

UPS Virtual Air Cargo Standard Operating Procedures



Version 4.3

7 April 2024



Table of Contents

| | | |
|-----|------------------------------|---------|
| 1.0 | Membership Requirements..... | Page 3 |
| 2.0 | Pilot/Fleet Rank System..... | Page 5 |
| 3.0 | Operations..... | Page 6 |
| 4.0 | UPSVAC Hubs..... | Page 9 |
| 5.0 | VA Staff Structure... .. | Page 10 |
| 6.0 | Legal... .. | Page 12 |



1.0 Membership Requirements

1.1 Under federal regulations of the Children's Online Privacy Protection Act of 1998 (COPPA,) we will not accept anyone under 13 years of age. All members must be at least 16 years of age to apply for UPS Virtual Air Cargo (UPSVAC.) Any member found to have provided false information to UPSVAC will be removed from the roster immediately and will be banned indefinitely.

1.2 Any person interested in becoming a member can submit an application through the home page of the website by clicking the register button. All applications must provide a valid e-mail address, or your application will be rejected.

1.3 UPSVAC reserves the right to reject any application that contains false, incorrect, or devious information.

1.4 Transfer hours will be accepted from valid sources. Vatsim hours, IVAO, and previous Virtual Airlines hours can be entered, as well as a valid link to these sources for proof. There will be a cap of 250 hours, which allows the transferee to rank up the highest rank, and the entire fleet. If the previous virtual airline no longer exists, we will not transfer those hours, as they cannot be verified. Members will have up to 30 days to request transfer hours. After 30 days, the transfer hours will not be accepted.

1.5 Upon acceptance of your registration, and before flying your first flight, pilots are required to read the UPSVAC Standard Operating Procedures, and the "Our Mission" page located in the "Corporate" tab at the top of the webpage. This will allow the pilot to become familiar with the daily



operations of the Virtual Airlines and acceptable conduct from all pilots.

1.6 Pilots must fly their first flight within 7 days of acceptance. If you have not flown within 7 days of hire, you will be removed from the roster. You may re-apply, pending review of your application.

1.7 Pilots are required to submit ONE PIREP every 30 days to remain active on the roster. If there has not been a PIREP submitted within 30 days of your last flight, a warning e-mail will be sent to the e-mail address on file. You must respond within 7 days of receiving the email to either your Chief Pilot, or VP or Human Resource with your intentions. If you have not responded within 7 days, you will be marked inactive for a maximum of 90 days. If there is no response from the pilot within the 90-day mark, they will be permanently deleted from the roster and all data will be erased. If marked inactive, pilots must reactivate themselves in the Crew Area. Failure to reactivate yourself, your flight will not be tracked in smartCARS, thus you will not receive credit for your flight. If you cannot reactive yourself, you can reach out to your Chief Pilot for assistance.

1.8 Leave of absences (LOA) are available for members who cannot meet the membership requirements. Pilots must be a member for a minimum of 60 days in good standing to request a LOA. LOA will be no longer than 90 days. Pilots must wait a minimum of 45 days after coming off of a LOA before requesting a new one. Any LOA longer than 90 days will be reviewed by the Vice President of Human Resource on a case-by-case basis. Any admin will have the final authority regarding LOA. To request a LOA, you must submit the LOA form in the Pilot Center. **Exception: Active Duty military members on a deployment will be granted a LOA until their return from their overseas tour.**

1.9 Pilots are allowed to have memberships with other virtual airlines, as long as they submit their one flight per 30 days. Pilots will not be allowed to submit the same flight with multiple virtual airlines. If found to have



submitted the same flight for UPSVAC and another virtual airline, the first offense will result in a warning from the COO. The second offense will be termination of membership.

1.10 All members will always act professionally and courteous to other members while using any of the communication tools with the virtual airline. Not limited to the virtual airline forum, the Discord server, smartCARS chat rooms, and the virtual airline internal mail system. At no time, will the use of profanity, belittling, racist remarks, and offending others will be tolerated. Violating these terms is ground for immediate termination.

1.11 Hub Transfers can be submitted after 60 days of hire. Transfers will be rejected prior to the eligibility date. To request a hub transfer, you must submit the hub transfer form located in the pilot center. Chief Pilots will have the discretion to allow a hub transfer to and from their hub. If the hub transfer has been accepted, you must stay active at that hub for a minimum of 60 days before requesting another transfer. **Exception: A new hire can request a hub transfer within 72 hours of hire. After 72 hours, they must wait 60 days to request a transfer.**

1.12 Members who want to resign on good terms must send an email to any staff member asking to be removed from the roster. Any member who resigns on good terms, can re-apply to the VA later.

1.13 Members who are terminated can re-apply pending review by the admin staff. Any of these individuals have the right to reject the application of anyone re-applying to the virtual airline if terminated.



2.0 Pilot/Fleet Rank System

2.1 Pilots are placed within a rank system based on number of hours flown. Transfer hours will allow new pilots to be placed in the corresponding rank based upon the number of hours transferred. The ranking system is as followed:

| RANK | HOURS |
|------------------------|----------------|
| Trainee Captain | 0-50 |
| Junior Captain | 50-100 |
| Captain | 100-250 |
| Senior Captain | 250+ |

2.2 Pilot ranks will correspond with the fleet type allowable to fly. Pilots must accumulate enough hours to fly the aircraft for the fleet type. The fleet restrictions are as followed:

| RANK | FLEET |
|------------------------|---|
| Trainee Captain | A300, 737, 757, 767 & Feeder Fleet |
| Junior Captain | Same as Trainee Captain |
| Captain | MD11 & below |
| Senior Captain | 747 & 777 & below |



3.0 Operations

3.1 The following criteria must be met for a PIREP to be accepted.

3.1.1 Pilots must fly the aircraft listed on the schedule listing. Aircraft substitutions are not accepted and will result in the rejection of the PIREP.

Pilots must fly their aircraft in UPS liveries. Any other livery other than UPS will not be accepted and will result in the rejection of the PIREP. Exception: Feeder aircraft can be flown in a generic or house livery due to UPS not operating real life feeder aircraft. Contract fleet can be flown in the livery of the contract airline that it falls under (Sun Country, ASL, ASA, Atlas).

3.1.2 Landing rates cannot be greater than -800 fpm. If a PIREP is submitted with a greater than -800 fpm landing rate, the PIREP will be rejected.

3.1.3 Simulation rates cannot be greater than 1X. Any PIREP with a simulation rate greater than 1X, will be rejected.

3.1.4 There cannot be any midair refueling. Any PIREP with a midair refuel will be rejected. There should be no reason for poor fuel planning.

3.1.5 Pilots must file their PIREPs using one of our ACARS system. Pilots have the option of downloading smartCARS and XACARS from the pilot center. If a pilot must file a manual PIREP, there must be a comment as to why they filed a manual PIREP. If the pilot flew the flight on VATSIM, flightsimtoolkit, volanta, etc, they could attach a link in the comments showing the flight from start to finish. If the link shows an incomplete flight, it will not be accepted.

3.2 Pilots are encouraged to fly on the VATSIM or IVAO networks to



enhance their flying experience. This is not a requirement for membership. While we understand that online flying can be intimidating at first, there are plenty of members who are willing to explain the procedures and assist in your first online flight. Once you try talking to a real-life person and not the built-in ATC, your experience will be incredible, and you will be hooked.

3.2.1 If flying online, pilots can use either the flight number or UPS ID as their Vatsim Call sign. Ex: UPSXXX, where XXX is the numbers of your Pilot ID. This allows us to see who is flying online for us and say hello. In the event your pilot ID is being used by another pilot on VATSIM, you may use the flight number of the flight you are flying.

3.2.2 If the flight number is already being used on VATSIM by another individual, then you must use your Pilot ID as your call sign for your flight.

3.2.3 We ask that if flying online to add the UPSVAC website link, www.upsvac.com to the remarks of your flight plan. Word of mouth is the best advertisement there is.

3.2.4 Pilots are expected to have the highest professionalism when on any online network. Any pilot found to be unprofessional towards Air Traffic Controllers, are subject to review of the incident, and disciplinary action.

3.2.5 Pilots will follow all instructions from ATC, unless the instruction interferes with the safe operation of the aircraft. UPSVAC pilots have final say over their aircraft, and if unable to do an ATC instruction, are encouraged to let ATC know, by saying unable, explain why, and ask for a different instruction.

3.3 Pilots are suggested to follow the real-world aviation rules set forth by the FAA for better enhancement of their experience. Pilots should follow the rules regarding the cruising altitude based on direction of travel.



3.3.1 Any flight with the initial cruise direction of travel going eastbound (HDG 0-179) must fly at odd altitudes with 2000 feet increments.

3.3.2 Any flight with the initial cruise direction of travel going westbound (HDG 180-359) must fly at even altitudes with 2000 feet increments.

3.3.3 If during your cruise, your aircraft switches from eastbound to westbound, or vice versa, you must adjust your altitude to correct altitude for the direction of travel.

3.4 Pilots must fly within the schedule listing. Manual PIREPS of a flight that is not in the schedule will be rejected.

3.5 UPSVAC uses a real booking system, meaning we have a realistic flight system based off tail numbers and a hub and spoke system.

3.5.1 Tail numbers selected will move with the pilot upon PIREP submission. For example, if a pilot selects N901UL, and flies from KSDF to KDFW, N901UL will only show up on the schedule listing for flights departing KDFW and no longer show up in schedule for flights departing out of KSDF. As in real life, if a tail number goes to an airport, it can only depart the airport it is located at.

3.5.2 Since we follow a real booking system, it is encouraged, not required, that pilots not fly their aircraft to a remote location, not a main hub, and leave their aircraft there. Leaving an aircraft stranded leaves a tail number of a particular aircraft out in the middle of nowhere without anyone being able to book it in the system unless they jump seat to that location.

3.5.3 Pilots will notice that when they land at an airport, they may not have that tail number available to them to fly out. This is the case of either one of two things. Someone else has booked that tail number for a flight, or the aircraft has been sent to maintenance. We operate maintenance on aircraft based off landing rate and time flown since last maintenance. If the



aircraft is in maintenance, it will be released 24 hours after being sent into maintenance.

3.5.4 If a pilot gets confused about the booking system, please check the forum for answers, or ask any staff member, and you will get an explanation.

3.5.5 Pilots must depart and arrive at the specified airports according to the flight schedule. If a diversion is required (fuel, weather, mechanical, etc.), the pilot should leave smartCARS running after diverting, take care of the issue which caused the diversion and then continue. Not following this procedure may cause the flight to be rejected.



4.0 UPSVAC Hubs

4.1 UPSVAC operates a hub and spoke system. Pilots have the right to choose any hub they wish to be based out of. The only time you will not be put in the hub of your choice, is if the roster is full and cannot accommodate any more pilots.

4.2 The hubs available to pilots are as followed:

| | | | | | |
|---|------------------------------|------------------------|------------------------|-------------------------------------|-------------------------|
| Louisville- Standiford Field (KSDF) | Dallas/Ft Worth (KDFW) | Philadelphia (KPHL) | Cologne Bonn (EDDK) | Miami (KMIA) | East Midlands (EGNX) |
| Chicago Rockford (KRFD) | Anchorage (PANC) | Ontario (KONT) | Hamilton (CYHM) | Inter-Asia (ZGSZ, VHHH, ZSPD) | Columbia (KCAE) |

4.3 All hubs fall under the authority of the COO. Respective Chief Pilots will be tasked with the day-to-day operations of their hub.



5.0 VA Staff Structure

5.1 We here at UPSVAC want our pilots to have an enjoyable experience. There for we have a staff that are here to help you and maintain the operations of the virtual airline. Pilots can apply for available staff positions, if available.

5.2 The following are the staff positions at UPSVAC:

5.2.1 CEO

5.2.2.1 Oversight of UPSVAC.

5.2.2 COO

5.2.2.1 Oversight of all UPSVAC Operations.

5.2.3 Vice President of Operations

5.2.3.1 Oversight of UPSVAC Operations

5.2.4 Vice President of Human Resource/Public Relations

5.2.4.1 Oversight of Chief Pilots and Pilots.

5.2.5 Director of Flight Operations

5.2.5.1 Oversight of all operations of UPSVAC.

5.2.6 Director of Events

5.2.6.1 Oversight of all the events and coordination of events.

5.2.7 VP of Training

5.2.7.1 Oversight of all training of pilots who request it.

5.2.8 Chief Pilots



5.2.8.1 Oversight of the assigned hub and pilots assigned to the hub.

5.3 All staff members will have extra duties and responsibilities that will be outlined upon appointment to the position.

5.4 All staff members must conduct themselves in a professional manner and be willing to assist any and all pilots.

5.5 Staff members must be at least 18 years of age to be considered for any staff position.

5.6 Staff members must be able to enforce all guidelines set forth within this standard operating procedure.

5.7 Staff members should also be active within the forum and Discord.



6.0 LEGAL

6.1 UPS Virtual Air Cargo (UPSVAC) is in no way affiliated with United Parcel Service (UPS) or any of the affiliates. UPSVAC is only for flight simulation enthusiasts. For matters concerning UPS, please visit their website at www.ups.com. All material within the UPSVAC website should not be used for real world operations and is only for flight simulation purpose.

6.2 The UPSVAC website, Discord, and all items up to and including, but not limited to, images, downloads, and repaints, are property of UPSVAC and may not be reproduced, copied, or used elsewhere without expressed written consent from UPSVAC.

