

INTERCONTINENTAL  
virtual airline group

**UNITED**  
VIRTUAL AIRLINES



# Flight Crew Standard Operating Procedures (FCSOP)

Version **1.6** | *Effective:* **March 28, 2021**

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## Changelog

<u>Name</u>	<u>Date</u>	<u>Change</u>
Jay Dames	12/26/20	Initial Release
Jay Dames	12/26/20	IVAG transfer hours update
Jay Dames	12/30/20	Staff/Logos update
Jay Dames	01/07/21	Logo Update
Jay Dames	02/05/21	Removal of Jumpseats
Jay Dames	02/27/21	Added Guided
Jay Dames	03/28/21	AVA added, Staff update



## Introduction

Welcome to the Flight Operations team at United Virtual Airlines! We are delighted you have chosen to join our growing family! United Virtual Airlines (UVA) is a member of the **Intercontinental Virtual Airline Group** which consists of several virtual airlines including United (UVA), Delta (DVA), and American (AVA), among others.

United Virtual simulates the real-world operations of United Airlines utilizing various flight simulation platforms including Microsoft Flight Simulator, X-Plane, and Prepar3D. United Virtual was created in December of 2020 to provide virtual pilots with a modern and realistic virtual airline experience. Our extensive and growing list of features that separate us from other virtual airlines include integrated SimBrief departure briefings, weekly group flights and events, a modern and innovative crew center, a helpful and friendly staff team dedicated to providing a unique experience, VATSTAR pilot training, and our United Virtual MileagePlus rewards program. We are excited to share all these features with you, and more! Our #flyFriendly motto means that we will always seek to innovate, update, and elevate our pilot experience. Our development and staff team are always looking for ways to improve and enrich your virtual airline experience.

Below, you will find all the information needed to maintain a membership with United Virtual. Should you have any questions after reviewing the content, please seek the assistance of a staff member by emailing them, or our preferred form of contact is through our Guilded server which can be accessed from the Crew Center website by clicking **Pilot Ops>>Join Guilded** from the left-side navigation bar.

Again, welcome to United Virtual and we hope you enjoy your experience with us!

*Jay Dames*



## Goals

### Purpose

This manual is designed to provide guidance for all pilots and staff of United Virtual (UVA). It details how UVA operates in all matters.

### Scope

This manual is approved in accordance with the Chairman and Vice-Chairman of the Board of Directors of the Intercontinental Virtual Airlines Group and the Chief Executive Officer of United Virtual Airlines. All UVA pilots, staff and admin are required to carry out operations in accordance with the regulations set forth. Failure to comply may result in penalties up to and including dismissal from the airline.

### Mission Statement

United Virtual's mission is to create and maintain a realistic virtual airline simulation experience, in a responsible and respectful fashion. Our goal is to promote flight simulation and the virtual airline community.



## Registration Requirements

1. You must be at least fourteen (14) years of age to register.
2. You must own a **licensed** copy of Microsoft Flight Simulator 2004, FSX, FSX:SE, MFS2020, X-Plane, or Prepar3D.
3. You must have an active email account that you can access on a regular basis.
4. You agree to be bound by the regulations in this manual plus all NOTAMS, memos and other company provided manuals.
5. Application requirements include Country of Residence.
6. VATSIM ID is not required to join. If joining with a VATSIM ID, it must have been created more than 30 days prior to your application. The name on your VATSIM account must match the name you are attempting to register with for any transfer hours to be granted. (see transfer hours section below)
7. You agree to complete your first flight within 14 days of registration acceptance to remain on our roster.

### 8. Transfer Hours:

- a. **Transfer hours are accepted up to 50 total hours from VATSIM or any virtual airline not part of the Intercontinental Virtual Airlines Group (IVAG) with a valid URL link.**
  - i. During the registration process you are asked for your amount of transfer hours. These hours can be transferred from another virtual airline with a working URL link to your profile page or from VATSIM by listing your valid VATSIM ID number, so that the hours can be verified by our Administrative staff.
  - ii. **Transfer hours will ONLY be accepted at time of registration. Pilots will not be allowed to transfer hours after the registration process, so it is important that you provide a valid and working “front-end” URL (one that doesn’t require log-in credentials) or a valid VATSIM ID number.**
  - iii. Failure to provide a valid and working URL or VATSIM ID number to be verified will result in zero (0) hours being transferred.
  - iv. Transfer hours cannot be “stacked” (i.e. adding up the total amount of hours from more than one VA and/or other organizations). Pilots may transfer hours from only one (1) verifiable source. If you list both a URL and VATSIM ID during the sign-up process, only the source with the highest amount of transfer hours will be accepted (up to 50 hours in accordance with paragraph 8.a above).
  - v. **Pilots are able to transfer ALL flight hours (no maximum) from one Intercontinental Virtual Airlines Group (IVAG) airline to another IVAG airline 1 (one) time, during registration only.**



## Staff Requirements

1. Staff members are required to complete four (4) flights every 30 days to remain active.
2. Staff members may **NOT** be in a staff role or an active pilot with another virtual airline outside of the Intercontinental Virtual Airlines Group.
3. The minimum age for a staff member is 20 years old.
4. Staff members are required to be able to attend a monthly staff meeting, held within the first week of each month.
5. Staff members must have a minimum of 3 months with the airline and a minimum of (15) fifteen submitted PIREPs.
6. Must be in good standing with the airline.
7. Must be active member on our Guided server prior to and upon placement onto the staff team roster.
8. All staff new hires are subject to a probation period of one (1) month for performance evaluation and reconsideration of position hired if necessary.
9. Staff are required to participate in at least 1 event per month.



## Administrative Team



**Zac Pennebaker**  
**UAL0002**

Email – [chairman@flydva.org](mailto:chairman@flydva.org)

### **Chairman of the Board, InterContinental Virtual Airlines Group (IVAG)**

The IVAG Chairman will serve as the highest-ranking official of all virtual airlines that are members of IVAG. They are responsible for the oversight of all IVAG virtual airlines and partnerships within. They also serve as the lead web design, integration, and IT specialist. The Chairman will lead the other members of the Board of Directors of IVAG which will be democratically comprised of the CEOs of each virtual airline that is a member of the IVAG. The Chairman of the BODs of IVAG has sole veto rights with matters that come before the Board.



**Jayceick Dames**  
**UAL0001**

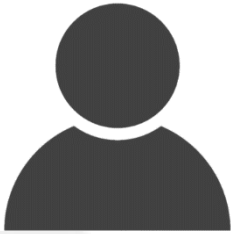
Email – [ceo@flyuva.org](mailto:ceo@flyuva.org)

### **Vice-Chairman, IVAG | Chief Executive Officer (CEO), UVA**

The CEO is the founder and creator of United Virtual. The CEO is responsible for the successful accomplishment of all tasks beneficial to United Virtual including the leadership, management, and oversight of the day-to-day operations of the virtual airline. S/he is responsible for staff management including the coordination and hiring of new staff members, assisting with the marketing of the VA, and will be the point-of-contact for our partner organizations. S/he will coordinate with the Chairman regarding the day-to-day needs of the various operations departments and be responsible for implementing and managing new corporate, pilot, and/or staff policies and programs. This staff member has the authority to suspend/remove a pilot or staff member from the roster of the virtual airline for failure to comply with our Pilot SOP or Staff SOP.



## Executive Team



**\*\*\*\*VACANT\*\*\*\***

**UALXXXX**

Email – [dpo@flyuva.org](mailto:dpo@flyuva.org)

### Director of Pilot Operations (DPO)

The Director of Pilot Operations will oversee our daily pilot operations including assisting pilots with any questions or concerns they may have. The DPO is responsible for ensuring that the guidelines set forth in the FCSOP are upheld and maintained.

Reports to: Chief Executive Officer (CEO)

### Events Coordinator(s) (EC) - \*\*\*\*\* VACANT \*\*\*\*\*

The Events Coordinator(s) will primarily be responsible for setting up online group flight events, creating and executing new United Virtual tours, and keeping our pilots updated with new VATSIM/VATUSA events that are posted within our Guided server. Event Coordinators will work together to ensure we are offering weekly group flights.

Reports to: Director of Pilot Operations (DPO)

Email – [events@flyuva.org](mailto:events@flyuva.org)

# Membership Requirements

## Pilot Inactivity Warnings

1. United Virtual will send out warning emails at 30 days and 90 days if a pilot should go inactive.
2. Pilots are required to complete one (1) flight every thirty (30) days to remain as an active pilot. After a total of 30 days of inactivity, you will be placed on a leave of absence. After 90 days of inactivity, you will be retired and no longer have access to the Crew Center.
3. Pilots who have been retired after 90 days of inactivity will have to write in to [ceo@flyuva.org](mailto:ceo@flyuva.org) asking to be returned to active status, so that they may access our crew center.
  - a. A leave of absence may be requested through the Crew Center which will submit your request to the Administrative staff.
  - b. Leaves of absence must be:
    - i. Between 30 and 90 days.
    - ii. Not repeated more than twice per calendar year.
  - c. Once you have returned from your leave of absence, you will have fourteen (14) days to file a PIREP which must be ACCEPTED to avoid being removed from the roster due to inactivity.
    - i. For this reason, this PIREP **cannot be a manual PIREP**.

## Pilot Suspensions

1. The Administrative staff and the Director of Pilot Operations will be responsible for appropriately issuing any pilot suspensions if the pilot is/was in violation of any of the regulations/policies found in this SOP manual.
2. Suspension Rules
  - a. First Offense: Maximum 14-day suspension
  - b. Second Offense: Maximum 90-day suspension
  - c. Third Offense: Discretion of Admin Team
  - d. Fourth Offense: Removal
3. Depending on the severity of the violation/situation, pilot suspension may be skipped and replaced with pilot termination.
4. Requests for appeals to a suspension may be addressed/sent to the Director of Pilot Operations (DPO) and/or the CEO.
5. During any suspension, you may face a temporary ban of the Crew Center, Guided, and any web address associated with United Virtual.



## Pilot Requirements

It is required that each pilot submits at least one (1) Pilot Report (or PIREP) per month. If you are unable to commit to this requirement, flying with United Virtual may not be the best fit for you. All PIREPs must be submitted using the smartCARS flight logging and monitoring software, provided free of charge by United Virtual. If a pilot is unable to comply with this requirement, they may submit a manual PIREP through the United Virtual Crew Center website. However, if a pilot submits a PIREP manually, a link from an approved source (VATSIM, ProjectFLY, etc.) must be submitted in the comments section of the manual PIREP form, in order to verify that the flight was completed. Failure to provide a link along with a manual PIREP, to verify the validity of the flight/hours, will result in that PIREP being rejected by the staff team. Warning emails are sent out to pilots about to go inactive. It is the pilot's responsibility to ensure they get their (1) flight in every 30 days.

## PIREP Approval Criteria

### I. Simulation Rate

- a. Pilots may use any simulation rate (time acceleration) during the **CRUISE** phase of flight ONLY, regardless of flight time. **Cruise-phase begins at top-of-climb and ends at top-of-decent.**
- b. Time Acceleration is **NOT** permitted at any time during taxi, take-off, climb, decent, approach, and landing. **Be sure to place your correct cruising altitude into smartCARS so it will log your TOC and TOD.**
- c. Pilots using time-acceleration without a logged TOC and TOD may have their PIREPs rejected.
- d. When flying on VATSIM, pilots must receive permission from ATC
- e. Anything that allows you to jump between phases of flight (i.e. to the next waypoint, to top of descent, etc.) is strictly prohibited.

### 2. Landing Rate

- a. Must not exceed -600 feet per minute (fpm).
- b. If multiple touchdowns are logged for an individual PIREP (i.e. bounces, go-arounds), no touchdown shall exceed -600 fpm.

### 3. Routing

- a. Routing must be entered in smartCARS. Direct (airport to airport) routes are not permitted.

### 4. Flight Errors

- a. Stalls, overspeeds, and >250kts. below 10,000 ft. MSL violations may cause your PIREP to be rejected, depending on the severity and/or duration
- b. If using FS2020, please note that using "**Active Pause**" will register as a stall in your PIREP report. Do not use this feature while trying to record your flight.



## 5. Fuel Guidelines

- a. At the time of landing, fuel must be more than 2000 lbs. for all aircraft.
- b. Reserve fuel should be added prior to departure in case of emergency, holding, or other unforeseen circumstances.
- c. **In-Flight refueling is NOT permitted at any time.**

## 6. Staff

- a. Staff may approve or reject a filed PIREP at their discretion. Should a PIREP be rejected, a reason will always be provided in the comments. Any member of the administrative team may overrule a rejection if they find the rejection to be unnecessary
- b. No staff member may accept their own PIREP.

## 7. Diversions

- a. A diversion airport and reason for the diversion must be notated in the “Comments” section of smartCARS if the pilot deems flight conditions are unsafe or if there is an emergency and must divert to an alternate airfield or that PIREP will be denied/rejected.

## 8. Slew Mode

- a. PIREPs that show slew mode toggled on for greater than 3 seconds after completion of pushback procedures, will be rejected.

## 9. Double Dipping

- a. Accruing hours for another VA while using the same flight to accrue hours for UVA is strictly prohibited. Violators will have the offending PIREP(s) rejected and face possible disciplinary action, to be determined by the Executive/Administration Team.

## 10. Aircraft Substitutions

- a. Aircraft substitutions/swaps are permitted according to the following guidelines:
  - i. The aircraft type flown **must be in the current fleet of the airline which is listed on the flight schedule/bid card** (i.e. you cannot use an A330 to fly a United flight or an A380 to fly a Air Canada flight, as United doesn't fly A330s and Air Canada doesn't fly A380s).
  - ii. The aircraft type flown must also be of similar size, range, type, and speed of the original aircraft listed on the flight schedule/route. (i.e. If the route calls for an A321, you may fly/complete that leg on an aircraft that falls within the same rank and has a similar size like the A320 or A319.
  - iii. You must make a note/record of the substitution within the comments section of smartCARS.



## Acceptable Aircraft Substitutions

CRJ2 <> CRJ7 <> CRJ9 <> CRJX <> E145 <> E170 <> E175

E190 <> BCS1 <> A318 <> A319 <> A320 <> A321

B712 <> B737 <> B738 <> B739

B752 <> B753 <> B763 <> B764 <> B788 <> B789

B772 <> B77W <> A332 <> A333 <> A339 <> A359 <> A35K

B744 <> B748 <> A388

- Please note, if you try to substitute an aircraft for another that is beyond your current rank, or not an approved substitution, your PIREP will be rejected.
- All flights **must** be completed with one of the aircraft listed in United's or our partner airlines' **current** fleets. Pilots cannot use a B707, DC-9, etc. to complete any of your flights, as those aircraft types are not flown by any of the airlines in our scheduling system. Any PIREPs submitted with an aircraft not listed in the current fleets/ranking structure will be rejected.
- Aircraft swaps must be aircraft of similar size (look at chart above) and must be within the same rank.



## Rank Restrictions

Pilots are restricted to certain aircraft types by ranks. Please see the table below for a breakdown of hours required and the specific aircraft associated/permitted with each rank. Pilots may fly aircraft within their current rank or below.

<u>RANK</u>	<u>Aircraft</u>	<u>Hours</u>	<u>Pay</u>
<b>CAT E Pilot</b>	CRJ2 <> CRJ7 <> CRJ9 <> CRJX <> E170 <> E175 <> E190 <> BCS1 <> A318 <> A319 <> A320 <> A321	<b>0</b>	\$50/hr
<b>CAT D Pilot</b>	B712 <> B738 <> B739	<b>30</b>	\$150/hr
<b>CAT C Pilot</b>	B752 <> B753 <> B763 <> B764 <> B788 <> B789	<b>60</b>	\$250/hr
<b>CAT B Pilot</b>	B772 <> B77W <> A332 <> A333 <> A339 <> A359 <> A35K	<b>90</b>	\$300/hr
<b>CAT A Pilot</b>	B744 <> B748 <> A388	<b>150</b>	\$350/hr

## Propel Program

United Virtual Airlines' **Propel Program** is a testing and checkride program offered as a substitute option to earning rank classifications through hours flown with UVA. Pilots can advance through UVAs ranks the good old-fashioned way of accumulating flight hours with us as well as having the option to take and pass written multiple-choice and practical exams purchased using their virtual bank account. These exams will be conducted through the Crew Center Pilot Training/Propel page as well as Guided screenshares with one of our Propel staff members/instructors. Upon successful completion of both the written test and practical checkride, you will be placed in the rank in which you are testing for. Some requirements for the Propel Program are:

- Pilots must purchase, take, and pass the multiple-choice written exam on the Crew Center Training/Propel site for the next highest rank with a score of 90% or better before scheduling a checkride for that rank with a staff member/instructor.
- **Pilots will not be able to skip ranks.** There will be a written exam as well as a checkride for each rank which must be completed in order of our ranking structure outlined on page 14 of this SOP (i.e. if you are a CAT E PILOT, you must take and pass the exam and checkride for CAT D PILOT, then CAT C PILOT, and so on.)
- Pilots must use an aircraft that is classified within the rank they are testing for to complete their checkride. (i.e. if you are taking the checkride for the "CAT A" rank, you must use the B747 or A380 as those are the only aircraft in that rank).
- Checkrides will be conducted by a staff member/instructor via screenshare on our Guided server. Therefore, to participate in this program, pilots must join our Guided server. Guided is the best option for conducting our checkrides as it is free to use and allows for screensharing as well as voice communications. Pilots can join our Guided server from the Crew Center navigation bar by visiting the Pilot Ops>>Join Guided page.

More information, instructions, and a detailed list of requirements and expectations can be found by visiting our **Human Resources>>Pilot Training** page which can be accessed from the Crew Center navigation bar.



## Pilot Training

United Virtual has partnered with VATSTAR to provide our pilots with optional/voluntary training. VATSTAR is a free online virtual pilot training organization that uses tools like flight simulators and screen sharing programs to provide training to virtual pilots who feel they may want/need it. **There is no charge for their training services, so all UVA pilots will be able to complete all training that they offer without having to pay a dime.**

VATSTAR is a certified Authorized Training Organization (ATO) with VATSIM.net, a simulated Air Traffic Control organization. VATSTAR has over 15 highly qualified instructors and mentors from different backgrounds and a range of experience from flight simulators all the way up to real-world airline Captains. The instructors volunteer their time and offer a variety of ways to book training sessions and practical exams to further your virtual pilot career. VATSTAR has partnered with VATSIM to provide the highest quality of training and uses VATSIM's servers to better simulate communications with Air Traffic Control. They are certified to train VATSIM members to obtain ratings from P1 to P4. These optional pilot ratings include:

P1: Private Pilot Rating

P2: Instrument Pilot Rating

P3: Commercial Multi-Engine License

P4: Airline Transport Pilot (ATP) License

Detailed information on the training offered and what each rating covers can be found by logging into your VATSIM account and selecting **Pilot Training** from the menu on the left or by visiting <https://my.vatsim.net/pilots/train>.

To get started, simply visit the **Human Resources>>Pilot Training** page from the UVA Crew Center and click the link. Also, be sure to click the invite link to join VATSTAR's Discord server.





## Schedule Search

- a. Pilots may only have **one** flight in your bids at any given time. You are able to search for a flight at any time using the Schedule Search tool (even when currently flying) allowing you to plan future flights, but the UVA system will not allow you to add future flights to your bid until you submit a PIREP for or remove your current bid from your My Bids page.
- b. The Schedule Search results will show all flights that are currently in the UVA scheduling system (allowing you to plan future flights), however, pilots may only bid on flights that are **within your rank or below**.
- c. You may also use the Assigned Flights page to build a trip according to your preferences for more realism, however, you are only able to place one leg at a time (in consecutive order) into your bids. Assigned flights are completely optional so pilots are not required to use this feature unless they prefer to. More information on the Assigned Flights module can be found on page 18 of this SOP manual and from the Assigned Flights Help page located on the Crew Center's left-side navigation bar under the Human Resources tab.

d.

## Charter Operations

- a. All pilots may fly charters through the Charter Ops menu.
- b. Pilots can create their own Charters and are not limited to a certain number of charters per month.
- c. Pilots are restricted to flying charters with aircraft within their rank or below, according to the rank restrictions outlined on page 14 of this SOP Manual.



## Assigned Flights

- a. You can use the Assigned Flights module, located under the Flight Search tab on the Crew Center, to create pairings (or trips) for yourself to fly.
- b. Start by selecting your preferences and generating a pairing. If you select a trip/pairing with multiple legs, you must complete those legs in the order that they are presented on your “Assigned Flights” page.
- c. Pairings should be generated using only the aircraft types in which your rank qualifies you to operate.
- d. If you generate and select a pairing with more than one flight/leg, you are only able to place one leg at a time into your bids, as the bid rules outlined on page 17 of this SOP manual still apply. Once you submit a PIREP for the current flight on your pairing, you will be able to place the next flight into your bids.
- e. Please visit the “Assigned Flights Help” pages located on the left-side navigation bar on the Crew Center website under the Human Resources tab for more information and for help with the Assigned Flights module, its functions, and instructions for use.



## Bonus Hours & Incentives

- a. Advertise United Virtual on social media or a public flight simulation forum.
  - a. If you make a post containing information about our virtual airline with a link to our website <https://www.flyUVA.org> on any form of social media or public flight simulation forum, you will receive 25 additional hours. Send an email to [ceo@flyuva.org](mailto:ceo@flyuva.org) or post in the #advertisement channel on our Guided server with a screenshot of your post and we will assign your additional hours to your pilot profile.
  - b. If you live-stream/record a flight and promote UVA by mentioning us by name and direct your viewers to our website and promo video, you will receive double (x2) hours for that flight (PIREP must be submitted thru smartCARS). You will need to record the flight and provide a link for staff to watch the video to verify this on our Guided server and your hours for that flight will be doubled.
- b. Weekly Focus Airport
  - a. The weekly focus airport is located on the main page after logging into the crew center.
  - b. Pilots who fly in or out of this airport, during the week that it is posted, will receive 200 MileagePlus miles on their approved PIREPS.
  - c. This airport will change every week. If you complete a flight after the change of the focus airport, your MileagePlus bonus miles will not be credited to your pilot profile.
- c. Group Flights/Events
  - a. Pilots who participate in a group flight or event hosted by United Virtual will receive double (x2) hours on their approved PIREPS.
  - b. Group flights will take place weekly and information will be posted in the events section of the website, as well as on Guided in the event channels created about 15-30 min before the event start time. Some group flights will be non-rank restricted to allow pilots to fly any aircraft of their choosing. If a group flight or event is non-rank restricted, it will be announced on our Guided server and on the Crew Center on the Events and Tours>>Event Center page.
- d. Refer-a-Friend
  - a. If you refer a friend or family member to sign-up, have them put your name and pilot ID in the reference/comments box of the initial pilot application and you will receive 25 additional hours.

