

"Simulation Use Only"

# UPS Virtual Air Cargo Standard Operating Procedures



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# 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 member 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. We do not have a cap on transfer hours and will accept all verifiable hours. 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 at the bottom of the UPSVAC home page. 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 with 30 days of acceptance. If you have not flown within 30 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 hub manager, or VP or Human Resource with your intentions. If you have not responded within 7 days, you will be removed from the roster and could be placed on a restriction from re-applying for at least 30 days.

1.8 Leave of absences (LOA) are available for members who cannot meet the membership requirements. LOA will be no longer than 90 days. Any LOA longer than 90 days will be reviewed by the Vice President of Human Resource on a case by case basis. VP of HR 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 Vice President of Operations. The second offense will be termination of membership.

1.10 All members will act professionally and courteous to other members at all times while using any of the communication tools with the virtual airline. Not limited to the virtual airline forum, the TeamSpeak 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 are grounds 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. Hub Managers 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 24 hours of hire. After 24 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 VP of HR asking to be removed from the roster. Any member who resigns on good terms, can re-apply to the VA at a later time.

1.13 Members who are terminated can re-apply pending review by the VP of HR, COO, and/or CEO. 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:

<b>RANK</b>	<b>HOURS</b>
<b>Trainee Captain</b>	<b>0-25</b>
<b>Junior Captain</b>	<b>25-50</b>
<b>Captain</b>	<b>50-150</b>
<b>Senior Captain</b>	<b>150-250</b>
<b>Executive Captain</b>	<b>250-500</b>
<b>Chief Pilot</b>	<b>500+</b>

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:

<b>RANK</b>	<b>FLEET</b>
<b>Trainee Captain</b>	<b>A300, 757, 767, &amp; Feeder Fleet</b>
<b>Senior Captain</b>	<b>MD11 &amp; Below</b>
<b>Executive Captain</b>	<b>747 &amp; 777 &amp; Below</b>

# 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.

3.1.2 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.**

3.1.3 Landing rates cannot be greater than -1000 fpm. If a PIREP is submitted with a greater than -1000 fpm landing rate, the PIREP will be rejected.

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

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

3.1.6 Pilots must file their PIREPs using one of our ACARS system. Pilots have the option of downloading smartCARS, KACARS, 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, they can 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 that 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](http://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 instruction from ATC, unless the instruction interferes with the safe operation of the aircraft. UPSVAC pilots are in charge of 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.

3.3.1 Pilots should follow the rules regarding the cruising altitude based on direction of travel.

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

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

3.3.4 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 of 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 a maintenance on aircraft based off of landing rate and time flown since last

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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.



# 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)
Chicago Rockford (KRFD)	Columbia Metropolitan (KCAE)	Ontario (KONT)	Hamilton (CYHM)	Inter-Asia (ZGSZ, VHHH, ZSPD)

4.3 All hubs fall under the authority of the VP of Human Resource. Respective hub managers 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 President

5.2.1.1 Oversight of UPSVAC

5.2.2 CEO

5.2.2.1 Oversight of UPSVAC

5.2.3 COO

5.2.3.1 Oversight of all UPSVAC Operations

5.2.4 Vice President of Human Resource

5.2.4.1 Oversight of Hub Managers and Pilots

5.2.5 Vice President of Technical Operations

5.2.5.1 Oversight of all Pilot Human Resource functions

5.2.6 VP of Personnel

5.2.6.1 Oversight of all technical operations of UPSVAC

5.2.9 UPSVAC Flight Instructors/Events Coordinator

5.2.9.1 Coordinates UPSVAC events and training of pilots

5.2.10 Hub Managers

5.2.10.1 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 up 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.

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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 TeamSpeak.

## 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](http://www.ups.com). All material within the UPSVAC website should not be used for real world operations, and is only for flight simulation purposes.

6.2 The UPSVAC website, TeamSpeak, 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.