FLIGHT OPERATIONS MANUAL

Revised February 26, 2022

<u>**Introduction**</u>

Welcome to FedEx Express Virtual. This document was designed to: provide new members with the information they need to get started right away, and be a reference for the general operations of our organization.

The real life Federal Express officially began operations on April 17, 1973, with 389 team members. That night, 14 small aircraft took off from Memphis and delivered 186 packages to 25 U.S. cities from Rochester, New York, to Miami, Florida. Though the company did not show a profit until July 1975, it soon became the premier carrier of high-priority goods in the marketplace and set the standard for the express shipping industry it established.FedEx Express Virtual (FDXVA) was founded by two ardent fans of the real life FedEx: Garen Evans and Mike Tabb. These two friends founded FDXVA in 2015 because they wanted to share their passion for cargo air operations with others. Mike and Garen have many thousands of hours of flight simulation experience, and extensive experience with virtual airline administration, air traffic control, technical development, and web and software management.

At FDXVA we balance realism with a common-sense approach to flight simulation. For example: our route structure mimics our real life counterpart, yet the system is dynamic and includes charter and ferry flights; our fleet is based on the same aircraft used by the real life FedEx, yet members have the flexibility to choose any of those aircraft for any flight; we have more than one thousand destinations, and a system that allows our members to jump seat to new points of departure around the globe, but we allow members to choose the aircraft and livery the prefer.

In short, we have coupled FedEx's real-life route structure with a common sense approach to flight operations. As a result, our members enjoy several features that are unique to the virtual aviation community without an overly burdensome set of rules and regulations. We like it this way, and we hope you will too.

New Member Quickstart

1. After your application is approved, login to the website. One of the first things you'll see is your own personal home page. Your home page has all of your information, including flight statistics, logbook, an internal messaging system, and your current location.

2. Download FDXVA ACARS. This is accessed via the Operations menu. There is no installer: simply download and unzip the package to a convenient folder on your computer. ACARS requires Windows 7 or higher, the .NET 4.5 framework or higher, and FSUIPC. X-Plane users will also need xconnect or similar.

3. Start your flight simulator and situate your aircraft at Memphis International Airport with the parking brake on. New members <u>MUST</u> start their first flight from KMEM. **You may use any aircraft in our fleet for any route in our system.** Be sure to have your plane fueled and ready to go.

4. **Start ACARS.** The first time you start ACARS verify that the <u>same</u> FDX ID and password used to login to the website are also used with the ACARS program. Click the Start button on ACARS, and verify that you see a positive response, such "Ready" in the list box window of ACARS.

5. Fly the aircraft as realistically as possible. Do not pause; do not slew; do not change the aircraft type, fuel, or payload; do not use an accelerated simulation rate (1X only); do not crash; do not press the Stop button. Basically, just forget all about ACARS until after you have arrived at your destination.

6. **Fly to an approved destination.** From Memphis there are more than a hundred different airports to which you can fly, ranging from a few hundred miles to airports that are many thousands of miles distant. You do not need to bid a flight. Simply select an approved destination on the website.

7. **After landing**, taxi to parking, and set the parking brake. Do not park near fuel stations. In ACARS, **press the Stop button.**

8. **Press the Pirep button**. Your flight will be logged. If you receive a message that your flight is pending, then contact a staff member.

Point-to-Point Rule

It is critically important that you understand this fundamental rule: **every flight you make must depart from the airport at which you are currently located** on the website (i.e., your assigned location).

New members start their career at Memphis, which is where you start your <u>first</u> flight. Your subsequent flight must depart from the location where you most recently arrived. For example, if your first flight was KMEM-CYEG, then your second flight must depart CYEG. From CYEG you can fly to KMEM, KOAK, or CYYC.

There is no exception to this rule. However, **by using a jumpseat you can change your current location** without flying there. New members must complete their first flight before using a jumpseat.

Jumpseats

After your first flight, you will be given a number of free jump seats from the system. A jumpseat allows you to instantly change your current location. You may use as many jumpseats anytime you desire. After you have used all your freejump seats, you may purchase jumpseats with your earnings. Currently you receive 3 free jump seats a month.

Earnings

After each flight you will earn some virtual credits, which can be used to purchase items from the FDXVA website, such as jumpseats and charters.

Rank and Wage Schedule	
Rank	Wage
New Hire (Rampie)	150 / hour
Second Officer	200 / hour
Junior First Officer	250 / hour
First Officer	300 / hour
Senior First Officer	350 / hour
Captain	500 / hour
Ferry Captain	600 / hour
Charter Captain	700 / hour
Merit Captain	1000 / hour
Senior Captain	2000 / hour

Rank and Requirements	
Rank	Requirement
New Hire (Rampie)	Approval of application
Second Officer	1 flight
Junior First Officer	20 hours
First Officer	50 hours
Senior First Officer	100 hours
Captain	200 hours
Ferry Captain	400 hours
Charter Captain	500 hours, and 6 months of active service
Merit Captain	1000 hours, and 1 year of active service
Senior Captain	2000 hours, and 2 years of active service

In addition to the minimum requirements listed above, advancement to the next rank also requires: active status – that is, one or more approved flight reports in the previous 30 days. Advancement to the next rank is automatic until the rank of captain. Promotions beyond captain are made by your hub manager.

New Membership

Application for membership is contingent on completing the new member application on the website, and having it approved. Specific requirements are not included with this document, as they are clearly stated on the application form on the website.

Hub Transfers

You may request a transfer to a new hub by going into your "user profile" at the bottom of your home page.

Membership Currency, Leave of Absence, and Termination

New members must submit their first flight report using ACARS within 14 days of joining to become an active member. Thereafter, they must meet the requirements of active membership.

Active membership is defined as one or more approved flight reports in the previous 30 days. Active membership is a mandatory requirement to remain on the roster. Members who do not meet the requirements for active membership are subject to termination.

You may request a leave of absence (LOA) if: (1) you are an active member with at least one approved flight report in the previous 30 days; and (2) you plan to submit your next flight report more than 45 days from the date of your most recently approved flight. New members with no flights are not eligible for LOA, nor are most staff members. If you plan to be away from flight simulation for less than 45 days, then a leave of absence is not required. A leave of absence is valid for six months.

Flight Reporting and ACARS

Flight reports are submitted with our custom acars. This is the only method by which flight reports can be automatically approved.

An occasional flight report that is submitted manually is permitted, however a preponderance of manually submitted flight reports will not be tolerated.

A manually submitted flight report may only be approved on the basis of verification on the VATSIM network.

Landing Performance

1. If your descent rate is -1000 FPM or greater your pilot pay may be reduced.
2. If your descent rate is -1500 FPM or greater your pirep will be <u>rejected</u>.
3. If you land without landing gear down your flight will be rejected unless accompanied with a thorough explanation.

FLIGHT OPERATIONS

FDXVA Pilot-in-Command

You are considered pilot-in-command on every flight. This means that you alone are responsible for conducting every flight in accordance with and/or in the spirit of FDXVA rules and regulations. You are also responsible for ensuring the aircraft you have selected is appropriate for your flight – it must be capable of successfully arriving at your chosen destination; fuel and runway length considerations are your responsibility.

Route Structure

System Flights – are based on the real life FedEx route structure, and include more than 1100 routes between hundreds of different system airports (i.e., airports that are part of FDXVA).

Charter Flights – can be flown by **any membe**r. They are created by Charter Captains and above, or by staff to support a group flight or other event.

Ferry Flights – are authorized only for Ferry Captains. They typically represent repositioning flights, are conducted between system airports, and carry little or no revenue-generating payload.

Diversions – to airports that are inconsistent with the existing route structure may be approved at the discretion of administration, and on the basis of weather, or in-flight emergency. You must submit a comment on the reason for diversion with your flight report as a pilot report.

Bases of Operations (Hubs)

Hubs are defined for a number of geographic areas. A member of a hub is not required to fly into or out of the hub to which they belong, except for new members, who must complete their first flight departing Memphis, regardless of their hub assignment. Each hub has one manager who is responsible for day-to-day administrative tasks. Some managers may be responsible for more than one hub. The hub manager should be a member's first point of contact for resolving issues, such as pending flight reports, policy questions, events, and so forth.

All Weather Operations

Low IFR is one of the most exciting ways to operate an aircraft, but it is also the most demanding. The All Weather Operations (AWO) group recognizes active FDXVA pilots who meet the flight crew requirements necessary for Category II, and Category III authorization. Members who have logged 100 or more system hours are eligible for certification. For details, refer to the website and the AWO Manual.

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Category     Description of Requirements (applies to initial and maintenance)
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CAT I        Default certificate recognizes participation in AWO
CAT II       3+ IFR approaches in the past 45 days
CAT IIIa     3+ LIFR approaches in the past 45 days.
CAT IIIb     100+ IFR or LIFR approaches, and 3+ LIFR approaches past 45 days.
CAT IIIc     200+ IFR or LIFR approaches, and 3+ LIFR approaches past 45 days.
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Requests to Change Callsign

New members are assigned a random 4-digit callsign, which is used to login to the website and as the username in acars. Members may request to change their callsign no more than two times: one time after reaching the rank of Captain, and once again after reaching the rank of Merit Captain. Requests are granted at the pleasure of senior staff, and if the callsign is available as follows: a three-digit callsign (e.g., FDX123) at the rank of Captain; and a two-digit callsign (e.g., FDX12) at the rank of Merit Captain.

Staff Positions

Staff positions may be available from time-to-time. These include hub manager, routes manager, events manager, and so forth. Staff positions are typically offered to individuals who have proven their dedication and loyalty to the organization, and have the necessary skills, time, and desire to be consistently productive. All staff positions are limited to members at the rank of Captain and above.

VATSIM

Online flying is not required, but it sure is a lot of fun, so we hope you'll log some of your flights on VATSIM.

We encourage our members to fly on the VATSIM network for several reasons: (1) Manually submitted flight report can only be approved on the basis of verification on the VATSIM network; (2) group flights are conducted online, and use of VATSIM is required for recognition of participation in those events; and (3) it is an effective means of sharing our enthusiasm with a vast network of other flight simulation pilots and controllers.

- Use your FDXVA call sign, the real life FedEx (or contract) callsign.
- Put **FedEx Express Virtual - FDXVA.ORG** in the Remarks section of your flight plan.
- Be courteous and follow the instructions of online controllers, staff, and supervisors.

Contract Companies and Callsigns

ABR "Contract" Air Contractors: ATR42/72, A300, B737, B757 - Ireland
BVN "Showme" Baron Aviation: C208 - Eastern USA
CPT "Air Spur" Corporate Air: C208 - Western USA
CSA "Iron Air" Express Air Cargo: C208 - Midwest USA and Canada
CFS "Empire" Empire Airlines: C208, AT42/72 - Northwest USA
MTN "Mountain" Mountain Air Cargo: C208, ATR42/72 - Southeast USA
SWT "Swift" Swiftair: ATR42/72, E120, B737 - Spain
PCM "Pac Valley" Westair Industries: C208 - California
WIG "Wiggins" Wiggins Airways: C208 - Northeast
MAL "Morningstar" Morningstar Air Express: B757, ATR42/72, C208 - Canada

Termination

Failure to maintain flight currency, or failure to respond to communications in a timely manner, or the perception of any unprofessional conduct are grounds for termination. Members who are terminated will be removed from the roster, and may have all records removed from our system, including flight logs, rank advancements, callsign, achievements, awards, certifications, and promotions.

Non-Discrimination Statement

FedEx Express Virtual does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

The FedEx Express Virtual Airline Fleet

Members are encouraged to fly the same types of aircraft that are currently in use by our real life counterpart; these are referred to as Mainline, Feeder, and Contract aircraft. Members also have the option to use historic and substitute aircraft.

Aircraft Type	Current			Future [2]	Historic	Avg. Age	Total
	In Service	Parked	Total				
✚ ATR 42/72	43		43	1	15	26.1 Years	59
✚ Airbus A300	65		65		6	26.3 Years	71
✚ Airbus A310					70		70
✚ Boeing 727					75		75
✚ Boeing 737	14		14		7	21.6 Years	21
✚ Boeing 747					22		22
✚ Boeing 757	114	5	119		4	30.2 Years	123
✚ Boeing 767	112		112		3	4.1 Years	115
✚ Boeing 777	51		51	1		7.4 Years	52
✚ Douglas DC-8					6		6
✚ McDonnell Douglas DC-10	10		10		103	40.5 Years	113
✚ McDonnell Douglas MD-11	57	2	59		16	28.5 Years	75
Total	466	7	473	2	327	20.4 Years	802

Historic Aircraft

These include any aircraft that the real life FedEx used in the past that are currently not used, including: Dassault Falcon 20, Boeing 727 (-100 and -200), Boeing 737 (all series), Boeing 747 (all series), Douglas DC-8, and McDonnell Douglas MD-10.

Substitute Aircraft

In the "Operation" section of our web site under **Documents** you will find the current list of approved Substitute Aircraft. These aircraft can also be found on our "Discord" site under " #aircraft-subs". Be advised, these are the only aircraft that will be **approved** by our system.

Terms of Agreement

- By completing the online application form, you acknowledge that you have read, understand, and will comply with the terms of agreement of FedEx Express Virtual (FDXVA).

- You must be 13 years of age or older (viz www.coppa.org)

- Maintain an active e-mail address that is checked at least once daily.

- You own and will use a legally obtained, and FSUIPC/XPUIPC-compatible version of FS9/FS2004, FSX, FS2020+, P3D, and/or X-Plane.

- At the time of your application you should have at least 75 hours of verifiable simulation flight time: on the VATSIM network; with other virtual airlines; or any combination thereof.

- Newly hired pilots are required to file their first flight report using acars within 14 days of their application being approved.

- All members are required to be active flight simulation pilots at FDXVA. Activity is defined as at least one flight report in any 30-day period; failure to do so may result in an inactive status, which is grounds for dismissal, removal from the roster, expunged records, etc.

- All members should login to the website at least once per month, and check messages, and any other notices or revisions that may affect these terms.

- All members are required to behave in a way that is generally accepted by the community. Profanity, illegal activities, and bad conduct will not be tolerated.

- You will use the FDXVA ACARS program to facilitate flight reporting. An occasional flight report that is submitted manually (i.e. without ACARS) may be permitted on a case-by-case basis. Manually submitted flight report may only be approved on the basis of verification on the VATSIM network.

- The FDXVA network is based in large part on the current real world FedEx air routes. You can choose any of the routes to fly, and in any of the approved airframes, regardless of the route. However, flight reports that deviate from network routes and airframes may not be approved.

- All flights must originate from your assigned location (initially KMEM). You can change your assigned location by either: (1) completing a flight in the network from your assigned location; or (2) using a jumpseat.

- The entirety of each flight must be completed in real time, without time acceleration, slewing, repositioning, and without excessive pausing.

- Inactive members may be removed from the roster, unless on a leave of absence (LOA). We highly encourage the use of an LOA if you find yourself unable to fly. For extended periods of time where a pilot cannot fly, we will accept a resignation and you can rejoin when you do have time to be an active participant. It is crucial that you communicate with staff about your availability.

- Each member is issued a pilot id (e.g., FDX1234). Please use this pilot id as your callsign during

online flights. In cases where the callsign is in use on the network, differentiate it by appending a single letter, or number (e.g., FDX1234A). You may also use one of the feeder prefixes, if you also put FedEx Express Virtual - FDXVA.ORG in the Remarks section.

● Although not mandatory, we encourage members to complete flights on the VATSIM network; the Remarks section of your flight plan should include: "FedEx Express Virtual" and "FDXVA.ORG"

● Membership may be terminated for failure to comply with FDXVA terms of agreement, or the rules and regulations.

● These terms may be amended at any time without prior notice.