
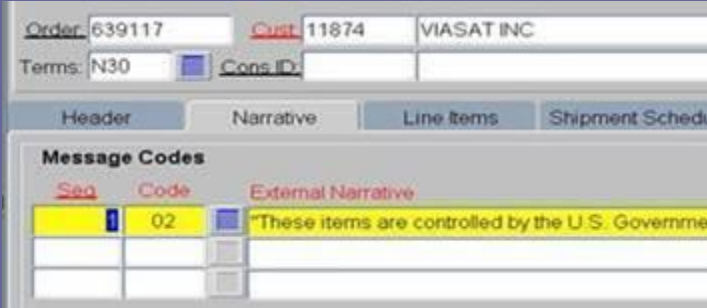

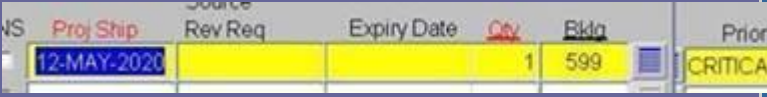



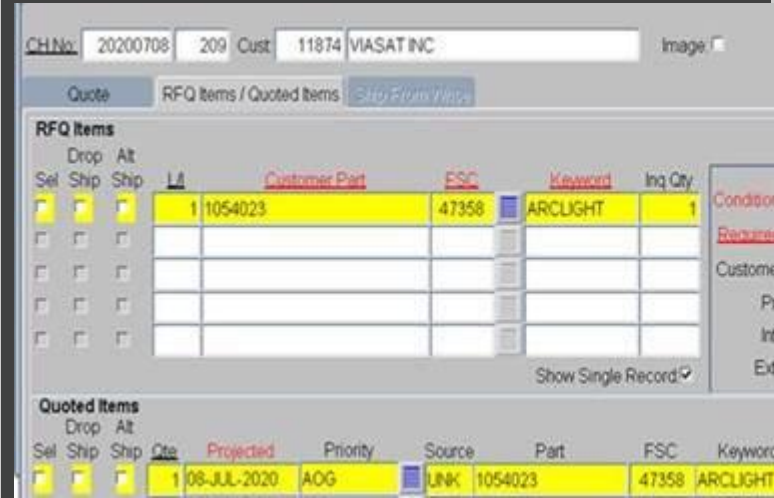


Viasat AOG Standard Operating Procedures

AOG orders must be responded to within one hour

VIASAT ORDERS DIV 7 # 11874 – PLEASE REVIEW 5 POINTS BELOW FOR EACH ORDER		
Internal Contact		Change to Connor Erickson
Message codes		<p>02 required for all Add 93 if going to Australia Remove 04*</p> <p>*04 auto-appears with license required events. Gayle's license exemption means none of Viasat orders need 04 text.</p>
Ext Narr Customs Value		<p>INTL Destination – verify that Viasat has added a customs / repair value</p> <p>If missing click here for latest Viasat P/N list.</p>
Priority		<p>Feel free to change to ROUTINE – all come over as CRITICAL but most come over early enough in the day for ROUTINE same day</p>

FOB Freight		<p>Verify below settings on the order: FOB= DAP Freight= 3RD</p> <p>Exception: Icelandair Technical ship-to use COL & FCA FX Acct 113736828</p> 
QC Narr	<p>Add Internal Narrative for QC</p> <p>Narrative</p> <p>Internal: QC - please print the documents in the Default folder and include with shipment</p>	<p>QC - please print the documents in the Default folder and include with shipment</p>
Staged	<p>All Viasat orders ship with \$0 sales price and therefore remain in STAGED – please monitor and push to SHIP PRINT status</p>	<p>Feel free to move email to below category so anyone can monitor for ship off</p> 
TAIL NUMBER	<p>If IMOPS requests a tail number, select one from past orders: N972NN, N937AN, or N935NN</p> 	<p>Workbench tail number instructions:</p> <p>Click RFQ ITEMS / QUOTE ITEMS TAB</p> <p>A. Enter TAIL NUMBER</p> <p>B. Once you're ready, generate order</p>

- Customs Values: click [here](#) for latest Viasat P/N list.
- Ship early allowed in all cases unless specifically stated otherwise.
- PL: Connor Erickson and Ross Wuestenfeld as of 3/31/20
- Use AAR Sterling Account No. SC22168

Select 'is NOT an Exchange' if pop-up occurs when allocating or changing anything on the line items screen

[VIASAT Previous Day Intl Shipments](#)

Credit Hold

Credit team has now increased Viasat's credit limit in order to reduce the chance of this hold being placed on their account in error. They have also added a comment approving Matt and Shafiik to approve the release of Viasat \$0 work orders when the credit team is not available. The AOG team can also reach out to creditAOG@aarcorp.com when the Credit team is out of office.

Credit Contacts

creditAOG@aarcorp.com

Thomas.OudeSogtoen@aarcorp.com (based in Amsterdam)

NS / License holds from Export Compliance:

The license required flag hold will only apply to international shipments. Unfortunately, these must be reviewed and released by the Trade Compliance team after we have added the proper license number or license exception.

International shipments make up a very small portion of our Viasat business. During office hours the team responsible for releasing these holds can be contacted at dplalert@aarcorp.com, and after hours (from 8am to 10pm CST) this team can be reached by phone (630-261-5503). Irina Gawrisch, who is located in Hannover, is able to monitor and respond to this inbox during her regular office hours. Please add Irina's email address to all dplalert requests for Viasat as she sometimes monitors emails out of hours.

Export Compliance Contacts

dplalert@aarcorp.com (Irina Gawrisch monitors during Hannover office hours)

630-261-5503 (after hours phone number)

Irina.Gawrisch@aarcorp.com