



FLIGHT CONTROL MANUAL

Revision 6

6/23/2023

0.1 Record of Revisions

Revision Number	Revision Date	Revision Summary
5	2023-05-31	Formatted to Web Manuals; major re-write to align with GOM Rev 46.
6	2023-06-23	Minor language corrections and additions.

Page	Comment
4-3	Update AEG account information.
4-5	Added Savoya information.
5-3	Added language for 'Pending Reply.'
12-2	Update links.
13-8	Updated language for basic passenger information.

0.2 List of Effective Pages

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		6	2023-06-23	5	5	5	2023-05-31
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0	2	6	2023-06-23	5	7	5	2023-05-31
0	3	6	2023-06-23	5	8	5	2023-05-31
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0	10	5	2023-05-31	5	15	5	2023-05-31
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0.4 General

The procedures and policies contained in this manual are designed to provide the method of compliance to the Code of Federal Regulations and are considered essential to good operating practices and safety. No part of this manual shall be construed to be contrary to any Federal Regulations, any applicable state or foreign regulations, or the Company's Operations Specifications.

Where a difference exists between this manual and the Code of Federal Regulations, the CFR will be controlling.

This manual will be used by all flight, ground, and maintenance personnel in conducting operations. In addition, all operations shall comply with applicable parts of the following:

1. Code of Federal Regulations
2. Department of Homeland Security regulations
3. ICAO Standards
4. The General Operations Manual
5. The company policies and procedures contained in this manual
6. FAA Operations Specifications and Letters of Authorization
7. IS-BAO Standards
8. All other applicable federal, state, and local government regulations

Where company policy is more restrictive than any regulatory requirement, the Director of Operations or Chief Pilot may waive that company policy to the regulatory requirement. Such waivers will be in writing and attached to the applicable trip documents.

0.5 Manual Revision

[14 CFR 135.21(e), 135.23]

A. General

Manuals are maintained by the Director of Operations. Formal revisions to this manual are issued by the Director of Operations.

All company manuals are reviewed on a routine basis and revised, as necessary, to comply with regulatory changes and or company policy and procedure.

Users of the manual are encouraged to submit recommendations for enhancements at any time.

B. Approval / Acceptance

Revisions to this manual do not require regulatory approval. Upon issuance by the Director of Operations, the manual will be posted to JetInsight.

C. Revision Format

The manual is revised using the Web Manuals program. All edits are recorded and are easily accessible. Only authorized representatives are allowed to edit documents.

Each formal revision will include an updated List of Effective Pages and a Revision Summary.

Except for minor typographical changes, each page containing revised material will show a change bar (|) in the margin opposite the changed text. Relocated or rearranged text will be indicated by a change bar adjacent to the page revision number. The manual is revised using the Web Manuals program. All edits are recorded and are easily accessible. Only authorized representatives are allowed to edit documents.

All revisions to this manual are issued with the revision number and the effective date on each revised page. All pages will be listed on the List of Effective Pages with their associated revision numbers.

D. Revision Summary and Change Log

A Revision Summary and a Change Log will be included in the Preface of each manual.

The Revision Summary is updated by the author for each revision, and includes a general overview of the revision.

The Change Log will give a brief description of specific revised material.

0.6 Distribution

[14 CFR 135.21(b), (c) and (d)]

The Master copy of this manual will be maintained by the Director of Operations and kept at the principal base of operations.

A copy of the most current revision of this manual will be made available to all areas of responsibility within the company, including, but not limited to:

1. Office File (Master Copy)
2. Director of Operations
3. Chief Pilot
4. Director of Maintenance
5. Flight Control
6. Each Company Pilot
7. Company Aircraft while performing Part 135 operations

Upon approval, manuals will be posted to JetInsight for distribution. JetInsight provides an automated notification to all applicable users when a new manual has been posted, and requires an acknowledgement which is retained in the system.

It is the responsibility of Flight Control and flight following personnel to make themselves knowledgeable of the contents found herein.

0.7 Manual Management

[14 CFR 135.21(f)]

The Director of Operations will ensure that a current copy of the manual is made available for use by all company personnel.

1.1 Introduction

The procedures listed in this manual are set forth to ensure the safe and efficient operation for SAJ aircraft. As such, all SAJ Flight Controllers must follow the procedures as listed. All procedures listed are intended to comply with all Code of Federal Regulations (CFRs) and SAJ Operations Specifications. When in doubt, any CFRs or Ops Specs will take precedence over any procedures listed in this manual. Any conflicts should be brought immediately to the attention of the Director of Flight Control.

1.2 Duties And Responsibilities

Listed below is a comprehensive accounting of Flight Control's daily duties and responsibilities. Each Flight Controller is expected to understand and perform these tasks as needed and/or prescribed:

1 - General Flight Control Procedures

2 - Shifts

3 - Managing of Timecards

4 - Platforms and Resources

5 - Email Interactions and Categorizing

6 - Receiving and Redirecting Phone Calls

7 - Writing and Relaying Pass-downs

8 - Flight Following Messaging

9 - Flight Crew Coordination

10 - FBO Coordination

11 - Catering Coordination

12 - Ground Transportation Coordination

13 - Making and Editing Entries in JIS

14 - Evaluating Trip Feasibility

15 - Flight Control Daily Checklist

16 - International Handling Coordination

17 - Trip Release

18 - Trip Completion

19 - Contacts

The following 18 sections of this manual are a reference guide for Flight Controllers for how to perform the duties of Sun Air Jets Flight Control. Should you identify any process, procedure, or information that requires updating, please submit a change request to the Manager of Sun Air Jets Flight Control via email.

2.1 Shifts

The SAJ Flight Control Department is on duty 24 hours a day, 7 days a week, 365 days a year (366 days a year on leap years). Employees of the Flight Control department work to cover these times in shifts whose day, start, and end times may vary depending on scheduling requirements.

- At the end of each shift, each Flight Controller that is not on call will forward their telephone extension to extension "321".

The last team member to leave for the day will forward all phone lines to the telephone extension of the person on call (IE Midnight shift).

- Prior to leaving for the day, dial "321" to test that the line forwarding was successful and the Controller on call has the phones.
- It is the responsibility of the Controller on call to answer any/all incoming phone calls and action and/or categorize any/all incoming emails until the next shift takes over.

It is the responsibility of the Controller on call to perform all Flight Control duties for any flights and communications that occur during their shift. This may include but is not limited to flight planning, flight following, crew briefing, and flight releasing.

3.1 Managing of Timecards

All SAJ Flight Controllers are hourly employees. Each is responsible for maintaining their individual timecard online using the designated time management website.

- Any omissions or updates to your timecard need to be emailed to Manager of Flight Control and/or Human Resources in a timely manner via the designated time management site.

As of 16 April 2023, Sun Air Jets utilizes Rabco "Kronos" for time management services. This can be accessed via the link shown below: <https://secure2.saashr.com/ta/SunAir.clock?login=0&msg=>

4.1 General

The duties and responsibilities of a Sun Air Jets Flight Controller are many and varied. We depend on several sources to execute our daily tasks. Cited here is a compendium of all relevant websites and resources as well as their associated log-ins to aid in the effective performance of your role.

4.1.1 JetInsight

- https://portal.jetinsight.com/users/sign_in
- User: (your email) @sunairjets.com
- Password: (your password)

Sun Air Jets uses JetInsight as our scheduling platform, crewing availability calendar, duty logbook, flight logbook, maintenance discrepancy logbook, Document and Publication Library, and for many other essential functions. The vast majority of your time as a Flight Controller will be spent interacting with this website. The various functions and resources available on this platform are expanded upon in section **4.2 - JetInsight**.

4.1.2 VOIP

- <https://sunairjets.voipbxsite.net/App>
- User: 321
- Password: 321321

The SAJ Flight Control Department utilizes a phone-bank that interfaces using this website. All parties are directed to contact our department via the telephone number 805-389-9321, which will notify all phone numbers or lines listed in the **CALLBLAST** tab whenever a call is received.

Each Flight Controller is expected to ensure their respective extension or phone number is listed here during their shift, so that they may receive any phone calls directed to our department.

4.1.3 Satcom Direct

- <https://www.satcomdirect.com/>
- User: dispatch@sunairjets.com
- Password: 12345!@#\$qwerQWER

SAJ utilizes the Satcom Direct website (SD PRO) to track and communicate with our aircraft in flight. Via the Flight Tracker tab, users can view any of our aircrafts' present location (whether parked or enroute), as well as various other important pieces of information such as altitude, speed, status, and ETA.

By clicking on the tail number in the left-side column or on the aircraft icon representing that tail number, we can select the "Send Message" option to communicate with the pilots via whatever means are available on that aircraft.

4.1.4 ForeFlight

- <https://plan.foreflight.com/?next=https://dispatch.foreflight.com/>
- User: dispatch@sunairjets.com
- Password: Welcome1

ForeFlight hosts SAJ's flight planning software and interface, including a wide range of diagnostic tools for identifying hazards and risks to a proposed flight. All flight planning for our fleet is conducted on this platform. The various functions and resources available on this website are expanded upon in section [4.3 - ForeFlight](#).

4.1.5 UVGO

- <https://uvgo.universalweather.com/auth/login>
- User: dbean@sunairjets.com
- Pass: 1234!@#\$qwerQWER

UVGO is home not only to our primary international Handlers' (Universal) scheduling platform but also to one of our greatest researching resources for international locations. **Feasibility IQ** is a powerful tool that can provide almost any required information for most (if not all) international destinations to which we operate.

4.1.6 NATA Safety 1st Certified Listings

- <https://www.nata.aero/education-and-training/safety-1st-verify>

The National Air Transportation Association website listings for Safety 1st indicates any FBO that is Safety 1st Qualified. This website is a necessary resource during the feasibility process.

4.1.7 Fuel Provider Portals

There are many fuel providers from which we source aircraft fuel, depending on location and price. Our primary fuel providers are listed below along with their respective websites, our login information (as available), and email contacts.

1. Avfuel

- <https://www.avfuel.com/>
- Email: fueldesk@avfuel.com
- User: Sunair1
- Pass: 855sa

2. Everest

- <https://everest-fuel.com/>
- Email: everestfuelmanagement@everest-fuel.com
- User: flightcontrol@sunairjets.com
- Pass: sunair855!

3. World Fuel Services

- <https://www.wfscorp.com/>
- Email: fuel24@WFSCorp.com

4. AEG

- <https://aegfuels.com/>
- Email: Dispatch@AEGFuels.com
 - <https://app.aegfuels.com/toolbox/Login.aspx>
 - User: SUNAIR23
 - Pass: SUNAIR23

4.1.8 Ground Transportation Resources

Flight Control is often responsible for arranging ground transportation on behalf of our clients and crew. This can be either rental vehicles or chauffeurs. Below is a short list of our primary ground transportation providers. This list is not all-inclusive and does not preclude the use of other resources should it be required by a specific situation.

A. Car Rentals

1. Avis

- <https://www.avis.com/en/home>
- Chairman's line: 800-331-1083 (use this # for deliveries)

2. Hertz

- <https://www.hertz.com/rentacar/reservation/>
- 1-800-654-3131

3. National

- <https://www.nationalcar.com/en/home.html>
- 800-777-5050

4. Go-Rentals

- <https://www.gorentals.com/>
- 800-464-8267

5. Enterprise

- <https://www.enterprise.com/en/home.html>
- 855-733-8990

NOTE: Most clients / crew should have an account with any of the rental car providers listed above. This enables us to arrange for vehicle **delivery**. Without an account, client/crew will almost always be required to pickup the vehicle from the rental companies front desk.

B. Chauffeurs

1. Limolink

- <https://www.limolink.com/>
- Reservations@limolink.com
- 877-798-5466

2. Horizon Limousine

- <https://www.horizonlimo.com/>
- info@horizonlimo.com
- 1-805-277-7212

3. Savoya

- **test**
- <https://core.savoya.net/#/>
- **USER: flightcontrol@sunairjets.com**
- **PASS: welcome1**
- 1-805-277-7212

4. Charm Chauffeurs

- *Only located near Rifle, Aspen, Eagle, and Grand Junction Colorado (RIL / ASE / EGE / GJT).*
- **Charm@charmchauffeurs.com**
- 970-945-5110 (office)
- 970-618-5110 (cell)

4.1.9 Caricom eAPIS

For flights traveling to the Caribbean, we are required to submit Caricom eAPIS (Advance Passenger Information System).

- <https://caricomeapis.org/Default.aspx?tabid=396>
- User: sunair
- Pass: n855sa

4.1.10 Miscellaneous Websites

Listed below are a series of websites that serve as excellent resources when executing your daily tasks. It is recommended that you bookmark these websites (as well as the above) for future use.

1. <https://www.fltpplan.com/#>

- Provides weather forecasts, NOTAM's, a map displaying TFR's, runway & approach info, and easy-access links to Airport / Facility Directory entries (AFD).

2. <https://www.aviationweather.gov/>

- Provides weather forecasts, to include METAR & TAF, as well as 7-day forecasts for USA locations.

3. <https://www.notams.faa.gov/dinsQueryWeb/>

- Provides listings of NOTAM's.

4. <https://www.notamdecoder.com/>

- Translates NOTAM's to plain text.

5. <https://www.boeing.com/commercial/noise/list.page>

- Provides a comprehensive listing of Noise & Emissions Restrictions.

6. https://www.faa.gov/air_traffic/flight_info/aeronav/digital_products/dafd/search/

- Provides AFD entries.

7. <https://www.nhc.noaa.gov/cyclones/>

- Provides information on Hurricanes.

8. <https://www.worldtimebuddy.com/>

- Provides assistance with calculating times.

9. <https://www.fly.faa.gov/flyfaa/plaintext.html>

- Provides information on ground stops in the United States.

NOTE: If a website or login is not listed here, check the 'FC Misc.' document in Teams!

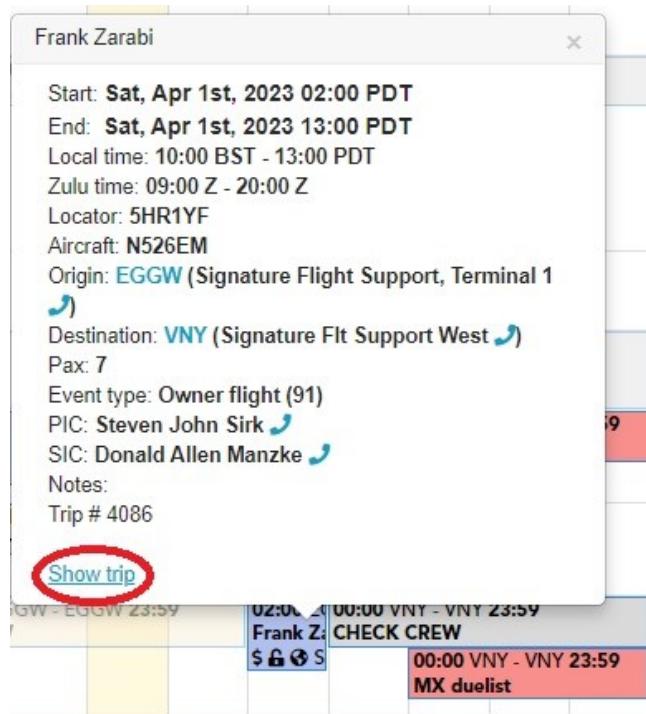
4.2 JetInsight

Navigating JetInsight (JIS) can be difficult at first, as it has numerous features and functions.

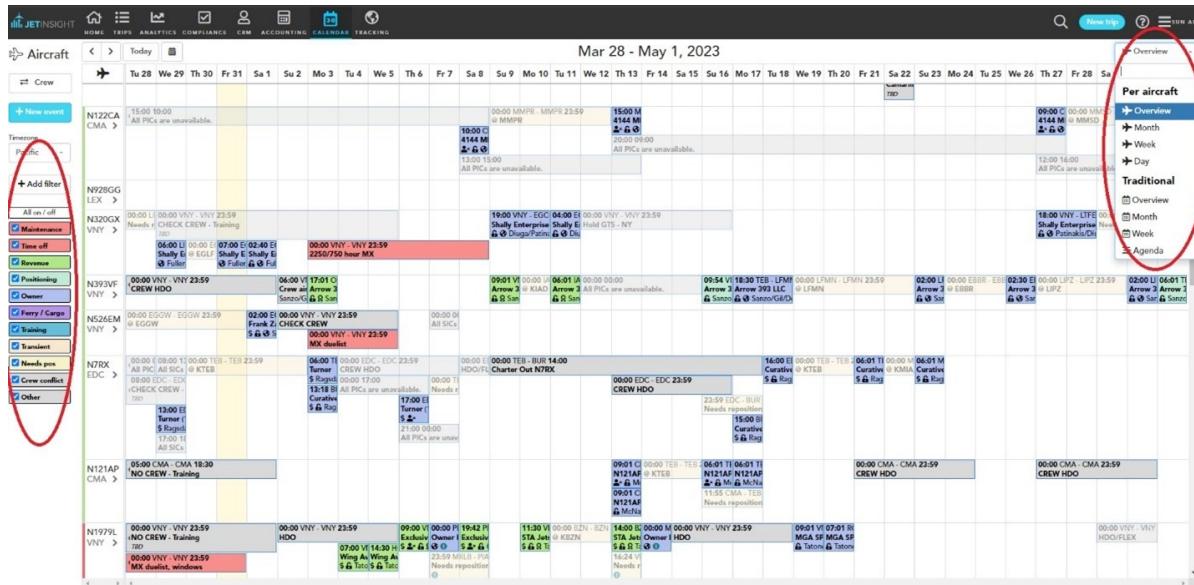
4.2.1 Calendar

The calendar tab of JIS displays a comprehensive listing of our companies scheduled aircraft movements, maintenance events, crewing events, and chartering events. Also shown are general events and brokered flight events.

This tab will serve as your primary interface with JIS, as each item on the calendar serves as a link you can use to access trip entries.



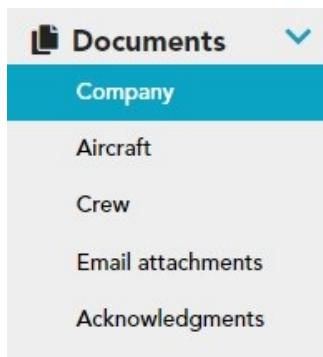
There are several modular options available to adjust the display to your preference, to include an Overview of the calendar, a monthly, weekly, or daily view, as well as filters to adjust what events are shown.



4.2.2 Compliance

The compliance tab in JIS hosts our aircraft Flight Log entries, FRAT, Crew Duty Log entries, Crew-Update Acknowledgements, various Crew Qualification / Certification listings, Aircraft Status and Discrepancy listings, and the Sun Air Jets Document and Publication library.

Each of these selections serves a purpose, but the most important one for you to know at this point is the 'Documents' tab, or rather the [SAJ Documents and Publications Library](#).



Under the “**Company**” option, you’ll find an electronic copy of our General Operating Manual (GOM), our Operations Specifications (OpSpecs), Various certificates and regulatory documents that are company specific, manuals for training, safety, and policies, Customs and Insurance documents, and many other important items. When in need of a specific document for reference, when in doubt, check here!

Under the “**Aircraft**” option, you’ll find an index of our fleet, and if you select one of the aircraft, you’ll find aircraft specific documents such as Airworthiness, Insurance, and fuel cards.

Under the “**Crew**” option, you’ll find an index of our crew members, and if you select one of the crew members, you’ll find various crew-specific documents such as Pilots License, Medical Certificate, and Passport.

4.2.3 CRM

The CRM tab in JIS serves as the directory for all customer / passenger / client entries and accompanying information, as well as an internal directory and an airport information entry hub. If you need to know information about an airport, this should be your first stop.

NOTE: Further information regarding the use of JetInsight can be found in later applicable sections of this manual.

4.3 ForeFlight

Flight Control plays a pivotal role in the ForeFlight website. Our primary interface will be the “**Dispatch**” tab, where we can search through and interact with any flight plans for our fleet, irrespective of status or creator.

JetInsight has a unique Application Programming Interface (API) that enables entries found on the JIS platform to generate flight plans in the ForeFlight platform. These entries populate 72 hours prior to ETD and are, in most cases, the flight plans that shall be used by our pilots. To identify these flight plans, note that they will be listed as “Created by – Scheduling”.

ETD	AIRCRAFT	DEP	Service provider	Pilot	CREATED BY	FILING STATUS	TAGS	ACTIONS
Apr 01, 09:40Z / 10:40 BST	N320GX (GLEX)	EGCC	KV	Steve Sirk	Scheduling / JetInsight	Not Filed	CQWIRJ TRP28818	Edit More
Apr 01, 09:00Z / 10:00 BST	N520EM (GLF5)	EGGV	KVNY	Released	Scheduling / JetInsight	Not Filed	SHRIFTY	Edit More
Mar 31, 20:30Z / 14:30 MDT	N920UP / SJE92 (H25B)	KHCR	KCMA	Released	Steven Wolcott	Scheduled ACK - Cleared	Y568SL	Edit More
Mar 31, 17:45Z / 10:45 PDT	N920UP / SJE92 (H25B)	KLAX	KHCR	Released	Steven Wolcott	Scheduled ACK - New Expected	Y568SL	Edit More
Mar 31, 16:00Z / 10:00 CST	N787TN / SJET8 (GLF4)	MMMY	KVNY	Released	Greg Baxter	Scheduled ACK - Cleared	6M9KOH	Edit More
Mar 31, 15:45Z / 08:45 PDT	N977AF / SJE97 (C750)	KVNY	KHOU	Released	Brett Franco	Scheduled ACK - Cleared	5Q0NU	Edit More

You can filter the flight plan results by narrowing the created by option to show the desired creator (i.e., scheduling in this case).

Another key feature of ForeFlight is the “**Maps**” tab, wherein items such as effective NOTAMs, TFRs, forecasted weather to include Icing, winds aloft, visibility, etc, are available to be viewed. These options are available via the layers option imaged below. Another important function of the Maps tab is the search bar, where you can locate airports and view associated data such as frequencies, weather, airfield composition, arrival / departure / approach procedures, and effective NOTAMs.

NOTE: Further information regarding the use of ForeFlight can be found in later applicable sections of this manual.

5.1 General

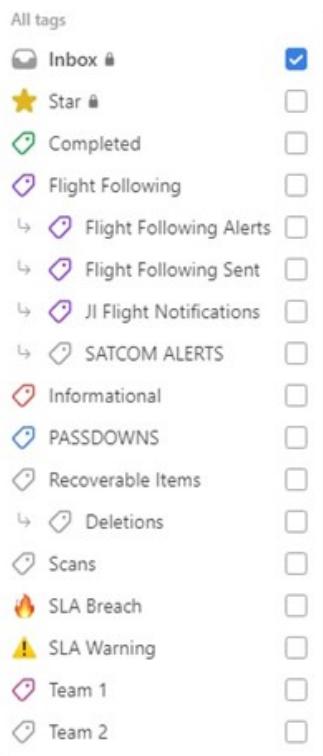
Each Flight Controller possesses a personal email address (IE. JDoe@sunairjets.com) as well as authorization to operate the flightcontrol@sunairjets.com email. Within this communal email, each Flight Controller is expected to categorize and sort emails in accordance with the following system to ensure we prevent, to the greatest extent possible, any emails going un-read / unanswered. Below are the categories, meanings, and examples of when each is applicable.

SAJ Flight Controls primary Emailing interface is the Front Application, which affords us many useful features such as categorizing emails, sorting emails into specific inboxes, and filtering our inbox to locate emails that have been categorized, or **tagged** in a specific manner.

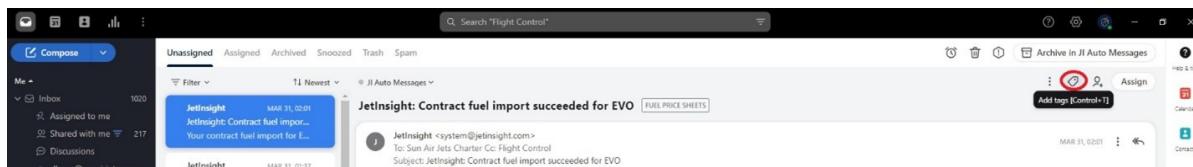
5.2 Tags (Categories)

Tags, or Categories as they are labeled in the Front Application, are used to label emails in the flightcontrol@sunairjets.com inbox. They are a helpful tool utilized by our team internally to facilitate the rapid identification of email status (such as COMPLETE or REQUIRES ACTION), and for some categories, to indicate content.

The current list of Tags are as follows:



The drop menu shown above can be found as described below:



In the Front Application in the top right corner of the screen, find the (circled in image) Tag icon and left-click to open the drop-down menu listing all available tags.

Ensure the email you wish to tag is selected prior to applying tags.

5.3 Tag Meanings / Definitions

Team 1

- Any email whose content is specifically regarding Team 1's fleet and/or Team 1's responsibility(ies).

Team 2

- Any email whose content is specifically regarding Team 2's fleet and/or Team 2's responsibility(ies).

SLA Warning

- Any email that requires some form of ACTION by our department.
 - This tag will most often be used in conjunction with Team 1 and Team 2 tags.
 - **NOTE:** This tag will automatically apply itself to any email that has not been interacted with within 15 minutes of receipt.

SLA Breach

- Any email that requires some form of ACTION by our department.
 - This tag will most often be used in conjunction with Team 1 and Team 2 tags.
 - **NOTE:** This tag will automatically apply itself to any email that has not been interacted with within 30 minutes of receipt.

Completed

- Any email that has been responded to or actioned accordingly, and requires no more action / attention by our department.
 - This tag will most often be used in conjunction with Team 1 and Team 2 tags.
 - **NOTE:** Applying this tag will automatically remove SLA Warning and/or SLA Breach tags.

Pending Reply

- Any email that requires an EXTERNAL response.
 - This tag will most often be used in conjunction with Team 1 and Team 2 tags.

 Flight Following

- ↳  Flight Following Alerts
- ↳  Flight Following Sent
- ↳  JI Flight Notifications

- Any email whose content is specifically regarding the movement or flight following of an aircraft.

 Informational

- Any email whose content does not require action, nor response, but is informational in nature and should therefore be reviewed by the team(s).

 PASSDOWNS

- Any email whose content is specifically regarding internal &/or interdepartmental pass down information.

5.4 Team Criteria

The primary criteria that determines to which team an email's responsibility is assigned is the aircraft tail number in question, and/or the client if that client is tail number specific (IE one of our aircraft owners' companies). To decide which team label should apply to an email, look for context in the email subject line, or failing that, context clues within the body of the email itself, such as email signature.

Emails that contain any of our fleets tail numbers in either the subject line or the body of the email should automatically be tagged with their respective team tag, however this may not be 100% effective, and does not apply to emails lacking that information. It is imperative to ensure no email goes unsorted, and to identify any that have not been sorted and tag emails accordingly.

The current Team 1 and Team 2 fleets are as follows:

<u>Team 1</u>	<u>Team 2</u>
N393VF	N122CA
N7RX	N320GX
N624PD	N526EM
N789TN	N121AP
N850JP	N1979L
N977AF	N139MB
N636SY	N818EZ
N89MB	N92UP
N751ED	N421LT
N928GG	N317LT

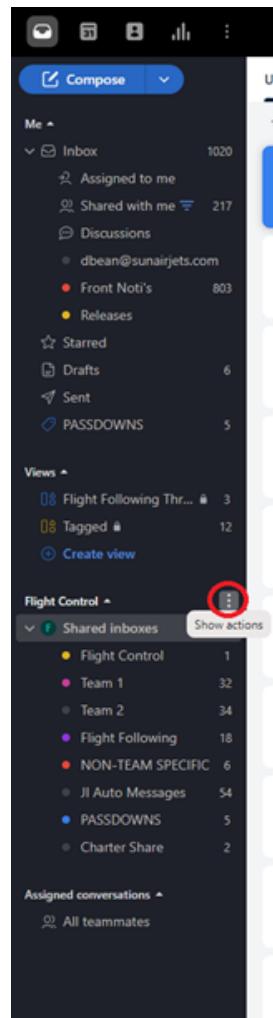
5.5 Setting Up Your Inbox for Success

The Front application is a highly modular application that allows for very individualized user interface. The below basic steps will be required to ensure minimum compliance with Flight Control processes and procedures.

5.5.1 Inboxes

The flightcontrol@sunairjets.com inbox has multiple sub-inboxes used for filtering and/or sorting emails. These include inboxes for Team 1, Team 2, Flight Following, Informational, JIS Auto Messages, and Pass-downs.

To view all these inboxes in your sidebar, hover over the 3 dots to the right of “Flight Control” (circled in red in the image below) and left click, then select “Edit Sidebar”:



Next, select “**Add shared inboxes**” *imaged here*:

● Add shared inboxes +

And select all available inboxes. After clicking out of the drop box, select the blue “**Save**” icon.

NOTE: You can drag the inboxes around to organize them to your preference.

It is recommended that you also select “**Create View**” *imaged here*:

+ Create view

1. Name this view “To-Do” or some variation therein,
2. Select a color,
3. In the “**In any of these inboxes**” drop box select all available options,
4. In “**Filtered by any of these tags**” select **SLA Warning** and **SLA Breach**,
5. Then select “**Create**”.

This will enable you to view any emails that are showing as requiring action by our department.

5.5.2 Side Notes

Clicking into any of these inboxes will show you only emails that have been tagged with those Tags, however, clicking into the “**Shared Inboxes**” inbox will show you all emails Flight Control has received, irrespective of tag.

The “**Flight Control**” inbox will show you any newly received emails that have not yet been tagged.

5.6 Email Subject Line Formatting

Email subject lines, when well maintained and meticulously moderated, are a helpful tool to aid in the fast and easy identification of an email's contents and purpose. However, subject lines can become disorganized and unhelpful very quickly if proper procedure is not observed. It is important that we uphold a standardized subject-line format to ensure the easiest reference(s) when answering / receiving emails.

Each Controller shall format the subject lines of their emails in accordance with the example(s) below to the greatest extent possible, as allowed per the situation.

The standardized format is:

- **Client** (e.g.: Shally / MGA / Stockdale)
- **Tail #** (e.g.: N393VF / N324WK / N977AF)
- **Route of Flight** (e.g.: CMA – VNY – BFL – VNY – CMA)
- **Date(s) of trip** (e.g.: 21November or 25 – 28November)
- **Trip #** (Also known as booking # in JetInsight)
- **Topic of discussion** (e.g.: Catering Inquiry / Ground Trans Details / Pax Manifest)

From: flightcontrol@sunairjets.com
To: Flight Control Cc Bcc
Subject: Client | Tail Number | Route of flight | Date(s) | Trip number | Topic of discussion|

EXAMPLES:

- MGA | N1979L | VNY – TEB – VNY | 22-24Jan | T# 1234 | Preliminary Itinerary
- Salem | N977AF | CMA – AUS – MCO – NEW – CMA | 19-27Feb | T# 1235 | Passenger Manifest
- NetJets | N92UP | CMA – SBA – SNA – CMA | 17Mar | T# 1236 | Confirm ETD's

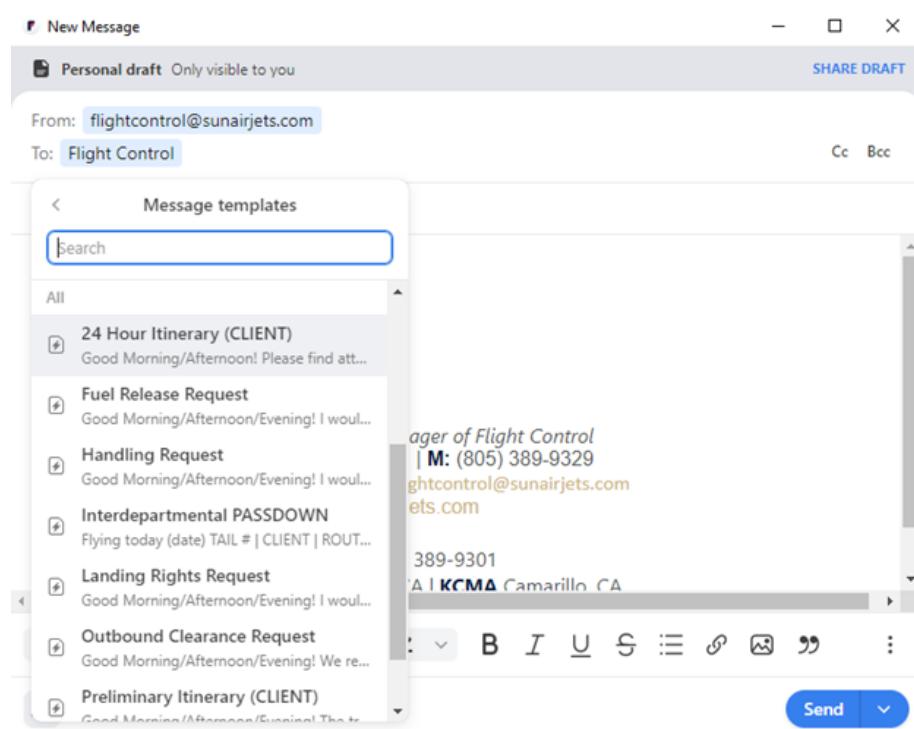
5.7 Email Templates

There are many coordination emails whose contents should be standardized to the greatest extent possible. In the pursuit of this, templates for our most standardized communications have been made available in the Front application.

To access these templates, select “Compose” to begin writing an email, enter the From: and To: information as applicable, SKIP the Subject line, and in the body of the email, type /template.



This will populate a clickable option to view a drop-box of the available templates from which you can select the template you desire.



After selecting your desired template, **BE SURE** to edit the subject line and any pertinent portions of the email prior to sending.

Within the body of the email, portions that need to be edited for each iteration are written in RED, but should be turned back to black prior to sending to recipient(s).

5.8 JetInsight Mailing Procedures

5.8.1 JetInsight Email Formatting

One of the features we utilize in the JetInsight platform is the ability to distribute trip sheets to client and crew directly from the website. Below is a brief overview of this topic and some standardized exceptions to the rules / regulations defined above.

This function can be found via the following routing:

- JetInsight Calendar Page
- Select trip icon for trip in question

The screenshot shows the JetInsight Aircraft schedule interface. The top navigation bar includes links for New Tab, Mail - Dallas Bean ..., jetinsight, FitPlan.com, airport I.D.'s, AVWX, NOTAMS, ARINC, and Noise Restrictions. The main header has tabs for HOME, TRIPS, ANALYTICS, COMPLIANCE, CRM, ACCOUNTING, CALENDAR (which is selected), and TRACKING. On the left, there's a sidebar with filters for Crew, + New event, Timezone (Pacific), + Add filter, Maintenance, Time off, Revenue, Positioning, and Owner. The main area displays a calendar grid for the month of May. The grid shows various flight trips for different aircraft. A yellow circle highlights a specific trip entry for aircraft N624PD on May 20th, which is listed as "12pm O Dobbins HDO Rios/Cri". Other visible flights include "12am VNY - VNY 11:59pm Check crew w/ Fit Ops" and "10am VI Bristol C \$ & Rios". The interface also shows flight details for N789TN, N139MB, and other aircraft.

- Select the hyperlink "Show trip" at the bottom of the pop up box
- Select "Trip docs" tab in the left column

The screenshot shows the JetInsight software interface. At the top, there is a navigation bar with various tabs like New tab, Mail, JetInsight, FitPlan.com, airport I.D.S., AVWX, NOTAMS, and ARINN. Below the navigation bar, there is a secondary menu with icons for Home, TRIPS (which is selected), ANALYTICS, COMPLIANCE, CRM, ACCOUNTING, CALENDAR, and TRACKING.

The main content area displays flight information for a booking: Booked (booking # 4036) 3LHYWD N624PD 11/21/22 Owner flight. A progress bar indicates the trip is 100% complete.

A warning message in a yellow box states: "Warning: Trip has not been officially released."

The "TRIPS" section contains several tabs:

- Overview
- Communication
- Documents
- Audit trail
- Integrations
- Request (green checkmark)
- Quote (green checkmark)
- Availability (green checkmark)
- Checkout (green checkmark)
- Schedule (radio button)
- Crew (radio button)
- Passengers (radio button)
- Services (radio button)
- Trip notes (radio button)
- Release (radio button)
- Trip docs** (radio button, highlighted with a yellow circle)
- Day of flight (radio button)
- Flight log (radio button)
- Expenses (radio button)
- Invoice (radio button)
- Payment (radio button)

Below the tabs, there is a checkbox labeled "Include all segments" which is checked.

The "Passenger" section includes "Passenger itinerary".

The "Crew" section includes "Crew itinerary", "Aircraft status sheet for N624PD", "Pre-flight log", and "Post-flight log".

The "Acknowledgments" section is also present.

NOTE: The procedures for sending documents via JetInsight are DIFFERENT for passenger docs and for crew docs.

5.8.2 Email For Crew:

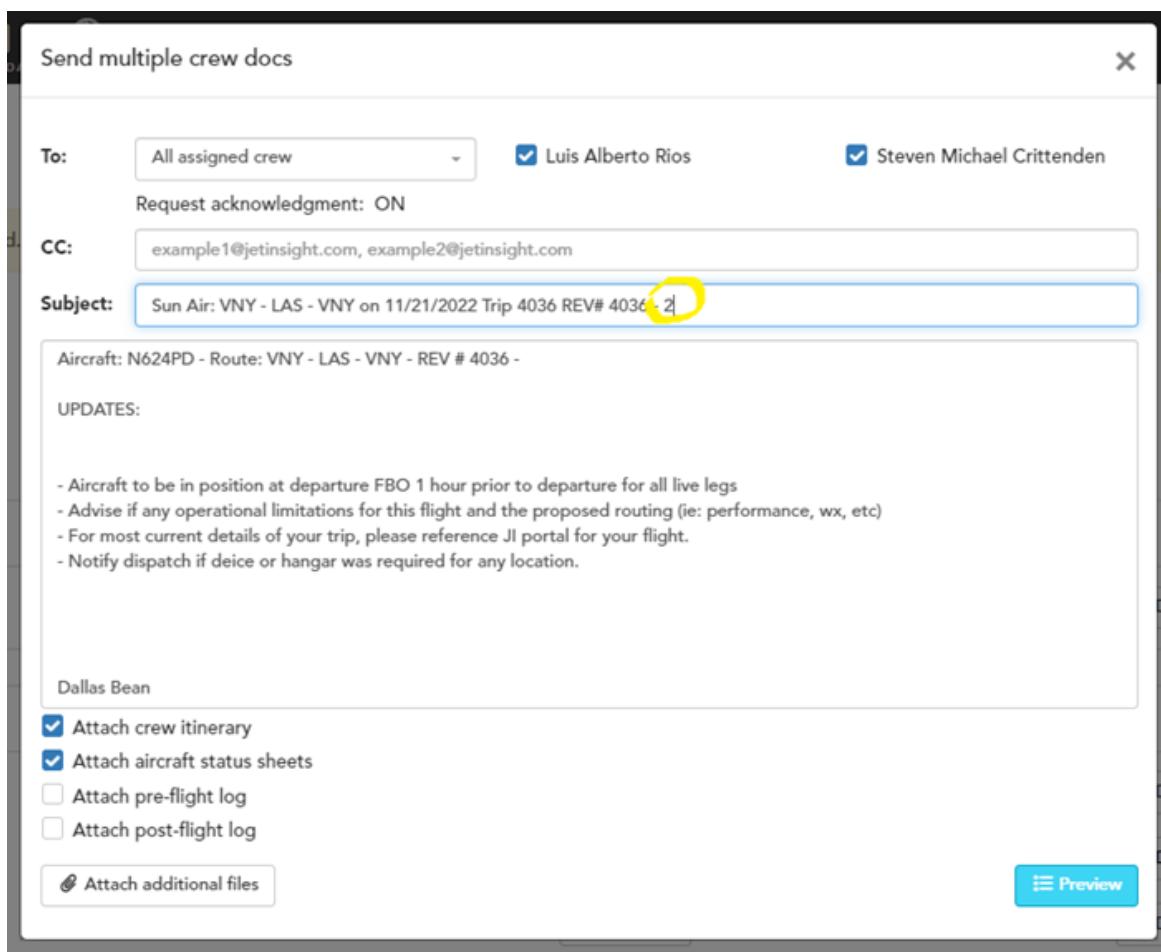
Select the “Email crew docs” button on the right side of the Trip Docs page.

An email prompt will popup once you’ve done this, and the generic template will already be in there. A few revisions are required prior to sending though!

In the “Subject” Line, select the blue Pen & Paper icon to edit, then enter the appropriate Revision number.

This number is chronological and simply refers to how many trip updates have been sent out before the one you are sending now.

In the case of the example below, this will be the second trip update sent to the crew, and therefore, is revision # 2:



Next, the top line in the body of the email will *ALSO* require the revision number, as shown below:

The screenshot shows an email configuration screen. At the top, there are fields for 'To' (set to 'All assigned crew'), 'CC' (containing 'example1@jetinsight.com, example2@jetinsight.com'), and 'Subject' (set to 'Sun Air: VNY - LAS - VNY on 11/21/2022 Trip 4036 REV# 4036 - 2'). Below these, under 'Request acknowledgment:', the option 'ON' is selected. In the message body, the text 'Aircraft: N624PD - Route: VNY - LAS - VNY - REV # 4036 - 2' is displayed, with the revision number '4036 - 2' highlighted by a yellow circle. Below the message body, there is a section labeled 'UPDATES:'.

Lastly, on the next line – “UPDATES:” Provide a brief listing and description of any edits that have been made to the trip between the prior revision and the new one so that the crew knows what has been updated.

Once these steps have been performed, you must **Deselect** “Attach crew itinerary” and “Attach aircraft status sheets, select the blue “Preview” button, and then the blue “Send” button.

NOTE: Send crew trip sheet to CONTRACT crew members, as they don't have access to JIS.

5.8.3 Email For Passengers:

Select the “Email passenger docs” button on the right side of the Trip docs page.

An email prompt will popup once you’ve done this, and the generic template will already be in there. A few revisions are required prior to sending though!

The subject line should not require any revisions.

Make sure any additional email contacts are entered into the “CC:” box, with ; separating each email.

In the body of the email, check to make sure that the name used to address the client at the top is correct, and correct it if not.

There are 2 blocks within the body of the email that will require manual entry:

CC: diana@bristolcompanies.net, pkessler@bristolcompanies.net

Subject: Bristol Capital Advisors, LLC: 4036 VNY - LAS - VNY on 11/21/2022 - Passenger itinerary

Ms Derycz-Kessler,
The trip sheet for your flight from Van Nuys to Harry Reid Intl on N624PD is attached and reflects our preferred FBOs. Please note that for all trips in progress the contact for our 24/7 Flight Coordination team is dispatch@sunairjets.com or (805) 389-9321. For questions regarding your quote, please contact our Charter team at charter@sunairjets.com or by phone at (805) 389-9335.

***Due to the onset of Winter weather conditions, hangar and de-ice fees may be incurred. SAJ Flight/Sales will do our best to communicate when these items are required but they will be billed at the end of your trip**

When able, please forward a copy of your tripsheet including;

- Departure times,
- Passenger names and date of birth
- Catering and transportation request **Please note that 25% admin processing fee will apply if arranged by SAJ**
- Special request
- Special crewing requirements (Wyvern, ARG/US, etc).
- For Part 135 (Charter flights): All passengers over 18 years old must be able to present valid ID to flight crew prior to boarding
- Advise if any firearms golf bags or skis will be on board. *Some aircraft may have limited ability to store these items. The lavatory and aisle cannot be used for storage per FAA regulations

The Feasibility Summary for your flight can be found below

For your upcoming flight the passengers will require the following for entry into their destination:

The flight tracking link for your flight is listed here:
<https://client.jetinsight.com/trips/3LHYWD/tracking?t=uuCtBY4-YCz5OjUENQJ6ALEj>

After the section circled above, you may enter the Summary of the feasibility report that was conducted on this trip.

NOTE: Please always maintain professionalism, even in internal documents, and make sure the contents of your feasibility summary are appropriate prior to sharing with client.

CC: diana@bristolcompanies.net, pkessler@bristolcompanies.net

d. Subject: Bristol Capital Advisors, LLC: 4036 VNY - LAS - VNY on 11/21/2022 - Passenger itinerary

Ms Derycz-Kessler,
The trip sheet for your flight from Van Nuys to Harry Reid Intl on N624PD is attached and reflects our preferred FBOs. Please note that for all trips in progress the contact for our 24/7 Flight Coordination team is dispatch@sunairjets.com or (805) 389-9321. For questions regarding your quote, please contact our Charter team at charter@sunairjets.com or by phone at (805) 389-9335.

Due to the onset of Winter weather conditions, hangar and de-ice fees may be incurred. SAJ Flight/Sales will do our best to communicate when these items are required but they will be billed at the end of your trip

When able, please forward a copy of your tripsheet including;

- Departure times,
- Passenger names and date of birth
- Catering and transportation request **Please note that 25% admin processing fee will apply if arranged by SAJ**
- Special request
- Special crewing requirements (Wyvern, ARG/US, etc).
- For Part 135 (Charter flights): All passengers over 18 years old must be able to present valid ID to flight crew prior to boarding
- Advise if any firearms golf bags or skis will be on board. *Some aircraft may have limited ability to store these items. The lavatory and aisle cannot be used for storage per FAA regulations

The Feasibility Summary for your flight can be found below:

For your upcoming flight the passengers will require the following for entry into their destination:

The flight tracking link for your flight is listed here:
<https://client.jetinsight.com/trips/3LHYWD/tracking?t=uuCtBY4-YCz5OjUENOJ6ALEj>

Lastly, if the trip and/or destination(s) exhibit special requirements, that info should be shared at the circled portion above.

If not applicable, please remove this section from the email.

Once these steps have been performed, you may select the blue "Preview" button, and then the blue "Send" button.

6.1 General

The Sun Air Jets Flight Control Department can be likened to the switch-board operators of the company, insomuch as our department is responsible for answering and transferring calls after having collected any pertinent information from the caller.

There are many standardized phone calls that we expect to receive, most of which are listed below:

1. Crew Coordination

a. The crews of our aircraft are expected to contact us for a multitude of reasons, including:

- Crew on-site / in-position notification
- Passenger boarding and engine start notification
- Arrival notification
- Flight assessment and client feedback

b. Less common but still standardized phone calls from the crew include:

- Anticipated delay of flight
- Maintenance issue(s)
- Operations request(s)
- Transfer to other department
- Crew release
- Miscellaneous request(s)

2. Maintenance Issue(s)

a. Our crews are directed to contact **805-389-9333** to discuss any maintenance issues that may occur with the maintenance department. Our department intercepts these phone calls first to record the information being transmitted, prior to connecting the crew member with the maintenance department.

b. Once you have collected all pertinent information, forward the crew member back to phone number **805-389-9333** and allow the call to ring out, so that the call may proceed to the members of the maintenance department.

c. Your next step will be to initiate an email thread to **AOG@sunairjets.com** describing the information you've obtained, your observations, and requesting updates from the maintenance department concerning this issue.

- This email thread will act as the primary communication hub to discuss this maintenance event and for coordinating any resulting actions.

6.2 Call Forwarding

Sun Air Jets receives many phone calls intended for other departments, therefor, Flight Controllers must be able to transfer or forward phone calls. In order to do so, the Flight Controller shall select (on the physical phone) the “Transfer” button, the “Blind” button, type the extension they wish to forward to, then select “Send”.

Below is a speed dial listing for important contacts:

Maintenance	<u>805-389-9333</u>
Charter	<u>805-389-9335</u>
In-Flight	<u>805-389-9307</u>
Operations	<u>805-389-9303</u>
Manager of Flight Control	<u>805-389-9329</u>
Accounting	<u>805-389-9305 / 9338</u>
Training and Records	<u>805-389-9383</u>
Director of Maintenance (Rob Cox)	<u>805-389-9308</u>
CFO (Steve Maloney)	<u>805-389-9393</u>
CEO (Brian Counsil)	<u>805-389-9302</u>
Justin Sherrill	<u>805-389-9306</u>
Makayla Gorski	<u>805-389-9360</u>
Karen Romero	<u>805-389-9373</u>
Naima Genitempo	<u>805-389-9330</u>
JetWorx VNY (Line Serv.)	<u>+1-818-397-0538</u>

7.1 Passdowns

At the completion of each shift, a personal Pass-down will be created by each Flight Controller and emailed to the person(s) assigned to be on call.

The Operations team email (operations@sunairjets.com) and any designees exercising operational control per OpSpec A008, and flightcontrol@sunairjets.com are to be including in these emails.

- The subject line should state, "Official Pass-down XX to XX". The initials of the person sending the Pass-down and receiving the Pass-down should be included in the subject line.
- The Pass-down should include any/all pertinent information that has been collected during the Controllers shift, to include pending communications, tasks (Email(s) and/or to-do or checklists) and include trip status for active flights.

At the end of each business day (4-6pm PDT/PST), Flight Control will issue an inter-departmental pass-down (template available in Front) addressed to Sun Air Jets Operations, Director of Operations, Chief Pilot, Chief Pilot Assistant, Director of Maintenance, and Assistant Director of Maintenance.

8.1 General

It is the responsibility of the SAJ Flight Control teams to perform the task of flight following our aircraft. SAJ utilizes the Satcom Direct, FlightAware, and JetInsight programs to actively track our fleet when flying domestically and internationally. These programs are set to email flightcontrol@sunairjets.com whenever a flight plan is filed, an aircraft departs, enroute diversion, enroute ETA change, near destination (45 minutes), and aircraft arrival.

8.2 Phases of Flight Following:

1. In position

For all live legs, aircraft should be in position no less than 60 minutes prior to departure. Any exception to this must be pre-approved by a member of the Operations team and shall be relayed to the client.

All in-position reports should include the status of catering and/or special request(s). Also include any logistical items crew must attend to (IE Fueling / Lavatory Service / De-Ice / etc.).

NOTE: Empty reposition departures do not require flight following.

2. Report Delays

For flights delayed more than 30 minutes, contact crew to ascertain the reason for delay and advise client or ask client for update regarding passengers.

3. EDCT Delays

For flights issued an EDCT (Estimated Departure Clearance Time), advise client of the EDCT time and update as necessary.

4. Passenger Boarding / Starting Engines

Advise client once passengers have boarded and the pilots report starting engines.

5. Movement Message (DEPARTURE) (& ETA to destination)

Share the movement message (Departure message) with the client. ETA should approximate the planned time of arrival.

6. Movement Message (ARRIVAL)

Share the movement message (Arrival message) with the client.

7. Post Flight Recap, Post Flight Feedback

Post flight recap is a critical element of customer service. It is imperative that the flight crew provide as much detail as possible regarding the flight experience, passenger comments, pax temperament, and overall feelings about the flight and service in general. This should be sent within 1 hour of completion of flight.

NOTE: Ask the crew at least 3 questions. It doesn't matter what it is; just get them to talk about the trip.

8.3 Notes

On an international flight, SAJ Flight Controllers rely on communicating with our handling vendors and messaging with the aircraft/flight crew to provide these notifications.

After hours, it is the responsibility of the Flight Controller on call to ensure that an aircraft has arrived as scheduled at its intended destination.

For any aircraft that is overdue for arrival by more than 1 hour without communication, the Controller(s) on duty must contact Operations, and the Emergency Response Plan (ERP) may be activated (Refer to the ERP for the proper activation process).

For any deviations from original flight schedule, the client must be notified immediately (i.e.: diversions for weather, medical, etc.)

8.4 Flight Following Contacts

All flight following (FF) contact information can be found in the following locations:

1. Part 135 charter: FF info can be found in the Trip Notification email, in JIS Overview Tab under Internal Communication Log (General), and within the trip under the Communications > Flight Tracking tabs.
2. Part 91 Owner: FF info can be found in the trip in JIS under the Overview > Internal Customer Profile.

Info from the Trip Notification or the Profile should match the information in Communication > Flight Tracking.

8.5 Flight Following Formatting

JetInsight is set up to send auto messages to all clients, but it is limited to a wheels-up / ETA to destination message and a wheels-down message upon arrival at destination.

Messages such as "In Position", "Passengers Onboard / Starting Engines", "Movement Message (DEPARTURE)", "Movement Message (ARRIVAL)", or "Post Flight Recap" need to be created manually and will follow a common subject line template and format.

A. Subject Line

- "Client | Tail # | Route of flight (live legs only) | Date | Flight Follow"
- **EXAMPLE: "MGA | N1979L | VNY – TEB | 11Jan | Flight Following"*****
- All FF messages should be categorized/tagged in the email interface as a flight following message.

B. Body of email

- "TAIL # (Type aircraft) departed city/town (3 Letter ID for airport) at (Departure time and time zone, IE: 00:00 PST) enroute to destination city/town (3 Letter ID for airport) for an estimated arrival of (ETA and local time zone of destination, IE: 03:01 CDT)"
- ***EXAMPLE: "N977AF (C750) departed Camarillo (CMA) at 07:31 PST enroute to Van Nuys (VNY) for an estimated arrival at 07:38 PST"*****

9.1 General

When a new trip is requested or created, it is the responsibility of Flight Control to identify the available crew for said trip. We are also responsible for coordinating with the crew through trip completion. This section will review crew assignments, crew qualifications, and crew coordination.

9.2 Flight Control Assignment / Aircraft Crewing

9.2.1 Special Crew Assignments and Third-Party Rated Crew

As a requirement of some of our partners, SAJ can provide crew that meets their individual standards. These crews are known colloquially as "rated crew". Rated crew can be considered as rated if they meet the standards for one of the following as required by our customer:

- Third-Party Rating Agency, i.e. Wyvern, Argus, ISBAO
- Individual customer standards such as Executive Jet Management (and their individual agencies) and XO Jet.

9.2.2 Crew Currency and Qualification Requirements

In order to be qualified, all crew members must meet the minimum requirements in Part 135.

In brief, these requirements are as follows:

1. Current 1st Class Medical Certificate
2. SAJ Indoctrination Training
3. Emergency Procedures Training
4. International Procedures Training
5. Part 135.293 (a) (b)* Initial or Recurrent Pilot Training
6. Part 135.297 Instrument Proficiency Check (PIC only)
7. Part 135.299 Pilot in Command Line Check (PIC only)
8. CPR
9. Food Handling and Safety

Flight Control must notify Operations of any/all warnings that appear in JIS regarding any of the preceding checks to ensure the crew can perform the flight under Part 135 rules. Although crew may show expired, that does not mean they are not qualified to fly Part 135. Most of these requirements have a grace period that extends through the month following the expiration date.

Any crew members with training items showing expired must be cleared to fly by the Operations team via email. Any approvals must be noted in JIS along with the approving party's name in the Release section of the corresponding trip.

9.2.3 Crew Duty Time and Flight Time Limitations

REQUIRED REST PRIOR TO DUTY	MAXIMUM BLOCK TIME (AT THE CONTROLS) ¹	MAXIMUM BLOCK TIME (AS PART OF AN AUGMENTED CREW) ²	MAXIMUM DUTY TIME ^{3, 4, 5}	REQUIRED REST UPON COMPLETION OF DUTY
Two Pilot Operations				
10 consecutive hours, or applicable compensatory rest ⁶	10 hours	N/A	14 hours	10 consecutive hours, or applicable compensatory rest ⁷
Three Pilot Operations				
10 consecutive hours, or applicable compensatory rest ⁶	8 hours	12 hours	18 hours	12 consecutive hours, or applicable compensatory rest ⁸

¹ Includes all commercial flying in any 24-hour period.

² Includes all commercial flying in any 24-hour period; Includes in-flight rest time; Rest area must have operational approval from the FAA.

³ On Duty for flights within North America — One hour prior to scheduled departure.

⁴ On Duty for flights outside of North America — Two hours prior to scheduled departure.

⁵ Off Duty for all flights — Thirty minutes after block in time.

⁶ Every attempt will be made to provide 14 hours of rest prior to a trip with four or more time zone changes.

⁷ Compensatory rest:

- 11 consecutive hours of rest if the flight time limitation is exceeded by not more than 30 minutes;
- 12 consecutive hours of rest if the flight time limitation is exceeded by more than 30 minutes, but not more than 60 minutes;
- 16 consecutive hours of rest if the flight time limitation is exceeded by more than 60 minutes;
- In all cases, the company will provide for no less than 24 hours of rest following a trip with four or more time zone changes.

⁸ Compensatory rest:

- 16 consecutive hours of rest if the flight time limitation is exceeded by more than 60 minutes.
- In all cases, the company will provide for no less than 24 hours of rest following a trip with four or more time zone changes.

NOTES:

- For two pilot crew operations, total scheduled flight time is not to exceed 10 hours during any 24 consecutive hour period (10 in 24 rule) – **14 CFR 135.267**.
- For two pilot crew operations for Part 135 flights, all legs must occur within the 14-hour scheduled duty day and allow for the 30-minute post flight following the last leg. The 30 minute post-flight can only be waived by the Director of Operations or Chief Pilot.
- For three pilot crew operations, each crew member is limited to no more than 8 hours scheduled flight deck time in any 24 consecutive hours. The total scheduled flight time for the crew is not to exceed 12 hours.
- JIS daily flight time calculations are based off a running 24-hour clock which calculates the total flight time with the leg being reviewed included.
- The crews “10 in 24” total can be found in the “Crew” tab within any trip. This information can also be found in the “Release” tab within any trip.
- For all Part 91 flights, there are no minimums required for rest or maximum allowable hours for scheduled flight time. However, all trips and routing are subject to the discretion of the Director of Operations, Chief Pilot, or any other Operations personnel at the direction of the Director of Operations or Chief Pilot, or their designee. As such any flight day which exceeds the maximum scheduled duty time and/or scheduled flight hours must be approved by the Director of Operations, Chief Pilot, or their designee.

9.2.4 Flight Logs and Non-Flying Duty

In order to ensure that all crew members flying and non-flying duty are accurately recorded, SAJ Flight Controllers shall keep an account of crew member activities in JIS to consist of the following and to be updated daily:

1. Ensure flight crews have entered flight log times into JIS Flight Log records.
2. Ensure duty times for all flight days have been entered daily for all full-time flight crew members under the crew member's individual "Duty Log".
3. Ensure all crew members non-Flight duty times are recorded. Non-Flight Duty times consist of the following:
 4. Training, Days off, Airline, Office duty
 5. Standard non-flying duty
6. To comply with FAA crew rest regulations, all SAJ flight crews shall be assigned a "Standby" duty period for all scheduled non-flying days during a trip or at home base. The non-flight duty period shall be 0600-2000 local time if the aircraft is based out of Camarillo, CA (KCMA), or 0900-2300 Local if the aircraft is based in Van Nuys, CA (KVNY) or outside of California.

NOTE: This duty period will be taken into consideration when calculating the crew's maximum duty day to not exceed 14 hours. In other words, their day starts with the standby time if a flight books after they have dutied-on.

The standard standby duty day listed above is based on local time where the crew is located.

EXAMPLE:

If a crew traveled to LFPB and are being assigned a standby period while they are in Paris, the duty time should be from 0600-2000 local. It will need to be converted to UTC for entry into the duty log.

Local Paris Time	UTC
0600	0400
2000	1800

The duty entry should be as **0400-1800** on the duty log.

ADDITIONAL NOTES:

- The standby day can be decreased to account for rest. You can either delay start or end earlier as the situation requires.
- The standby day is required but can be removed completely if there is only time for rest. The standby time is to ensure the crew gets an assigned rest period. Not the other way around.

9.2.5 Flight Crew Briefing

1. Initial

Flight Controllers are responsible for briefing flight crews for upcoming flights. Flight crews shall be briefed upon trip booking, or as soon as crew is assigned if not yet assigned upon booking.

- In the case of pop-up booking, notify crew immediately or when directed to by Charter Department.

When a flight initially confirms, Flight Control shall send the assigned flight crew a Preliminary Trip Notification Labeled REV #1 in both the subject line and body of email via JetInsight.

- Flight Control shall ONLY select “Attach crew itinerary” when contract crew have been assigned to that trip.

The purpose of the preliminary notification is to ensure the assigned crew is both aware of and acknowledges their assignment to the trip. Flight Control shall follow up with the crew members via telephone if crew does not respond in a timely manner or acknowledge the trip assignment via the JetInsight app.

2. Updates

Whenever an update or change occurs to a trip, the crew shall be notified via follow-up trip notification sent through JetInsight, labeled “REV # __” in both subject line and body of email, Wherein the REV # (or revision number) is derived from how many revisions have been sent to the crew for this trip.

- i.e.: For the 1st update to a trip, the REV # will be 2.

Flight Control shall include a brief description of the update in the body of the email to provide context for the crew.

3. 24-Hour Notification

The day prior to scheduled departure, Flight Control shall issue the crew a Final Brief, to include an electronic copy of the completed 24 Hour Release Worksheet encompassing the entire next days' duty day.

- In the subject line, type: FINAL BRIEF.
- Attach 24 Hour Release Worksheet.
- Include any “to do” items for the flight crew, such as stock/catering that needs to be purchased prior to the flight. The purpose of the final briefing is to give the flight crew the specific information they need to complete the mission. A follow-up call to the crew will be needed if they do not respond in a timely manner or respond via JIS.

The telephone brief is the last step in this process and should be placed during the crews standby or flight duty to ensure rest is not disrupted.

10.1 Staging

Flight Controllers shall notify the FBO(s) as applicable to stage an aircraft using the appropriate 'Stage Request' template in email interface. The necessary contacts will vary depending on location and may also warrant a phone call to confirm stage request has been received. Most commonly stages will be requested at Van Nuys (VNY), and should include the following email contacts:

lineservice@jetworx.com; ngenitempo@sunairjets.com; vny@signatureflight.com;

If staging time changes, update the stage request via email in the established email chain. In the subject line enter UPDATE.

In the body of the email, you should put any information that would be helpful to the CSR's:

1. Is there catering?
2. Ground transportation?
3. Are there passengers for arrival / departure?
4. Etc.

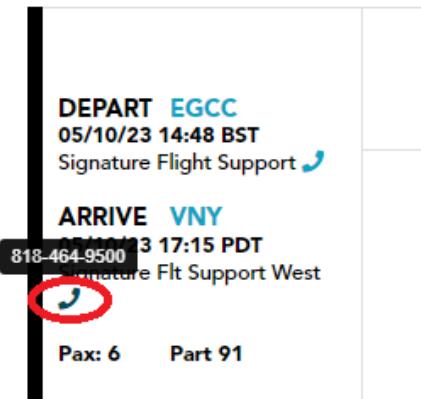
If, the flight is a new booking for a flight departing the same day, please CALL and email to ensure accurate coordination.

All flights for SAJ from our VNY facility must be staged no less than 2.5 hours prior to departure. This allows crews to taxi to another facility with at least a one-hour show at the requested facility.

For all stages at our CMA facility, the flight Controller shall send the stage request via Microsoft Teams.

10.2 Destination FBO Coordination

The Flight Control Team is expected to contact / coordinate all domestic arrival locations for our aircraft. Most often, this will mean reaching out to the destination FBO (Fixed Base Operator) and relaying the information pertaining to this trip.



There are multiple locations where an FBO's contact information is listed, but the easiest to access method is to proceed to the **Trip Notes** tab in the trip entry in Jet Insight then hover your mouse over the blue phone icon next to the location you wish to communicate with. A small box (imaged above) will populate showing the listed phone number for that FBO.

The FBO's contact number is also listed under the corresponding airport listing in the CRM tab, along with several other related pieces of information (email address, physical address, available services, etc).

When contacting a destination FBO, in addition to advising the destination of our aircraft's scheduled operation, the Flight Controller should also pose several questions to ensure a successful operation. The following are a minimum requirement for FBO coordination.

1. If not already listed in the JIS CRM tab, ask if the facility is IS-BAH certified?
 - a. If YES: Ensure this is recorded in the airport listing of the JIS CRM tab.
 - b. If NO: Ask the following questions and record the answers in the airport listing of the JIS CRM tab:
 - i. Does the FBO have a Fuel Quality program? Whose program?
 - ii. Do all Line personnel receive training in ground handling and refueling of aircraft? If so, whose program?
 - c. BE SURE THIS INFORMATION IS RECORDED IN THE JIS CRM TAB!
2. Are any special events scheduled to take place during the scheduled operation, and are there additional fees being assessed?
3. Is after-hours available? (If required)
4. Are all fuel trucks and deice trucks working?
5. What fees are associated with operating at your facility?
 - a. Expect fees for the following (not exclusive) items:
 - i. Handling
 - ii. Ramp
 - iii. Security / Infrastructure
 - iv. Hangar
 - v. Overnight parking
 - b. RECORD THIS INFORMATION IN THE TRIP NOTES!

For winter operations, it is imperative that we verify the destinations we are visiting provide services such as Hangar Space and de-ice.

Most facilities (that have hangars) offer the ability to park our aircraft inside their hangars, should they have space available. Availability can be affected by tenant aircraft, traffic, and size of aircraft, and hangars can rarely be guaranteed.

When traveling to a location where a hangar *may* be required, place the aircraft on the facilities "**Hangar List**" to be used at the pilots' discretion.

Additionally, the Flight Controller shall check with the facility to ensure that de-ice is available and functional.

NOTE: If arranging a GUARANTEED hangar space, be extra certain of our impending operation. Cancellation fees for guaranteed hangar space are known to be quite unforgiving.

10.3 JetInsight FBO Notes

After coordinating our aircraft's operations and any additional services with their destination FBO, it is incumbent of the Flight Controller to make a note entry in the Jet Insight Trip entry '**TRIP NOTES**' tab recapping the coordinated items.

For a stage request, the standardized format for the note will include the name of the representative you spoke with, the stage time that was requested, the ETD that is currently showing, and the date/time that the Flight Controller coordinated this information.

Additional information such as services, hangar, PPR #, etc. shall also be listed here as applicable.

EXAMPLE: "Rep. (name of rep spoken with) confirmed STAGE @ (2Hrs prior to ETD) for an (ETD) departure. - (Date/time coordination was made) – controller initials".

For a regular coordination call, the standardized format for the note remains much the same, consisting of the name of the representative you spoke with, the *arrival and/or departure* time(s) you coordinated, and the date/time that you coordinated with the FBO.

Additional information such as service, hangar, PPR#, etc. shall also be listed here as applicable.

EXAMPLE: "Rep. (name of rep spoken with) advised of (ETA) arrival, (ETD) Departure. - (Date/time coordination was made) – controller initials".

11.1 General

Catering requests are by far the most common request SAJ will receive for a trip. The Client (passengers / booking agent / broker / etc.) will be asked multiple times prior to departure if catering is required for their flight. This verbiage is included in the "Preliminary Itinerary" email sent upon booking and should also be requested separately in accordance with the Flight Control Daily Checklist to-do items.

Prelim Itinerary Verbiage:

*"Catering and transportation request **Please note that 25% admin processing fee will apply if arranged by SAJ"*

Types of Catering:

- Standard Stock
- Catering Requests
 - Part 135 WITHOUT cabin attendant
 - Part 135 WITH cabin attendant
- General Notes

11.2 Standard Stock

The standard practice for all SAJ flights is to have Standard Stock on board for all flights. The standard stock consists of light snacks, soft drinks, alcoholic beverages, and other amenities. For all Part 135 flights the standard stock items are just that: Standard. The list of Standard stock items can be found in the Appendix of this manual and in JIS listed under Compliance > Documents > Email Attachments > Standard Stock.

- Due to aircraft size, there is a limitation on what can be stored on the plane.
- In most cases the Inflight Service Team will ensure standard stock baskets are prepared for all flights. On the road it is the crew members' responsibility to ensure that standard stock is kept fully replenished.
- Any items not listed on the standard stock list will be billed to the client as catering. Most commonly this happens for non-owner Part 135 flights. For Part 91 flights this is automatically billed back to the owners, and they do not need to be advised of the additional cost.
- Aircraft owners tend to have their own Standard Stock. SAJ stores this information in each owner profile and each profile is viewable under Customer account in JIS (i.e. Shally, Arrow 393, Warley, etc.).

NOTE: Be sure to review this info prior to sending preliminary itineraries to owners in order to ensure the requested items can be placed on board.

11.3 Catering Requests

Food requests or catering as it's commonly called, consists of non-standard stock items that must be purchased for the flight. These requests can vary greatly depending on the client and situation, ranging from simple 1 or 2 item requests to full course meals.

A. Non-owner Part 135 flight without a Cabin Attendant:

1. The catering order should be arranged by the Sun Air Jets Inflight Services Team;
inflightservices@sunairjets.com.
2. The Inflight Services Team's primary responsibility is to ensure the planes are stocked, standardized, and ensure that all food orders are processed accurately.
3. In general, IFS will place orders for catering through a vendor specializing in aviation catering. Here are a few of the vendors we've used frequently and are approved to use:
 - a. VNY/CMA/Greater LA:
 - Air Gourmet – <http://air-gourmet.com/>
 - Stevie's – <https://www.steviesinflight.com/>
 - b. East Coast:
 - Rudy's – <http://www.rudysinflight.com/>
 - Culinair by Nuhma – <https://nuhmanyc.com/aviation>
 - c. Worldwide:
 - Check with Inflight Services. Can often be done by local agent/handler.

NOTE: Aviation Catering companies are generally the first option; however, they can be significantly more expensive and thus alternatives may be used as necessary.

B. Non-owner Part 135 flights with a Cabin Attendant:

1. All catering orders should be relayed to the cabin server on that flight so that they can make the arrangements.
2. The cabin servers may source their catering in several ways, including shopping at local markets, restaurants, or catering companies.

11.4 General Notes

- All Non-Owner catering requests must be approved by the Charter Sales team. Although the catering arrangements are extremely common, they are also a common source of dispute when our trips are invoiced. Be sure to document any catering request in JIS and the approving sales representative.
- FBOs can be a great resource for catering assistance, especially last-minute. Quality can vary depending on the location.
- Many chain restaurants now deliver. When using delivery services, be careful and allow for extra time for delivery. Delays are common and quality may vary.
- If you place a catering order, plan for it to be delivered 2 hours prior to estimated departure.
- Simple dishes that reheat well are best.
- Encourage pax or brokers to order what is a local specialty. Sushi in Japan, Italian in Italy, etc.
- Restaurants are a common request but require lead time as sometimes our departure times don't work with their operating hours.
- Eat with the season. Most caterers have seasonal menus.
- Liquor including wine, vodka, scotch, etc. should be considered a catering item and requires lead time to confirm, especially if it is uncommon.
- When traveling in some rural areas of the US (Utah, Nevada, Wyoming, Bible Belt US), dry counties are places where the sale of alcohol is RESTRICTED. As an example, in many counties you cannot purchase alcohol on Sundays.
- If flying outside the US, try to confirm catering request(s) no less than 72 hours prior to departure.
- In general, 24 hours' notice is required to cancel catering orders. For high volume events like the Super Bowl, cancellation windows may vary.

12.1 Expectation and Limits of SAJ Transportation Services

Although not our primary business, assisting in getting our passengers to their final destination is the goal. Our clients utilize our services as a tool to facilitate their lives and their businesses, and we aim to provide as comprehensive of a service as possible, not just operating the aircraft. However, our primary goal always has been and always will be the safe and efficient transport of our passengers for any planned flight legs. Therefore, if SAJ makes any transportation arrangements on behalf of our client they will be limited to transportation to or from the airport. Any request beyond the scope described above must be approved by the Manager of Flight Control or their designee. Additionally, cost is an important factor to consider when arranging ground transportation, and a quote for each request should be provided to the client(s) prior to confirming, to the greatest extent possible.

12.2 Types of Requests

The term “Ground Transportation” can be slightly misleading as this can be arranged by the Flight Control Department through a multitude of mediums, to include boats and helicopters. It is better to think of ground transportation as the follow on and/or preceding transportation for any given arrival/departure on a Sun Air Jets Aircraft. Common types of ground transportation to be arranged by the Flight Control Department will include Chauffeurs, Rental Cars, and taxis (Uber or similar).

1. Chauffeurs

Chauffeurs are companies that provide a vehicle and a driver to pick up the passengers and deliver them to a destination. Size and type of Chauffeur can range from 4 door sedans to stretch Hummers, although what some companies offer may vary.

For our most current preferred Chauffeurs, please reference section [**4.1.8 - Ground Transportation Resources**](#).

2. Rental Cars

Rental Cars are vehicles that can be arranged to be delivered for, or picked up by, the passengers at the airport. The preferred method for arranging a rental car is to have the car delivered planeside for the greatest ease of transition for the passengers, although often times the facility may restrict ramp access which would require the passenger(s) to pick up the keys at the FBO Front Desk.

As a general rule, most Rental Car companies will not deliver vehicles to an FBO unless the rental has been arranged via their respective membership account (Hertz – Gold // National – Emerald // etc). Check with your passengers and/or their profiles to see if they have a rental company account upon acknowledgment of the request.

Rental Car type and size vary just as widely as Chauffeurs, check with the passenger(s) for their preference prior to arranging.

For common or preferred providers of Rental Cars, reference section [**4.1.8 - Ground Transportation Resources**](#).

3. Taxis

Taxi services are a more affordable alternative to Chauffeurs, insomuch as they offer essentially the same service for a generally lesser price, although a Taxi service is less formally arranged and usually observes stricter arrangement pre-requisites, such as the rental companies in Las Vegas, NV (LAS) or Reno, NV (RNO) which will usually refuse arrangements made greater than 24 hours in advance.

4. Other Requests

Other requests that may exceed Flight Control's ability or responsibility may situationally include but is not limited to helicopter transport, follow-on chartered flights, or chartering watercraft as anything other than immediate transportation.

When in doubt, check with the manager(s) of Flight Control and/or the Flight Control Team to most accurately identify our responsibility for any questionable requests.

If you find that no preferred vendors are available at the destination (Chauffeur / Rental / Taxi), check with the FBO front desk for a list of recommended local providers.

13.1 Trip Creation

Most trips that the SAJ Flight Control group handles will be booked by the Charter Team, members of the SAJ Operations team, or by Managed Aircraft point of contacts requesting to book an “owner flight”. This portion of the manual will cover the preliminary information and procedures required for creating a new trip and will review preliminary booking procedures for both owner and charter flights.

All trips will be scheduled through the JetInsight (JIS) scheduling system by the Flight Control team or the Charter Team. This section is to serve as an outline for the required components of a new trip and is not intended to serve as a step-by-step manual for the utilization of JIS. As part of the training process for using JIS, a manual has been made available on the Sun Air Jets (SAJ) server.

13.1.1 Basic Components of Scheduling a Trip

1. Feasibility Report (Requests and actioning).
2. Submit feasibility report to appropriate parties and address any/all issues.
3. Charter review and authorization of dissemination.
4. Trip Booking Notification.
5. Itineraries Review, Approval, and Dissemination.
6. Trip coordination as dictated by F.C. Daily Checklist (i.e.: stage / FBO calls / ground transportation arrangements / etc.).

13.1.2 Completion of Feasibility Report

To ensure that all trips are given the proper amount of care, precaution, and attention, Sun Air Jets Flight Control has created a tool to identify potential issues with new trips as early as possible. Below is a brief overview of the Flight Control Feasibility Report, its purpose, and its importance.

The feasibility report is to be completed for any new bookings regardless of trip type (135 / 91). This report serves as an Operational *and* client facing risk mitigation tool to ensure a comprehensive service experience for our clients, by way of identifying any possible hazards that may compromise the safe and expeditious movement of our aircraft, as well as any potential disruptions to service preemptively.

This report reviews most common issues that can occur or be identified once a trip is booked and shall be used as a tool to assess the feasibility of a trip before it has been booked.

The feasibility report should be completed prior to sending any trip confirmation in the form of trip sheets to a client. All relevant findings should be submitted along with the Preliminary Trip sheet. This will ensure that any possible issues with the planned trip can be addressed prior to or upon booking.

13.1.3 Submit Feasibility Report to Appropriate Parties

The next step is to submit the Feasibility Report to all appropriate parties and address any issues.

Sun Air Jets Charter department, Aircraft Management department, or Operations department may request a Feasibility Report for trips that have booked, are about to book, or may book. SAJ Flight Control is responsible for completing and submitting these reports to the representative(s) requesting them.

NOTE: Should there be any issues that need to be resolved or approved by the Operations Department, the relevant authorities in question shall be included in the Feasibility Report Request email response sent by Flight Control, as well as verbally notified either in person or by telephone (to the greatest extent possible) of the pending question / task / item.

13.1.4 Charter Review and Authorization of Dissemination

In the case of part 135 charter operations, it is the Charter Department's responsibility to review the Flight Control - provided feasibility report and ensure that the client is made aware of any potential issues and/or hazards that may compromise the execution or safety of flight, as proposed by the client, and to the greatest extent possible, attempt to alleviate and/or negotiate changes that will ameliorate any hazard or risk factors.

13.1.5 Trip Booking Notification

Once charter has reviewed the Feasibility Report, any potential issues and/or hazards have been addressed, Operations has resolved or authorized any relevant items (as applicable), and client has officially booked their trip, Charter shall issue a Trip Notification Email, containing pertinent information to the trip and notifying Flight Control that the trip has officially booked.

13.1.6 Itineraries Review, Approval, and Dissemination

Once a trip has been confirmed as booked (IE Trip booking notification has been received), Flight Control shall implement any additional information provided in said notification then return copies of preliminary Client and Crew itineraries to Charter for final review. Charter department shall review these documents and either identify any errors, or in any errors' absence, authorize Flight Control to disseminate preliminary itinerary to client and trip notification to crew.

13.1.7 Trip Coordination as Dictated by Flight Control Daily Checklist

Flight Control shall conduct and coordinate any 91 and/or 135 flight operations trips in accordance with established standard process and procedure, namely the Flight Control Daily Checklist (DCL), as well as process any requests or revisions as dictated by client / crew / or other appropriate authority by use of the DCL or feasibility report as applicable.

NOTE: For Pop-up Trips (Booked within 12 Hours of departure) some exceptions shall be made to the standard coordination procedures. These special circumstances are cited below.

1. Contact identified standby crew to advise of possible trip booking and ask for their ETA to the airport.
2. Upon direction from Charter, mobilize crew and request aircraft staging.
3. Contact front desk (CMA) and ask how long it will take to pull the aircraft out of the hangar.

NOTE: All aircraft are assumed available for flight and booking unless otherwise denoted on the JIS schedule. The only authorized person to add or remove scheduled maintenance is the Director of Maintenance (DoM), or his designee. His designee can be another member of the maintenance team or a member of the Flight Control team at the DoM's direction.

All requests for a 'maintenance release' must specifically ask for the following:

1. Is the aircraft released to fly?
2. Is the aircraft flying with an active MEL?
3. If the aircraft has an active MEL, does the MEL have any operational restrictions for the aircraft (i.e. cannot fly into known icing, non-RVSM)?

13.2 JetInsight – NOTE Formatting

13.2.1 Pending Catering Information and/or Ground Transportation Information

For Catering and/or Ground Transportation blocks that are pending a response from the client (and standardized notes are not available), enter the following note until further notice from client: “**Please Advise.**”

NOTE: This note shall be replaced no later than night prior to departure, with either “None Requested” or “Standard Stock” – in the event that client has provided no catering details.

13.2.2 Catering Notes

Once a catering request or notification has been received, the following templates shall be used to note the details inside the trip in JetInsight:

“ **To be Arranged by _____ through _____ Caterer** ”

Fill the blanks above with **WHO** is arranging the catering (i.e.: Inflight Services, Cabin Attendant, Client, etc.) and the second blank with the name of the catering company that the order has been placed with (i.e.: Stevie’s Catering, Air Culinaire, etc.).

EXAMPLE: **To be Arranged by IN FLIGHT SERVICES through AIR CULINAIRE**

The rest of the catering note shall include any further details pertaining to the catering order, to include a full listing of ordered items, estimated delivery time, and any other available details.

13.2.3 “Other” Notes

Due to the nature of these types of notes, a general template is not available. Flight Controllers should list any “Other” notes as clearly and plainly as possible.

13.2.4 Fuel Notes

The purpose of the Fuel Note is to document the quoted fuel price at the time and to instruct crew on payment procedure at the facility. Our fuel providers typically update their pricing in our system on Tuesdays, therefore Flight Controllers should strive to complete fuel notes no earlier than the Tuesday preceding the day of flight.

Flight Controllers shall begin the Fuel Note by directly quoting the best listed rate as provided by the JIS drop-box, then explain payment procedure for the crew.

EXAMPLE:

Catering	Fuel	FBO	Transportation	Other
Signature (best for 251 gals) : 1+ \$5.03				
<input checked="" type="checkbox"/> Crew				
<input type="checkbox"/> Add fuel segment notes				

"Signature (best for 251 gals) : 1+ \$5.03" – (Initials)

Pay for fuel with Signature Card, all other expenses with Avcard. – (Initials) / (Date/time)

NOTE: The fuel note is applicable to fueling payment/procedure for the DEPARTURE airport of that block in the trip notes tab. So if the above note was for a VNY > LAS flight, the note would be describing how to pay for fuel and all other fees at **VNY** rather than LAS.

NOTE: When in doubt, confer with the team to ensure fuel notes are accurate. Fueling and payment procedure may vary depending on the situation.

13.2.5 FBO Notes

The purpose of FBO Notes is to detail communications that have been had with the FBO's to coordinate staging, arrival, departure, catering, ground transportation, hangar, etc.

All destinations shall be coordinated with NO LESS THAN 48 Hours prior to arrival, preferably by phone but email is acceptable if necessary.

The FBO Note shall be structured as follows when staging is required at the origin airport:

"VNY: Rep. ____ confirmed STAGE @ (Date of stage @ 2Hrs prior to ETD) for an (ETD) departure. – (Initials) / (date/time of confirmation)

TEB: Rep. ____ advised of (Date of arrival @ ETA) Arr., __ Pax (Pickup // dropoff), (Date of departure @ ETD) dep. – (initials) / (date/time of confirmation)"

- Rep. is short for representative
- Stage time should be approximately 2 hours prior to ETD unless otherwise directed
- "Initials" will be your controller initials, i.e.: John Smith = JS
- Arr. Is short for Arrival
- Dep. Is short for Departure

For all other FBO Coordination Notes, begin the note with 3 or 4 letter identifier of the airport you've coordinated with, followed by the information that was coordinated, and lastly, your controller initials and the date/time you coordinated with the representative.

EXAMPLE: "IAD: Rep. ____ advised of 09Apr/1500 (LT) arr, 2 pax Dropoff, 1600 (LT) dep. – djb(08Apr/1240pdt).

13.2.6 International Notes

For international flights, items such as Handler Coordination (in place of FBO Coordination) customs Status (Landing Rights / Outbound Clearance / etc.), PPR #'s, Slot's, etc. should be entered into the International Notes Tab. Use your best judgement to ensure the status of any item is shared clearly and concisely.

EXAMPLE: "VNY Landing Rights: GRANTED for (Date of arrival @ ETA) Arr. - initials (date/time confirmation was received)"

EXAMPLE: "TNCM: PPR status CONFIRMED, PPR# 1234-5"

13.2.7 Side Notes

If late operations have been arranged at an airport, include that information and any additional rates, as well as any special contact numbers/emails/etc for after-hours coordination.

If the representative of the FBO indicates any special rates will apply to this operation, annotate this information and relay to appropriate parties (i.e.: Charter, client, aircraft management, etc.).

Refer to section **10.2 - Destination FBO Coordination** for a listing of minimum coordination questions to be posed to a destination FBO.

13.2.8 Internal Communication Notes

To ensure that any flight controllers reviewing the trip (present or future) are fully aware of the most recent information regarding that trip, the Flight Controller processing ANY update for a trip shall annotate any changes or pertinent information in the "**Trip Notes**" tab, at the bottom of the page, under "**Internal Communication Log (notes)**".

Due to the inconsistent nature of updates, there is no standard format for these notes. The Flight Controller is expected to use plain language and BEST JUDGEMENT in order to convey the most current status of the trip following an update.

13.3 Passenger Information

13.3.1 General

The following items are the minimum required information for all SAJ flights to ensure a successful flight and to comply with SAJ participation in our TSA security program (TFSSP):

1. Basic Passenger Information (Name, DOB, Gender); and
2. Passenger Requirements for International Travel (may vary depending on destination, check with your team or handler!).

13.3.2 Basic Passenger Information

Requirements for passenger details may vary depending on the situation, but bare minimum will be passengers' legal name, date of birth, and gender for domestic flights, and several more pieces for international (covered in [13.3.3 - Passenger Requirements for International Travel](#)).

We require passenger(s) legal name because all passengers must be checked against the TSA No-Fly, Selectee, and Cleared lists for all SAJ flights. This is done automatically by the JIS system, in accordance with the Twelve Five Standard Security Program (TFSSP) standards.

Preferably 72 hours prior to departure but no later than flight boarding, a complete passenger manifest is required.

The **FULL** legal name, date of birth, and gender of each passenger must be provided. If a passengers TFSSP Passenger Vetting results (found in the trip entry in Jet Insight > Passengers tab > TFSSP Passenger Vetting dropdown), are showing as anything OTHER THAN "Cleared to board", contact the manager(s) of Flight Control for further direction.

Passenger weights are no longer required since SAJ has been authorized to use standard passenger weights.

13.3.3 Passenger Requirements for International Travel

In General, all passengers are required to have a valid passport for international travel. But the requirements for passengers are not limited to a valid passport. Being a US based carrier, a general understanding of the requirements for our Passengers' destination and the required items for our passengers to re-enter the US will be covered.

1. For international flights, all passengers' passport details will be added to JIS (DOB, Citizenships, Residence country, sex, passport number, issuing country, and expiration). This is expanded upon in section **13.3.3 - Passenger Requirements for International Travel**.

NOTE: If provided, import copies of passport images into JIS, especially in the case of aircraft owners.

2. If pax nationality unknown, assume USA citizenship until known.
3. A valid passport is required for ALL passengers if traveling internationally. There are some exceptions to this rule, but are not common (i.e., travelers from EU traveling within the EU.)
4. Most locations require passports to have at least 6 months of validity for travel to a foreign country, often because this is usually the maximum for a stay not requiring a Visa.
5. Visa requirements may vary depending on situation and location.
6. Health requirements may vary depending on situation and location, but can include items such as COVID related registration (ArriveCan, PLF's, ETC.), non-COVID vaccinations, health insurance requirements, etc.

NOTE: Check to see if your passenger already exists in our system before creating a new entry!

13.4 Fuel Procedures

13.4.1 General

Fuel is generally the area where the Flight Control Team can make the largest difference in cost to our aircraft owners and Sun Air Jets as a whole. The primary means by which we can influence savings in fuel purchases is by purchasing fuel through third-party vendors. The third-party vendor companies (colloquially referred to as contract fuel) operate by purchasing fuel at FBOs, branding FBO fuel, or selling fuel to FBOs to keep aircraft operators within their network of providers. As part of the quoting process on the sales side, our clients are advised that we will utilize our preferred FBOs in pursuit of optimizing our pricing.

13.4.2 Airports

Are there other airports nearby that offer better fuel pricing? Best practice is to evaluate nearby airports to ensure we've selected the most cost-efficient location. A good example of this would be checking Opa Locka, FL (OPF) when a client indicates they want to go to Miami, FL (MIA), since OPF is nearby and may offer better pricing. This can often be the case in major metropolitan areas.

Wherever able, evaluate all fees associated with an FBO to determine the most cost-effective destination is selected.

13.4.3 FBOs

At most locations domestically and internationally, contract fuel is the preferred method for purchasing fuel.

In general, contract fuel provides the best prices as well as offering tiered pricing according to quantity of uplift. The JetInsight system has all our contract fuel vendors' pricing, updated weekly (Tuesdays) for each location (FBO) our contractors provide services at. One of our responsibilities in Flight Control is to ensure we're getting the best price we can, working with the crew to maximize value, and reducing cost by analyzing potential fuel purchases during the planning process.

As a rule, the price provided for fuel by our contractor companies are per gallon, both internationally and domestically. They are also inclusive of taxes in most cases.

This does not account for VAT (Value Added Tax).

13.4.4 Payment for Non-Fuel Incidental Fees

For all non-fuel purchases, crew should be directed to pay with our World Fuel branded AvCard. This card is to be used for catering, lavatory services, ramp, and parking fee's.

NOTE: We can also pay with our other fuel cards; however, the interest rate is more favorable using the AvCard.

13.4.5 Negotiated Rates and Network Pricing

Currently, SAJ has a negotiated price with the Signature Flight Support (SFS) FBO Network domestically and in Europe that is most often the best price available at most locations with an SFS FBO. These prices are updated weekly in JetInsight (International locations are not uploaded. For pricing, check emailed spreadsheet). Along with other contract fuel rates.

If we choose to utilize our negotiated price at an SFS Location, the crew must pay with the aircraft's Signature Flight Support Multi-Service Credit Card to obtain the quoted rate.

NOTE: Do not pay with any other contract card to get our Signature Rate. If you do, we will be charged the **other** contract fuelers rate.

- At FBO's without contract fuel: YOU ARE EMPOWERED TO NEGOTIATE.
- Client preferred FBO has higher rates than our preferred FBO: You are empowered to NEGOTIATE. BUT, please check with Charter regarding fuel surcharge in quote.

13.4.6 Home Base Fueling

1. Camarillo

All managed aircraft have a direct price negotiated as part of their management agreement. The cost per gallon is generally a "Cost+" price and will beat any price domestically or abroad, therefore we encourage our crews to take as much fuel as they can out of CMA to maximize the benefit to the aircraft owners.

NOTE: JIS Notes should read "bill to account"

Do not include contract prices or ramp fees for Sun Air Jets FBO in CMA.

2. Van Nuys

As of April 2021, Mercury Fuel is our fueling partner in Van Nuys and all fueling at SFS VNY will be billed to Mercury's open fuel release.

All other incidentals should be billed to the Signature Flight Support Multi-Service Credit Card.

NOTE: Note should read "Pay for fuel with Open Mercury Fuel Release; all other expenses with Signature Card. – (Initials)"

3. Long Beach

In general, SFS Contract Fuel will be the best price. Pay with SFS Multiservice Card.

13.4.7 Contract Fuel

If there is not negotiated pricing direct with SAJ at an FBO, there may be a contract fuel price available. SAJ has relationships and rates with almost all major contract fuel suppliers. Examples of contract fuelers are World Fuel Services, Avfuel, EPIC, Everest Fuel, Titan, AEG, and Mercury. Contract fuelers purchase volumes of fuel in bulk and resell it to operators like SAJ.

- In order to receive the rate a contract fuel provider offers, Flight Control must arrange a Fuel Release (if required) for the date and location of the fuel uplift.
- Once release is confirmed, upload a copy of the fuel release to the trip in JIS (documents tab)
- If the release is for an international location, email a copy of the release to the handler (UWA, Manny, Signum, etc.)
- The most important part of this process is correctly notifying the crew how to pay for fuel in the trip notes.

NOTE: BE SPECIFIC WITH HOW TO PAY FOR FUEL IF USING A FUEL CONTRACTOR.

13.4.8 Fuel Pricing

Fuel pricing from our suppliers is sent directly to Sun Air Jets. Updated pricing is typically received on Tuesday's or Wednesday's each week. Some fuel suppliers update their rates daily, so it is important to check to make sure the rates are current before making a fuel selection. Fuel pricing is emailed to SAJ Flight Control, ForeFlight, and JetInsight as a CSV file that is imported into our scheduling system.

Try to refrain from selecting a fuel provider until the Tuesday preceding the flight(s), to ensure the most accurate pricing is selected.

Try to ensure that the most up to date fuel pricing makes it into the JIS trip sheet. This is very important for the flight crews to make the best purchasing decision possible and is needed to verify rates during invoice approvals.

13.4.9 Fuel Note Procedures in JetInsight

Refer to section [13.2.4 - Fuel Notes](#) for further details.

13.4.10 When to Arrange Fuel Releases

In general and in accordance with the Flight Control Daily Checklist, Fuel Release should be arranged no more than 48 hours prior to the anticipated uplift date. The exception being for international flights or flights into an area experiencing a special event, wherein a minimum notice of 72 hours is preferred as FBO/Handlers may require lead time to allocate fuel.

13.4.11 Arranging Fuel for International Flights

Fuel uplifts at international locations can be more complicated than domestic airports. It is important to make sure that fuel authorizations are confirmed. Confirmed means fuel release received and uploaded to JIS. If possible, authorizations should be confirmed during normal business hours with as much advance notice as possible. In some international locations, fuel shortages are common. The last thing we want is for an aircraft to be on the ground, with passengers waiting to depart and not be able to obtain fuel.

Many international fuel uplifts are for significant fuel loads. Especially large cabin aircraft. For this reason, SAJ dispatch should proactively shop for the best possible fuel rates. Utilize fueler websites or contact fuel salespeople to get the most accurate quotes for international uplifts. By calling the top 2-3 fuel companies, you can possibly shop them against each other and get even better pricing.

13.4.12 Countries with Special Fuel Release Procedures

1. Mexico

Mexico not only requires fuel release be arranged but also an additional authorization issued by Mexico's national fuel company. This release is known as an ASA Release (Aeropuertos Servicios Auxiliares) and is what our Mexican handlers need to release fuel to our plane. The fuel company with which we set up the release should also create an ASA release.

2. Brazil

In Brazil there are generally multiple fuelers (Fuel companies) which only fuel specific handlers. We need to verify which fuel company our handler utilizes and arrange a release with that fuel provider.

3. Van Nuys Commercial International Departures

If purchasing fuel in Van Nuys and departing Part 135 for an international location a Certificate D is required. The Certificate D helps avoid paying additional taxes on fuel since the flights are departing for an international location which exempts some taxes.

13.5 Calendar Events

13.5.1 General

The JetInsight Calendar tab is the website that Sun Air Jets Flight Controllers will spend the most time in, as this is the primary scheduling calendar for our company. On this page, you will find all of our scheduled trips and events (to include maintenance, crewing, social, etc.).

13.5.2 General Events

At the top of the calendar, irrespective of chosen display (Overview / month / week / day / etc.) are the General Events that our organization has deemed noteworthy to our operations. These events can include popular events such as the Superbowl, irregular requirements for popular destinations like Van Nuys (VNY) such as temporarily required PPR's, or company events like Audits. The main purpose of this row is to inform all observers of potentially important events that may affect our trips.

13.5.3 Trip Types

There are various types of trips that can be entered into JIS:

1. Positioning Flight

These legs will appear on the calendar as a seafoam green color.



Most often seen in conjunction with other trips, these legs are those flights where we are moving the aircraft without passengers to be in position for a flight *with* passengers or *returning from* a flight with passengers.

2. Part 91 Flight

A part 91 flight, or an owner flight, appears on our calendar as a dark blue color.



Part 91 (referring to the CFR Part 91 Rules / Restrictions / Regulations that this type of trip is beholden to)

Flights are legs on which the owner of the aircraft is being transported.

3. Part 135 Charter Flight

These flights appear on our calendar as a green color.



Part 135 Charter Flights (referring to CFR Part 135 Rules / Restrictions / Regulations that this type of trip is beholden to) are non-scheduled commercial flights that have been sold to a client.

4. Ferry / Maintenance Flight

Ferry / Maintenance flights appear on our calendar as a purple color.



Ferry / Maintenance flights are flights in which we are transporting our aircraft for purposes other than positioning, transporting passengers, or training.

5. Training Flights

These trips should be built as part 91 owner flights and should appear on the calendar as the same.

Training flights are flights in which our crew members will perform checks and tests to maintain their qualifications. Typical passengers will include our Chief Pilot and various FAA Examiners.

13.5.4 Maintenance

Maintenance events are most often depicted on the calendar as a red block of time, which represents the scheduled maintenance period for that aircraft. These events will include information such as location of maintenance, as well as purpose and/or reason, and various other important pieces of information deemed necessary to share by our maintenance department.



13.5.5 Crew

Crew events can be found by selecting the drop-down menu for each tail number. This will display a list of all active pilots for that aircraft, and the rows that populate on the calendar will show their events, such as HDO (Hard Day Off), various types of training, classes, and trips.

The color of these events may vary, to include all the above and more.

13.5.6 Other

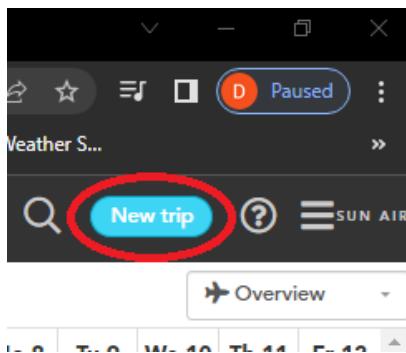
Beyond the aforementioned items that can be found on the calendar, there are also many other items that depict important pieces of information on our calendar. If there is a continuity error for the aircraft and/or crew, there will be a transparent event indicating this. There are also items (both gray and transparent) that will indicate crewing shortages, charter events, owner holds, etc.

13.6 Building a New Trip

When a new owner trip is booked, it is the responsibility of the Flight Control Department to build it in JIS.

1. Select “New Trip”

Located in the top right corner of the calendar tab in JetInsight, selecting this button will open a new window where you will be prompted to enter information regarding this trip.



2. Enter Information

In this new page, you must enter the customer's name, aircraft tail #, type of flight (Charter / Owner / etc), route of flight, estimated dates/times for this trip, and passenger count.

NOTE: If you don't know the time, enter 09:01am for departure! This is universally accepted at Sun Air Jets to mean that times are not yet confirmed. DO NOT select “Time TBD”.

The form is titled "New trip request". It contains the following fields:

- *Customer:** A dropdown menu with "Customer" selected.
- Aircraft:** A dropdown menu with "Choose an aircraft" selected. Below it are buttons for "One way", "Round trip", and "Multi city", with "Round trip" being the active choice.
- From:** An input field with "From" selected.
- To:** An input field with "To" selected.
- Outbound:** A dropdown menu for "Depart at" with "Date" selected. Next to it is a time input field set to "09:00" and a checkbox for "Time TBD".
- Return:** A dropdown menu for "Depart at" with "Date" selected. Next to it is a time input field set to "09:00" and a checkbox for "Time TBD".
- Passengers:** A dropdown menu set to "30 passengers".
- Internal comments:** A large text area for internal notes.

At the bottom right of the form is a blue "Create" button.

3. Feasibility Report

Once the trip has been established in JetInsight, the Flight Controller shall conduct a Feasibility Report on the trip to ensure that we catch any potential issues with the proposed trip as soon as possible.

Refer to section [14 - Evaluating Trip Feasibility](#) for a guide to conducting trip feasibility.

14.1 General

In order to ensure, to the greatest extent possible, that we identify any potential issues with a trip as early as possible, the Flight Control Department is required to conduct a Feasibility Report on all new and proposed trips.

A blank copy of the feasibility report can be found in the JetInsight Documents library under Compliance > Company > Dispatch, labeled "Feasibility Report – Blank".

14.2 Preliminary Information

The first step to any feasibility report is filling in the preliminary information at the top of the form.

Circled below are the items that require revision:

A	B	C	D	E	F	G	H	I
	Feasibility and Booking Checklist							
	Client Tail # Route Date T#							
TASK	YES	NO	DETAILS					
Airport Identifier	AP1	AP2	AP3	AP4	AP5	AP6	AP7	AP8
ETA / ETD (All times in Zulu)								
Crew, CS Assignment	PIC:	SIC:	C.A.					
Crew Current? Grace items? If yes, advise Ops via call	YES <input type="checkbox"/>	NO <input type="checkbox"/>						
Maintenance advised/released?	YES <input type="checkbox"/>	NO <input type="checkbox"/>						
Duty and flight time limitations noted and add to summary	YES <input type="checkbox"/>	NO <input type="checkbox"/>						
Deconflicted Schedule?	YES <input type="checkbox"/>	NO <input type="checkbox"/>						
Internal Customer Profile reviewed	YES <input type="checkbox"/>	NO <input type="checkbox"/>						
12+ hrs duty? (Ops Approval?)	YES <input type="checkbox"/>	NO <input type="checkbox"/>						

14.2.1 Crewing Assignments

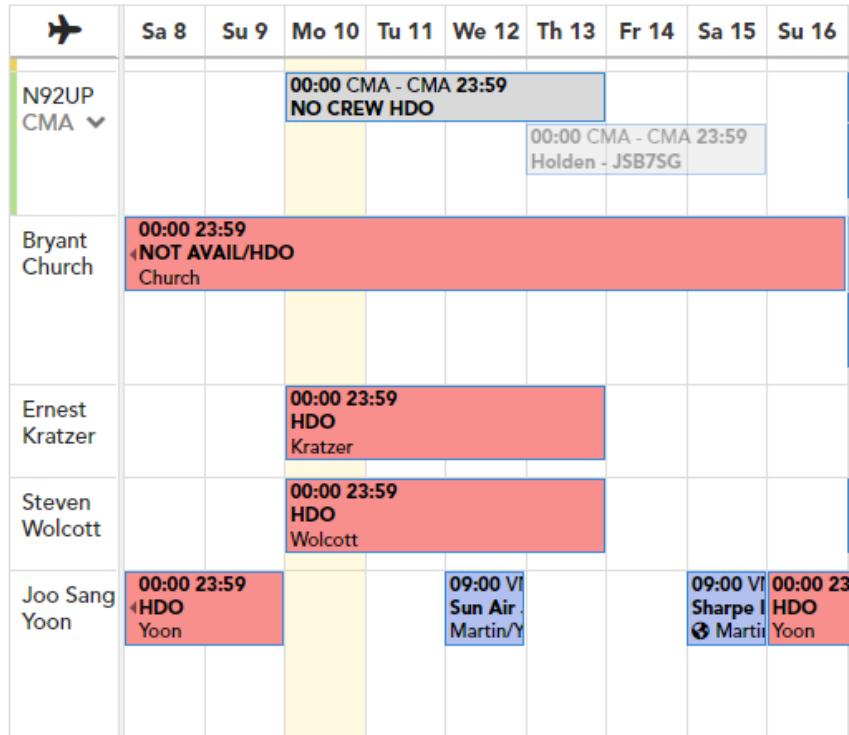
All the information above can be derived from the trip entry in JetInsight *except* for the crewing assignments.

To determine crewing, Flight Control must cross-reference the calendar tab of JetInsight to verify crew availability on the dates for this trip.

By selecting the dropdown menu for the aircraft flying this trip, the calendar tab will display the crew that are available for that aircraft.

Each crew member that is authorized to operate that aircraft will be listed here, and their respective projected schedule of events will be depicted here as well.

Hypothetically, if we needed to crew N92UP for Monday the 10th and Wednesday the 12th (Imaged below), we would show no crew availability, but if we were crewing for just Sunday the 9th, we could assign the 2 available pilots.



NOTE: When in doubt, put “TBD” in the PIC / SIC / CA boxes, describe the issue in the note box next to it, and discuss the issue with the team and/or Ops.

14.3 Crew / Maintenance / Flight Logistics

The next block of items to be reviewed can loosely be defined as Regulatory Logistics. This section of the feasibility report focuses on crew qualifications, maintenance status of the aircraft, and scheduled times for the requested trip.

Crew Current? Grace items? If yes, advise Ops via call	YES <input type="checkbox"/> NO <input type="checkbox"/>
Maintenance advised/released?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Duty and flight time limitations noted and add to summary	YES <input type="checkbox"/> NO <input type="checkbox"/>
Deconflicted Schedule?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Internal Customer Profile reviewed	YES <input type="checkbox"/> NO <input type="checkbox"/>
12+ hrs duty? (Ops Approval?)	YES <input type="checkbox"/> NO <input type="checkbox"/>

14.3.1 “Crew Current? Grace Items?”

This item refers to the crews' various qualifications and certifications and asks if JetInsight shows any warnings indicating that one or some of the crews' qualifications or certifications have expired.

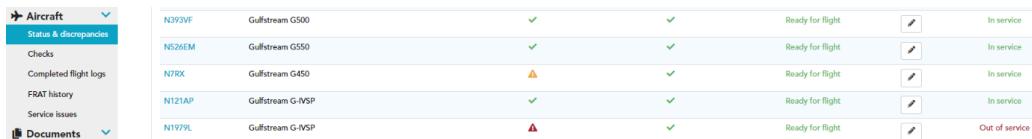
To check this item, you will need to proceed to the “Crew” tab in the trip in JetInsight. Any issues that may pertain to this topic will be listed under the “Crew Validity” drop-box.

As imaged above, one of these pilots is showing an error that would need to be recorded in this item of the feasibility report, namely “SIC shows as not qualified for current flight role”.

“Grace Items” refers to those qualifications or certifications that may have passed their expiration date, but due to the nature of the difficulty in scheduling, has been granted an extended validity period. Any notice of grace will be cited and described in the same place as the lapse of qualification or certification in question.

14.3.2 “Maintenance Advised / Released?”

This item is regarding the aircraft's current maintenance status. You can find the answer to this item by proceeding to JetInsight > Compliance > Aircraft _ Status & discrepancies > Tail # of aircraft performing the trip.



The screenshot shows a software interface for managing aircraft maintenance. On the left, there is a sidebar with a tree view under 'Aircraft' and a dropdown menu for 'Status & discrepancies'. The main area displays a table with five rows, each representing an aircraft with its tail number, model, status, and a 'Details' button.

N393VF	Gulfstream G500	✓	✓	Ready for flight	<input type="checkbox"/>	In service
NS26EM	Gulfstream G550	✓	✓	Ready for flight	<input type="checkbox"/>	In service
N7RX	Gulfstream G450	⚠	✓	Ready for flight	<input type="checkbox"/>	In service
N121AP	Gulfstream G-IVSP	✓	✓	Ready for flight	<input type="checkbox"/>	In service
N1979L	Gulfstream G-IVSP	⚠	✓	Ready for flight	<input type="checkbox"/>	Out of service

As imaged above, there are 3 statuses an aircraft can be in JetInsight (green / yellow / red) indicated by the green checkmark, yellow caution icon, and red caution icon.

- **Green** indicates there is nothing reportedly wrong with the aircraft, and your note should read “No issues listed in JIS at this time” (or similar).
- **Yellow** indicates that there - is an / are multiple – item(s) that has/have been “MEL’d” on this aircraft. MEL is short for “Minimum Equipment List” and refers to any maintenance issue that is not considered necessary for flight.

NOTE: NOT all MEL's are created equal! There are often restrictions accompanying an MEL which can affect your trip!

- **Red** indicates that the aircraft is “AOG” or down for maintenance and is not operable. AOG is short for Aircraft on Ground.

To see any maintenance issues for your aircraft, simply left-click on the tail number of that aircraft and you will be taken to a list of all active and past maintenance items that have been logged for that aircraft.

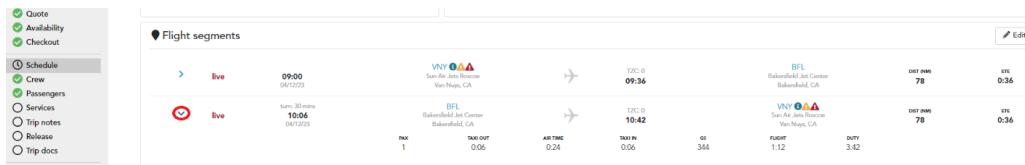
Following the links that appear in this list, you can find the individual entry(ies) for these maintenance issues and any consequential restrictions that may apply due to the affected item.

EXAMPLE: If your aircraft had an MEL for “#1 Life raft removed for Overhaul”, you would click into that MEL description and may find that the operational limitation “No extended overwater flight with more than 2 passengers” is described within. This is something that should be cited in the feasibility report.

14.3.3 “Duty and Flight Time Limitations Noted and Added to Summary”

This item requires a Flight Controller to make sure that any Part 135 Charter Operation is not scheduled to exceed the maximum time allowances as prescribed by the FAA and Sun Air Jets. Currently, these maximums are 10 hours of flight (in 24 hours) and 14 hours duty (including pre-flight and post-flight time).

Flight controllers can generally obtain this information in the “Schedule” tab of the JetInsight trip entry.



By left-clicking the circled drop-box, JetInsight will display multiple pieces of information. For this item on the feasibility report, the times listed under “FLIGHT” and “DUTY” indicate the respective totals estimated for this duty day.

NOTE: Each leg of flight has this option and selecting them will show the accumulated “FLIGHT” time that has been performed to that point in the duty day. Only the LAST leg of the duty day will display total flight and duty time.

NOTE: JetInsight DOES NOT count flight or duty times from multiple trips on same duty day! If an aircraft is scheduled for 2 separate trips, you will need to manually calculate duty and flight times.

14.3.4 “Deconflict Schedule?”

This item prompts the Flight Controller to verify that there are no overlapping events scheduled for the aircraft or crew.

JetInsight will provide warnings for continuity errors (last reporting point varies from next reporting point), conflicting crew events (like HDO's), but NOT conflicting trips. You must cross-reference the calendar tab of JIS and any nearby trips to ensure there is no conflict.

If there IS a conflict or a potential conflict, note it here.

14.3.5 “Internal Customer Profile Reviewed”

This item prompts the Flight Controller to check through the client profile (found in the “Overview” tab of the trip entry in JIS) for any pertinent requirements or restrictions and cite and/or action them.

Owner accounts and frequent flyer customers will have a general overarching profile but most Charter clients will not. In this case, use the preliminary booking notification email as a substitute for a customer profile (these should be quoted and listed in the same location as client profiles).

14.3.6 “12+ Hrs Duty? (Ops Approval?)”

For this item Flight Control shall check the total duty hours for every duty day of the trip to ensure no day exceeds 12 hours (irrespective of part 91 or 135), and if any duty day does, Flight Control shall contact Sun Air Jets Operations to obtain approval to proceed with the proposed schedule.

14.4 Weather

The next portion of the feasibility report addresses the weather forecasts for the proposed trip. The Flight Controller shall obtain projected weather forecasts to the greatest extent possible and cite them here.

Weather?	AP1	AP2	AP3	AP4
	AP5	AP6	AP7	AP8
Weather?				

The airport blanks will automatically fill from the top-most portion of the feasibility report.

The box below each airport is where weather prediction information shall be recorded.

There are many viable weather forecast sources available to gather this information. For a list of preferred weather providers, refer to section [4.1.10 - Miscellaneous Websites](#).

NOTE: It is not uncommon for trips to book so far in advance that weather forecast data is not available. It is OK to say "TBD" or "Too far out for reliable forecast."

14.5 Airfield Suitability

The next portion of the feasibility report is both the most time intensive and the most important. It is in this section of the feasibility report where the Flight Controller will thoroughly review the proposed trip and the specifics of each destination to identify any issues that may not have been caught by whomever proposed the trip.

Daytime only?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Mountainous?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Noise curfew compliance?	YES <input type="checkbox"/> NO <input type="checkbox"/>
NOTAM's checked? Note any conflict	YES <input type="checkbox"/> NO <input type="checkbox"/>
TFRs Checked? Note any conflict	YES <input type="checkbox"/> NO <input type="checkbox"/>
Winter weather? Thunderstorms?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Lav service available?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Hangar/de-ice Available?	YES <input type="checkbox"/> NO <input type="checkbox"/>
AFD reviewed and conflicts noted in Summary?	YES <input type="checkbox"/> NO <input type="checkbox"/>
FBO's checked? (Accurate?)	YES <input type="checkbox"/> NO <input type="checkbox"/>
Performance Restrictions? Mitigation in notes. (ie, hot wx, short field, high elev., wet) Attach RW Analysis if able	YES <input type="checkbox"/> NO <input type="checkbox"/>

For both the **Daytime Only** and **Mountainous** items, Sun Air Jets maintains a list of applicable airports in the GOM (section 8.3.1), which is also cited here for easy reference, as well as in the JetInsight Document library listed as "SAJ Mountainous Airports".

MOUNTAINOUS AIRPORT RESTRICTIONS				
Airport	Restrictions	Arrival		Departure
		IFR	VFR Descent From IAP	IFR or VFR
Aspen, CO KASE 7837'	<ul style="list-style-type: none"> • Day only • No takeoff Rwy 15 • No landing Rwy 33 • No circling 	Wx – Chart Mins IAP Cats – A, B, C	Wx – 6000/10 Must use Roaring Fork Visual Cats – All	Wx – Published IFR ODP or SID minima.
Eagle, CO KEGE 6547'	<ul style="list-style-type: none"> • Day only 	Wx – Chart Mins IAP Cats – All	Wx – 8500/10 Cats – All	Wx – Published IFR ODP or SID minima.
Hailey, ID KSUN 5320'	<ul style="list-style-type: none"> • Day only • No takeoff Rwy 31 • No landing Rwy 13 • No circling 	Wx – Chart Mins IAP Cats – A, B, C	Wx – 4100/10 Cats – All	Wx – Published IFR ODP or SID minima.
<i>NOTE 1: Charter vendor requirements may be more restrictive. Consult the applicable charter vendor's manual for details.</i>				<i>NOTE 3: Departures from all airports listed must include a take-off alternate airport.</i>
<i>NOTE 2: Day is defined as the time from the beginning of morning twilight to the end of evening civil twilight, and night is defined as the time from the end of evening civil twilight and the beginning of morning civil twilight, as published in the Air Almanac, converted to local time.</i>				

MOUNTAINOUS AIRPORT RESTRICTIONS (Continued)				
Airport	Restrictions	Arrival		Departure
		IFR	VFR Descent From IAP	IFR or VFR
Heber Valley, UT KHCR 5637'	<ul style="list-style-type: none"> Day only RNAV GPS-A, if available Apt in sight by FUGUE 	Wx – Chart Mins IAP Cats – A, B, C	Wx – 7400/15 Cats – All	Wx – Published IFR ODP or SID minima.
Jackson, WY KJAC 6451'	<ul style="list-style-type: none"> No circling from IAP IFR arrivals or departures required at night 	Wx – Chart Mins IAP Cats – All	Wx – 8500/10 Cats – All	Wx – Published IFR ODP or SID minima.
Rifle, CO KRIL 5537'	<ul style="list-style-type: none"> No circling at night IFR arrivals or departures required at night 	Wx – Chart Mins IAP Cats – A, B, C	Wx – 8500/10 Cats – All	Wx – Published IFR ODP or SID minima.
South Lake Tahoe, NV KTVL 6242'	<ul style="list-style-type: none"> Landing Rwy 36 or takeoff Rwy 18 Day only IFR arrivals or departures required at night 	Wx – Chart Mins IAP Cats – All	Wx – 6700/10 Cats – All	Wx – Published IFR ODP or SID minima.
Telluride, CO KTEX 9070'	<ul style="list-style-type: none"> Day only No takeoff Rwy 9 No landing Rwy 27 No circling from IAP 	Wx – Chart Mins IAP Cats – A, B, C	Wx – 3900/10 Visual from west only Cats – All	Wx – Published IFR ODP or SID minima.
Truckee, CA KTRK 5901'	<ul style="list-style-type: none"> Day only No takeoff Rwy 11 or 20 	Wx – Chart Mins IAP Cats – A, B, C	Wx – 6600/10 Cats – All	Wx – Published IFR ODP or SID minima.
<p><i>NOTE 1: Charter vendor requirements may be more restrictive.</i> <i>Consult the applicable charter vendor's manual for details.</i></p> <p><i>NOTE 2: Day is defined as the time from the beginning of morning civil twilight to the end of evening civil twilight, and night is defined as the time from the end of evening civil twilight and the beginning of morning civil twilight, as published in the Air Almanac, converted to local time.</i></p>				<p><i>NOTE 3: Departures from all airports listed must include a take-off alternate airport.</i></p>

If a destination in the trip is on this list, it does NOT mean we cannot operate there, but we must ensure we operate within the parameters dictated by the information cited above. At minimum, your note should indicate if any of the destinations are listed as mountainous and/or daytime only.

NOTE: There is no specific daytime only list.

14.5.1 "Noise Curfew Compliance?"

This item prompts the Flight Controller to review any noise restrictions that may be in place for any of the destinations in the trip. Noise restrictions are imposed on airports, most often in the late hours of the night and/or early hours of the morning, in an effort to provide noise relief to the local population. Violation of these restrictions can mean fines, limited warnings, and eventual airport bans.

The primary resource for this information will be the Boeing website cited below, but AFDs and even phone contacts at the airport may also serve as sources of information.

<https://www.boeing.com/commercial/noise/list.page>

14.5.2 "NOTAMs Checked?"

This item prompts the Flight Controller to check the NOTAMs (Notice to Airmen) for the destinations in the trip to ensure there is no conflict that may preclude the trip from proceeding as planned.

NOTAMs are official postings of variations from published procedure that may affect an Airport or Navigational Aid in some way. NOTAMs are rarely permanent, as long-lasting and/or permanent updates to published procedure will eventually *become* published procedure, though they do exist. NOTAMs provide vital information about the locations we visit, up to and including the opening and/or closing of those locations. As such, it is vitally important that these are checked at multiple stages of the planning process. NOTAMs can and will be submitted, *UNANNOUNCED*, at any point in time.

There are multiple resources available to review NOTAMs, to include ForeFlight, Fltplan.com, and the FAA website itself (cited below).

<https://www.notams.faa.gov/dinsQueryWeb/>

NOTAMs are written in aviation shorthand and using many acronyms. As such, they can be difficult to interpret and understand. The following website can help you interpret any NOTAMs you may have trouble comprehending.

<https://www.notamdecoder.com/>

NOTE: If NOTAM Decoder cannot translate one or some of the words in a NOTAM, GOOGLE IT!

14.5.3 "TFRs Checked?"

TFRs, or Temporary Flight Restrictions, are temporary restrictions to public airspaces owing to special events such as VIP travel, fireworks, airshows, etc. Restrictions are often imposed in dimensions measured by radius and altitude and are typically centered around navigational aids that may or may not be near enough to airports to disrupt our travel plans.

These, like NOTAM's, may be published unannounced at any time and thus should be checked regularly prior to travel.

There are many sources available to identify TFRs, such as ForeFlight, fltplan.com, and the FAA website itself:

<https://tfr.faa.gov/tfr2/list.html>

The easiest way to determine if a destination will be affected by a TFR will be to look up that location in ForeFlight, as there is a filter in the "Maps" tab that shows an overlay of effective TFRs and their areas of effect.

14.5.4 "Winter Weather? Thunderstorms?"

This item is intended to call attention to severe weather phenomena that might have gone unnoticed or unannounced in the weather forecasts that were listed earlier in the feasibility report.

Winter weather can mean low temperatures, expected snowfall, icing, etc. The entries in this item are slightly more freeform, as the Flight Controller may speculate on potential weather conditions or issues.

If a trip is scheduled through Aspen, CO (ASE) during the winter months but no winter weather is currently predicted, it is acceptable to note in this item anything to the effect of "This area frequently suffers from Winter Weather conditions" to call attention to potential issues that may arise.

Similarly, Thunderstorms also present potential issues and hazards to flight that require additional attention and possible mitigation. Thunderstorms will appear in weather forecasts in the aviation shorthand "TS", often paired with "VC" meaning vicinity.

If you see "VCTS", it means thunderstorms are in the vicinity.

14.5.5 Lav Service & Hangar / De-Ice Availability

Lav (Lavatory) Service and Hangar / De-Ice items refer to services offered by the facilities that we operate into. This item is prompting the Flight Controller to check if these services are available at the facility we are scheduled in with.

Lav service is where the FBO (Fixed Base Operator) will clean and empty the aircraft's Lavatory or bathroom tanks.

At most facilities, Hangar availability is issued on a first-come first-serve basis. As such, Flight Control shall request to be placed on the **Hangar List** (to be used at pilot discretion) at any location where we expect to over-night and/or if inclement weather is predicted.

De-Ice is a service in which the FBO will douse the aircraft in an ice-retardant / preventative substance. This is a necessary service anytime ice accumulates on the aircraft, especially because Sun Air Jets observes a zero-tolerance policy for ice accumulation.

NOTE: There is an important distinction between placing a Hangar Reservation and being put on a Hangar List. Most Hangar cancellation policies are very strict, and so we should be very certain of our impending use of such facilities prior to making firm arrangements.

NOTE: If ever presented with the choice between paying for a hangar or paying for de-ice, **ALWAYS CHOOSE HANGAR**. De-ice is very expensive in comparison.

14.5.6 "AFD Reviewed?"

The Airport / Facility Directory (AFD) is an FAA publication that lists pertinent information regarding an airfields composition. This can include runway lengths, maximum weight capacities, airfield lighting, attended hours, Prior Permission Required (PPR) requirements, noise restrictions, and many other miscellaneous pieces of information regarding the airfield.

This feasibility item prompts the Flight Controller to review the AFD's for each destination to ensure we identify any information that may be pertinent to the operation.

AFD's can be found at the FAA website cited below but can also be accessed via [fltplan.com](#).

https://www.faa.gov/air_traffic/flight_info/aeronav/digital_products/dafd/search/advanced/

14.5.7 "FBO's Checked?"

This item is simply prompting the Flight Controller to review the FBO's that have been identified in JetInsight to ensure accuracy. JetInsight has a function that allows us to choose preferred FBO's at locations, but often times our clients may request the use of another facility.

Most often however, at VNY JetInsight will default to our Sun Air Jets Roscoe facility as the FBO, however that is only correct for owner flights and as directed by the Charter department. For all Part 135 charter flights, we should use Signature Flight Support West unless otherwise directed.

When conducting this feasibility report item, the Flight Controller will be ensuring we've selected the correct FBO for each leg of the trip, whether that's to be in compliance with client requests or standard procedure.

NOTE: In order to clear customs at VNY, we MUST proceed through FBO Signature Flight Support West. If your trip is international, make sure the **arrival** to VNY shows Signature Flight Support West as the FBO.

14.5.8 "Performance Restrictions?"

This item of the feasibility report acts as a catch-all for any pertinent information that may not have been specifically solicited in prior items. Additionally, it serves as a location where the Flight Controller can expound on any issues that were mentioned but may need further clarification or description.

The rest of the title for this item serves as some common examples of Performance restrictions we may encounter on a trip, such as hot weather, short runway length, high elevation, etc.

NOTE: When in doubt, LIST IT! It's better to unnecessarily point something out than ignore something that should have been discussed.

14.5.9 Miscellaneous Logistics

The next several items on the feasibility report are designed to address any other potential logistical issues that may arise for any given trip but do not fall under the previous overarching categories.

Folder Created?	YES <input type="checkbox"/> NO <input type="checkbox"/>
PPR Required?	YES <input type="checkbox"/> NO <input type="checkbox"/>
PPR Lead time adequate?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Parking Available?	YES <input type="checkbox"/> NO <input type="checkbox"/>
FBO's contacted? (Special event's w/in 1 week)	YES <input type="checkbox"/> NO <input type="checkbox"/>
Overwater / Coastal Ops? <i>NOTIFY CREW - RAFTS***</i>	YES <input type="checkbox"/> NO <input type="checkbox"/>

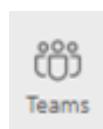
14.5.10 “Folder Created?”

This item has no logistical impact on the trip but is an essential step for internal processing of the financial side. For each owner trip (whether part 91 or 135), The Flight Control Department is expected to create a unique folder in the company's shared drive.

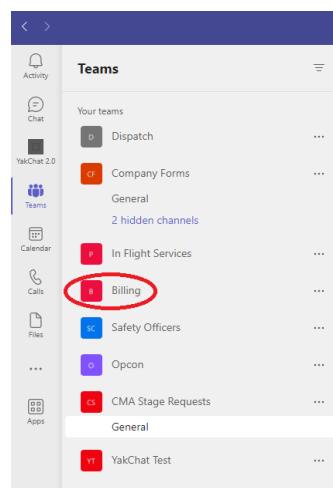
The purpose of this is to establish a digital record wherein we keep official documents related to the trip that are used to verify billing.

For the feasibility report, you only need to understand how to create a folder.

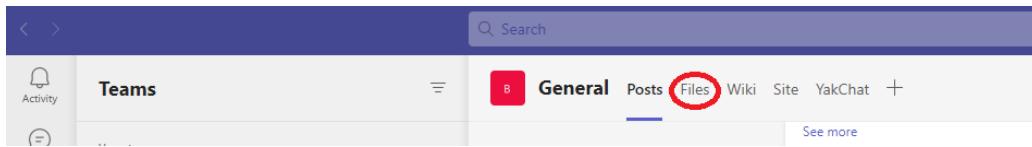
1. In Microsoft Teams, select the “**Teams**” Icon in the left-side column:



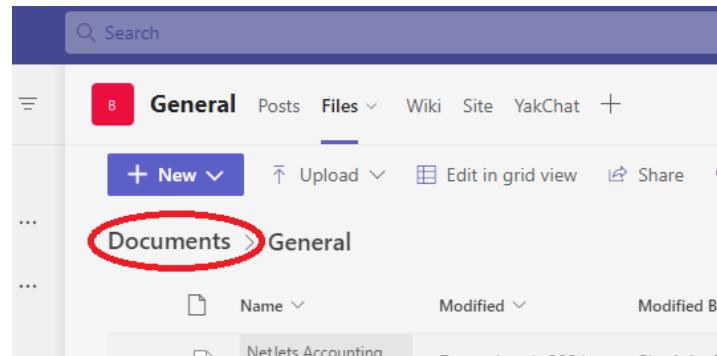
2. This will open a new page of the Microsoft Teams app, wherein the Flight Controller shall select the “**Billing**” option in the “Teams” column:



3. Once this has been opened, select “**Files**” in the top row:

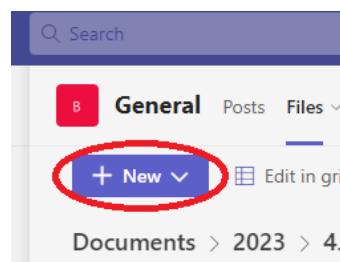


4. Select “**Documents**” in the file address box (located directly below the “**Files**” button):



5. From there, navigate to the appropriate year, month, and applicable folder. The folder path is very simply labeled to ensure ease of sorting.

6. Once you've entered the “**Incomplete**” folder, select the “**+ New**” button in the Row below the “**Files**” button:



7. The name of the folder should adhere to the following structure:

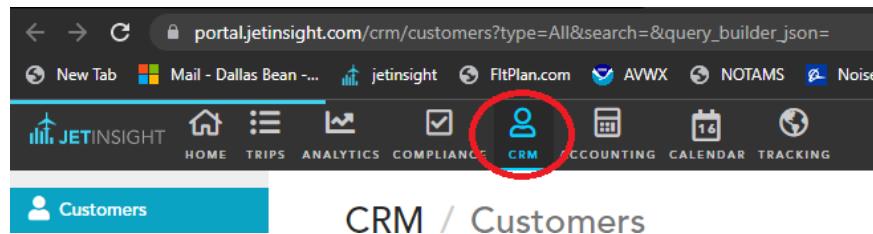
“Trip # ____ Tail # Client Name Date(s)”

NOTE: For all Part 135 charter flights, the Charter department will be responsible for the creation of the trip folder, and your note should read “To be created by Charter.”

14.5.11 “FBO’s Contacted? (Special Events Within 1 Week?)”

For each new and proposed trip, we must contact the anticipated FBOs at scheduled destinations to inquire about any special events and/or fee's that may conflict with our schedule, as well as any other pertinent information that may affect our trip (such as if PPR's are required).

To identify a good contact number for the anticipated FBO there are multiple resources available in the JetInsight App.



Select the **CRM** tab in the JetInsight website, then select “**Airports**” in the left column. On this page, you can search any airport that is in the JIS database, and selecting the link will pull up all JetInsight logged information pertaining to that location (to include available FBOs and their contact information).

Alternatively, if you proceed to the “Trip Notes” tab of the trip entry in JetInsight and hover your mouse over the blue phone icon next to the location you wish to contact, the phone number for that FBO should populate.

When contacting an FBO, the Flight Controller should advise the representative of the **aircraft type, tail #, ETA / ETD, and any special services.**

The Flight Controller shall also *ask* the representative if there will be any special events and/or fees for the estimated arrival, what the current fee's associated with operating at that facility are, and (if applicable) whether the FBO's de-ice or other services are currently functional.

14.5.12 “PPR Required? PPR Lead Time Adequate?”

This item refers to a common requirement for flights to busy and/or international destinations. PPR Stands for “Prior Permission Required” and is a number or code that authenticates that the aircraft's schedule has been communicated to and accepted by that location.

The method for obtaining PPR's is generally to call the FBO and request one, such as for Las Vegas, NV (LAS) or Mountain View, CA (NUQ). The FBO will prompt you to provide general information regarding the flight, to include ETA, ETD, etc.

Some facilities observe a minimum timeframe to coordinate PPR's and it is important to note these in the feasibility report for future reference in case time changes or similar occur within that window.

PPR's are uncommon for domestic flights but not unheard of and should be checked-for in all cases to ensure compliance with this requirement. PPR's are much more common internationally, and procedures for obtaining them may vary. Defer to your Handler and the team for any questions regarding PPR's.

14.5.13 “Parking Available?”

This item is exactly what it sounds like. Ensure you verify with the FBO(s) that you contact that parking isn't going to be an issue. Many airports get busy enough that they will only allow aircraft to deliver passengers and then depart to a nearby airport for the duration of their stay.

14.5.14 “Overwater / Coastal Ops? NOTIFY CREW – RAFTS**”

This item prompts the Flight Controller to review the general route of flight and see if the aircraft is expected to fly overwater or over the coast (greater than 50nm) at any point during their trip.

The reason we check for this is because when flying beyond 50nm from the coast, we are required to carry life-rafts on board, and most of our aircraft do not carry these as standard equipment for all flights.

As such, it is the duty of the CREW to ensure rafts are onboard if required, but it is *our* duty to assist in identifying this requirement to the greatest extent possible.

14.6 International Items

The last items to be completed on the Feasibility Report are only applicable to international trips. If your trip is strictly domestic, then mark these next items as “N/A”, short for not applicable.

14.6.1 “Local Handling Agent / FBO Confirmed On CTS”

This item prompts the Flight Controller to enter which handler we will be using into the trip notes to ensure everyone is aware of whom to coordinate with. There are several handlers that we can use for any given trip and it's important that we do not double book with multiple handlers to avoid undue cost.

There are few specific restrictions on whom we utilize for handling for a trip, as the decision is largely situational. For almost all Mexico trips, our primary handler is Manny Aviation, but there are some exceptions here depending on client and location.

NOTE: ALWAYS be sure to review the client profile! Some have handler preferences listed!

Generally, we will prefer using Universal Handling for most other international trips, although we have been known to (and will continue to) shop around for better pricing. Other options include Jeppesen, Signum, and even the direct locations that we are traveling to (such as Signature Flight Support).

NOTE: When in doubt ASK THE TEAM .

14.6.2 “Customs Hours Comply With Entry Date And Time?”

This item prompts the Flight Controller to review the available customs hours when the trip is expected to clear customs to ensure that our schedule falls within customs availability. If we do not, we will need to either reschedule the flight so that we do coincide with customs hours or reroute so that we proceed through an airport that has customs available at that time.

There are several resources to check for customs hours, to include the “CRM” tab in JetInsight (airports), as well as the Universal FIQ application.

14.6.3 “Customs Hours Provided To Client?”

This item pairs with the above, as once the information has been researched, the Flight Controller shall then disseminate the information to ensure all parties are aware of the scheduling constraints by which we must abide.

14.6.4 “Handling Requested?”

It is Flight Controls standard procedure to request handling upon trip booking. This is to ensure that we have the greatest amount of time possible to coordinate any items or services with our handler, our destination(s), and our clients.

14.6.5 "Permit (135) Lead Time Required? How Much?"

This item prompts the Flight Controller to check if a "Charter Permit" will be required for this trip. Some foreign countries require these for part 135 trips, and while Sun Air Jets possesses blanket permits for various countries (found in the JIS Documents library under the Compliance tab), we will often still be required to obtain a new one.

Your best resource for this information will be Universals FIQ found in the UVGO website, but you may also ask your handler and research through alternative means as necessary.

14.6.6 "Parking Situation? Special Events?"

Many international locations have slim parking availability, especially around holidays or events. This item prompts the Flight Controller to ensure we're aware of any issues that may occur on our trip regarding available parking, and if so, to initiate the planning to account for such.

Again, the best resource will be either FIQ or your direct handler.

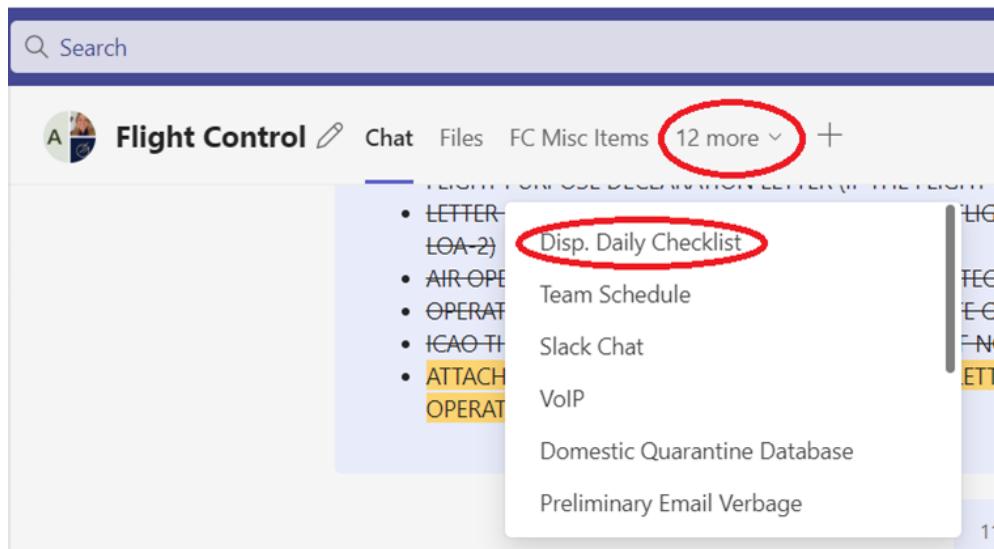
14.6.7 "Feasibility Summary"

In this box, the Flight Controller is expected to sum up the accumulated noteworthy information from the completed form. This summary shall be shared with the client and crew.

15.1 Daily Checklist

The Flight Control Daily Checklist is the lifeblood of our department, insomuch as it forms the bedrock of our daily requirements. Through the completion of this checklist the Flight Control Team is able to identify and address any issues for our trips that may have either been missed or gone undone. It is imperative that this checklist be completed on a daily basis.

The Daily Checklist can be found in the Microsoft Teams “**Flight Control**” chat. It is a Microsoft Excel Spreadsheet that is manually built and updated by the Flight Control Team *for* the Flight Control Team.



Select the drop-menu, then select the “**Disp. Daily Checklist**” option to open the Daily Checklist.

At the bottom of the spreadsheet are different tabs, each of which represents a specific day. Select the present day to find the current daily checklist.

34	Landing Rights Granted?							
35	Overflights/Permit/PPR/Slots confirmed?							
36	Travel Documents received?							
37	72 Hrs							

NOTE: This checklist shall be built by either the Morning Shift (5am) Flight Controller or the Midnight Shift Controller daily.

Once within the correct day, you will find every flight for the next **7 days** listed, broken up into either Team 1 or Team 2, indicated by the colors of the check boxes:



The trips are identified in the top 2 rows of the spreadsheet, where you will find the tail number of the aircraft and the corresponding trip number (booking # in JIS).

1	Tail #	N393VF	N624PD	N636SY	N636
2	Trip #	4322	4537	4541	

Any box that is not colored **REQUIRES ACTION**. This checklist is a tool used to highlight any/all items that are required to be addressed, as indicated by the blank spaces.

A	J	K	L		
1 Tail #	N977AF	N977AF	N122CA	N19	
2 Trip #	4514	4331	4484		
3 Overnight:					
4 Flight duty times entered					
5 Flogs entered, completed, sent to folder					
6 Day Prior:					
7 NOTAM, TFR, WX, performance review					
8 Stage(s) &/or FBO's coordinated?					
9 Fuel Arranged?					
10 Catering Arranged?					
11 Ground Transportation Arranged?					
12 Crewed? Rest, duty, and fit time compliant					
13 Passenger Manifest?					
14 MX release?					
15 Foreflight Flight Plans released to crew?					
16 Any client specific day-prior items adressed?					
17 24Hr itinerary to client?					
18 24Hr release WS uploaded to JI & Foreflight					
19 Flight released?					
20 Outbound Clearance? (135)					
21 Landing Rights Granted?					
22 Travel Documents received?					
23 48 Hours Out:					
24 NOTAM, TFR, WX, performance review					
25 Stage(s) &/or FBO's coordinated?					
26 Fuel arranged?					
27 Catering arranged?					
28 Ground Transportation Arranged?					
29 Crewed? Rest, duty, and fit time compliant					

The circled boxes in this example indicate items that need to be reviewed for Tail # N977AF, Trip # 4514, discernable by the lack of color.

- Completed tasks should be marked "YES."
- Tasks that are pending further work or responses should be highlighted yellow, and a brief description of whatever is delaying completion entered.
- Tasks that do not apply to this trip should be marked "N/A."
- Tasks that are too far out for completion should be highlighted RED, and "TFO" entered into the box (too far out).
- Any tasks that (once checked) prevent the trip from continuing as scheduled should be highlighted red and addressed with the team.

NOTE: There are several items that appear in multiple categories. THIS IS INTENTIONAL. These items can be performed the same way for each applicable category, but due to the shifting nature of these items, they must be checked and re-checked prior to departure.

15.2 Categories

15.2.1 General

There are 6 categories that a trip may fall under, depending on the scheduled departure:

1. Overnight

Trips that fall under this category include any that were flown TODAY.

2. Day Prior

Trips that fall under this category include any that have legs scheduled for the next calendar day.

3. 48 Hours Out

Trips that fall under this category include any that have legs scheduled for TWO calendar days away.

4. 72 Hours Out

Trips that fall under this category include any that have legs scheduled for THREE calendar days away.

5. One Week Out

Trips that fall under this category include any that have legs scheduled BEYOND THREE calendar days away but NO MORE THAN SEVEN calendar days away.

6. Canceled / Delayed

Trips that fall under this category include any that have been canceled or delayed to another calendar day.

***NOTE** Flight Control shall ADD a column for ANY trip that is canceled or delayed, irrespective of scheduled date of departure, and perform the 'Canceled / Delayed' checklist on that trip.*

Below the checkboxes, there is a Notes tab where flight control shall enter the corresponding tail # & Trip #, then any pertinent notes regarding that trip. Examples of such would be NOTAM's that affect flight, forecasted weather, TFR's / PPR's / Pending items.

15.2.2 Overnight

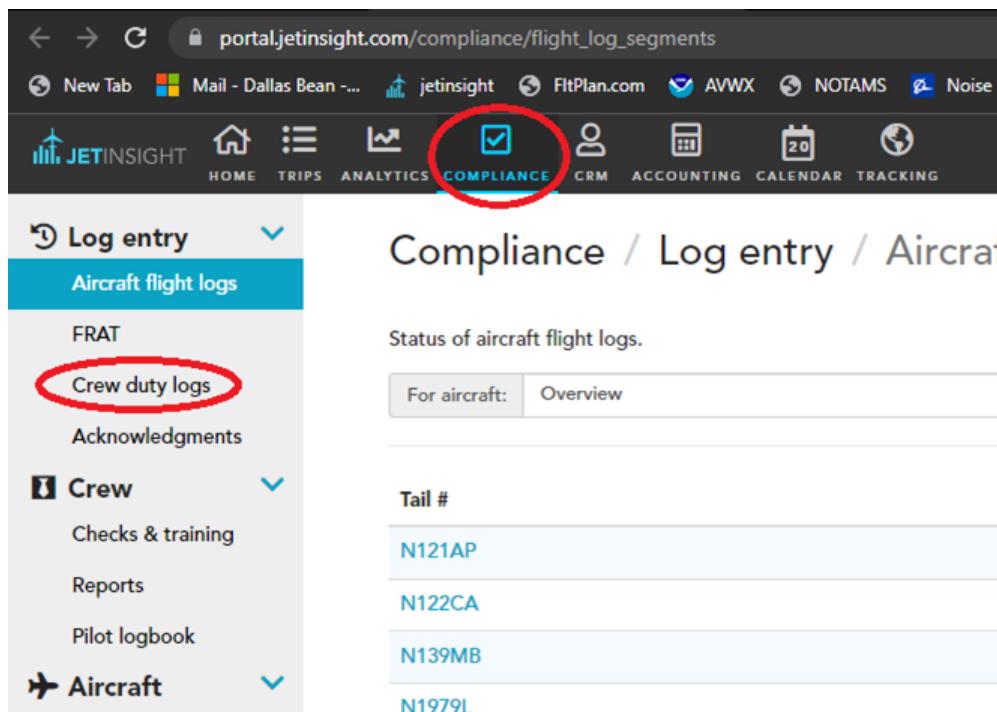
Overnight:
Flight duty times entered
Flogs entered, completed, sent to folder

The two items in this category refer to the regulatory items that are required to be entered post-flight.

A. Flight Duty Times Entered

This item shall be marked complete only once the crew members for that flight have called in to Flight Control and confirmed the times that they've entered into Jet Insight.

The times that the crews are required to enter are Duty On, and Duty Off, and these logs can be found in Jet Insight "Compliance" tab, then "Crew Duty Logs" in the left-most column.



The screenshot shows the Jet Insight web application interface. At the top, there's a navigation bar with links like 'HOME', 'TRIPS', 'ANALYTICS', 'COMPLIANCE' (which is highlighted with a red circle), 'CRM', 'ACCOUNTING', 'CALENDAR', and 'TRACKING'. Below the navigation bar, the main content area has a title 'Compliance / Log entry / Aircraft'. On the left, there's a sidebar with sections for 'Log entry', 'Aircraft flight logs' (selected), 'FRAT', 'Crew duty logs' (circled in red), and 'Acknowledgments'. Another section labeled 'Crew' contains 'Checks & training', 'Reports', and 'Pilot logbook'. A final section 'Aircraft' is partially visible. The main content area displays a list of tail numbers: N121AP, N122CA, N139MB, and N1979L.

Once the page has populated, search for the crew member in question in the "Crew:" box and reference the times they relay over the phone against the corresponding day's entry.

NOTE: A common misconception amongst the crews is that the PIC entry will populate for the SIC. THIS IS INCORRECT. EACH crew member must enter their own duty times in Jet Insight for each duty day! Make sure to verify that these have been entered for BOTH pilots.

B. FLOGS Entered, Completed, Sent To Folder

FLOGS is shorthand for Flight Logs, and this item prompts the flight controllers to ensure that the flight log information for that day's flights has been entered into Jet Insight.

Standard procedure is for the PIC to contact Flight Control via telephone once all flights for that aircraft for the day have been completed, and then verbally review the entries to ensure accuracy.

When reviewing Flight Logs with the PIC, the Flight Controller must verify the following information has been accurately recorded:

1. OOOI Times (Out / Off / On / In)

- OUT time is the time that the aircraft begins taxiing (out of chocks)
- OFF time is the time that the aircraft has officially departed (off the deck)
- ON time is the time that the aircraft has officially landed (on deck)
- IN time is the time that the aircraft officially parks (In chocks)

2. Fuel start / burn / end

- The crews must enter the fuel quantity for start, and fuel quantity for end. Jet Insight will automatically calculate the total burn.

3. Crew duty time

- The crew duty logs should be completed before the flight log, and those duty times are displayed *in* the flight log.

Trip: T27G7I (booking #4521)																	
DATE	PF	PM	From	To	Pax	Out	Off	On	In	Flight	Block	Inst	Night	Appr	Gals	Fuel start/burn/end	Pax
4/20	D Fuller	K Patinakis	VNY	APC	91	19:15	19:21	20:17	20:23	0.9	1.1	-	-	VIS	812 / 0	10000 / 4400 / 5600	7
* All times in Zulu																	
<i>Crew flight time</i>																	
PIC SIC Inst Night Appr (p) Appr (np) Takeoffs (day) Takeoffs (night) Landings (day) Landings (night)																	
D Fuller 1.1 0.0 0.0 0.0 0 0 1 0 1 0																	
K Patinakis 0.0 1.1 0.0 0.0 0 0 0 0 0 0																	
<i>Crew duty time</i>																	
On duty Off duty Duty time																	
D Fuller																	
K Patinakis																	
Airframe																	
Hrs		Cycles			Hrs			Cycles			Hrs			Cycles			
Prior		7136.1			2498			7136.1			2498			7136.1			
This trip		0.9			1			0.9			1			0.9			
Total		7137.0			2499			7137.0			2499			7137.0			

To view a trip's flight log entries, open that trip in Jet Insight, proceed to the “**Flight Log**” tab in the left-most column, and select “**Aircraft flight log entry for _____**” button in the resultant page:

The screenshot shows the Jet Insight software interface. On the left, there is a sidebar with various options like Overview, Communication, Documents, Audit trail, Integrations, Request, Quote, Availability, Checkout, Schedule, Crew, Passengers, Services, Trip notes, Release, Trip docs, Day of flight, Flight log (which is circled in red), and Expenses. The main area is titled "Flight log segments". It shows a section for "Flight log segments that are not complete" with a date range from 04/20/2023 19:15Z to 04/24/2023 23:00Z. Below that is a section for "Completed flight logs" which is currently empty. A button labeled "Aircraft flight log entry for N320GX" is also circled in red.

Flight logs must be manually grouped by the Flight Controller and logs should be grouped according to duty day.

Example: If an aircraft flew KVNY – KLAX – MMPR in the same duty day, then the KVNY – KLAX flight log and the KLAX – MMPR flight log would be grouped together.

To group flight logs together, select the check box next to the entries you wish to group, then select “**+ Create new log**” button.

The screenshot shows a table titled "Unlogged flight segments". It has columns for Date, Pilots, Route, Trip, Pax, and Status. There is one row visible with the date 4/20/23 19:15-20:23Z, pilots Delvin Demetrius Fuller / Kymatos Patrakas, route VNY-APC, trip T27G7I, pax 7, and status Post/post submitted. A checkbox is checked next to the first row. In the top right corner of the table, there is a button labeled "+ Create new log" which is circled in red.

Once this step has been completed, the Flight Controller should select the “**Preview**” button and review the Post Log that populates in the resultant page.

If the information in this flight log matches the verbal report from the pilot and there is no missing information, the flight controller may then select the “**✓ Mark Complete**” button in the top right corner.

NOTE: If there is missing information, prompt the crew to make their entries!

After the flight log has been marked complete, the Flight Controller shall download the post-flight PDF and upload the completed flight log to the trip folder.

To find the folder for this trip, follow the steps listed in section **14.5.10 - “Folder Created?”**.

15.2.3 Day Prior

The day-prior checklist is the most imperative section of the daily checklist, as it deals with the most time-sensitive and critical issues for each trip to be flown the next day.

Day Prior:
NOTAM, TFR, WX, performance review
Stage(s) &/or FBO's coordinated?
Fuel Arranged?
Catering Arranged?
Ground Transportation Arranged?
Crewed? Rest, duty, and flt time compliant
Passenger Manifest?
MX release?
Foreflight Flight Plans released to crew?
Any client specific day-prior items addressed?
24Hr itinerary to client?
24Hr release WS uploaded to JI & Foreflight?
Flight released?
Outbound Clearance? (135)
Landing Rights Granted?
Travel Documents received?

A. NOTAM, TFR, WX, Performance Review

The first item on the day-prior checklist, this item prompts the Flight Controller to check for any NOTAM's, TFR's, or forecasted weather phenomena that may affect the next days' flight.

The flight controller should utilize the resources listed in Chapter 3 of this manual (Platforms and Resources) to address these topics. The links to the primary sources for this item are cited here for ease of access.

- <https://www.notams.faa.gov/dinsQueryWeb/>
- <https://www.aviationweather.gov/>
- <https://plan.foreflight.com/map#-93.75732/38.53098/5>

NOTE: This list of resources does not preclude the use of other viable alternatives.

B. Stage(s) and/or FBO's Coordinated?

This item prompts the flight controller to verify that the trip has been coordinated with all destinations, to include staging (if applicable) and phone calls with the destination airports (as applicable).

To check this information, the Flight Controller should reference the Trip Notes tab of the trip entry in Jet Insight.

In the absence of notes indicating that this coordination has been completed, the Flight Controller shall contact the locations to coordinate the trip.

C. Fuel Arranged?

Much like the Stage and FBO Coordination item, this item prompts the Flight Controller to verify that fuel arrangements have been made for the trip by checking the Trip Notes tab in the trip entry in Jet Insight.

In the absence of these notes, the Flight Controller should coordinate and/or annotate fuel procedures as applicable.

D. Catering Arranged?

This item prompts the Flight Controller to check the catering notes in the Trip Notes tab in the trip entry in Jet Insight to verify that catering has been arranged as requested by the client.

If there is any uncertainty as to the status of the catering, the Flight Controller should direct any questions either to the client (if pending catering details), the Cabin Attendant (if catering details have already been relayed but further inquiries need to be addressed), or the In-Flight department (if no cabin attendant is on this trip but catering has been requested).

If "**Please advise**" is the only catering note, ensure that we ask the client for any catering details in the 24-hour client itinerary email and highlight this box YELLOW, then enter "**TBD**" into the text box.

The Flight Controller should verify that any requests have been relayed to the proper parties to ensure Flight Control has upheld their responsibility to relay these requests.

E. Ground Transportation Arranged?

This item prompts the Flight Controller to verify that any ground transportation that may have been requested has been arranged.

To do so, the Flight Controller should visit the Trip Notes tab of the trip entry in Jet Insight and verify that the notes in the "Ground Transportation" section indicate this has been completed.

****NOTE**** This item ALSO refers to CREW ground transportation.

If there is any uncertainty as to the status of the ground transportation, the Flight Controller should direct any questions either to the client (if pending ground transportation details), or the Flight Control team if the ground transportation note is unclear.

If "**Please advise**" is the only ground transportation note, ensure that we ask the client for any ground transportation details in the 24-hour client itinerary email and highlight this box YELLOW, then enter "**TBD**" into the text box.

The Flight Controller should verify that any ground transportation requests have been arranged as directed.

F. Crewed? Rest, Duty, and Flight Time Compliant?

This item prompts the Flight Controller to verify that crew has been assigned, and that minimum rest is observed, max duty is not exceeded (Part 135 only), and there are no more than 10Hrs flight in any 24hr period (Part 135 only).

To verify that this is the case, the Flight Controller shall check the “**Crew**” tab in the trip entry in Jet Insight, where Crew Validity / Crew availability / Crew positioning errors are listed.

If there are any findings, the Flight Controller shall address each to the greatest extent possible, or otherwise annotate such findings in the NOTES section of the daily checklist.

G. Passenger Manifest?

This item prompts the Flight Controller to verify that a completed passenger manifest has been entered into Jet Insight, and that there are no issues with any of the passengers. (i.e.: TFSSP flag, missing DOB / Gender / Passport / etc.).

To verify that this is the case, the Flight Controller shall check the “**Passengers**” tab in the trip entry in Jet Insight, where any issues shall be noted by Jet Insight.

If there are any findings, the Flight Controller shall address each to the greatest extent possible, or otherwise annotate such findings in the NOTES section of the daily checklist.

H. MX Release?

This item prompts the Flight Controller to check on the current Maintenance status of the aircraft. The most accurate and expedient way to do this will be to visit the “**Compliance**” page found in the top row of the Jet Insight website.

Once on this page, the flight controller should select “**Status & Discrepancies**” under “**Aircraft**” in the left-hand column.

This page lists all of our aircraft and their current maintenance status. Any discrepancies with the aircraft are denoted by either a yellow (MEL Item's listed) or red (AOG issues listed) Caution Icon (imaged below), and if there are no discrepancies, a green checkmark will be present (also imaged below).



The standard understanding of the Flight Control department is that, unless directly advised otherwise, if there is not a maintenance issue listed here, there is not a maintenance issue.

I. ForeFlight Flight Plans Released to Crew?

This item prompts the Flight Controller to verify that the flight plans for the trip in question's flight have been released to the crew from the ForeFlight website (<https://plan.foreflight.com/>).

To do so, the Flight Controller shall log in to the aforementioned website using the provided credentials and investigate the flight plan status on the “**Dispatch**” Page, made available in the left-hand column.

To ease the identification of these flight plans, ForeFlight has made available several filtering options. As an example, you should be able to identify the flight plans based off the tag, which will be the same as the booking # listed in the trip entry in Jet Insight.

There is a column on this page labeled “**RELEASED**” which denotes the release status of the flight plan. If the Flight Plan shows “Not Released”, the Flight Controller shall select the “**Edit**” button on the right-hand side of the row and observe the following steps:

NOTE: All following steps shall be performed on the “**FLIGHT**” page, made available in the top row of the resultant page.

1. Select “**Show**” next to “**ALTERNATE ROUTING**”, then select “**Auto**”.

MMLP to KSDM (N818EZ)
Apr 29, 21:00Z / 14:00 GMT-7
ETE 01:37 WIND EFFECTS 19H DEST FUEL 2,528 lb ETA 22:37Z / 15:37 PDT DIST 617nm
Next flight Copy flight

FLIGHT W&B RWA ATC DATA FILES EA/PIS

GENERAL

Aircraft N818EZ (H25B) Departure MMLP Destination KSDM Date 04/29/2023 Time 21:00 Z Call Sign
Hawker 900XP (H25B)
1. Alternate General Manuel Marquez ...
2. Alternate Brown Field Municipal T.O. Alternate ETO ETA Zulu Local
ALTERNATE ROUTING (Help)
DCT Auto Manual
Alternate Cruise Profile

2. If available, select the anticipated FBO at the DESTINATION airport under the “**Destination Services: FBO**” item.

FLIGHT W&B RWA ATC DATA FILES

GENERAL

Aircraft N818EZ (H25B) Departure MMLP Destination KSDM Date 04/29/2023 Time 21:00 Z Call Sign
Hawker 900XP (H25B)
1. Alternate General Manuel Marquez ...
2. Alternate Brown Field Municipal T.O. Alternate ETO ETA Zulu Local

FUEL

Performance Profile High Speed Cruise Cruise 100% 5.5 MO 70,000 ft Test Fuel 250 lb
Add Advice
Destination services: FBO

Name	100LL	Jets	Diesel
First Flight Corporation	\$5.39	\$4.50	\$4.50
100LL UNICOM	\$4.50	\$4.13	\$4.13
San Diego Jet Center	\$5.99	\$5.59	\$5.59
100LL UNICOM	\$4.50	\$4.13	\$4.13
Total	\$5.39	\$4.50	\$4.50
Mouse			

Add Clear

3. Select one of the “**RECOMMENDED ROUTES**” or “**ATC CLEARED ROUTES**” listed at the bottom of the page.

Once all these steps have been completed, the flight controller shall select the “**Release**” button in the bottom right corner of the page, then select the “**Release as Editable**” option on the resultant pop-up. Finally, select the blue “**Release Flight**” button in the bottom right-hand corner of the pop-up box.

J. Any Client Specific Day-Prior Items Addressed?

This item prompts the Flight Controller to check the client profile (owner) or booking notification (charter) for any items that are required to be completed day prior. These items may vary depending on the client.

K. 24hr. Itinerary To Client?

This item prompts the Flight Controller to send the 24-hour itinerary to the client. This email is Flight Controls final check with the client to ensure that all is correct, and we are prepared for the trip (barring any late updates).

The Flight Controller should send this email only after having completed the day prior checklist, so that if any items are identified that require client input, we may include those in this correspondence.

There is a template available in Front for this type of email.

L. 24hr Release WS Uploaded to JIS and ForeFlight?

This item is to remind the Flight Controller to both perform, and upload a copy of, the 24-hour release worksheet to both the Jet Insight trip entry (documents tab) and the ForeFlight Flight Plan (files tab).

Most often, the Flight Controller will ‘prep’ this form in the morning / early afternoon, and then complete the form at approximately 4pm / 1600 (PDT) when the next day’s weather forecast comes out. Once the form has been completed, it should be uploaded to the ForeFlight Flight Plan.

M. Flight Released?

This item prompts the flight controller to verify that the scheduled flights have been released by operations. This item cannot be completed without having completed the 24hr Release WS, and thus will not be able to be marked complete until such a time that that form has been completed, submitted, and approved by operations.

N. Outbound Clearance? (135)

This item prompts the Flight Controller to check (and request if necessary) if Outbound Clearance has been granted for any international charter flights. This is a requirement for all Part 135 flights departing the United States for an international destination. Outbound clearance procedures may vary depending on location.

The Flight Controller should first check the “**Trip Notes**” page in the Jet Insight trip entry to ensure these have been arranged, and if not, should proceed accordingly depending on the departure locations requirements to obtain Outbound Clearance.

O. Landing Rights Granted?

This item prompts the Flight Controller to verify that Landing Rights have been granted for any trip that is scheduled to return to the United States from an international location.

The Flight Controller should first check the “**Trip Notes**” page in the Jet Insight trip entry for any information that may pertain to this subject.

It is standard procedure for each international flight arriving to the United States to obtain Landing Rights, however the process and requirements to obtain such may vary widely depending on the arrival destination.

Check the locations available information on the subject in Jet Insight (or other sources as necessary) as well as via telephone to ensure compliance with that Customs offices’ requirements.

P. Overflights / Permit / PPR / Slots Confirmed?

This item prompts the Flight Controller to confirm that any permits, PPR’s, or Slots have been arranged for this trip. Most often, the Flight Controller can check this in the “**Trip Notes**” page in the Jet Insight trip entry, the trip handlers’ website, or via telephone / email with a point of contact responsible for arranging these items on our behalf.

Q. Travel Documents Received?

This item prompts the Flight Controller to verify that any travel documents that may be required for this trip have been received by the Flight Control Department. Most often for international trips, this will typically mean Passports and other forms of identification, as well as various forms or legal documents that may be required by the destination.

NOTE: This item refers to both client AND crew documents.

15.2.4 48 Hours Out

The only item that differs on this list from the **Day Prior** list is the maintenance item “**MX Issues addressed with MX?**.”

The reason for this difference is because, at the day-prior stage, the Flight Controller is confirming that the aircraft is released for flight from any maintenance issues, whereas at the 48-hour mark, the Flight Controller is checking with the maintenance department to confirm that (if in a maintenance status) the aircraft is expected to return to service in time for the trip.

15.2.5 72 Hours Out

A. Crewed? Rest, Duty, and Flight Time Compliant

The only new item at this point in the daily checklist, this item prompts the Flight Controller to review the trips schedule and verify that a flight crew has been assigned, that minimum rest is scheduled, and that the schedule does not violate regulated maximum duty or flight times.

For Part 135 flights, maximum times are 10 hours of flight time in a 24-hour period and 14 hours duty time.

B. Handling Arranged?

By this point, handling should already have been arranged for any trips. This item in the daily checklist prompts the Flight Controller to verify this.

The Flight Controller should first review the “Trip Notes” Page in the Jet Insight trip entry for any handling related notes that may have been annotated by a controller prior. These notes should indicate who the handler is and the status of any items that may be required to proceed as scheduled.

If the Flight Controller finds that any items are still pending, or that handling has not been arranged yet, the Flight Controller should arrange handling and initiate any requests necessary to proceed as scheduled.

NOTE: If you are unsure of which handler to use, ASK THE TEAM!

C. Inbound Customs

This item prompts the Flight Controller to review the status of any customs arrangements for international arrivals, to include returning to the United States.

D. (INTNL) Schedule Trip Review w/ Crew?

This item prompts the Flight Controller to verify that a trip review meeting has been scheduled and/or performed with the flight crew. The purpose of these meetings is to ensure that all parties are up to date with the most recent information and to present an open forum for the Flight Controllers and/or the crew to present any comments / questions / concerns they may have regarding the trip.

If the Flight Controller finds that a trip review has not been scheduled or completed, the Flight Controller shall contact the crew to ascertain a time that works for them to discuss the details of the trip and create a calendar event for that time for all available Flight Controllers and the aircraft crew to meet and discuss.

15.2.6 One Week Out

A. Crewing?

This item prompts the Flight Controller to verify that a crew has been assigned to the trip. Often times, crew assignment is delayed or left pending due to searching for available contract crew. If the Flight Controller notices that there is an unassigned role, in accordance with this task on the daily checklist, the Flight Controller shall contact operations to ascertain either the name of the designated crewmate or to obtain a status update on the search for contract crew.

B. Review Weather

This item only varies from the NOTAM, TFR, WX, Performance review in that the Flight Controller need only check for adverse predicted weather phenomenon during the trips scheduled operations.

Weather forecasts commonly suffer entropic accuracy the further out you look, and it is understood by all parties that weather forecasts may change at any time leading up to travel.

15.2.7 Canceled / Delayed

This checklist was created to ensure that the Flight Control team coordinates with all necessary parties for any canceled or delayed trips. Depending on the time of cancellation / delay, this can mean re-arranging slots, PPR's, Landing Rights, catering, ground transportation etc.

16.1 General

As an on-demand charter carrier with aircraft that are capable of traveling worldwide, Sun Air Jets frequently flies its aircraft to international destinations. Sun Air Jets is unique in that we make our own handling and customs arrangements at these destinations, instead of using third party resources.

16.2 International Charter Permits

If we're flying the trip as a charter (part 135), a permit is almost always required. The permit is granted by the Civilian Aviation Authority (CAA) of the country to which we are traveling.

Depending on which country we're coordinating with, permits can take between hours and days to be approved. When requesting a permit, the foreign CAA typically asks for copies of our: AOC, D085, B050, insurance, the aircraft's air worthiness certificate and registration. Sometimes they also ask for copies of the flight crew's licenses and medical certificates. The only countries we don't need prior permission to fly charter into are Canada, Italy, and Mexico. We have a blanket charter permit for these countries.

For Part 91 trips, permits are not often required but Prior Permission Required (PPR) is commonly required. It is important the handling agent knows that a flight is either Part 91 or Part 135 as part of the pre-planning/handling process.

At SAJ, we generally request a Handler(s) or a Third-Party Handling agency to apply for permits on our behalf.

Familiarize yourself with the documents posted in JetInsight under Compliance<Documents<Company, as many of these pertain to international operations.

16.3 Arranging a Handler or Third-Party Handling Agent

When flying internationally, we almost always arrange a handler to assist us on the ground. Handlers are experts who know the airports to which we are traveling, and they have relationships with local airports and customs officials. They speak the local languages and are there to assist with the smooth operation of our aircraft in and out. Handlers can be FBO chains (such as Signature Flight Support) or third party companies (such as Universal and Manny Aviation). Handlers should be engaged as needed for both Part 135 and Part 91 trips.

Handlers will assist in setting up parking, slots, PPR #s, and inbound and outbound customs inspections, as well as various other items depending on the handler, such as passenger and crew ground transportation, entry restrictions/requirements, and catering.

Sun Air Jets will oversee the use of these vendors by requesting feedback from the following:

- Sun Air Jets Flight Crew Members
- Sun Air Jets Customers
- Sun Air Jets SAJ Flight Control Team

Any deficiencies brought to our attention shall be researched and the third party company will be contacted to discuss what happened and why. Based on the frequency or severity of an issue Sun Air Jets may stop using the third party vendor in question.

Sun Air Jets Approved Vendors List: AEG (Jeppesen), Manny Aviation Services, Universal Weather and Aviation, Rockwell, ITPS, Odyssey, Signature Flight Support, ARGOS VIP, Air Tahiti, Mainland Ground Support, Signum, and any other agencies with the approval of the Manager(s) of Flight Control.

To request handling, email the primary contact for the selected handling agency by using the Handling Request Template. The email should include all the services being requested (handling, customs, permitting, visas, transportation, lav, water, etc) and the aircraft schedule.

NOTE: Do not deviate from sending the schedule in the format listed in the template, as we have found this format reduces any misunderstandings on the handler's part.

16.4 Country Specific Requirements

16.4.1 United States of America

A. General

All aircraft departing or arriving to the United States must file eAPIS. Sun Air Jets APIS carrier code is 576. A Master Crew List (MCL) of all crew members must be separately submitted to TSA before they can be used on Part 135 flights.

Prior to departing the US on a charter flight (Part 135), an Outbound Clearance must be requested and received from US Customs. The departure airport does not have to be a designated Airport of Entry (AOE) to receive an outbound clearance.

Aircraft arriving *into* the US on either a Part 91 or Part 135 flight must clear customs inbound at a designated Airport of Entry (AOE).

It is the responsibility of the Sun Air Jets Flight Control Team to coordinate all applicable flights domestic outbound and/or inbound customs with Customs and Border Protection (CBP).

Sun Air Jets maintains a Border Overflight Exemption (BOE) which permits our aircraft to overfly the closest airport on our route to the Southern US Border and land at a designated AOE. You should advise customs during initial contact that we will be flying on our BOE. They may ask for a copy and you shall comply with this request.

B. eAPIS

What is EAPIS?

The Electronic Advance Passenger Information System (eAPIS) is a CBP Web-based computer application that provides for the collection of electronic traveler manifest information from commercial carriers for international travel both into and out of the United States. eAPIS collects and passes electronic manifests to the Advance Passenger Information System (APIS). The system collects data via the Internet so that small carriers can use the public network to submit their electronic manifests.

This is to be submitted for all inbound and outbound flights to the US regardless of CFR regulation (91 or 135). Ideally this should be submitted no less than 24 hours prior to flight but can be submitted closer to departure if necessitated by missing information such as completed passenger manifest.

NOTE: Coordinate any non-standard submissions with customs to ensure compliance with CBP requirements.

eAPIS is submitted via JIS. JIS will file eAPIS based on the regulation under which the legs are being flown to ensure proper information is submitted to CBP.

C. eAPIS Reporting Requirements

Information required for passengers traveling on an international Part 135 flight for which we submit eAPIS comes from the passenger's passport, with the additional requirement of 'Address in USA.'

Part 91 flights may require more information.

All the above information must be input into JetInsight when building out passenger profiles

D. Outbound Clearance

Outbound Clearance is an approval to depart the USA for Part 135 flights granted by CBP after reviewing our eAPIS information and submitting our outbound clearance to the nearest CBP airport.

All 135 flights must have this before departing the USA. The outbound clearance request is most often submitted via email (though some CBP offices still require fax). Once our outbound clearance is approved, CBP will stamp the provided General Declaration (GenDec's) and sign it with the approving officers badge ID. This is what is known as a "Stamped outbound clearance" and you can legally depart the US. *

NOTE: If you have a passenger who has been added to the manifest after outbound clearance has been granted, we are required to resubmit for outbound clearance.

E. Landing Rights Airports / Ports of Entry / User Fee Airports

A landing rights airport is any airport, other than an international airport or user fee airport, at which flights from a foreign area are given permission by customs to land.

A port of Entry (POE) is a place where one may lawfully enter the nation.

User fee airports are those airports which, while not qualifying for designation as international or landing rights airports, have been approved by the commissioner of CBP to receive, for a fee, the services of CBP officers for the processing of aircraft entering the United States.

F. Landing Rights (Arriving USA from a Foreign Country)

Due to the varied nature of requirements from one port of entry to another it is SAJ Flight Control policy to contact each port of entry for that port's individual requirements prior to arrival. In general, the following are required:

- EAPIS must be submitted
- Copy of gendec sent to port of entry electronically.
- Formal request submitted (by means to be specified upon contacting that CBP Office)

NOTE: Landing rights is only approved for the manifest submitted. Any changes must be submitted to port prior to departure for said port to re-approve. This process includes filing updates eAPIS and submitting a new GenDec to the port. If we don't follow this process, we are in violation of CBP rules and can be giving a warning or fine.

G. Items of Which to be Aware

1. Never assume that because somebody has a passport they're allowed into the US. Most European Union (EU) countries have a waiver available for entry into the US via the Visa Waiver Program *BUT they do have to apply for it and provide proof they have it*. The only country that doesn't require a visa or some sort of entry document other than passport is Canadians traveling with a Canadian passport.
2. SAJ is **NOT** responsible for arranging passenger passports or visas for international flights. However, it is our responsibility to look after our passengers to ensure they have a good flight experience. Therefore, we should take the time to ensure that the passengers have the proper documentation to travel to their destination.
3. Acceptable forms of documentation for entry into the USA are a valid passport and one of the following: US Visa, Permanent Resident Card (Green card), proof of registration with the Visa Waiver Program (only available if the country issuing their passport is a member of the program).
4. A valid passport is required for all travelers. This is a requirement for all carriers here in the US for international flights.
5. Minors traveling with only one or none of their parents or legal guardians must have a signed and notarized travel authorization from their legal guardians.

16.4.2 Countries with Electronic and/or Advanced Passenger Information Systems

1. Canada has a requirement to submit their CanPass form via fax to their Border Service no less than 1 hour prior to arrival into Canada and no more than 72 hours prior.
2. Mexico has an eAPIS requirement for inbound and outbound flights. Currently, we do not have the capability of filing this on our own behalf. Our international handler, Manny Aviation, will file it for us once we provide them with a GenDec and send a copy of what was transmitted.
3. There are some islands in the Caribbean that require APIS called CARICOM. All CARICOM countries require APIS be submitted prior to arrival. It's not common but it is always a good idea to ask when we visit the smaller Caribbean countries.
4. In general, it is always good to ask any foreign country if there are any additional requirements beyond sending a GenDec to proceed with your scheduled operation.

16.4.3 Canada

Canada is located on the northern border of the continental United States. A charter permit is required to operate charter flights into Canada. Sun Air Jets, LLC has blanket charter permit license number 030107 which was issued to us on February 26, 2008.

Prior to flying into Canada either Part 135 or Part 91, a CANPASS – Private Aircraft Telephone Reporting Checklist must be faxed to their Hamilton, Ontario office at 905-679-6877 or 905-679-9006. Prior to departing for Canada, the Pilot in Command must call Canada Customs at 1-888-CANPASS (2267277) not earlier than 48 hours but not less than 2 hours prior to departure.

Visas are not required for US citizens traveling to Canada. A list of Visa requirements for Canada is located at <http://www.cic.gc.ca/english/visit/visas.asp>.

Although the Operational Control Release process is explained in detail in Section 5.3 of the General Operations Manual, a simplified outline of the process is listed below for practical application.

In order to request a release via JIS the following steps must be completed:

1. 24 Hour Release worksheet must be completed and submitted by Flight Control;
2. A copy shall be saved to the trip documents in JetInsight as well as the files tab in the flight(s) in ForeFlight.
3. Aircraft and aircrew suitability must be evaluated to ensure no (red) violation items are present, and if so, are adequately explained and do not affect the flight(s).
4. The applicable flight legs shall be submitted for release in JetInsight with an explanation of any conflicts or items of conflict;
5. An OPCON qualified individual will review the trip to ensure compliance with company rules and regulations;
6. An OPCON qualified individual will mark the flight as released in JetInsight, relinquishing final Operational Control and Release Authority to the PIC.

For flights that are inbound or outbound from the USA the following needs to be added to the release process:

7. Current GenDec for the USA departing or arriving leg must be uploaded into JIS;
8. Most current EAPIS confirmation uploaded into JIS.

PIC must sign both GenDec and EAPIS confirmation to ensure the GenDec and eAPIS match.

18.1 General

Flight Controls work with a trip does not end with trip completion. Once a trip has reached completion, the Flight Control team is responsible for ensuring certain steps, documents, and information are taken / shared / disseminated or entered as necessary to allow for the quick and efficient processing of records and billing.

18.2 Flight Logs

The first step once a trip has completed is verifying that all flight logs have been completed, submitted, and uploaded to the trip folder. To do this, the Flight Controller processing the completed trip must proceed to the “**Flight Log**” tab located in the left-most column of the trip entry in Jet Insight.

NOTE: Final flight log for each trip shall be completed as described on page [15-5 - Overnight](#) “FLOGS ENTERED, COMPLETED, SENT TO FOLDER” item. This is assuming all flight logs have already been marked completed.

In this webpage, there will be a listing of all completed flight logs within the “**Aircraft flight log**” box. The Flight controller shall review the trip folder and verify a copy of each Post-Flight Flight Log has been uploaded. Should this not be the case, the Flight Controller shall download / upload a copy of each to the folder.

18.3 Trip Sheet

The next document required to be uploaded to the trip folder is the trip’s final Crew Itinerary. This document is accessible within the Jet Insight trip entry, in the left-most column, under “**Trip Docs**”.

The Flight Controller shall ensure “**Include all segments**” is selected, then select the “**Download PDF**” button that corresponds to the “**Crew Itinerary**” option. Once a copy has been generated, the Flight Controller shall upload it to the trip folder.

NOTE: The trip sheet has not been uploaded until this point due to the ever-updating nature of private aviation. An accurate accounting of the scheduled operation and any accompanying fees can only be obtained after trip completion.

18.4 Expenses

The last document that must be uploaded to the trip folder is the summary of aircraft trip expenses that the crew will have uploaded to Jet Insight. The Flight Controller can generate this document by proceeding to the trip entry in Jet Insight and selecting the “Expenses” tab in the left-most column.

Once within the resultant page, the Flight Controller shall verify that expenses have been submitted, and if so, may proceed with document generation.

****NOTE**** If trip expenses have NOT been submitted, reach out to the crew to request that they upload the aircraft expenses to Jet Insight and proceed with this step once completed.

The Flight Controller shall select the “All expenses are complete” option in the top-right corner of the webpage, then directly below that, select the blue “View Expense Report” button. In the top right corner of the new webpage, select the “View/download report” dropdown menu, then “Download report PDF”. This document shall then be uploaded to the folder.

18.5 Notification

Once all the above steps have been completed, the Flight Controller shall notify the manager(s) of Flight Control of trip folder completion via email so that the folder can be processed further.

19.1 Upper Management

- President and CEO
 - Brian Counsil
 - Extension 302
 - bcounsel@sunairjets.com
- CFO
 - Steve Maloney
 - Extension 393
 - smaloney@sunairjets.com
- Human Resources
 - Lori Thomas (Manager), Rebecca, and Nidia
 - Extension 372
 - hr@sunairjets.com
- Accounting
 - accounting@sunairjets.com
 - Katie, Controller
 - Extension 338
 - Chloe
 - Extension 305

19.2 Flight Operations Team (All bases)

- Director of Operations: Ed Fares ext. 398, cell
- Chief Pilot: Steve Sirk ext 345, cell 661713-0911
- Performance and Ops Liason: Joe Yoon ext. 314
- For operational inquires (performance, crew, etc): operations@sunairjets.com

19.3 CMA – FBO Operations

All SAJ internal numbers are 805-389-9 (extension)

For aircraft stages, services, and general request in CMA

- Front desk Ext 301 (805389-9301) monitored 24 hours a day. Email: fbo@sunairjets.com email responses are usually prompt between hours of 0600-2030
- FBO lead: Sughei
- Line service ext. 313

19.4 VNY Operations

1. SAJ Roscoe – Primary location for all SAJ Non-charter flights

Owner flights will depart from Roscoe facility

- Fueling: all fuel will still be purchased from Signature. Call 818.464.9500
- Staging: We have contracted with Jet Edge's maintenance arm, JetWorx, to provide Line Services for us. Please notify them as far in advance as possible at lineservice@jetworx.com. I HIGHLY recommend having dispatch send our VNY flight schedule for the next day to this email at the end of the prior day.

2. Contacts

- Lamont Lacefield: Line Service Manager for JetWorx. Lamont will be the primary POC for line service questions or concerns at JetWorx. Naima to be cc'd on all email communications regarding VNY.

3. SAJ Woodley (Non-SAJ managed tenants)

- Flights out of the facility is very rare at this point since Roscoe is primary for managed ac and SFS West for charters.
- Operations lead in VNY is Naima Genitempo ext 330
- Aircraft stage in VNY emails: ngenitempo@sunairjets.com; VNY@signatureflight.com; Gabriela.Canales@signatureflight.com; ian@aeroplex.net; Jeremy.Thorpe@signatureflight.com; jose@aeroplex.net; justin@aeroplex.net; Sigfredo.Realegeno@signatureflight.com; vannuys@signatureflight.com; VNYOpsSups@bbaaviation.com
- Signature Flight Support fuels at Aerolease. Fuel price is same as Signature VNY price.

4. VNY Signature Flight Support West

- To be used for all charter flights as default FBO. 818464-9500 vny@signatureflight.com.

19.5 LGB Operations

N850JP based out of Signature Flight Support at LGB.

- For stages cc the following emails: lgb@signatureflight.com; castagna@aeroplex.net; justin@aeroplex.net; ozzy@aeroplex.net; aerolease@aeroplex.net

19.6 EDC Operations

N7RX Based out of Henrksen Jet Center at EDC

- Henrksen Jet Center
 - csr@austinexecutiveairport.com
 - 800-994-1939
- FBO Manager
 - Reed Brickey
 - rbrickey@austinexecutiveairport.com
 - 713-679-4308

19.7 ONT Operations

- Guardian Jet Center
 - fbo@guardian-air.com
 - 909-605-6366

19.8 Maintenance (VNY and CMA)

- Director of Maintenance: Rob Cox 805389-9308
- If Rob isn't available work your way down contact list starting with Adam Wilson, David Whitlock, etc.

19.9 Aircraft Management

The big picture regarding aircraft management:

- Responsible for financials, estimating aircraft cost to owner.
- They handle the relationship and we handle the logistics of the flights.
- Sometimes trip request will come in from them.
 - Justin Sherrill ext. 306 jsherrill@sunairjets.com
 - MaKayla Gorski ext. 360 mgorski@sunairjets.com

19.10 Flight Coordination (All bases)

- Main contact
 - 805-389-9321
 - dispatch@sunairjets.com
- Manager of Flight Control
 - Flightcontrol@sunairjets.com
- Dallas Bean
 - Dbean@sunairjets.com
 - O: 805-389-9321
 - M: 805-389-9329
- Amanda Santana
 - asantana@sunairjets.com
 - O: 805-389-9321
 - M: 805-389-9329

19.11 Charter Sales Team

- Main Contact
 - 805-389-9335
 - charter@sunairjets.com
- Director of Charter Sales
 - Sharinka de Zoysa
 - O: 805-389-9348
 - M: 818-395-6882
 - sdezoysa@sunairjets.com
- Charter Sales Supervisor
 - Brittany Chapel
 - O: 805-389-9335
 - M: 805-340-0730
 - bchapel@sunairjets.com
- Charter Sales
 - Ashton Summers
 - 805-389-9335
 - charter@sunairjets.com
- Senior Account Manager
 - Sheryll Betsis
 - sbetsis@sunairjets.com