated FAA Officials.

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### **30. How can a Principal Inspector edit a newly created user?**

Once the user is added via 'Add New User' screen, the created user is listed on Edit User List screen. User is navigated to 'Edit User' screen when clicked on 'UserID' link on Edit User List screen where he/she can make any changes to edit the newly created user.

A Principal Inspector can only edit those users who have been added to the certificate(s) to which the Principal Inspector is assigned.

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### **31. Is the UserID field editable on Edit User screen?**

No, UserID is not a editable field. Once created, UserID cannot be updated on Edit User screen but the user account can be deleted.

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### **32. Can the user login into VDRP if "Active User" field radio button is selected as "No" on Edit User Screen?**

No, user cannot login into VDRP if "Active User" field have "No" radio button selected.

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### **33. How can I delete a user in VDRP application?**

Click on 'Edit User' link displayed in the left navigation pane to navigate to Edit User lists.

Click the user ID link in the EDIT column of the user you want to delete and you are navigated to Edit User screen with editable fields.

Click on "Delete User" button to delete the user from VDRP application.

Any Inspector with the authority to edit a user may delete the user from the system.

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### **34. How can I change my e-mail address?**

On "Update Profile" screen, update the text in "E-mail" textbox to change the e-mail address. And On "Change Password" screen, update the text in "Your E-mail" textbox to change the e-mail ID.

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### **35. Can I change my options of receiving e-mail notifications to my e-mail id?**

Yes, FAA user can change his/her options of receiving e-mail notifications on Update Profile screen.

For the field “Would like to receive the Emails?”, if the FAA User selects “Yes” option then they will receive all e-mail notifications and if “No” option is selected then they will not receive any email notifications (all disclosure submission notices and all stage change notifications are blocked when user elects “No”)

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### **36. What reports are displayed in standard reports?**

Standard report displays the list of various reports based on violation data previously defined within the VDRP application. These are the old reports that were added initially to VDRP application for audit purposes.

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### **37. What is the difference between executive reports and standard reports?**

Executive reports are same as standard reports except that the look and feel of executive reports is new and more user-friendly than standard reports.

New reports are added to executive reports and another advantage is that executive reports can be exported into excel for user’s future references.

*Note: Processing of the first initial report utilizing the executive reports will be slow, but subsequent queries will process more quickly.*

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### **38. Can I move the case to its previous stage?**

Yes, FAA Inspector can move the submitted self-disclosure to its previous stage, one stage at a time via “Change SD Status” link displayed in the left navigation.

*Note: When record is moved back to a stage normally associated with the Regulated Entity, the RE will need to submit the case to return it to the next stage. See VDRP User Guide for additional information: <https://av-info.faa.gov/VDRP/UserGuide.pdf>*

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### **39. How can I move the case to its previous stage on “Change Status” screen?**

Click on “Edit” button followed by “Change Status” button after typing either EIR Number or Notification ID on ‘Change Status’ screen.

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### **40. What does it mean by 10-day “wait” period or 10-day grace period?**

VDRP System has a “built-in” delay between closure of a case in VDRP and closure of the same case in EIS. During the 10 day “wait” period, the case may be re-opened via utilization of “Change SDStatus” link.

At the end of 10 day “wait” period, if the case has not been re-opened, the VDRP system forwards the case closure information to EIS and the file is closed reflecting the date on which the case was closed in VDRP.

If case has been closed more than 10 days, the FAA user cannot reopen the record/case for editing. If re-opening is required after 10 days, please contact the VDRP Support Desk for assistance.

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### **41. Why was 10-day delay period added to VDRP system?**

The 10-day delay period allows for errors in the record to be found and corrected prior to closing the record in EIS. This functionality was added to VDRP system because the EIS has no provision for re-opening cases which have been closed.

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### **42. Can I re-open a Closed/Rescinded case that has exceeded 10-day grace period limit using “Change SDStatus” link?**

No, FAA User cannot change the status of a Closed/Rescinded case that has exceeded 10-day grace period. Please contact help desk.

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### **43. How can I rescind a self-disclosure?**

Yes, FAA Inspector can rescind a self-disclosure (with EIR Number assigned) at any stage via “Rescind Case” link displayed in the left navigation.

Click on “Get SD Status details” button followed by “Rescind Case” button after typing either EIR Number or Notification ID on ‘Rescind Case’ screen.

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**44. Can I rescind a self-disclosures which is in Initial Notification (IN) stage or Initial Notification Response (INR) stage where EIR Number is NOT assigned?**

No, FAA Inspector cannot rescind a self-disclosure in IN stage or INR stage as EIR number is still NOT assigned to a case at these stages.

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**45. How can be the cases without EIR number be rescinded?**

Cases without EIR Number cannot be rescinded but has to be deleted in Initial Notification stage. FAA User needs to send back the case in INR stage to IN stage so that regulated entity can delete the case.

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**46. For operators certificated under Part 121 or Part 135, Who are required to complete the initial Notification Response stage?**

The first part requires Principal Inspectors (PI) to complete the initial notification response stage and submit to Senior Office Manager (SOM) for his/her approval.

The second part requires the SOM to optionally enter any comments and click either Submit or Return button based on concurrence or nonconcurrence with PIs determination of the self disclosure.

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**47. What is the functionality of “Send Back” button in INR stage?**

If the self disclosure is Valid, the “Send Back” button allows FAA User to send the case back to regulated entity for any modifications.

If the self disclosure is Invalid, the “Send Back” button is grayed out and is not clickable.

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**48. Can the Principal Inspector make a Stage II - INR submission if there is no SOM user designated for the Certificate Holding Office?**

No, the Principal Inspector cannot submit and complete Stage II if there is no SOM User. If such submission is attempted, the following message is displayed as “Add Senior Office Manager user to VDRP system before you SUBMIT”

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**49. For operators certificated under Part 121 or Part 135, When is the EIR Number generated in INR stage?**

The first part requires Principal Inspectors (PI) to complete and submit INR form to Senior Office Manager (SOM) for his/her approval.

For operators certificated under Part 121 or Part 135, the EIR Number is generated during the second part of Initial Notification Response stage when SOM user clicks on Submit based on concurrence or nonconcurrence with PIs determination of the self disclosure.

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**50. For operators NOT certificated under Part 121 or Part 135, When is the EIR Number generated in INR stage?**

Since there is NO SOM user involved, the EIR Number is generated once the Principal Inspector reviews and submits the INR stage.

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**51. If additional support is required, where can I find support with the Voluntary Disclosure Reporting Program (VDRP)?**

The VDRP Support Desk information can be found on the VDRP Home Page under “User Support” which reflects the following contact information:

AVS National IT Service Desk Phone #: Toll free at 1-877-AVS-NSD1 or 1-877-287-6731.

Email Address: 9-NATL-AVS-IT-ServiceDesk@faa.gov

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