Charter Department Manual

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The Tradewind Aviation Charter Department is the nerve center of all Tradewind's operations. Department coordinators touch nearly every aspect of our business and are an integral part of ensuring that flights are safe, passenger service is exemplary and operations are profitable.

The Charter Department is managed by the Charter Department Manager. The Director of Operations delegates certain responsibilities to the Manager and Supervisors as circumstances dictate.

Director of Operations (Adam Schaefer)

Charter Department Manager

Charter Department Supervisors (Tara Evans, Dan Kipp, Warren Santouse)

Flight Coordinators

Shuttle Coordinators

Sales Coordinators

Scheduler

Client Services

Specific responsibilities of the Department include:

- Communications hub for Tradewind Aviation.
- Flight Locating – Flight Following (flight release if applicable).
- Charter Quoting and Sales.
- Shuttle Product Sales.
- Scheduling and managing resources
- Referral of aircraft management sales to appropriate personnel.
- Customer service – arranging all aspects of passenger flights.
- Flight crew support – Flight operations support.

Mission and Market

Tradewind Aviation is in the service business. We deliver exceptional experiences to our clients by providing the highest quality service possible. From the first call of the reservation process to the airport check-in, flight and follow-up, every step is critically important.

Tradewind was founded in 2001 on the premise that every flight deserves the highest quality aircraft, crew and service.

The primary markets of service are the Northeast, with the majority of flights departing the New York and Connecticut area as well as the eastern Caribbean, with most flights departing from San Juan, Puerto Rico.

Inquiry and Response

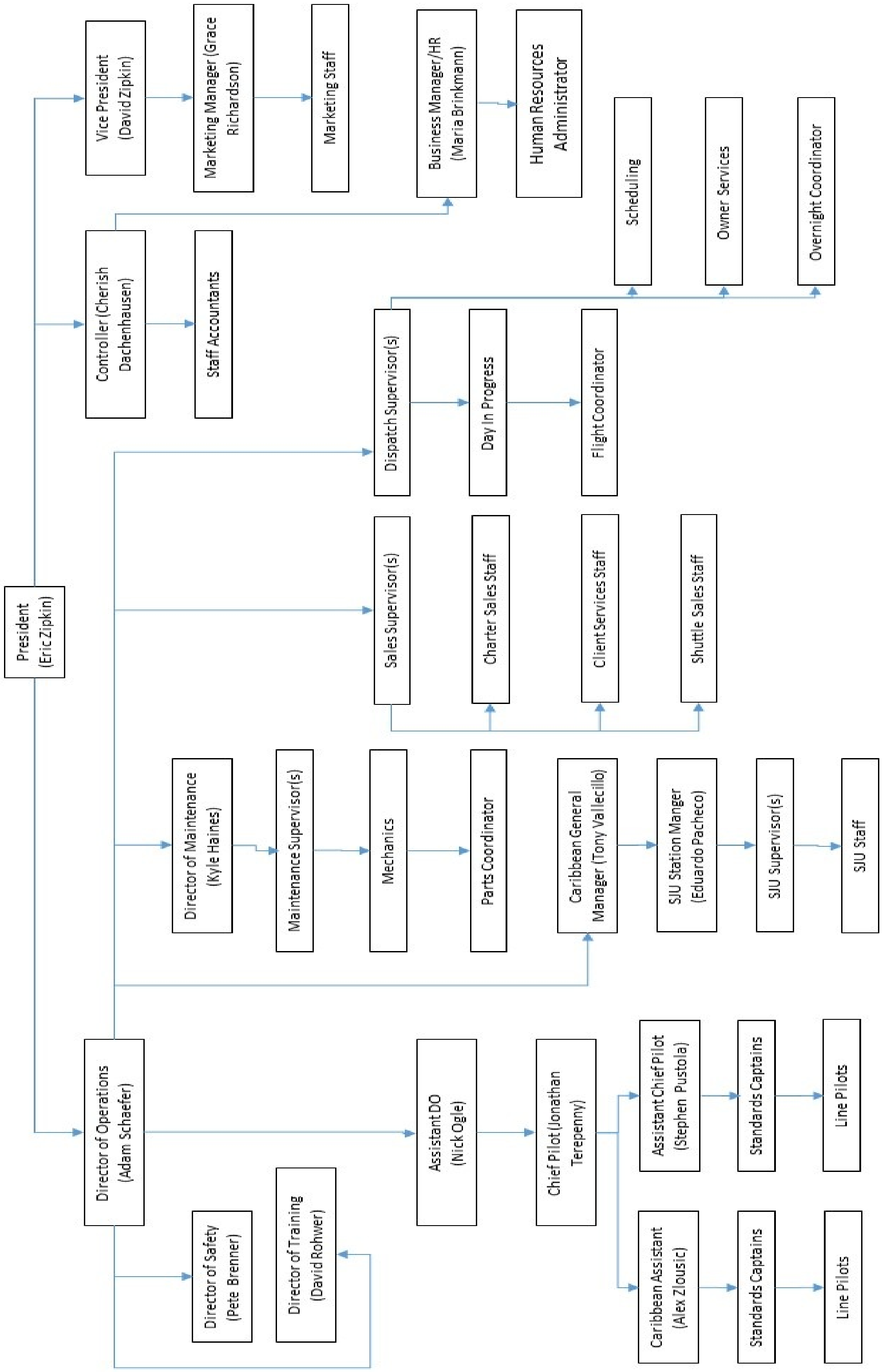
Aircraft charter is perfectly perishable. People don't want to travel yesterday, tomorrow or even two hours from now. It is imperative that we respond quickly to capture every opportunity to sell a charter or scheduled seat. We are available to our clients 24/7 – many companies are not so this further enhances our competitive position. During business hours we must respond to all inquiries within 15 minutes, even if it is simply to say that we are working on their request.

The default answer is always yes

People call us to find solutions to their challenges. We may not have the right aircraft for the mission, or an available aircraft, so we will go out of fleet to find the right aircraft in our network of partner operators. It is not acceptable to say "No" to a client. There is almost always something we can do and if we are not able to help at least we showed that we tried, which makes all the difference in creating loyalty, and working relationship.

Consultative approach

It is important to learn as much as possible about the client's needs before presenting solutions. For example, the client may ask for a charter to a larger airport because they don't know there is a smaller airport that we can serve closer to their final destination.
The client may ask for a jet but the Pilatus is a more economical option for the distance they are traveling. The client may ask for a private charter but with only 2 passengers seats on our shuttle may make most sense.


President
(Eric Zipkin)
Vice President
(David Zipkin)
Marketing Manager (Grace Richardson)
Marketing Staff
Business Manager/HR
(Maria Brinkmann)
Human Resources Administrator
Controller (Cherish Dachenhausen)
Staff Accountants
Scheduling
Owner Services
Overnight Coordinator
Dispatch Supervisor(s)
Day In Progress
Flight Coordinator
Sales Supervisor(s)
Charter Sales Staff
Client Services Staff
Shuttle Sales Staff
Director of Maintenance
(Kyle Haines)
Maintenance Supervisor(s)
Mechanics
Parts Coordinator
Caribbean General Manager (Tony Vallecillo)
SJU Station Manger
(Eduardo Pacheco)
SJU Supervisor(s)
SJU Staff
Director of Operations
(Adam Schaefer)
Assistant DO
(Nick Ogle)
Chief Pilot (Jonathan Terepenny)
Assistant Chief Pilot
(Stephen Pustola)
Standards Captains
Line Pilots
Caribbean Assistant
(Alex Zlousic)
Standards Captains
Line Pilots
Director of Safety
(Pete Brenner)
Director of Training
(David Rohwer)

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2.1 Office Hours

Tradewind Aviation operates a 24/7/365 business.

The office is attended from 5 am to 9 pm Eastern Time, Sunday through Friday and 5 am to 8 pm Saturday. When an overnight coordinator is scheduled, a person will be in the office overnight.

At all other times, office communication is directed to an “on call” DC. Whenever a Tradewind plane is flying, a customer must be able to reach Tradewind ‘live”. When a plane is not flying, it is acceptable to return calls within 15 minutes.

2.2 Vacation / Time Off / Breaks

Work schedules are created by the Charter Department Manager with the policies and procedures outlined in Tradewind Aviation’s employee manual. It is imperative to note, however, that DC’s should NOT expect time off at historically busy times of the year, including Christmas / New Year, Thanksgiving, Memorial Day, July 4th and Labor Day. If a DC is normally scheduled to work on a holiday, they will be expected to work that day unless approved by their Supervisor.

Each DC will receive 18 days off per year plus six sick days, for the first 4 years of employment. Time off is accrued by full month.

Breaks during the day for physiological needs or meals are acceptable. Meal breaks should ideally not exceed 30 minutes. The individual DC should coordinate his or her breaks to ensure sufficient coverage in the office for phone and work volume.

Full time Department Coordinators are salaried professionals and are expected to get their assigned tasks done. Hours during which a DC is assigned to be in the office may not total 40 hours, especially if long breaks for meals or other needs are taken. It is still expected that the DC accomplish their tasks that normally take 40 hours or more.

Hourly Department Coordinators are paid for the hours they work and are not compensated for meal breaks, etc.

Office Coverage Scheduling – office scheduling is accomplished by the Charter Department Manager. All schedule changes and time off requests need to be approved by the Manager. An added day of work approved by the Manager may be compensated at a per day rate or a comp day for agreeing to work on a scheduled day off.

2.3 Payroll

Tradewind Aviation Payroll is processed by accounting via Paylocity. Payroll happens bi-weekly, Wednesday through Tuesday. All paychecks are distributed on Fridays.

Our company ID number for log in is: 12247

Once you have set up your personal login with Paylocity, you may do the following:

- View your paycheck
- Request time off & view balances
- Edit your contact information
- Update your W-4 status
- View and print your W-2
- Add and/or change your direct deposit account(s)
- Clock-in and out (hourly employees)
- Handbook

Speak with your Supervisor for any issues you may be having with the site.

2.4 Phone Operations

Each DC is expected to be completely familiar with the operation of the phone system including:

- Voice mail checking
- Voice mail recording
- Phone extensions, including conference, transfer and voice mail transfer.
- Logging in and out of particular groups

Phone conversations are expected to be polite and professional. Colloquialisms, vulgar speech and the like are to be avoided. All customers shall be addressed formally unless the customer specifically requests otherwise.

Do not give out your desk extension as it can lead to poor service for our customers when you are not at that extension

Personal contact information should never be shared on the phone. If someone wants an employee's cell phone number, politely offer to take his or her information and you can have the individual get in touch.

Keeping phones open and accessible for customers and crews is imperative. Any problem with phones should be immediately reported to a supervisor.

2.4.1 General phone rules:

1. The phone system is set up to be answered by a phone tree. At that time, callers will be prompted to enter an extension.
2. If the caller does not know an extension, they will be prompted to go to our various departments and if nobody answers to go to voice mail.

2.5 Phone Tree: Charter / NE Dispatch / SJU Dispatch / Shuttle

Our Phone Tree allows for customers to choose Charter Sales or Shuttle Sales, to get to the ideal team quickly.

When you are working at your station, you log in or log out of the appropriate phone groups. If you are there, you are to login to an appropriate group. This means that when someone selects that group from the phone tree, your phone will ring directly. If you are consumed by something (optimizing schedules, etc.) and can't be disturbed, you can log out of the group and then only people hitting your direct extension will get through.

If someone calls for one of the people working offsite, you may do one of three things:

1. Transfer the caller to the person's extension (if they are there).
2. Transfer the caller directly to the person's voice mail.
3. Transfer the caller directly to the person's offsite phone. To do this:
    a. Press "Flash/Recall"
    b. Press the SSD (speed dial) or dial the number of the person working offsite.
    c. Hang up.

If somebody calls a phone group and nobody picks up, the caller will go to the group voice mail. Each person has the mailbox option on their phone to check the group voice mail. People working in Charter/Dispatch are expected to check this voice mail regularly as you will not know if someone has gone to voice mail when you are on the phone.

Maintenance - Flight Operations – Accounting:

> Callers can go directly to your extension or they will choose your "group" from the phone tree. All other items remain the same. The group voice mailbox is forwarded to the head of the department if it is not checked in two hours.

2.6 Voicemail Operation (currently suspended procedure):

It is extremely important that you set up and operate your voice mail properly. Your greeting should run something like "You have reached _________ at Tradewind Aviation, I am sorry I cannot take your call. Please leave a message and I will be sure to respond as soon as possible. If you require immediate assistance, please press Zero to speak with a live person. "

To setup or change your voice mail:

- Press "Vmail 165" to call your mailbox
- Enter your password if asked
- Press 3 for mailbox management
- Press 1 for greetings

- Press 1 for “no answer” greeting. 2 for “Busy Greeting” or 3 for “after hours greeting
    - “No answer” – is the default and is used if nothing else is recorded.
    - “Busy Greeting” – is what is said if you are on the phone. You can record a different message if you would like
    - “After Hours” – is if you would like a different message when the office is closed

To change your voice mail from the road:

- Call in and wait for the phone tree to answer
- Dial #6* and your extension number
- Enter your password if asked for it
- Follow the prompts as above

2.7 E-Mail Operations

Signatures

To be setup in each user’s outlook in the cloud as well as on phones and webmail for those who works from off site (on-call, etc.).

New Emails contain full contact information in the signature:

Name
Flight Coordinator (not dispatch, sales, etc.) |Tradewind Aviation
(O) 800.376.7922 | (f) 888.399.6705
Email address|**flytradewind.com**
facebook/tradewindaviation| twitter.com/flytradewind

Replies contain a shorter signature:

Name
Flight Coordinator | Tradewind Aviation

Out of Office – DC’s should utilize “out of office” notification when they are not in the office. This notification should instruct customers to contact the office via phone or **charter@flytradewind.com** for immediate assistance.

Template:
I am currently out of the office.
If you need immediate assistance, please email **charter@flytradewind.com** or call 800-376-7922.

Thank you,
(Insert your Signature here)

2.8 Email Drafting Protocols

- E-mails should be drafted in a professional and orderly manner. As with phone communications, one should err on the side of formality.
- Salutations should be as follows: Dear Mr. ____; Mr. ______; or just the individual's first name. DO NOT use Hi ________ or Hello _______.
- Strive to write complete sentences and draft as if you were writing a formal business letter.
- Never write something in an e-mail that you would not want published.
- Conclude your e-mail with an appropriate salutation: Sincerely, Regards, etc.
- REPLY ALL
- Use the e-mail "templates" offered in Google Docs for standard responses. o Additional email templates will be added to your Outlook as Quick buttons.

Where to respond from.

- Outbound emails (to client's vendors, etc.) are sent from one of the shared mailboxes (charter, dispatch, ownerservices) so any DC that is available may handle responses.
- Internal emails (to colleagues) are to be sent from the individual user account.

2.9 Email Groups

There are several "groups" to which you can send an e-mail quickly to many people. Use discretion whenever sending to a large group so as not to flood everyone's e-mail in box:

- Employees – Includes every employee in the company, including part-timers
- Crew – All pilots
- Sjucrew – All Caribbean-based pilots
- allcharter – All DCs, marketing, plus management in all departments
- chartergroup – All DCs, DO and EZ/DZ
- dispatchgroup – All dispatchers and dispatch supervisors

2.10 Email Mailboxes

The two primary e-mail boxes are "charter" and "dispatch", but the following rules apply to "charter", "dispatch", "fax", and "owner services" inboxes. Department Coordinators are expected to actively monitor the in box for their tasks throughout the day.

1. Emails must be addresses and responded to in a timely manner. During office hours the goal is to respond within 15 minutes of the email arrival. We may not have the answer 15 minutes but we should respond to let the person know that we are working on it.
2. Each Coordinator will have a color and will tag emails they are working on with that color so everyone using the same inbox can see who is working on or addressing the email.
3. If an email is marked with your color it is your responsibility to complete.
4. All emails must be handle immediately. No email can be pushed off to the following day.
5. If an email is not marked with a color someone needs to address it
6. Completed emails should be moved into the "_Processed" folder either during the day or at least once a day.
7. Junk mail should be deleted (such as aircraft advertisements)

8. It is all Coordinators' responsibility to make sure all emails are being addressed in a timely manner and that all emails have been address before the office close. All emails that have not been addressed should be left in the inbox and passed on to the night or on-call coordinator to address overnight, if applicable. At the end of the evening shift, if a request comes in that is not urgent (not for the next 2 weeks) these requests can be handled in the morning.

FAX In-Box

Department Coordinators should monitor the FAX e-mail in box for electronic faxes as they are received. The same protocol of common e-mail in boxes should be followed, with marking the item with a color once it is handled.

Faxes directed to individuals or specific departments should be forwarded to the appropriate individual.

Faxes should not be deleted out of the fax in-box unless clearly junk. Faxes are archived like old e-mails.

IM (Google Talk)

Instant Messaging is used for quick communication during working hours. It helps to facilitate work flow and people working off-site. Each DC should have the application installed per the instructions on the Google docs technology folder. IM should be used for internal company communication and select vendors only. While at the office, IM should not be used for personal communication outside of the office.

Text / SMS

SMS (also known as text) is used by DC's for quick communication with crewmembers and colleagues.

Google Docs

Each DC has access to company documents on docs.google.com. The most current instructions for technology and sales are found in various sheets on this resource.

2.11 Early and Late Office Operations

Published Jan. 2014

Early Morning Office Operations

1. Roll the phones from the on call person
2. Build the Flight Following sheet
3. Take care of immediate customs filings
4. Scan All inboxes for emails that need immediate attention
5. Owner emails are to be responded to within 30 minutes, even if the response is "We are looking into this and will get back to you with an update shortly".
6. Take care of open items from the Passdown and on call person that pertain to the morning operations
7. Start responding to unanswered emails, beginning with the oldest.

Late Evening Office Operations

1. Continue Flight Following all flights.
2. File customs for immediate flights.
3. Finish remaining crew confirmations and send out trip sheets.
4. Scan All inboxes for emails that need immediate attention. Charter box shall be responded to until 8pm.
5. Owner emails are to be responded to within 30 minutes, even if the response is "We are looking into this and will get back to you with an update shortly".
6. Review optimization and crewing for next 3 days.

7. Collect Passdown information throughout shift from all DC's
8. Roll the phones and inform On call person of pending issues.

2.12 On Call Procedures

General
The charter office normally closes at 2000 local time and resumes operation the following morning at 0500- 0600 local time. When the Department Coordinator on duty has completed all daily tasks and is ready to leave, he or she will transfer duties to the on call staff for the evening.

Responsibility
The on call Department Coordinator is responsible for answering phone calls remotely, actively flight following airborne aircraft with crewmembers and brokers (if applicable), coordinating any changes which affect operations within the next 12 to 24 hours, and notifying management of any abnormal situation, checking all email inboxes once an hour until 9pm, deal with requests happening within 7 days.

COMMUNICATION

Beginning On Call
The Department Coordinator on duty will transfer telephone communications to the on call staff member via the general delivery telephone and the KX-TVA Maintenance Console software installed on all charter office computers. Upon rolling the telephone system to the on call staff's preferred contact number (usually a cell phone or home phone), the Department Coordinator will provide a verbal passdown briefing which may include but is not limited to:

A. Aircraft currently flying
B. Brokered aircraft currently flying (if applicable)
C. Broker/client flight following instructions (if applicable)
D. Crewmembers who have not been confirmed for the following day
E. Weather conditions, delays, and/or airspace restrictions impacting or projected to impact operations
F. Abnormal status of aircraft or operations (including deviations from normal aircraft seating configuration)
G. Applicable pending sales, dispatch, and operational issues
H. Other pertinent notes included in the Passdown email

Ending On Call
The Department Coordinator on call will transfer communication responsibilities and other duties to the office staff the following morning at 0500-0600. Prior to the transfer, an effort should be made to reply to the passdown email with current aircraft departure/arrival times if not noted in the flight following spreadsheet and any other pending issues or abnormal situations. This can also be accomplished by providing a verbal briefing to the Department Coordinator on duty in the office.

Schedule
Normally, on call duties begin at 2000 and end the following morning at 0500-0600. Seasonally, the Department Coordinator on duty may remain in the office until 2100 local or later on certain days of the week. During the summer months, a Department Coordinator will normally remain in the office until 2100 local on Thursday, Friday, and Sunday. Additionally, he or she may elect to delay transfer of duties and communication to the on call Department Coordinator if an active presence is required in the office due to operational demand.

2.13 On Call Duties

Telephone Communication

The on call Department Coordinator should answer phone calls and establish communication with crew, brokers, management, and other support staff as appropriate, consistent with normal daily operation.

Electronic Mail

Email communications should be monitored and any schedule change, resolution to a pending issue, initiation of a pending issue, or abnormal situation should be noted in a response to the evening passdown email.

Flight Following

The on call Department Coordinator should actively flight follow airborne aircraft as normally conducted during daily office operations. If one or both crewmembers cannot be reached via cell phone to determine the location of an aircraft, consider contacting the appropriate FBO or handler, local air traffic control tower, aircraft flight phone, or other available communication resource.

Early and Late Operations

FBO’s performing early and/or late operations may operate with limited line service personnel before or after normal business hours and radio or telephone communication may be difficult to establish. If possible, obtain a cell phone number for the line service or supervisor/manager on duty prior to early or late ops.

Broker/Client Flight Following

Broker or client trips that have additional flight following instructions should be noted during the passdown briefing. The on call Department Coordinator is responsible for notifying a broker or client representative if requested of aircraft ready in position, on departure, and on arrival.

Changes to Schedule

Due to the dynamic nature of the flight schedule, changes which affect operations over the next 12 to 24 hours do occur during the on call period of 1800 – 0800. When changes to the schedule are required, the on call Department Coordinator may need to complete additional sales and dispatch duties normally performed during regular office hours. These duties may include:

A. Confirming aircraft status and availability
B. Confirming crew availability, respecting legal rest requirements
C. Providing updated sales quotes
D. Revising flight schedule(s) in Astro
E. Notifying and/or updating crew, respecting legal rest requirements
F. Updating and transmitting associated trip sheets/paperwork
G. Confirming additional operational considerations (slots, overflight permits)
H. Filing updated customs paperwork
    a. e-APIS transmissions
    b. General Declarations
    c. Landing Rights
I. Confirming customs availability (if applicable)
J. Updating or arranging customs handling
K. Evaluating the need for additional services (early or late ops, etc.)
L. Updating additional support staff (hangar manager, international handler, FBO, etc.)
M. Updating or arranging catering requests
N. Noting expenses that must be submitted via expense form

Management Notification

Any abnormal situation or request should be addressed to a representative of management.

Emergency response requiring management notification is covered in 1.4.

2.14 Office Resources

Computer and Internet

The following computer and Internet resources should be available to the Department Coordinator when he or she is assuming on call duties:

A. Astro
B. Outlook – including the following email boxes:
    1. Charter
    2. Dispatch
    3. Fax
    4. Scheduling
    5. Owner Services
    6. Outsourcing
C. Videcom, Kalsoft, Flight Board, and DCS
D. Google Docs Spreadsheet Access
    a. Phone List
    b. Live Passdown
    c. Customs Documents
        i. Landing Rights Request Forms (HPN, TEB, SJU)
    d. Other Documents
E. Additional online references (as needed)
    a. AirNav.com
    b. AC-U-KWIK
    c. Fltplan.com
    d. Skyvector.com

Other Documents

The following documents should be available to the Department Coordinator when he or she is assuming on call duties:

A. Charter Department Manual
    a. Customs procedures
B. Videcom Training Manual
C. Emergency Response Plan

3.1 Lead sources and procedures:

Lead Sources	Detail
Phone	Listen and learn about the mission and parameters for the trip. Set a reasonable expectation about when a quote will be sent. Quote and then follow-up with more information email as appropriate.
Email	Respond within 15 minutes. Ask more questions if appropriate, and set a reasonable expectation about when a quote/solution will be presented. Quote and include more information. **Always address retail client questions before broker.**
Website	Same as email.
Charter marketplaces	Avinode, FlyVictor, etc. Quote/accept/decline direct requests in real time

3.2 Gathering information

Critical information that we need in order to provide the best solution:

1. “Tell me about your trip”.
    a. This conversation helps us to learn more about the purpose of the trip so that we can suggest the best solutions. It also serves to show the customer that we care and are very willing to help.
2. Where and when are you planning to travel?
    a. Try to identify the city/town where the client is going and suggest a better/closer airport if appropriate.
        a. Google maps and Airnav (advanced location search) are very helpful tools during this step, especially if you are unfamiliar with the area.
    b. If the trip is in the Caribbean, is the client planning to connect with an airline or private flight? If so, from/to where and at what time?
    c. If the trip is on a shuttle route, do we have availability at the ideal time for the client? If not, can we add a shuttle at the ideal time?
    d. If the requested flight is not a good solution, think of better options (connecting in ANU instead of SJU, for example).
    e. If the connection time is short, suggest our VIP meet and greet service.
3. How many passengers?
    a. This will give you added info for aircraft appropriateness and fuel stop necessity.
4. Do you have a specific aircraft in mind?
    a. Learn this first, then make our professional suggestion based on what we now know about the mission.
5. Do you plan to have any large cargo (bikes, surfboards, etc.)?
6. Do you travel often? A ticket book or Goodspeed card could be a great way to save money and benefit from other perks (wait list automation, etc.).

1.4 It is important to gather all details that we need in order to help with the request. Often times, an important detail was left out or misspelled in their original request. Take the time to create a complete and concise list of all question that need to be answered.

Example 1: "I would like to depart tomorrow for BOS with my family. Can you send me options?"

This request is missing a departure airport, how many people are in their family and what time are they looking to travel. You will need to reach out and get these details before a quote can be created. In this case, since they mentioned Boston, a destination that is also available via our Shuttle, a quote and shuttle seat options will be appropriate to send this client.

Example 2: "My boss, John, is going to a business meeting next Thursday, can you send me a quote from NYC? He wants to be there by 9am."

This request is missing a lot. John's last name, location of his meeting (which will give us drive time), preferred departure airport, preferred arrival airport, return date or time. You will need to reach out to get all these details before a quote or shuttle options can be discussed.

Example 3: "My family and I are travelling to SBH for our vacation. How do we get there?"

Where do I begin J. When, from where, when are they returning, how many are in their family, are they staying as a villa, are they flying via airline or private jet?

3.3 All Available options:

To make sure we are giving our customers the best possible service, we also need to make sure we are giving them All Available Options so they can choose what is best for the needs. Here is a starting list:

- Private Charter
- Shuttle seats
- Different airports
- Different times and dates
- Overnight vs. 2 roundtrips
- Different plane types - in our fleet
- Different plane types - outside our fleet
- Fuel stop vs. nonstop
- Waitlist options
- Different FBO's
- GoodSpeed Card
- Ticket Book
- Resident Rates
- Ground Transportation
- Catering
- VIP services
- Buyout

Keep in mind that we may not have the best pricing on all routes. For example, a one-way drop-off in Florida will be quoted with a long dead leg and as a result we are more expensive than operators that quote one-ways. Think about if it make better sense to go directly out of fleet in these cases. This may require consulting with a supervisor or senior salesperson in the room.

3.4 Follow-Ups and Objection Handling

It's important that we follow-upon every quote and every request. Offer to review the quote with our customers to answer questions and point out the Benefits of Tradewind Aviation.This is a critical step in the sales process that can go a long way towards making the sale.

- Retail requests – Follow-up call required for all
- Broker requests – Follow-up call when time allows and always for large opportunities

This is the best time to have your Sales Training and Marketing Materials handy; ready to help you make the sale.

(*Note: if you have been quoting a Broker multiple times in one day, it may not be necessary to follow up on each quote separately as an open dialog is already occurring.)*

First Follow Up:

After sending each quote, call to make sure quote was received, and collect any immediate feedback. Please aim to follow-up your quotes 30 mins after sending. During this First Follow up your customer may not be ready to discuss the Quote yet, but confirm they have received the quote and you are available for any initial questions they might have.

Try to include a Benefit Statement during the follow-up. “The Pilatus is the perfect aircraft for this type of trip… “

If the customer is ready to discuss the quote, this is the time when they will ask questions and you will potentially Handle an Objection. The sooner you hear the objection the sooner you can bring up TW Benefits to address their Objection. Think of an Objection as an opportunity, not a threat. This opportunity allows you to point out the benefits of using our service. See **Fundamentals of Selling** Presentation (Shared Drive)

After you have Handled their Objection, it is time to Trial Close. Ask the Customer their opinion. “How does this sound to you?” “Are you ready to book this trip?” “Would you like me to put this on hold while you consider?”

- Remember, a Trial Close is asking for an action.
- Closing can be the most nerve-wracking, but it simply requires practice.

Objection Handling Steps:

1. **Clarify with an open- ended question**
    a. **Ex. “If you are comfortable, would you let me know what you are comparing, so I can better understand?”**
    b. **Ex. “Do you have a specific concern about safety that I provide you more information about?”**
2. **Listen until it Hurts**
3. **Empathize**
    a. **Ex. “I understand your concern.”**
    b. **People don’t care what you know until they know how much your care.**
4. **Provide Proof**
    a. **“May I show you more information about our safety standards?”**
5. **Verify – Trial Close**
    a. **“Have I answered all your concerns?”**
    b. **“May I put this on hold for you while you firm up your other plans?”**
    c. **“May I check back in a few days to discuss this your plans?”**
6. **Close!**

Second Follow-Up: Day after Quoted

- What is their Objection?
    - Do they have any pricing concerns?
    - Do they have safety concerns?
    - Are they comparing our service to a competitor?
- When would be a good time to speak again?
- Are they interested in other options or services?
    - See **All Available Options**

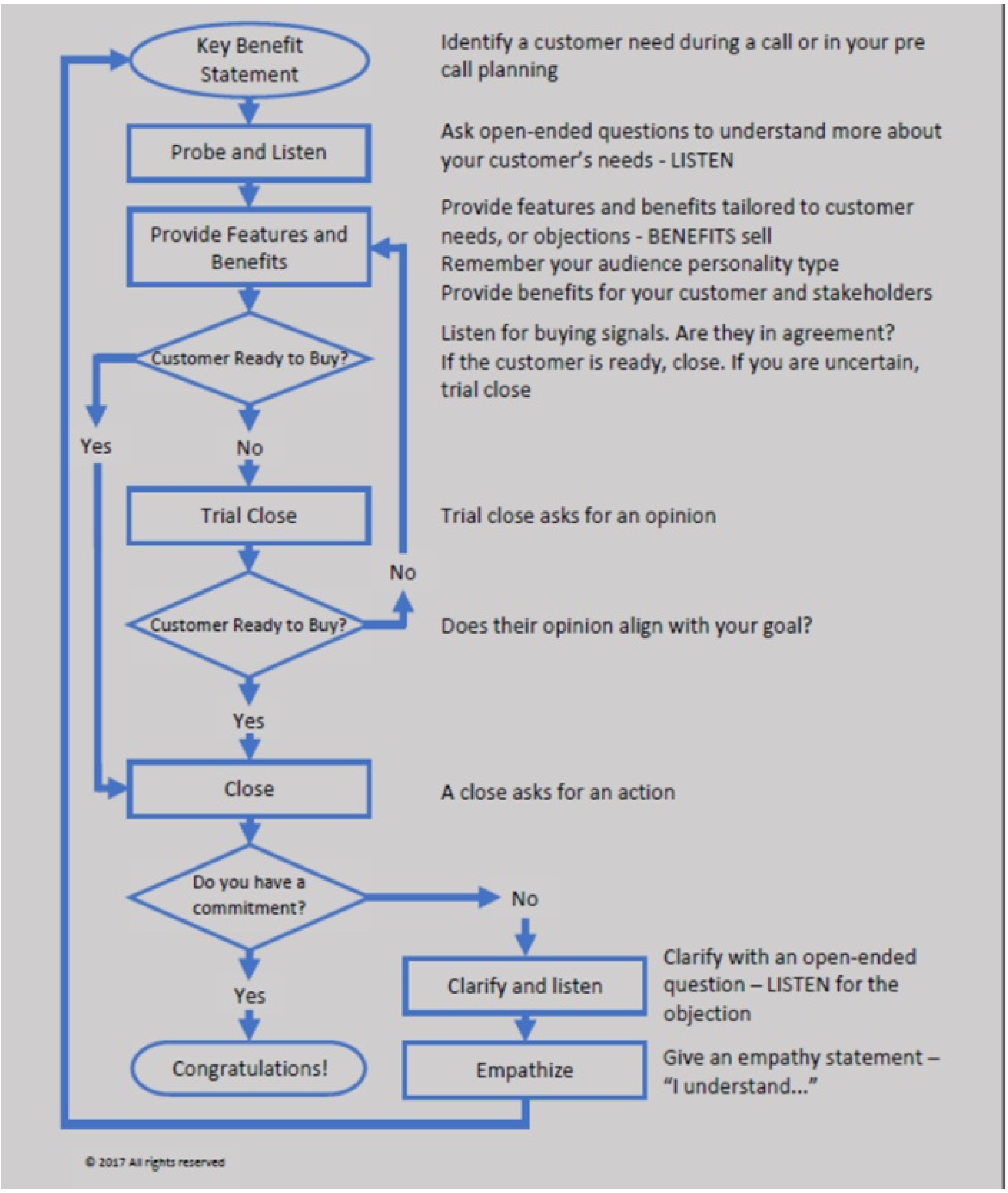
3.5 Negotiation Guidelines

There will be customers who request a discount or some other consideration in order to book the flight.
Be creative in your options to the customer but do no overdue it.

1. Before discounting, try to determine what will make them happy – is it really a discount they are looking for? If it is, try to get an idea of the comparable competitor pricing for a particular flight. If we are higher than the comps then discuss a discount with your supervisor.
2. Suggest the Goodspeed program. Clients can save up to 15% with pre-payment.
3. We may discount retail flight time up to 10% for payment via wire, check or ACH.
4. We may remove short repo legs in the NY metro areas: TEB, HPN, FRG, ISP, LGA, HVN, BDR, DXR, POU, SWF, CDW, MMU
5. Flights with large saleable one-way should be examined for quoting as a one-way.
6. Repo legs – look at legs that are likely to be eliminated due to stringing trips together. Example, on a flight out of TEB you can waive the HPN-TEB repo leg if the plane is coming back from the previous trip empty and we can send right to TEB.
7. Overnights – least room to negotiate but if a trip has a lot of minimums (to cover for two R/T) and it seems the plane isn't going to overnight anyway, waive the overnight fees.
8. Minimums – 1/4 may be removed without discussion. After that, discuss with supervisor to see what the real opportunity cost is. If the plane is just going to sit anyway and we aren't paying hard day crew, eliminate all the minimums.
9. Minimums may be waived 50% at all times, with Supervisor approval
    a. Outside of Holidays and Outside of June 15 – September 15, all minimums may be waived
10. Discount – 5% always available to make a deal … more requires supervisor approval.

One-way pricing – if the flight is far enough in advance and the repositioning is salable (Florida – Northeast on a Sunday in the winter) then waive the repo leg or at least some of it.

3.6 Selling Fundamentals: Sales Steps to Success



3.7 Understanding Others: Personality Types

More Dominant

The Driver

Characteristics

Less responsive and more dominant
Tends to act controlled
Keeps feelings inside
Speech is quick, clear, direct
Facts are important, not details
Action oriented – makes decisions quickly
In the now and will try new things – takes risks
Time and bottom line matter most
Number one question – What?

Tips for Interaction

Provide direct answers
Be friendly, but stick to business
Probing questions focus on "what"
Give solutions that help them solve problems
Let them be in charge
Use facts to support your ideas
Stress logic of what you propose
Appeal to their need for efficiency

The Expressive

Characteristics

More responsive and more dominant
Very outgoing – cheerleader
Open with their feelings
Talkative and animated
Eager
Personal interaction most important, not the details
Looks to the future – visionary
People matter most
Number one question – Who?

Tips for Interaction

Let them talk and support their goals
Focus on ideas that transform their ideas to action
You have more time if conversation is stimulating
Use testimonials for support
Image is important
Be creative when presenting ideas or concepts
Be their partner and work together
Give some details, but talk "big picture"

Less Responsive

More Responsive

The Analytical

Characteristics

Less responsive and less dominant
May appear reserved and cautious
Speech is slow and deliberate
Likes facts and VERY detail oriented
Keeps feelings inside
Appreciates and looks to the past
Looks for flaws – slower decision maker
Number one need – to be correct
Number one question – How?

Tips for Interaction

Provide pros and cons of choices
Give accurate information
Probing questions focus on "how"
Give precise explanations of how your plan will work
Be prepared for many explanations
Use facts to support your ideas – data is good
Risk averse - give reassurances
Be patient – accuracy is more important

The Amiable

Characteristics

More responsive and less dominant
Open and friendly
Speech is controlled
May enjoy small talk
Sense of justice and fair play – likes agreement
Takes time to make decisions - deliberate
Likes detail, hates insincerity
Needs relationships – identifies with groups
Number one question – Why?

Tips for Interaction

Show a sincere interest in them
Likes status quo – suggest new ideas gently
Probing questions ask for their opinion
Describe how plan affects people
Be patient – don't push them
Use details and testimonials
Provide personal assurances and guarantees
Appeal to their need to minimize risk

Less Dominant

3.8 Private Charter

Tradewind currently offers Pilatus PC12 and Citation CJ3s for Charter. If a client requests a specific aircraft type, quote that type. If that aircraft type is not available, or if another type may work better (pax load, distance, etc.), quote more types and explain the differences. If we do not have the right aircraft available for the mission, go out of fleet (except when for a broker).

3.9 Goodspeed Program

The Goodspeed program offers discounts for a prepayment of a series of charter flights.

Discount levels are:

$50,000 – 5% discount
$75,000 – 7.5% discount
$100,000 – 10% discount
$150,000 – 15% discount

Discounts assume pre-payment by check, ACH, or wire transfer. Alternatively, structured deals are possible per negotiation.

In additional to significant discounts on private charter, the new program provides shuttle discounts as well. Goodspeed accounts may purchase single tickets on ANY ROUTE at their Goodspeed discount percentage. This is a very nice perk, and one that WheelsUp, PlaneSense and other programs cannot match. ***Please make these bookings in Kalsoft. (Caribbean bookings will be make in Videcom)***

It is also important to remember that our overall charter program is very well positioned compared to the competition. WheelsUp is around 20-30% more expensive. PlaneSense requires that you purchase a share of the aircraft. There are no other large fleet turbo-prop operators in our areas, so we beat out everyone else with our depth of fleet and availability.

We have many regulars who would benefit from this program. Additionally, **each and every retail quote is an opportunity to upsell the Goodspeed program** so we should begin to include a teaser pitch in our quotes.

Please bring up the program savings in the body of your retail quote messages. The actual verbiage may depend on the situation but my suggestion is something like:

We are pleased to offer the enclosed quote for your requested trip from X to X in one of our beautiful Pilatus PC-12 aircraft flown by two pilots. This price reflects the normal retail rate for this trip. You may also be interested in our Goodspeed program, which would save you up to 15% on this trip. I have enclosed more information for your review. Please let me know if you would like me to re-quote this trip at our Goodspeed discount levels.

3.10 Steps for GoodSpeed pitching / agreement:

a) Proposal – Quote the trip itinerary (if known) and provide pricing at retail vs all discounts levels.

b) Contract – Create new contract based on latest in the share drive at Charter\Goodspeed program. Send contract and wire transfer instructions.

c) Receive contract, counter sign by David or Eric Zipkin and send back to the client.

d) Save to the shared drive, Charter/Goodspeed program.

   i) Send to accounting (with ETA of funds), marketing and chartergroup@ with the terms. Marketing will send out a welcome package.

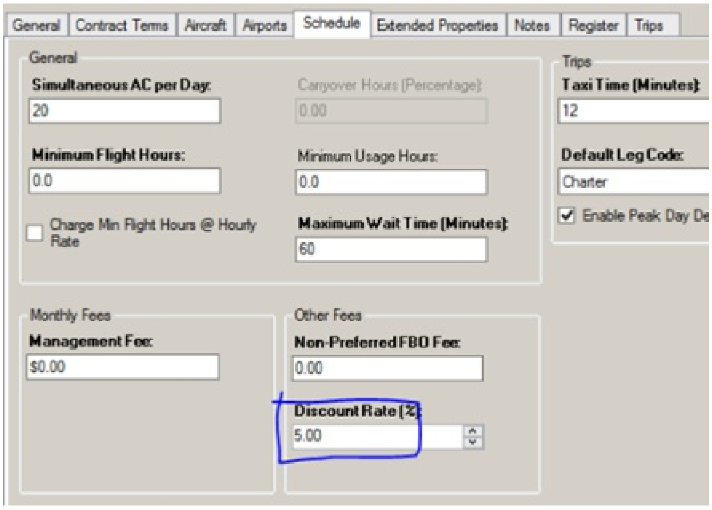
e) Create account in Astro with “(Goodspeed Account)” after the clients name.

   i) Enter their deal and special notes in Extended properties. Include the shuttle discount with the Extended property drop down “Shuttle Discount”

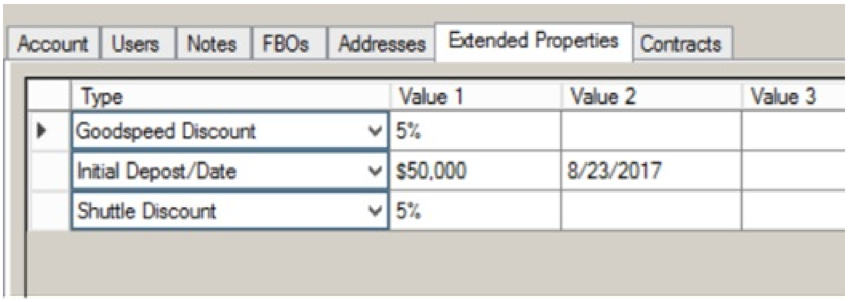
      (1) This info will be available to our shuttle team for reference.

   ii) Enter Primary and Secondary contacts for the account.

f) Add appropriate Contracts to account and enter the Goodspeed customers discount level as shown in the image below.



Here is a sample of how the Extended Properties will look when entered.



To Reference how much money a Goodspeed has on account, please check the "Client Credit Master" google doc which is updated at least once a week by accounting. (at the top of the page, accounting notes when it was last updated.)
This google doc is a reference for all credits that are listed in Quickbooks. Since this is done on a regular basis, reference the sheet instead of checking with accounting for current credit amounts.

When processing a Goodspeed charter booking, the payment process can be moved to Green right away. It is worth noting "on account".

3.11 Shuttle bookings for Goodspeed clients

- Use Kalsoft for all Northeast shuttle bookings, they will receive a discount on each ticket that is the same as their goodspeed discount. (i.e. if they receive a 10% discount on charters they also receive a 10% discount on each shuttle ticket.
    - This allows them to gain access to our waitlist system. A big perk.
    - When booking a Goodspeed client in Kalsoft, email accounting each time. Accounting will manually enter the tickets.
        - Use the **Ticket Book** template, and include the Discounted ticket price
        - Example: a 10% discount on $875 should be sent over as $795.5
        - If accounting is not open when a goodspeed customer needs to fly a last minute booking, a supervisor will need to add a ticket to the Kalsoft account.
        - An email will still need to be sent to accounting each time.
- Use Videcom for all Caribbean bookings utilizing the applicable discount code from the **Promotions and Special Pricing** google doc. (this is maintained by Marketing)
    - The 7.5% discount rounds up to 8% in Videcom.

TRADEWIND AVIATION

Tradewind Aviation, LLC
Waterbury-Oxford Airport
5 Juliano Drive
Oxford, Connecticut 06478

phone 203.267.3305
fax 203.267.3310

PRE-PURCHASE CHARTER PROGRAM - GOODSPEED

The Goodspeed program is an ideal way to secure discounted charter pricing and guaranteed availability for your travel.

Discounts start at a $50k deposit and the value may be used towards private charter on the Tradewind Pilatus PC-12 and Citation CJ3 fleet.

FEATURES AND BENEFITS

- Fly in the world-class Tradewind-operated fleet of aircraft
- No membership or other fees. Simply deposit and draw down as you fly
- 25% less expensive than similar programs
- Lock-in your departure time at booking (pending availability)
- No flight leg minimums (daily minimums may apply)
- Pay on estimated travel time – Know the cost before you fly
- Value does not expire

DEPOSIT	DISCOUNT
$50,000	5%
$75,000	7.5%
$100,000	10%
$150,000	15%

DISCOUNTED SCHEDULED SHUTTLE FLIGHTS

Purchase tickets on any scheduled shuttle route with your Goodspeed discount. Discover our convenient shuttles to Nantucket, Martha's Vineyard, Stowe and Boston from our White Plains hub in the Northeast, and St Barths, Anguilla and Nevis from our San Juan hub in the Caribbean.
*Discount may not be combined with a ticket book discount.

CONTACT US TODAY TO DISCUSS YOUR TRAVEL NEEDS:

Phone: 800-376-7922
Email: charter@flytradewind.com

We look forward to welcoming you aboard!

3.12 Pilatus PC12 - Commuter and Executive Interior

- In the Northeast two different Pilatus interior types are offered: Executive and Commuter. They are the same price.
- In the Caribbean, all charters are quoted at the Commuter configuration, regardless of availability for the 1 Executive. (this is because the 1 executive plane cannot be guaranteed)

Commuter Pilatus configuration is exactly the same as the executive (speed, pressurization) except it lacks the lavatory and club seating. In some cases, the seats will not be quite as 'cushy'.

3.13 Northeast Pilatus - Product

- The most efficient method of transportation for trips under 300 miles
  - Turboprops can travel point to point direct in nice weather. Jets are required to file "IFR" at all times which can actually make the flight longer even though the plane is faster.
  - Jets are twice the price, even on the low end.
  - Capable of landing on shorter runways which often means landing at an airport closer to your destination
  - Pilatus are actually larger inside than light jets and capable of carrying more/larger luggage
- Two pilots on all flights – Which is very rare on this aircraft category
- Most modern turboprops in existence – Pilatus
- 100 million insurance – most turboprop operators have 30-50
- Most robust fleet of turboprops in the Northeast and Caribbean – Depth of fleet means availability.
- Most experience with challenging environments – Fog in Nantucket, Runway in St Barth's

3.14 Competition

- Cobalt is the charter division of PlaneSense (fractional program) and has Pilatus' for charter but poor availability because the fractional owners use the planes often, especially during peak times.
- WheelsUp (king airs and citation excels), Reliant in Danbury (King Airs), Rectrix in Hyannis (Pilatus), Mayo in New Jersey (Pilatus)
- Most other operators operate single pilot and will charge extra for an SIC
- Most other operators have much lower limits of liability (20-50 million vs Tradewind's 100 million)
- Tradewind offers complimentary snacks, drinks, wine and beer onboard.
- Tradewind has 24/7 Support – Most operators have answering services

Number of Airports large enough for use in New England, New York, New Jersey, Pennsylvania, Maryland, Virginia and Delaware:

- 1,023 airports available to the PC12 (2000' or longer)
- 295 airports available to the King Air 350 (3,800' or longer)

Benefit: Better chance we can avoid the traffic delays at major airports and get you closer to your destination

3.15 Caribbean Pilatus - Product

Private charter throughout the Caribbean in modern and air-conditioned Pilatus PC-12s flown by two pilots with complimentary drinks, snacks and Champagne onboard.

- The newest fleet of turboprops in the Caribbean
- For US clients, San Juan and St Thomas connections provide an excellent transfer alternative to St Maarten; no double customs, more and less expensive commercial flight options – most major US airlines fly to SJU, direct flight options from more major cities.
- Private jet (from the U.S.) to private Pilatus transfer (in SJU, STT or STX) is seamless as the passengers do not need to pass immigration. The transfer is done on the ramp and very quickly!
- Every charter includes VIP service. Passengers are greeted at their incoming commercial flight for a direct escort to the TW Lounge while a handler retrieves luggage. Saves time and hassle.
- Baggage travels with every flight
- Two crew members on every flight (uncommon in the Caribbean)
- Interline Agreements with British Airways and United Airlines

3.16 Competition

To St Barth

- St Barth Commuter – Primarily from St Maarten and St Martin. Single pilot Caravans with no air condition. Not on the visa waiver program so foreign passengers need a Visa to enter the US.
- Air America – Single pilot piston powered piper Aztecs. Slower, less room for baggage and no air condition. Not on the visa waiver program.
- Winair – From SXM only. Twin Otter aircraft without air-conditioning.

To Tortola

- Fly BVI – Cessna 404, 401, Piper Aztec – Piston prop, no air-conditioning
- Air America - Islanders and Aztecs, slower, less room for baggage and no air condition.
- Air Sunshine – Older piston prop aircraft
- Island Birds – Navajo and Aztec

**Note: Virgin Gorda has a no single engine policy which means that the above operators can land with a 40-year-old twin and we cannot with a 6-year-old turboprop. When discussing Virgin Gorda remind the customer that most resorts provide free boat service from Tortola (about 30-minute ride) which could be even more convenience than landing on Virgin Gorda and driving 30 minutes north (where most of the resorts are).

3.17 Destinations

Our most popular charter destination is St Barth. Other popular destinations include Anguilla, Nevis, Tortola, St Maarten, St Thomas, Antigua and the Dominican Republic.

3.18 Foreign to Foreign Operations

Due to international economic rights restrictions commercial operations are limited to flights where the origin and/or destination is a US territory (Puerto Rico, St Thomas, St Croix and mainland US). In general, as a US operator, we are not authorized to fly commercially between 2 foreign countries but there are some exceptions:

3.18.1 SAGA Approval

Locations further than San Juan, PR may be approved with St. Barth government permission. In order to get approval the salesperson will complete the following steps:

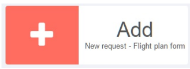
URL: **https://saga.sigp.aviation-civile.gouv.fr/**

U: **charter@flytradewind.com**

P: Tradewind1

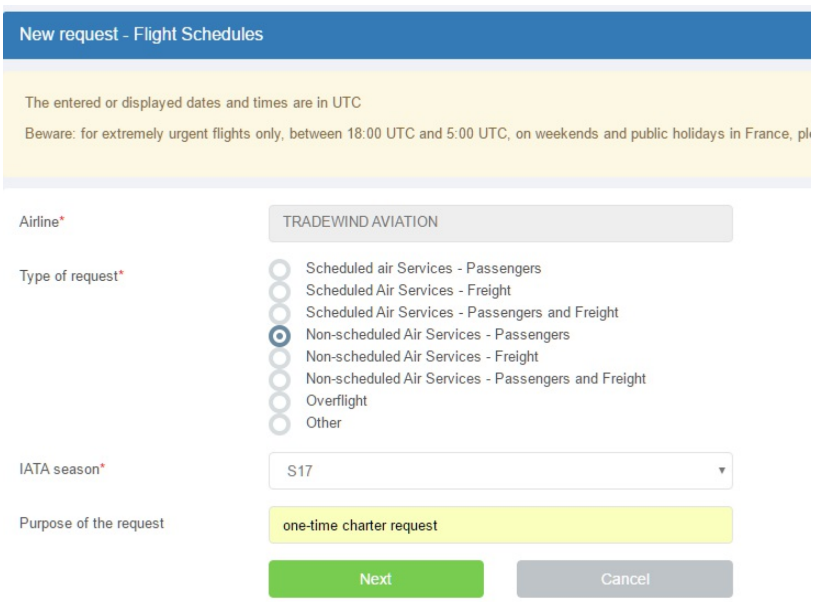
(If the website is in French, click on 

in the top left corner and switch to English.

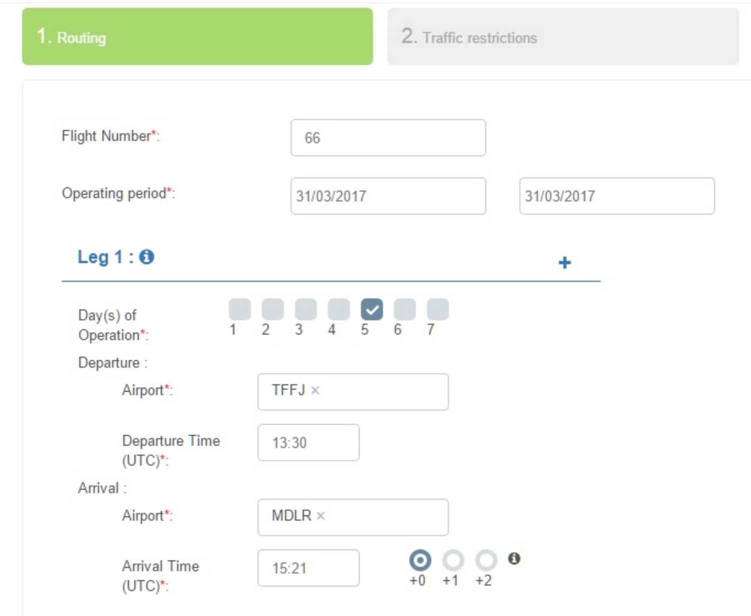
1. At the top of the screen click on 

2. Select "Non-scheduled Air Services – Passengers", choose the IATA season (currently "W17" for Winter 2017 and enter "one-time charter request" as the Purpose as seen below.

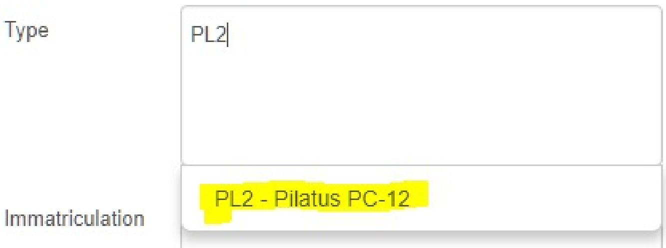
(IATA seasons run the last Sunday in October through the last Saturday in March and then the opposite for the summer)



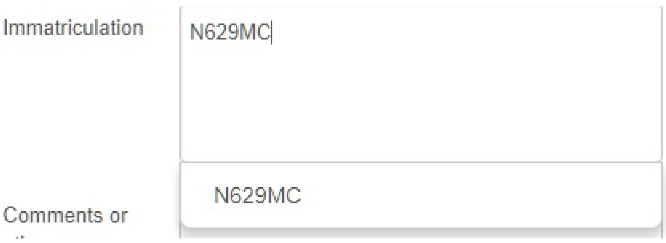
3. On the right side of the screen click the green "Add flight" button
4. Enter the Flight Number (3 digit number from Trip#) and date (dd/mm/yyyy) for the Operating period.
5. Select the Day of Operation for the flight (Monday=1)
6. Enter the 4-letter ICAO code for the departure airport and the departure time in Zulu. You can get the correct Zulu time by hovering over the departure time in the trip leg.
7. Enter the 4-letter ICAO code for the arrival airport and arrival time in Zulu.



8. Click Next (lower-right corner) 3 times to cycle through the Traffic Restrictions and Trade Agreements page to the Aircraft Capacity page.



9. In the Type box enter PL2 and select PL2 – Pilatus PC-12 when it appears at the bottom.



10. In the Immatriculation box enter the tail number to be used and selected the aircraft when it appears at the bottom. If the tail number isn't yet confirmed, leave this blank.
11. Enter the capacity of the plane (8) and the number of passengers for the trip
12. Click "Save and return to flights list" in the lower-right corner
13. Repeat the steps above for additional trip legs

14. On the right side of the screen click the gear button next to Attached Files and choose Add
15. Choose File and then click Save
16. Once all legs and the SBC denial have been added, click Send the Request and then Validate when it asks you to confirm
17. The status of the request should now show as Submitted. It will eventually change to Under Examination and then Accepted or Denied
18. An email will be sent to **charter@flytradewind.com** when the request is accepted/denied
19. If the request is for a trip within 7 days, also email David Zara with the SAGA request number, a copy of the passenger itinerary and a copy of the SBC denial and ask him to follow up
20. Enter the SAGA request number in Astro and change the DGAC process status to ⚠ .

3.18.2 Other foreign to foreign charters

See the **Caribbean Islands Cheat Sheet** for more information about specific island restrictions.

- Common Caribbean charter route pricing is published.
- For most other routing, quote the trip from and to TJSJ. Example: Quote TJSJ-MDLR one-way as TJSJ-MDLR-TJSJ
- For charters from TFFJ and to the south, quote from TFFJ and then back to TJSJ in order to keep the cost down. For example, quote St Barths to Barbados as TFFJ-TBPB-TJSJ
- Remember that most foreign to foreign routes require special approval.
- Avoid holding aircraft in the Caribbean for more than 24 hours.ALWAYS quote over holds and push aggressively, if you have someone willing to book
- Charter requests for TAPA-TFFJ cannot be quoted in Astro. This round must be sold as a shuttle Buyout. *Please reference SkyVantage booking section for how to sell and book a buyout.*

3.19 Creating Caribbean Charter Availability

Empty shuttles may be removed in exchange for a confirmed charter.

Always quote charters over empty shuttles. If there are no empty shuttles, see if shuttles can be combined (i.e. 2 10 am shuttles that total 8 passengers or less).

3.20 Timing Between Flights

- Domestic airline to a Tradewind Private charter – Scheduled charter 45 minutes after arrival (VIP included)
- International airline arrival to a Tradewind Private Charter – Schedule charter 1 hour after arrival
- Domestic private jet arrival – Schedule 30 mins after jet arrival
- International Private jet arrival – Schedule 60 mins after jet arrival
- Tradewind Private charter/shuttle to a domestic airline departure – **120 mins**
- Tradewind Private charter/shuttle to an International Airline departure – **180 mins** (because the airlines want 2-hour check-in)
- Tradewind Shuttle/Private charter to a Private jet departure – **45 mins**

3.21 Pickup Locations

Private jets have several FBO/handling options at SJU:

1. Jet Aviation
2. Airport Aviation Services

The goal is to park next to the jet so that the passengers can quickly transfer from one plane to another. Dispatch should coordinate with the FBO on the day prior (notification) and day-of to make sure we can be parked next to the private jet.

For international arrivals it does not matter where we are parked. The passengers will go thru immigration/customs and TW Caribbean will collect the passengers and bring them back out to the Tradewind Aircraft.

For our charter arriving in SJU (from SBH for example)

When we arrive with the passengers and take them thru customs, the private jets FBO should collect the passengers after customs. Dispatch should coordinate this with the private jets FBO, especially when we know what time our plane has left SBH.

If the private jets FBO is not available or able to collect the passengers, then please coordinate with TW Caribbean to have the passengers taken to the FBO via van after they go thru customs.

Do not make plans for our plane to taxi over to the private jets FBO after customs, because this means bringing the passengers back out in the van to the plane after they cleared customs, which they will not appreciate.

3.22 Turn Times

Standard turn times are:

- 15 minutes in SBH
- 30 minutes at all other airports

Be sure to build all flights this way so as to ensure all availability is open. If things are close to make another charter happen, consult EZ, DZ or ASC to see if something can be done.

3.23 Sunset

Consult the SBH sunset table (google doc) for afternoon flights. Flights must be scheduled to arrive at or before published sunset. SBH Airport opens at 7am. Do not schedule a departure before 0715 without approval.

If we absolutely can't schedule a charter for a time a customer requests, ALWAYS offers times we CAN do and ask if perhaps their airline or private jet arrival is flexible.

3.24 Weather

- Charter customer may opt to depart with less than enough time for sunset (but enough for 15-minute buffer) understanding that they may end up in St Maarten and transfer to SBH (via boat or other means) will be at their cost.
- If weather prevents departure from TJSJ we will fly the following day but per terms we do not pay for alternative arrangements or accommodations.

3.25 Cessna CJ3 (light jet) - Jet Private Charter – Product

Tradewind currently operates Citation CJ3s which are very modern light jets manufactured by Cessna. In each CJ3 there are 6 full “captains” chairs. N157JL has a 7th side facing bench seat in the forward section of the cabin. Both CJ3s have a “belted lav” which can be used as a 7th or 8th seat although it is not comfortable so not recommended for normal use. N361TL and N128WT both have Wi-Fi on board.

The CJ3s are excellent for trips to Florida, Texas, the Midwest and all points in between. They are also perfect for Bermuda, the Bahamas, Turks and Caicos and the Caribbean. For longer distances (San Juan, St Maarten, St Lucia) be sure to consult with a CJ captain as a fuel stop may be required.

3.26 Competition

There are several operators in the Northeast with light jets although very few with newer equipment. Old Lears and Beechjets are all over – and far inferior to the Citation CJ3s.

Major operators in our area include WheelsUP, Meridian, Key Air, and EFI. Fleets change often so search Avinode for current information about local aircraft for private charter.

NetJets and FlexJet are typical fractional programs. Generally speaking, the client must fly a lot (500 hours per year +) in order for these programs to make sense.

3.27 Quoting Guidelines

- The occupied legs rate is higher than the empty leg rate.
- Each leg carries a $865 fee
- Quote everything out of and back to HPN except for transient and empty legs.
- For multi-day trips quote the lower of either 2 round trips or to leave the plane transient, unless you already know that the aircraft has a separate trip in the middle.

3.28 Approval

As of December 2015, none of the jets require owner approval.

3.29 Empty Legs

Empty leg reminder email: At 8am every morning Astro will email a list of empty legs in the schedule as well as upcoming trips that may require a long empty leg once it is promoted into the schedule.

This reminder is a good time to send the daily blast to AirMail.

We should make every attempt to sell one ways. When adding a marketable empty leg to the schedule:

1) Check with scheduling to verify the repo, timing crew restrictions, route, and date limits.
    a) If the repo exists because of an Owner trip, please also check with Owner Services. We want to know if the owner is interested in having the repo leg sold or what changes might happen that will restrict the empty repo being sold.
2) Determine what our marginal cost is using the *Trip Cost Calculator* gdoc. This is the minimum cost the flight will cost us to operate which is not already beign covered by original flight.
3) Email to NBAA airmail at **charter@airmail.nbaa.org** , copy **chartergroup@flytradewind.com** to let everyone know what we have this leg for sale.
    a) Include in the subject and body of the email our selling price.
    b) Marketing will push it out as well – Email blast, twitter, etc.
4) Add to the passdown
5) Blast to NBAA daily until sold
6) Only include info about WiFi near/over the Continental US as it does not work over the ocean.

If an Empty Leg is sold or no longer valid, be sure to alert Marketing, as they post all our Empty Legs on social media to increase our visibility in the market. They will remove/update posts accordingly.

3.30 Verify Avinode Empty Legs

Log in to Avinode

- Select **Schedule**
- Select **Empty Legs**
    - Mark the Empty legs accordingly. If a leg is a true one way, select **Verify**
    - If a leg is not marketable, deactivate in Avinode so it is not listed as available.

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4.1 Fixed Pricing

Fixed pricing is set for common routes (HPN-ACK, SJU-SBH, etc.) in the Caribbean. Astro is loaded with this pricing and will quote it properly without any edits.

4.2 Contract types

Retail	Domestic	Broker	Domestic
	International		International
	Caribbean		Caribbean

4.3 How to add “ARG/US Required” to an account

1. Account Notes tab – add a note “ARG/US Required”
2. Save the note
3. Right click on the note to publish to all three of the following: “Crew Itinerary, Hover Text, Pop-Up Reminder”

Open the Customers Contract. On the Contract Terms tab, check off the box which says “ARG/US Compliant”. Click **Ok.**

4.4 Taxes / FET

When do international flights require FET?

Any international flight to Canada within 225 miles of the border is taxed as a domestic flight.

When do domestic flights not require FET?

If the domestic segment was part of accomplishing an international trip: ferry flights, domestic flight after a customs or fuel stop.

4.5 Quoting Instructions

1. Open **New Quote** from the Quote search window, or by clicking 
2. Set Account, Contact, Contract and lead source (required if travel agent)
3. Enter routing and get pricing.
    - Use a Comma to designate each set of live leg airports (in the case of non-consecutive airports).
4. Ensure Green Validation check
    - If Validation is Red, Astro is alerting you there is a variable at one of the requested airports that needs to be addressed. The Reason for the Red Validation will be listed when you click the Validation Button. See **Quote Validation.**

    1. Runway or Aircraft Capability Validation – Review Quote with Flight Op
    2. All other Validation Reasons – Decide if the Validation has an impact on the customer’s request. If it does, find a solution to the issue. Override the validation flag once complete.

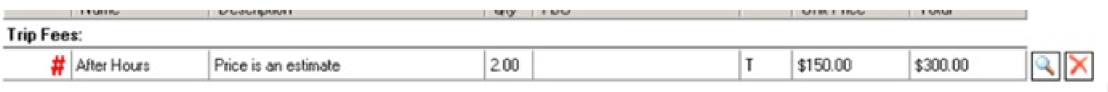
5. Use the **Pencil** to add repo legs from specified airports, like home base, or nonconsecutive Live legs.
6. Is the price correct? – **Coming Soon**
7. Add any fees, discounts and override pricing, if necessary. See **Added Fees.**
8. Click on Availability Check to open results to check on red, yellow, green. See **Availability Check.**
    - Green – available
    - Yellow – available at the delayed times suggested (window is -1 to +4 hrs.)
    - Yellow/Green – available IF empty shuttles or quotes on hold are cancelled
    - Red – No match found within window of -1 to +4. Re-check at a time outside those windows to get options
    - If Availability check needs to be reviewed, add a **Scheduling Review** process to the quote with any relevant information
    - For Brokers, Send ALL quotes out **Pending Continued Availability**
9. Open the [Processes] button to trigger the **Quote Note/Follow Up** Process. Click **OK.**
10. Email quote to customer. See **Emailing Quote Guidance.**
11. If Requested by the Customer, place on Hold and set HOLD expiration. See **Quote Hold Guidance.**

4.6 Added Fees

1. On the Fees page of the quote, select [Add Fee].
2. **Leg:** choose the applicable leg related to the Fee
3. **Airport:** Choose the correct airport the fee applies.
4. **Fee:** Select from the List the Fee you wish to add. Select **Fixed.**
5. **Unit Price**: The price you are adding needs to be Marked up 15%. Enter the price and fill in the Quantity as **1.15**. This will create our cost with the 15% Mark up.
6. **Is Taxable** – make sure this box is checked off.
7. **Description**: Write a brief description of the fee. Keep it simple and clear.

4.7 Common Types of Added Fees

- Overnights - when not automated by the quote.
- Day Rooms (15% does not apply to day rooms)
- After Hours + 15% mark up (same for early ops)– When a trip is quoted for an airport that requires After Hours, it is important to add this price to the quote so the customer is fully aware. Contact the airport to get the hourly rate.
    a. Important: Update Astro with the FBO and Airport hours you collect. Pricing for After Hours needs to be entered into Astro. See a Supervisor for help with this.

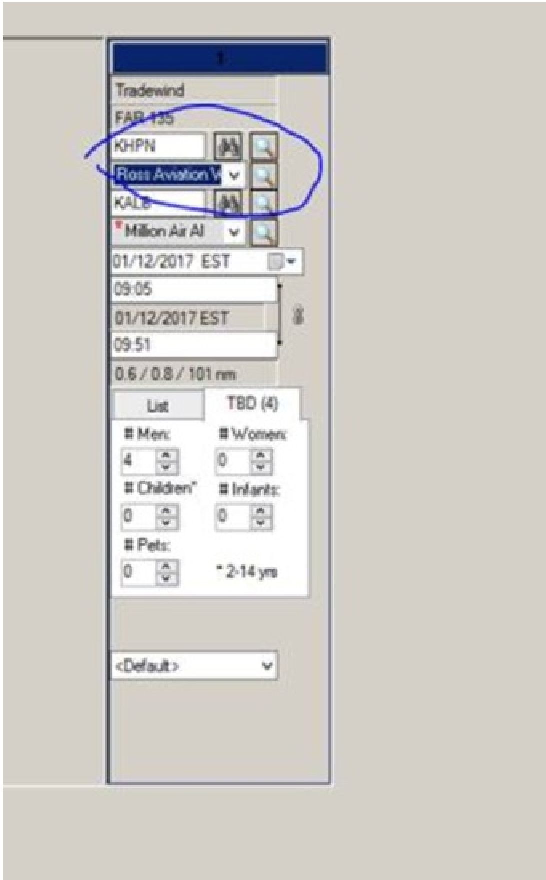


b. After Hours are Billed as Quoted. They are non-negotiable.

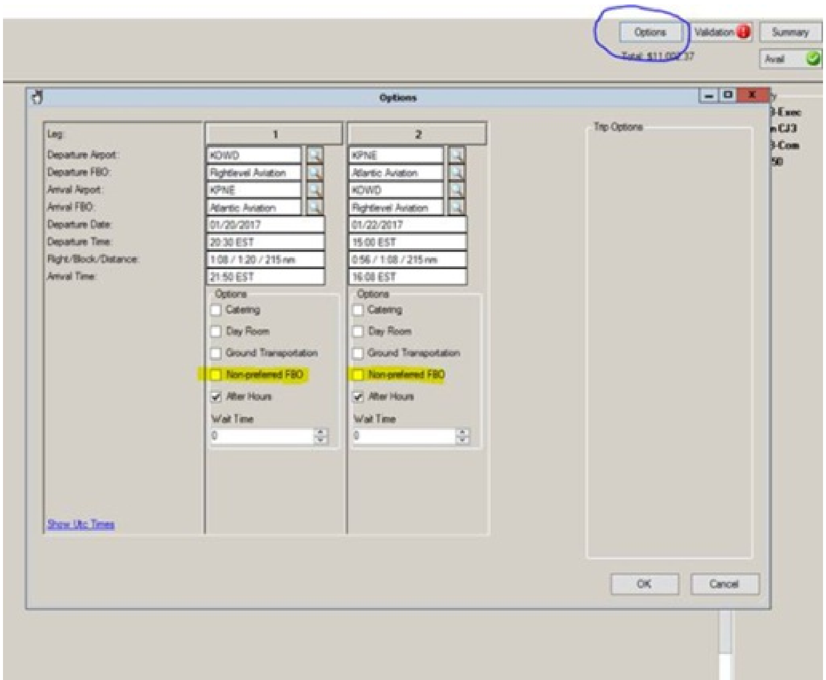
4.8 Non-Preferred FBO – How to apply to quote

Tradewind Aviation has negotiated rates at FBO’s we travel to the most, i.e. TEB Signature South and HPN Million Air. If a customer would like to use a different, non-preferred FBO, this will generate an added cost which the customer is responsible to pay for. Follow these steps to add the fee to a quote, accurately.

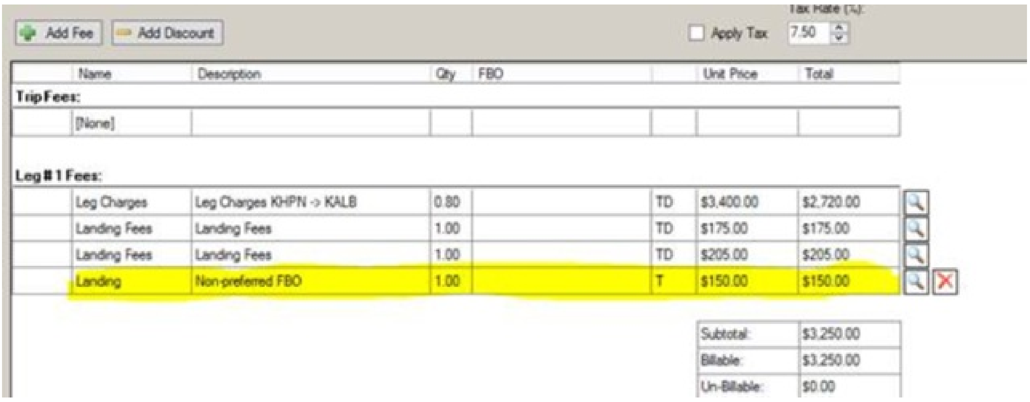
1. Customer requests to use a different FBO than our preferred. Example: “I would like to use Ross Aviation in HPN”
2. Alert the customer that Million Air FBO pricing is built into our quotes and a Non-Standard FBO will be an added cost of $250. (This is our flat rate for Non-Standard FBOs)
3. Revise quote. Select the requested FBO from the dropdown list for the appropriate airport and leg. Click Next.



4. Click the Options button in upper right-hand corner and select “Non-preferred FBO” on the appropriate leg.



5. Click Next
6. You will now see on the Fees page a line item for Landing: Non-preferred FBO $150. This makes it nice and clear to customers and accounting what the fee is for.



Name	Description	Qty	FBO		Unit Price	Total
Trip Fees:						
[None]						
Leg # 1 Fees:						
Leg Charges	Leg Charges KHPN -> KALB	0.80		TD	$3,400.00	$2,720.00
Landing Fees	Landing Fees	1.00		TD	$175.00	$175.00
Landing Fees	Landing Fees	1.00		TD	$205.00	$205.00
Landing	Non-preferred FBO	1.00		T	$150.00	$150.00
					Subtotal:	$3,250.00
					Billable:	$3,250.00
					Un-Billable:	$0.00

4.9 Avinode Quoting in Astro

Avinode quote requests will be coming into Astro directly from the Avinode website. Please follow these directions to complete an Avinode quote request.

1. Astro receives the request
2. Astro sends an email to the charter box, **New Avinode Quote Requires Approval,** with a quote number. This week we will turn off the emails which come directly from Avinode. The email from Astro does not need to be responded to but it does need to be marked and flagged by the sales coordinator working on the quote.
3. Open this quote in Astro.
4. Make sure the contract is correct for the type of quote requested and type of account you are quoting to. For example, make sure an Apollo Jets Avinode request is quoting with a domestic broker contract.
5. Verify the plane type, route, times, passenger count with what our plane can handle, and how this trip should be quoted.
6. Confirm the trip is being priced correctly. Does the trip need an overnight? Late ops? Fuel stop? Day room?
7. Confirm the **Validation check** is coming back green. If not, make the necessary adjustments and communicate to the Broker.
8. Run the **Availability check**. This is required every time and is not run prior to opening the quote.
9. Next, click on the **Avinode** tab (this is new, next to **Availability** tab). You will have 2 options: Accept or Decline. Make all notes for the broker in these sections at this time.
10. Email Astro quote to broker.
11. You are done.

Note: If anything about the quote is wrong: contract, price, plane, the quote will need to be revised. Click **Revise Quote**. The revision will open on the **Legs** page. Select **Back** (in the bottom right corner). Change the contract or add a correct contract from the **Account Information** page. Continue on from there.

If Tradewind cannot complete all the legs requested, but can do a portion of the request, decline the Avinode request and send a fresh, unconnected, quote.

FYI, you will notice the format a Broker receives from Avinode will look different. I pasted a sample below. They may sign off on this but they need to sign off on our standard quote with terms and conditions.


Tradewind Aviation LLC - Offer

Company:	Tradewind Aviation LLC	Request:	27712080
Address:	5 Juliano Drive	Date Quoted:	2016-05-18
	06478 Oxford	Quoted For:	PRVT, Inc.
	US	Contact:	Scott Ross
Phone:	+1 203-267-3305	Address:	4 West Red Oak Lane
Fax:	+1 203-267-3310	Phone:	631-371-8072
Email:	charter@flytradewind.com	Fax:	
Reference:		Email:	

Trip Date: 2016-05-29 Type: Pilatus PC 12/45 Tail: N272TK

Date	ETD	Departure	Arrival	ETA	Pax	ETE	Nm
290516	12:00	PROVIDENCE, T. F. GREEN STATE INTL (KPVD)	EAST HAMPTON, EAST HAMPTON (KHTO)	12:36	3	0:36	59

(All times shown are in local time) 0:36 59

Total Net Price USD 2,276.00

Comment: Thank you for your inquiry. We are pleased to give you the following offer:

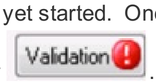
Date Signature

4.10 Quote Validation

Quote validation is run automatically once the itinerary is built. When you see 

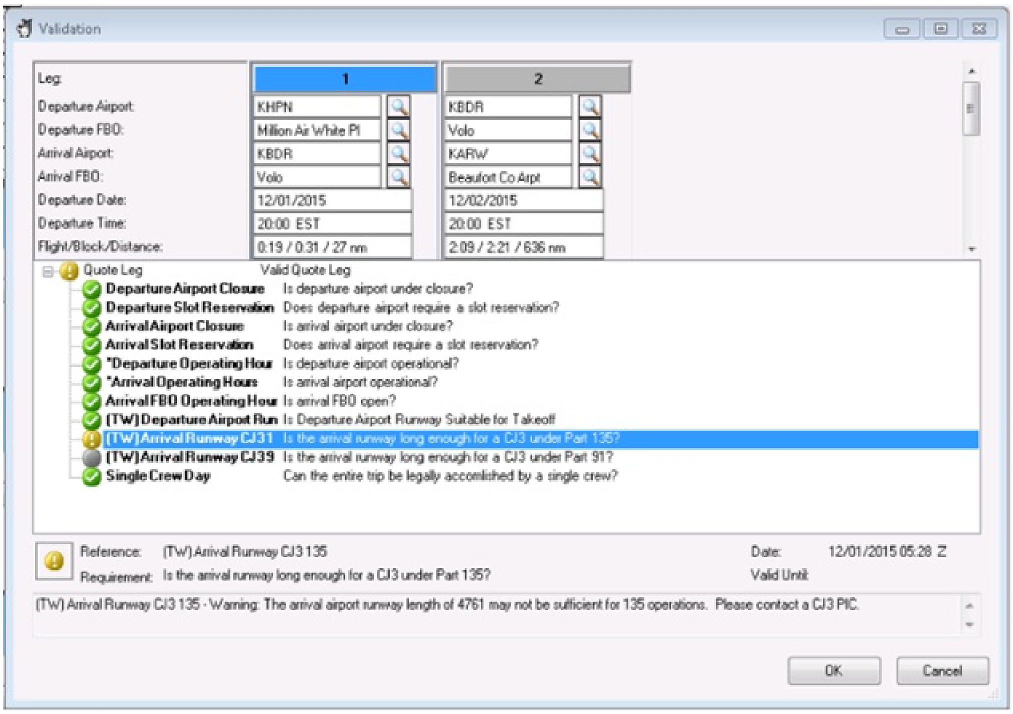
it means the validation process has not yet started. Once you get to the first screen with pricing you should see 

or 

or 

. If you see anything other than a green check you must click on the validation button to open the validation check and see the problem.

Within the validation window you must select each individual leg to see the validation status for that leg. If you select the validation check that is yellow or red, you can see notes at the bottom indicating the issue and if there is any possible action. For instance –



In this case you would contact a CJ3 PIC to see if the runway is sufficient. To override a warning so that you can complete a quote, right click on the validation, select override, and then click Ok. Contact Flight Ops for a solution. You must then enter a note saying why you are overriding the warning. In this case an appropriate note might be “Ok per NOG” or “Customer aware runway can only be used under dry conditions”. Your validation check should now be half yellow and half green . Repeat this for any validation checks and for each leg and then hit ok. You can now proceed with your quote.

This will NOT override similar validation checks on the trip or flight.

4.11 Airport Suitability

When Sales contacts Flight Ops for Quote Validation, Flight Opts must determine Airport Suitability in order to respond to Sales. Here is a quick list of things Flights ops will consider for Suitability.

- Determine route and airport to airport distance
- Determine fuel load needed
- Once fuel load is determined what is our payload? (Passenger weights and bags) to see if we can take the required fuel to get there
- What are the weather conditions supposed to be (would we need a legal alternate airport) this may warrant a fuel stop if you push the aircraft to its max range?
- Runway conditions, is the runway wet, dry, or contaminated with snow and ice? All these factors effect aircraft performance and another airport may be suitable the one a client wants to go to.
- Runway length and temperature, these are more a factor in the CJ but mountainous airports such as aspen and eagle CO. Basically we need to maintain a certain climb gradient to avoid striking terrain and obstacles in the event we lose an engine. (This also correlates to aircraft weight.

Flight Ops will review their results with Sales.

4.12 How to Interpret Availability Check Results

Availability Checks will be run for every new quote request and again prior to booking or putting on hold.

4.12.1 Important note about these directions:

- If the request is within 48 hrs., add a **Scheduling Review P**rocess and change it to  for **Dispatch to Review.** When the email window pops up send it to **dispatch@flytradewind.com**
- If the request is outside of 48 hrs., added a **Scheduling Review P**rocess and leave as  for **Scheduling to Review.** When the email window pops up, send it to **scheduling@flytradewind.com**

If a customer does not specify a departure time, send quote regardless of availability results with a Generic Time. Best to use 12:01.

You will get one of 4 results to your availability check:

1. 

Green
2. 

Green/Yellow
3. 

Yellow
4. 

or  Red

1. Green – crew and aircraft are available at the requested time. Book away!
2. Green/Yellow – the trip is available, but at least one of the time options requires a quote hold or empty shuttle to be cancelled to accommodate. If the empty shuttles to be canceled are located in another region those results should be ignored. <u>(I.e. a HPN-BOS charter request that suggests Caribbean shuttles be canceled).</u>
   a. Open availability check results and click View Results. Some options may require cancellation and some may not
   b. Before offering a time to a customer that requires cancellation
      i. Verify shuttles marked for cancellation are actually empty. If all shuttles requested for cancellation, or equivalent shuttles, are empty, send quote.
      ii. If a quote hold must be cancelled
         1. inform the customer that another customer has a hold and send the quote anyway
         2. reach out to the other customer and ask if he/she has made a decision on the hold
   c. If the customer wishes to book a yellow/green quote
      i. If it requires empty shuttles to be cancelled
         1. verify shuttles marked for cancellation are actually empty
         2. Book the trip!
            a. Add a **Scheduling Review** Process to the Quote. Enter all relevant information that you want a Scheduler/Dispatcher can assess the need to cancel shuttles. Scheduler should assess these as they arise.

1. a. i. If a hold must be cancelled
            1. Inform the customer that another customer is holding the slot, and give them a time frame when they will hear back from you.
            2. Reach out to the first customer and see if they want the hold. Also, give them a time frame when you need a response if they haven’t yet decided.
            3. If the hold is not going, cancel the hold and book the trip.
            4. If the hold is not released, offer the 2nd customer an alternative option.
        ii. If the shuttles that are suggested for cancellation have passengers
            1. Check other equivalent flights (i.e. 106 has passengers but 116 or 126 are empty)
        iii. If no equivalent flights are available, add a **Scheduling Review** process to verify prior to booking trip. The Scheduler/Dispatcher needs to find an answer as soon as practical, not to exceed 2 hrs. Sales should communicate this to the customer.
2. Yellow – the trip is available at a time other than the specified time.
    b. Click on the Availability button to see options. Based on your conversation with the customer if one of the options fits the needs of the customer click back a screen to put in that time. If the Time is + or – 1 hour or more from the requested time send quote and in the body of the email inform the customer we will continue to check for a departure time closer to their request,
        i. Add a **Scheduling Review** process**.**
    c. In addition to alternate times, you can also offer customers a different aircraft, connection through a different airport, etc.
    d. If the customer accepts the proposed time and wishes to book, then book away. There is no need to contact dispatch/Scheduling.
3. Red – either no crew or no aircraft are available. **(2.27.2)**
    a. If Request is within 48 hrs., add a **Scheduling Review** process for a Dispatcher to look at.
        i. Communicate to customer that the request is being looked into and we will have an answer in XX minutes.
    b. If Request is outside of 48 hrs., immediately send to customer **Pending Availability at time of Booking** AND add a **Scheduling Review** process**.**

In all scenarios that require a Schedule review, be aware that Scheduling/Dispatch will review the request and respond in the same manner. Scheduling/Dispatch will change the state to  Reviewed. An email will get sent to **charter@flytradewind.com** so you will know right away what the response is and what can be offered to customer.

4.12.2 Reminder – If dealing with a Retail Client, ALWAYS consider out of fleet for their request.

See **Chapter 6: Out of Fleet Guidance for Sales**

4.13 Emailing Quote Guidance

The last thing to do before emailing a Quote to a customer is to review the quote for accuracy based on customer request. Make sure you have also looked the pricing to confirm nothing is missing.

If both the pricing and quote details have been reviewed, you are ready to send the quote.

- Open the 

button to trigger the **Quote Note/Follow Up** Process. Enter all information you know about the trip and customer in this Process. Click **OK.**
- On the **Quote Fees** page, select 

. This will bring up a page that says **Quote Created Successfully!**
- Select  to start the email process.
- Astro will automatically open up an email through Outlook, with the quote attached, ready to be sent.
    - Ideally, send the quote in the email chain you were having with the customer so all information is linked together. To do this, send the quote to yourself first, then attach it to the customer's email.
- Change your **From** to be **charter@flytradewind.com**
- Change your signature to be **Quote Signature** (an email template)
- Address the message to the appropriate person and adjust the email template to personalize the message and make it clear to the client you understand what they need and what we can do for them.
- Attach the appropriate aircraft info from Shared Drive.
- Strive to mention one Tradewind Benefit with every quote.
    - Example: Did you know also have a scheduled route to Boston that can save you time, money, and hassle by using private FBO's instead of standing in TSA lines at the major airports?
    - Example:
- If you have more than one quote to send to a customer, send the quotes to yourself first and collect them into One email for customer simplicity.

4.14 Quote Hold Guidance

During the sales process with a customer, you may find that putting a request on hold will gain more time for the customer to make their decision while minimizing the risk of losing availability. Please offer this to customers and let them know when the hold will expire. This will help them feel that Tradewind is making the booking process smooth and easy.

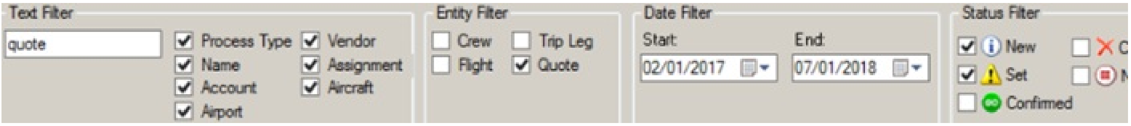
Sales Representatives should use their best judgment when determining quote hold duration.

- Maximum of 3 business days
- Exceptions will be for Goodspeed account holders

Keep in mind, Astro defaults to 30 days, which you will need to change.

4.15 How to Sort Trips that need Follow Up

1. Open the Process List, **Ctrl-L.**



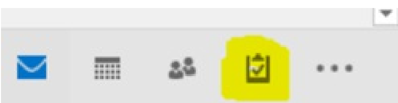
   a. Type 'Quote' in the **Text Filter.**
   b. Sort from Yesterday to 18 months from today.
   c. Change the **Status Filter** to show only **New** and **Set.**
   d. Click **Refresh.**
   e. Sort the Columns by **Account.** You now have the list of Quotes that need attention.

2. Each day a sales person will be assigned Follow Ups. Start on this list looking for processes in status for Retail Customers.
3. Next move on to Processes in status for Retail customers.
4. Repeat Steps 2 and 3 for Broker after Retail has been completed.
5. Call each Customer. Enter all information and feedback into **Quote Notes/Follow Up Process**.
6. If a customer needs more time or would like added information, change the Status to for **Additional Follow up Needed**. Include why and a follow up date.
7. If 'Final' feedback is received, change the process status, .
   a. 'Final' Feedback can be defined as a customer who needs no additional Follow Up, choosing not to take a trip, or choosing to book the trip.
   b. If a customer has given 'Final' Feedback, enter why.
8. If Customer has chosen not to take the trip, Cancel the **Quote Notes/Follow up Process**, and continue on with **Lost Trip (Declined/Cancelled Quotes).**

4.16 Setting a Follow up Reminder that does not have a Quote connected – i.e. Shuttle or Goodspeed

If we are engaging with a customer about a potential Goodspeed card or Shuttle ticket purchase, we need to set a reminder to contact them. Follow these steps.

1. Open Outlook Tasks in a separate window and drag to your opposite screen.



2. Select the Charter Tasks

3. Drag the email you would like to set a Reminder to the Charter Task list.
4. This will Automatically open a new Task created just for your item.
5. Format the Task for when you want the customer contacted next. Enter any pertinent info.

If you want to handle it yourself, you can also add your Charter Box color to the Task.

4.17 Lost Trips (Declined/Cancelled Quotes)

When a customer responds that they are no interested and we have handled the Objections, but they are still not going to book, remember to Thank the Customer and invite them for future trips with Tradewind. This is a good opportunity to let them know a Benefit about Tradewind they may not have been aware of.

For Example, we have a large fleet based in NE and also the Caribbean for all their chartering needs.

Every quote that is declined, by TW or by a customer, needs to be cancelled in Astro and a note added with a description.

Common reasons a quote would be declined: price, Astro availability check, customers schedule.

This must be done with your quotes as you get responses from client or from availability checks. I suggest check through all your quotes by the end of your shift **every day**.

Why are you required to do this? To gain data as to why customers do not take trips we quote. There is no other way to Astro to collect this type of information without the sales person specifically entering what was discussed with the customers.

To cancel a quote, follow these steps:

1. Search the quote list for the quote. You can enter the Quote # or just search the list for a particular date.
2. Open the quote.
3. Cancel the Quote using the '**Cancel Quote**' button. Then select '**Apply**'
4. In the notes tab, add a note under the '**Lost Trip**' note type with as much detail as possible. If it was cancelled because of TW availability, please clearly note what the availability issue was. Then click '**Ok**'.
5. Save the Cancelled quote with the '**Ok**' button.

Easiest way to filter your quotes for a given day:

1. Change **Departure Date Filter** to **Created Date Filter.**
2. Now change the date filters to include only today's date.
3. Under **Quote Status Filter**, deselect **Booked**.
4. Type your last name in **Text Filter.**

5.1 Signed Paperwork is received

When a customer responds to a quote or follow up with the request to book, follow these steps:

1. Open quote and run availability check **(**See **How to Interpret Availability Check Results**)
2. If trip is cleared to book, click **Book Quote.**
    a. If booking for a travel agent, See **Travel Agent Bookings** directions.
    b. If out of fleet booking, See **Booking a Trip Out of Fleet**
3. The trip will open Immediately and complete the validation so the trip changes to the APPROVED state. See **Trip Validation**.
4. Attached signed paperwork to the trip under the Notes tab by adding a Note. This will bring up a Notes Details window. Type “SIGNED QUOTE” and use the **paper clip** to attached the signed quote. (document needs to be saved to your computer prior to this step)
5. Verify Authorizor and Travel Agencyare accurate for billing and commission purposes.
6. Enter Billing Address for Account and/or Agency from signed quote. (Request if not noted)
7. Under the **Legs** tab enter the following required processes for every trip, plus specific processes that you know apply to your client:
    i. Payment Process
    ii. Flight Following
    iii. Passenger Weight/Information
    iv. Passenger Itinerary
    v. Airline Connecting Info (for all Caribbean Charters)
8. **The addition of the correct Payment Process will trigger Client Services to take over the trip. Client Services will take care of sending the itinerary and completion of all processes.**

5.2 Where does Payment Process go, which leg?

- Broker trips – Always apply to first leg of trip
    - Note, if first leg gets cancelled, re-apply to new first leg
- Retail
    - Domestic – Last Leg
    - International – Last Leg
    - Caribbean – First Leg

Note: Only enter one process per trip, even if splitting between two cards. Added payments can be noted, in that case.

5.3 Other Processes to Add, when applicable:

After Hours
Airline connecting info
Passenger – Catering
Passenger – Ground Transportation
Pets
Special Requests
Weather Call

*Note about Processes: It is very important that all listed **Field Values** as filled in and completed on all Processes. This information allows all team members to know what is happening, also shows the customer that we have all the required trip details.*

*See **Added Process Details***

5.4 Added processes that will incur a customer charge

Have open discussions with clients about Added Fees.

1. Accounting will receive fees from airports, usually deice.
2. They will send an email to Sales to discuss directly with the client. It is not accountings position to have this conversation. It needs to be completed but the team who deals with the client.
3. Sales discusses fee and price (plus 15% markup) with customer.
4. When customer is fully aware and agrees with the Added Fee, Sales needs to reply to the email from Accounting about the fee and attach the customer response, if available.
5. Accounting will then bill the customer.

Note: If the Added Fee is over $4k, only a 3% markup will apply to cover the card processing fees. Not the 15% mark up.

5.5 When is payment due?

- Broker (all types) - Payment due before the commencement of the trip (except for special terms clients). Brokers have the option to wire, ACH, ACH debit, or credit card. If they choose to wire or ACH but it has not arrived at departure, we will charge the credit card minus the 5% discount. (Zero out the customer discount line)
- Caribbean Retail - At time of booking
- Domestic Retail and International Retail - Pre-auth required at time of booking, will get charged after the trip

  a. Client may pay by ACH, check or wire if the full amount is received prior the commencement of the trip. A credit card pre-auth is required regardless of the ultimate payment method.
  b. Clients with money on account do not need to send any payment info, only the signed quote.

- Special Terms: Only allowed with Approval from Sarah M or higher up. The Special Terms need to be clearly communicated with Accounting and in the Payment process.

5.6 Payment Procedures:

- Client must sign and return the quote and terms and conditions.
- Client must send a copy of both sides of the credit card (well-known clients excluded)
  - For retail trips, if the passenger traveling does not match the person paying, a copy of the credit card holder's ID must accompany the credit card.
  - For Brokers, the credit card, signature and name on the quote must all match.
  - If a Broker is on the Terms: reference the Agent/Broker Terms sheet and verify their terms before asking for payment

- Pre-Authorize the credit card for the expected amount of the trip, plus $200.
- Pre-Auth all Pop-up trips that will occur before Accounting is able to charge the card.
- Travel agents may fill out the Agent Commission Form in order to secure their commission. This information should be entered in the quote comments and accounting will find it here and pay the commission.

5.7 What is the difference between a Wire and an ACH?

Wires: Wires are money transfers that we receive shortly after being sent by our customer (if within the US – International wires might take a bit longer). We are charged a fee (about $15) for both sending and receiving a domestic wire. International wires cost more. Once a wire hits our bank account, we receive an emailed notification. When this email is received, Accounting records the wire in our accounting software as well as the appropriate payment process in Astro.

ACHs: ACHs are money transfers that clear our bank the following day after it has been sent and only work domestically. ACHs post to our account first thing in the morning. If someone wanted to send an ACH for a trip today, they would have had to make the transfer yesterday at the latest. This costs us pennies to receive and send. We do not get an email confirmation when this posts. Accounting checks with the bank each morning. If a customer lets us know that they are paying via ACH, alert Accounting ahead of time so they can be on the lookout.

5.8 Payment with Shuttle credit

Customers are welcome to use their Shuttle credits towards a private charter.

- Look up how many tickets the customer has available and note how much they paid for each ticket. Be sure to calculate the ticket price *with FET and domestic segment fees* using the **Shuttle Ticket Calculator**.
  - For example: If a customer bought tickets at $545 add 7.5% plus $4 for segment fees. This would make each ticket $589.86.
  - Make sure you uncheck the **Taxable** button
  - Enter this number as a Trip discount in the quote.
- If customer decides to book the quote:
  - Send the following details to accounting: customer's name, Trip number, and which route the tickets are being converted from.
  - Accounting will deduct the tickets and make an entry in QB referencing the customer credit.
  - Accounting will email back the dollar amount and the number of tickets deducted. Make sure this matches the number entered on the quote.
- Once booked, enter in the Payment process an Internal Note about shuttle tickets being used and the price in the **Field Values: PNR/ Ticket Price** area.

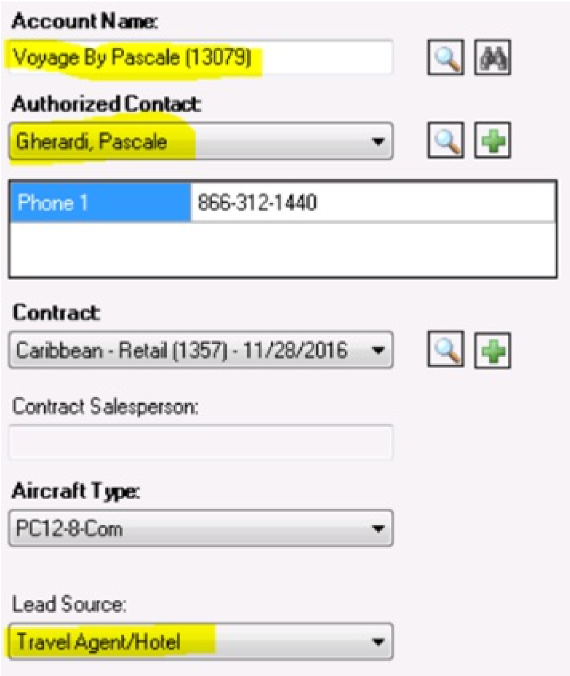
5.9 Guidance for Splitting Payments

- We will allow splits, but must only be split 2 ways (as long as it doesn't interfere with the $15K rule)
- It is preferred that one card is charged, ach/wire, check and all the friends pay one person.
- We will need all cards at the same time = time of booking
- Detailed information must be entered into the payment process of how much is to be entered on each card
- The 'bookers' card will need to be pre-auth for the full amount (if a pre-auth is needed)

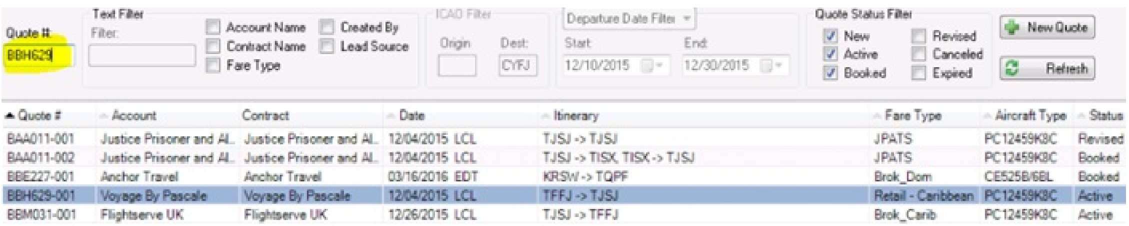
- Customer should be encouraged to collect payment from each passenger and make one payment to Tradewind.
- Whole party could pay via separate checks but must all arrive at the same time.
- Any variations to this need to be reviewed/approved by a Supervisor

5.10 Travel Agent Bookings

When a travel agent calls in, the quote should initially be completed under the agency's name. The agent requesting the trip should be the authorized contact. The Lead Source should be set to Travel Agent/Hotel.



If the agency calls back and would like to book, you should open the quote list by clicking . When the window below opens you can search for the quote by typing in the quote #. (You do not need to worry about the dates or any other filters if you're searching by quote #.)

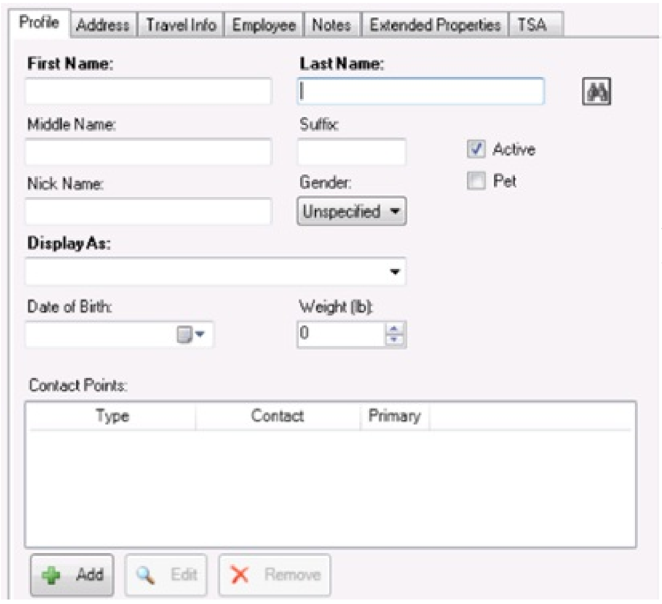


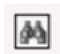
Open the quote from the agency and choose 

. When the quote revision window opens press the back button.

Set the Account Name to the customer's name; the authorized contact is the Travel Agent, and the Lead Source should be Travel Agent/Hotel.

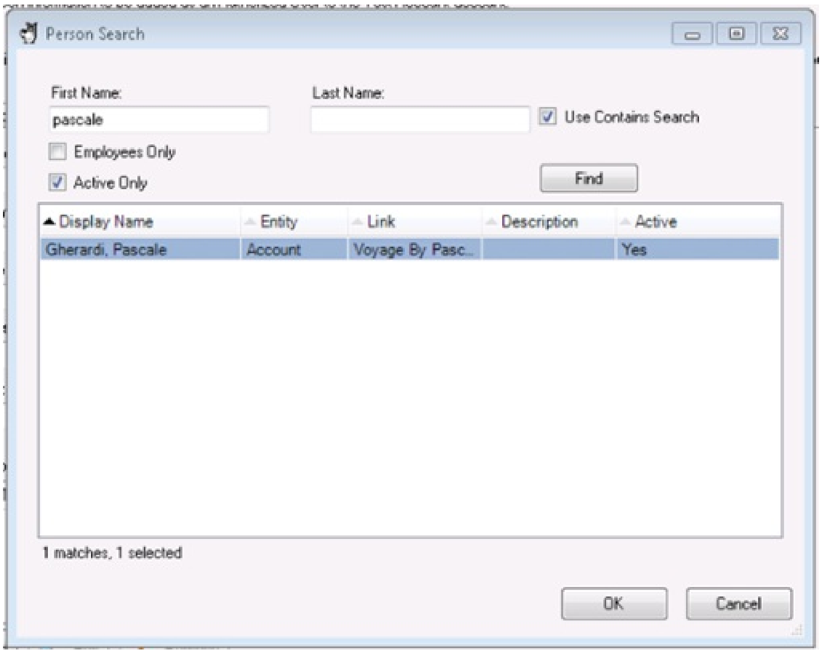
If the travel agent has never booked under this specific account before, press  next to the Authorized Contact menu.



Type the travel agent's last name, press .

If the agent already exists in the system, you will see the window below and should select OK. This will display all the agent's information. Make sure that an address, a contact email and a phone number are listed under the agency's information.

Hit OK again to add the agent to the account.

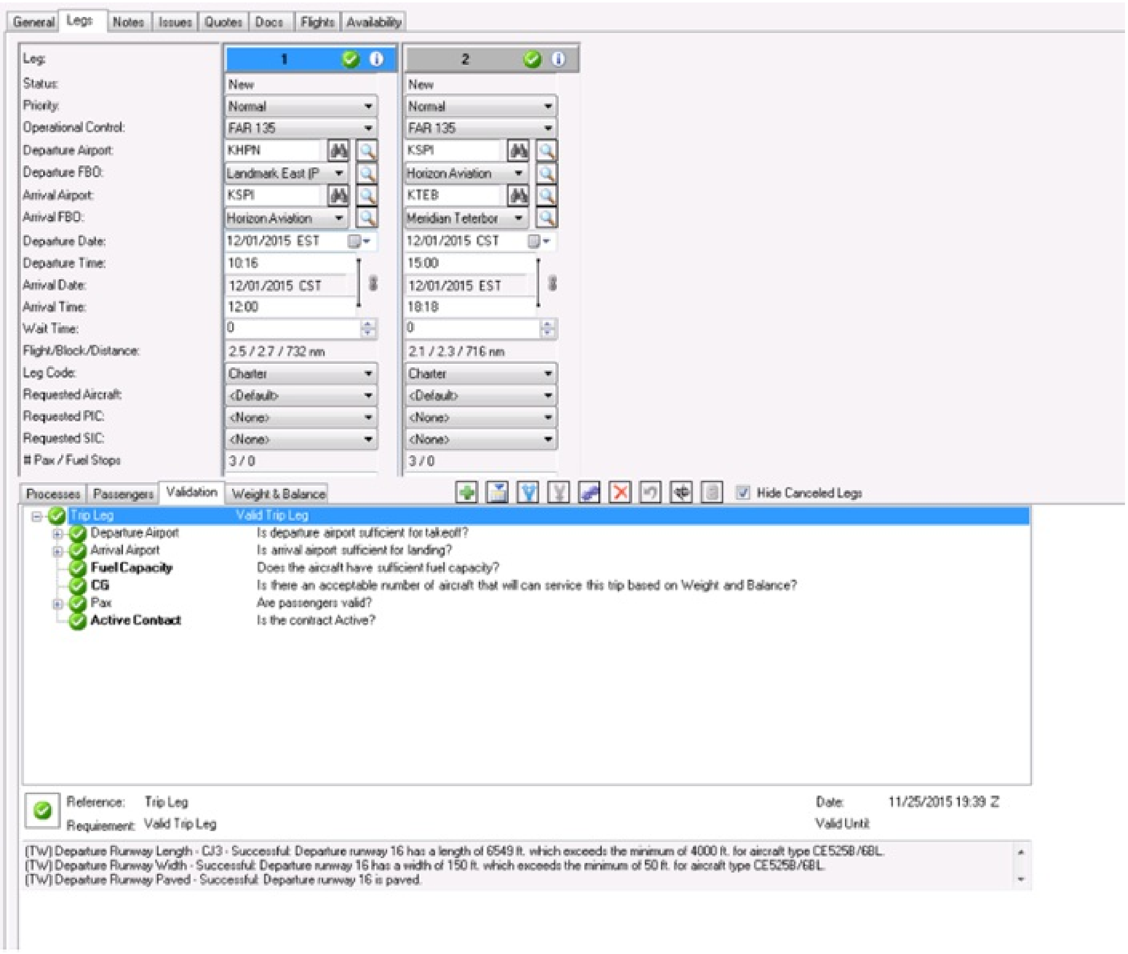


If they do not exist, you will need to fill in all information for that agent and then hit OK.

You should now proceed through the quote as normal, confirming details with the agent, ensuring a green availability check, and then finally booking the quote. As long as the trip is booked under the same contract type (all agents have retail contracts), the price will not change.

5.11 Trip Validation

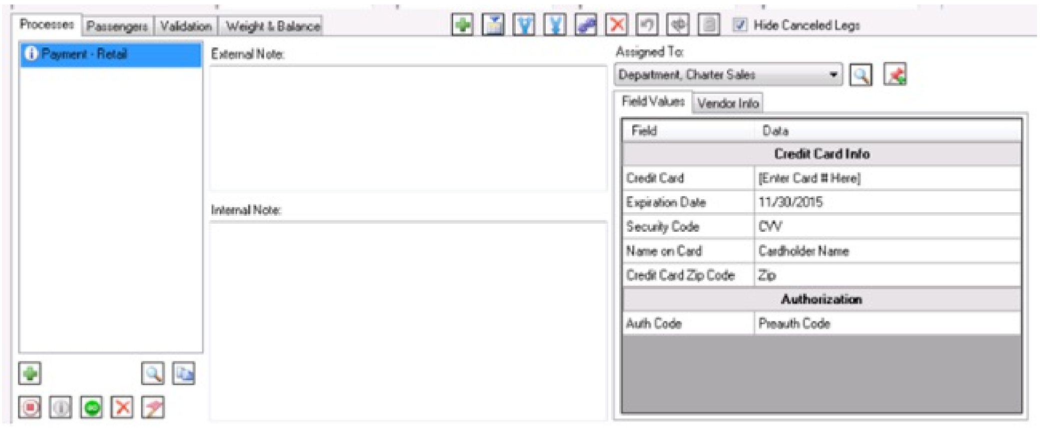
Open a trip and at the top go to the Legs tab.



Each leg has a green check or red or yellow exclamation point at the top indicating the worst item in the leg's validation check. To then see the individual validation checks you click the Validation tab in the middle of the screen. You must then correct or override the validation check. **Until the validation check is green for all legs, a trip is not considered Approved. Trips that are not Approved are not considered by the Solver for inclusion in the flight schedule.**

6.1 Retail Domestic and International (non-Caribbean) Trips

1. Immediately after booking a quote, open trip properties
2. Select the LAST LEG of the trip
3. From the Processes tab choose the plus sign and then select Payment – Retail
4. You should now see



5. Enter the credit card number, expiration date, security code, cardholder name and zip code where appropriate
6. Complete the pre-auth and then enter the pre-auth code in the appropriate box
7. Once that is done select to indicate that the pre-auth is complete
8. This should conclude the Charter department's involvement with the payment process for retail trips.

6.2 Retail Caribbean and ALL Broker Trips

1. Immediately after booking a quote, open trip properties
2. Confirm the correct process has been automatically created or add the correct process on the first leg of the trip.
3. You should see the same credit card information field as above
4. Once the pre-auth is completed you will choose to indicate that the pre-auth is complete (note that the green circle is not an available option). For Caribbean trips a pre-auth is not required, so this field is left blank and the is selected.
5. When Accounting receives payment they will set the status to Wire Received on Broker trips. Charter can move the status to when a credit card is intended to be charged or a customer is on terms. When accounting has finished billing a trip, the status gets moved to

   NOTE: Charter, no need to contact accounting for status update. They make the payment status update as soon as they receive it from the bank. This will be noted by the change in payment process status.)

6. If you change a quote after a trip has already been billed, you need to make sure the payment process is set back to for Caribbean Retail. All others must be moved back to .

6.3 Payment Process Legend

- ADD; adding a new payment process
- NEW; process is new, not completed, or sent back from accounting with a Red Flag. In this state, it is the sales person's responsibility to enter information and move to the next stage as soon as required. The NEW state is assigned to Charter Sales. All payment processes must be completed at time of booking and followed up on quickly, as needed.
- SET:
  - Northeast Retail – does not apply
  - Broker (Northeast) WIRE NEEDED – Payment info has been entered, credit card has been pre-authed and a date is indicated for when a wire will arrive. Wire arrival date must be prior to trip. This state assigns the process to Accounting.
  - Caribbean Retail INFO ENTERED - Credit card payment info has been entered. This state assigns the process to accounting to charge immediately at time of booking.
  - Caribbean Broker WIRE NEEDED – Payment info has been entered, credit card has been pre-authed and a date is indicated for when a wire will arrive. Wire arrival date must be prior to trip. This state assigns the process to Accounting.
- CONFIRMED:
  - Northeast Retail – Customer credit card has been pre-authed (or entered by Sales per terms)
  - Broker (Northeast) – Wire received by accounting, or credit card can be charge, or customer has terms for no pre-auth required
  - Caribbean Retail – Does not apply
  - Caribbean Broker – Wire has been received by accounting
- PAID: For all payment types, this means PAID
- CANCELLED: Payment process has been cancelled. This state requires a note and reason why it was cancelled. This is the same for all payment types.
- VIEW PROPERTIES – open up the payment process to see all details, including the Notes tab to show the history of this tab.
- FLAGGED FOR REVIEW – this process has been selected for review due to a change in the trip or process. This needs Immediate attention. When Accounting puts a flag on a payment process showing in the NEW state, read the notes and make corrections.

6.4 Communication about Trips and Processes

All correspondence about specific trips should run through Astro under the **Internal Note** section of a Process. This communication should not be done via email, gchat, or phone.

If the note is about arrangements for a Catering request, those notes should be in the Catering Process. If the note is pertaining to payment or charges, those notes should be in the Payment Process.

Every note must be dated and initialed. ***Example: Wire Received – SM 9/12***

6.5 Client Services Trigger (Added Process Details)

When Charter books a new trip in Astro, the addition of the correct payment process triggers Client Services to take over the trip. This trigger will happen after the Charter sales person attaches the signed paperwork.

Client Services is now responsible for completing processes, sending the passenger itinerary, and requesting the necessary information from the client / broker.

To find which new trips have been added Filter the Process list, as follows:

- Text Filter : **Payment**
- Entity Filter: **Trip Leg**
- Date Filter **: 30 days ago to 12 months from now**
- Status Filter : **New (only)**
- Sort the Groups by : **Process Type**
- Look for any payment process that does not have a name or department in **Assigned To.**

6.6 Flight Following Process

- Include who would like to be flight followed with and how to contact them, i.e. email address or phone number.
- Many customers will want to be Flight Followed with so they know if their boss/family/client has departed and arrived on schedule. It is our job to make sure this communication happens smoothly and quickly.
- All customers need to be contacted when the plane arrives prior to departure, and when the plane lands at the destination. Be open and accommodating with this information.
- If you are still waiting on information for this process, leave the process in the new state, .
- When all information has been entered, change the process to .
- This process will only become confirmed, , when dispatch has completed the flight following steps on the day of the trip.

6.7 Passenger Weight/Information Process

- Enter all Passenger information you received on the signed paperwork. Makes notes in process what is missing and that the customer has been requested to send the rest. In this case, leave the process in the New state, .
- If all information is complete, change process state to .

6.8 Passenger Itinerary

- After all details have been entered, and saved, select , which will bring up the **Leg Selection** window. Select the legs you would like to send on the itinerary. Click **Ok**, this will launch an Outlook email with the itinerary as a pdf attachment.

Note: If you are booking a trip for any Broker, make sure you review the Brokers itinerary for accuracy and enter all details into the TW itinerary. For example: catering, ground transportation.
Note: EJM will send a EJM Charter Leg Briefing Sheet with every trip. All info on this sheet must be entered into the trip in Astro.

- In the email, select the Charter Confirmation Signature.
- For Caribbean Private Charters, send the Caribbean Private Charter Sheet (found in Google docs). This has additional information about airline connections and other information specific to the Caribbean.
- Be sure to send the itinerary to appropriate person or persons – Lead passenger, Assistant, Broker, Travel Agent.
- Ask the recipient to confirm accuracy!
- If a Passenger Itinerary shows with a Red Flag, it means something has changed on the Trip and the Itinerary needs to be sent again.
- If you are booking a trip that is within 48 hrs., it is good practice to alert Dispatch right away so they can get things lined up accordingly.

6.9 After Hours

- If an airport requires After hours for a charter, add the **After Hours** process to the applicable leg. It will be in the New state, .
- When dispatch has arranged After Hours with the FBO, they will enter the details in the process and change the state to 
- When the trip happens, Dispatch will change the process to  , to show the after hours occurred.

6.10 Airline connecting info

For charters departing or arriving airports with airline service, make sure you check with the customer to collect their connecting flight info.

- This process will automatically appear for many large airports. It will be in the New state, .
- Select the airport which applies to the airline connecting info 

- Email customer for info. Enter in Field Values.
- When info is complete, change state to 

Note: When you are entering the connecting flight time, verify that the trip time and the airline time still work together and the customers will have an appropriate about of turn time on the ground. See Timing ***Between Flights***

6.11 Passenger – Catering

- When requested by a customer, catering will be ordered by the Sales person booking the trip. If a broker makes note that catering as already been arranged, it needs to be entered into Astro as **Passenger – Catering** even when TW is not ordering the catering.
- All catering deliveries should be scheduled to arrive 1 hr. prior to departure.
- Make sure the caterer is clearly noted and the correct FBO is discussed.
- Other required info: passenger count, catering order, whose Amex was used, confirmation number, etc.
- When catering Order has been placed mark the process state .
- In the Internal note, make it clear if the catering is to be a customer charge. If it is, **Red Flag**  the payment process. Note in the payment process that a catering order exists as a customer expense.

- Day of the trip, when dispatch has confirmed the crew has the catering order, and the catering order is correct, then dispatch will change the state to
- When Receipt has been received, change the state to , (Receipt Received).

6.12 Passenger – Ground Transportation

- When requested by a customer, Ground Transportation can be arranged for arrival and departure airports and will be ordered by the Sales person booking the trip. If a broker makes note that ground transportation as already been arranged, it needs to be entered into Astro as **Passenger – Ground Transportation,** even when TW did not make the arrangements.
- All transportation should be scheduled to arrive 30 mins prior to the necessary time.
- Make sure the Vendor is clearly noted and the correct FBO is discussed.
- Other required info: passenger count, special car type request, whose Amex was used, confirmation number.
- When Ground Transportation has been arranged make the process state .
- In the Internal note, make it clear if the catering is to be a customer charge. If it is, **Red Flag** the process.
- Day of the trip, when dispatch has confirmed the transportation is in position/dropped off, dispatch will change the state to
- When Receipt has been received, change the state to , (Receipt Received).

6.13 Pets – Enter Pets name and weight and note who the dog belongs to,

if applicable. Change to after notes are entered.

6.14 Special Requests

- Special Requests are important items that do not fall into other categories.
- Examples: Customer is afraid of flying. Customer has a Peanut Allergy. Etc.

6.15 Weather Call

- Enter Who wants the weather call and how to get in touch with them
- When the weather call needs to occur
- Enter any restrictions we have been made aware of to help the pilot make a weather decision with the customers plans in mind.
- Mark this in the state.
- Once the weather call has occurred, change the state to .

6.16 Quote / Trip Revisions

If a trip requires a revision after booking, consider if the change affects the route/date, or is the change small, like a passenger count or time change.

If the change is small, make the change in the trip.
Click **Apply**. Open the **Quotes** Tab. Highlight the booked version.
On the bottom bar of the screen, click the **Sync** button. This button will update the small changes you make directly onto the quote without needed to create a manual revision.
When you use the **Sync** button, the payment process will Flag for review. This is alerting you to a pricing change that affects the payment. If this matches the change you were making, clear the Flag immediately.

If the change involves the date, route, or other price change, a Revision must be created in the quoting.

NOTE: Be very careful when making revisions that nothing else changes unexpectedly.

All revisions must be completed and booked before Accounting can bill properly.

6.17 Cancelling Charter Legs (not the whole charter)

When a leg needs to be cancelled from a trip, a revision must be created. In the Booked quote, click **Revise Quote**. Make all the necessary revisions.
On the Fees page, you will notice Astro generates a ‘cancelled leg’ fee, which shows up as a negative amount on the quote.

If the customer is cancelling at a time that would cause legitimate cancellation fees, continue with booking the revision.

If the customer should not be changed for the cancelled leg, ideally you want to remove the leg charge but Astro protects this line from being edited.

The current solution for working around this issue is the following:
Create a new quote with all correct details.
Send the quote to yourself and save the PDF version of the new quote to your desktop.
Attach the PDF to the booked Trips payment process on the Notes tab.
Reference the new quote number in the Internal notes section and a description of why a new quote was needed and that it is the corrected price, so accounting knows to reference the corrected price from the attachment.

6.18 Cancelling a Charter

6.18.1 When a customer calls to cancel,

or asks about cancelling, first ask if the customer would like to reschedule. Next determine the cause of the cancellation:

- Is the trip cancelling due to Wx impacting the trip?
  - Re-accommodate customers trips when possible. If customer would prefer to cancel at this point, the customer will not be penalized. Leave money on account or refund to customer.
- Is Tradewind able to deliver the contracted trip?
  - If not, the customer will not be penalized. Leave money on account or refund to customer.
- Customer requested cancellation due to personal reasons or their plans have changed.
  - Follow the rest of this section.

to know is what contract is the trip booked under. Next, how many days from today was the trip scheduled? Once you have those two pieces of information you then need to look at, when was this customer required to pay? See **When is payment due? (**For a visual representation of Charter Cancellation, please the **In-Fleet Charter Cancellation Process Flow**)

Now that you have the correct contract and time frame selected, does a fee apply?

Here is a breakdown of the cancellation policies.

Broker Caribbean

- Cancellation more than 10 days prior to the flight will result in a 25% charge of the total price.
- Cancellation within 10 days of the flight will result in a 50% charge of the total price.
- Cancellation within 24 hours of the flight will result in a 100% charge.
- A change fee of $100 may be charged for any changes made within 10 days of scheduled departure.

Broker Domestic

- Confirmed travel may be cancelled up to 24 hours prior to departure with no charge. After that time, a 100% cancellation fee will be incurred. If more than 24 hours before the scheduled flight and an aircraft has been relocated for the purposes of your flight you will be charged 20% of the total or the actual cost of relocation, whichever is greater.

Broker International

- Cancellation more than 10 days prior to the flight will result in a 25% charge of the total price.
- Cancellation within 10 days of the flight will result in a 50% charge of the total price.
- Cancellation within 24 hours of the flight will result in a 100% charge.
- A change fee of $100 may be charged for any changes made within 10 days of scheduled departure.

Retail Caribbean

- Cancellation more than 10 days prior to the flight will result the full value placed on account for use at another time.
- Cancellation within 10 days of the flight will result in a cancellation fee of 50% of the amount paid with the other 50% remaining on account.
- Cancellation within 24 hours of the flight will result in a 100% charge.

Retail Domestic

- Confirmed travel may be cancelled up to 24 hours prior to departure with no charge. After that time, a 100% cancellation fee will be incurred. If more than 24 hours before the scheduled flight and an aircraft has been relocated for the purposes of your flight you will be charged 20% of the total or the actual cost of relocation, whichever is greater.

Retail International

- Cancellation more than 10 days prior to the flight will result in a 25% charge of the total price.
- Cancellation within 10 days of the flight will result in a 50% charge of the total price.
- Cancellation within 24 hours of the flight will result in a 100% charge.
- A change fee of $100 may be charged for any changes made within 10 days of scheduled departure.

One Way – Broker or Retail

- Please be aware that one-way pricing may be dependent on other trips occurring at a specific trip and route and changes to those trips may affect the validity of this quote.

- Unless otherwise noted on the trip itinerary, confirmed travel may be cancelled up to 7 days prior to departure with no charge. After that time, a 100% cancellation fee may be incurred.
- We will make every attempt to accommodate changes in departure times, however, please be aware that one-way trips are typically limited on flexibility. Changes to an itinerary may not be possible or may change the cost of your trip.

If Cancellation fees apply, determine if the customer has already paid Tradewind or if they need to pay now. See **When is payment due** to help determine. Also check the payment process in the trip. If the customer has already paid, does a refund apply. It is preferred to keep the money on account with Tradewind for future use as this saves the processing fees to send back the money.

Follow these steps to process in Astro to proceed.

6.19 How to Cancel a Trip:

1. Open the **Trip Search** list, CTRL+T.
2. Identify your trip from the list. Right click on the trip listed, and select **Cancel Trip**.
3. This will open a Revision window and will have Large Red ‘X’ through all the legs of the trip.
4. Select **Next,** then **Finish.**
5. **Book Quote.** This will re-open the newly Canceled Trip. You can confirm this by checking the **Trip State.**

6.20 If a trip cancels, and Fees do not apply:

- Has Accounting Received Payment or Billed the Customer already?
  - **No:** Trip is in the New/ Info Entered or Wire Needed/ Pre-Auth Status have not paid yet.
    - Make sure there are no notes of accounting making a preliminary invoice. If there is a note, notify accounting, so they can void the invoice.
    - Mark the payment process as cancelled.
  - **Yes:** Trip is in Wire Received / Paid or Billed status
    - Enter the instructions for the returned payment in the payment process. Banking instructions can be attached to the notes, just indicate so in payment process.
      - Accounting can refund to the credit card if the payment has been processed within 90 days.
      - If the payment was originally processed 90+ days ago or if the customer wired, paid via check, or ACH’d, request mailing/wire/ACH instructions.
        - Enter this info in the Payment process.
    - If the payment process is in the Wire Received status, leave there.
    - If the payment process is in the Paid or Billed status, move the process back to either Wire Received or Info Entered to make sure accounting sees the change.
    - Accounting will process in the daily queue, and will send the customer a credit memo and/or a refund confirmation.
- Customer has not paid yet and No Fee applies:
  - Cancel Trip, and Cancel the **Payment Process.**

6.21 If a trip cancels, and Fees do apply:

- Indicate on the payment process what Percentage of the cancellation policy applies. (Accounting will figure out the amount to charge the customer & the amount to refund if applicable)
- Indicate the tail number the trip would have taken place on if it is a Northeast trip, when available.
- Has Accounting Received Payment or Billed the Customer already?
    - **Yes:**
        - If the payment process is in the Wire Received status, leave there.
        - If the payment process is in the Paid or Billed status, move the process back to either Wire Received/Pre-Auth or Info Entered. (applies based on contract type)
        - If the cancellation fee is less than 100% charge, indicate if the customer will receive a refund or if the credit will remain on account for a year.
            - Accounting can refund to the credit card if the payment has been processed within 90 days.
            - If the payment was originally processed 90+ days ago or if the customer wired, paid via check, or ACH'd, request mailing/wire/ACH instructions from the customer.
            - Enter the instructions for the returned payment in the payment process. Banking instructions can be attached to the notes, and indicate this in payment process.
            - Accounting will process in the daily queue, and will send the customer a credit memo and/or a refund confirmation.
    - **No:** Leave the process in its current status if it is in Pre-Auth /Info Entered. Accounting will bill the customer as directed by the Sales team. Ideally, using an ACH or Wire.

6.22 After the cancellation

has been fully discuss and completed, Send the customer an email confirming the cancellation and any monetary plan the customer should be aware of.

Be sure to update Dispatch is trip is within 48 hrs.

6.23 Customer Reimbursement Template

When a customer needs a reimbursement for something out of the norm from Tradewind please use the following Template. Example of 'out of the norm' – sending customers back money for a TW error

(Send to **Accounting@flytradewind.com**, **wsantouse@flytradewind.com, smaasik@flytradewind.com**)

Subject: Customer Reimbursement Required
Supervisor, please review and approve.

Authorizer Name/Lead Passenger:
Trip Number/PNR:
Tail Number:
Trip Date:
Amount of Reimbursement:
Brief Description of the Incident:

ACH Instructions (Domestic accounts only):

- Name on the Account:
- Routing Number:
- Bank Account Number:

Wire Instructions (Foreign accounts only):

- Name on the Account:
- Swift Code:
- Bank Account Number:
- Full Bank Address:
- Full Customer Address:

Checks:

- Name on Account:
- Full Mailing Address:

This page is intentionally left blank.

In addition to monitoring the charter box, quoting, booking trips, and taking care of customer requests, the sales team is responsible for the following daily tasks.
Reference the Sales Assignments that are sent by a supervisor the night prior to know what you are tasked with each day.
As you are working through this list, try to collect information from clients from one email request instead of multiple requests. Fewer emails the better.

- **Payment Processes Review. Also see 'Kick Back' from Accounting**
- **Review Flagged Processes**
- **Trip Follow-ups**
- **Check for Passenger Catering or Passenger Ground Transportation Requests**
- **Collect Airline Connecting Flight information**
- **Collect Passenger Info and Weights**
- **Send Charter confirmations**
- **Resend charter confirmations at 5am**
- **Create Charter Flight Following Pop-ups**
- **De-Ice Bill Follow-up**
- **Out of Fleet booking and reviewing**

7.1 Payment Processes Review

Open the Process List, **Ctrl-L.**
Sort by text filter **Payment**. Sort by date starting 30 days back, going forward 12 months.
Status Filters should be checked off for **New**, **Set**, and **Confirmed.**
Change the Group drop down to say **Group by; Process Type.**
Reference the **Payment Process Legend**

- Look for processes that are in NEW state or Flagged State.
- In both cases, look to see what notes have been entered to understand why the process is NEW or Flagged. Proceed from there with necessary steps to complete the process.
- NOTE: Broker (Northeast) If trip is within a couple of days make sure the Broker is aware the wire is needed prior to departure or we will need to charge the card minus the 5% discount. It is Sales responsibility to be looking for trips that have not paid prior to departure
- Make sure correct contract has been used for the quote. **See Contract Types**
- Make sure the correct payment process has been selected in the trip. **See When is payment due?**

7.2 Review Flagged Processes

Every process that has a Red Flag needs to be reviewed right away. Some flags just need to be reviewed, some will need immediate action.

Flags will be generated for the following reasons:

1. Astro-auto generated:

    Passenger count has changed
    Tail number has changed
    Date, Departure time or arrival time has changed

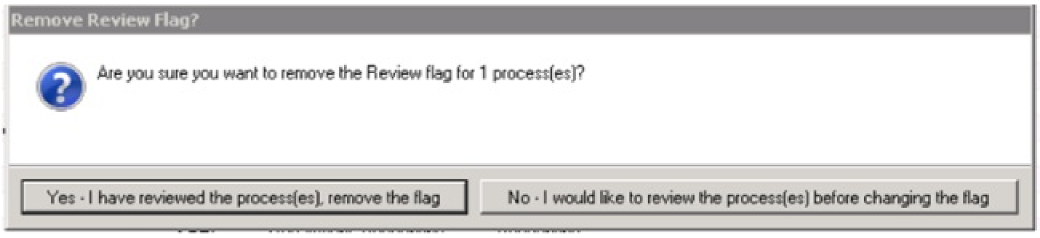
3. Charter generated:

    Ancillary charges (catering, ground transportation, after hours, de-ice) that need follow-up receipts.

4. Accounting generated:

    (will be indicated by being in a NEW state) Charter to read the notes and make corrections in order for accounting to process the payment.

To remove a Red Flag that has been reviewed, click the Red Flag inside the process. This will bring up a question from Astro to confirm you want to remove the Red Flag.
Select **Yes** if you are ready to remove the flag.



7.3 ‘Kick Back’ from Accounting:

When a payment process is missing required information, accounting will ‘kick back’ the payment process. This means they will change the process state to NEW with and leave notes as to why.

Any ‘kick back’ from accounting needs to be handled the <u>same day</u> it was received. If there is a valid reason, approved by a Supervisor, that this cannot be completed, email accounting the current status and copy a Supervisor. Put notes in the payment process as to what needs to be done next. It is not accountings responsibility to follow through.

7.4 Trip Follow-ups

Follow-up all trips completed the day prior (if a multi-day trip wait until the last leg has completed) Reference **Follow-Ups.** Review any trip issues before sending so as to not open up a can of worms. Use an email template

7.5 Check for Passenger Catering or Passenger Ground Transportation Requests

- Sort the Process List date range to 7 days ago and 7 days in the future.
- Check for catering and transportation arranged that are currently arranged and make sure the dates and times and FBO’s are still accurate.
- Check for catering or transportation that has already occurred and in the state and **Red Flagged**. This is Sale’s signal that a receipt is needed. Contact the Vendor and request a receipt be sent to **charter@flytradewind.com**

- Once the receipt has been collected, note the price including the 15% mark up on the **Payment Process**. The payment process should have a **Red Flag.** At this time, you will remove the **Red Flag**. This triggers accounting to go ahead with processing payment for the trip.
- Send the receipt to **expense@flytradewind.com**, **dbruton@flytradewind.com** and copy the cardholder. (even if you are the card holder)
- Change the **Catering or Ground Transportation** process to , receipt received.

7.6 Collect Airline Connecting Flight information

For all charters departing or arriving an airport with airline service, reach out to client to make sure we have accurate information

7.7 Collect Passenger Info and Weights

For all charters, make sure we have accurate weight information entered for all passengers. If this process is still in the New state, it means we do not have complete information.

7.8 Send Charter confirmations

Itineraries are to be sent the day before by 10am

- Open each charter
    - Confirm trip FBO's are selected and passengers are all real names.
    - Confirm which email address the itinerary is to be sent.
    - Are there services that still need to be booked?
- To send an initial itinerary,
    - first open the trip, select the **Passenger Itinerary** process, and click on **Sent** (the green button below the process pane).
    - The **Leg Selection** window will pop up. Confirm that all legs still outstanding are selected, click **OK** and an email with the primary email address of the Account Contact in the "To" field will pop up.
    - Be sure to attach the appropriate Charter Confirmation with each itinerary. The Caribbean Private Charter Sheet has additional information about airline connections and other information specific to the Caribbean.
- In the body of the next email window, input the following confirmation template. This template can be found in the google doc "Email Templates"
- Send
- If trip is Out Of Fleet, use the report server to send itinerary to customer. See **Book a Trip Out of Fleet**

7.9 Resend charter confirmations at 7pm

If there is a change in a customer's itinerary regarding tail number, FBO, etc., a charter confirmation needs to be resent. The best time to do this is by 7pm before the evening shift leaves for the day. At this time the majority of Dispatch's changes for the following day have been completed and the tail number will be most accurate.

Open the **Process List, Ctrl-L.** Sort by 'today' and "Passenger Itinerary" type.

- Itineraries that have a **Red flag** indicate a change has occurred since the last time an itinerary was sent. Hover over the red flag to see the change.
- Open the process. Change the process status to **New (**the white button below the process pane), then change back to **Sent.** This will open the **Leg Selection** page. Make sure both legs are selected. Click **Ok**.
- Once you have completed the resend, the flag will be cleared and the process will be **Green** again.

7.10 Create Charter Flight Following Pop-ups

For in-fleet trips –

Open each live **FLIGHT** and preceding repo **FLIGHT** that requires flight following
Click the notes tab
Bottom-left corner click Add and select “New note for flight #XXX”
Add the note and hit OK.
Preceding repo flight – Flight follow in position for [airport identifier] departure [Name] [Phone] [Email]
Live leg – Flight follow arrival and departure [Name] [Phone] [Email]
Right-click on the note and choose Pop-up Reminder
Click OK to exit the flight

For Out of fleet trips –

Follow the same steps as In-fleet trips.

7.11 De-Ice Purchase Procedure

Dispatch will initiate a ‘De-Ice Purchased’ Process, which will automatically email Charter Sales as an Alert. When this alert appears in the charter inbox, follow these steps:

- Open **Trip**. Navigate to **Process** tab.
- Open **Payment Process** using .
  - If the customer is responsible for the de-ice charter, continue on with this procedure.
  - If the customer is not responsible for the charge, change the “De-Ice Purchased” process to . You are done.
- Add a note that De-Ice was Purchased on the line item labeled “De-ice”
- Flag the payment process. This will alert accounting that something has changed with the payment of this trip and they should hold off invoicing until we have the De-ice bill.

Daily: Sales will open **Process List.** Sort by ‘30 days ago’ to ‘today’ and **De-Ice Purchased.**

- Look for any De-ice process that is listed in the status. This is a process that we need to collect the receipt for.
- No Process should stay in status for more than 7 days.
- Accounting receives the invoice from the FBO for De-Ice. Accounting will send this to sales
  - If sales get the receipt before accounting does, the receipt needs to be submitted to expense@
- Note the price (plus 15% markup) in the Payment process and discuss with customer. Email and Call the customer. If they do not respond within 2 days, continue on with the process.
- Sales needs to remove the **Red Flag** from the payment process. This triggers accounting to go ahead with processing payment for the trip.
- Attached receipt to De-Ice process notes. Change status of **De-Ice** process to , receipt received .

- Accounting will then bill the customer.

7.12 Out of Fleet booking and reviewing

Touch base with Out of Fleet Operators for the next day.
Retrieve out of fleet invoice as applicable.
Reference **Out of Fleet Sourcing**

7.13 Customer Feedback and Issues

Going forward we will be using the Astro Issues feature to track any and all customer feedback and issues associated with trips. This includes ALL customer feedback, even if you don't believe any follow up is required or that the customer doesn't mind the issue. All feedback must be reported this way.

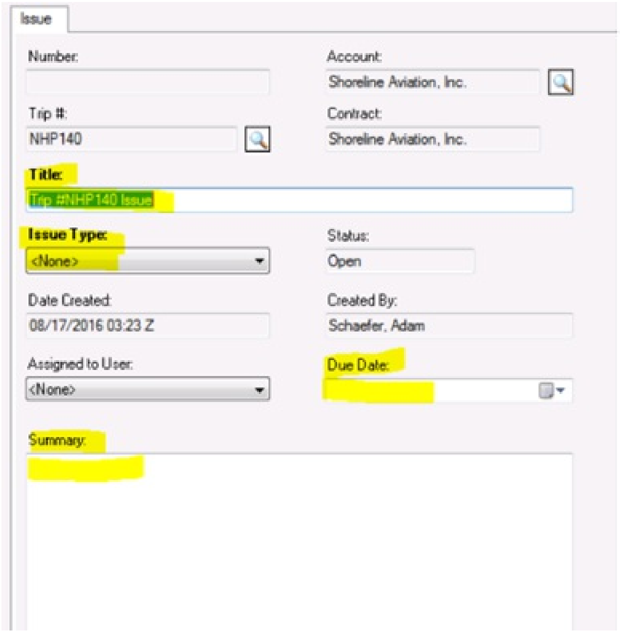
7.14 Feedback that should be reported includes but is not limited to:

- Late position, departure or arrival
- Missed flight following
- Passenger expresses displeasure with the aircraft
- Ancillary service issue: catering, ground transport, etc.
- Weather interruption
- Mechanical interruption
- Customs issue
- Software or other support systems that impact a customer.
- Customer seems very pleased with service
- Customer indicates desire to buy a plane to enter into a block time arrangement
- Customer or crew provides suggestion on improvement/change to service

7.15 Creating an issue automatically generates

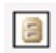
an email to Adam, Andreas, Eric, John, Sarah and David. There is no need to email us separately, however you should still call if you feel something requires immediate attention.

1. Open the TRIP (not flight) that is affected and select the Issue tab. If the issue is associated with a repo leg, you should still open the trip that it is affected by the issue.
2. In the lower left corner click Add.
3. If the Issue is leg-specific, select the leg (you can only select one) and click OK. If it is not leg-specific click Cancel without selecting any legs.
4. Enter the following
   a) Title - a brief descriptor for the issue
   b) Issue Type - select the most appropriate category
   c) Due Date - today's date
   d) Summary - a detailed description of the issue and any relevant information you want to communicate, plus crew names.
   e) Assigned to User - leave this as <None>

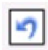


5. Click OK. This saves the issue to the trip and triggers the email to the people listed above

7.16 Issue Resolution

1. When a new issue is created an email will be sent to the people listed above
2. To view Issues, you can log into Astro and press Ctrl+I or View>References>Issues
3. A supervisor will view any new issue, assign the Issue to a specific person for resolution and adjust the due date if necessary (issues should be resolved same day whenever possible). Assigning the issue sends an email to the user that is assigned.
4. The supervisor should also add any notes regarding desired resolution to the summary portion.
5. When an issue is resolved, enter notes in the Summary section about the resolution and click  and then OK

7.17 Correcting Mistakes

1. If an issue is created in error, open the issue and click  to cancel it
2. If an issue is closed out in error, click  to re-open it

7.18 Cleaning Service Request Procedure (Customer Expense)

Occasionally, spills and messes are created on TW planes during charter flights. In these situations, we need to make sure the appropriate people are alerted and the customer is charged accordingly. Below is the procedure for reporting the need for cleaning, arranging a cleaning and charging the customer.

Follow these steps for all cleaning situations.

1. Crew will notify Dispatch of <u>any</u> cleaning being needed and which trip the cleaning applies, in a timely fashion. Supply photos, if able.
   a. If crew happens to tell Maintenance first, maintenance needs to contact Dispatch.
2. Dispatch will then alert maintenance via email, that a cleaning service needs to be scheduled.
   a. Include Tail #, Trip # (for our reference) Location of plane, any known details about the reason for the cleaning and deadline for when we need to plane back on line.
3. Dispatch will create an Astro Issue (see **Customer Feedback and Issues).** Use **Aircraft Cleaning Needed** as the type and assign to Charter Department Manager. Fill in all known details.
   a. The Charter Department Manager will determine if the customer is responsible for the cleaning service. Maintenance or Crew may be requested to provide additional information at this time.
   b. The Issue will stay open until the issue is resolved, or the customer has been contacted and price finalized.

   Items that are NOT billable to a customer:

   - Normal wear and tear even if it required an outside Vendor
   - Damage specific to something we provided (like a crushed TW snack)
   - Dog hair – we are pet friendly; this is to be expected
   - Shuttle passenger messes in most cases
   - Messes that don’t cause damage / stains

   Items that ARE Billable to a customer:

   - Willful damage (kids jumping on tables, etc.)
   - Excrement (Pet or otherwise)
   - Lavatory abuse
   - Customer supplied materials that cause significant damage (red wine, chocolate cake)

4. If customer is not responsible, close the Issue in Astro.
5. If customer is responsible for cleaning service, the Charter Department Manager will assign sales to alert the customer about the cleaning and the minimum charge of $250, per the TW charter terms. Confirm billing method with customer.
   a. If the cleaning sounds like it will be extensive, wait for the cleaning service bill to arrive before discussing a price with customer. ‘Extensive’ will be decided by Maintenance.
   b. Flag payment process and make a note about cleaning service needed to alert accounting of an added charge coming soon.
   c. Alert Accounting.
6. Accounting will receive bill from cleaning company and forward to maintenance for approval.
   a. If approved by maintenance, the bill will be sent to the Charter Department Manager.
   b. Final price will be discussed with customer.
7. Unflag the payment process and enter a note with Date of trip, Tail #, Trip #, Customer, Cleaning Service reason, cost, and billing method.

8. Accounting will charge the customer per agreement made with sales. (preferably ACH or Wire)
9. Close Issue in Astro.

7.19 Charter/Dispatch Expense Reporting Template

REPORT ALL EXPENSES WITHIN 24 HOURS

Subject of email:
Date of trip, authorizer, trip# (shuttle type or 6 character trip ID), tail number

Body of email:
Method of payment: i.e.- who's CC was charged
Date of expense
TW expense or billed to customer – if billed, who is to be billed
Location
Description
Copy of receipt (either as attachment or in body of email)

Reply Reply All Forward
Wed 8/17/2016 11:42 AM
Tradewind - Dispatch
FW: Receipt for GIULIANI, JUDITH Trip #10053497 08/17/2016
To Tradewind - Expense
Cc Daniel Kipp
Alysia
You replied to this message on 8/17/2016 3:59 PM.

Good Morning,

Below you will find a receipt for the car service Ms. Giuliani requested on 8/17.

Date: 17 August 16
Trip #: RLH110 HTO-ABE
Authorizer: Blade
Tail #: N111NY
Passenger requested car service to 420 Krocks Rd, Allentown, PA.
Total: $ 93.22
Charged to my AMES ending in 1637.

Thank You,

Daniel Kipp
Tradewind Aviation | p 800.376.7922

From: A&A Limousine Service [mailto:tara.webber@aalimousine.com]
Sent: Wednesday, August 17, 2016 11:24 AM
To: Tradewind - Dispatch <dispatch@flytradewind.com>
Subject: Receipt for GIULIANI, JUDITH Trip #10053497 08/17/2016

THANK YOU FOR CHOOSING
A&A LIMOUSINE SERVICE

A&A LIMOUSINE SERVICE

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6.1 The intent is to ensure the highest level of service for all of Tradewind Aviation's clients. The outsource trip function should be seamless to the client while at the same time, consuming minimal in-office resources.

8.1 Which Customers can be offered outsourced solutions?

- Retail/GoodSpeed
- Travel Agents
- Shuttles (must be supervisor approved)
- Owners specifically requests out of fleet: need to be handled by owner service.

Which customers cannot be offered outsourced options?

- Brokers and other operators

When to outsource a request?

- When scheduling and dispatch have identified a solution which is not cost effective or no alternative solution to a request.
- When the customer requests a trip outside of our capabilities
- Larger cabin
- Nonstop service which we cannot accommodate.

Sales responsibilities:

1. Field initial inquiry from client and collect the following.
   a. Client name and contact information
   b. Existing/regular or new client.
   c. Itinerary (date/time, to/from, etc.)
   d. Passenger count & preferred type of aircraft if provided
   e. Flight connection details if applicable
   f. Special requests including catering, ground transportation, etc.
   g. Special requirements including WIFI, enclosed lav, etc.
2. If initial inquiry was from an email, forward the email to outsourcing@flytradewind.com
3. If the request is through a phone call, include the initial data collected in an email and send to outsourcing@flytradewind.com
4. One individual a day will be assigned the out of fleet process and should be alerted of a new request, if this individual is not available proceed to the sourcing instructions.

8.2 Out of Fleet Parameters

The following list is guidance for choosing an appropriate Out of Fleet option for Tradewind Customers, keeping in mind the type of plane and service the customer is already expecting when they contact Tradewind Aviation. It is required to follow this list when we are no longer able to cover a trip in fleet that was previously in fleet.

1. Find the same plane type Tradewind would have supplied.
   a. i.e. PC12 and/or seat count
   b. Many PC12's have only 6 seats so double check what is needed for the customer. We would rather book into another PC12 than a King Air.

2. 1995 – Oldest plane we will accept (unless older is approved by a Supervisor for a specific reason)
    a. Even 1995 without a refurb can show its age. Find out if a Refurb has been done, aiming for at least 2007.
    b. All PC12 years are good as the plane is a newer manufactured plane.
    c. King Air 200 and King Air 350 are also good choices.
3. If Top pick planes are not available, look into changing times of trip or sending a different trip out of fleet.
    a. When covering for a booked trip, same aircraft/type is the priority so moving the departure time should be tried before going out of fleet. Within reason - 3 hours before/after.
4. Avoid King Air 90's unless approved by a Supervisor or higher up.
5. Supervisors need to review all picks for appropriateness.
6. No downgrades, only upgrades (if the price is right) or comparable
7. Always 2 pilots
8. Run a TripCheq – we need to get at least a yellow TripCheq to proceed.
9. No Piston aircraft
10. If a customer wishes to booked a plane that is lower than the standards stated above, help the customer get in touch with the other operator. This alleviates us from selling something they might feel represents TW.

8.3 Out of Fleet Support from Luxe Air / Anthony Fernandez

Out of Fleet Sourcing

The intent is to ensure the highest level of service for all of Tradewind Aviation's retail charter clients. The outsource trip function should be seamless to the client while at the same time, consuming minimal in-office resources.

8.4 Responsibilities for those assigned Out of Fleet task:

- Monitor Outsourcing Mailbox
- Identify requests from our sales team, gather additional information if needed.
- When unable to source options immediately with our preferred operators, forward the following information to our outside resource Anthony Fernandez at charter@flyluxeair.com and call (802)221-1111, Notify him of any operators you may have already contacted.
    - Itinerary (date/time, to/from, etc.)
    - Passenger count & preferred type of aircraft if provided
    - Special requests including catering, ground transportation, etc.
    - Special requirements including WIFI, enclosed lav, etc.
    - DO NOT SHARE CUSTOMER CONTACT
- Inform client of progress twice daily until you have options.
- Once a response is received from Anthony, evaluate the options, build the appropriate quotes with the Out of Fleet Quoting Instructions found on the shared drive and in your manual, (include the 15% markup) and communicate the options to the customer.
- Provide as much information as possible including images, model, age and refurbish dates if applicable along with seating capacity and flight time.
- Note in Passdown

8.5 If the customer wishes to book the trip

- contact operator, secure trip with appropriate payment method and get the operators wire instructions. ACH is the best way for us to send the money if available.
- Have the operator complete a W-9 (for domestic trips only)
- confirm details of the trip including Passenger count, catering, ground transportation etc.
- Communicate and send Tradewind's Flight Following and Reporting Policy (located on the following page.
- Get a tracking number from the operator
- Book the trip in the out of fleet process, See **Booking an Out of Fleet trip.**
- Notify Anthony Fernandez of the booking and note in payment process, **Luxe Air trip**
    - Day prior to departure- confirm all details with operator including our flight following and pre-position requirements, itinerary, passenger count, catering, ground transportation etc.
    - Day of – Re confirm details, assure call 60 minutes in position. Flight follow with operator and client.
    - Day after - follow up with client.

8.6 TRADEWIND AVIATION

<u>CHARTER OPERATOR FLIGHT FOLLOWING & REPORTING POLICY</u>

By agreeing to provide charter for Tradewind Aviation, you are effectively representing Tradewind to our customer. Therefore, it is crucial everything goes as smoothly as possible with these flights. The purpose of this "Policy" is to provide a clear set of procedures for all communications must take place between your operation and Tradewind Operations. **<u>This allows us to keep our client informed as well as create an accurate invoice for billing purposes to our client.</u>**

It is important your organization agrees to do the following:

- **Provide** Tradewind with your aircraft's correct "Tail Number" or "Call Sign" so we may flight follow your aircraft.
- **Provide** where the aircraft is positioning from and arrival time.
- **Provide** contact numbers for communication the day before for confirmation and the day of the trip to maintain positive contact.
- **Notify** Tradewind Dispatch of any potential delays that might prevent the on-time positioning of your aircraft.
- **Advise** Tradewind Dispatch prior to positioning and when your aircraft is <u>"in position" at the departure airport's FBO. (1 hour prior to departure for domestic flights and 1 hour 30 minutes for international flights)</u>
- **Inform** Tradewind Dispatch immediately upon completion of your trip *<u>Please report any issues that may have adversely impacted the passenger(s) trip experience</u>*

<u>Tradewind Dispatch:1-800-376-7922 - Extension # 9.</u>

If your dispatchers are unable to keep our Dispatchers updated, then please provide PIC/SIC cell #'s and the cockpit phone #.

Tradewind appreciates your service as a valued "Preferred Charter Operator". By complying with these simple requests, you will help us keep our customers happy and informed in a timely manner.

Please make sure your Pilots and or Dispatchers are provided with this form and are <u>familiar with this policy prior to every trip.</u>

8.7 Quoting Out of Fleet Trips

1. Open a New Quote
2. Select the appropriate aircraft type
    a. Choose PC12 or CJ3, as appropriate, if it is a trip that could be moved in-fleet if we had the resources
    b. Choose Grand Caravan for trips with more than 8 passengers (it has 20 seats available)
3. After creating the itinerary Click the Link and enter the Departure and Arrival times provided by the operator

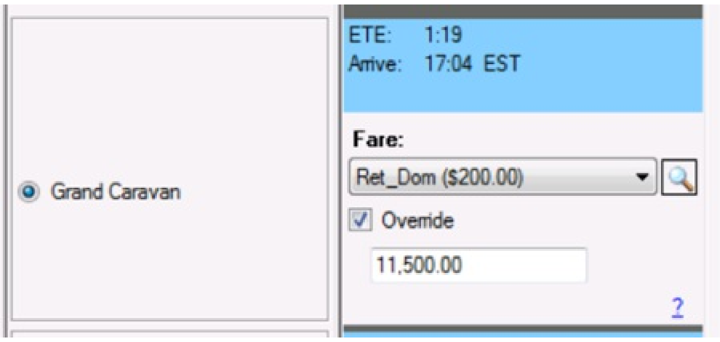
Departure Date:	01/04/2016 EST
Departure Time:	15:45
Arrival Date:	01/04/2016 EST
Arrival Time:	17:04
Flight/Block/Distance:	1.1 / 1.3 / 180 nm

4. On the Trip Pricing page click Processes in the upper right-hand corner and add the Out of Fleet process
5. Complete the blocks on the out of fleet process

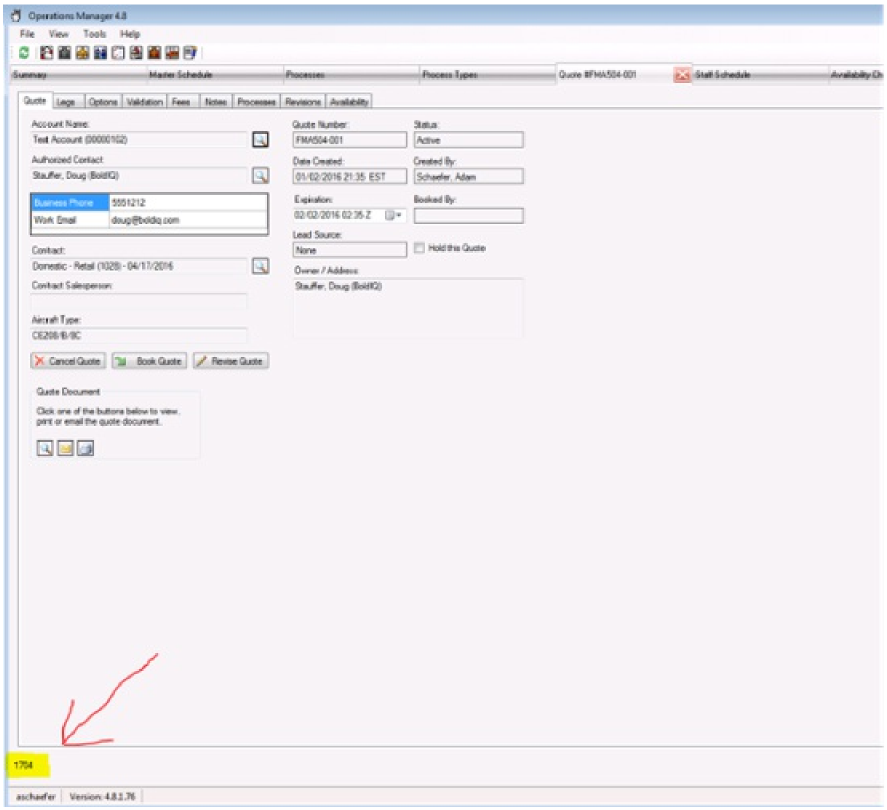
Field	Data
Trip Cost	
Trip Number	
Status	
Operator	
Aircraft Type	
Tail Number	
Operator Phone	

    a. Trip Cost is the amount the operator quotes to Tradewind
    b. Trip# is their trip number
    c. Status – Quote only, on hold, booked, etc.
    d. Operator – Name of the operator
    e. Aircraft Type – THIS DISPLAYS ON THE QUOTE TO THE CUSTOMER
    f. Tail Number – if known
    g. Operator Phone – 24-hour contact

6. Hit OK to save the process
7. Check the Override checkbox on the pricing page and enter the cost to the customer, including markup, but without taxes and then hit next



8. Zero out all costs except the leg charges (which are the quote + markup), the FET and passenger segment fees. You can also add any additional fees or discounts as necessary and then click finish.
9. YOU CANNOT USE THE STANDARD QUOTE. To view the quote document, open the quote in Astro and look in the lower left corner for the Quote ID number.



10. Using Internet Explorer, go to the Astro Report server (https://ops.flytradewind.com/reports). Enter your username (Tradewind\username) and password and go into the Out of Fleet Folder and open Quote_Out of Fleet.
11. Enter the Quote ID from the lower left corner of your quote (not the quote number that is XXX###) and hit view report. You can now download the quote as a PDF and email out as normal.

8.8 Booking a Trip Out of Fleet

1. Open the quote generated using the instructions above and click Book
2. When you open the Trip, add the Out of Fleet process.
3. Enter all the information into the process, just as you did in the quote. Remember, the Aircraft Type and Tail Number display on the passenger itinerary. Press Apply.
4. Note the Trip ID in the lower left corner (again, not the trip number that is XXX###) and use that Trip ID on the Report Server to create a passenger itinerary (Out of Fleet>Pax Itinerary_Out of Fleet)
5. A trip with an Out of Fleet process will appear in trip demand, but not be included in the flight schedule. It will also appear separately in the Out of Fleet Gantt chart.
6. All other processes can be added to this trip and used as normal
7. Send an email to accounting to alert them payment needs to be sent to the operator, and give them a date the payment is due. Use the **Out of Fleet** email template to send Accounting all required info.

8.9 To attach the paperwork from the other operator:

1. Open the trip and click on the Out of Fleet process
2. At the bottom of the process window, click the magnifying glass to open the process properties.
3. At the top, choose the Notes tab and then click Add in the lower left-hand corner.
4. In the Note window that opens write what the paperwork is and then click the paperclip icon at the bottom to attach the paperwork from the other operator.

8.10 Upon completion of the Out of Fleet trip

1. Contact operator to receive invoice. When invoice has been received, attach to the trip in Astro. Change the Out of Fleet process from  to 
2. If the final bill is more/less than original quote, notify accounting of the change so they can request a refund, or send the additional funds.

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9.1 Responsibility

Shuttle Coordinators are responsible for handling all aspects of a customer's reservation while meeting operational needs. Reservations can be booked online but customers are not discouraged from calling or emailing. Responsibilities include but are not limited to:

- Assist customer in bookings and creating profiles
- Work with Marketing to resolve account/profile/reservation issues
- Report customer issues to Supervisor
- Report site issues to Supervisor and Marketing
- Request added shuttle availability for customers
- Selling and coordinating shuttle buyouts
- Checking for cancelled reservations
- Ensure Kalsoft waitlist system is working effectively
- Monitor future VIP services
- Check for double bookings
- Collect and process booking forms
- Combine future passenger loads in reservation system
- Assist sales with email inbox volume and scan for missed emails

9.2 Tradewind Shuttle

The Tradewind Shuttle is first class scheduled flights in modern Pilatus PC-12 aircraft flown by two pilots. Features include: air-conditioning, drinks, snacks, wine and beer for each flight. Tradewind operates from private FBO (Fixed Base Operators) which is a private terminal. Flights do not have to go through TSA security checks so passengers can arrive 30 minutes prior to departure.

Our scheduled routes focus on hard to reach destinations visited by those seeking a higher level of service.

9.3 Tradewind Shuttle Advantage

Compared with private charter, the shuttle is more economical yet offers a similar level of service.

Compared with the airlines, the shuttle offers more robust and convenient schedules, less hassle at the airport and less total travel time.

9.4 Reasons To Fly Tradewind

Two Pilots – Statistically adding a second pilot is the most effective way to improve safety. Two pilots allow the workload to be shared and encourages challenge and response. Some operators fly with only one pilot.

Turbine Engine – The turboprop engines in our planes are a jet engine driving a propeller. The PC-12 engine is one of the most reliable on the market. Piston engines are significantly less reliable and rely on pre WWII technologies.

Aircraft Age - Tradewind Aviation’s oldest airplane was built in 1997 and the average age of our fleet is less than 15 years old.

TCAS (Terminal Collision Avoidance System) - This is a computerized system that detects and warns the crew of any potential traffic conflicts. Most piston engine aircraft (Cape Air) do not have this. All of our turboprops are equipped with TCAS.

GPWS(Ground Proximity Warning System)– This is a computerized system that warned the crew of any conflict with the ground. Most piston engine planes do not have this. All our turboprops are equipped with GPWS.

Baggage – The Pilatus can take 8 passengers and a full complement of luggage. Passengers are limited to 50 lbs per person though we can often take more.

Commuter Authority–Most charter companies cannot offer more than 5 round trip flights in 1 week if they are selling individual seats. Tradewind Aviation has commuter authority which allows us to sell unlimited amount of flights on any route.

9.5 Northeast Shuttles

- Nantucket from Teterboro (TEB) and White Plains(HPN)
- Martha's Vineyard (MVY) from Teterboro (TEB) and White Plains(HPN)

The profile of the typical Nantucket and Vineyard client is a second homeowner with primary residence and/or work in the NYC area that commute on weekends.

Nantucket flights are daily with the bulk happening on Thursday, Friday, Sunday and Monday. Martha's Vineyard flights happen on Thursday, Friday, Sunday and Monday.

9.5.1 Season and Schedules

- **Nantucket:** Late April (Daffodil weekend) to the beginning of December (Christmas Stroll)
- **Martha's Vineyard:** Memorial Day weekend through Thanksgiving

Frequency of flights depends on demand. Demand is the highest between late June and Labor Day weekend. Flights are offered throughout the day during this period. Flights are offered on a reduced schedule outside of peak periods. Additional flights may be added if there is strong demand.

9.5.2 Nantucket Events/Holidays

- Daffodil Weekend – End of April. First flights of the season. Passengers go out to see the daffodils in blossom and attend many events
- Wine Festival – Mid May. Numerous events surrounding wine. Food events as well.
- Memorial Day Weekend
- Mid June – passenger counts increase significantly when kids are done with school
- July 4th Week
- Labor Day Weekend
- Columbus Day Weekend
- Thanksgiving Week
- Christmas Stroll – first weekend of December. Passengers go out to do holiday shopping and attend events. Last flights of the season.

9.5.3 Competition

Rectrix Shuttle – King Air 300s. Two pilots in a large twin engine aircraft that is pressurized and air-conditioned.

- Nantucket flights out of HYA and LGA

Cape Air – Cessna 402s that are typically flown single pilot. No pressurization and no air conditioning.

- ACK Flights
  - BOS, HYA, EWB, MVY and HPN
- MVY Flights
  - EWB, HYA, ACK and HPN

JetBlue – Require going through TSA checks at major airports. Parking is not included.

- ACK Seasonal Flights
  - BOS, DCA and JFK
- MVY Seasonal Flights
  - BOS and JFK

Delta – Require going through TSA checks at major airports. Parking is not included.

- ACK Seasonal Flights
  - JFK and LGA
- MVY Seasonal Flights
  - JFK

American – Require going through TSA checks at major airports. Parking is not included.

- ACK and MVY Seasonal Flights
  - LGA and DCA

United – Require going through TSA checks at major airports. Parking is not included.

- ACK Seasonal Flights
  - EWR

9.5.4 Selling Points

- Private charter experience for the price of a single seat
- Departing private terminals so no TSA delays
- Free parking
- Modern, safe turbine powered aircraft with air-conditioning and pressurization
- Two pilots
- Complimentary drinks, snacks, wine and beer onboard
- Significant discounts for ticket book purchases and residual book value does not expire
- Self-service booking tool (desktop or mobile)
- Tickets are interchangeable between family and friends
- No penalty for cancellations outside of 48 hours (tickets go back on account for future use)
- Robust schedule
- Half price “reverse” legs
- Waitlist System
- Pets welcome

Pilots interact with the passengers, often getting to know their specific needs. Passengers are encouraged by the pilots to ask questions before, during and after the flight. Customers may also ask for a car service during flight, which the pilots will relay to Tradewind dispatch and the car will be ready on arrival.

Clients may book themselves online but are not discouraged from calling in to receive more service. The client may ask us to consider adding a flight at a specific time. This information is valuable as the clients may know of an event or another reason why we may see more demand for a particular day.

9.5.5 Passenger Experience

Flights are operated from Fixed Based Operators (FBO's) which are private terminals. There is no TSA Checkpoint and clients may arrive 30 minutes before the flight. The terminals in Westchester (Ross West) and Teterboro (Signature South) offer free parking. All shuttle client vehicles in TEB will be valeted. Client vehicles at White Plains are tracked by Ross West and taken out in advance of the clients arrival. Lounges inside the FBOs have complimentary snacks and beverages.

9.5.6 Northeast Shuttle Terms

<u>Holds</u> - Holds are allowed for 24 hours. All holds are processed through Videcom.

Tickets are good for travel through mid October when our book sale happens. At that point the tickets will be converted back into a dollar value which can be used towards the new ticket book. Passengers that do not want to buy a new book turn the dollar value back into tickets to be used before the end of season (Christmas stroll). Any remaining tickets will be turned into cash value at the end of year. Remaining credit will expire if there is no activity on an account for a full calendar year.

<u>Weather</u>: If the weather is forecast to be below (or is actually below) minimums at the destination, the crew is expected to launch to the alternate if they can expect to make the last ferry.

> ACK – Alternate is HYA. The last ferry is 8:40 pm and the drive takes 15 minutes without traffic. Dispatch will call the ferry companies to make sure seats are available.
> MVY – Alternate is Quonset or New Bedford, the last ferry is 9:45 pm and the drive takes 15 minutes without traffic. Dispatch will call the ferry companies to verify seats are available.
>
> Tradewind Aviation will pay the taxi and ferry costs incurred.

<u>Marginal Weather Inbound</u> – If the crew has to divert to another airport in the NY area, Tradewind Aviation will arrange and pay for ground transportation to the original airport. Customers can chose to go directly to their destination. In this case we will arrange transportation, but they are responsible for payment. Dispatch may have crews launch to another airport based on operational reasons.

<u>Baggage</u> – Passengers are allotted 50 lbs. of luggage. Crew will do everything they can to accommodate oversized items. If any baggage does not fit on the flight, size or weight issues, we will send the items on the next available flight.

<u>Pets</u>

Pets must be accompanied by their owner. One family of large pets is allowed per flight. This rule is very strict since Tradewind receives complaints about pets. Any single pet or multiple pets that exceeds 100 lbs. requires the purchase of a seat. These pets will be built as a person. Adding pets as a person will charge one seat. The pet or pets must also be booked as normal to block other pets from being booked.

Unforeseen circumstances (weather, mechanical, etc.) may require that additional large pets are combined on the same flight. Rowdy or aggressive pets should be placed in a carrier.

Unexpected pets: If a passenger arrives with an unexpected pet, the passenger will be given a warning. Crews will notify the office. A note will be made on their account or reservation. The passenger and pet will not be allowed to board if they do this a second time.

Cancelled Flight Policy

The procedure for rescheduling passengers on a flight that has been cancelled gives priority to the order of booking. In other words, if you were on a 3 p.m. flight that was cancelled, each person on that flight will be offered open seats on later flights in the order in which they booked their original reservation. To the extent that we can with the resources we have, we will add flights whenever possible to accommodate delayed or cancelled passengers. We will not, however, bump passengers on later flights in order to accommodate people cancelled off earlier flights.

9.5.7 Ticket Books

Clients purchase ticket books, many of them are purchased during the book sale. Book holders enjoy a considerable discount and the ability to book prime time travel well in advance. The annual ticket book sale occurs mid October each year at which point ticket books may be purchased at a significant discount. Discounts are available for purchasing 10, 20 and 41+ tickets at a time.

Ticket book holders have first access to book in the next season schedule. Tickets may be purchased at any other point in the year at the normal book pricing. Example:

Customer bought 20 tickets during the book sale. The book sale price will not be honored. They will be able to purchase tickets at the current 20 book rate.

Book holders are the only customers that have access to the automated wait list system.

9.5.8 Ticket book bookings

Booking seats from tickets on account:

Passengers with seats on “account” may book online or with a Tradewind Shuttle Team member via phone or email.

Customers cannot book flights that have not been paid for. They may either buy a new “Book” of tickets or authorize us to charge their card on file for any additional tickets. An added option is to buy a full price ticket now and loop that purchase into a book purchase when they call back in a few days.

9.5.9 ACK/MVY Ferry Flow Chart

Dispatch will determine if a shuttle flight can or cannot launch based on the forecast, current weather and ferry options. Reference **13.15 ACK/MVY Ferry Flow Chart**. The final decesion lies with dispatch. Dispatch will inform shuttle sales of options moving forward.

9.5.10 Ticket Book Purchase

Reference **10.5 Adding Tickets To Account**.

9.5.11 Process Single Ticket

Reference **11.3 Creating A Reservation**

9.6 Caribbean Shuttles

First class scheduled service to destinations that are hard to get to. Our Caribbean base is San Juan, Puerto Rico. This base is operational year round. Total aircraft serving our Caribbean operations vary from 2 to 10 depending on demand/time of year.

9.6.1 Caribbean Routes

- San Juan (SJU) – St Barth (SBH)
- St Thomas (STT) – St Barth (SBH)
- San Juan (SJU) – Nevis (NEV)
- Antigua (ANU) – St Barth (SBH)
- San Juan (SJU) Antigua (ANU) with a stopover in SBH

9.6.2 Season

- St Barth: Year-round
- Anguilla: Seasonal
- Nevis: Seasonal

9.6.3 Routes and Schedules

St Barth, Anguilla and Nevis are very small islands without major airline service. Tradewind offers the connection from three major hubs in the Caribbean: San Juan, St Thomas and Antigua.

- San Juan is by far the largest airline hub in the Caribbean with around 4x more airline service over St Maarten. Flights are offered to many cities in North America, South America and Europe.
- Antigua is a major hub for flights from the UK. There are also flights from the US, Canada and Germany.
    - Schedules are designed to link up with as many airline connections as possible. We are specifically timed to connect with the British Airways flight from London.

9.6.4 Selling Points

- Travel in the air-conditioned comfort of modern Pilatus PC-12s flown by two pilots.
- San Juan has 4x the commercial flight options over St Maarten and serves more cities non-stop; Chicago, Dallas, Houston, Montreal, Tampa, Jacksonville, Palm Beach, Fort Lauderdale, Orlando, Boston, New York.
- San Juan is a US territory so there is no immigration and customs upon arrival from the continental US. Passengers clear customs in San Juan before departing to the US.
- Antigua is served by daily direct flights from London.
- Avoid the hassles of St. Maarten (customs, delays, lost luggage).
- Ample baggage room means that your bags always travel with you.
- Complimentary refreshments, snacks, wine and beer.
- VIP service is available which allows for tighter connections.
- Complimentary VIP service on return flights to SJU, STT or ANU.
- In Antigua, VIP services from airline arrival to TW flights is complimentary.
- 24/7 Support

9.6.5 St. Barth

9.6.5.1 Competition

- From San Juan – None
- From St Thomas – None
- From Antigua
    - St Barth Commuter: Antigua service is only offered Fridays between December and April.
- From St Maarten:
    - St Barth Commuter – French operator based in St Barth. Operates air-conditioned Caravans single pilot
    - Winair – Dutch operator based in St Maarten. Operates non-air-conditioned Twin Otters. Frequent baggage issues.
- Ferry
    - Great Bay Ferry – St. Maarten to St. Barth. 4 round trips Friday and Saturdays. Less frequency other days of the week. $70 one way. Can encounter rough seas.
    - Voyager – St. Martin to St. Barth. 3 round trips Friday and Saturdays. Less frequency other days of the week. One round $80 one way. Can encounter rough seas.

9.6.5.2

9.6.6 Anguilla Competition

- From San Juan – Seaborne
    - Seaborne: Saab 340 aircraft which seat 34 passengers, 2 pilots and 1 flight attendant. No credit when canceling a flight. Charge for bags and pets. Daily flights except Tuesdays and Wednesdays.
- From St Maarten- Trans Anguilla. Old Britton Norman Islander aircraft flown by one pilot with no air-conditioning.

9.6.7 Nevis Competition

- From San Juan – Seaborne
    - Seaborne: Saab 340 aircraft which seat 34 passengers, 2 pilots and 1 flight attendant.No credit when canceling a flight. Charge for bags and pets. One flight from SJU on Thursday and Saturday afternoon. One flight to SJU on Friday and Sunday morning.
- From St Maarten- WinAir. Twin otters with no Air-Conditioning.
- From St Kitts – Many options. Max cost of $26 one way.

9.6.8 Connection times

Arrival	Departure	Connect time (mins)	With VIP Service
Domestic airline arrival	Tradewind Shuttle departure	90	60
	Tradewind private departure	45	Included
Domestic private arrival	Tradewind Shuttle departure	60	60
	Tradewind private departure	30	Included
International airline arrival	Tradewind Shuttle departure	120	90
	Tradewind private departure	60	Included
International private arrival	Tradewind Shuttle departure	90	N/A
	Tradewind private departure	60	N/A
Tradewind arrival - Shuttle or Private	Domestic airline departure	120	N/A
	International airline departure	180	N/A
	Domestic private departure	45	N/A
	International private departure	45	N/A

9.6.9 San Juan departures

- If airline arrival is too late to make the last flight, suggest either a private charter or to stay the night in San Juan and connect to a morning flight. Preferred hotels: San Juan Ritz Carlton, Verdanza, San Juan Airport Hotel, Vanderbilt Hotel. See shared folder (Charter>Vendors>Hotels) for current discount rates.
- Check in - Passengers must check-in no later than 45 minutes before scheduled departure
- Passengers must be ready for boarding in the departures lounge at least 30 minutes prior to scheduled departure.
- We cannot delay flights due to traffic or late arrival of connecting flights. Passengers arriving to check-in within 30 minutes of scheduled departure will be re-accommodated on later flights, on a space available basis.
- Baggage - 50 lbs. (23 Kilos) per person. Passengers can purchase an extra seat in order to accommodate additional baggage. If a passenger buys an additional seat for their baggage they can bring an extra 100 lbs. of bags. This brings up their total baggage allowance to 150 lbs. We cannot more than 100 lbs. when purchasing an extra seat because it will cause weight and balance issues on the plane.

9.6.10 Antigua-St. Barth Buyout

We are not authorized to fly a private charter between Antigua and St Barth. We can offer shuttle buyouts where the customer purchases all 8 seats at a discounted rate. Prices can be found on the Google Doc **Pricing and Schedules**.

9.6.11 Antigua VIP Lounge

The private lounge is operated by Signature Flight Support and available to British Airways passengers only. Suggest this to passengers who have a long layover before the London flight.

The VIP lounge must be reserved directly with Signature Flight Support:

reservations@outboundlounge.com

Office: 1-268-562-7056
Mobile: 1-268-725-2318

If a client/agency asks you for the lounge, reply with this contact information and copy the lounge to initiate the process.

9.7 Sales channels

ACK and MVY shuttles are currently managed for book holders in Kalsoft.
http://www.tradewindschedule.com

Caribbean shuttles and individual ACK/MVY tickets are managed in Videcom.
http://booking.flytradewind.com/VARS/Agent/login.aspx

There are several ways to make a booking:

1. Direct Booking
   - Sales lead comes in by phone or email and Tradewind agent processes the booking.
2. Agency with direct access to the system
   - Agent processes the booking
   - Example agents: WIMCO, St Barth Properties, St Barth Evasion (Fly SBH)
   - Some agents must charge the client credit card and others have available store credit and will be billed monthly.
3. FlyTradewind.com
   - Direct booking on our website
4. Third party booking engines.
   - Expedia, Orbitz (Also known as OTAs (online travel agency)
   - Kayak, SkyScanner (Also known as Meta-search engines or aggregators)
5. Agency booking in a GDS (Global Distribution System)
   a. GDS Names: SABRE, Galileo, Worldspan, Apollo Amadeus
   b. Agent sells the eticket which is currently plated on Hahn Air ticket stock
      i. Tradewind and HahnAir have an interline agreement. Instead of paying Tradewind (TJ), the Agent is paying (or Validating or Plating on) the other carrier, HahnAir (HR).

9.8 Adding Shuttle Availability

Shuttles can be added if we are more than 2 weeks from departure date. Scheduling will add shuttles twice per week based on reports from marketing. Details can be referenced in **17.16 Additional Shuttle Availability**.

9.8.1 Northeast:

- We will add a shuttle at any time, for book holders only, that are willing to pay 5 seats for a shuttle at the time of their choosing so long as it is at a time when we are likely to sell other seats. If we sell additional seats, we will reduce the number of tickets taken from the shuttle “originator”
  - Only offered if flight will be outside of 2 weeks from today.
  - When someone agrees to put up 5 seats they should be booked individually with the note "passenger putting up 5 seats to confirm flight".
- The day before, we add in the appropriate number of "hold" seats to fill out the customer's obligation.

9.9 Shuttle Daily Procedures

1. Itineraries are sent automatically
2. Check for VIP connecting flight info
   1. Open **Videcom Cheat Sheet** in Google Docs
      1. Reference Departure Control section
      2. Use View VIP and Special Services By Day
      3. Enter code into DCS – reference **11.22 - Departure Control (Closing Flights / No Shows)**

3. Make sure passenger loads are combine between two different flights within two weeks. If there are 4 passengers on one flight and 4 on another flight at the same time, combine them onto one plane. This now allows large groups to book on the empty flight.

9.10 Daily Reports

9.11 Teterboro Airport Greeter

Location:
Signature Aviation South – Tradewind Lounge
101 Charles Lindbergh Drive
Teterboro, New Jersey

Days/Hours:
Thursdays and Fridays
Noon to Last Departure
May through Labor day weekend

Schedules and passenger manifests are found at:
flightboard.flytradewind.com

Passenger Experience:
On passenger arrival, Laz Parking will valet customer vehicles. Customers need to keep their valet ticket for their return flight. Customers will wait in the Tradewind Lounge at Signature South.

The greeter will be present to provide a warm and friendly welcome and then ask for their names and check them in on the flightboard. The greeter will also list the bag count/weight and if the client has a car.

At this point the greeter will provide any known information for the flight. The greeter will advise passengers of any delays that their flight is experiencing. All delay information will come from dispatch.

Pilots are able to view the passenger count and manifest on the flightboard. The greeter will advise the crew of baggage and passenger weights. The crew will load bags and bring passengers to the aircraft.

9.12 White Plains Airport Greeter

Location:

Millionair–136 Tower Road West Harrison, NY 10604

Days/Hours:
Thursdays and Fridays
Noon to Last Departure
May through Labor day weekend

Schedules and passenger manifests are found at:
flightboard.flytradewind.com

Passenger Experience:
On passenger arrival, Millionairwill valet customer vehicles. Customers will not be given a valet ticket. Cars are tracked by passenger name.

The greeter will be present to provide a warm and friendly welcome and then ask for their names and check them in on the flightboard. The greeter will also list the bag count/weight and if the client has a car.

At this point the greeter will provide any known information for the flight. The greeter will advise passengers of any delays that their flight is experiencing. All delay information will come from dispatch.Pilots are able to view the passenger count and manifest on the flightboard. The greeter will advise the crew of baggage and passenger weights. The crew will load bags and bring passengers to the aircraft.

10.1 General

Kalsoft is a program that Tradewind Aviation had designed to handle all Nantucket and Martha's Vineyard flights. They system can handle other routes as well. This reservation system handles all of our ticket book holder accounts. One major benefit in Kalsoft is the waitlist system. Passengers booked through Videcom will not be able to waitlist on other flights.

Kalsoft is integrated with our other booking system, Videcom. All passenger changes will be reflected across both systems.

10.2 Accessing Kalsoft

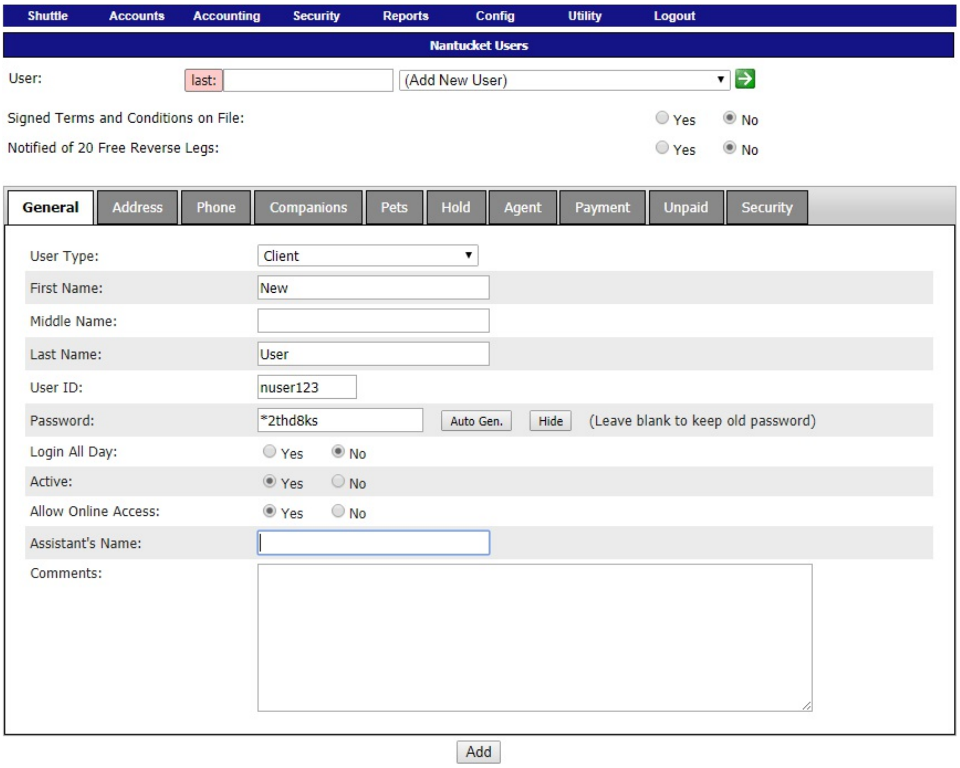
Proceed to **www.tradewindschedule.com**. Enter your username and password. Anyone in shuttle can update a user's password.

10.3 Navigating Kalsoft

- Shuttle – Drop down allows you to pick which route. The upper bar is colored by route:
  - ACK – Blue
  - MVY – Red
- Accounts
  - Users – Individual accounts. Arranged under primary passengers name.
  - Passengers – List of passengers associated with the account.
  - User Schedules – List of all flights that an account has booked
  - Send Schedule – Allows coordinator to send user schedules to multiple accounts. Filter available for date range.
  - Account History – Log of all flights taken and includes balance after each flight.
  - Flight History – Shorter version of the account history. Does not show when tickets were added.
  - Flight History Detail – Shows when passengers were included on flights. Also shows when companions were added, when wait lists were added and if pets were added. It also shows when anything has been removed.
  - Reset Pax Weights – Clears any passenger weights on file.
- Accounting
  - Tickets & Books – Allows coordinators to add tickets to a passengers account. They can also charge the account for a used ticket if necessary.
  - Purchase Books – Where customers and shuttle coordinators will purchase a book of tickets.
  - Ticket Status – Shows all tickets and when they are set to expire. Runs as excel spreadsheet.
- Security
  - Security Questions –Allows user to add security questions to their account

- Reports
    - Delinquent Report – Used twice per week by shuttle to check for any accounts that owe a balance.
    - Other reports are used by accounting and management
- Config
    - Used by administrators to adjust system settings
- Utility
    - Currently unused
- Logout

10.4 Adding New Account



General Tab

- User – Shows (Add New User)
- User Type – Always client unless told otherwise
- First, Middle and Last Name – Full name of account holder
- User ID – make one up to ask the client for one
- Password – Auto Gen. and Show. This will allow you to give them the password. They can reset it on their next login.
- Login All Day – Yes
- Active – Yes, unless account is no longer used.
- Allow Online Access – Yes
- Click Add at bottom of screen

Address Tab

- Fill in all fields. Only one email address is mandatory.

Phone

- Gather all phone numbers from the client. This helps with day of delays or reasons to contact them prior to a flight.

Companions

- Drop down should show (Add New Companion)
- Name – Enter the passengers name, first than last
- Phone – Good contact number for day of
- Select Add
- Build all the companions that the client asks for

Pets

- Enter name and weight.

Note: Remember to add pets as a person if they exceed 100 lbs. Reference ***9.5.6 Northeast Shuttle Terms****.*

Hold

- Accounting uses this tab during the book sale. All accounts are on hold until passengers decide if they want to renew their account for the following year.

Agent

- Agent Company – Always Tradewind
- Shuttle – Nantucket or Martha's Vineyard

Payment

- Select Create Payment Profile(s).
- Click Add a New Payment Method
- Complete all * fields
- Save
- This will keep their credit card information on file which can be used to buy a book of tickets.

Security

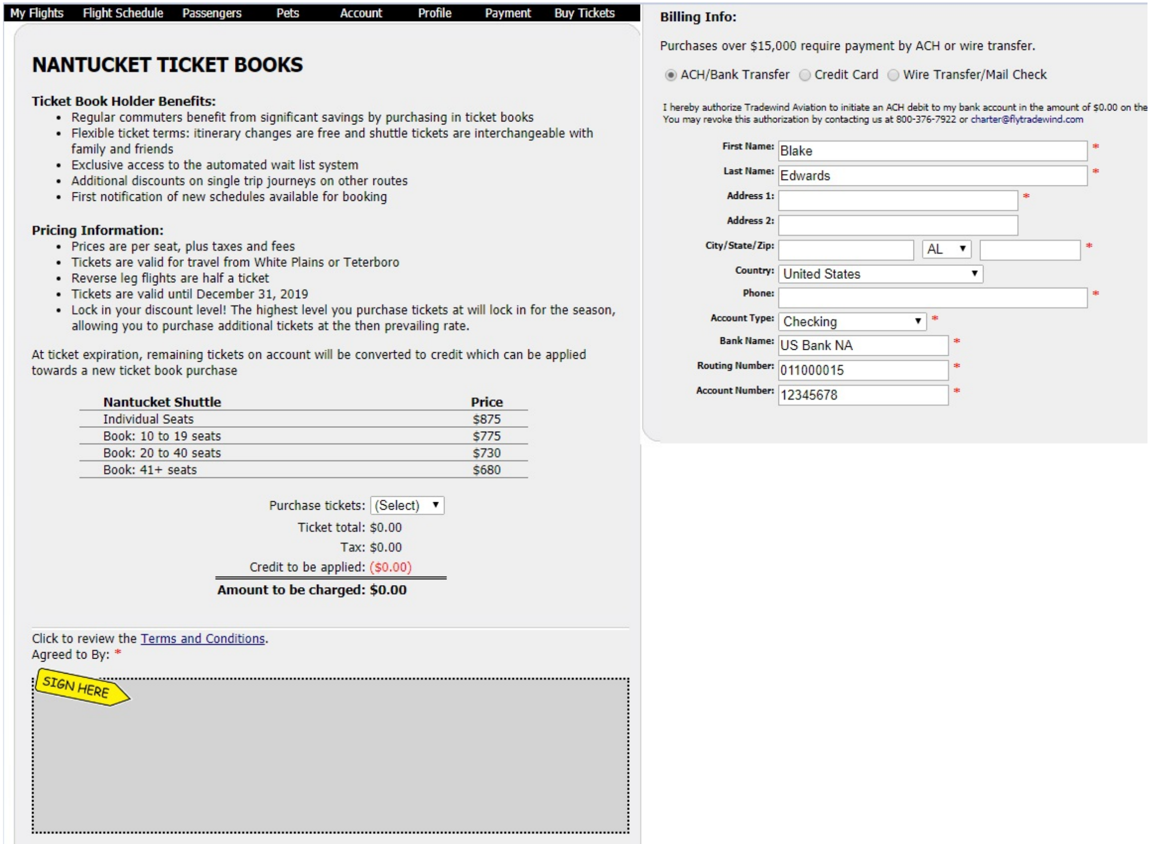
- Will allow users to make security questions for their account.

Once a new account is built, the passengers can now log in, make bookings, waitlist, change flights and make edits to their account. They will also be able to purchase tickets.

10.5 Adding Tickets To Account

10.5.1 Customer Adding Book

- Customers will log into their account
- Select Buy Tickets on the upper bar



My Flights | Flight Schedule | Passengers | Pets | Account | Profile | Payment | Buy Tickets

NANTUCKET TICKET BOOKS

Ticket Book Holder Benefits:

- Regular commuters benefit from significant savings by purchasing in ticket books
- Flexible ticket terms: itinerary changes are free and shuttle tickets are interchangeable with family and friends
- Exclusive access to the automated wait list system
- Additional discounts on single trip journeys on other routes
- First notification of new schedules available for booking

Pricing Information:

- Prices are per seat, plus taxes and fees
- Tickets are valid for travel from White Plains or Teterboro
- Reverse leg flights are half a ticket
- Tickets are valid until December 31, 2019
- Lock in your discount level! The highest level you purchase tickets at will lock in for the season, allowing you to purchase additional tickets at the then prevailing rate.

At ticket expiration, remaining tickets on account will be converted to credit which can be applied towards a new ticket book purchase

Nantucket Shuttle	Price
Individual Seats	$875
Book: 10 to 19 seats	$775
Book: 20 to 40 seats	$730
Book: 41+ seats	$680

Purchase tickets: (Select)
Ticket total: $0.00
Tax: $0.00
Credit to be applied: ($0.00)
Amount to be charged: $0.00

Click to review the Terms and Conditions.
Agreed to By: *

SIGN HERE

Billing Info:

Purchases over $15,000 require payment by ACH or wire transfer.

ACH/Bank Transfer | Credit Card | Wire Transfer/Mail Check

I hereby authorize Tradewind Aviation to initiate an ACH debit to my bank account in the amount of $0.00 on the
You may revoke this authorization by contacting us at 800-376-7922 or charter@flytradewind.com

First Name: Blake *
Last Name: Edwards *
Address 1: *
Address 2:
City/State/Zip: AL *
Country: United States
Phone: *
Account Type: Checking *
Bank Name: US Bank NA *
Routing Number: 011000015 *
Account Number: 12345678 *

- Customer will select number of tickets
- Signature is required. The customer needs to click and hold down on the mouse while dragging and signing their name.
- Customer will choose type of payment. Any payment over $15,000 must be made by ACH or Wire Transfer.
- All fields with a red asterisk must be complete
- Tickets will be available to book once charge is complete

10.5.2 PandaDoc Tickets

Clients that are purchasing a book of tickets can opt to fill out a document electronically. This is completed through a website called PandaDoc. Shuttle will take the following steps to send the document to the customer:

- Log in to PandaDoc at **www.pandadoc.com**
    - Username: charter@flytradewind.com
    - Password: Goodspeed1
- Click “New Document” on the top right of the screen to choose a template.
- Select Vineyard or Nantucket Booking Form based on their request.
- Input the client’s email address in the field associated with “Client” and press the start editing button
- Hit the green send button on the right of the screen
- Name the document accordingly with the clients name and the date (tracking purposes)
- Hit Save and continue
- Type optional message to the client and send document.
- Charter will receive an email once the document is returned

10.5.2.1 Manually Adding Tickets

Upon completion of the steps listed above, a shuttle coordinator will take the following actions to add tickets to the customers account:

- Save signed paperwork to Shared Drive-> Paperwork-> (choose correct route) -> (choose correct letter for last name). Use the same format as the other files.
- Login to Kalsoft
- Credit card information must be entered under Accounts –User – Once screen loads, select Payment tab
    - Select Create Payment Profile(s)
    - Check if the card is already on account. If not, Add a New Payment Method
- Accounting – Purchase Books
- Select number of tickets from drop down
- Check off that client has sent signed terms and conditions
- Select credit card or enter all billing info (credit card will not show up if purchase is over $15,000)
- Click Purchase Tickets

10.5.3 PDF Booking Form Tickets

Some customers do not wish to use PandaDoc. A shuttle coordinator will send the customer a copy of the Nantucket or Martha's Vineyard booking form. Both documents can be found on the shared drive under Marketing – Marketing Sheets. The coordinator should make sure the correct year is selected.

The customer will return the document via email or fax. The shuttle coordinator should directions to add tickets found under **10.5.2.1 Manually Adding Tickets**.

Note: Any purchases with special pricing will have to be processed manually through accounting. Shuttle will email this specific purchase to accounting@flytradewind.com.

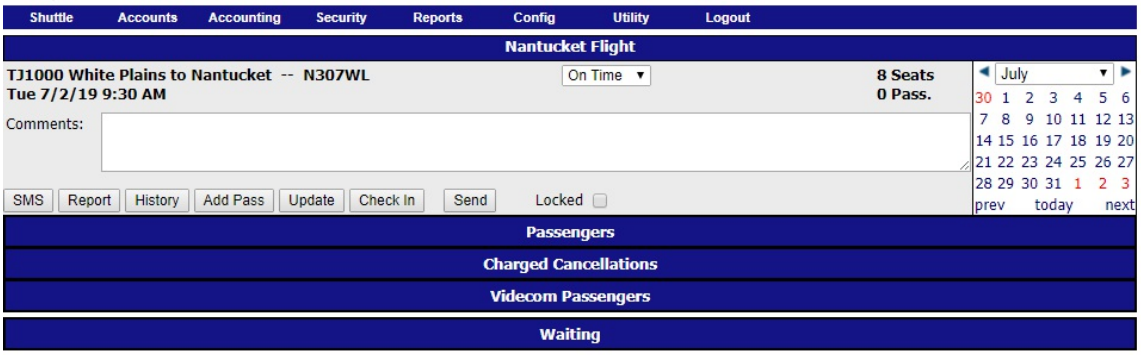
10.6 Booking Passengers On Flights

Customers that have tickets on account are able to book seats on any of our advertised flights. Clients can book through our website (tradewindschedule.com) or can call our office. No passengers can be booked if there are no tickets on account. We will not hold any seats without payment.

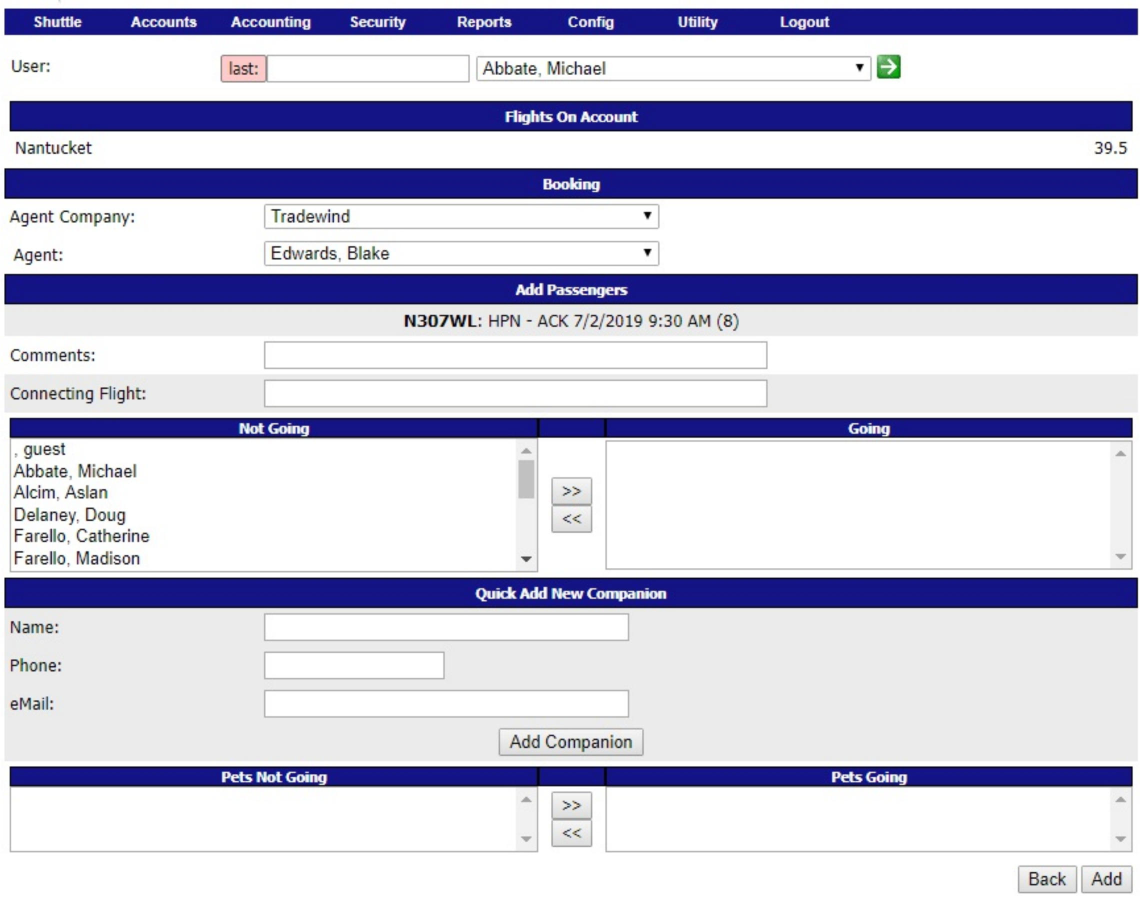
On the upper bar, hover over Shuttle and select the route that you are looking to book. The default date on first login will be today.

Note: Show Reverse must be selected to show any reverse flights on that day. These flights only use ½ ticket per passenger.

- Select the requested month. Any duplicate month at the bottom of the drop down is the next year. Example: The current December that his highlighted when you open the drop down if for 2018. At the bottom of the drop down there is another December which is for flights in 2019.
- Select the day that is being requested. All flights will show for that single day. An option is to use the week view which will show Wednesday of that week through Tuesday.
- Select the flight that the passenger wants to book on.

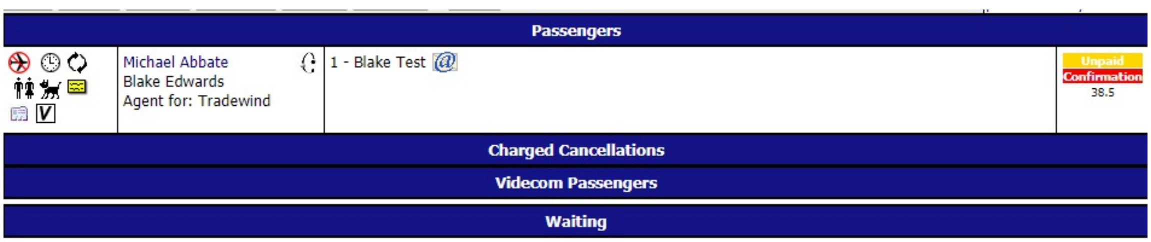


- Click Add Pass.



- Select the name from the Not Going list. Their name can either be double clicked or the user can click once on the name and select arrows to the right. The name will show in the Going column.
- If the passengers name does not exist in the account yet you can add it from this screen.
  - Name – First then last
  - Phone – Include area code
  - Email – optional
  - Select Add Companion. This will show them in the Going column.
- Once all the names are in the Going column you can select Add in the bottom right corner.

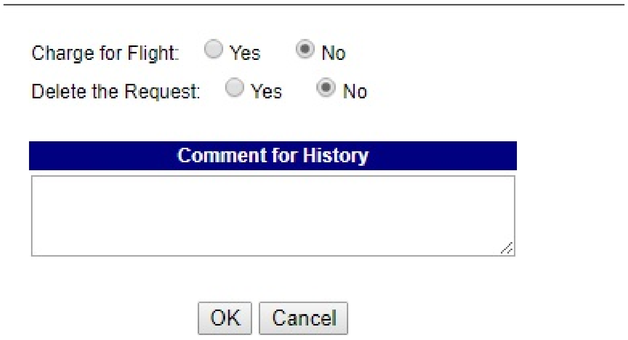
The last step on all reservation changes is to send the account holder a copy of their user schedule. This schedule shows all the flights they current have booked and wait lists for. On the upper bar, hover over Accounts and select User Schedules. Press the @ symbol in the upper right corner. If there is no email on file for the account the @ symbol will be missing from the screen.



- Airplane with red circle and line – Removes all passengers on that reservation from flight
- Clock – Adds waitlist
- Arrows – Changes all passengers on that flight to new flight
- People – Allows change of passenger names. Allows adding or removing passengers from that reservation.
- Animal – Add or remove pets from reservation
- Yellow note – Add notes to the reservation. Any relevant content can be added to the reservation.
- Rolodex tab – Pop up window that displays contact information for that account and passengers listed on the flight
- V – Pop up window that gives all Videcom reservation information.

10.7 Removing Passenger From Flight

To remove a passenger from a flight, click the airplane with the red circle and line. This will allow other passengers to be booked on the flight since seats will be available.



The screen above will come up once you select the remove flight button. If the flight is within 48 hours the Charge for Flight should be select as yes, unless a supervisor has approved not charging the customer.

Delete the Request should always be selected as yes. No will leave the flight information on the customers account and will be confusing.

Select OK at the bottom of the screen to remove the reservation from the flight.

10.8 Wait Listing

Kalsoft allows passengers to join a wait list for flights that are already full. Considerable movement happens before flight time and wait lists have a tendency to clear quickly.

When a seat opens for a flight the system will send an invitation to the first person/persons on the waitlist. The system will skip reservations that are too large for the number of available seats. Each waitlist invitation has an expiration date at which point the invitation will cancel. The expiration date is based on the time before departure. Offers will expire after the following time based on the rules:

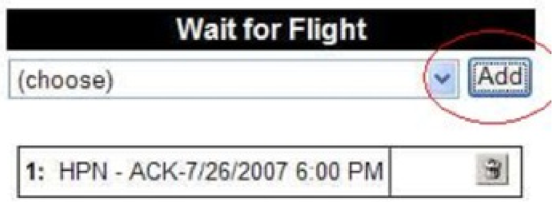
More than 14 days from departure	72 hours
Between 7 and 14 days from departure	24 hours
Between 2 and 6 days	12 hours
Less than 48 hours from departure	2 hours

10.8.1 Waitlist On Existing Reservation

Passengers that have a confirmed seat must be wait listed through their existing reservation. This will remove them from their original flight is they accept a waitlist offer.

Click on the clock next to the booked flight

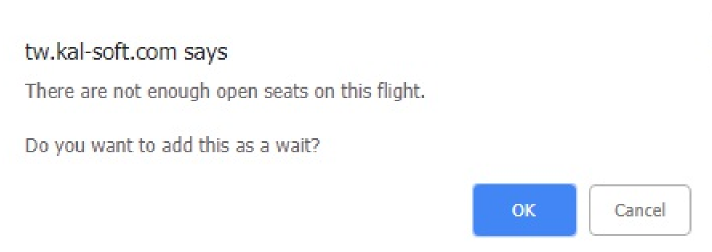
Find the preferred flight and click “Add.” Multiple wait lists may be added. Click “Exit” when done.



10.8.2 Waitlist Without Reservation

Many passengers will waitlist on flights without a reservation when they can only depart at very specific times. The shuttle coordinator should find the requested flight(s) that the customer is looking to waitlist passengers on and open it.

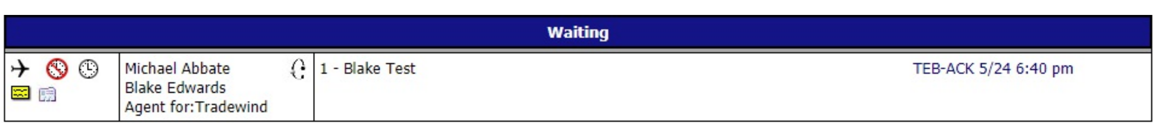
In the reservation, select Add Pass. The following screen will come up if the flight is full:



Click OK which will put the passenger on the waitlist for the flight.

10.8.3 Including Passengers With Waitlist Offer

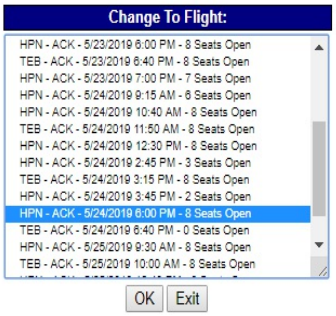
Passengers receive an email offer when a waitlist has been offered. From there the client can click a link which will automatically accept the waitlist offer and put them on the flight they were wait listed for. Customers can call the office to be included on the flight.



- Make sure the waitlist offer is still valid. If the flight to the right hand of the waiting reservation will be red with an astrict. This will allow the shuttle coordinator to add the passenger to the requested flight.
- Click the airplane icon to the left of the screen to include them on the wait listed flight.

10.9 Move Reservation

Customers often call to move from one flight to another. The shuttle coordinator will complete the following steps in order to move the reservation:



- Click the round arrows to the left-hand side of the reservation. This will bring up the screen shown above.
- Select the flight that the reservation would like to move to.
- Click OK which will move the reservation.

10.10 Adding Pets

The pet that is being added to the flight must be added to the account. This can be done from Accounts – Users – Pets tab.

Open the flight that you are adding pets to. Find the reservation that would like to have a pet added to it. Click the pet to the left.

Double click on the pets name in the Not Going section. This will add them to the Going section. Select Submit at the bottom of the screen.

Note: Reference ***9.5.6 Northeast Shuttle Terms***

10.11 Passengers Booked In Kalsoft

Passengers			
V	Robert Lord Matthew Graniero Agent for: Tradewind	2 - Robert Lord, Robin Lord @ *Pets:* - Mobi (70)	Paid Confirmation 0
V	Mark Filipski Matthew Graniero Agent for: Tradewind	1 - Mark Filipski @	Paid Confirmation 3

Any passenger booked in Kalsoft must be moved in Kalsoft. Reservation changes made in Videcom will not move the passenger and can double book them.

10.12 Passengers Booked In Videcom

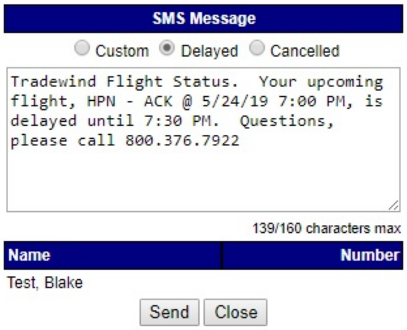
Videcom Passengers			
V	TJDHXL	4 - ANDREW HELLER, MELANIE HELLER, HARRISON HELLER, JULIETTE HELLER	HK
V	TJDJQM	4 - BRIAN SALUZZO, BRIAN CROSHAW, OLIVIA CROSHAW, AVERY CROSHAW	HK

All passengers booked through Videcom will show at the bottom of the screen, just above the waitlist for that flight. Any changes to these reservations must be done through Videcom. The PNR number is shown on the left and always starts with TJ.

10.13 Delaying Flights

Irregular operations occur throughout time at Tradewind. When something abnormal occurs there may be a reason to delay a flight. Dispatch will update the shuttle department when customers need to be notified about a delay for their flight. Dispatch will also update the flight to the closest departure time available in Kalsoft. Shuttle will take steps to notify passenger electronically.

The shuttle coordinator will then click SMS which will generate a new window. This window allows shuttle to send a text message to any passenger that has a cell phone on file.



Select Delayed at the top of the screen. This will auto populate a message to send to the customer. Make sure the delayed time is accurate before clicking Send.

Shuttle will then call all passengers on the flight and advise what the new departure time will be. Notes should be placed in each reservation with the current status of their notification.

10.13.1 Viewing All Delayed Flights

At the day screen all flights will be listed. Any delayed flight will show on the right-hand side instead of saying On Time. Below is what a delayed flight will look like:

Friday, May 24, 2019

9:10 AM	TJ2006	TEB - ACK	N515TW	0/8/0		Unconfirmed	
9:15 AM	TJ1000	HPN - ACK	N307WL	2/8/0			On Time
10:40 AM	TJ1008	HPN - ACK	N523TW	0/8/0			On Time
10:45 AM	TJ1001	ACK - HPN	N307WL	0/8/0			On Time
10:50 AM	TJ2107	ACK - TEB (R)	N515TW	0/8/0			
11:50 AM	TJ2000	TEB - ACK	N416TW	0/8/0			On Time
12:30 PM	TJ1002	HPN - ACK	N307WL	0/8/0			On Time
12:45 PM	TJ2008	TEB - ACK	N515TW	0/8/0			
2:45 PM	TJ1010	HPN - ACK	N523TW	5/8/0			On Time
3:15 PM	TJ2002	TEB - ACK	N416TW	0/8/0			On Time
3:45 PM	TJ1004	HPN - ACK	N307WL	6/8/0			On Time
4:10 PM	TJ2010	TEB - ACK	N515TW	0/8/0			
6:00 PM	TJ1012	HPN - ACK	N523TW	0/8/0			On Time
6:40 PM	TJ2004	TEB - ACK	N416TW	8/8/0	1 Pax Waiting		On Time
7:00 PM	TJ1006	HPN - ACK	N307WL	1/8/0			Delayed until 7:30 PM

A flight can be moved back to On Time if all the passengers are aware and can make the departure time. The drop down should be changed back to “On Time”.

11.1 Accessing Videcom

http://booking.flytradewind.com/VARS/Agent/login.aspx

Sine: DOB (MMDD) initials (F,L) user type

*Initial sign in will prompt a pw setup

(Choose a password 6-8 characters, no special characters like !@#)

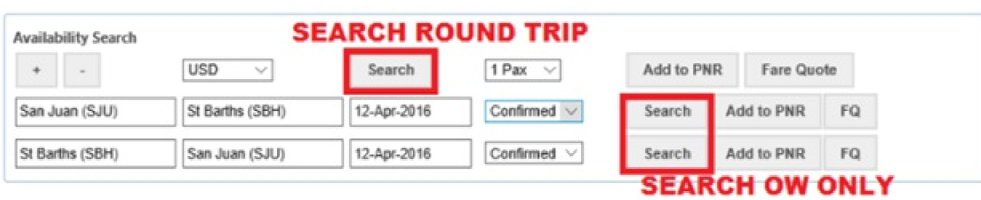
11.2 Overview of Home Screen

- Admin Pages
- Booking flow; Flight search, passenger information, products, contact information, APFax, fares, payment, tickets, remarks and history

11.3 Creating a Reservation

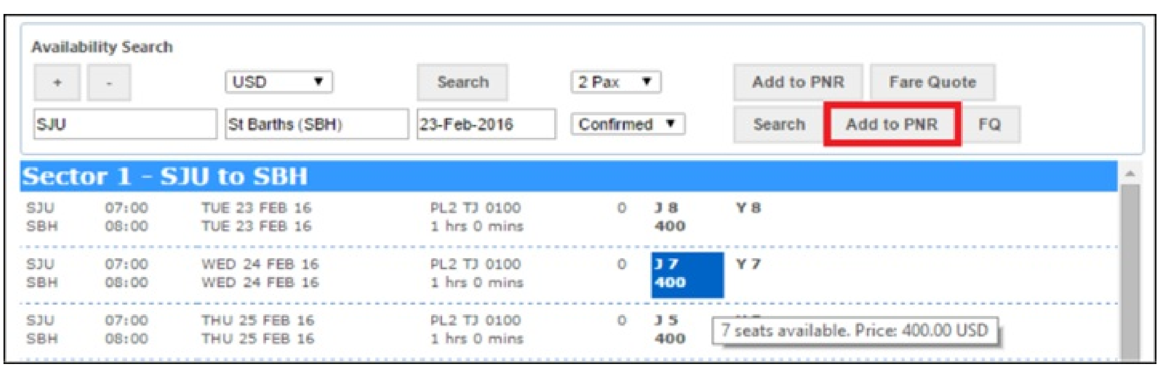
11.3.1 Flights – Search Availability

- Select route, date, number of passengers
- Search *you can either search each one way at a time, for round trip, or you can search all



- Select fare/flights and add to PNR or double-click on the fare.

***When adding to PNR, you must search for Add to PNR for each segment or the top Add to PNR for the entire trip**



Be sure to NOT quote the price from this screen. The fare does not include tax and fees. For a quick fare quote, select the Fare Quote box. This will show the total fare with taxes and fees

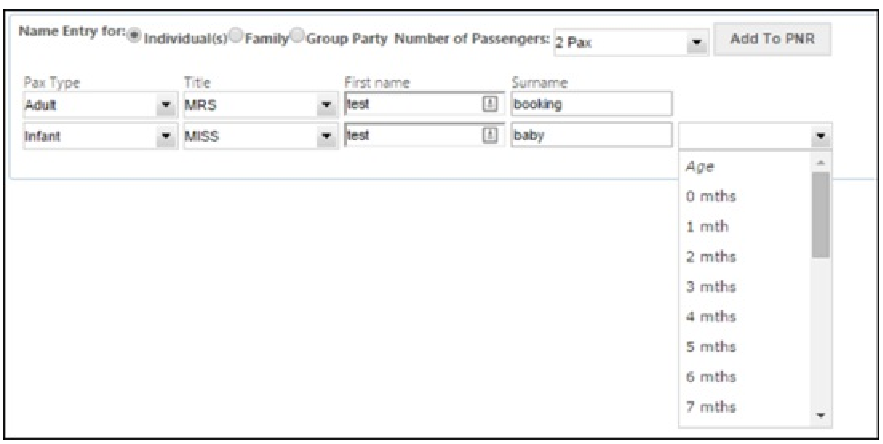
11.3.2 Passengers

Travelers name, title and passenger type code (PTC).

- Add passenger type, title and name.
    - If entering a middle name or last name with multiple words – do not include spaces
- Infants-Select infant as PTC and add title, name and age (in months) - Infants do not need a seat, but they must be ticketed.
- When initially booking for an infant, make sure to search in flights for the number of seats you need.

Example: If booking 2 adults and one infant, select 2 seats when searching for flights. Make sure there are no other infants on the flights they need. Go to passengers tab, enter the parents' names, and then add another pax as PTC infant.

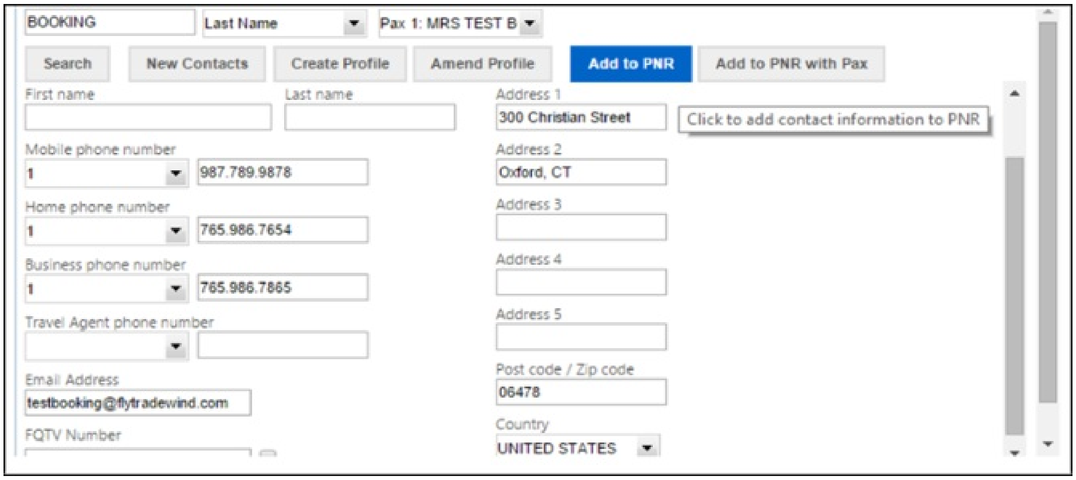
- Some taxes/fees may apply
- Add to PNR



11.3.3 Contacts

Passenger specific information used for communications between Tradewind and passengers both prior to and after flight.

- Add passenger contact details for each passenger; address, phone numbers and email. Name fields can be left blank, as the information will pull from the above passenger tab.



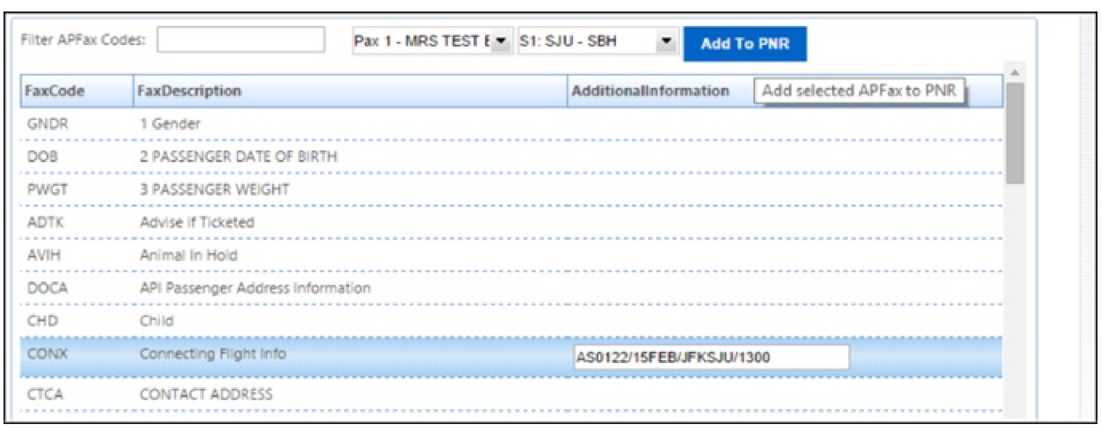
11.3.4 APFax (Airport Facts)

A service request that requires an action by an airline. These services are provided at no cost to the passenger. APfax must be specific to a passenger and a segment.

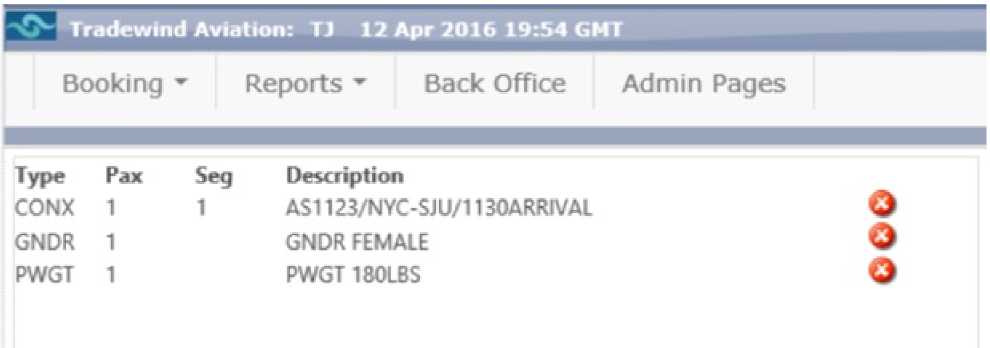
You can only add one APFax to a PNR at a time

- Select body weight of each passenger (**PWGT**)
- Add flight connection information under (**CONX) Structure: Airline code/flight/route/arrival**
- Add any other necessary services the passenger may request

You can only add one APFax to a PNR at a time. Once you receive the “GFAX OK” pop up, go to the next item and add to PNR. You will see the APFax added on the left side of PNR



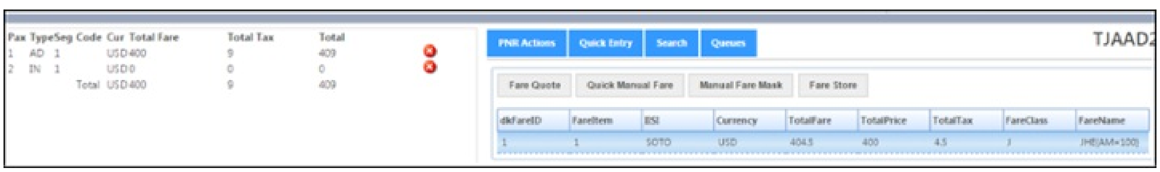
- Verify all APFax have stored in PNR



11.3.5 Fares

Before any tickets can be issued, a valid fare must be stored in the PNR.

- Double-click the fare quote box
- By selecting the fare, you are storing it in the PNR



11.3.5.1 Reservation Hold – Set Time Limits

If a passenger would like to put the reservation on hold, they can do so for up to 24 hours. After the time limit expires, the reservation will be cancelled. You must specify the expiration time.

- Automatic hold times:
  - Flight is within a year from book date: 24-hour hold
  - Flight is within 48 hours: 2-hour hold
  - Flight is within 2 hours: 30 minutes

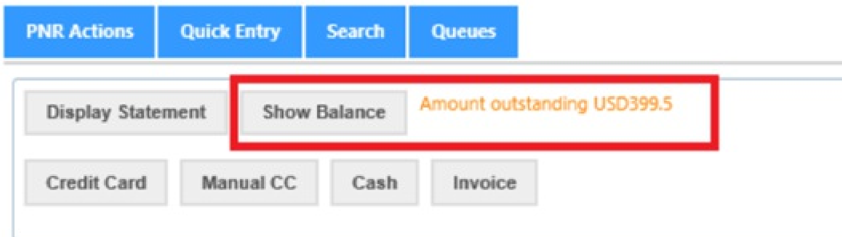
Shuttle Coordinators can manually extend the hold if necessary.

- Command line- 8C/1700/03MAY **(8C/time expired/date expired)**

11.3.6 Payments

To issue a ticket, method of payment needs to be recorded on the PNR

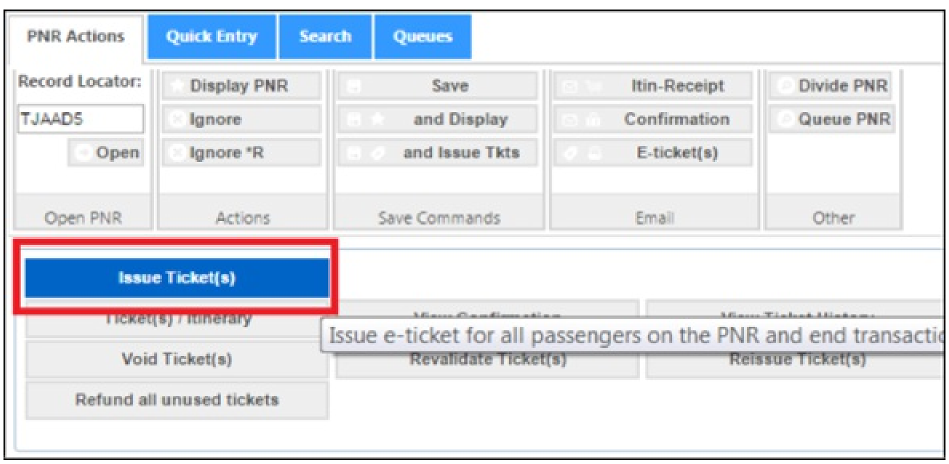
- Select show balance to show the total due for the PNR
- Select the form of payment
- Once payment goes through, it will show “contact ok”



11.3.7 Tickets

Issuing electronic tickets and miscellaneous passenger documents (MPD). Issuing documents confirms the purchase of a seat or service.

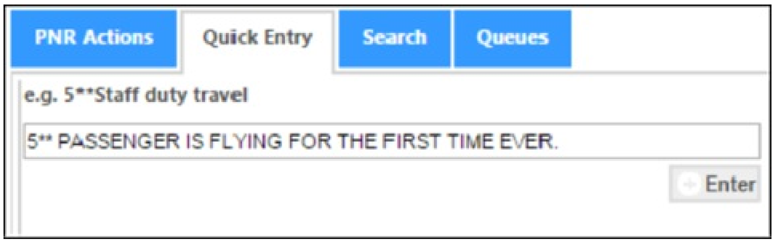
- Select issue tickets. This will store the electronic documents in the PNR



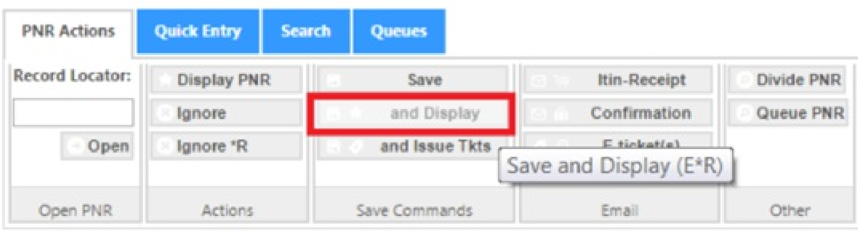
11.3.8 Remarks

Any comment or special requests that are relevant to the PNR.

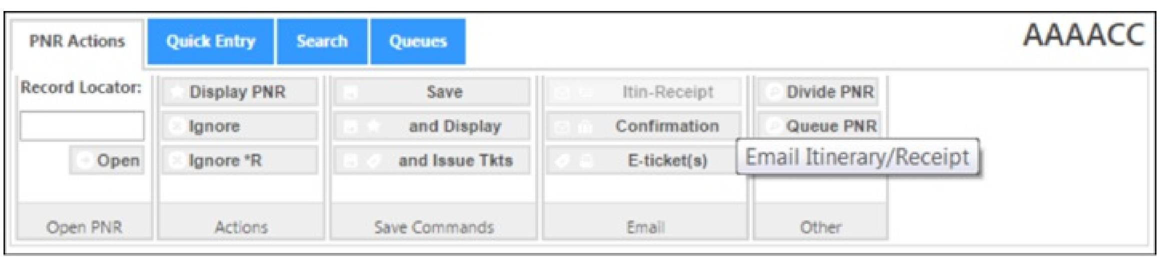
- Add remarks in command line. The entry must be entered using command **5**free flow text**
- Click on “enter” when you are done adding remarks



1. Save remarks by entering E*R and enter, in the command line, or under PNR Actions, Save & Redisplay



11.3.9 Email Passenger Itinerary and Ticket Receipt



11.3.10 History

History contains a complete keystroke account of all actions done in the PNR.

When Flights will time out if no tickets has been issued yellow is time and date they will time out:

TLC/OXC===/1513/24-NOV-2016 OXCGRRC23NOV

When flights have been added (code can also be used to add flight in past):

0TJ0103B04MARSBHSJUNN1

When flights have been removed, yellow is segment number:

X2 ->2 TJ 0103 B SA 04MAR17SBH SJU HK1

APFAX has been added, green is passenger 1, yellow is segment 1, pink is the APFAX code:

4-1S1FCONXAA/1093/DTWSJU/25FEB/1332

Fare has been stored, starts with FS1:

FS1 #-Auto *USD1141.86 ?/595.00+4.50/495.00+47.36 [SOTO 1019, SOTO 102

Contact information stored (starts with a 9):

9E*SCOTT@STRONGTRAVEL.COM

Issued Tickets:

EZT*R

Revalidation of tickets:

REZT

See if Itinerary has been sent:

EXRC or EZRE

11.4 Booking Stopover Flights

How to add flights to a booking for the following routes: SJU-SBH-ANU/ANU-SBH-SJU & SJU-SBH-NEV & NEV-SBH-SJU

1. When doing a flight search, search the beginning destination as the "from" and the final destination as the "to"
   a. Example FROM: SJU, TO: ANU
2. Stopover flight options will show together, separated from other options by a dotted line
3. You must choose Y fare class for both flights in order for it to fare properly. This is the only fare class set up for a connecting fare.
   a. If a resident, you can book R, they will be charged $250 for each segment.
4. Continue with rest of booking as normal

11.5 Products

*Products are any chargeable service provided to a passenger. When a service is priced, paid and issued and **MPD** (miscellaneous passenger document) will be issued. Do not add products on GDS bookings unless it is already ticketed. Travel agents will call the office back after ticketing to add VIP service.*

1. Select product type, passenger requesting service and assign the product to a segment
2. Add to PNR
3. Continue with booking.

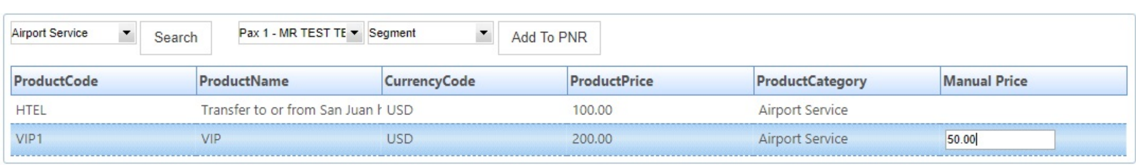
If adding after PNR is already ticketed:

1. Select product type, passenger requesting service and assign the product to a segment
2. Add to PNR
3. Click the “FSM” button. You should get a pop-up confirming.
4. Once you click out of the pop-up, you may not see the $150 under fares yet (but it’s there)
5. Click payments> Outstanding Balance and you should see the $150 due
    - If you were to click back to fares at this point, you should see the original fare there plus the $150 VIP
6. Issue tickets: Tickets> “Issue Ancillary Tickets” button.
    - Alternatively: Use Quick Entry to enter the following command to issue just the MPD emt*r
7. Save & Display

11.5.1 Manual Pricing of a Product

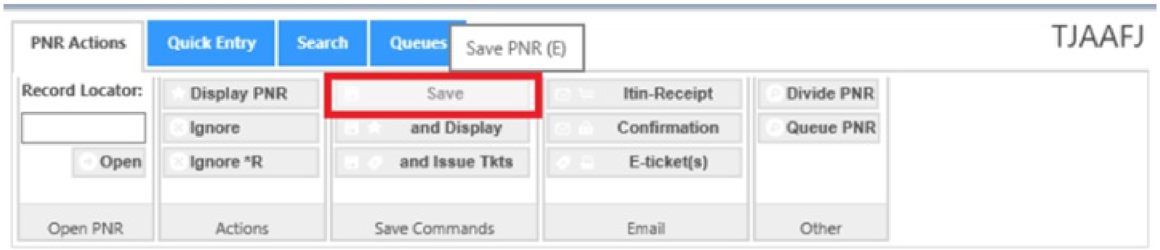
Any changes to the cost of a product can be done through manual entries.

- Select product type, passenger requesting service and assign the product to a segment
- Click on the manual fare field. This will allow you to adjust the fee to new cost and add to PNR



11.6 Exit a PNR / Go to Home Page

Once you have completed a PNR, save and exit. This will take you back to the homepage where you are able to search or create a new PNR.



11.7 Frequent Flyer Profiles / Points

Creating a PNR with a Frequent Flyer Profile:

1. Search flights and add to PNR
2. CONTACTS- Search for the FF profile information. This will automatically populate the contact information stored within the profile. Select “add FQTV number to PNR”. All changes made to the contact details will automatically update in the FF profile.
3. If passengers already exist on the PNR click “Add to PNR” if they do not click “Add to PNR with Pax”

New profiles can be created under the contacts section of a PNR. Enter all the necessary information. After all information is entered you will select “Create Profile”. A new window will open with their profile number.

You can also set up a new profile by going to: Back Office> under "FQTV" click "FQTV Members” and click on “New FQTV Members” on the bottom left of the page.

If PNR is already created:

- Add the Frequent Flyer number by passenger under APFax, under FQTV

To pay for PNR with points:

- Make sure Frequent Flyer profile is attached to PNR.
- Use Quick Entry to enter the command below. The numbers being the frequent flyer number:
    - MF-2342343423

Reset/resend Loyalty Password:

1. Back Office> under "FQTV" click "FQTV Members”
2. Search for member
    a. If this is your first time searching, click the (gear) in the top right to expand your search and column options.
3. Once member is found, click on action> Email> Reset Password
4. This will send an email with a new password to the email address we have on their profile
    a. Note: Their username is their Frequent Traveler number.

FAQ:

- Points were just added to my account, but I can’t see them – where are they?
    - Please log-out close your browser and then re-open and re-log in
    - If still not there, email marketing@flytradewind.com with name, Tradewind Rewards #, stating you are having difficulty with seeing points.
- I just booked a flight, when do the points I earn show up on my account?
    - Points are not added to your account until after you have flown.

- I didn't earn points on a past flight, can they be added?

  We will now reward past points to profiles where the flight flew within the last 12months. Please sent these requests over to marketing@flytradewind.com with the PNR numbers and profile number(s).

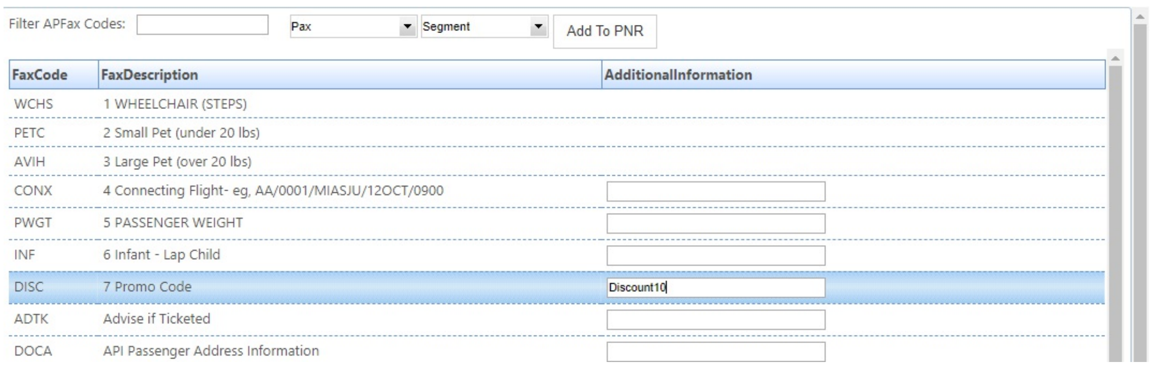
  - As a reminder, each passenger will need their own profile in order for points to be rewarded.

11.8 Voucher / Promo Code Bookings

Evouchers or promo codes can be added as an APFax in the passenger reservation. Each voucher will hold its own booking rules, validity date and discount amount.

- Create a reservation with flight, passenger and contact information
- Add all required APFax info and include voucher in APFax field. Be sure to passenger and segment select

The voucher/promo code must be added before quoting a price



FaxCode	FaxDescription	AdditionalInformation
WCHS	1 WHEELCHAIR (STEPS)	
PETC	2 Small Pet (under 20 lbs)	
AVIH	3 Large Pet (over 20 lbs)	
CONX	4 Connecting Flight- eg, AA/0001/MIASJU/12OCT/0900	
PWGT	5 PASSENGER WEIGHT	
INF	6 Infant - Lap Child	
DISC	7 Promo Code	Discount10
ADTK	Advise if Ticketed	
DOCA	API Passenger Address Information	

- Price and store fare. Fare will reflect the discount from promo code/evoucher
- Collect payment and issue passenger electronic ticket
- Add remarks and email passenger receipt

11.9 Retrieving a PNR

To retrieve a passenger's reservation, you can search using passenger name, PNR number or origin, destination & date.

To search confirmed bookings:

- Search by PNR number: PNR Actions>Record Locator>Open PNR
- Search by Last Name>Search>enter in Surname>Search
    - Use “Next Page” to view all results
- Search by email by using slemail/01jun16
- Search last 10>Search>Lists>Click Last 10 PNRs
    - You are able to search the last 10 PNR’s that you created
- Advanced Search>Search>Advanced>Advanced Search
    - flight origin/destination, eticket number, sales office
    - At minimum needs: Origin/Destination/Flight Date

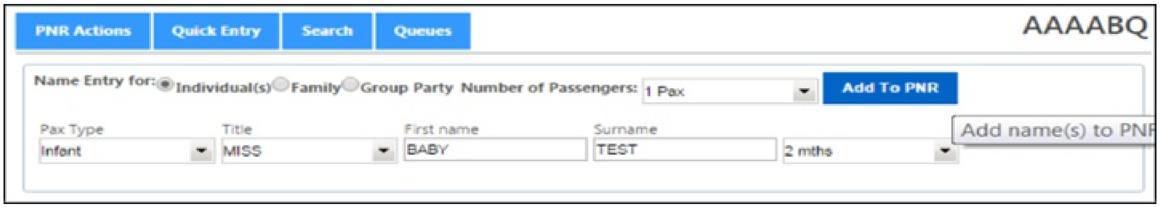
To search unconfirmed bookings:

- Use the Quick Entry line and the following command (change text highlighted in yellow to what you have to search, ticket number, comment, GDS locator, etc):
    - slSmith/01jun16
    - Click the “enter” button vs. hitting the enter key
- Use the Quick Entry line and the following command (change text highlighted in yellow to what you have to name you are searching):
    - spSmith/01jun16
    - Click the “enter” button vs. hitting the enter key

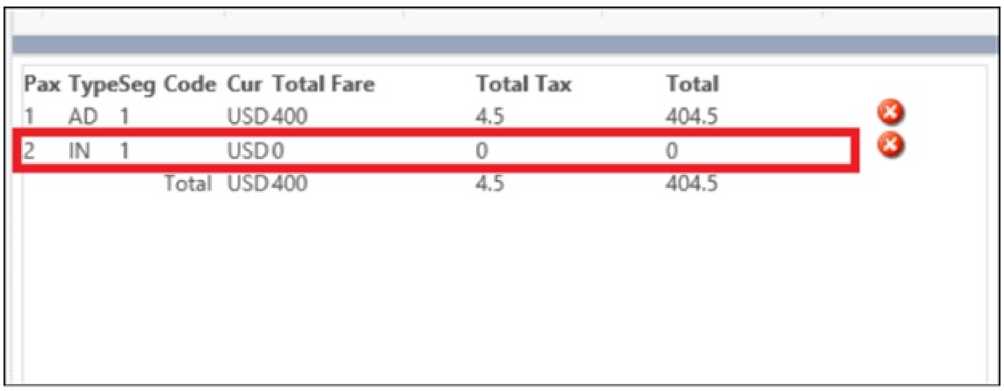
11.10 Adding an Infant After Ticketing

All infants must be ticketed prior to flight. Only one infant is allowed per flight.

- Retrieve PNR
- Passengers tab-add infant PTC/name & date of birth
- Add to PNR



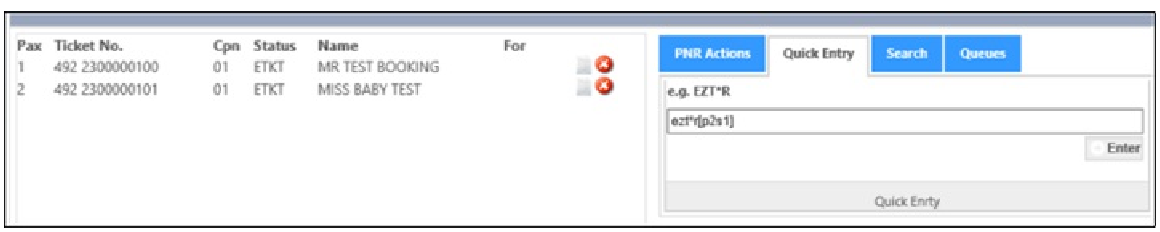
- Fare Quote and store fare. Verify the infant fare is $0.00 (some taxes/fees apply).



- Issue document-This will need to be done through the quick entry line

Command: **ezt*r[p2s1]** p2=passenger 2 s1=segment number

- The infant and adult tickets can now be seen in the PNR

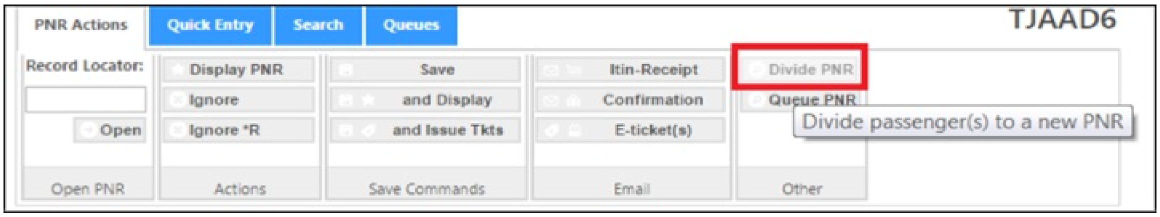


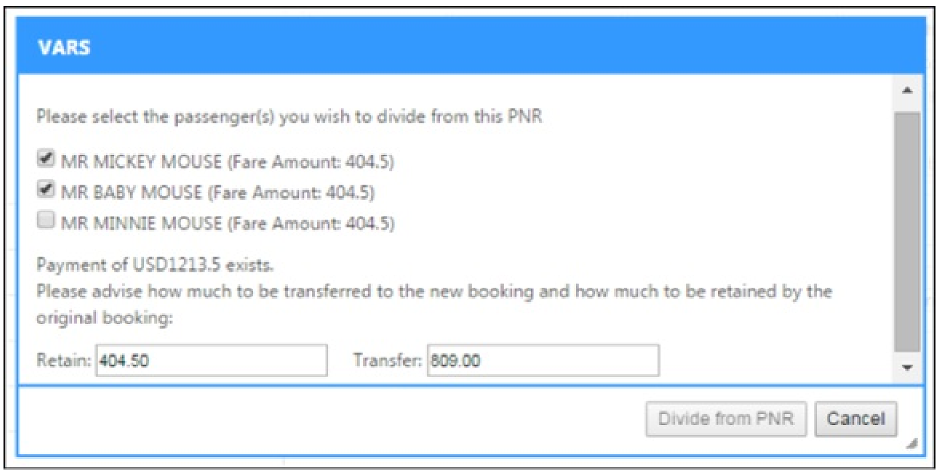
Save & Redisplay PNR to refresh

11.11 Divide PNR

All passengers booked in a PNR must hold the same itinerary. Anyone with a different itinerary will need to be divided off to a new PNR.

- Retrieve PNR
- Divide PNR & Select the passengers you would like to split off





***This will prompt a pop up window giving you the new PNR created. A remark documenting the split will be added to each of the PNR's.**

11.12 Sales Office / Travel Agent Bookings:

PNR creation on behalf of an outside Sales Office.

Initial New Booking:

1. Search flights
2. Add flights to PNR
3. Add passenger & contact details
4. Fares- select the “Sales Agent Office” button
5. Choose office from the drop down menu
    - You can use ctrl+f to help search this window
6. Save
7. Fare Quote *This will be the assigned fares for the account
8. Payments
9. Issue Tickets – Must be issued from the tickets section of the PNR. Save and display and issue tickets will mess up the sales office.
10. When you are finished with PNR, be sure to close out of the sales office at the top of your window (the red font on the top right of your window, “Booking for Office: TAXYZ” click the red X next to it to exit out.

Send a booking to a sales office after ticketed:

1. Open PNR
2. In the quick entry, use the following command (TJ: TJ02BK being the PNR, TAATASBH being the office you are moving the PNR to and OXC being the office the tickets are currently issued in.
    - ZIO/TJ02BK/TAATASBH/OXC
3. Then send to the sales office, so they can see and edit on their end. TAATASBH being the office you are pushing the PNR to.
    - QB/ TAATASBH

Making changes to a booking started by a Sales Office:

1. Open PNR
2. Go to Fares - select the “Sales Agent Office” button
3. Choose office from the drop down menu
    - You can use **Ctrl+F** to help search this window
4. Make name appropriate name change, flight change, apply manual fare, etc.
    - If the PNR you are working on is a Invoice Sales Office, please to not take a Credit Card Payment on that PNR. Please reference the “Travel Agencies” gDoc in the Sales Resources folder if you don’t know an agencies form of payment (column E).

- In most cases, they are on invoicing because they get a larger non-standard commission amount.
    - By being on invoicing we avoid paying credit card fees on top of that. Please explain it to them this way (Marketing can also be CC'd in to answer questions): This PNR will be charged to your Credit, at the end of the month you will receive an Invoice for an amount due, less your commissions. This allows you to confirm the booking now and pay us later. If you pay with a credit card, you will not receive commissions on this booking (if they wish to go this route, please unlink the PNR from their sales office and book under OXC.
        - If applying a manual fare, please make sure you use the commissions command before ticketing. See "Manual Fare Mask" for instructions.
- Issue/Reissue/Revalidate Tickets if need be – Save & Display PNR

When you are finished with PNR, be sure to close out of the sales office at the top of your window (the red font on the top right of your window, "Booking for Office: TAXYZ" click the red X next to it to exit out.

Creating a manual fare for a sales office:

1. Search flights
2. Add flights to PNR
3. Add passenger & contact details

*If the Travel Agent has already added the above, retrieve PNR and skip to fare step

4. Fares- select the sales office button

* You must select the office PRIOR to creating the manual fare quote

5. Choose office from the drop-down menu
6. Save
7. Manual Fare Mask, follow instructions under this section
    a. Break out the base fare and each applicable tax, per segment
8. Fare Store
9. Payments- Select the sales office you are booking on behalf of
10. Issue Tickets

When you are finished with PNR, be sure to close out of the sales office at the top of your window or you will continue to book on their behalf

If you do all the steps above correctly, you should not have to send the PNR back to the sales office.

11.13 Name Changes After Ticketing

Prior to flight, all passenger's tickets must match their government issued ID.

WE CANNOT CHANGE NAMES ON GDS BOOKINGS, TRAVEL AGENT MUST DO IT

The exception to this rule is if the flights are within 24 hours. Please follow the instructions below.

Name Change after ticketed, before flown (Flight Coordinators):

1. exchange the tickets using: ezv*[e]
2. Go to Passengers, click the pencil edit button next to passenger you wish to change. Change name and click the save button, on that passenger line item.
3. Go to Tickets, click Issue Tickets
4. Save & Display

Name Change after ticketed, one leg has flown (Supervisors):

1. Open flown ticket
    a. Quick Entry, use this command to open the flown ticket of the passenger of who's name you need to change: *t-4921234567890/1=O
        i. The numbers are the ticket number with NO spaces, the /1 is the coupon number to only touch the appropriate flown coupon
2. Set Tickets to Exchange for that passenger
    a. Use this command to set the ticket to exchange for that passenger: *t-4921234567890=E
        i. By removing the /1 you are setting all coupons under that ticket for that passenger to E
3. Go to Passengers, click the pencil edit button next to passenger you wish to change. Change name and click the save button, on that passenger line item.
4. To issue tickets – you will most likely just issue for that segment/passenger (this will also avoid touching the Commercial flights):

a. Use the following commands: Ezt*r[p1s1]
    a. Change the s1 for the segment s3 if it is the 3rd segment for example
    b. Change the p1 for the passenger p2 if it is 2nd passenger for example

b. Ensure tickets have been issued for the passenger under the new name.

c. Mark the ticket that was flown before, back to flown using this command in the Quick Entry: *t-49212345678911=F

d. Save & Display

e. Email Accounting to notify them of the ticket change
    a. Include PNR number, exchanged ticket number and new ticket number.

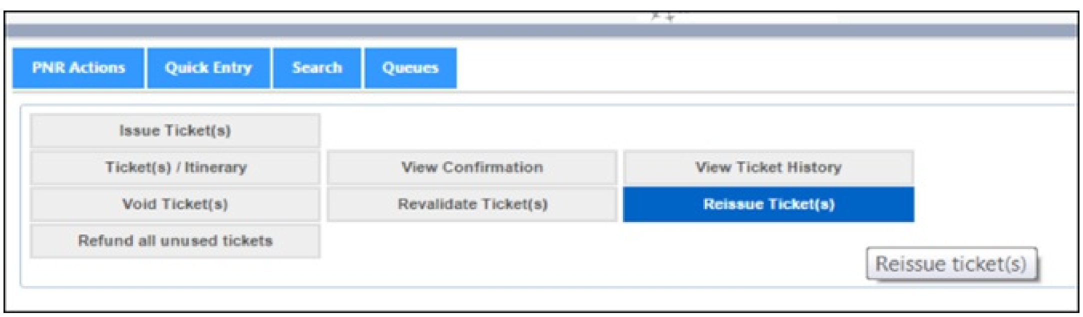
Name Change after ticketed, all legs have flown:

1. We should leave as is, not necessary to change after the fact.

11.13.1 ReIssues / Exchanges

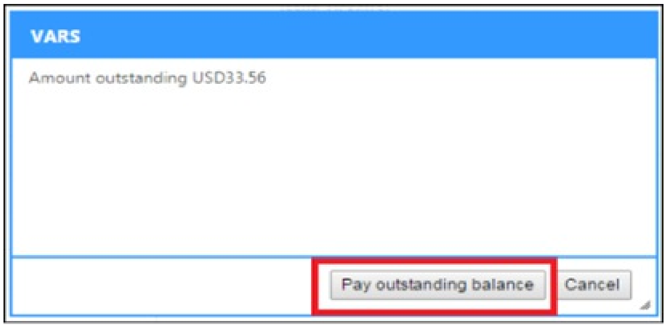
When a reservation changes results in a higher fare or a change in route a reissuance/exchange of the ticket is required. Reissues are also required when a passenger is using credit from a previously cancelled flight.

- Retrieve PNR
- Cancel out flight (if the original segment is still active in the PNR)
- Search new flight
- Add selected flight to PNR
- Fares tab- New fare quote and store fare
- Ticket tab- Reissue Tickets



*If there is a balance due

- Confirm the add collect prompt and go to payment screen



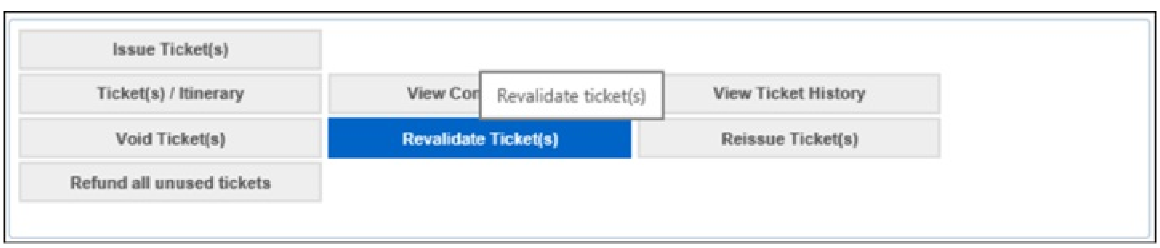
1. Pay Balance
2. Return to ticketing tab
3. Click **Reissue Tickets**
4. Email passengers updated itinerary

***Save and redisplay or save and exit PNR**

11.13.2 Revalidation

When a reservation changes results in the same fare and routing as that in which the passenger is ticketed, a revalidation is necessary. Revalidation may also be used in an IROP situation when no add collection is required.

- Retrieve PNR
- Delete out the current ticketed flight
- Search flight passenger would like to change to and add to PNR
- Tickets- Select revalidate tickets



- Leave remarks as to why the tickets were revalidated
- Email passenger updated itinerary

11.14 Using Ticket Book or Goodspeed (& Owners) Credit for Payment

If a Ticket Book Holder wants to use tickets OR if a Goodspeed Member wants to use credit towards a single ticket book purchase on a different route, follow these steps:

1. Ensure client has enough tickets or credit to cover booking
   a. Please also check Goodspeed/Owner discounts, to view this please view the Astro, “Active Goodspeed Account Info” Report.
   b. http://astro-rpt/Reports/Pages/Report.aspx?ItemPath=%2fSales%2fActive+Goodspeed+Account+Info&ViewMode=Detail
2. If booking ACK, MVY or MVL do so in Kalsoft
3. If booking Caribbean do so in Videcom:
   a.
   b. Flights – add as normal
   c. Passengers – add as normal
   d. Contacts – add as normal

e.

e. APFax – add promo code below to apply proper discount to booking (confirm discount is not different on the above Astro Report link:

Ticket Book Level	Goodspeed Level	Discount	Videcom Promo Code
10-19	$50,000	5.0%	BOOK5
20-40	$75,000	8.00%	BOOK75
41+	$100,000	10.0%	BOOK10
	$150,000	15%	BOOK15

f. Fares – Fare Quote as normal

1. Payment – Email (please set up an Outlook Quickstep for yourself): *if the credit does not cover the amount of the PNR, reach out for a credit card and provide to finance so they can charge the card.*
2. To: Accounting@flytradewind.com
3. Subject: Credit to Videcom
4. Body: (List following)
    1. Route: Passenger: Credit Source: New PNR: Dollar Amount of Credit:

       If Partial payment, please provide CC details:

g. Tickets – Issue Tickets

11.15 Cancelations, Refunds & Moving Value to Private Charter

Flight Coordinator Steps:

1. A client calls to cancel their flights (if canceling VIP, pass to supervisor)
2. Locate PNR and remove flights
    a. If it's a GDS PNR: Don't touch - If a passenger books through a Travel Agency (Regardless of it is an active or past date booking, the TA has to make any changes to the tickets. Ensure agent removes flights from applicable segments
        i. If cancel/no refund see step 3C below.
3. Add remark as to why passenger is cancelling
    a. If credit will be kept on PNR for future flights:
        i. Leave tickets in the open status
            1. If VIP is on PNR, see supervisor
        ii. Save
        iii. Tell client to reference PNR# when they call in to use credit
        iv. Credit expires 1 year from flight date

b. If an invoice payment, credit will be put back on their account right away

b. If refunding a small balance (no ticket are being refunded):

1. ENTER APPROPRIATE SALES OFFICE.

    a. You must do this so the refund is reflected on the account properly.

2. Under payments, click Invoice
3. Change “Account Reference” to the account you are refunding the credit back to
4. Under amount to pay: enter the refund amount (positive amount)
5. Click refund
6. Enter this command: ZIO/TJCC7S/TEST001/OXC**Yellow**: PNR Number**Pink:** Sales office you want the refund to be in**Green:** Sales office the tickets are in

c. If tickets need refunding, contact supervisor

c. Save

i. If situation calls for a refund to credit card, refund to invoice, of VIP, credit moved to Private charter

(more instructions in “USING SHUTTLE VALUE TO PRIVATE CHATER” section), same day refund, or GDS refund: contact your supervisor

i. Email (please set up an Outlook Quickstep for yourself):

1. To: Accounting@flytradewind.com
2. Subject: Ticket Refund:
3. Body (Items the email needs with examples):

ii. When your supervisor completes their steps, they will send it back to you to send an email to accounting for processing.

PNR:

TJBRCU

Date of Refund Ticket Status Change:

10/10/2017

Void (R) / Void (V):

Void (R)

Ticket Numbers:

492 2300054725/1

492 2300054725/2

492 2300054726/1

492 2300054726/2

Type of Refund (Credit Card - 90 Days/Check/ACH/Invoice TJACCOUNTING/Private Charter – Trip #):

Check

Tom Smith

123 Juliano Street

Oxford, CT 06478

c. If cancel/no refund:

    c. Save and Display

    d. Leave a remark regarding the no show with the following command (yellow part being the note) on the Quick Entry Line:

        1. 5**This Passenger is forfeiting their ticket cancelled too close to flight time.

    e. Identify the ticket for the appropriate flight and date to mark as U or F. Use the following command in the Quick Entry to mark that ticket as a no show (yellow highlight being the ticket/coupon you identified)

        1. 492 tickets: *T-492123456789/1=U

        2. 169, 125, 016 tickets: *T-169123456789/1=F

Supervisor Steps:

If situation calls for **Refund to Credit Card** (or wants to move credit to a Private Charter):

1. Flight Coordinator should have completed the steps above
2. Under Tickets, click “Refund All Unused Tickets”
    a. If only refunding one segment (and all segments have open tickets) for each ticket use (remember all passengers must have the same itinerary): *t-4922300015803/2=R
3. If a negative balance is not showing under the payments tab, you must store a zero fare in the command line. Under Fares> “FSM” button. (alternatively: open the Booking drop down on the top left and switch from PNR to Command Line, type: FSM and hit send)
    a. If refunding one segment, you can Fare Quote and Store the Fare again, this will recognize you removing the other segment fares
4. Add remarks that you have approved the refund to the credit card, why and the amount to be refunded (should match the negative balance on the payments tab)
    a. If moving credit to a Private Charter, please list trip number & authorizer
5. Save PNR
6. Let Shuttle Coordinator that it is all set to email to Accounting for processing

If refunding VIP for either Credit for later use OR refund to card:

1. *t-MPDNUMBER=O
2. *t-MPDNUMBER=R
3. Remove the product by clicking the X next to it under Products
4. If credit is staying on PNR no further action is necessary. If refunding to card, follow steps 3-6 under "Refund to a Credit Card" instructions above.

If refunding within 24 hours of booking:

1. Flight coordinator should have completed the steps above
2. Under tickets, click “Void Tickets”
3. Follow steps 3-6 under “Refund to Credit Card”

If refunding to invoice:

1. ENTER APPROPRIATE SALES OFFICE.
    1. You must do this so the refund is reflected on the account properly.
2. Follow steps 1-4 under “Refund to Credit Card”
3. Under payments, click Invoice
4. Change “Account Reference” to the account you are refunding the credit back to
5. Under amount to pay: enter the refund amount (positive amount)
6. Click refund
    1. Enter this command: ZIO/TJCC7S/TEST001/OXC**Yellow**: PNR Number**Pink:** Sales office you want the refund to be in**Green:** Sales office the tickets are in
7. Save

If it’s a GDS pnr that needs full refunding:

1. If it is a GDS pnr with Tickets starting with 492:
    a. A waiver code will need to be given to the agent to process the refund via ARC.
    b. Be sure agent removes flights from applicable refunded segments
    c. Create a waiver code by making one up. Please include your initials in the code. Example: 00001GR
    d. Record and track waiver code on: Waiver Code Tracker gDoc
    e. Leave remark in the PNR with the waiver code
2. If it is a GDS pnr with Tickets starting with 169:
    a. Be sure agent removes flights from applicable refunded segments
    b. Agent must email accounting@hahnair.com requesting the refund and copy charter@flytradewind.com. We will then have to respond that we will not be seeking payment.
    c. Leave remark in the PNR with details.

If it's a GDS pnr that is cancelled and value will remain for future use:

1. Don't touch - If a passenger books through a Travel Agency (Regardless of it is an active or past date booking, the TA has to make any changes to the tickets)
2. Travel Agent leaves tickets open on their end and exchanges when client is ready to book

If refunding Frequent Flyer points:

1. Flight Coordinator should have completed the steps above
2. Under Tickets, click “Refund All Unused Tickets”
3. If a negative balance is not showing under the payments tab, you must store a zero fare in the command line. Under Fares> “FSM” button. (alternatively: open the Booking drop down on the top left and switch from PNR to Command Line, type: FSM and hit send)
4. Click the X next to the FFF form of payment on the payments tab
5. Add remarks that you have approved the refund to the credit card, why and the amount to be refunded (should match the negative balance on the payments tab)
   a. If moving credit to a Private Charter, please list trip number and authorizer

11.16 Using Shuttle Value to Private Charter

Flight Coordinator Steps:

1. A client calls to change their shuttle flights to a private charter
2. Confirm we can do the private charter and follow that process. Once confirmed:
3. Locate PNR and remove flights. If GDS booking, have agent remove flights on their end
4. Add remark as to why passenger is canceling
5. Contact Supervisor to finish process

Direct Bookings, Supervisor Steps:

1. Flight Coordinator should have completed the steps above
2. Under Tickets, click “Refund All Unused Tickets”
    a. If only refunding one segment (and all segments have open tickets) for each ticket use (remember all passengers must have the same itinerary): *t-4922300015803/2=R
3. If a negative balance is not showing under the payments tab, you must store a zero fare in the command line. Under Fares> “FSM” button. (alternatively: open the Booking drop down on the top left and switch from PNR to Command Line, type: FSM and hit send)
    a. If refunding one segment, you can Fare Quote and Store the Fare again, this will recognize you removing the other segment fares
4. Add remarks listing ASTRO private charter trip number and authorizer
5. Save PNR
6. Send back to Flight Coordinator to send a “Refund Tickets” email to accounting to process (Instructions in the “CANCELATIONS, REFUNDS & MOVING VALUE TO PRIVATE CHARTER” section).
7. Process rest of private charter steps

GDS Bookings, Supervisor Steps:

1. Flight Coordinator should have completed the steps above
2. If it is a GDS pnr with Tickets starting with 492. We will issue a refund waiver code to the agent and ask they submit full payment for the private charter:
    a. A waiver code will need to given to the agent to process the refund via ARC.
    b. Be sure agent removes flights from applicable refunded segments
    c. Create a waiver code by making one up. Include your initials. Example: 00001GR
    d. Record and track waiver code on: Waiver Code Tracker gDoc
    e. Leave remark in the PNR with the waiver code

3. If it is a GDS pnr with Tickets starting with 169, they will need to process a refund with Hahn Air and we will ask they submit full payment for the private charter:
    a. Be sure agent removes flights from applicable refunded segments
    b. Agent must email accounting@hahnair.com requesting the refund and copy charter@flytradewind.com. We will then have to respond that we will not be seeking payment.
    c. Leave remark in the PNR with details

11.17 Removing a Change Fee Product

When a PNR is changed after the original flight has flown – a change fee will apply. This is to prevent Travel Agents from tricking the system. Almost 100% of the time we won't actually charge the fee. This is how to remove it.

1. If MPD's have not yet been issued for the change fee products:
    a. Navigate to the Products section. Click the circle with the red X in it to remove applicable products. Change fees will have a CF01 code.
    b. Save and Display
    c. Make any additional changes and finish booking
2. If MPD's have been issued for the change fee products (most likely if PNR was revalidated):
    a. Navigate to the Tickets, click view. Use the following commands to open and then refund the MPDS for the change fees.
        i. *t-MPDNUMBER=O
        ii. *t-MPDNUMBER=R
    b. Navigate to the Products section. Click the circle with the red X in it to remove applicable products. Change fees will have a CF01 code.
    c. Navigate to the payments. Check to see if an invoice (III) was charged to OXC in the amount of the Change fees. If so, at this time please click the circle with the red X in it to refund this payment.
    d. Save and Display
    e. Make any additional changes and finish booking

11.18 Moving Payments Between PNR’s

In the case where we need to move a credit card payment made on one PNR to another PNR follow the following steps. SUPERVISOR PERMISSIONS NEEDED

1. Open PNR that has the payment on it you wish to move.
   a. Can be the whole payment or partial
2. Navigate to the payments section and click “Show Balance” if you see the correct negative balance you are ready to move to the next step if not follow refund instructions above to show negative balance.
3. Determine amount you wish to move.
4. In the Quick Entry line or Command Line enter the following command the yellow highlighted being the amount you wish to move. The AAAAAA being the PNR you want to move the payment to.
   a. MZ1USD107.14/AAAAAA
5. When you click enter- it will bring you to the PNR you have move the money to. Please leave remarks as to why you moved the money and from where. Then navigate back to the PNR you moved the money from and leave remarks on where you moved the money to and why.
6. Note: if there are multiple payments on the originally paid PNR you will have to move the amount in the same or smaller increments then each individual payment, identifying the payment by the line it’s listed on (in pink below). Example:
   a. Payment 1: $100, the command would be MZ1USD107.14/AAAAAA
   b. Payment 2: $150, the command would be MZ2USD107.14/AAAAAA
   c. If you want to move all $250. You will have to do the command in two increments ($100 & $150) vs. once for $200

In the case where you need to move an **invoice** payment made on one PNR to another PNR follow the following steps:

1. Please REFUND (following proper refund instructions, changing tickets to R if applicable) the amount back to the sales office and then INVOICE the new/other PNR to the sales office.

11.19 Shuttle Buy Outs Manually Faring and Blocking Inventory

Quoting:

Determine base fare for applicable flight dates by running a search in Videcom.

ANU-SBH

Date	Discounted Base Fare	Total Base Fare	Taxes
5/1-12/14	Divide Total by pax count	$2,995	$0
12/15-4/30	Divide Total by pax count	$3,995	$0

SBH-ANU

Date	Discounted Base Fare	Total Base Fare	Taxes
5/1-12/14	Divide Total by pax count	$2,995	$25.60/per pax
12/15-4/30	Divide Total by pax count	$3,995	$25.60/per pax

SBH-NEV (at normal scheduled time, on Wednesdays)

Base Fare	Discounted Base Fare	Total Base Fare	Taxes
$150	n/a	$1,200	$35.60/per pax

NEV-SBH (at normal scheduled time, on Wednesdays)

Base Fare	Discounted Base Fare	Total Base Fare	Taxes
$150	n/a	$1,200	$120/per buy-out*

*Tax is 10% of base fare

SBH-NEV (not at normal time)

Base Fare		Total Base Fare	Taxes
$618.75	Holiday	$4,950	$35.60/per pax
$493.75	Non-Holiday	$3,950	$35.60/per pax

NEV-SBH (not at normal time)

Base Fare		Total Base Fare	Taxes
$618.75	Holiday	$4,950	$495/per buy-out*
$493.75	Non-Holiday	$3,950	$395/per buy-out*

*Tax is 10% of base fare

Reservations:

1. Create booking as normal for exact number of passengers traveling
2. Add Passenger Names
3. Add contact information
4. Add remarks that it’s a buy-out, SAVE
5. Use Manual Fare Mask to fare (see this section for instructions)
6. Apply Payment
7. Issue Tickets
8. Send Itinerary
9. Have Scheduling/Supervisor Close out the rest of the inventory

Scheduling/Supervisor:

1. Back Office
2. Schedules
3. Search the Flight you are looking to close out the rest of the inventory for
4. Select the Flight
5. Click Updates>Inventory>Adjust Inventory
6. Change the right most “AgCap” to the number of passengers flying

11.20 Manual Fare Mask

This should be used for the following actions:

- *Manually Faring Shuttle Buy-Outs (utilize “Shuttle Buy-Out Process” above)*
- *Correcting the fare/taxes on a previously booked PNR when making a same fare flight change or adding VIP*
- *Correcting Base Fare to previously booked base fare if effected by the new fares*
- *Correcting Taxes to previously booked taxes if effected by the new YC tax exemption*
- *Changing Fares on a GDS booking when you just need to charge the additional fare amount*

1. Under Fares, click the “Manual Fare Mask” button.
2. Fill out the Fare Mask Construction Shell as outlined below. When complete click “Fare Store”

Fare Mask Construction Shell				
Currency:	USD		Sales Indicator:	SITI
Total Fare:			Endorsements:	
Fare Breakdown				
Sector:	**Fare Basis**	**Adult**		
Seg 1				
Taxes Seg 1				
Tax	**Tax Code**	**Adult**		

Tax 1				

a.

a. Currency: Always USD

b. Sales Indicator: Always SITI

c. Total Fare: Calculates for you

d. Endorsements: Copy and paste one of the following:

i. For Boston: Ticket value non-refundable. Changes up to 3 hours before departure without penalty. New fare may apply. Credit from cancellations is valid for up to one year from the date of flight. Cancellation within 24 hours results in forfeited ticket value. Loyalty transactions subject to taxes & fees. Max luggage weight 50lbs/23kilos per person

ii. For MVL & Caribbean: Ticket value non-refundable. Changes up to 24 hours before departure without penalty. New fare may apply. Credit from cancellations is valid for up to one year from the date of flight. Cancellation within 24 hours results in forfeited ticket value. Loyalty transactions subject to taxes & fees. Max luggage weight 50lbs/23kilos per person.

e. Fare Breakdown: Amount of segments will automatically be added per the reservation

i. Fare Basis: The fare letter you are booking in: Y, B, M, C, V, X, R

ii. Adult: The amount of fare (per person)

iii. Infant (if applicable): $0.00

f. Taxes: 1 Tax will automatically be added for each segment. Use + to add additional taxes ONLY ENTER EXACT AMOUNT OF TAX LINES NEEDED. Use chart below to figure out amount of taxes, tax codes and tax amounts

i. Tax Code: 2 letter tax code found in table

ii. Adult: Tax amounts found in table (per person)

iii. Infant: Tax amounts found in the table (applicable taxes per infant)

Taxes Taxes in pink are applicable to infants

Origin	Destination	First Tax		Second Tax		Third Tax		Fourth Tax		Fifth Tax		Sixth Tax		
ANU	SBH	TX	$0.00											
SBH	ANU	GP	$6.60	FR	$19.00									
SJU	SBH	XF	$4.50											
SBH	SJU	FR	$19.00	XY	$7.00	GP	$6.60	YC	$5.65	XA	$3.96			*YC does not apply if the itinerary is a rount trip originating in SJU or STT
STT	SBH	XF	$4.50											
SBH	STT	FR	$19.00	XY	$7.00	GP	$6.60	YC	$5.65	XA	$3.96			*YC does not apply if the itinerary is a rount trip originating in SJU or STT
SJU	NEV	LE	$10.00	XF	$4.50									
NEV	SJU	KN	10.00%	XY	$7.00	YC	$5.65	XA	$3.96					*YC does not apply if the itinerary is a rount trip originating in SJU or STT
SJU	AXA	XF	$4.50	EO	$5.00									
AXA	SJU	EP	$10.00	XY	$7.00	YC	$5.65	AI	$5.00	XA	$3.96			*YC does not apply if the itinerary is a rount trip originating in SJU or STT
SBH	NEV	FR	$19.00	LE	$10.00	GP	$6.60							
NEV	SBH	KN	10.00%											
ANU	NEV	LE	$10.00											
NEV	ANU	KN	10.00%											
SJU SBH	ANU	FR	$19.00	GP	$6.60	XF	$4.50							
ANU SBH	SJU	FR	$19.00	XY	$7.00	GP	$6.60	YC	$5.65	XA	$3.96			*YC does not apply if the itinerary is a rount trip originating in SJU or STT
SJU SBH	NEV	FR	$19.00	LE	$10.00	GP	$6.60	XF	$4.50					
NEV SBH	SJU	FR	$19.00	KN	10.00%	XY	$7.00	GP	$6.60	YC	$5.65	XA	$3.96	*YC does not apply if the itinerary is a rount trip originating in SJU or STT
HPN	BOS	US	7.50%	ZP	$4.20									
BOS	HPN	US	7.50%	ZP	$4.20									
HPN	MVL	US	7.50%	ZP	$4.20									
MVL	HPN	US	7.50%	ZP	$4.20									
HPN	ACK	US	7.50%	ZP										
ACK	HPN	US	7.50%	ZP										
TEB	ACK	US	7.50%	ZP										
ACK	TEB	US	7.50%	ZP										
HPN	MVY	US	7.50%	ZP										
MVY	HPN	US	7.50%	ZP										
TEB	MVY	US	7.50%	ZP										
MVY	TEB	US	7.50%	ZP										

g.

g. When done click “Fare Store”

h. Sales Office Booking: Command (red text is the commission amount for that office. Please reference “Travel Agencies” Google Doc to find correct commissions percentage. The office for this command is always OXC):

   i. ZCOMM7.5%/OXC

11.21 GDS ReIssues & Exchanges-IROPS or Emergency Only

Any changes to be made to a booking created in the GDS should be made by the originating travel agent. Bookings changes can be made in VRS, but this should only be done on an emergency basis.

	492 (TJ)	169 (HR)	125 (BA)	016 (UA)
REVALIDATION	Y			
REISSUE	Y	SDO	SDO	SDO
NAME CHANGES-REISSUE REQUIRED	Y			
OPENING AN AIRLINE CONTROLLED TICKET	Y	Y	Y	Y
ADDING/REMOVING SSRS	Y	Y	Y	Y
DIVIDE PNR	Y			

Y = YES

SDO = SAME DAY ONLY

Revalidation

Revalidation should only be done on bookings when the class, route and fare do not change. **Only Valid on 492 ticket stock- Can do at any time. Interline partners nor 169 tickets will not allow.**

- Cancel/delete the original booking segment(s).
- Search new flight segments
- Add to PNR
- Save & Redisplay PNR. *this then sends a TTY message to the GDS and updates the PNR so both systems are synchronized
- Fare quote and Fare store - FG then FS1-R
- Revalidate the ticket under Tickets tab or in command line -REZT to
- Let TA and passenger know changes have been made
- Leave detailed remarks in case any questions come up from Travel Agent

ReIssue

Reissues should be done on bookings when there is a change in booking class, fare or route. **Only Valid on 492 ticket stock. For interline ticketing reissues, the passenger will need to go back to TA or you will need to contact UA/BA helpdesk**

SAME DAY ONLY for any GDS booking.

Outside of same day- One off situations may occur where the agent can't make change even when a waiver is provided (name change is one possible situation). If agent is OK losing control and no other changes are expected, changes can be made.

1. Cancel the original booking segment(s). X1
2. Search the new flight segment(s).
3. Add to PNR
4. Save & Redisplay PNR *this then sends a TTY message to the GDS and updates the PNR so both systems are synchronized.
5. In the command line, set the coupons being reissued to exchange. *T-ticket number/coupon number= E
6. If the ticket is totally unused, it is best to exchange the entire ticket
    a. *GDS agent will see ticket has been set to exchange.
7. Fare quote and Fare store - FG then FS1 (If fare is unavailable, you will need to manually store a fare)
8. Take payment for the additional collection amount
9. EZT*R to reissue the ticket. (New ticket will reflect on own airlines ticket stock.)

If fare quote shows as zero (0.00) on the PNR, you can type *G in the command line to view the true value of the original ticket issuance.

Add FOP MI-GDS001 for the amounts previously collected. Add a new FOP for additional collection.

Reissue for Partially Flown Tickets

- The following steps to do the revalidation:
- Cancel the original booking segment. X2
- Re-book the new flight segment.
- End transaction the booking. E*R or E – this then sends a TTY message to the GDS and updates the PNR so both systems are synchronized.
- Set the coupons being reissued to exchange. *T-ticket number/02= E
- N.B: GDS agent will see ticket has been set to exchange.
- New fare quote and Fare store - FG then FS1

- Add form of payment for the additional collection amount
- EZT*R[p1s1] to reissue the ticket per passenger and segment. (New ticket will reflect on own airlines ticket stock.)
    - P1 = passenger 1, s1 = segment 1 (the numbers are identified by the order in the sections when you "Display PNR"
- Add FOP MI-GDS001 for the amounts previously collected. Add a new FOP for additional collection.

Opening an Airline Controlled Ticket

If you receive an error in the DCS when trying to move a passenger that there is an Airline Controlled ticket you will have to open it to make the change. This is most likely due to the fact it was moved in the DCS prior and tickets were issued on 492 stock for the commercial flights (a bug we are working on fixing)

1. In the reservations system
2. Navigate to the PNR the tickets are on you wish to open
3. Navigate to the tickets section and click "View Ticket History"
4. Scroll to the last column to see "Status", identify the tickets that are airline status "A"
5. In the Quick Entry, use the following command to open tickets, changing the yellow highlighted portion to the ticket number and coupon you are adjusting
    a. *t- 4922300029432/1=O
6. Note, you may get an error that there is no interline agreement. Please click "View History" again to see if it changed anyway (it most likely did).

Adding / Removing SSRs*APFax can be added/removed from any PNR at any time, regardless of ticket stock*

Divide PNR*Divide PNR can be done on any 492 ticket stock. Interline tickets cannot be divided. The passenger will then need to go back to their TA/Booking site.*

11.22 Departure Control (Closing Flights / No Shows)

In the DCS be sure to check-in, board and close every shuttle (even empty shuttles)

All flights that fly should be closed, regardless of passenger count

To find flights that were not closed:

1. In VARS, go to Reports > SSRP > Operations > DCS Status by Flight Date Range
    a. NOTE: This report for prior day is emailed to dispatchgroup@flytradewind.com each morning at 8a EST.
2. Choose a start and end date and click Run (CSV format is easiest)

To fix:

1. Open the DCS, find the flight, ensure all pax are checked-in and boarded
2. Close the flight with the CLOSE FLIGHT button. If the flight has no passengers, you will need to use the command below.
    a. With command: DF/airline flight number/date/departure city/closed
    b. If you get an error “Unknown Flight” you may need for format the date is: DDMMMYY example: 01JUL16

If a flight was closed but the passengers were not all checked-in and boarded, those passengers will be marked “no-show”

No Shows

Pilots and Handlers will notify the dispatch office when a no show happens, same day the following steps should take place:

1. In the DCS on the blue screen:
    a. Retrieve PNR, via command line (yellow highlight being the PNR number)
        i. *TJAVZD
    b. If No Show passenger is travelling on a PNR by themselves: cancel segment, using the following command (yellow highlight being the segment number)
        i. X1
        ii. Follow steps D-F
    c. If No Show passenger is travelling on a PNR with others that did make it to the flight, Divide the passenger that No Showed to its own PNR (yellow highlight being the passenger number)
        i. D1
        ii. Then save with: E*R
        iii. Follow steps B-F
    d. Identify the ticket for the appropriate flight and date to mark as U. Use the following command to mark that ticket as U (yellow highlight being the ticket/coupon you identified)
        i. *T-492123456789/1=U

e.

   e. Leave a remark regarding the no show with the following command (yellow part being the note)
      i. 5**This Passenger No Showed for this flight and did not answer their phone.
   f. Save and redisplay the PNR with the following command
      i. E*R

f. The No Show report will be sent to dispatch@flytradewind.com each morning at 8 AM EST, this will include any tickets we missed that are in open, O status, for the previous day. Any we corrected will not be on this report. If there are any in O status – please follow the steps above to make them U the same day.
   a. If you want to run the report again to make sure they have been corrected:
      i. IN VARS go to Reports> SSRP>Rescontrol>No Show Tickets by Date Range
      ii. Choose a start and end date and click Run (CSV format is easiest)

Other Helpful Commands in the DCS:

- View PNR details: *TJABCD
- View Aphis data sent for flight: ssrpapis/tj0100/15jun/sju/sbh
- To check everyone in at once: TF/FLTNO/DATE

11.23 Comp Reservations

	On Duty Travel	Leisure Travel	Non-Employee Comp	Barter Booking
Confirmed/Stand by	Confirmed	Stand By	Confirmed	Confirmed
Cost	Zero no tax	Zero plus tax	Zero plus tax	Rate on barter sheet + taxes/fees
Booked By	Dispatch	Sales	Sales	Sales
Flights	Book in the DCS as NRC (NO REC)	When doing your search, change the drop-down from “Confirmed” to “Stand by”. Find flights, add under X Class	Add as normal under X Class	Add as normal under X Class
Passengers		Add as normal	Add as normal	Add as normal
Contact Info		Enter in Email & Phone	Enter in Email & Phone or choose profile.	Enter in Email & Phone or choose profile.
APFAX		You must enter the employee/family/friend information as an ID2/ APFax. Include employee ID and hire date		
Fares		>Fare quote, choose fare code: XCOMP for Staff Travel >Store Fare	If FAM or PRESS TRIP, link to TJFAMPRESS sales office. Choose XCOMP fare.	Link to appropriate Barter account - see barter list >Fare Quote- choose fare code: XBAR (do not remove taxes)
Payment		Collect Payment for taxes due	If TW is covering the tax, charge as invoice to sales office: TJTAXES. If passenger is paying for tax, process normally.	Charge balance to Invoice, sales office, choose same barter account as in Fares step

Tickets	Issue Tickets	Issue Tickets	Issue Tickets
Remarks	Add remark with name of related employee. if not TW, name of airline/company that they work for	Add remark with fam/press trip name, who approved comp, or gift cert number if applicable	

11.24 NO REC Booking

How to do a NRC (NO REC): Reservations for crew travelling confirmed but at no cost.

1. In the DCS
2. Navigate to flight you want to add them to
3. click the NRC button
4. Enter Last Name (Surname), Title (Mr/Ms) and First Name (Forename)
5. Choose Type, Usually AD for Adult
6. Set Fare Quote to ZERO and change OB to NN
7. Change Class from Y to X
8. If Caribbean: Check off "Passport Required" and enter info (gather from Astro)
9. Click Create Ticket

To cancel a NRC booking in the DCS, on the blue screen:

1. Retrieve PNR -via command line *TJAVZD
2. Cancel segment X1 = cancel segment one
3. Save and close or save and redisplay E or E*R

11.25 Space Available Booking / Standby Passengers

1. Fill in your fields in the Availability Flight Search. Change the drop down from “Confirmed” to “Stand-by”. Find your flights and add under X Class.
    - Alternatively: Quick entry- you must sell the flight number passenger would like to be listed on **0TJ0100X15FEBSJUSBHMM1**

(0-airline code-flight number-fare class-date-routing-status-# of seats)

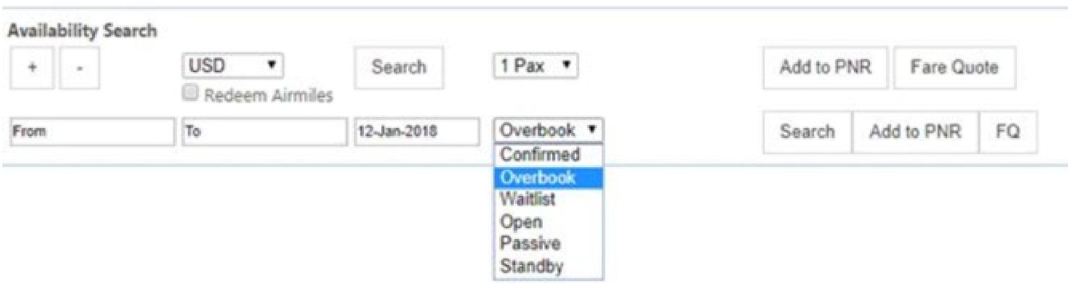
2. Fare quote from your **SA (space available status code)** sales office button (if applicable: **TJFAMPRESS** (fare get # sales office id)
3. **FS1** (Fare store 1-select whatever fare line you would like to store in the PNR)
4. APFax- You must enter the employee/family/friend information as an **ID2/** APFax. Include employee ID and hire date
5. Payment- Collect payment for any outstanding balance
6. Tickets- Issue eticket

11.26 Overbook

This feature should only be used when the resident rate has sold out, and you have been given permission to book it anyways, AS LONG AS there is room on the flight. Please be careful using this feature, as you could actually overbook a flight.

To do so:

1. Confirm there is the correct amount of seats you need open on the flight you are booking (you would see them available in another fare class)
2. While searching flights, open the “confirmed” drop down and select “Overbook”



3. Click Search, and continue booking as normal

11.27 Bag Tag Number Look Up

If someone has lost their bag tag number (for interline bags or checked in directly with us), we can look it up for them.

1. Videcom
2. SSRP>Operations> “Bag Tag by Flight with BTM”
    a. Flight number: TJ0XXX
    b. Date: Date of flight
    c. Run. (easier to read if you pull as CSV)
3. The Bag Tag No. is in column E.

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12.1 Passenger Check-in & Passenger Move

URL: http://flightboard.flytradewind.com

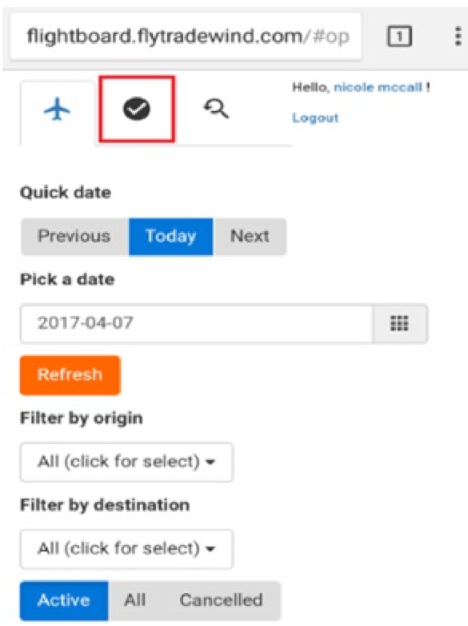
The flight board is a tool that allows you to:

- View the passenger manifest for Tradewind Shuttle flights (except ACK/MVY, for now). The information in the flight board is current.
- Check in your passengers
- Optimize flights by moving passengers ticketed on **492** ticket stock only
- Same day- Move interline passengers in the case of irregular operations only. *It is important to only move same day because this will break the connection to the partner airline*

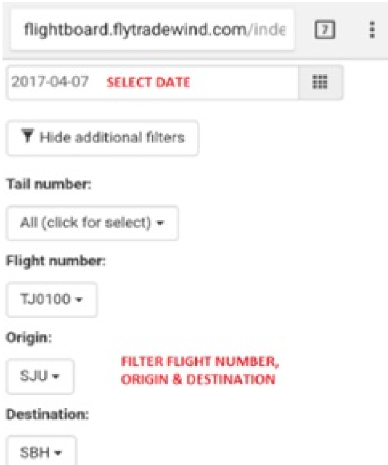
The flight board is also viewed by Dispatchers in OXC. They will have a real time view into progress of check-ins.

12.1.1 Passenger Check-in

Once logged in, click on the check mark to view your flight & passenger details:



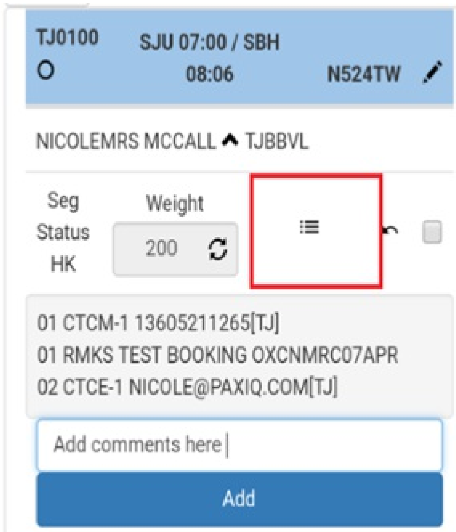
Filter by date, flight number, origin & destination



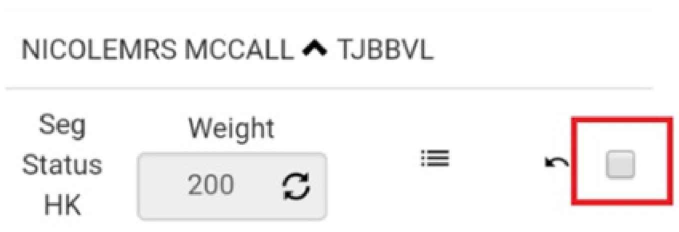
If a passenger is travelling with a pet, a paw print indicator will show next to the weight box

Select the passenger and add body weight in the blank box. Once the weight is added, click on the check mark to save

Click on the 3-line icon to view/add contact information or any additional remarks necessary. Click on “add” to save

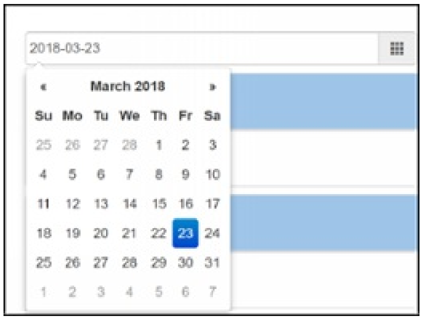


Select the open box on far right to check passenger in



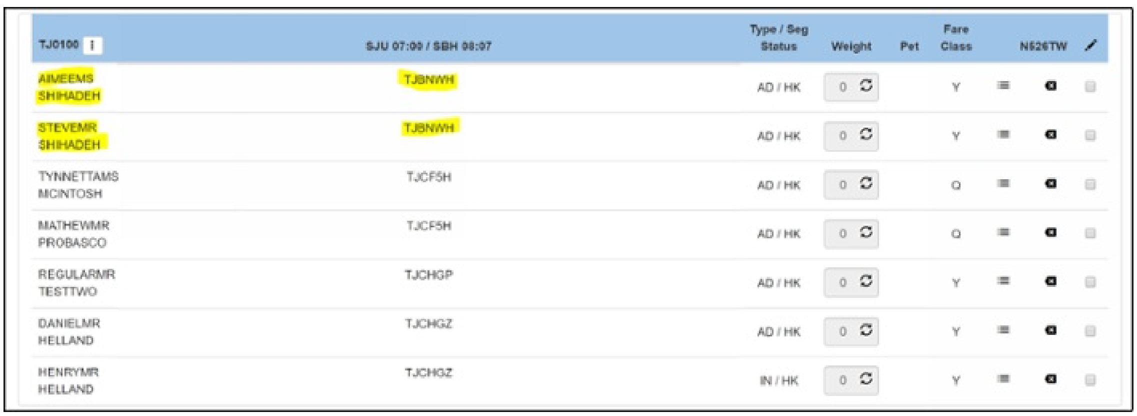
12.1.2 Passenger Move Feature

Find desired passenger(s) to be moved by selecting the flight date on calendar



Search desired passenger(s) listed under their flight number

All passengers in the same PNR must be moved with this feature. If you'd like to split them, it must be done with the split PNR tool in advance



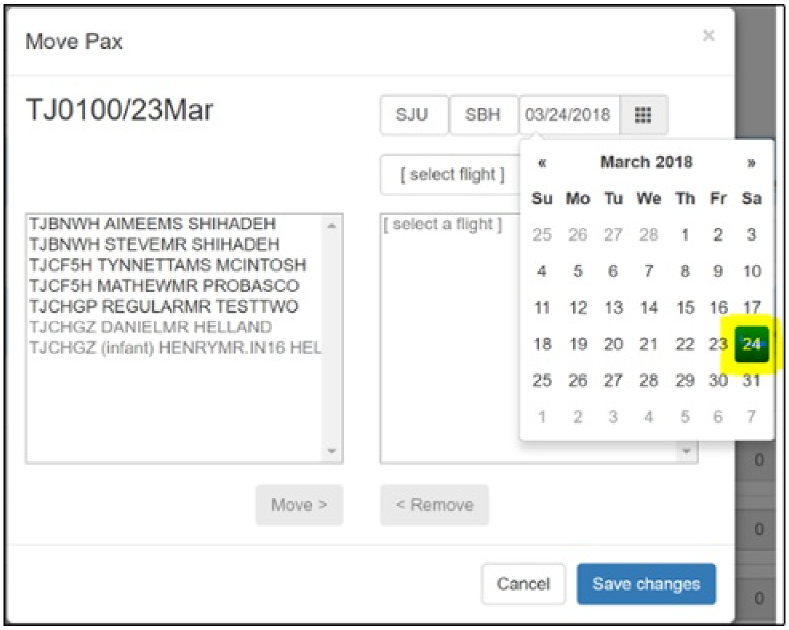
TJ0100	SJU 07:00 / SBH 08:07	Type / Seg Status	Weight	Pet	Fare Class	N526TW
AIMEEMS SHIHADEH	TJBNWH	AD / HK	0		Y	
STEVEMR SHIHADEH	TJBNWH	AD / HK	0		Y	
TYNNETTAMS MCINTOSH	TJCF5H	AD / HK	0		Q	
MATHEWMR PROBASCO	TJCF5H	AD / HK	0		Q	
REGULARMR TESTTWO	TJCHGP	AD / HK	0		Y	
DANIELMR HELLAND	TJCHGZ	AD / HK	0		Y	
HENRYMR HELLAND	TJCHGZ	IN / HK	0		Y	

Click on drop down next to the flight number and select "Move Pax."

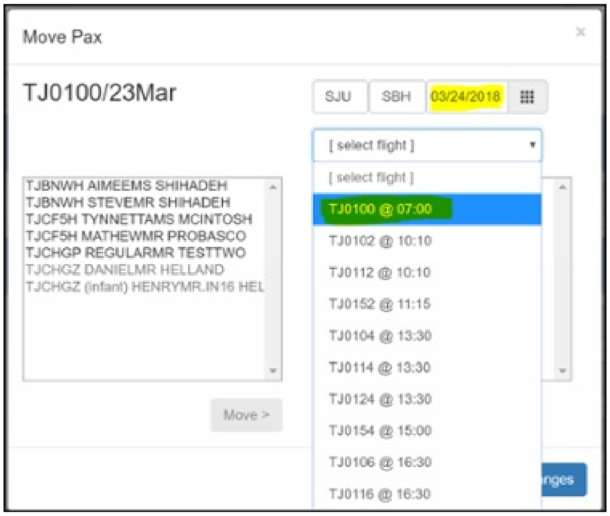
The following pop-up will appear. It will advise the current flight and passengers.

To move the passenger(s), click on the calendar and select the date you would like to move the passenger(s) to. This is the only way to prompt the flights to populate into the flight dropdown menu.

This flight contains a PNR with an infant in it. You will NOT be able to use the pax move tool for this (passengers are greyed out). You must do this in VARS

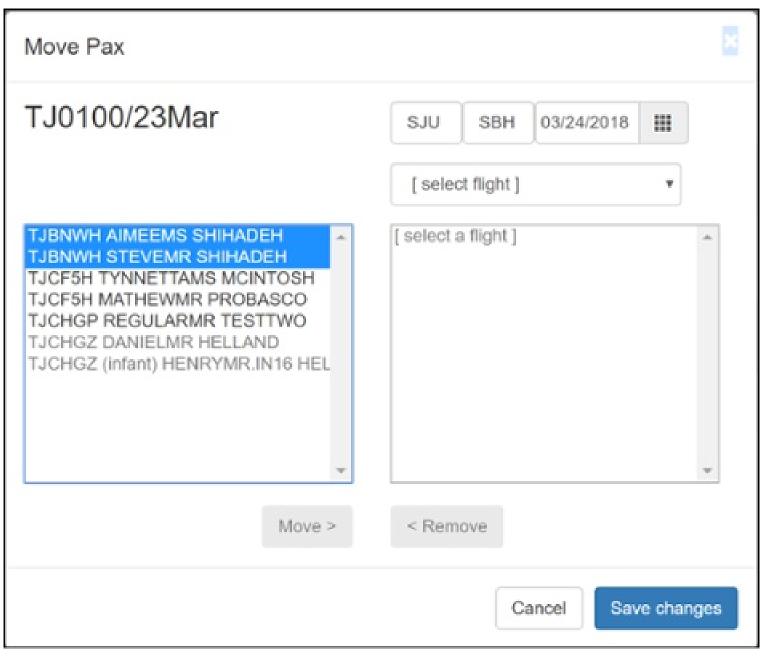


Select the flight you would like to move the passenger(s) to

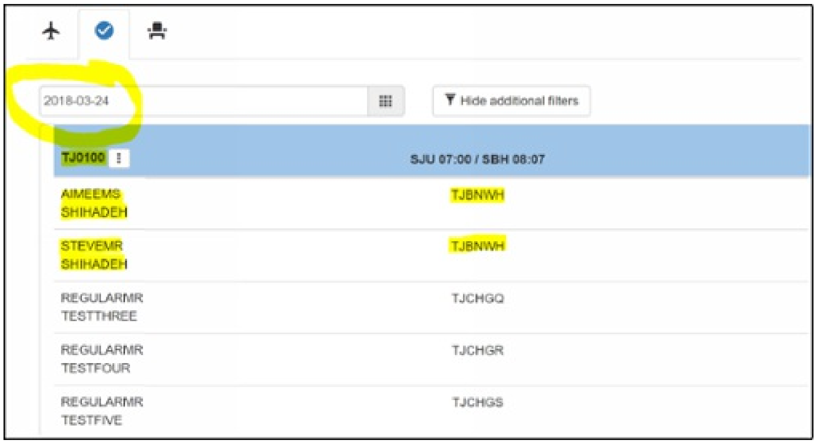


Select the desired passenger(s) and click “move” which will populate the passenger(s) into the right column. Next, select “save changes”

The system will allow you to overbook any flight using this tool. Please verify the space prior to making the move



Verify you've moved ALL passenger(s) to the correct flight and date by selecting the new date on the calendar at the top of Flight Board.



Note: The pax move will not work on a checked-in passenger. On a non-interline ticket you should be able to uncheck them in and do the move. This is not possible on an interlined ticket. Try to not check anyone in until you are sure that you do not want to move them.

12.2 Faring Flights in Flightboard

Reference **17.21 Faring Shuttles**.

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13.1 Responsibilities

The dispatchers' primary responsibility is to facilitate the execution of the current day flight schedule, managing disruptions, and coordinating changes to the schedule which impact the next 48 hrs.

Dispatchers must have situational awareness at all times.

Following are the core responsibilities of the Dispatch function in the Charter Department. A Supervisor will assign the Dispatch responsibility to one individual at any given time. That DC will be responsible for accomplishing the following tasks or delegating them to another individual as workload dictates.

- Flight Follow – Track departure and arrival times for each flight. Track overdue aircraft as necessary. Flight follow with clients as trips depart/arrive.
- Day-In-Progress– alert Director of Operations and fellow DC's of any issues affecting safety, service or efficiency.
    - Any accident, passenger injury or incident – Requires immediate activation of the ERP
    - Aircraft diversion
    - Overdue aircraft
    - Mechanical issue affecting a passenger leg
- Monitor dispatch e-mail inbox for new emails to be handled
- Pop-up trips – handle arrangements for trips within the next 24 hours
- Confirm customs/international handling for day of and next day
- Make arrangements for upcoming trips - transportation, catering, after hours, etc.
- Confirm pilots for next day
- Assist sales with availability checks. See **16.2.1.**
- Assist with phone volume. Monitor dispatch text line.
- Prepare Passdown 2.0
- Create issues in Astro for any customer service interruptions

13.2 Dispatch day of task list

1. Make positive contact with the overnight or on call person (roll phones back to office, if applicable). Find out the status of the following items
    a. Current aircraft flying
    b. Immediate issues
    c. Changes that occurred overnight
    d. Abnormal situations for the day
    e. Crews not confirmed
2. Read through Passdown 2.0 for important items to deal with early in the day.
    a. Update the passdown with current information
3. Go through dispatch and owner services email boxes looking for emails that require immediate attention.
4. Release flights prior to departure. If a new legality issue appears, reach out to the corresponding department so the aircraft can be released. Failed legal checks should be fixed whenever possible instead of overriding.
5. Flight follow and monitor progress –
    1. Identify tight turns and potential delays
        1. Communicate to sales as soon as possible
        2. Update shuttle sales with delay information at least 90 minutes prior to original departure time

6. Track all connecting flights in Northeast and Caribbean
    a. If a Tail Number is blocked, contact the broker/operator or arrival FBO to find out a better tracking number and/or ETA.
    b. If not able to obtain a tracking number or ETA, make sure the crew is aware we do not have this info, and is in position 1 hour prior (when possible).
    c. Come up with a plan to accommodate passengers as soon as possible
        1. Go without bags
        2. Delay their charter
        3. Move shuttle passengers to next available flight

If a passenger wants to leave any items at any location, make sure they are aware to leave their name and numbers with the items. These items should not be allowed to stay more than 24 hours as our locations may not have space assigned for TW.

6. Monitor ASTRO process list, ensure all have been completed and flagged items get reviewed. Details for the following day’s trips must be complete, correct and confirmed by the end of the day. No process should be left in the new state.
    a. When able, File eAPIS and Caricom 2 hours prior to every flight.
7. Flight follow – St Barth Services is expected to message TW on all departures and arrivals. Crews will text dispatch at all other locations.
8. Follow day of changes checklist any time changes are made.
9. For Broker trips, if any crews or tail numbers are changed after brokers have received their itineraries they must be updated immediately. Dispatch will advise client services when a change occurs.
10. Email trip sheets to crews
    a. Northeast schedules: Million Air, Ross Aviation for 212, 353PT in BED
    b. Caribbean Schedules: SJU CBP, SBH Overnight Parking, DHS, DGAC and Apartment cleaning
11. Assign crew cars for relocations
12. Confirm flight crews and standby duty assignments.
13. Open the Master Schedule in Astro and use the to check for errors in the schedule within the next 48 hours from the current time.
14. Send ‘Opportunities’ Email to chartergroup@flytradewind.com See **Opportunity Email Directions**
15. At the end of the day, close the following first morning shuttle flights, if empty.
16. Ensure Passdown 2.0 information is relevant.
17. Review open items with overnight coordinator or on call FC at end of day.

13.3 Flight Rules – Private vs. Charter

It is often important to distinguish the flight rules under which a particular flight is run as it affects weather, crew flight and duty time and customs procedures.

Part 91 – refers to the section of the Federal Aviation Regulations (FARs) affecting private (non-charter) flights. Flight segments are generally considered Part 91 if they are NOT carrying paying passengers.

On Part 91 flight segments:

- Weather does not need to be reported above a certain value in order to commence an approach or depart (take off minimums).
- There is no requirement of a certain amount of rest in the previous 24 hours.
- There is no specific requirement for a certain runway length.
  Part 135 – refers to the section of the FARs affecting charter flights. Flight segments are usually considered
- Part 135 if they are carrying paying passengers or freight.

  On Part 135 flight segments:

- Weather must be reported above a certain level in order for a crew to commence the approach.
- Crewmembers must have had the appropriate rest in the preceding 24 hours (see flight and duty time regulations section)
- Runway length must meet certain requirements depending upon the conditions and aircraft type

The above rules are applied on a leg by leg basis.

All flying is considered in calculating the total flying for a day.

If a Part 91 leg is followed by a Part 135 leg, the more stringent 135 rules apply to the 135 leg.

Private – a term used by Customs and Border Protection (CBP) for flights that do not involve compensation. These would generally only be flights for the aircraft owner or for Tradewind (marketing, visiting vendors).

Charter – a term used by CBP for flights that involve compensation. The important point is that a flight may be operated under Part 91 flight rules (returning home empty) but be considered “Charter” for CBP purposes. Likewise, there is no problem considering a flight operated entirely under Part 91 as “Charter” if it makes CBP paperwork easier.

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13.4 Rules for legality of crew

13.4.1 Flight Time

is defined as aircraft movement to aircraft stop. Usually begins on engine start but does NOT include time for sitting (ground holds or running the engine for passenger comfort)

Flight Time Rules for Scheduled Flights (Shuttle)

- No more than 8 hours of block time may be scheduled in a single duty day
- More time is allowed up to 10 hours but only if a popup charter (scheduled day of) occurs at the end of the day.
- Cannot add on on-demand hours at the beginning of the day if it will bring total scheduled flight time over 8 hours.
- -All hours count towards flight time, CANNOT plan to fly home Part 91when scheduling the day. Once the day is in progress, however," Part 91 home" is allowed.
- Can only fly 6 consecutive days in a row. Need 24 hrs. off from company assignment to reset.

Flight Time Rules for On Demand Flights (Charter)

- No more than 10 hours of total flight time may be accomplished in a 24 hour period
- CAN fly home Part 91 – increasing total flight time beyond 10 hours. Can not be scheduled this way but can be chosen by crew day of flights.
- Crew is responsible for keeping track of flight time during their day – Feel free to ask how many hours left when scheduling something new.
- Generally, this analysis is done on a leg by leg basis in advance of each leg. In some rare circumstance, deviation from this rule is allowed so as to consider the day in its entirety. Contact the Director of Operations in the case of unforeseen delays that might put legs over 10 hours.

Note: If charter and shuttle are mixed for a crews day, the limit will be 8hrs of flying. The More restrictive rule always applies.

13.4.2 Duty Time

is defined as time during which you are assigned to duties for the company.

Duty Time normally starts when either:

1. Flight originating from OXC – One hour prior to scheduled departure.
2. Flights departing from alternate (HPN, TEB) – When departing OXC by car.
3. If the pilot is reporting directly to HPN or TEB in the case of RON or the crew living closer to the other airport. Duty time starts one hour prior to departure.
4. In abnormal circumstances, crew may show for a flight only 30 minutes prior to departure. Discuss with the Director of Operations if this may be necessary.

13.4.3 Rest time

is defined as time during which the crewmember are free from any company tasks. Active contact such as phone calls interrupt rest. Passive contact like e-mails and texts do not. If a pilot chooses to respond to a text that is their prerogative but they do not have to.
One exception is that Tradewind may make ONE call to a crewmember during a rest period to notify them of a trip or changes and is does NOT interrupt the crew's rest period.

Rest Time begins when either:

1. 30 minutes after the plane arrives at its destination
2. The crew arrives back at base in the base of crew swaps or leaving an aircraft in HPN, TEB etc.

In the case of Scheduled Flights this rest must have been scheduled but does not necessarily have to have been accomplished. For example, if weather delayed the return home that crew may still be available to depart for new a scheduled day.

If less than 10 hours of rest might be necessary, contact the Director of Operations for guidance and approval.

In the case of on-demand flights this rest MUST HAVE ACCOMPLISHED. If weather delayed return they still need 10 hours of rest before new duty on time begins.

Generally, this analysis is done on a leg by leg basis in advance of each leg. In some rare circumstance, deviation from this rule is allowed so as to consider the day in its entirety. Contact the Director of Operations in the case of unforeseen delays that might put duty over 14 hours.

In ALL cases, if the drive to and from HPN, TEB or other airport will extend the pilot's planned duty day beyond 14 hours, the flight should be planned as if the crew were based at the departure airport. The crew should then be offered a hotel on either end of the duty day as appropriate.

Policy for Scheduling Flights

Tradewind Policy is to schedule no more than 14 hours of "duty time" in a 24 hour period. However, going "over duty" does not make the flight illegal as long as the Crew had at least 10 hours of rest in 24 hours preceding the scheduled landing of the last Part 135 leg.

*Be sure to look forward to see if additional duty time will reduce future rest to the point that tomorrow's flight will not be possible. For scheduling purposes always assume that the crew is flying tomorrow if that crew is available.

Compensatory Rest due to Unforeseen Delays

FOR ON-DEMAND FLIGHTS ONLY - If the crew goes over flight time limitations due to weather, ATC, etc. that crew needs additional rest as follows: 10 hrs. in a 24 hrs. period unless the full day of flying is 91 only. 91 hrs. do add to the daily total when there are also 135 legs.

– 0-30 Minutes over 10 hours of Part 135 flight time – 11 hours
– 31-60 Minutes over 10 hours of Part 135 flight time – 12 hours
– 61 Minutes + over 10 hours of Part 135 flight time – 16 hours

13.5 Legal Checks

All flights are checked daily for any legal issues that affect operations. Astro renders a report with all legal issues affecting flights within the requested date range. The report can be found below:

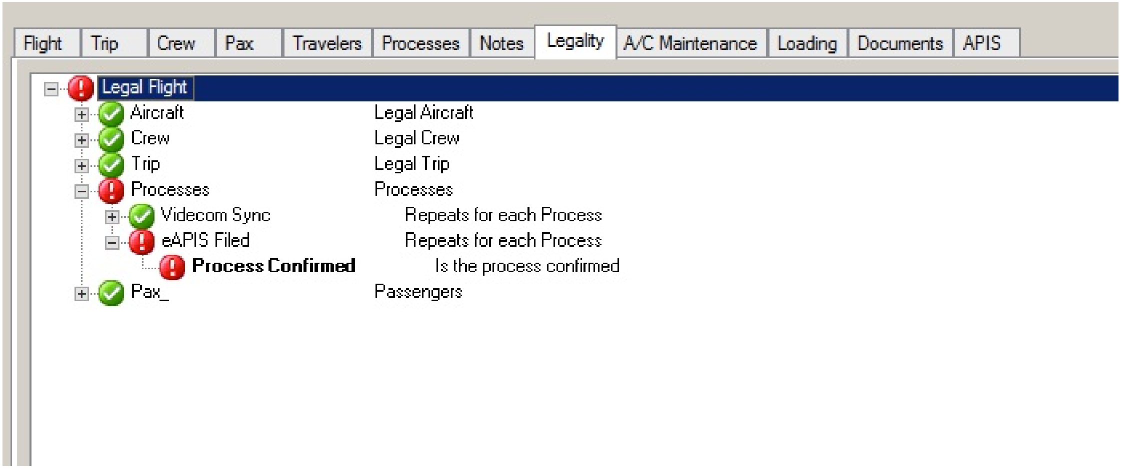
https://rpt.flytradewind.com/Reports/Pages/Report.aspx?ItemPath=%2fDispatch%2fLegal+Checks

Login credentials are on an individual level and are the same as the remote desktop.

Each day dispatch will pull legal checks from the reports server for the next 48 hours.

13.5.1 Fixing Legal Checks

All failed legal checks need to be fixed. Warning legal checks should be fixed wherever possible.



Example: Pilot flagging for night currency. Dispatch will reach out to the pilot to see if they are night current. If they are, advise flight operations when they are night current until. Once the information has been entered into Astro the legal check will clear.

Overriding processes should only be done as a last resort. All issues should be fixed to make the flight legal.

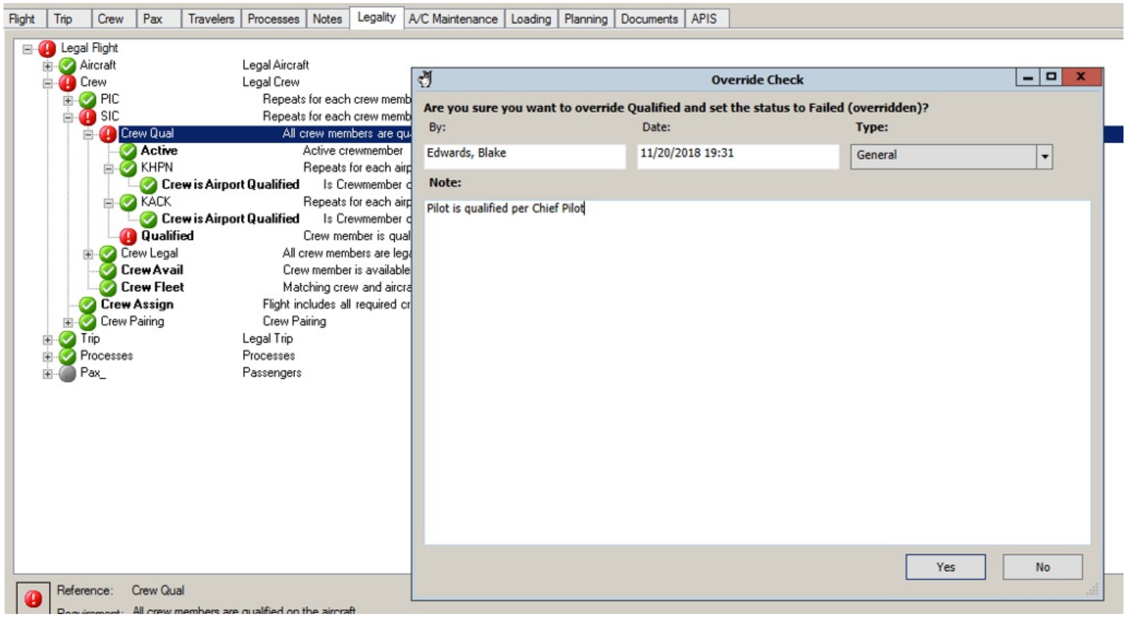
All legal checks being overridden must be approved by a supervisor or higher. Each category should be approved by the appropriate department.

- Aircraft – Approved by flight operations or maintenance
- Crew – Approved by flight operations
- Trip – Approved by charter supervisor or higher
- Processes – Approved by charter supervisor or higher

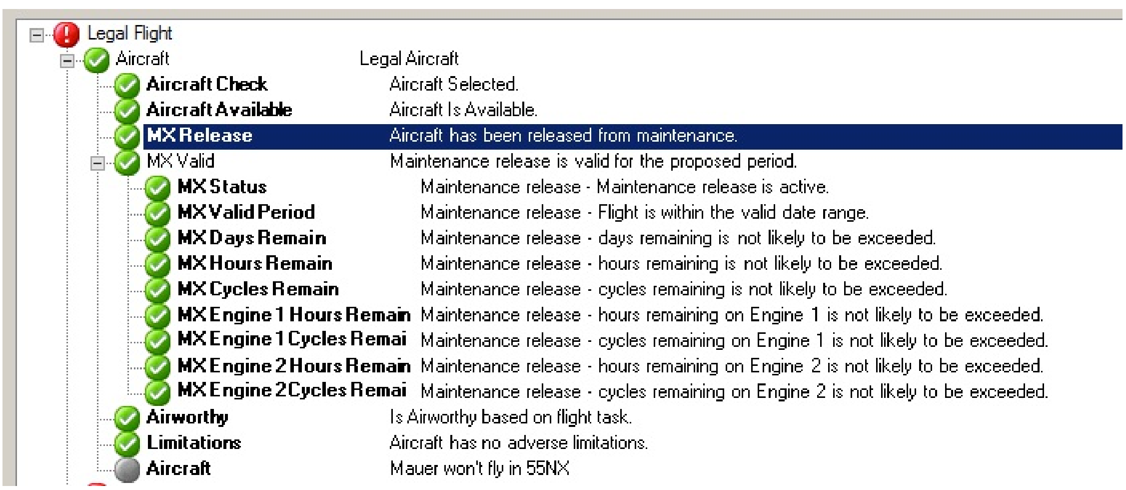
13.5.1.1 Overriding Legal checks

How to override a legal issue:

1. Open Flight
2. Select Legality tab
3. Open up category with legal issue
    1. Find the specific check that failed
4. Right click on the failed check
5. Override
    1. Enter why it is being overridden and who approved
6. Select yes



13.5.2 Aircraft Legal Check



Items that are checked for the aircraft before a flight is legal to be released:

- Aircraft Check – Flight checks to make sure that a tail number has been assigned to the flight
- Aircraft Availability – Check to see if the tail number assigned is available during that time
- Mx Release – Has the aircraft been released from mx with a valid release number
- Mx Valid
    - Mx Status – Is the maintenance release active
    - Mx Valid Period – Is the flight within the valid date range for the maintenance release
    - Mx Days Remaining – How many days remain for the maintenance release to be valid
    - Mx Hours Remaining – How many flight hours can be done before the aircraft requires mainteance
    - Mx Cycles – aircraft has enough cycles remaining
        - A cycle is start up, full power, takeoff and landing
    - Mx Engine 1 Hours Remaining – total flight hours before maintenance is due on that engine

- Mx Engine 1 Cycles Remaining – Total cycles remaining on engine before maintenance is due
- Mx Engine 2 Hours Remaining – Total flight hours before maintenance is due on that engine
- Mx Engine 2 Cycles Remaining – Total cycles remaining on engine before maintenance is due
- Airworthy – Checks if the aircraft is airworthy for that flight and without limiting discrepancies
- Limitations – Checks if the aircraft has any operational limitations
- Aircraft – Used for customers that do not want a specific tail number

Dispatch will check if the aircraft availability check fails. Dispatch will check if the plane is in maintenance, has a schedule block or has an overlapping flight.

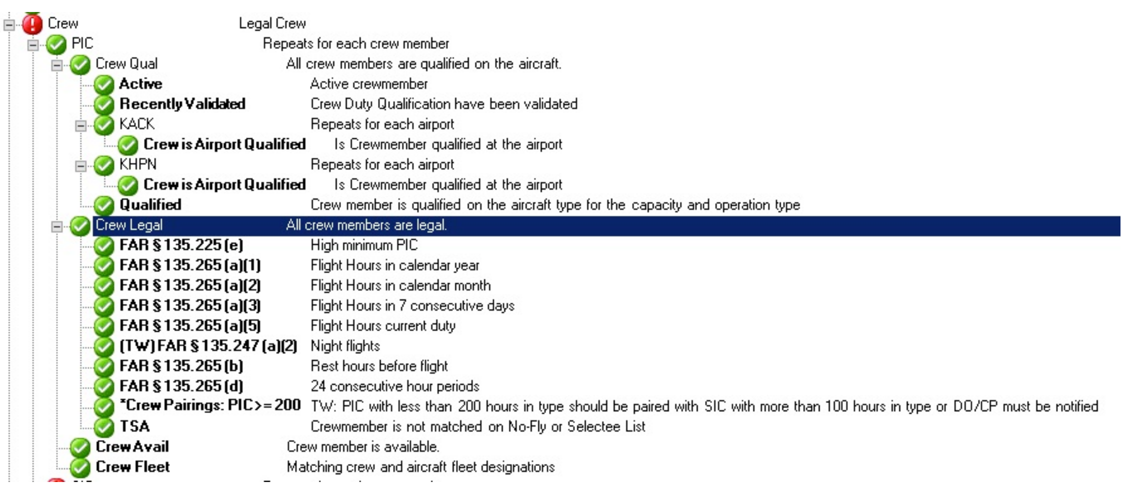
Dispatch reaches out to Flight Operations if the following legal checks have failed:

- Aircraft Check
- Airworthy
- Limitations

Dispatch reached out to Maintenance if the following legal checks have failed:

- Mx release
- Mx Valid (and all subcategories)

13.5.3 Crew Legal Check



Items that are checked for a PIC for a flight to be legal for release:

- Crew Qual
    - Active – crewmember is active in Astro
    - Recently Validated – Flight Ops has to validate their currency
    - Airports – checks both to make sure they are qualified to operate there
    - Qualified – qualified as captain on that aircraft for the operation type

- Crew Legal
  - FAR 135.225(e) – High Minimums PIC – If they have less than 100 hours of acting PIC time in type
  - FAR135.265(a)(1) – does not exceed 1200 flight hours in calendar year
  - FAR135.265(a)(3) – does not exceed 34 flight hours in 7 consecutive days
  - FAR135.265(a)(5) – does not exceed 8 flight hours in current day
  - FAR135.247(a)(2) – Night Flights – has minimum of 3 night takeoffs and landings in the last 90 days
  - FAR135.265(b) – Rest hours – has minimum number of required rest hours
  - FAR135.265(d) – 24 consecutive hour period – had 24 hour period free from company duty
  - Crew Pairings – If PIC does not have 200 hours in type they cannot be paired with SIC under 100 hours of time in type without Flight Ops approval
  - TSA – pilot is not a match on the No-Fly or Selectee list

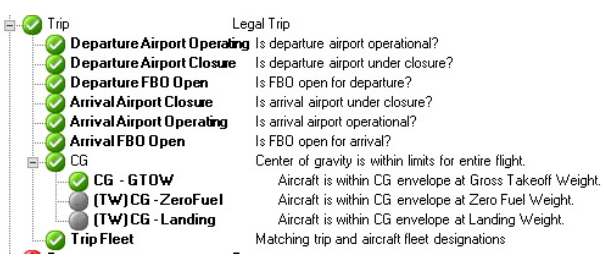
Items that are checked for a SIC for a flight to be legal for release:

- Crew Qual
  - Active – crewmember is active in Astro
  - Recently Validated – Flight Ops has to validate their currency
  - Airports – checks both to make sure they are qualified to operate there
  - Qualified – qualified as captain on that aircraft for the operation type
- Crew Legal
  - FAR135.265(a)(1) – does not exceed 1200 flight hours in calendar year
  - FAR135.265(a)(3) – does not exceed 34 flight hours in 7 consecutive days
  - FAR135.265(a)(5) – does not exceed 8 flight hours in current day
  - FAR135.247(a)(2) – Night Flights – has minimum of 3 night takeoffs and landings in the last 90 days
  - FAR135.265(b) – Rest hours – has minimum number of required rest hours
  - FAR135.265(d) – 24 consecutive hour period – had 24 hour period free from company duty
  - TSA – pilot is not a match on the No-Fly or Selectee list

Dispatch will reach out to crew to fix legal issues whenever they are found. Example: A pilot is showing unavailable in Astro. If the pilot is actually available to work that day they need to be shifted on. If they are not available the pilot must be replaced.

Any legal issues that dispatch cannot get answers to must be reviewed by Flight Operations by someone who has operational control.

13.5.4 Trip Legal Check



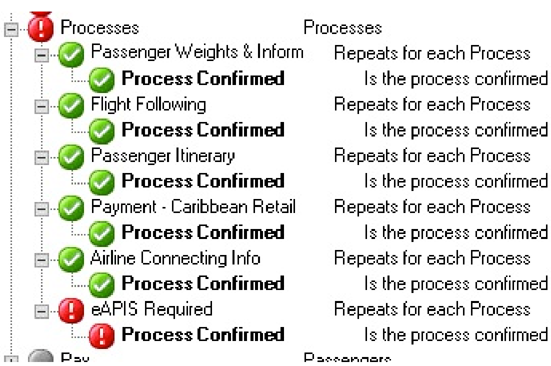
The following legal check issues will be addressed by Dispatch:

- Departure Airport Operating – airport is operational in Astro
- Departure Airport Closure – airport is not closed during flight
- Departure FBO Open – private FBO is open when we are departing
- Arrival Airport Closure – airport is not closed during flight
- Arrival Airport Operating – airport is operational in Astro
- Arrival FBO Open – private FBO is open for arrival
- CG (Center of Gravity)
  - CG – GTOW – aircraft is within CG envelope at gross takeoff weight
  - CG – Zero Fuel – aircraft is within CG envelope at zero fuel weight
  - CG – Landing – aircraft is within CG envelope at landing weight
- Trip Fleet – checks that the trip and aircraft are set for the same fleet

Dispatch fixes all trip legality issues prior to a flight being released. Exception: CG Issues.

All CG issues need to be sent to Flight Operations for review. They will advise if a tail number change will fix the issue or if the trip cannot be done on any of our aircraft. Dispatch will advise sales of the issue and give all available options to complete the trip. If there is an issue that cannot be resolved, sales will advise the customer of limitations for their trip.

13.5.5 Processes Legal Check



Dispatch will ensure all required processes are completed prior to departure. The following processes must be confirmed prior to a flight being released:

After Hours	Agriculture	CANPASS
Caricom Filed	Connecting Airline Information	Crew – Catering
Cuban Overflight Permit	De-Ice/Hangar	DGAC Approval Required
eAPIS Filed	Inbound Customs	International Handling
LGA US Pax Only for International	Outbound Customs	Part 380 Paperwork
Passenger – Bags	Passenger – Catering	Passenger – Ground Transportation
Passenger – Hotel	Passenger Itinerary	Passenger Weights & Information
Payment – Broker (Northeast)	Payment – Caribbean Broker	Payment – Caribbean Retail
PPR for BVI Airports	Pre-Auth Credit Card	Slots
Special Requests	Weather Call	

The following processes do not need to be confirmed prior to the flight departure but will need to be completed:

Crew – Air Relocation	Crew – Ground Relocation	Crew – Hotel
Flight Following	Out of Fleet	Payment – Northeast Retail
Quote Notes/Follow Up	Scheduling Review	Sold Empty Leg
Training Event	Videcom Sync	

All processes must be completed. Dispatch will fix any processes that are assigned to them. Dispatch will inform sales of any processes that need to be fixed or completed in order for dispatch to release the flight. Any process overriding must come from a supervisor or higher.

13.6 Flight Following

One of the most safety critical responsibilities of the Dispatch Team is actively flight following our aircraft and those operating trips for us. We should always be able to determine the status of one of our aircraft or an out of fleet within a few minutes.

Flight Following involves:

- Reviewing the flights for the day.
- Receiving flight following calls and updating the Master schedule gannt chart.
- Flight following with customers, both retail and broker.
- Contacting Brokers with any deviations and changes from original trip schedule, including any crew and tail number changes within 24 hrs. of the trip.
- Receiving information about flight abnormalities, and share with the appropriate parties
- Passing on messages to crew.
- Entering all connecting flight info for charters and tracking the inbound flights.

A confirmed overdue aircraft requires immediate implementation of Tradewind's Emergency Response Plan.

Warnings in Astro will appear as soon as a plane has not departed. This warning appears as a Red Outline around the flight. An email will also be received in the dispatch inbox.

Maintenance – if a crew calls and requests to speak with maintenance, it is the receiving Dispatcher's responsibility to ascertain the status of the aircraft (grounded, otherwise) and to begin the process to find other arrangements.

Maintenance inquiries should always be directed to the Director of Maintenance or a Maintenance Supervisor. Don't grab the first mechanic who walks in.

If no maintenance personnel are available (in shop or after hours), the Dispatcher should find out where to contact the crew and then find the DOM or on-call maintenance individual ASAP.

Weather – if weather appears that it might affect an aircraft schedule, update Astro. If the weather may affect multiple flights, endeavor to see if moving around flights might help the problem.

Contact the DO or Chief Pilot if:

- An aircraft has to divert from its planned flight.
- An aircraft is grounded due to a maintenance problem
- Any call or inquiry from FAA, law enforcement, fire department, customs, etc.
- Ramp inspection
- Customer service issue. Late plane, FBO, ground transportation, etc.

13.7 Flight Following

1. A flight must be released in order to be marked out.
2. Departure - Open the FLIGHT. Enter the Actual Out time (in Zulu) and click OK to close the trip
3. Arrival – Open the FLIGHT. Enter the Actual In time (in Zulu) and click OK to close the trip
4. Flights that are overdue have a red border
5. Flights that are completed turn gray
6. Future Un-Released flights are yellow
7. Released flights are green
8. In-progress flights are teal
9. Empty Flights will have hatch marks in the future, in progress, and flown.

13.8 Flight Following In Astro

Departure

- Open the FLIGHT. Enter the **Actual Time Out** (in Zulu) and click Ok to close and save the trip.
- When are crewmember tells you they are departing in 10 minutes, enter the **Actual Time Out** as now, and the Time Off as they time given by crewmember.

Arrival

- Open the FLIGHT. Enter the **Actual Time In** (in Zulu). Then click the check box for ARRIVED and click Ok to close and save the trip.
    - Future Un-Released Flights - are Yellow
    - Released Flights – Turn Green
    - Overdue Flights – Have a Red Border. The Red Boarder appears 15 minutes after the schedule arrival or departure
    - In-Progress Flights – Turn Bright Blue
    - Empty In-Progress Flights – Turn Green with Hatch marks
    - Completed Flights – turn Gray. (Empty flights will still have hatch marks)

Keeping Astro Live is imperative while flight following. This provides clear information about where planes are in the schedule and makes all delays visiable.

The **Flight Following** process in Astro

Charter flights will include the **Flight Following** process. The Sales team will be putting in the required contact info during the booking process and creating **Flight Following Pop-up** reminders day prior. These reminders are noted at the FLIGHT level, which will appear each time a dispatcher opens a flight to mark the plane departed or arrived. Immediately flight follow with the customer as directed in these pop-ups.

13.9 Flight Following with Out of Fleet Operators and Customers

- Identify out of fleet trips for the day
- Contact each Operator 2 hrs. prior to confirm plane is on schedule and there are no pending questions from the operator.
- Contact again 1 hr prior, is plane in position? Do they have the catering?
- Confirm passenger list same as we would with our own fleet.
- Flight Follow with Customer when plane is in position
- Make contact with operator at departure time. Stay on them like 'white on rice'. Make sure they are communicating with dispatch for departure and arrival.

13.10 Flight Following with Web Sentinel

Web Sentinel if a flight tracker we have added to a growing number of our Pilatus PC12 planes to aid in flight tracking. This program should be live on the large tv monitor in dispatch at all times.

http://www.websentinel.net/WebSentinel/

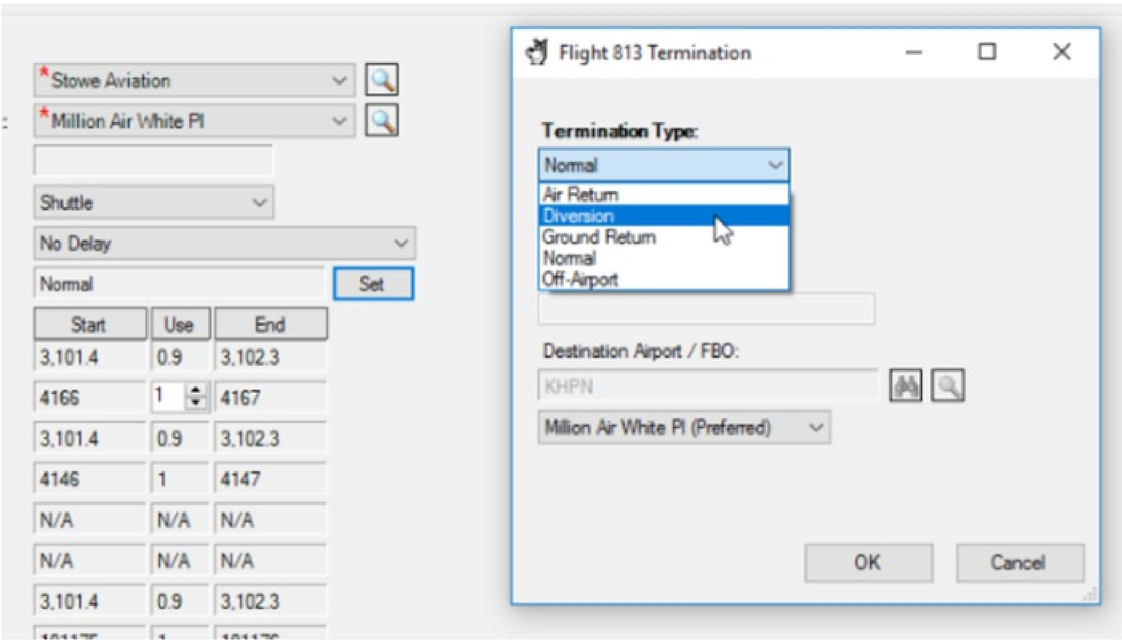
username: Tradewind
password: Goodspeed1

13.11 Charter Passenger Confirmations – change in manifest

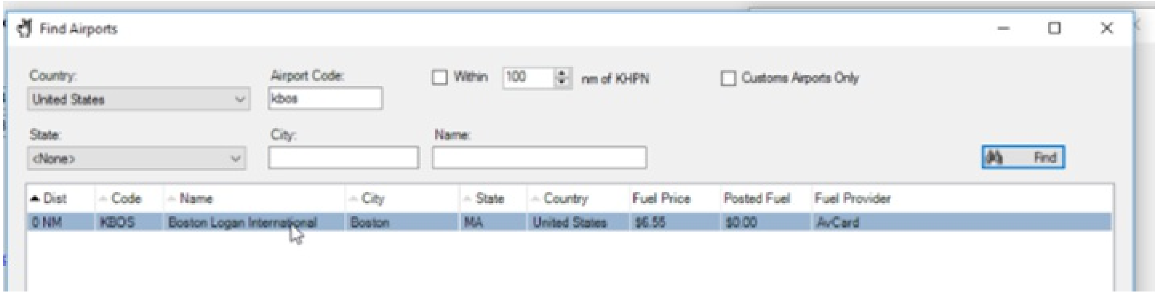
- Prior to departure for all charters, confirm with crew they have all passengers listed on their manifest.
- If crew tells you they are missing passengers, have added passengers, or changes in passengers, immediately make those changes to the manifest.
    - If this trip is a broker flight, update the broker of the passenger manifest changes prior to departure
    - EJM requires this prior to departure.

13.12 How to Handle an Aircraft diversion (while in flight)

1. If a crew calls in to tell you they need to divert, ask them the reason for the diversion.
   a. Frequent reasons are: Mechanical, Wx issue, Customer Request
2. Contact Operation Control immediately and explain the situation.
   a. If the diversion is due to a mechanical, Call MX and brief them on all info you are aware of.
   b. If the diversion is due to WX, Contact operational control. Call the FBO that they will be diverting to and check on passenger transportation if necessary. Once the aircraft is on the ground, talk with the crew to determine the plan for the passengers.
   c. If the diversion is due to a Customer request, contact operational control. Speak with the crew and see if the passengers need any assistance with transportation.
3. Contact Broker / Assistant / Travel agent of the change in plans.
4. Alert the new destination airport of our planes arrival.
5. Do the passengers need transportation?
6. Identify the flight in Astro, and open the flight.
7. Select Set under Termination Type



8. In the new window fill in the following information
   a. Termination Type (Air Return, Diversion, Ground Return, Normal or Off Airport)
   b. Termination Reason (Mechanical or Diversion not MX)
   c. Destination Airport (Select the airport they are diverting to)
   d. Destination FBO (Select which FBO the aircraft went to/going to)



9. Update sales so they can adjust the quote/trip. Any additional legs will have to be added from the trip status.

13.13 Northeast Shuttle Departure Procedures

Crews will call in 20 minutes before departure time with list of customers who have not arrived. Reach out to each customer to find out how far away they are. Move customer to next available shuttle, if applicable.

> (Note: Bags will be loaded at 15 minutes prior. Crew will walk passengers out no later than 5 minutes prior. Engine will start no later than departure time. If passengers arrive less than 5 minutes prior, please let them know they have missed this flight. If they arrive less than 15 min but more than 5 mins prior, their bags may more make the flight depending on the current load.)

See 15.3 for SJU Departure Standards and Procedures

13.14 Delay and Disruptions

Remember: When we communicate to customers we want to be honest, direct and provide information that is accurate and useful.

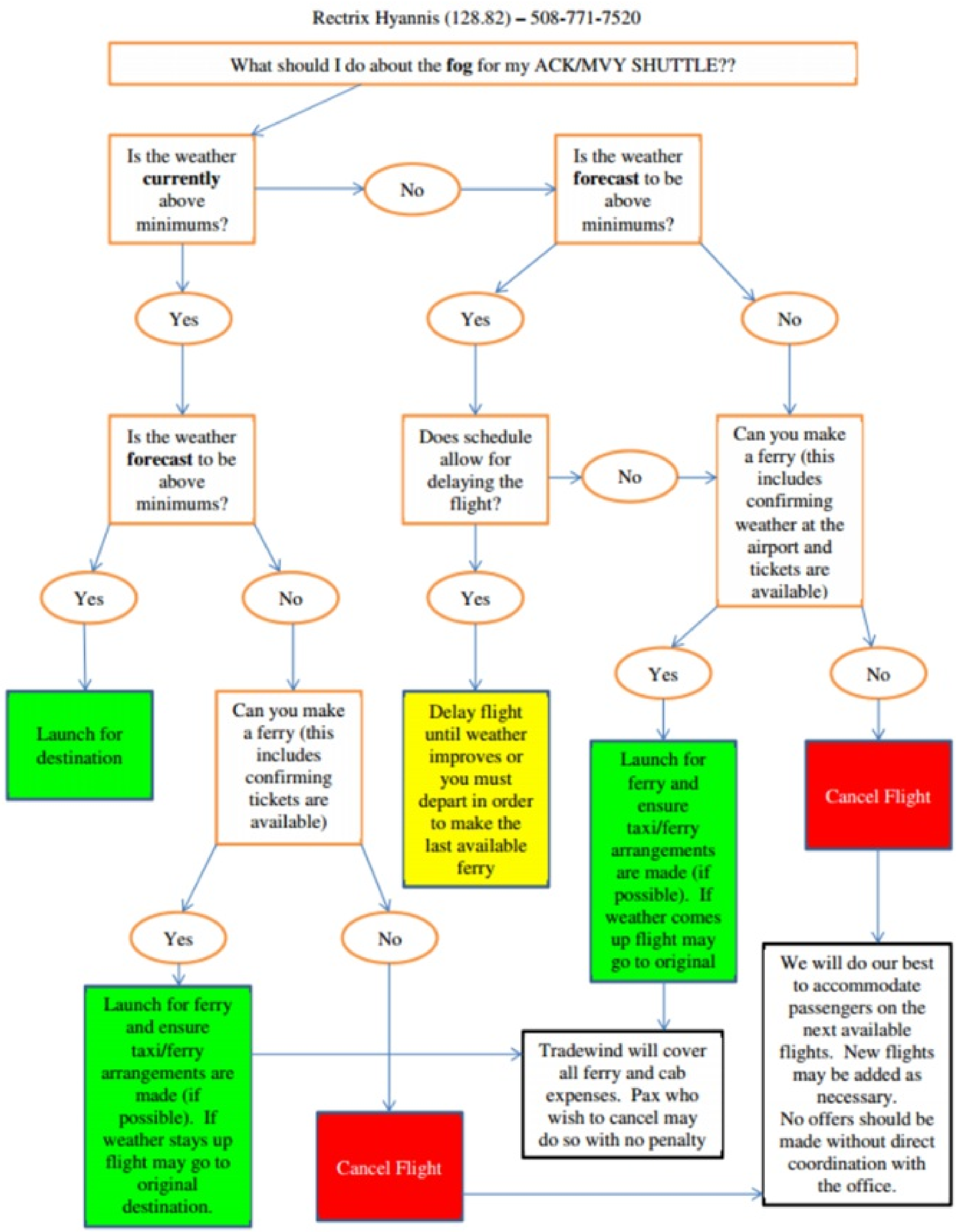
Below are steps we must follow for any disruption to the schedule which will cause a delay.

1. **Proactively Identify potential delays (DISPATCH)**

    - We should always strive to find the potential for delays before they arise
    - It is critical that the Gant chart be as accurate as possible. If a flight is delayed the planned departure must be updated to the new estimated departure time. This will clearly identify any potential delays on the following flights, which should either be moved to remain on time or adjusted accordingly.

2. **Update Booking Systems (DISPATCH)** The appropriate booking systems must be updated with tail number to reflect a delay and the new departure time should be applied. Communication of the event will be immediate between the DIP and Shuttle representative. DIP communicating alternate plan if needed. Dispatch will contact FBO/Handler/Greeters.
3. **Communication (SHUTTLE SALES)** Communication to customers should begin with the use of the SMS function by the Shuttle representative.
4. **Communicate (SHUTTLE SALES)** Phone calls are made to customers immediately, as positive contact is made with each customer a note is placed in their reservation stating they are aware of the specific delay.

13.15 ACK/MVY Ferry Flow Chart



13.16 Basic Astro Dispatch functions

Release a Flight – this should be done as soon as all items associated with a trip are accomplished. It will automatically be done 30 minutes prior to a trip if all legal checks are green

1. Open the FLIGHT, select the Legality tab and click CHECK
2. If all checks are green, click release. If any are red, then you must correct the issue (as a last resort you can override the check) Yellow are warnings which could affect future flights.
3. Click OK

Note: Do Not Override something Unless You Know Why it Appeared

13.17 Confirming Crew from STAFF SCHEDULE

1. Select the flight legs you want (you can shift-click to get multiple legs) and choose Email Crew Itinerary
2. Send the generated email to the crewmembers
3. Call the crewmember to confirm them off all the details on the Staff Schedule.
4. Select the legs you want, right click and choose Crew Notified
5. Once the pilots have been confirmed (positive communication, not just a voicemail), right click and choose Crew Acknowledged (Flights with a notified crew will have a red triangle in the lower left (PIC) and lower right (SIC) corners. The triangles turn white when the crew is marked as acknowledged or if they acknowledge via the pilot portal)
6. Right click on crew relocations (in staff schedule) to send those separately (they don't appear in the crew itinerary)
7. Standby Duty assignments will also be confirmed on the Staff Schedule.
    a. Right click on the Line Duty Assignment, select **Duty Assignment Email** to send to crew.
    b. After you send the assignment via email, open **Properties** of the Line Duty. Check the box that says **Notified of Duty Start**.
    c. Once crew confirms, open **Properties** of the Line Duty and select **Acknowledged Duty Start**.
8. **Lock the Duty Assignment S**tart Time by right-clicking. Do not lock the End time.

Note: You can also hover over a leg to see if the crew has been confirmed.

13.18 Process List Review – the process list is your to-do list

1. View>Flight Services>Processes (or Ctrl+L)
2. You can work through the list however you like. You can simplify the Process List by setting the appropriate date filter. You can also group by Process Type
3. Hover over the process status icon to see what the current state means and any associated notes

13.19 Crew Relocations – critical for correct calculation of pilot duty day

1. Crew Air or Ground relocations MUST be added to a pilot any time you need to move that pilot outside of a pilot seat

2. In the staff schedule, right-click where you want the relocation and choose Air or Ground as appropriate
3. Enter any relevant notes and set the status to Booked. It will show red on the Master schedule
4. This is also how Astro knows when a pilot rides as a passenger on one of our shuttles
5. When crew confirmation has happened then change the status to confirmed. This will change the color to green on the Master schedule

13.20 Crew Hotel – critical for correct calculation of pilot per diem

1. In the Staff Schedule right click and choose Crew Logistic>Crew Hotel
2. Enter details and set to Booked
3. Just like relocations, this requires a separate email to the pilot
4. Only after pilot confirm has occurred should the status be changed to Confirmed.
5. If a crew member has multiple overnights in a row, add a Crew Hotel process for each day they are overnight. Details must be entered into each Crew Hotel process.

13.21 De-Ice Process

If any pilot tells you they took de-ice for a flight, a de-ice process must be added to the Trip. Adding this process alerts Sales and Accounting that an added charge will apply to a customer. Follow these steps to add this to Astro.

1. Open FLIGHT. Navigate to PROCESSES tab of the Live Leg.
2. Using the , add the 'De-Ice Purchased' Process.
3. Select the airport the De-ice was Purchased.
4. Please note if Customer is responsible for the De-ice bill.
   a. If the De-ice occurs for a Charter live leg, the customer is responsible
   b. If the De-ice occurs for a shuttle leg, this is a TW cost.
   c. If De-ice occurs for an Owner leg, the Owner is responsible.
5. Set the Process to . This will automatically create an email in Outlook. Send this email to **charter@flytradewind.com**
6. This completes Dispatch's involvement.

13.22 Passenger – Catering

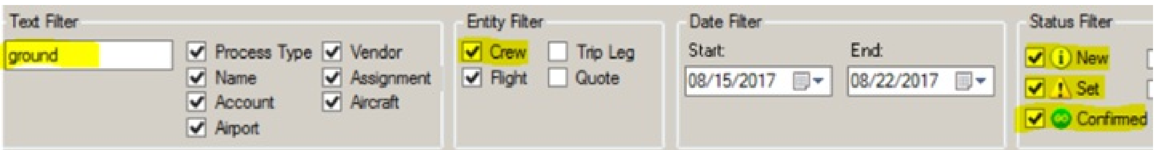
- When catering Order has been placed mark the process state .
- Day of the trip, when dispatch has confirmed the crew has the catering order, and the catering order is correct, then dispatch will change the state to .

13.23 Crew Cars

Tradewind has multiple crew cars available to move crews to and from aircraft. These cars are used for crews to use when starting trips out of locations other than their Pilot base, thus allowing them to keep their personal cars at their home base without added mileage.

The car location/who has it are tracked in Astro.
All long-term assignments are tracked on the Live Passdown 2.0 (i.e. a SJU mechanic having a car for multiple days/weeks)

1. Every car assignment needs a **Crew - Ground Relocation** built.
   a. This also applies to a pilot taking a car overnight. The process needs to show the timeline
   b. Drivers need a relocation process built to track the car they are using.
2. Use Vendor for car assignment
   a. This includes all Tradewind Crew Cars, Enterprise/Hertz rentals and ‘Report Direct’
3. For Rental cars – aim to use Enterprise before all other rental car companies. We have special day rates and discount drop off rates with Enterprise.
   a. Enter all details and plans in the Process
   b. Initial plan for the rental duration should be entered in Astro. This will help other dispatchers determine the plan for the car.
   c. If someone other than the ‘renter’ is going to return a car, all original rental info needs to be in the next relocation
   d. Confirm all Rental car plans verbally with a pilot. For example, if you want a car returned to HPN with X pilot, make sure you have told the pilot this information and the pilot must acknowledge.
4. Use a Tradewind driver before asking a pilot to use their personal car. Car services and rental cars can get very expensive for multi-day rentals, especially one-way rentals.
5. When a crewmember is driving to/from a location (JFK, BDL, etc.) for a few days, they should drive their own car and expense the mileage. Pilots know this may happen from time to time.
6. Hum Trackers have been installed in all company crew cars. This will be used as a resource to cut down on time looking for cars.
   a. **www.hum.com**
   b. **Login: dispatch@flytradewind.com**
   c. **Password: Oxford2017**
   d. Toggle between the cars to then locate each vehicle
7. Updates must be made each time something changes.
8. **Process List**: use the following settings.



   a. Text Filter **Ground.** Entity filter **Crew. Date** Filter (looking back a few days)**,** Group by **Vendor.** Then sort by the **Date** column.
   b. Car selection will happen in by using **Vendors.**
   c. Relocations that need to be sorted out will be listed with no **Vendor** and pilots who still need car assignments.
   d. During the planning stage, assign cars to pilots via **Vendors**, leaving in the ‘New’ state. Mark the cars as ‘Set’ when the pilot have been sent the plan and a car has been selected.
   e. **Crew – Ground Relocations**: change to ‘Confirmed’ when you have assured the pilot has taken the assigned car.
   f. If the assigned car is no longer available, update the process and check other processes.

9. When you believe you have the cars all set, reconfirm from the Staff schedule by clicking . This will help you find Pilots who do not have relocations or need corrections.

CJ trip (crew relocation)- CJ3 crews are required to report directly to HPN or OXC as appropriate to the trip. Their duty time starts when they get to HPN or OXC

1. Do not ask them to make an added stop at OXC to pick up catering or other item. We need to arrange delivery of those items in HPN.
2. The only time CJ crews should need crew cars is if their trip doesn't start and end at the same place

Crewmembers requesting to borrowing a crew car, not in connection with a trip, only give it out if we have one sitting around.

They should not use a crew car if it means we then need to get a rental car.

13.24 Tradewind Driver:

1. Always provide a TW car when driving for TW purposes. Using a personal car should be a last ditch effort when there is no other way to get our cars or a rental.
2. Email all requests, including connecting flight info, to the driver even if you spoke with them via phone. This will mitigate confusion and allow the driver to track the TW employee.
3. Use the drivers TW email address to send all details.
4. Do your best to contact the driver and confirm in a timely fashion. Avoid leaving them 'on standby' for extensive periods. They are only get paid for the time they are working.
5. Note driver availability in the dispatch portion of the passdown.
6. We make many changes and sometimes need to cancel a trip with a driver. This is understandable but try to keep these to a minimum.
7. Drivers will be filling out a Driver log with pertinent details for every drive. These logs will submitted to the Manager prior to payroll.

13.25 Amex Travel and Crew Bookings - Highlights and Guideance

Reference the Expense Manual for all questions about using company credit crds and reporting expense.

<u>Highlights</u>

- If you use anyone's credit card, email the cardholder and expense@ EVERYTIME.
- If you are issued a company AMEX, you are responsible for all charges on that card.
- Dispatch determines if a holel or airline is needed for a pilot. Dispatch will make all bookings unless a situation arises that forces a pilot to make a booking (i.e. the pilot is already at the hotel)
- Never use your card for personal expense
- All bookings for hotels, rentals, and airlines will be completed in Amex Global Business Travel portal.
- What 3 parameters will help you confirm you have selected the best hotel / rental car/ airline?
    - Appropriate price
    - Appropriate location
    - All options have been reviewed
- Book hotel / airlines at the earliest possible time relative to the trip when it is clear the booking is necessary.
- When requesting Office Expense, always confirm if the expense is: *Necessary, Reasonable, and Appropriate.*

Amex Global Business Travel

http://flytradewind.gbtconnect.com

Hotels

- Hotel price limit: $150
    - We have except cities listed in the Expense manual that are known to be higher
    - Also, if a cheaper, and appropriate, hotel is available, you do not need to book something that is closer to $150 just to stay near policy.
- Single room price higher than $200 needs supervisor approval
- Consider when a hotel price is less than $80 that it may not actually be appropriate for a crew member. Cheap hotels may not be appropriate places just because they are cheap.
- We can take crew preferences under advisement but if it costs more without any added benefit, we will not book it.
- Required information to be noted under crew arrangements: Hotel name, contact number, rate, confirmation number, address, transportation to and from the hotel, who booked and whose credit card is being used.
- All hotel rooms are to be booked on the captains Amex. If Captain does not have an Amex, use a Dispatchers Amex.
- Crews collect receipts upon check out.
- Hotel cancelations: you are responsible for cancelling any room that is no longer needed, as soon as it is known the room is not needed and it is still prior to the cancellation policy.
- Per dium is meant to cover meal costs for pilots. Free breakfast at a hotel should not be a weight factor in picking hotels
- Pilots stay in the SJU condos
    - If they are in SJU for less then 3 days they will stay in a hotel.

Ground Transportation

- Cars are to be booked under the captains name unless the captain doesn't have a gold number, or comparable.
    - If captain does not have a Gold number, or comparable, book reservation under a different account and add the captain as an additional driver.
- Weigh cost of a round trip rental, crew car, and TW driver. Be prepared to justify your decision
- Crews will submit cost and receipts to accounting.
- Crews do not get a car for an overnight if there is a shuttle available. Crew also needs to be on the ground more than 24 hours.
- If cars are greater than $75/day, consider checking cab prices to make sure we are not over spending.

Airlines

- Always try to get non-stop flights (if non-stop options don't exist, try to mitigate cost and duration of travel)
- Check with supervisor before booking any flight over $300 one way
- Keep track of crew duty time in relation to day prior and day after airline
- Do not book extra leg room

13.25.1 Enterprise Deal

Tradewind has negotiated rental car rates with Enterprise Holdings (Enterprise, National, and Alamo Car rentals).

This deal grants Tradewind and its employees several advantages including:

- Preferred Pricing on all car rentals
- Customized one way pricing between Tradewind frequently used airports (example HPN to OXC)
- A customized Tradewind Website for booking
- A code for staff who want to benefit from Tradewind pricing for your personal travel (we will send the code to use this in a later email)
- Status matching Based on your Current Status with Hertz or Avis – so you can enjoy the same level of privilege you may already enjoy with Hertz or Avis

In an effort to get us up and running as quickly as possible, we are working to send Enterprise a list of our staff who will need an Enterprise Account. If you don't have one and Travel Frequently – don't worry we will submit your name for one automatically and you will get a follow up email in the next 1-2 weeks with more information on your account number (to your Tradewind email).

If you already have an Enterprise number AND / OR you want your status matched from a competitor – you do need to take ACTION:

ONLY email if you ALREADY have an Enterprise Number or if you want your status matched. If so, please send an email to:

mbrinkmann@flytradewind.com with the following information:

- Your Name
- Enterprise Account # (if you have one)
- Your Status on Hertz or Avis (If you want your status matched)
- Your Hertz or Avis Account# that you want status matched

If you do not have an Enterprise Account or don't have status to be matched – NO NEED TO EMAIL. We will set up an account for you and you will receive an account notification email in the next 1-2 weeks.

Thank you for choosing National Car Rental and Enterprise Rent-A-Car's Car Rental Program. Below you will find a brief description of how to use your new program along with some helpful tips. I have listed your Corporate ID number, which has been set up to rent with National Car Rental and Enterprise Rent-A-Car on a nationwide level.

Tradewind Aviation
CD # Business use: XZ48A54
CD# Leisure use: XZ48A55

<u>National Car Rental</u>

- To set up a rental reservation **by phone** simply call 1-800-CAR-RENT and give the booking agent your company Corporate Discount number **(CD # XZ48A54).**
- To set up a rental reservation by **TMC (Travel Management Company)** simply instruct your booking agent to include your Corporate Discount number **(CD#XZ48A54).**

To set up a rental reservation **online,** go to **www.nationalcar.com**

Without an Emerald Club Number

1. Go to **www.nationalcar.com**
2. Screen: Enter location, dates, and contract ID (**XZ48A54**).
   a. Select "Start Reservation" – this will prompt you to join Emerald Club. Select "No thanks"
3. Screen: <u>Choose Vehicle</u> - select the vehicle type
4. Screen: <u>Optional items:</u> review optional products (then click "continue") or click "no thanks, Skip to Review"
5. Screen: <u>Review & Reserve:</u>
   a. Rates, Taxes and Fees – details the estimated cost of the rental
   b. Driver Information – enter in your renter's name and email address
   c. To complete the reservation select "Reserve"

With an Emerald Club Number

1. Go to **www.nationalcar.com** and click on "Add more information to your reservation" (located under the green "start your reservation" bar).
2. Screen: <u>Reservations</u>
   a. Enter the (pick up/return location, dates and times)
   b. Under <u>Special Rates and Contracts</u>, enter **XZ48A54** in the **"Contract ID"** field
   c. Under <u>Emerald Club</u>, enter Renters Name and Emerald Club Number
   d. Select "Start Reservation" – this will prompt you to log in to Emerald Club select "No thanks"
3. Screen: <u>Choose Vehicle</u>: select the vehicle type
4. Screen: <u>Optional items</u>: review optional products (then click "continue") or click "no thanks, Skip to Review"
5. Screen: <u>Review & Reserve</u>:
   a. Rates, Taxes and Fees – details the estimated cost of the rental
   b. Contact & Payment Information
      i. Driver Information – This should show your renter and their Emerald Club number
   c. To complete the reservation select "Reserve"

Enterprise Rent-A -Car

- To set up a rental reservation by **phone** simply call 1-800-RENT-A-CAR and give the booking agent your company Corporate Discount number **(CD# XZ48A54).**
- To set up a rental reservation by **TMC (Travel Management Company)** simply instruct your booking agent to include your Corporate Discount number **(CD# XZ48A54).**
- To set up a rental reservation **online**, go to **www.enterprise.com**, enter the location, date and time and your **Account# XZ48A54** for the rental and click "Continue" to search for available vehicles. Choose the car class that's preferred. The next screen will be the Extra's screen, click on "Continue to review" button. On the next screen, put in the renter's name, phone and email address. Underneath that, it will ask you to confirm if this is a business rental, click "yes". It will then ask you if you are authorized and choosing to bill your company for this rental. Click "Yes". On the next screen, click on "Reserve Now" to complete the reservation.

If you have any questions regarding your nationwide rental program, please let me know.

Dan Wilson
Email: Daniel.J.Wilson1@ehi.com
Phone: 860-961-6732

13.26 Building shuttles in Astro

Reference **16.19 Building shuttles in Astro**

13.27 Removing shuttles in Astro

Reference **16.20 Removing shuttles in Astro**

13.28 Faring Shuttles

Reference **16.21 Faring Shuttles**

13.29 Flight number assignment:

Tradewind's APIS code is TJ and is an IATA assigned code for APIS and flight reservations systems. This is not to be confused with GPD which is FAA/ICAO assigned and it is used for Air Traffic Control purposes.

Astro will automatically turn a charter trip number into a flight number.
For example: Trip ABC123 will be turned into Flight#ABC123.
The problem here is we can not file flight numbers which include letters.

Every day, prior to schedules being released for the next day, all flights numbers should be reviewed. After changing all numbers for the next day, sort the flight list by Flight number to double check there are no duplicate flight numbers.

Why is it important that these numers are Unique?

> Every flight number that will be filed for customs, must be unique or they will override each other. For Example, flight #100 is filed for a morning flight. Now flight #100 is used later in the day. Any info filed for the morning flight will be erased and the new info will be used. This is very bad for customs.

In the Northeast, the GPD calls signs are as follows

N307WL – GPD307
N416TW – GPD416
N515CC – GPD515
N523TW– GPD523
N524TW –GPD524
N526TW – GPD526
N590TW – GPD590
N668TW – GPD668

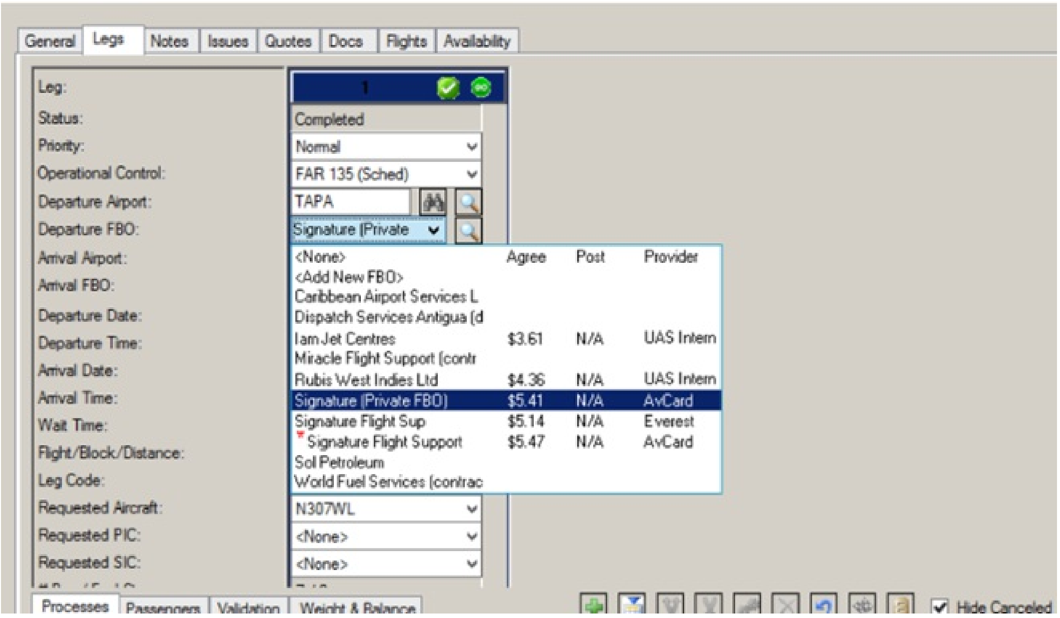
N111NY – GDP111
N212MF - GPD212
N2727K – GPD27
N224TW – GPD224
N55NX – GPD55
N95GJ – GPD95
N120AH – GPD120

N361TL – GPD361
N157JL – GPD157
N128WT – GPD128

13.30 Shuttle Buyouts

Certain routes that Tradewind Aviation has authorization to fly can only be completed as a shuttle. These routes are typically between two foreign locations that the government has given Tradewind permission to fly. We often have passengers that are interested in flying private charters between these two airports. In order to accommodate their request we are able to provide a “shuttle buyout”. This means that the passengers will book all eight seats and is treated as a shuttle but other passengers will not be able to book on the flight. Dispatch will build the flights for shuttle employees to book passengers on the flight.

1. Add shuttle per directions in **11.55 Shuttles in Astro.**
    a. Westbound flight numbers: 501, 503, 503. (Example: Use the next number in sequence. If 501 already exists, the new flight number will be 503.)
    b. Eastbound flight numbers: 500, 502, 504. (Example: Use the next number in sequence. If 500 already exists, the new flight number will be 506.)
2. Advise supervisor to change seating capacity per customer’s request.
3. Ensure a flight in/out of ANU uses the correct location.
    a. All of our scheduled flights default to arrive and depart at the main terminal. Some customers may request the use of the private FBO instead of the terminal. Astro will need to be update in the trip shown below:



    b. If passengers are using the Private FBO, select Signature (Private FBO) and close the trip. This will show on the crew itinerary day of trip.

13.31 No-Fly List Policy

The no-fly list applies ONLY for the following flights:

- Citation CJ3
- Scheduled flights in the Caribbean (Shuttle)

1. If someone shows up on the no-fly list for a flight other than the above, nothing needs to be done.

2. If someone shows up on the no-fly list as a “No-Fly” they must be denied boarding and a person with Operational Control (Adam, Eric, Nick or Kyle) or Sarah should be contacted ASAP.
3. If someone shows up as a “selectee” they are to be allowed boarding and one of the above people should be contacted ASAP.

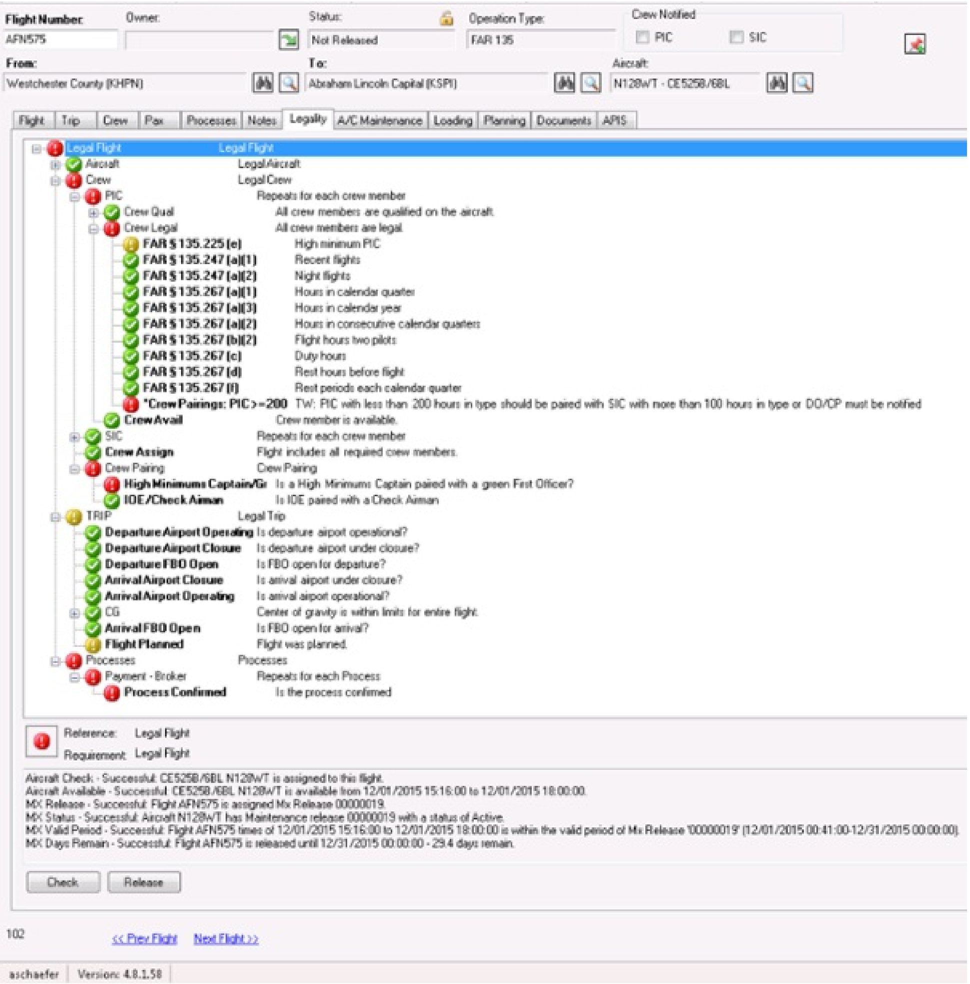
The supervisor should accomplish the following:

1. Verify that we have full identity information for the person: Full Name, DOB, Passport, etc.
2. Verify that this information matches what is on the No-Fly list.
3. If the identity can be confirmed as NOT the person referred to on the list, the flight can be released.
4. If the identity appears that it is the person on the list, the supervisor should call TSA Office of Intelligence at 703.601.5300 to provide the following information:
    a. Name of the individual
    b. Flight number and/or call sign
    c. Flight schedule
    d. Individual’s passport information (DOB, number, etc.)
    e. Tradewind contact with a callback phone number.

13.32 Flight Validation/ Legality

On the Master Schedule you can view the validation status of a trip by looking at the upper right-hand corrner.

If the trip validation isn't green, right click on the trip, choose Properties, and then when the trip opens choose the Legality tab.



All validation/legality issues must be corrected before a trip can be released. To correct them, copy all issues into an email and send to Adam and Nick. To update the legal checks if you have made changes, click the Check button at the bottom of the screen. Once all validation checks are green, a trip can be manually released by selecting the Release button at the bottom of the screen, or will be automatically released 30 minutes prior to departure.

13.33 48 Hour Checklist

Upon arriving to start their shift, the person assigned the 48-hr role will follow the workflow below.

1. Review the Passdown to get up to speed on what is going on.
2. Receive a briefing from the DIP regarding any items that might impact the remainder of the day or the following day.
3. Open the Master Schedule in Astro and use the to check for errors in the schedule within the next 48 hrs. from the current time.
4. Review out of fleet trips for the next 48 hrs. Trips that can be accommodated by Tradewind Aviation aircraft should be noted for possible inclusion in fleet and cancellation with the assigned operator if any changes occur.
5. Check the Trip Schedule looking for any unaccommodated trips (red charters or blue shuttles). Also review Trip Search window to look for any trips that don't have a tail number assigned.
6. Review Kalsoft and the Videcom Flight Board looking for any shuttles within 48 hours that have passenger loads that can be combined or that are empty and can be cancelled. Combine pax onto the fewest flights possible.
7. Prepare and run an Optimization Scenario that begins 1 hour from the current time and ends 48 hours from the current time.
8. Open the Crew Holes report and check for any crewing holes within 48 hours. (**http://astro-rpt/Reports/Pages/Report.aspx?ItemPath=%2fDispatch%2fCrew+Holes**)
9. Review the Flight Legality Report for items that cannot be overridden by DO/CP **http://astro-rpt/Reports/Pages/Report.aspx?ItemPath=%2fDispatch%2fLegal+Checks**
10. Familiarize yourself with all airport identifiers within 48 hours to be sure you have a sense for where the aircraft are going.
11. Review Optimization Scenario for ideas/possible promotion.
12. Review the Master Schedule and complete the following:
    a. Cancel empty shuttles as appropriate.
        1. Reach out to shuttle sales to see if passengers are flexible to move when there are 3 passengers or fewer and removing the flight will eliminateflying a round trip.
    b. For repo legs on published routes, rebuild to be a live shuttle if we will be flying it anyway.
    c. Combine flying into as few planes as reasonable to maximize aircraft availability for additional charter demand and maintenance requests.
    d. Minimize empty flying and use of expensive aircraft
    e. Minimize unnecessary crew swaps.
    f. Minimize HPN crews driving to OXC and OXC crews driving to HPN
    g. Ensure planes are repositioned one hour in advance when possible
    h. Add crew repositions and hotels.
    i. Add Standby Duty Assignments as necessary
13. Confirm crew after Standby Assignments have been entered.
14. Open the Staff Schedule in Astro and use the to check for errors in the Staff schedule within the next 48 hrs. from the current time.
15. Ensure Sales is aware of any empty repositioning flights over 1 hour so they can try to sell the dead leg

13.34 Standby Duty Assignments

Rest is required to be prospective and known in advance. The purpose is to give crew members planned assignments so all parties involved know what they are assigned for the day. Added plus, dispatch will know exactly who is available for pop-ups and changes.

All duty assignments must be set by 3pm. All crew members are required to log into the Pilot Portal and confirm their duty assignment between 3pm and 5pm. If changes are made after a crew was confirmed, they will need to be re-confirmed.

3 Types of Standby

1. Standby from Home
2. Standby from FBO (requires approved from Chief Pilot)
3. Standby from Hotel

If a pilot has an Available day but is not assigned a duty assignment, they default to Standby from home starting. The time frame is as follows:

- Northeast pilot: Standby 9am to 11pm
- Caribbean pilot: Standby 7am to 9pm

Note: after the default standby ends, a pilot cannot accept a 135 flight but could do a 91 flight if they were able *to fly. For these purposes, the pilot needs to tell us if they are safe to fly.*

Pilot Confirmation requires:

- Email of trip sheet (this triggers the pilots to log into the Portal)
- Confirmation by pilot thru pilot portal (the rest time is noted in their portal)

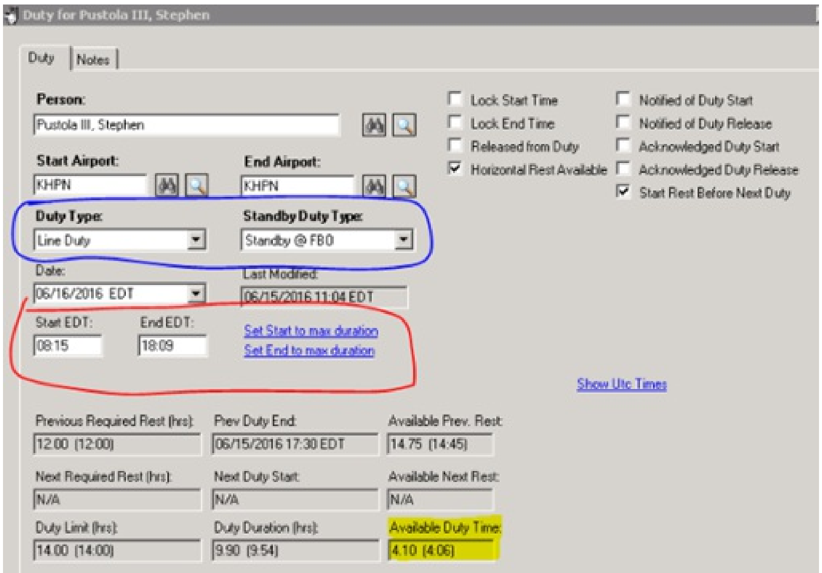
Appropriate duty rest must be given/taken prior to starting a duty day. It is not calculated after a duty day. Crews are put on standby at particular times which then the pilots rest time in Astro.

Crews that start early should not be assigned afternoon standby. Instead, they should be assigned to standby from home an hour or two prior to allow for contacting and changes in their day
The early morning crews must be assigned the beginning of their rest and confirmed prior to rest starting

- Look through full list of crews available for the next day. Identify crews that do not have max days.
- Of the crews that do not have a max day, look for crews that have a large opening in their day at a time that could be used for pop-ups and backups.
  - For example: If a crew has a few evening legs, they should be Standby for the majority of the day/afternoon. If the crew has a few morning legs, they should be standby for the afternoon.
- Type of standby crews needed:
  - One CJ3 crew
  - A least one crew needs to be assigned morning/ day standby. Preferably NG and ARGUS capable
  - At least one crew needs to be assigned afternoon/night standby. Preferably NG and ARGUS capable
    - Crews without duty assignments will automatically be on Default Standby. If they are needed to be on morning standby, it must be assigned by a dispatcher and confirmed with the crew member.
  - If there are more than one set of crew at a given time that can be put on standby, look to put them on standby at peak times, i.e. afternoon in most cases.
- Consider relocation time when assigning duty assignments.
- If a crew has only 1-3 hours available for a standby assignment, not enough to cover a pop up trip, have the crew on standby from home early to back up another crew. This is useful but they will not be able to do a pop-up in most cases.
  - A crew with 2 or less hours at the end of the day will not be useful for pop-ups. In this case, do not assigned standby unless there is no other crew to consider using.

Steps for entering Standby Assignments

1. On the Staff schedule, locate the pilot and date you are looking to enter standby activity.
2. Right click on the pilots yellow **Line Duty** and select **Properties**. If a pilot does not have **Line Duty** assigned yet, right click on the available day and select **New Duty Assignment**.
3. The Duty Assignment window that opens will show you the current hours the pilot is scheduled. The box highlighted in Yellow, **Available duty time** will give you an idea how many hours a pilot has available before/ after the current assignments. Circled in **Blue,** is where you can select the type of standby a pilot will be a assigned.



Circled in **Red,** is where you assign the time block manually or use the **Set Start to max duration** or **Set End to max duration**.

> *In the example above, when you select **Set End to max duration** the duty assignment will extend to 22:15 with **Standby @ FBO** as the type.*

4. Once you have the times you want, make sure you click the **Lock Start Time** or **Lock End Time** boxes. Choose the box that lines up with when the standby block exists: Is it at the beginning of their day or the end of their day?
5. Last step is to note the crew and their standby block and location on the passdown so everyone is aware when they can be used and contacted.

13.35 Crew Confirmations Workflow

The following items should be completed prior to calling/emailing a crew to confirm them.

1. Schedule optimization is completed
2. Aircraft is in position 1-hr prior when possible
3. All legal checks for that pilot's day are green or approved for override
4. How is the pilot getting to his/her aircraft?
5. Is there anything unusual about the day that should be communicated (aircraft/crew swap, crew needs to pick-up catering or beverages, other customer special requests)?
6. How is the pilot ending their day (hotel, airline, drive)?
7. Are crew arrangements complete? Is the reservation under the correct pilots name and card?
8. Have all passenger requests been arranged (ground transportation, catering)?
9. Are all flight arrangements made (early/late ops, handling, customs, etc)?
10. What is their standby assignment (if any)?

13.36 Reports Server

The Astro reporting server can be accessed using **http://astro-rpt/Reports/Pages/Folder.aspx?ItemPath=%2fOperations&ViewMode=List**

We use this server to create all documents/reports that need to be sent to handlers, customs, etc.

You will find the following there:

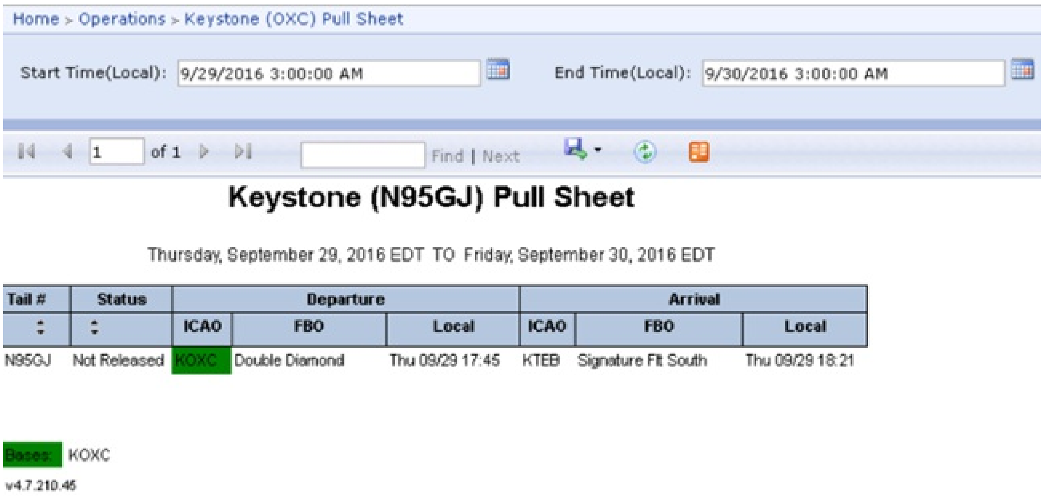
Operations Folder
Handler Schedule – use for each Caribbean handler and DHS, filtered by date and airport
Signature Flight Support South (KTEB) Schedule
Millionair (KHPN) Schedule
Jet Aviation Report

Dispatch
Legal Checks

BoldIQ -> Dispatch
Gendec
CANPASS

Set the report parameters, click the disk icon to save the report and choose PDF. You can then email out the file. We will work on getting everyone their own access so that we don't have to create the reports for them.

- Double click to open desired report template
- Enter start time (local) and date, end time and date
- Enter 4 letter airport identifier (for handler schedule)
- Click **View Report**
- Save as PDF via export drop down menu -> PDF -> desktop
- Email to appropriate entity as an attachment


Home > Operations > Keystone (OXC) Pull Sheet

Start Time(Local): 9/29/2016 3:00:00 AM End Time(Local): 9/30/2016 3:00:00 AM

1 of 1 Find | Next

Keystone (N95GJ) Pull Sheet

Thursday, September 29, 2016 EDT TO Friday, September 30, 2016 EDT

Tail #	Status	Departure			Arrival		
		ICAO	FBO	Local	ICAO	FBO	Local
N95GJ	Not Released	KOXC	Double Diamond	Thu 09/29 17:45	KTEB	Signature Flt South	Thu 09/29 18:21

Bases: KOXC
v4.7.210.46

Home > Operations > Double Diamond (OXC) Pull Sheet

Start Time(Local): 9/29/2016 3:00:00 AM End Time(Local): 9/30/2016 3:00:00 AM

1 of 1 Find | Next

Double Diamond Pull Sheet

Thursday, September 29, 2016 EDT TO Friday, September 30, 2016 EDT

Tail #	Status	Departure			Arrival		
		ICAO	FBO	Local	ICAO	FBO	Local
N55NX	Not Released	KOXC	Double Diamond	Thu 09/29 03:55	KACK	Nantucket Arpt	Thu 09/29 05:00
N524TW	Not Released	KOXC	Double Diamond	Thu 09/29 11:39	KTEB	Signature Flt South	Thu 09/29 12:15
N590TW	Not Released	KOXC	Double Diamond	Thu 09/29 13:00	KHPN	Million Air White Pl	Thu 09/29 13:30
N515CC	Not Released	KHPN	Million Air White Pl	Thu 09/29 19:15	KOXC	Double Diamond	Thu 09/29 19:56
N524TW	Not Released	KACK	Nantucket Arpt	Thu 09/29 20:13	KOXC	Double Diamond	Thu 09/29 21:10
N307WL	Not Released	KMVY	Martha's Vineyard	Thu 09/29 20:28	KOXC	Double Diamond	Thu 09/29 21:19

Bases: KOXC

v4.7.210.45

13.37 CHECK-IN, BOARDING and CLOSE FLIGHT

In the DCS be sure to check-in, board and close every shuttle (even empty shuttles)

All flights that fly should be closed, regardless of passenger count

To find flights that were not closed:

- In VARS, go to Reports > SSRP > Operations > DCS Status by Flight Date Range
  - NOTE: This report for prior day is emailed to **dispatchgroup@flytradewind.com** each morning at 8a EST.
- Choose a start and end date and click Run (CSV format is easiest)

To fix:

- Open the DCS, find the flight, ensure all pax are checked-in and boarded
- Close the flight with the CLOSE FLIGHT button. If the flight has no passengers you will need to use the command below.
  - With command: DF/airline flight number/date/departure city/closed
  - If you get an error "Unknown Flight" you may need for format the date is: DDMMMYY example: 01JUL16

If a flight was closed but the passengers were not all checked-in and boarded, those passengers will be marked "no-show"

To find no-show passengers:

- IN VARS go to Reports> SSRP>Rescontrol>No Show Tickets by Date Range
  - NOTE: This report for prior day is emailed to **dispatchgroup@flytradewind.com** each morning at 8a EST.
- Choose a start and end date and click Run (CSV format is easiest)

All passengers on this report:

Both No Shows & Passengers that actually flew should be marked flown:

- Check In & Board passengers
  - To check everyone in at once: TF/FLTNO/DATE
  - Note: If flight is in the past, for the date use: 01AUG2016
  - This is also to be used when marking no shows as flown if we do not have their passport information.
- Close Flight (if necessary) with CLOSE BUTTON
- Those that were actual No Shows, leave a remark that they were. You can do this in the DCS by following::
  - Bring up specific PNR: *TJA123
  - Add Note: 5**This is a note
  - Save: E*R

13.38 Boston Optimization Rules

Itineraries will be auto-sent out 24 hrs. prior
Dispatch will confirm passenger list with crew and close the flight
Pilot Show times – 90 minutes prior

- Be sure to contact crew for confirmation prior to 3pm the day prior

<u>Optimization policy</u>

- Cancel First morning roundtrips, 6am and 8am, at 8pm night before
- If the First round trip has passengers, but Second morning roundtrip is empty, cancel 30 minutes prior to second roundtrip
- Cancel all afternoon round trips day of at 11am if NO passengers are booked on any flights
  - If any afternoon flights have passengers, then leave ALL flights as scheduled and cancel roundtrips as appropriate 30 minutes prior
- If we are 30 minutes prior to the outbound flight from HPN and there are no passengers on the roundtrip, then we should cancel both flights at that time
- Bring plane in and out of HPN unless needed for MX, etc.
- If there is a reason for the plane to start out of OXC, close the next HPN –BOS flight 1 hr prior to avoid flying the plane empty to HPN
- Do not cancel for charters. (Exception to “Bird in Hand” Rule)
  - Day of book a charter if we have empty flights
- Additional sections – Report will be run twice a week by Grace to find added spots
- Commuter plane is not critical – can use Executive if needed for charters. Executive may be preferred for low load days.

BOS shuttles can depart up to 30 minutes early if all passengers have checked in. Shuttles should only leave more than 30 minutes early if the flight is full and all pax have checked in.

<u>Refund policy for cancellations</u>

- Tickets are non-refundable, may be changed and/or put on account until 3 hours before flight time.
- Less than 3 hours before flight, forfeit ticket.
- Flight time changes unlimited
- Transferability amongst related parties (family, colleagues) unlimited.

Diversion airport preference and passenger accommodation policies

- HPN: BDR, TEB, POU – TW provide ground transport to HPN (if pax want) - if they had their own transport somewhere else in area then they are on their own
- BOS: BED, OWD – TW to provide ground transport to BOS (if pax want, as above)

13.39 Flight Board Instructions

Link: **Flightboard.flytradewind.com**

Signup

1. Create account: Click Signup, enter email address (@flytradewind.com only), first and last name, click Signup
2. You will receive a confirmation email. Click the link to activate the account.

There are two views - Flight board and Check-In

1. Flightboard View
   - Viewable on a desktop or tablet.
   - Click the airplane icon at the top to view
   - Shows shuttle flights by tail and time of day. A time line moves across the page.
   - Filterable by origin or destination.
   - Mouse over the number of passengers to see the passenger list.
   - Click the “O” to close the flight. The O will turn into an “X” when the flight is closed.
2. Check-In View
   - Viewable on a mobile device, desktop or tablet
   - Click the checkbox icon at the tip to view (or choose at the login page)
   - Filterable by Tail Number, flight number, origin and destination (click “View/Hide more filters”)
   - Shows the passenger list for each flight
     - Seg status:
       HK=Confirmed booking,
       MM=Standby booking
     - Weight

       Shows known weight if available
       Click to enter new weight
     - Comments

       Click to view booking comment or to enter a new comment
     - Checkbox

       Click to check-in the passenger
       Click again to uncheck a passenger
   - To close the flight
     - Click the “O” to close the flight. The O will turn into an “X” when the flight is closed.
     - Do not close the flight until all passengers are checked-in

13.40 Passdown (CONSTRUCTION)

The charter passdown serves as a consistent method to keep all parties informed of the progress of the office. The passdown is sent at the end of each day when the office closes and the phones are handed to the on-call individual. The passdown is to be sent to **passdown@flytradewind.com** daily at 2100. It is also preferred that the overnight person resend in the morning with overnight changes.

13.41 Overnight Cost Calculator – Caribbean

The Overnight Cost Calculator – Caribbean has been shared with everyone in dispatch. We use this to determine if we should leave an aircraft overnight or fly a plane back with crew. Below is what the sheet looks like and explanations for each line item.

	A	B	C	D	E
1					
2	Flight hours to bring aircraft home:	2	$1,200		
3	# of PIC hard days to be paid:	0	$0	(This includes per dium)	
4	# of SIC hard days to be paid:	0	$0	(This includes per dium)	
5	Total cost of hotel rooms required:	$500	$500		
6	Cost Savings (or loss) of overnighting crew:		$700		
7	Should I overnight crew?		Yes		
8					
9	Do you need a rental car?				
10					
11					
12					

- Flight hours to bring aircraft home – this is the total hours to move the aircraft to and from home base. Most of the calculations will be a round trip from St. Barth's to San Juan. Add the total hours and put them in B2 on the spreadsheet. It will automatically calculate the flight cost.
- # of PIC hard days to be paid – any PIC that is going to work a hard day to overnight the aircraft will be entered here. The total number of hard days to be paid to PIC's will be entered in B3. (Note: keep in mind if we already need the pilot to work their hard day, regardless of the aircraft flying home, we should not calculate their hard day into the formula)
- # of SIC hard days to be paid - any SIC that is going to work a hard day to overnight the aircraft will be entered here. The total number of hard days to be paid to SIC's will be entered in B4. (Note: keep in mind if we already need the pilot to work their hard day, regardless of the aircraft flying home, we should not calculate their hard day into the formula)
- Total cost of hotel rooms required – Put the total cost of rooms (not the Tradewind house) into B5.
- Cost Savings (or loss) of overnighting crew – This will be the difference between the total flight hours cost and any hard days/hotel rooms.
- Should I overnight crew – It will be Yes or No.

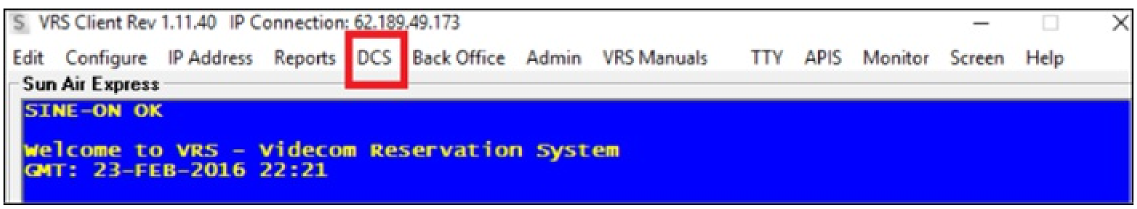
14.1 Signing In & Out of the DCS

Signing in: To start your session in VRS you need to sign in to the system. Each user is assigned a unique User ID (Agent Sine) and a Duty Code by their System Administrator. Most are assigned by DOB, MMDD initials and duty code (0110NM/RC). If your IP address is reset, you will need to enter 62.189.49.163.

(Note: When the agent sine is entered, for security reasons the code will be displayed as ****)

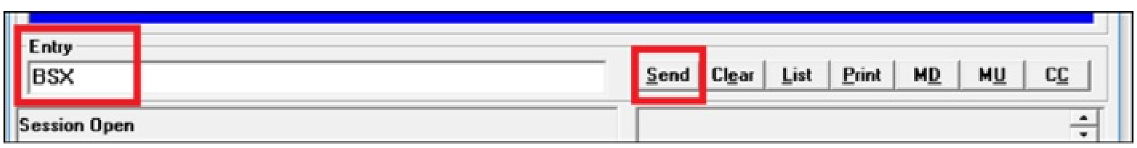
BSIA0110nm/rc [Enter]

- First time users will be asked to choose a password while other users will be asked to enter their password.
- Select the DCS option on the top toolbar to open the check in system



Signing out:

- The entries BSX or BSO will sign you out of the system.



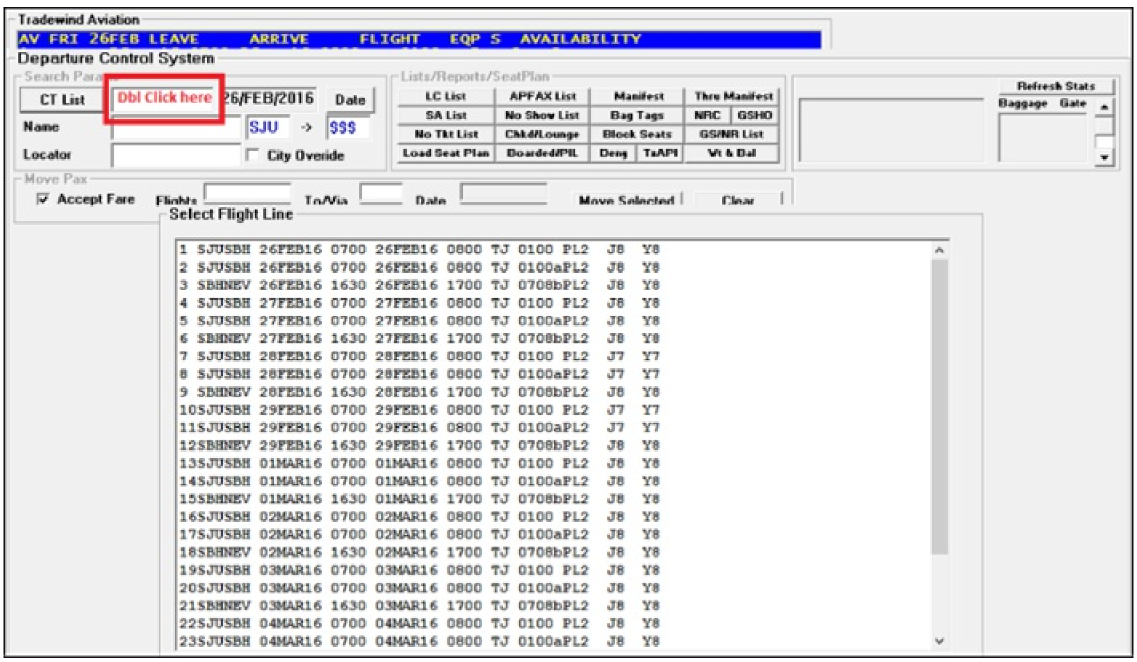
***Users will be automatically signed out of the system if it is idle for a 20-minute period. You must log out at the end of each shift. Also, if you log into the reservation system, you will automatically be signed out of DCS and will need to sign back in when you are ready to check in another flight.**

14.2 Overview of Home Screen

Search Parameters:

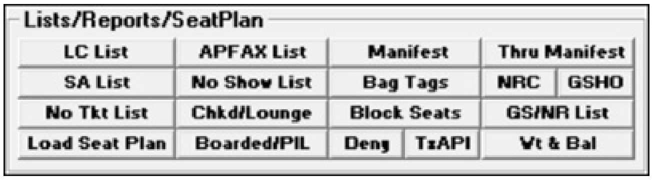
- Flight route & Date
- Passenger Name or PNR
- A search can be done to see all flights departing from your board point by adding your location in departure box and **$$$** in arrival box. Then, double click in the flight info box. A pop up will appear with flight and availability information.

****The information you are seeing here is the availability on the flight. The number next to the booking class is the amount of open seats NOT the amount of passengers booked on the flight. To exit the pop up window, you must select a flight.**



14.3 Flight Lists & Reports

Once you have selected a flight, a variety of lists are available on the check in screen. Each list allows the agent to view specific flight and passenger information. Many of the lists or reports are printable.

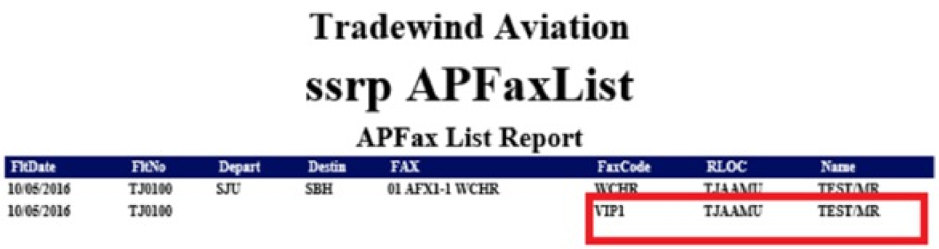


APFax	*APFax are used to communicate any necessary passenger details or services that the airport employees will need to provide, at no additional cost to the passenger (printable)*
LC List	*The LC list will provide you a complete list of passengers on any selected flight. This list will include HK (confirmed) as well as MM (standby) passengers*
SA List	*Will show Stand-by Passengers if booked as SA*
No TKT List	*No TKT list provides you with all passengers who are holding a seat but have not been issued a ticket (printable)*
Load Seat Plan	*Manual seat plan update after equipment change*
No Show List	*All confirmed and ticketed passengers who have not been checked in and boarded (printable)*
Chkd/Lounge	*The Chkd/lounge will show any passengers who are checked in (printable)*
Boarded/PIL	*List of all boarded passengers*

Manifest	*Manifest is an account of passenger's body weights, aircraft, pilots, baggage, fuel and other flight details (printable)*
Bag Tags	*Shows detailed information about baggage (printable)*
Block Seats	*Blocks seat availability for a flight or range of flights*
Deny	*List of passengers who have been denied boarding (printable)*
TxAPI	*Manually transmits APIS information*
Thru Manifest	*Displays a thru manifest (printable)*

14.4 Product List – Flight Specific

- DCS command line
- SSRPAPFaxList/tj0100/10may



Tradewind Aviation

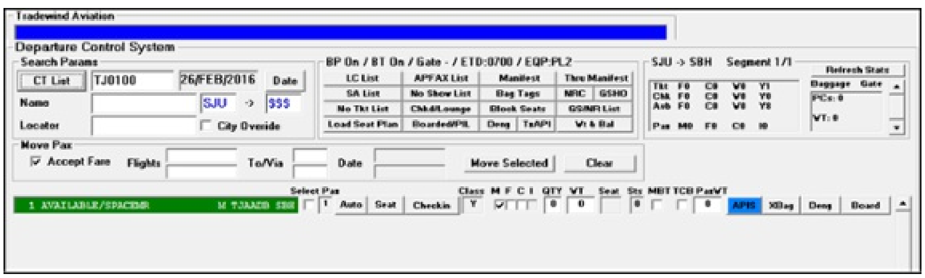
ssrp APFaxList

APFax List Report

FltDate	FltNo	Depart	Destin	FAX	FaxCode	RLOC	Name
10/05/2016	TJ0100	SJU	SBH	01 AFX1-1 WCHR	WCHR	TJAAMU	TEST/MR
10/05/2016	TJ0100				VIP1	TJAAMU	TEST/MR

14.5 Passenger Acceptance / Check In Process

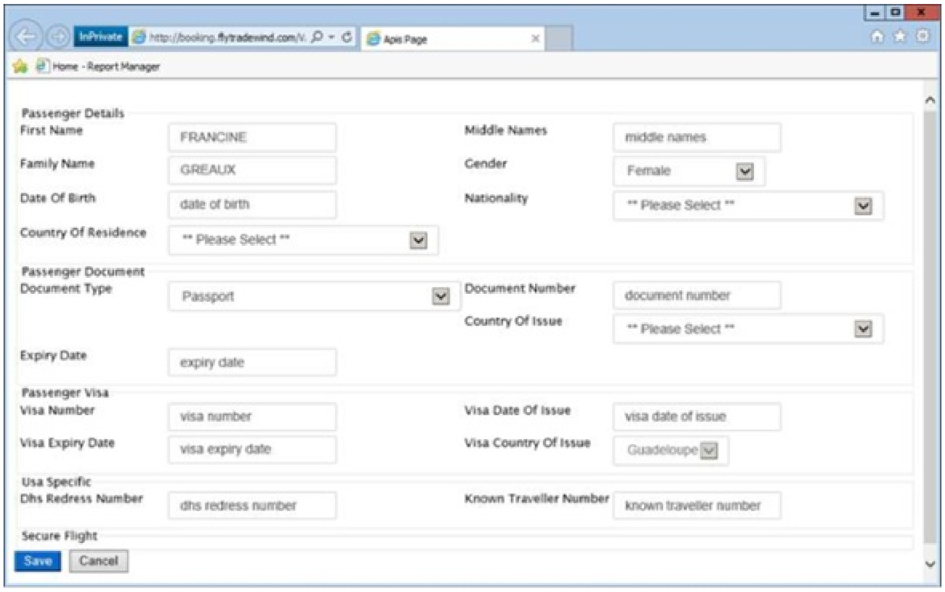
- Select passengers to check in by one of the following ways:
- If displayed, selecting the passenger from the CT list or
- Inserting the passenger name in the Name box and pressing CT LIST or enter or
- Inserting the passengers record locator in the Record Locator box and pressing CT LIST or enter



14.6 APIS Information

Any destinations requiring APIS information passengers will not be allowed to check in without filling in the information needed.

- Clicking on the APIS button will prompt a fill in sheet allowing you to add all required passenger information; DOB, Gender, Nationality, Visa (if applicable) and Passport information. If mandatory fields are not filled out, you will receive an error and will not be able to continue
-

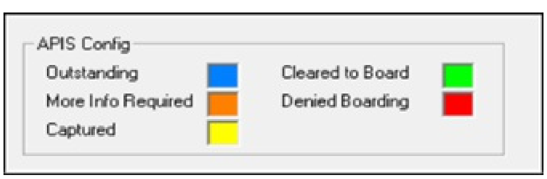


14.7 VISA Checker

1. Upon check in, you will add the passenger's passport information as usual. At this time, you should also enter the visa information into the same APIS screen.
2. If the passport information you entered is of a country that requires a visa and visa information is not put into the system an email will send to The Dispatch Department every 10 minutes until the information is put in.
   a. Dispatch, when you receive the email (example below) on this, please notify the handler immediately to either deny boarding or verify correct visa information.
   b. The emails should stop once the flight is marked flown. If they don't go ahead and enter gibberish into the VISA fields to stop the emails.

14.8 APIS Clearance

Passengers must be in a cleared "green" status to continue with the check in process.



*To view APIS status by flight number use DCS command line with the entry:

SSRPAPIS/TJ0100/10MAY/SJU/SBH

14.9 Filing Videcom APIS When System Is Down

Go to this version of the VARS system:

https://customer.videcom.com/TradewindAviation/VARS/Public/

1. Click on the MMB button
2. Enter the pax last name and PNR
3. Click on additional info
4. Enter all the APIS info there
5. Once that is done the Apis will go through without needing the apis page to open.

14.10 No-Fly List

All passengers are checked on the no fly list in Videcom. Passengers are either cleared or not cleared. The status of the watch list can be found in the passengers APIS information. This is where they will be cleared or not cleared.

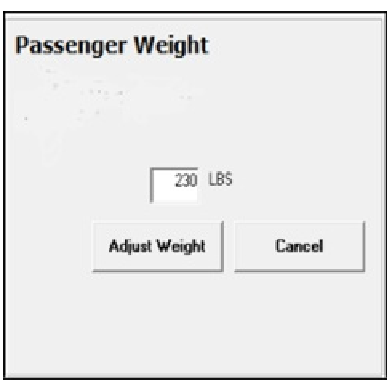
Passengers that are cleared will have a green filled APIS box 

. Any passenger not cleared to fly will have red in the APIS box. The passenger must contact the Department of Homeland Security via **https://trip.dhs.gov**.

14.11 Body Weight

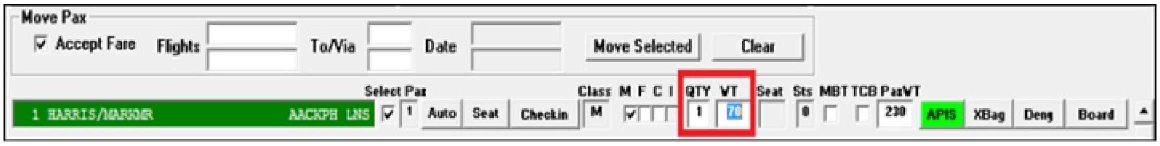
Each passenger must have body weight recorded and stored in their PNR.

- Click in the box "PaxWT"
- Enter passenger body weight
- Adjust body weight. This will save body weight in PNR

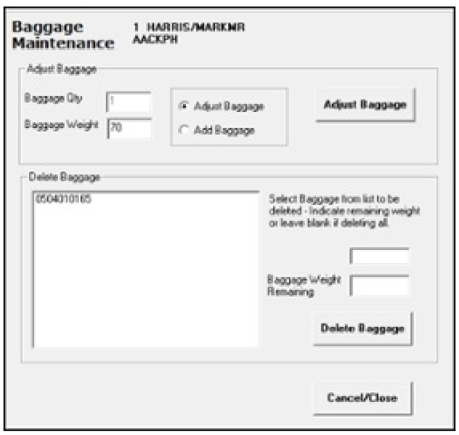


14.12 Baggage – Adding, Removing & Modifying

Adding a bag: Insert the quantity and weight of checked luggage **FIRST** by entering the number of bags in **QTY** and the total weight in **WT**. Prior to check in, you are able to modify the baggage through these boxes

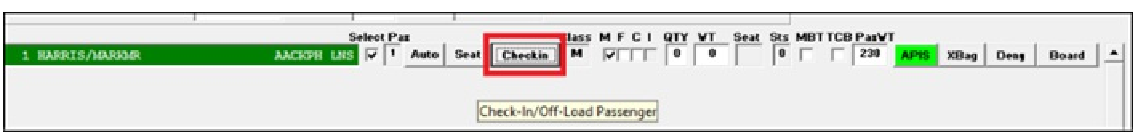


- After passenger is checked in you must click the box and fill in necessary fields for adding, modifying or removing the baggage
- You will also be able to view the bag tag number here. This is useful if the passenger's luggage is lost or if the baggage needs to be offloaded
- To remove a bag you must select and highlight the bag tag number you want to remove then select "delete baggage"



14.13 Check In

- Once all passenger and baggage information is stored in the profile, the passenger can be checked in.
- When you select "check in" a boarding pass and bag tags will be printed
- The passenger will then appear in bright green



14.14 Offloading a Passenger

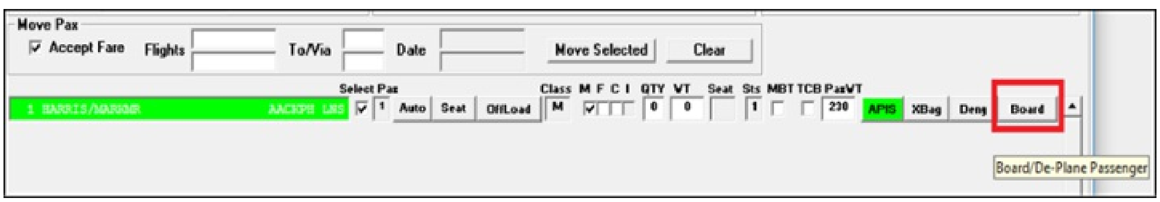
After check in, if a passenger will not fly you must offload them. This must be done to keep the passenger's ticket in an open status.

- Select Offload and confirm

14.15 Boarding

Boarding is to ensure that all passengers who have checked-in for the flight are onboard and enables immediate identification of missing passengers that have checked-in but not boarded. All checked in passengers must be boarded so the etickets are changed to a final coupon status (flown).

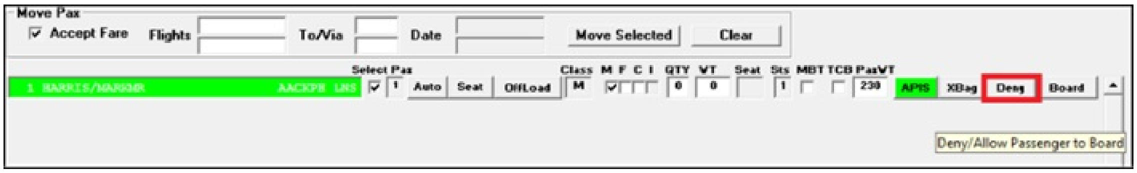
- As passengers present themselves at the boarding gate, visually check their boarding passes to confirm that it is for the correct flight number and then click board on the main check-in screen.



14.16 Deny Boarding

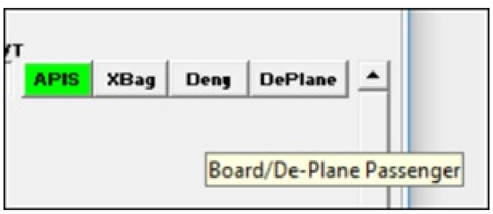
A passenger may be denied boarding after they have been checked-in but are not fit to board the aircraft or if more information is required before they are able to board.

- Select “Deny” button to deny passenger boarding. The passenger will remain checked in.



If it is necessary to reverse the boarding process (IROPS, passenger or pilot issues) if the passengers have to return to the departure lounge.

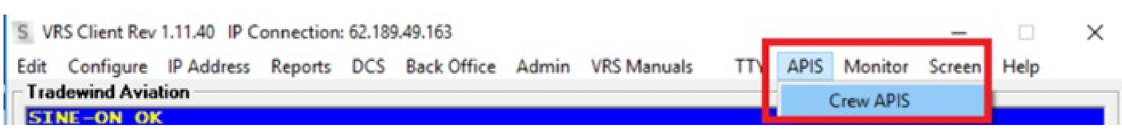
- Click on DE-PLANE to remove the passenger from a boarded status and returns them to checked-in status
- If the flight will then be boarded again, you will need to go through the standard boarding process again



14.17 Crew APIS (Reference Only)

All crew APIS filings are done in Astro. This section is for any potential future use.

- Select APIS then Crew APIS in the task bar

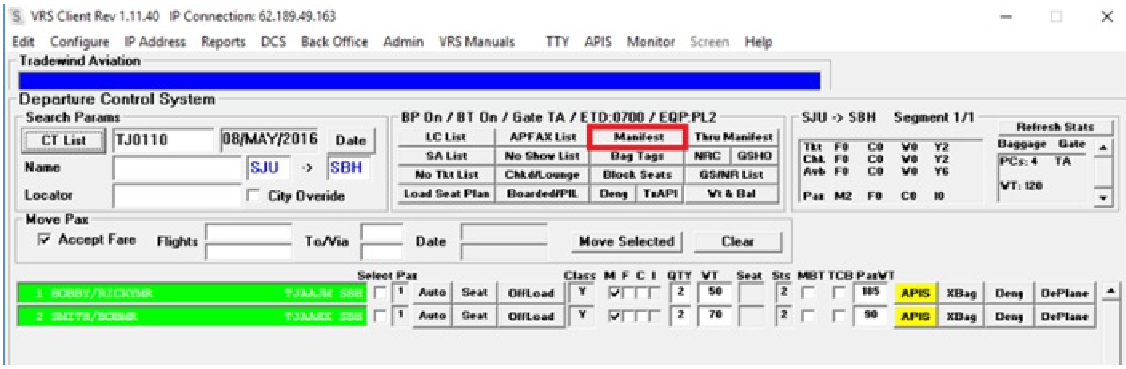


- Select crew members from the dropdown list

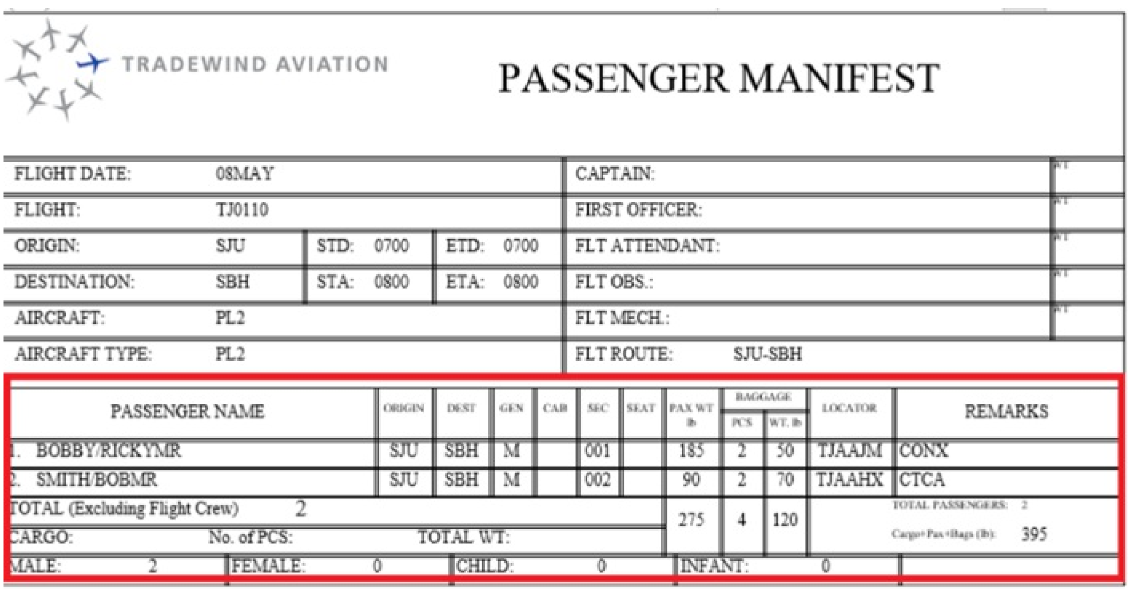
14.18 Manifest

After all passengers have been checked in with their correct weights and baggage information, you are able to retrieve a manifest with totals.

- Select Manifest from the lists section of the DCS



- When the pop up appears you will see the baggage and passenger weight totals in the center section of the screen



TRADEWIND AVIATION

PASSENGER MANIFEST

FLIGHT DATE:	08MAY			CAPTAIN:	WT
FLIGHT:	TJ0110			FIRST OFFICER:	WT
ORIGIN:	SJU	STD: 0700	ETD: 0700	FLT ATTENDANT:	WT
DESTINATION:	SBH	STA: 0800	ETA: 0800	FLT OBS.:	WT
AIRCRAFT:	PL2			FLT MECH.:	WT
AIRCRAFT TYPE:	PL2			FLT ROUTE: SJU-SBH	

PASSENGER NAME	ORIGIN	DEST	GEN	CAB	SEC	SEAT	PAX WT lb	BAGGAGE PCS	BAGGAGE WT. lb	LOCATOR	REMARKS
1. BOBBY/RICKYMR	SJU	SBH	M		001		185	2	50	TJAAJM	CONX
2. SMITH/BOBMR	SJU	SBH	M		002		90	2	70	TJAAHX	CTCA
TOTAL (Excluding Flight Crew) 2							275	4	120		TOTAL PASSENGERS: 2

CARGO: No. of PCS: TOTAL WT: Cargo+Pax+Bags (lb): 395

MALE: 2 FEMALE: 0 CHILD: 0 INFANT: 0

14.19 Closing a Flight

Every departed flight must be closed at time of departure. **MUST BE DONE TO SEND FINAL CLOSE-OUT APIS INFORMATION**

All flights that fly should be closed, regardless of passenger count

To find flights that were not closed:

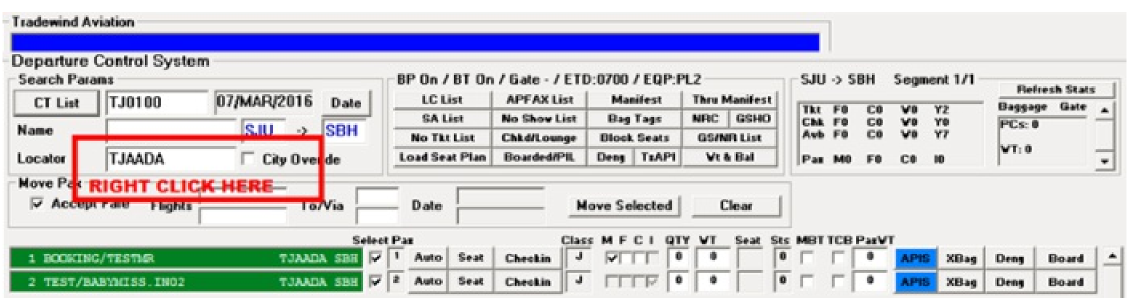
1. In VARS, go to Reports > SSRP > Operations > DCS Status by Flight Date Range
    a. NOTE: This report for prior day is emailed to dispatchgroup@flytradewind.com each morning at 8a EST.
2. Choose a start and end date and click Run (CSV format is easiest)

To fix:

1. Open the DCS, find the flight, ensure all pax are checked-in and boarded
2. Close the flight with the CLOSE FLIGHT button. If the flight has no passengers, you will need to use the command below.
    a. With command: DF/airline flight number/date/departure city/closed
    b. If you get an error “Unknown Flight” you may need for format the date is: DDMMMYY example: 01JUL16

14.20 Clearing PNR from Search PARMS

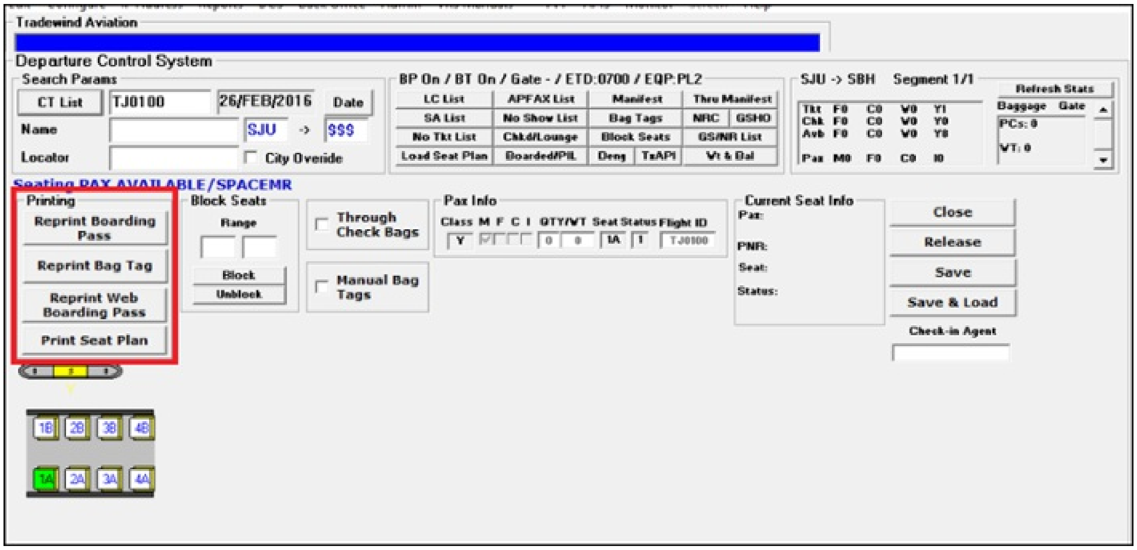
- Once a passenger is selected and viewed, you must right click within the Locator box to clear PNR and move to the next passenger



14.21 Reprinting of Bag Tags or Boarding Pass

You are able to reprint a boarding pass or bag tags as needed.

- Select the passenger
- Click on the Auto or Seat button. From here you will be able to choose which you would like to reprint
- Select and close



14.22 Opening a Flight

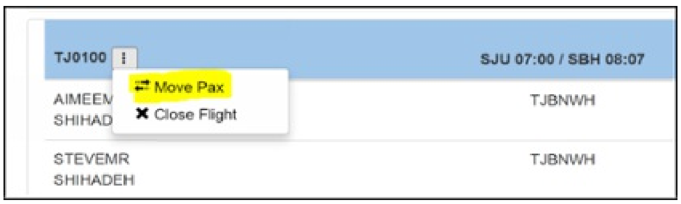
In cases of accidental flight closure or an IROP situation you are able to reopen a closed flight

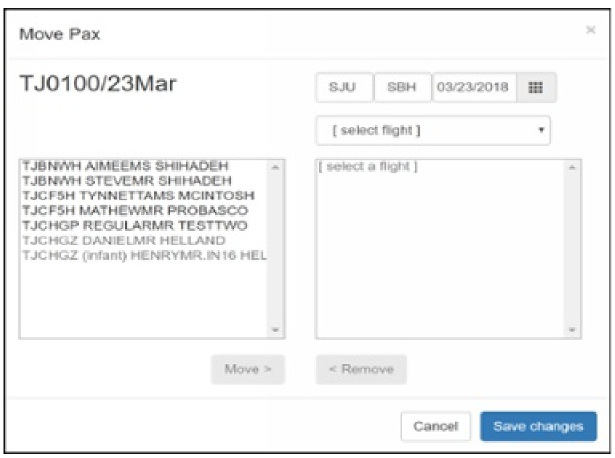
- Select the DCS from the top task bar
- Enter command to open the flight :

DF/TJ0100/24FEB/SJU/OPEN (DF-Airline-flight number-date-departure city-CLOSED) [enter]

14.23 FlightBoard Passenger Move Instructions

If a passenger needs to be re accommodated you can do it through the flightboard. This will automatically revalidate the e-tickets. The inventory is NOT checked when moving through the flightboard. You must first verify seat availability, and then move the passenger.

1. Verify you have moved ALL passenger(s) to the correct flight and date by selecting the new date on the calendar at the top of Flight Board.
    1. Find desired passenger(s) via their flight number.
        a. Note that all passengers in the same PNR must be moved with this feature. If you would like to split them, it must be done with the divide PNR tool in advance.
    2. Click on drop down next to the flight number and select "Move Pax."
        a. 

    3. The following pop-up will appear. It will show the current flight and passengers.
        a. 

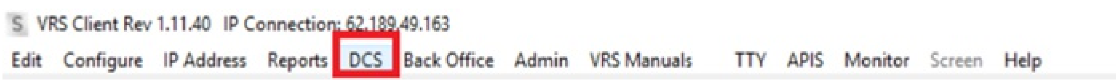
    4. To move the passenger(s), click on the calendar and select the date you would like to move the passenger(s) to. This is the only way to prompt the flights to populate into the flight dropdown menu.
        a. Note: This flight contains a PNR with an infant in it. You will NOT be able to use the passenger move tool for this (passengers are greyed out). You must do this in VARS.
    5. Select the flight you would like to move the passenger(s) to from the drop down
    6. Select the desired passenger(s) and click "move" which will populate the passenger(s) into the right column. Next, select "save changes."
        a. Note: you WILL be able to overbook any flight using this tool.

Note:

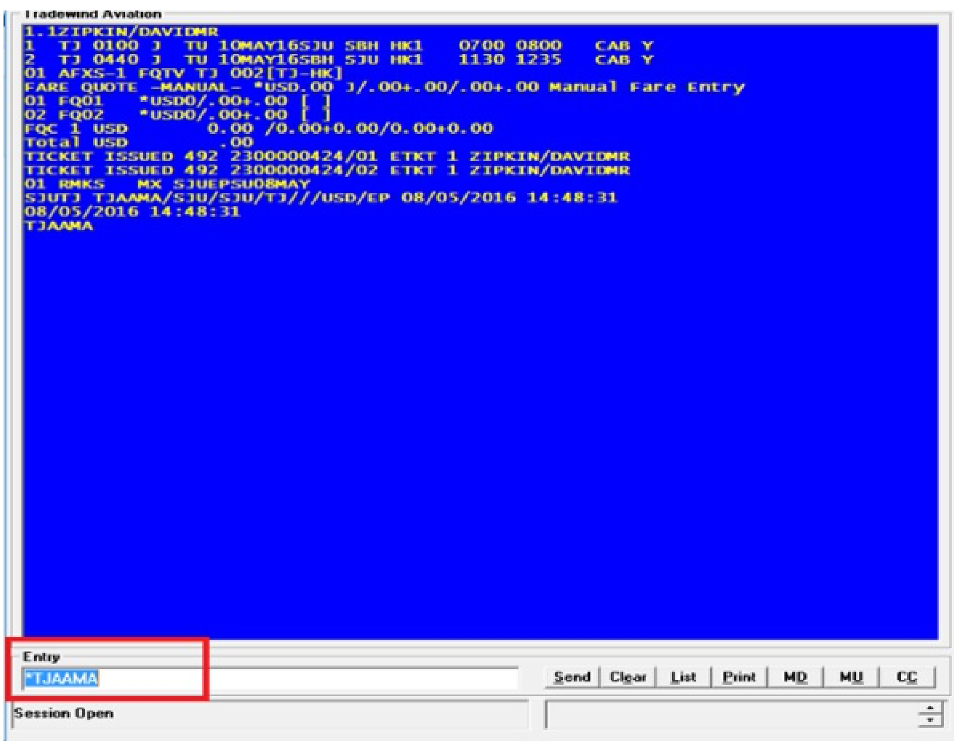
- A future version of passenger move will allow for infants to be moved
- You will be able to OVERBOOK flights, in order to make moving people easier. Please be aware of this.
- If you come across any issues please email Grace at grichardson@flytradewind.com

14.24 Viewing Passenger Information

- Click on DCS to access the entry line

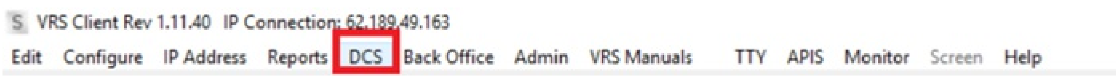


- Enter PNR locator after * and Enter *TJAAWP



14.25 Adding Passenger Information

- Click on DCS



- In the command line, enter each field you would like to add then "enter"

Contact: Home	**9H*2921928274**
Email	**9E*8922929292**
Mobile	**9M*5748201938**
Address	**9A*123 south street**
Remarks	**5**free flow comments**

14.26 Flight Delays

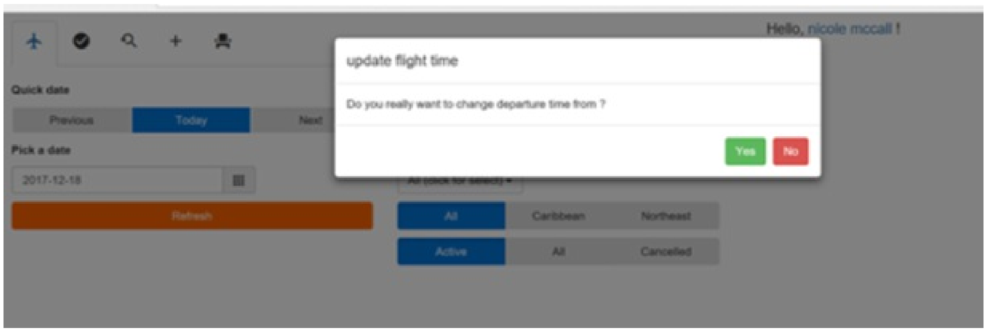
We have launched Phase 1 of Flight Delays on the flight board. Which is to show a visual delay to all viewing the flight board.

Phase 2 will be to be able to text clients about the delay.

To change flights on the flight board:

Option 1:

- You just need to click the flight, hold and drag horizontally. It will ask you if you are sure you want to update before the change is actually made. Once the change is made, the flight turns orange.



Option 2:

- Click on the clock 
- IN the pop-up, under “ETD” enter in the new delayed estimated time of departure.
- Click Update.
- The flight should move on the flight board and turn orange.

14.27 No Shows

Within an hour of flight time: Pilots and Handlers will notify the dispatch office when a no show happens, right away the following steps should take place:

1. Go to the flight board and find the flight the no show is happening on:
    a. Click the to open the passenger list for the flight
    b. Click the next to the appropriate passenger to mark them as a no show, this will also add a remark that they are a no show
        i. Will change 492 tickets to U and will change 169 & 125 tickets to F

No need to remove the segment – if we have another passenger trying to take the no show place use the overbook feature in the DCS to book

IF THE FLIGHT BOARD IS DOWN:

1. In the DCS on the blue screen:
    a. Retrieve PNR, via command line (yellow highlight being the PNR number)
        i. *TJAVZD
    b. Identify the ticket for the appropriate flight and date to mark as U. Use the following command to mark that ticket as a no show (yellow highlight being the ticket/coupon you identified)
        i. 492 tickets: *T-492123456789/1=U
        ii. 169 & 125 tickets: *T-169123456789/1=F
    c. Leave a remark regarding the no show with the following command (yellow part being the note)
        i. 5**This Passenger No Showed for this flight and did not answer their phone.
    d. Save and redisplay the PNR with the following command
        i. E*R

Outside an hour of flight time and/or within “Cancel No Refund” range: Client/Agent calls in to forfeit ticket. Reservations should take the following steps:

1. Log in to the reservations system
2. Retrieve PNR
3. Remove the segment from the PNR to open the seat for sale.
    1. If No Show passenger is traveling on a PNR by themselves: cancel segment by clicking the red X next to the flight
    2. If No Show passenger is traveling on a PNR with others that did/will make it to the flight, divide the passenger that No Showed to its own PNR
        1. Follow steps 3 – 6
        2. Follow steps 4-6

5. Identify the ticket for the appropriate flight and date to mark as U or F. Use the following command in the Quick Entry to mark that ticket as a no show (yellow highlight being the ticket/coupon you identified)
   a. 492 tickets: *T-492123456789/1=U
   b. 169 & 125 tickets: *T-169123456789/1=F
6. Leave a remark regarding the no show with the following command (yellow part being the note) on the Quick Entry Line:
   a. 5**This Passenger is forfeiting their ticket cancelled too close to flight time.
7. Save and Display

DISPATCH: The No Show report will be sent to dispatch@flytradewind.com each morning at 8 AM EST, this will include any tickets we missed that are in open, O status, for the previous day. Any we corrected will not be on this report. If there are any in O status – please follow the steps above to make them U the same day.

1. If you want to run the report again to make sure they have been corrected:
   a. IN VARS go to Reports> SSRP>Rescontrol>No Show Tickets by Date Range
   b. Choose a start and end date and click Run (CSV format is easiest)

14.28 NO REC Booking

How to do a NRC (NO REC): Reservations on-duty travel only, confirmed but at no cost:

1. In the DCS
2. Navigate to flight you want to add them to
3. click the NRC button
4. Enter Last Name (Surname), Title (Mr/Ms) and First Name (Forename)
5. Choose Type, Usually AD for Adult
6. Set Fare Quote to ZERO and change OB to NN
7. Change Class from Y to X
8. If Caribbean: Check off "Passport Required" and enter info (gather from Astro)
9. Click Create Ticket

To cancel a NRC booking in the DCS, on the blue screen:

1. Retrieve PNR -via command line *TJAVZD
2. Cancel segment X1 = cancel segment one
3. Save and close or save and redisplay E or E*R

14.29 Adding a DCS Profile to a flight

If a flight is accidently added to Videcom without a tail number, you will need to manually add a DCS profile to the flight. Supervisors need to follow these instructions to do so.

1. Admin Pages>DCS>DCS Bulk Flight Update
2. Fill out the form,
    a. Flight Number: The flight numbers without a DCS profile
    b. DCS Profile: choose the profile for the departing airport & tail
    c. Origin: Origin of the route
    d. Destination: Destination of the route
    e. Start & End date, should be the same date for this purpose of fixing a single flight.
    f. Click “Update DCS Flight Details”

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“Customs” at Tradewind refers to all of the formalities necessary to pass an international border. Technically, however, “customs” refers to the movement of goods and “immigration” refers to the movement of people.

Customs procedures are necessary whenever flying from one country to another. In selected circumstances, customs procedures may be necessary for movement within the same country such as when flying from the US Virgin Islands to Puerto Rico or the mainland US.

Unless otherwise indicated here or approved by the Director of Operations, all customs procedures should be accomplished as if the flight was “charter” as defined by CBP.

Departing the US

Whenever departing the US, two things are required: APIS Filing and Outbound Clearance.

APIS stands for Advance Passenger Information System and it is an electronic method of reporting all the passengers on a particular flight. The specific manner of filing APIS is described later in this chapter. There are two methods of filing APIS: through Astro and “manually” online.

General Declaration – is a standard form for international flights. It is the declaration of where the plane has come from and how many passengers are on board. Different entities may request one or several copies. How to create a ‘gendec’ will be described later in this chapter.

Outbound clearance refers to the local customs office reviewing the particulars of an outbound flight and approving that flight. To obtain an outbound clearance:

1. Find the customs and border protection (CBP) office that covers the departure airport. FBOs are a good resource if the information is not in Astro or Ac-U-Kwik.
2. Contact the CBP office and ask for an outbound clearance. The officer will usually ask for a copy of the gendec (fax) and will check to see if the outbound APIS is filed. The “official” version of the gendec is CBP Form 7507.
3. If you don’t have all of the passenger information for the outbound APIS, it is still a good idea to contact the office to find their availability for when you do get the information. Get an officer name and badge number.
4. Once the clearance is approved, the Customs (CBP) office will fax us back a copy of the stamped gendec A copy should be sent to the PIC of the trip.

You will not receive a stamped outbound Gen Dec from Customs in San Juan (TJSJ) or the USVI. All other airports require you to receive an outbound clearance.

No outbound clearance is required for any flight between US territories such as going from the US to Puerto Rico or the USVI or for Puerto Rico to the USVI.

Outbound clearances are NOT required for private flights not operated under the CBP “Charter” rules. If this is necessary, contact the Director of Operations.

In some rare cases, the local CBP office will not approve an outbound clearance from an airport where they don’t provide service. In this case, the flight may need to stop at another airport to obtain the clearance before crossing an international border.

Arriving in the US

The most important thing to note when arriving in the US is that the rules are sometimes inconsistent and therefore may need to be confirmed with the individual CBP office concerned.

Arrivals require several things:

1. Airport with an operating CBP office or one that CBP will travel to.
2. APIS filing.

1. General Declaration faxed to the CBP office and carried by the crew.
2. Notification / permission of the arriving office.

As soon as you become aware of an international arrival, call the airport of intended arrival and ensure that they offer services at the time and date of arrival. Be aware that customs availability (or lack thereof) may make certain itineraries impossible or impractical.

Unless you already know the procedures for a certain location, be sure that you speak directly with customs and review what documents they require. When arriving in the US, NEVER rely on an FBO to notify CBP on your behalf.

HPN – special form (appendix)
San Juan – 3171 and landing rights (blanket Form for all TW SJU flights)

Overflight – when arriving in the US from foreign points south of Bermuda (except Puerto Rico and the USVI), CBP regulations require that the aircraft stop at a designated airport. Just because an airport has customs, does not necessarily mean it allows flights from the south. In addition, the flight must stop at the airport closest to the point of border penetration. You can't overfly MIA to then land in PBI, for example. The northern most airport thus qualified is KILM.

Flights conducted IFR and over 18,000 feet (all jets and PC12) may be eligible for an over flight "permit". This is a permit issued by CBP which allows certain aircraft, crew and passengers to overfly the designated airports and land at any airport with an operating customs office. At least one passenger and all crewmembers must be listed on the permit in order for it to be valid. Listing a crewmember as a passenger for overflight purposes (flight attendant) is no longer allowed. The arrival airport must also be listed.

Note that a passenger listed on the overflight permit must be on board to make the overflight permit valid. Dead legs with crew only void the use of the overflight permit.

The Overflight permit expires every 16 months and is maintained by Flight Ops.

Pre-Clearance – private and corporate aircraft may "pre-clear" customs when departing the USVI for Puerto Rico or mainland US. The aircraft must stop at an airport in the US with customs available but it does not need to present itself for inspection. Pre-clearance is arranged with the FBO in St. Croix (Bohlke) or St. Thomas (Alliance).

For customs purposes, all flights operate as "Charter" flights unless otherwise approved by the Director of Operations.

Information Required for Each Passenger

1. Full legal name as it appears on the passport
2. Citizenship (USA, FR, etc.)
3. Passport number, expiration date, and country of issuance (usually same as citizenship)
4. Residency
5. Country of birth
6. Gender

Entering and Exiting the US (other than HPN, TEB, and SJU)

1. Call appropriate customs office and notify:
    a. Tail number
    b. Number of crew and passengers
    c. Citizenship of aircraft occupants
    d. Estimated time of departure or arrival
    e. Confirm documentation required (typically only General Declaration)
2. Ask for fax number and fax appropriate documentation to the customs office

3. For outbound flights, ask the customs officer to fax back a stamped copy of the outbound General Declaration to 888.399.6705.
4. File stamped (outbound) and inbound General Declaration in charter office.
5. File eAPIS.
6. Send trip sheet and General Declaration(s) to crew. If a stamped outbound declaration is available, send that as well if requested by crew.

We may clear outbound customs in OXC through the BDR USCBP office, or if closed, the HVN USCBP office.

Under no circumstances should the BDL USCBP office be contacted regarding outbound customs clearances from OXC.

Entering and Exiting the US (TEB or HPN)

1. Call appropriate customs office and notify:
    a. Tail number
    b. Number of crew and passengers
    c. Citizenship of aircraft occupants
    d. Estimated time of departure or arrival
    e. Confirm documentation required (typically only General Declaration)
2. Fax appropriate documentation to the HPN or TEB customs office.
3. For General Declarations, ensure flight number is printed in the upper right hand corner.
4. For outbound flights, ask the customs officer to fax back a stamped copy of the outbound General Declaration. File stamped (outbound) and inbound General Declaration in charter office.
5. File eAPIS.
6. Send trip sheet and General Declaration(s) to crew.

TEB Customs
Phone: 201-288-8799 or 201-288-8919 Fax: 201-288-4699
2 hours advanced notice required. Regular business hours, 0600-2400. Call before 1400 hours on previous weekday for after hour service.

HPN Customs
Phone: 914-428-7858 Fax: 914-428-2342, 973-297-6560
2 hours advance notice required regular business hours Mon-Fri 0600-2000. Sat-Sun 1200-2000.
4 hours advance notice required for after hour service.

Entering and Exiting the US (SJU)

1. Prepare General Declarations
    a. Ensure flight number is printed in the upper right hand corner.
2. Prepare Form 3171 & Landing Rights for each arrival in SJU from outside the US, including flights that depart from the USVI (see note below)
3. Fax General Declarations and Form 3171 & Landing rights to SJU customs.
4. File eAPIS.
5. Send trip sheet and General Declaration(s) to crew.

Even though the USVI (TIST, TISX, etc.) are technically US territories, we must clear customs upon landing in the US (or SJU) though we do not have to clear immigration. In summary, we must arrange customs like an international flight, but do not need to file eAPIS for these legs.

No matter what a customs officer says, it is IMPOSSIBLE to file APIS coming from St Croix (TISX) or St. Thomas (TIST). Politely but firmly make this clear to the officer. If they insist, ask to speak with their supervisor.

SJU Customs

Phone: 787-253-4540 or 787-253-4541 Fax: 787-253-7836

Aircraft Departing SJU for US Mainland

Any flight departing SJU for the US Mainland must notify the USDA (Agriculture) at least 2 hours prior to departure for inspection (Form 250).

If the aircraft departs between 8:00am and 9:45pm any day of the week, no fee is incurred. (7 days a week).

If the aircraft departs between 9:45pm and 6:00am, an overtime charge of $204.00 (4 hour minimum) is incurred.

If the aircraft departs between 9:45pm Saturday and 6:00am Sunday, an overtime charge of $408.00 (4 hour minimum) is incurred.

Offer a friendly reminder to the flight crew to try to consume all food items before landing in SJU. If the USDA inspector finds fruits, plants, or other items, he/she has the right to force us to call a catering company to dispose of the items for a minimum $250.00

SJU USDA

Phone: 787-253-4651
Always record the name of the inspector you speak with and advise the dispatch department and SJU personnel that you successfully contacted and arranged inspection with USDA.

Lost or Stolen Passport Procedure

For US Citizen: The passenger needs to get a police report of the lost or stolen passport and call Miami Center 1-305-874-5444 for an identity verification and permission to board the flight to US territories. The passenger should have his flight information handy when calling. Once he gets permission he will arrive to the US port and get detained in secondary for further verification and then released.

Arriving into Canada

Flights must arrive and clear customs at an authorized airport, they may then fly onto their final destination, if applicable.

Canadian Customs & Procedures

1. In the report servier, create the corret **CANPASS** for the requested flight.
2. Select appropriate date and aircraft.
3. Double click each leg required for CANPASS reports (inbound only).

- The PIC must ensure that all passengers have the appropriate travel documents for entering Canada.
- Additionally, the office staff should try to obtain the most information possible regarding the passenger's stay in Canada which may include:
    - Business or Pleasure
    - Where the passengers will be staying (hotel info, etc.)
    - What they will be doing in Canada
    - How long their stay will be
    - He or she must also call the TRC (telephone reporting centre) at least 2 hours before but no more than 48 hours prior to the aircraft's estimated time of arrival in Canada at 1-888-CANPASS (1-888-226-7277).

CANPASS "permit" – you may hear about certain airports that are CANPASS Permit only. This is a special program for non-commercial operators and generally we may not fly directly into those airports. Tradewind is not a 'Canpass permit' holder. See the Director of Operations for more information should it be necessary.

Arriving most other Countries

Call the handler – unlike the United States, handlers generally will "handle" all of the customs formalities. It is helpful to get in touch with the handler well in advance of arrival in case permits or other arrangements need to be made.

Always try to get a firm price for the handlers' services before committing to anything. Overcharging is painfully common and asking in advance is a good first step to avoid this. If the price seems steep, inform the agent that you will have to get approval from your supervisor.

Overflight Permit

Why were Border Overflight Exemptions created?

All private/charter aircraft arriving into the United States from international locations via the Gulf of Mexico, Atlantic, or Pacific coasts, from airports with ICAOs beginning with M, S, N, or T (with the exception of Bermuda), shall furnish a notice of crossing and land at a designated airport for U.S. Customs and Border Protection (CBP) inspection unless a border overflight exemption has been granted. All private/charter aircraft entering the U.S. from these locations must clear Customs at the first port of entry, unless they have been granted the privilege to overfly.

What is a Border Overflight Exemption?

A border overflight exemption (BOE) is the exemption of a private aircraft from having to land at one of the designated airports. An approved exemption allows the aircraft to overfly the border and go directly to their home base or any other intended destination (where CBP clearance is available) without having to make an extra stop to clear.

Border Overflight requirements:

The CBP district offices carefully review applications for BOEs. The two main concerns are completeness and accuracy of information, and the demonstration by the applicant of genuine need for this privilege. When submitted, applications should be sent to the CBP OverDepartment Coordinator with jurisdiction over the airport that will most frequently be used when entering the U.S. Requests for exemptions can be for either a single specific flight or term (one year). Applications for term exemptions, at least 30 days in advance.

To utilize a term BOE, at least one approved passenger must be on board the aircraft, as well as all of the crewmembers, aircraft and arrival airport.

Changes should be sent to:

US Customs & Border Overflight Office: Officer Linda Osten 973-297-6502/6503; 973-297-6510 (Fax). Aircraft: Tail #, Country of Registration, Serial #, Make/Model/Series, Color Scheme, CBP Decal #. Crew: Legal Name & Address, DOB, Sex, Citizenship & POB, Passport #, SS Number (Optional), Pilot License Number. Passengers: Legal Name & Address, DOB, Sex, Citizenship & POB, Passport #

Original Overflight Permit: Located with controlled documents in Flight Operations.

If a passenger needs to be added to an overflight permit urgently, please contact Officer Lathaem. He can usually pull in a favor but he needs to be the first point of contact with CBP.

Customs Requirement Quick Reference

US to Foreign

- Confirm Flight number
- File eapis
- Email Trip sheet to crew
- Print Gendecs and complete for customs
- Confirm receipt and request outbound stamped Gendec from customs
- Note receipt of outbound customs clearance. Notify crew prior to departure

Foreign to US

- Confirm Flight number
- File eapis
- Email Trip sheet to crew
- Print Gendecs and complete for customs
- Fax inbound Gendecs to customs
- Arriving HPN or TEB, complete landing rights form and fax to customs
- Call customs and confirm receipt of inbound
- Gendec and landing rights (HPN/TEB) and arrange arrival with customs officer

US to Canada

- Confirm Flight number
- File eapis
- Email Trip sheet to crew
- Print Gendecs and complete for customs
- Fax inbound Gendecs to customs
- Confirm receipt and request outbound stamped Gendec from customs
- Note receipt of outbound customs clearance. Notify crew prior to departure

USVI to US/ PR

- Email Trip sheet to crew
- Print Gendecs and complete for customs
- Fax inbound Gendecs to customs
- If not preclearing, call customs and confirm receipt of inbound GenDec and landing rights (HPN/TEB) and arrange arrival with customs officer.
- If preclearing, call customs at the USVI and arrange pre-clearance and note the name and badge number in the Customs process in Astro.
- Pre-clearance into the US is permitted as long as customs is available at the arrival airport during the time of arrival. Confirm customers hours of operation and record officer badge and name. Otherwise, additional arrangements must be made with US customs.

US to USVI / PR

- Domestic flight, nothing required

Foreign to PR / USVI

- Confirm Flight number
- File eapis
- Email Trip sheet to crew
- Print Gendecs and 3171 Landing rights and complete for customs
- Fax inbound Gendec and 3171 Landing right to customs
- Call customs and confirm receipt of inbound GenDec and landing rights
- Email trip sheet to crew

PR to US

- Fax Inspection request (Form 250) and call SJU USDA at least 2 hours prior to departure to arrange for an inspection of the aircraft
- Record the name of the inspector you speak with and make a note that USDA has been notified.

Foreign to Foreign Caribbean Arrivals

- Confirm flight numbers
- Check if Caricom is required for the specific countries. File Caricom
- Email trip sheet and GenDecn to crew and send to FBO/Handler. Confirm verbally with FBO

General Declarations

The “Official” version for the United States is CBP 7507. Some office may insist on the “official” form instead of the generic version produced by Astro.

Steps to create a GenDec

1. With the needed FLIGHT open, select the **Documents Tab**
2. Select **GenDec**
3. Choose if you want to email or print the Gendec.
    a. Some custsoms locations require a fax, some can be emailed.

Because of the personal information included, General Declarations should be tightly controlled and shredded immediately after use.

Crews may hand write General Declaration and they know they might be expected to do so from time to time. Gendecs may also be altered by hand.

SJU Ops and SBS help us make many of our gendecs by hand to help the crews get through customs.

Customs Bond: Any commercial operator is required to carry a customs bond. Should any CBP office request a copy, it may be found in Google Docs and is listed on our Landing Rights Form

TW current bond # (As of 9/29/16) – 991133463 Date of Issue is 2-2-2011

Visa Waiver Program – The Visa Waiver Program is a system whereby nationals of certain foreign countries may enter the US without a visa. Anyone else (except Canadians) MUST have a visa to enter the US.

Most people who need to use the VWP are aware of the process. If they are not, point them to the CBP website where they will need to register online.

https://esta.cbp.dhs.gov

Common Customs Problems:

- Inconsistent Customs Procedures - if you have a customs officer insist on something that seems non-standard or different than the way things normally happen, politely inform them that this is the procedure that you have been instructed to use. Ask them to have their supervisor get in touch with your supervisor to change the way we do things.
- Incomplete or inaccurate customs information

When Does APIS have to be changed?

APIS needs to be change ONLY when a passenger (or crew) is added or a flight number is changed. No-show passengers do not need to be removed from an APIS filing.

APIS must be submitted 30 minutes before the aircraft doors are closed. CBP wants to have the option to contact us and deny boarding before the flight departs. If we submit within the 30 minute window, we run the risk of having to send the plane back to the departure point.

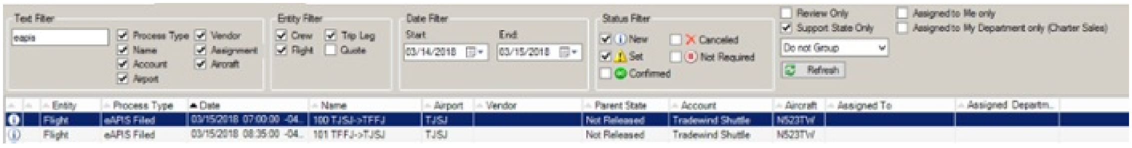
Master Crew List – in order for a crewmember to be listed as crew on APIS, they need to be listed on the Master Crew List. If you have a problem filing crew APIS, check with the Director of Operations to ensure the crewmembers are listed. “Observers”, i.e. unofficial crewmembers, should be listed as passengers.

The Director of Operations through the Flight Operations Administrator is responsible for updating and managing the Master Crew List.

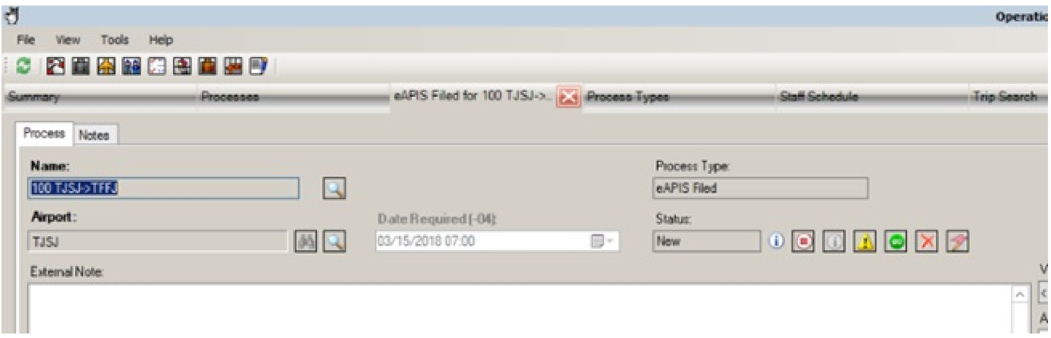
Filing eAPIS / Caricom

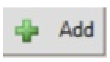
Dispatch is responsible for filing passenger and crew information for all international flights. This process is automated in Astro.

1. Process list
   a. Filter the process list for eAPIS processes in the “new” state.

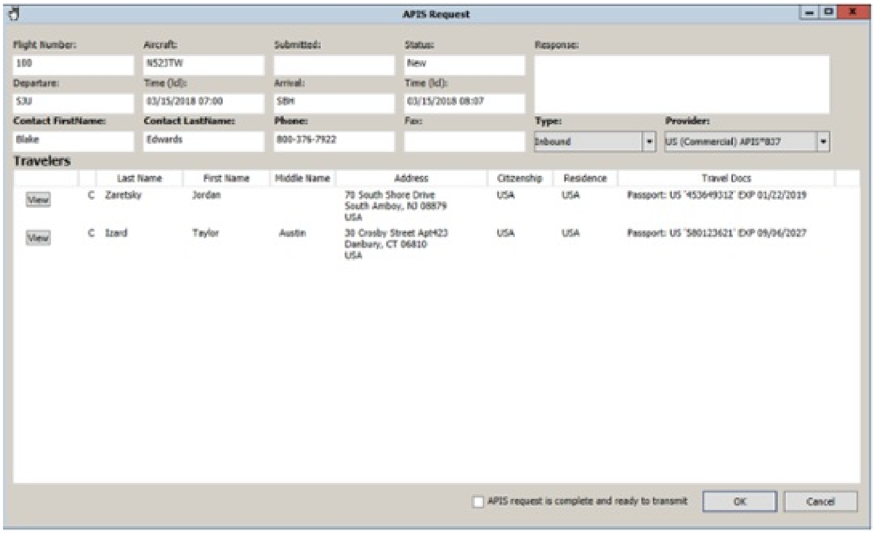


2. Open each eAPIS Process individually
   a. Select the magnifiying glass shown below



3. In the flight, locate the APIS tab (both Eapis and Caricom are filed from here)
   a. Select the APIS tab
   b. In the bottom left corner select 

. This will populate the Apis information for transmission to CBP.



c. Change Type to inbound or outbound.
   i. Inbound for EAPIS is when an aircraft is arriving into a US location and is required to clear customs.
   ii. Outbound for EAPIS is necessary when an aircraft is departing a US location going internationally. The same method applies to Caricom but is for a location that participates in the program.

d. When ready to submit, select the check box at the bottom of the screen. (See above)

e. A prompt will pop up to ask if all information is accurate. Pending all information is accurate press yes.

f. Select OK in the bottom right corner when ready to send Eapis and/or Caricom.

*Note: Caricom is filed the exact same way but will be distinguished by Caricom process and the provider shown in the section will show Caricom instead of US (Commercial).

Filing Apis Manually

In the case of apis not filing correctly through Astro, apis will need to be filed manually.

Open up the General Dec for reference to make filing manually easier.
Go to Dispatch Resources in Google Docs. Under “EAPIS Online Interface” there is a link, username, and password. Click the link. (There is a link to file 91, also.)
“Electronic Advance Passenger Information System” page will open to a login page. We are enrolled; use the username and password listed on Dispatch resources.
On the following page, Click Agree to the Terms and Conditions. - click next
Manifest Options page comes up next. Choose “Inbound Flight” if the flight is flying into the US or “Outbound Flight” if the plane is leaving the US. - click next

Note: Each field that needs to be filled also will show you how to fill in if you click on the name of the field. i.e. Departure Airport. Also, there are some fields that will give you a list of choices, i.e. USA or SJU

Here is an example of a filling for the purpose of showing the format
Select “Inbound” or “Outbound”
Carrier Code = TJ
Flight Number = 910
Tail Registration = N95EL
Departure Airport = 3 letter IATA code, i.e. SBH
Date of Departure= MM/DD/YYYY of departure, 04/29/2011
Local Time of Departure = 0001-2400, Military time, not Zulu time, i.e. 1000
Destination Airport = 3 letter IATA code, i.e. SJU

Date for Arrival = MM/DD/YYYY of arrival, 04/29/2011
Local Time of Arrival = 0001 - 2400 Military time, not Zulu time, i.e. 1139
Crew count of flight = ‘2’
Passenger count on flight = ‘4’
In-transit Passengers = A feature we do not use very often, it will be ‘0’
click ‘Next’
The Next page is all about the crew information. All our crews are already listed in this site on the Master Crew List.
Crew = use the drop down list to select the captain
click ‘Show Details’, this will fill the pilots info into the fields below. It is wise to give is a quick look over and make sure it matches what we have in our system
click ‘Save to Manifest’
Now select the SIC from the drop down list
click ‘Show Details” - review again
click ‘Save to Manifest’
Scroll down and confirm the “Manifest Crew List” is the correct crew members. If they are, then click “Next Step”
Passenger Information page - all needs to get entered manually, unlike the crew members who are already in the system. Get all this info off the general declaration you opened at the beginning of this process.
Last Name = Dequilbec
First Name = France
Middle Name = not required but enter it if one is given
Gender = F
Country of Residence = 3 letter country code, i.e. USA = in this case FRA
Date of Birth = MM/DD/YYYY = 07/18/1968
Citizenship = 3 letter country code = FRA
Passenger Status = ‘P’ is for Passenger, ‘I’ is for In-Transit = P
Embarkation Airport = should have filled in for you due to info you enter on previous pages, but it is the 3 letter IATA code = SBH
Final Destination Airport = 3 letter IATA code where the passenger is getting off the plane = SJU
Address while in US = is not required, so we do not get this info from our passengers
Document Type = Passport (there are many more options but we don’t use them very often)
Document Number = passport number, be sure to use capital letters when needed
Country of Issuance = FRA
Expiration Date = MM/DD/YYYY = 10/23/2013
Additional Document Type = only as needed, i.e. if someone had a travel visa.
Repeat step 8 for all other passengers.
Click ‘Review Manifest’. The page will pop up again with anything missing. Missing items that are required will show up in RED. Missing items that are not required will show up in GREEN. Click ‘Review Manifest’ again when you are ready and all required info has been entered.
List of Travelers will appear next and will list all the passengers and crew you have entered. Click ‘Done” if everything is correct.
There will be an opportunity to do a Final Review before sending.
Click “Submit” - a confirmation number will appear. In a few minutes a confirmation email will also appear in the dispatch email box.
You are Done!

Caricom APIS

The following Caricom member states require advanced passenger notification (Caricom eAPIS) prior to arriving or departing:

- Antigua and Barbuda
- The Bahamas
- Barbados
- Belize
- Dominica
- Grenada
- Guyana
- Haiti
- Jamaica
- Monserrat
- Saint Lucia
- St. Kitts and Nevis
- St. Vincent and the Grenadines
- Suriname
- Trinidad and Tobago

Filing Apis when Videcom is Down and DCS is not available

Go to this version of the VARS system:

https://customer.videcom.com/TradewindAviation/VARS/Public/

Click on the MMB button
Enter the pax last name and PNR
Click on additional info
you can enter all the APIS info there

Once that is done the Apis will go through without needing the apis page to open. Magic.

Filing Caricom e-APIS manually
Caricom can be filed manually via **www.caricommeapis.org**
Login: dispatch1
Password: tradewind

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Optimization – Schedule Management - Caribbean

Winter Optimization Guide

Adding Capacity / Charters / Adjustment:

- Whenever possible, all passengers should be moved to one plane so that the most availability shows on-line.
- Empty shuttles may always be cancelled for charters. The rule of thumb is “bird in hand”.
- Cancellation in this order: SBH-NEV, STT-SBH, second SJU-AXA, SJU-NEV, SJU-SBH, SBH-ANU, first SJU-AXA.
- Avoid putting shuttles into executive PC12’s as this limits our availability in SkyVantage.
- Stacking trips allows for fewer crewmembers to fly and the associated cost.
- SBH pilots (BAR, TTS, MDE) are obligated to travel on their hard days, if necessary. They are to be considered SJU based for crewing and day off purposes.
- Stack NEV-SBH trips at beginning and end of existing days whenever possible.

Parking in SBH

- 3 planes can be parked overnight. More than 3 needs EZ or ASC approval
- If there is no trip planned for a plane, it should not be left in SBH for more than 5 days.

Optimizing – one week out:

- Flights should be stacked in as few planes as possible.
- Ensure aircraft are properly positioned for the upcoming week and all days are linked together
- Plan for most crew swaps to happen in SJU, and preferably the longest turns in SJU when a choice exists.
- If a swap is necessary, try to balance the day equally between both crews.
- Cancel additional duplicate sections as long as a minimum of 4 seats remain available at any given flight time.
- If no passengers, the earlier SJU – AXA round-trip should be cancelled (or later, if the earlier flights have passengers).

Optimizing – Three days out:

- Remove empty shuttles.

NOTE: Do not cut out "overflight" shuttles or flights that will have to be run anyway until the day before. An over flight shuttle would be a plane that was supposed to do ANU – SBH – SJU. Leave the SBH stop until the day before to allow availability.

Day before

- Put crew on repo shuttle seats.
- Cancel extraneous early and late flights. (example: 0645 SJU-SBH)
- If the NEV-SJU return is empty, the flight should return to SJU the night before. See FLOPS about which crewmembers need night time / currency.
- Cancel SBH stop in the ANU-SBH-SJU example.
- Move as many shuttles and passengers out of 224TW as possible
- Confirm crewing
- Preference should be to bring crews back to SJU on evening shuttles / morning flights out. We don’t want to wear out our welcome at the Manapany.

Note: During the shoulder seasons, please be particularly careful about unnecessarily cutting out shuttles in the Caribbean until the last minute (day before). Customers are travelling with much less notice and we may often lose the opportunity to sell a seat on a flight we had to run anyway.

Best example is SBH - ANU – SJU. If there are passengers only on SBH – ANU, leave the return leg until the day prior. We have to fly over SBH back to SJU

SJU Departure Standards and Procedures

Below is the information our handler in SJU is to achieve for all departing flights.

Scheduled (Shuttle) Flights:

- STD (scheduled departure time) – 30 minutes
    - Aircraft in position ready to receive passengers.
    - Passengers requested to be present in Tradewind lounge
- STD – 30-15 minutes
    - Baggage delivered to aircraft
    - Baggage loaded under direction of the crew
    - Completed manifest given to crew
- STD – 20 minutes:
    - Passengers will be escorted to elevator and taken straight to the van.
    - If necessary, van is idling with AC in front of doors.
- STD – 15 minutes – passengers loaded upon direction of the crew.
- No later than STD – aircraft departs parking space.

The Captain may request that bags and passengers be assembled and brought out earlier. If for some reason the aircraft will not make its scheduled departure time, it is imperative that SJU Ops and crew contact Tradewind Dispatch ASAP.

Charter flights: Same as above except that bags and passengers are to be loaded as soon as ready and requested by crew.

Crew: Please monitor these standards and ensure that you are complying. If you cannot comply for any reason, please immediately bring it up with your supervisor.

SJU Ops: Please let Dispatch know if there is any interruption in the above procedure. Please ensure that you are available at all times for effective communication from the crew and Tradewind Dispatch.

New Pilot Procedures in Caribbean (Edits from FltOps needed)

For the pilots. Use only for dispatch reference

Published Dec. 4th 2013

Thank you all for the feedback during my time in SJU. In the process of working through the ramp-up for our new season, following are some procedures. Stay tuned for more detail on how we are going to operate from Terminal A.

- When you call in to Pazo's for fuel, ask them to call SJU Ops and notify them of tail number and ETA to the ramp. This should hopefully allow the ramp agents to be 100% ready for your arrival.
- When starting engines from Pazo's, please ask the ramp crew for the GPU if maintenance is not available.
- The GPU in SBH is broken. Stay tuned for an update on a new one.
- Please plan to run the GPU and A/C 30 minutes prior to scheduled departure. Earlier than that is not necessary and puts undue wear and tear on the A/C motor.

- When you depart SJU, the pilot handling passenger loading (PNF) should board the SJU Ops van, greet the passengers and collect large carry-on items to be loaded. Ask the passengers to wait onboard while you load the extra bags and then have people load at their leisure.
- When you arrive in SBH, please escort the passengers to baggage claim, thank them for their trip and head directly to the SBS office to check in an prepare for your departure.
- When you arrive in SJU, make sure to explain clearly to passengers how you are going to clear customs. Once arriving in Immigration, please explain to the passengers that the SJU Ops representative will meet them at baggage claim and direct them to their connecting flights. Once this happens, clear through and head straight back to the airplane to prepare for your next departure (if appropriate).

Securing Aircraft Baggage (started 11/7/2016)

Policy: All Carry-on items in the cabin of the airplane must be stowed for taxi, takeoff, landing, anytime the fasten seatbelt sign is on

Ok so what's changing? We are now providing an area in the rear of a commuter configured PC12's to store passengers Carry On items .We are also going to tighten up on what we are allowing our passengers to keep in their seats with them. Prior to this we would allow our passengers to keep their laptops, briefcases, camera bags, purses, etc. in their laps from when the board to when the deplane. I have also attached a frequently asked questions list. The important thing to remind them is that this is a safety precaution.

I have attached the new briefing scripts and RJ and Steve will be making sure that all the airplanes current cards are getting replaced over the next couple of weeks. But here is the big changes:

Commuter Configured PC12: Folks, all of your carry-on items must be secured for taxi, takeoff, and landing and the aircraft does not have overhead storage space. Anything that you do not need access to inflight will be strapped down to the floor in the rear of the airplane or placed behind the cargo net. Anything you would like access to must be placed into the seatback pocket, secured using your seatbelt, or strapped down to an empty seat using the seatbelt. If it cannot be placed into the seatback pocket there is a bin located behind row 4 of the airplane that you will have access to inflight. We will let you know after takeoff when it is safe to get your items during the flight. The flight time today is scheduled to be just under an hour.

Executive Configured PC12: Folks, all of your carry-on items must be secured for taxi, takeoff, and landing and the aircraft does not have overhead storage space. If your items do not fit into the seatback pocket, can't be secured using your seatbelt, or ca not be strapped down to an empty seat using the seatbelt then we must place them behind the cargo net of the airplane for the duration of the flight. Today's flight is scheduled to be just under an hour and your items will be returned to you as you exit the aircraft.

I'll paint a picture of a "Normal/Ideal" passenger experience in the Caribbean: Upon check-in at the counter Mr. Smith is advised of the policy per the check-in customer service rep (It is important to let the passenger know that we have two types of interiors and the limitations of each). Mr. Smith then heads upstairs to the lounge and waits to board. Upon entering the van Mr. Smith and the other passengers are advised again that as they board that they can hand their carry-ons to that they don't need during the flight to our pilots or customer service reps to place in the rear of the airplane. If Mr. Smith or any other passenger would like to try and fit their belongings in the seatback pocket or under their seatbelt that is certainly ok and if the item doesn't fit, the pilots will place them in the appropriate location for them. After takeoff climbing through 10,000ft the pilots will turn back and advise if it is safe for the passengers to grab and use their carry-on items. During the decent passing through 10,000ft the pilots will turn back and ask that everything be secured for landing. Upon arrival the pilot will hand Mr. Smith his bag that was secured in the back for him as he deplanes.

I'll paint a picture of a "Normal/Ideal" passenger experience in New England: When Mr. Smith checks in with the pilot (or check-in personnel) and the pilot will ask what baggage he has. At that point the pilot will take Mr. smith's check baggage and explain the carry-on baggage policy so there are no surprises upon boarding. As the passengers walk to the airplane….. (The rest is the same as above)

I have also attached pictures of the new bins and how to set up the life raft and coolers as well. The bins and straps are being distributed now and you can find extra bins and straps in the Hangar at OXC and also at the Hangar in SJU.

FAQ's about Securing Carry On Baggage

Question: Ok so what's changing?

Answer: We are now providing an area in the rear of a commuter configured PC12 to store passengers Carry On items (Pictures Attached)

Question: What about the executive configured PC12s?

Answer: Unfortunately, with limited space in the rear we will have to place all carryon items behind the cargo net.

Question: What has to be secured?

Answer: Everything including Purses, wristlets, Laptops, Brief Cases, Cameras, Backpacks, ETC.

Question: Where can I put it?

Answer: You are welcome to put your Wristlet, Purse, Camera, ETC can fit in the seatback pocket or secured in an empty seat next to you. If there is no room it will have to be secured in the rear of the airplane.

Question: Can I put my items under my seat?

Answer; No. Why? The passenger life jackets and oxygen masks are located under the seats.

Question: What if it's a medical device?

Answer: Everything must be secured for taxi, takeoff, and landing. If you need access to it during cruise flight, we can arrange that.

Question: What about my cat?

Answer: Everything must be secured for taxi, takeoff, and landing. Our carrying case can be placed on the seat next to you or we will need to secure it in the back. We will ensure there is no danger to your pet.

Question: What about my dog??

Answer: Fortunately the FAA is tightening its belt on Baggage and Personal Items but has not said that dogs have any effect on safety during egress.

Question: Can I put my backpack under my seatbelt?

Answer: Everything must be secured for taxi, takeoff, and landing. If you need access to it during cruise flight we can arrange that.

Overnight Options

San Juan

- Condos – even for SBH pilots
- Verdanza
  - Miguel Arvelo – Sales Manager - marvelo@verdanzahotel.com
  - Ph. 1 787-253-9000 ext 3114
  - $160 in high season
- San Juan Airport Hotel
  - Ph. 787-791-6000
  - $109.00 average a night
- Ritz Carlton (First priority for passengers)
  - Nailín Delgado Rivera - ERS Coordinator-Sales Department
  - 787-253-8009 direct line
  - 787-253-0700 fax
  - **nailin.delgado@ritzcarlton.com**

St. Barths

- SBH House Rental
- If house is full, price shop SBH hotel options, do not just book hotels that the crew like.
- Christopher Hotel
  - Ph. 011-590 -590 27-63-63
  - **reception@hotelchristoper.com**
  - Rooms are 150 euros

Other options are:

- Sunset Hotel
  - Ph. 011-590-590-27-77-21
- Tropical Hotel
  - 011-590-590-27-64-87
  - tropcialhotel@wanadoo.fr
- Normandie
  - 011-590-590-27-61-66
  - eula.normandiehotelstbarth@hotmail.com

Also Les Mouettes, Emeraude Plage, Auberge de Petite Anse are good alternatives.

Nevis

- **Four Seasons Nevis (first priority)**
  - Ph. 869-469-1111
  - **Ed.gannon@fourseasons.com** and **reservations.nev@fourseasons.com**
    - Make sure to cc Ed Gannon (Manager) when contacting the hotel via email
  - Rooms are free for crew

- Mount Nevis
  - Bart Lever - Manager
  - Ph. 869-469-9373
  - **reservations@mountnevishotel.com** and cc accounts@mountnevishotel.com
  - Rooms are $150/night plus taxes.
- Hamilton Beach Villas & Spa
  - Ph. 869-469-5320

Antigua

- Rex Halcyon
  - Ph. 268-462-0256
  - **reservations@hch.rexresorts.travel**
  - Rooms are around $135.00 a night
- Jolly Beach Resort
  - Ph. 866-905-6559
  - **Reservations@jollybeachresort.com**
  - Rooms are around $165.00 a night

If no availability try the Sunsail Colona

Anguilla

- Lloyd's Bed & Breakfast
  - Ph. 264-497-2351
  - lloyds@anguillanet.com
  - Single room $104.90 (includes Breakfast and all taxes)

Email is easiest but call on the weekends

Caribbean Contacts and Resources

Handlers:

San Juan – SJU OPS
Phone: 787-234-8184
Fax: 787-791-7457
Email: sjuop@flytradewind.com

St Barth - St Barth Services
SB Services Phone: 011-590-590-29-28-17
SB Service Fax: 011-590-590-29-37-52
Email: **ops@stbarthservices.com** ; **sbsops@flytradewind.com**

St. Thomas - Cape Air
Main number 340-774-2604; Wilfred (mgr) 340-643-3364
sttteam@capeair.co

Antigua – Signature Aviation Services
Phone: 268-462-2523 ; Wanda 268-720-9466; Narissa 268-721-9971
Phone FBO: 268-720-9466
antigua@fbo2000.com; **makeda@fbo2000.com**; **portserviceltd@gmail.com**
Antigua VIP Lounge - the lounge@fbo2000.com

Anguilla – Lloyds Aviation Services
Phone: 264-498-4141
Fax: 264-497-7130
lloydsav@msn.com

Nevis – Omel Wilkins
Phone: 869-662-9991
omel.wilkin@live.com
**If Omel's # doesnt work, EMAIL her or call customs 869-469-9343

St Maarten – Arindell / Signature Aviation Services
Main Number: 1-721-546-7840
Henke (owner): 0115995201394
omel.wilkin@live.com

St Croix - Bohlke International
Phone: 800-653-9177 (340-778-9177)
Fax : 340-772-5932
biacharter@gmail.com

Customs:

San Juan
Phone: 787-253-4540/41
Fax: 787-253-7836

St Thomas
Phone: 340-774-1719
Fax: 340-774-0814

St Croix
Phone: 340-778-0216
DHS Contact (for any customs related questions, issues, etc.)

Jacqueline Olivier
National APIS Account Manager
CBP Headquarters
Voice: 561-848-6922 Ext. 380
FAX: 561-844-4342
E MAIL: **jacqueline.olivier@dhs.gov**

Catering Contacts

St Barth
Mayas – Randy Gurley (Owner)
908.2081953
590 590 277573
590 590 297694
www.mayas-stbarth.com
contact@mayastogo.com
danielgurley@mac.com

Ferry
Great Bay Express Ferry

- Great Bay Express currently provides daily ferry services between the islands of St Maarten and St Barthelemy
    - Ph. 590 690 718301
    - **www.greatbayferry.com**

Private Boat

- MasterSki Pilou
    - Ph. +590 (0)5 90 27 91 79
    - contact@masterski-pilou.com
    - http://www.st-barths.com/master-ski-pilou/pilou_contact.html

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17 Scheduling 17-1

The schedulers primary responsibility is to develop and maintain an efficient schedule while maximizing capacity for future revenue potential. The position requires support to the Sales department to validate availability checks in Astro. Scheduling will work to create additional availability by sourcing crew and working with maintenance to keep aircraft available on peak days/times. Schedulers will also support dispatch with recovery options during schedule interruptions.

17.1 Duties

- Arrange flight and crew schedules in accordance with Tradewind SOP's and FAA FAR's
- Provide schedule availability information to Charter Sales
- Utilize optimization software
- Manage trip changes/cancellations (coordinate with sales as necessary)
- Create crew pairings and duty assignments to create maximum capacity and utility within the schedule while ensuring regulatory requirements are met
- Assist Dispatch when appropriate with trip recovery solutions during a schedule disruption
- Coordinate aircraft maintenance blocks with the DOM
- Coordinate flight training with Director of Training
- Schedule and optimize shuttle flights
- Add future shuttle availability from marketing report
- Assign crew to flights
- Availability checks
- Provide out of fleet recovery options for dispatch

17.2 Scheduling Tasks

17.2.1 Daily Scheduling Tasks

Scheduling will complete the following tasks throughout the day:

1. Emails – Check throughout the day for new emails. Ensure there are no unhandled emails before end of day.
2. Availability checks
3. Solver Runs
    1. 48 hours from now through 3 days from today.
        1. Promote
    2. 4 days from today through 9 days from today.
        1. Promote
    3. 10 days from today through 14 days from today.
        1. Promote
    4. 14-30 days from today (when time permits)
4. Source additional crew within 30 days (if necessary)
5. Analyze schedule for lower flying costs (owned/leased vs. managed)
6. Schedule crew training
7. Schedule maintenance events outside of 48 hours
8. Identify areas where we are oversold
9. Plan crew for owner trips
10. Alert supervisors of issues with resources within 2 weeks

17.2.2 Additional Scheduling Tasks

1. Add shuttles from marketing report
2. Schedule crew training
3. Upon request, assist Flight Operations with pilot schedule
4. Work with chief pilot for guaranteed days (holidays or during vacations)
    1. Guaranteed days are when we need additional pilots. We will pay part-time pilots whether we use them or not. Commonly used around the holidays.
5. Reach out to other operators for their weekend availability (peak days)
6. Provide sales with available slots to sell

17.3 Resources

Aircraft and crew are considered resources in Astro. The amount of resources available to scheduling is dependent on the date.

17.3.1 Actual Resources

Actual resources account for the exact number of aircraft and crew available. This occurs from the current time until 14 days from now. Crew qualifications are taken into account during this time. Crew that are not qualified will not be considered for availability checks or solver.

Aircraft that are blocked out will not be available for availability checks or solver. Any maintenance releases that expire during actual resources will also affect availability checks.

17.3.2 Assumed Resources

Assumed resources gives the availability check a total number of planes and crew that will be made available during different time periods. This occurs outside of 14 days from now. It is assumed that the pilots will be fully qualified for their duty positions and the aircraft will have valid mx releases with no hourly or cycle limitations.

To view the assumed resources:

- In Astro, select View
- Hover over Configure
- Hover over Solver
- Select Resource Plans

Select the correct region and date range that you are looking for. Assumed resources are updated by Astro admins. Any discrepancies should be brought to a supervisor's attention.

17.4 Scheduling Review Process

Any time that Sales has an issue with an availability check they will put the information in the scheduling review process through Astro. Sales will email Scheduling. Scheduling will evaluate each review process to see if the trip can be accommodated. Shuttles can always be canceled to create charter availability.

Scheduling should not wait for a pilot response in order to give availability, unless the trip is booking. Sales will send the quote pending crew availability.

17.4.1 Assessment of results

Always start by running the availability check from the quote. Go into the scheduling review process and select the magnifying glass next to the quote number.

- Move from General tab to Availability tab
- Click Check Availability
- All information should match details in quote
- Click Next > in bottom right corner
- Availability check can take up to 3 minutes
    - If the availability check takes minutes and comes back red, run it again. This could be an issue with too many people running availability checks at the same time. The system can only process one at a time.

Any availability check that comes back green should be sent back to the sales person advising that the requested quote is available and should be sent to the customer.

17.4.1.1 View Results

View result is shown on the right side of the availability check. This tool shows any issues with the current schedule or what has to be changed in order to accommodate the new trip.

Current Schedule

Rejected Trips

Account	Trip #	Departure Time	Itinerary
Amell, Cassandra Jean	TTJ490	12/22/2018 14:55 -04	TJSJ->TFFJ

Legs Requiring Cancellation

Account	Trip #	Departure Time	Itinerary
None			

Held Quote Legs Requiring Cancellation

Account	Quote #	Departure Time	Itinerary
None			

- Rejected Trips – shows which trips don't work with the current schedule and will not include the new quote that sales is working on.
- Legs Requiring Cancellation – Trips in our current schedule that need to be cancelled for the schedule to work. These are only empty flights.
- Held Quote Legs Requiring Cancellation – Any quotes that are on hold that must be cancelled for the current schedule to work.

All of this information gives the scheduler a starting point to see where the current flight schedule does not work or what must be cancelled so it does work. If we are in assumed resources and are sold beyond the limit of aircraft or crew, we will likely get red availability checks surrounding the "oversold" day.

Red Results

Scheduler workflow:

1. Check the quote list for the requested date(s) and ensure no trips are on hold. If there are trips on hold you must take them into account.
2. Verify that all trips have been accommodated on the requested date(s) via the trip list. Sort the flights by tail number. Any blank aircraft tail numbers means the trip has yet to be accommodated.
3. Check if a schedule exists on the requested date(s). If the schedule does exist, check for an open aircraft and crew. All quotes on hold need to be accommodated with the new request.
4. If the trip is availableat the requested time, update the **Scheduling Review** process with your results. Change the status of the process to GO whichcreates an email. Send the email to charter@flytradewind.com.
5. If the trip is not available at the requested time, update the **Scheduling Review** process with the nearest option we can offer. Change the status of the process to GO. This creates an email that will be emailed to charter@flytradewind.com.

Yellow/Green results –The availability check tells sales that shuttles or a quote hold(s)must be removed to accept the charter. The shuttles must be removed before booking can happen.

Scheduler workflow:

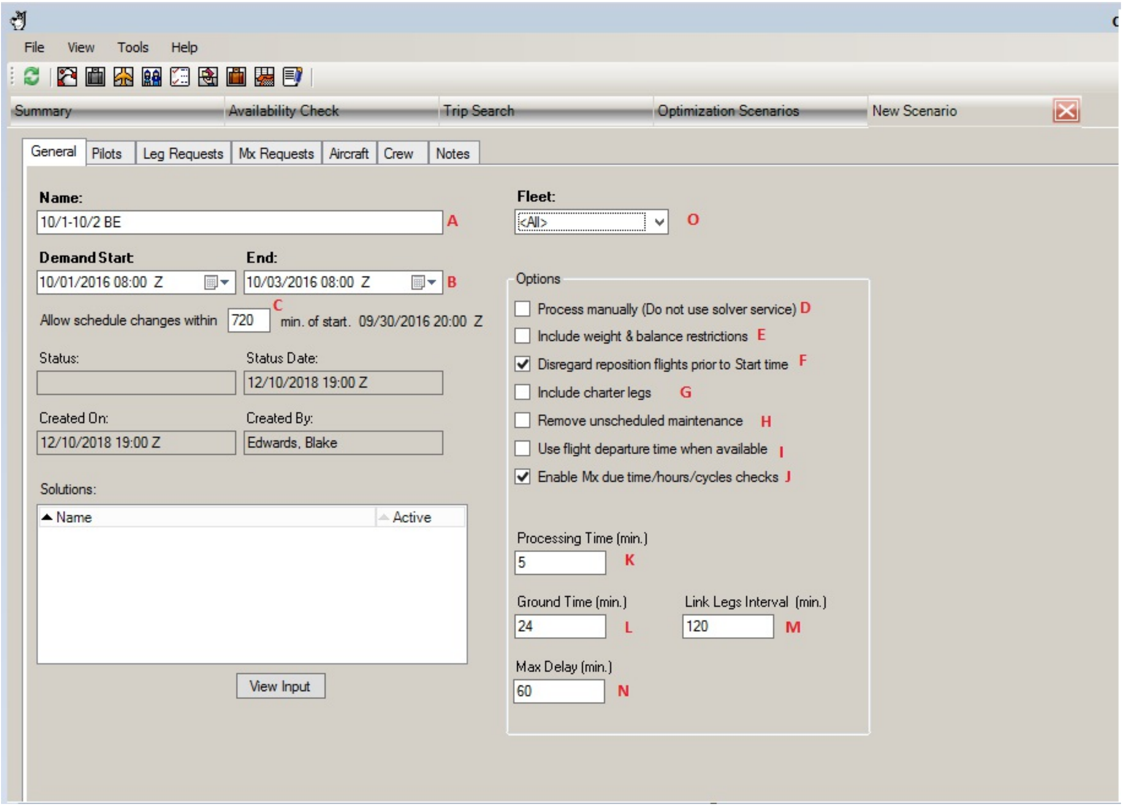
1. Check the quote list for the requested date(s) and ensure no trips are on hold. Iftrips are on hold you must take them into account.
2. Verify that all trips have been accommodated on the requested date(s) via the trip list. Sort the flights by tail number. Any blank aircraft tail numbers means the trip has yet to be accommodated.
3. Check if a schedule exists on the requested date(s). If the schedule does exist, check for an open aircraft and crew. All quotes on hold need to be accommodated with the new request.
4. Run a Solver scenario. Once the scenario is complete, view the results and if necessary use the overlay to see if all trips can be fit in.
5. If we can accommodate the trip and all the shuttles we should not remove the shuttles.
6. If we cannot accommodate the new trip and all shuttles we should cancel the empty shuttles as necessary to ensure a viable schedule.

Yellow Results –The availability check has offered a departure time 1 hour earlier or up to 4 hours after the requested departure time. Review date of trip for crew capacity and empty shuttles to determine if a time closer to the requested time can be accommodated. Always check for quotes on hold or unaccommodated trips.

17.5 Optimization Scenario

The solver is used to assign trips and crew to aircraft. Results are analyzed and promoted by Scheduling. The scheduler will choose the most cost effective option while ensuring all flights are accommodated. Other considerations are mitigating delays, reducing rejected trips and minimizing the amount of total flight time across the fleet. Even though the solver does try to make the most cost effective schedule possible, schedulers need to analyze the results and cut any additional costs

- Accessing the Optimization Scenarios
  - There are two ways to access the optimization scenario page in Astro. The first option is going to the upper menu bar in Astro and select the following:
    - View –Scheduling –Optimization Scenarios
  - The second option is to press Ctrl O when in Astro. This option will take you straight to Optimization Scenarios.
- Creating an Optimization Scenario
  - Right click on the current list of Optimization Scenario's and select New Scenario.
  - The following page will come up:



Field requirements in Optimization Scenarios (See letters above for field location)

- A – Name of the scenario that you are running. Typically, this should include the date range and your initials so it is easy to identify.
- B – Demand Start and End. Set the start time to your required date and time. The time is in Zulu and will have to be adjusted accordingly. The end time should be set to the day following your required end date. For example, we are solving above for 10/1-10/2. 10/3 is the end date so that 10/2 is covered in the following morning.
- C – Schedule changes. This is the amount of time that the optimization scenario can look back into the previous day to make changes to the schedule. Typically, 720 minutes is sufficient but can be changed as necessary.
- D – Process manually. No need to select this option unless you would like to save the scenario without it running.
- E – Include Weight & Balance Restrictions – Do not use for scenarios as passenger's weights are usually estimated.

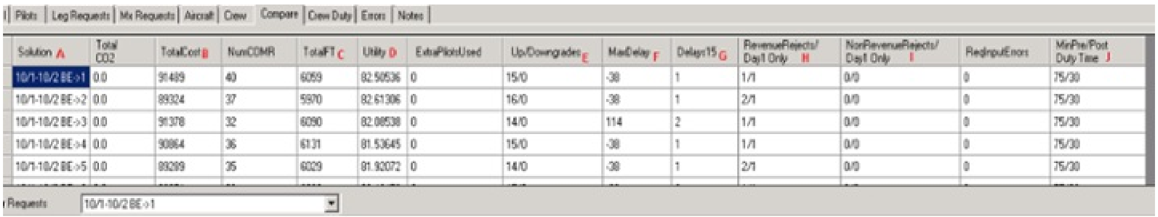
- F – Disregard Position Flights. This will ignore repositioning flights prior to the start time of the scenario. Solver will now look to change any empty repositioning legs to make the schedule more efficient.
- G – Charter Legs. This feature will take any out of fleet charters and look to accommodate them within our current demand. Unless there is a specific reason to keep the passengers out of fleet, we should look to accommodate all trips in fleet.
- H – Remove unscheduled maintenance.
- I – Use flight departure time when available.
- J – Enable Maintenance restrictions. This should be used when a schedule is going to be promoted. Anything outside of the promotion dates can be analyzed without mx restrictions being accounted for.
- K – Run Time. Select the run time. Run time should increase exponentially with added days. (Example: 1 day – 2 mins, 2 days – 5 mins, 3 days – 10 mins, etc.)
- L – Ground Time. This is the minimum turn time that will be used for every turn. The time should never be less than 24 minutes.
- M – Link Legs. This will keep multiple legs together for a specific trip if the proceeding leg departs within 120 minutes of the preceding leg.
- O –Fleet. Allows the use of a single fleet or all fleets at the same time. Does not allow for 2 fleets and one to be excluded.
- Max Delay – This will allow a max delay on any given trip to be the time you put in. The specific account for the trip might have more restrictions but this will be the maximum amount of time that we can delay a flight through solver.
- Additional tabs in Optimization Scenarios
    - Pilots
        - The pilots tab is where you select management pilots (all non-line pilots) to be considered for solver. Make sure they are shifted on in the pilot schedule and that they are actually available.
    - Leg Requests
        - This tab shows all of the demand that we have for the requested date range. Each trip can be set for a longer delay. At the bottom of the page you can change the allowed delay for all flights. You would change the default drop down to a different time and click “set pre” or “set post”.
    - Mx Requests
        - The mx requests will show all planes that have a mx block set up during the planning period. At the bottom there is the ability to change the slack time. This will allow for maintenance to be moved around for the solver to have greater flexibility in creating an efficient schedule.
    - Aircraft
        - Aircraft tab shows the current acitivity within the planning period. The green line is the start of the scenario. The yellow dashed line shows the lookback where the solver can adjust previous repos. The red line is the end of the scenario and nothing will be changed beyond this point.

- Crew
  - The crew tab uses the same format as the aircraft tab. The colors correspond the same for the vertical lines (see above). This tab shows all crew activity. The red exclamation point below shows discrepancies in the schedule.

- Remaining tabs will be used during analysis of the solver run.

17.6 Solver Analysis

When the solver run is complete the scheduling team will analyze the scenario. The most important part is the cost of the schedule but other factors can lead to a more expensive schedule being promoted. The analysis of a solver run will be explained in greater detail below.



Solution A	Total CO2	TotalCost B	NumCOMR	TotalFT C	Utility D	ExtraPilotsUsed	Up/Downgrades E	MaxDelay F	Delays15 G	RevenueRejects/ Day1 Only H	NonRevenueRejects/ Day1 Only I	ReqInputErrors	MinPre/Post Duty Time J
10/1-10/2 BE->1	0.0	91489	40	6059	82.50536	0	15/0	-38	1	1/1	0/0	0	75/30
10/1-10/2 BE->2	0.0	89324	37	5970	82.61306	0	16/0	-38	1	2/1	0/0	0	75/30
10/1-10/2 BE->3	0.0	91378	32	6090	82.08538	0	14/0	114	2	1/1	0/0	0	75/30
10/1-10/2 BE->4	0.0	90864	36	6131	81.53645	0	15/0	-38	1	1/1	0/0	0	75/30
10/1-10/2 BE->5	0.0	89299	35	6029	81.92072	0	14/0	-38	1	2/1	0/0	0	75/30

- A – Solutions 1 through 7.
- B – Total cost. This takes into account all of the costs to perform the schedule. The cost to perform all of the flights within the date range should be the primary focus when deciding which solution to promote.
- C – Total FT. The total flight time that will be accumulated across all aircraft used in the solution.
- D – Utility. Percentage of all resources being used including crew availability/duty times and aircraft.
- E – Upgrades. Shows how many trips have been upgraded
- F – Max Delay. Gives the max delay to any trip or maintenance block in that scenario. Can be negative or positive.
- G – Delays15. Total number of trips delayed 15 minutes or more.
- H – Revenue Rejects. The first number is the total flights that solver cannot accommodate with the current resources provided. The second number is how many of them are rejected on the first day only.
- I – Non Revenue Rejects. Any trip that is not for revenue and is delayed will show in here, much like the Revenue Rejects.
- J – Min Pre/Post Duty Time. Pre is the minimum start time prior to a trips departure time (default is 75 minutes). Post is the minimum end time after landing at the destination (default is 30 minutes).

Solver Solutions 1-7 shown above has specific constraints when creating the schedule. These specific constraints should be considered when deciding which option to promote

- Scenario 1
  - Allows up to 15-minute delay (later not earlier) and without exceeding original delay. Original delay is the maximum time that a trip can be delayed based on the contract type that is booked (additional information on contracts can be found in the sales manual). Quotes on hold are not considered. Shuttles are considered booked flights.
- Scenario 2
  - No delays. Quotes on hold are not considered. Shuttles are considered booked flights.
- Scenario 3
  - Original delays (see above). Quotes on hold are not considered. Shuttles are considered booked flights.
- Scenario 4
  - Allow up to 15-minute delay, without exceeding the original delay (see above). Possible cancellation of empty shuttles outside of 96 hours and quotes on hold. Calculated with extra pilots.
- Scenario 5
  - No delays. Possible cancellation of empty shuttles outside of 96 hours and quotes on hold. Calculated with extra pilots.
- Scenario 6
  - Original delays. Possible cancellation of empty shuttles outside of 96 hours and quotes on hold. Calculated with extra pilots.
- Scenario 7
  - Includes all demand. Delays according to trip value (contract type).

Cost, rejections and delays are the most important factors when deciding which solution to promote.

Rejections

- Solver will reject flights that it cannot find a solution for within the processing time that was provided. If all of the rejected flights are empty and are within 84 hours, the schedule can be promoted and those specific flights removed. Remember to check the booking sites to make sure the flights are still empty prior to removal via the Flightboard. If all options have rejections with no passengers booked reducing cost and mitigating delays should take precedence. If all options have rejections with passengers the scheduler should work to reduce cost and rejections. Keep in mind that additional resources (crew, aircraft, etc.) may be need to accomplish the trips.

Delays

- Solver may have to delay flights to fit all the trips. If the delays are to empty shuttles, change the time in the trip and promote the schedule. Delays greater than 10 minutes on shuttles or charters with passengers should be analyzed to remove the delay. If the delay cannot be removed for any reason, sales needs to be updated, so they can inform the passengers.

17.7 Promoting a Scenario

1. Once you have picked the best solution, go back into the Optimization Scenario you are promoting
2. On the General tab, click on the Solution you want to promote
3. You can choose to promote the solution up to a certain point if necessary (ie the first 36 hours, etc)
4. You will then be asked if you want to promote crew relocations. Do not promote relocations as they change frequently.
5. Once that is done, the schedule is promoted into the Master Schedule. Review for issues.
6. Cancel shuttle trips that were required rejections in the scenario.

17.8 Optimizing Promoted Schedule

The scheduler will work to increase efficiency once an optimization scenario has been promoted.

- Ensure hours are in owned aircraft before managed.
- Reduce the total number of hours flown. The solver will add the fewest repositioning hours possible. Scheduling will keep aircraft transient and overnight the crew.
    - Exception:Crew will ride back to base on an owned or leased aircraft in locations with high volume. (Examples: ACK, MVY, SBH)
- Utilize solver to remove empty shuttles within 84 hours.
- Maximize crew duty day to have additional crew on standby.
- Use the fewest number of planes possible to keep availability for additional sales. Solver won’t stack the trips into the fewest planes, therefore schedulers will arrange flights into the fewest planes possible.

Aircraft:

- Tradewind owned and leased PC-12s should have all available flying before managed PC-12s. Each hour taken out of a managed PC-12 will save approximately $800. The managed aircraft are as follows:
    - N212MF
    - N353PT
    - N82SB
    - N88XY
    - N95GJ
- Using 2 separate crews across owned or leased aircraft is always preferred.
- Shuttles should be in commuter configured PC-12s prior to executive configuration. Shuttles are never permitted to be in CJ3’s.
- Commuter charters should be upgraded into executive aircraft before shuttles are upgraded unless there is an operational reason to keep the charter in a commuter. Example: 8 passengers with 8 sets of golf clubs.

Crew:

- Full time pilots should be used before part-time pilots unless they are management pilots (Chief Pilot, DO, President).
- PC-12 only qualified pilots should be used before CJ3 qualified crew. This allows sales to sell jet trips.
- Between June and September, part-time PC-12 crew should be used in place of CJ3 pilots. This gives sales more opportunity to sell jet trips.
- Last crew to be used are PC-12 and CJ3 contract pilots (part 91 only).

17.8.1 Caribbean Optimization

- No plane should remain in St. Barth if it will be there for more than 5 days.
- Cancel routes in the following order to accommodate charters:
  - STT, AXA, NEV
  - SJU/SBH, ANU/SBH
- Avoid putting shuttles into executive PC12's as this limits our sellable seats to 7.
- SBH based pilots are obligated to travel on their hard days, if necessary. They are to be considered SJU based for crewing and day off purposes. Scheduling should attempt to get the pilots to/from SBH on their available day.
- When manually assessing if we can add a charter or shuttle, trips should be planned to arrive at sunset restricted airports 15 minutes prior to sunset. (Example: SBH, AXA, EIS)

17.8.2 Northeast Optimization

- PC-12s can stop in OXC on empty repos to swap crew or overnight the aircraft if OXC is along the route of flight. Empty ACK repo flights are ok.
- PC-12s will be left in ACK or MVY for the weekend, Friday through Sunday, unless they are completing other trips during that time frame. Scheduling should leave as many planes as possible while still accomplishing all the trips. If a plane is flying back without activity the next day, the preference is to bring back an owned or leased executive configured PC-12. This allows sales to sell charters on Saturdays.
- Have a shuttle representative combine passenger loads on shuttles to increase availability and reduce the amount of flying.
  - Lock the flight in Kalsoft and note the reason before having shuttle reach out to passengers.

17.8.3 CJ3 Optimization

All of Tradewind Aviation's jets are managed. This means the aircraft owner is paid 85% of the charter rate. It is the schedulers job to optimize the schedule as much as possible.

- Move pilots to and from the aircraft via air or ground relocations.
  - Moving the aircraft to change crew requires a supervisor to be notified.
- Aircraft should be moved as late as possible to accommodate next charter or return to home base.

17.9 Future Solver Runs

Scheduling will work on future demand to determine if there are areas where we could be oversold. Therefore, every day a scheduler will need to run solver for 30 days out (not necessary to promote beyond 14 days). Days beyond this will have to be determined manually by analyzing trips in demand. If the schedule is oversold on a particular day, scheduling will have to reach out tooperators to try to cover charters and/or shuttles.

When searching for an out of fleet aircraft the scheduler will use **Avinode**. Avinode is a marketplace where operators advertise their aircraft and pricing. The system integrates with scheduling software and provides live and future information on where aircraft are. It also provides estimated pricing based on the route of flight you are looking for. The operator will receive an email once the request is sent.

When requesting a quote from another operator (via email), the scheduler will need to send the following information:

- Date/Time
- Route
- Requested aircraft type
- Number of passengers
- Any significant information (excess baggage)

Cost and operational restrictions should be considered with any trip that is required to go out of fleet. Keep in mind that only retail clients can be put into out of fleet aircraft. Brokers must remain in fleet or advised that we can no longer cover their trip. Any trip pushed out of fleet should be reviewed by a department supervisor. The sales department will update the customer about the change.

17.10 Resource Issues Timeline

Scheduling will follow the timeline listed below when there are insufficient resources to accommodate all trips. Resource issues must be evaluated on a daily basis.

- 14 days from today– build preliminary schedule to identify crew shortage. Email crew to work hard days.
- 12 days from today – if not enough resources are available, begin to cancel or consolidate empty shuttles necessary to make schedule work. At this time, only focus on the empty flights that will solve your scheduling problem. Leave in as many flights as possible.
- 10 days from today – if any holes exist in the schedule, reach out to dispatch supervisor for help
    - 7 days from today –scheduling will have a supervisor reach out to management
- 84 hours from today– cancel empty shuttles and build optimized schedule. Start planning crew relocations and overnights. Reference the**Overnight Cost Calculator** to decide if a plane should stay overnight or return to base.

17.11 Crew Rotations

Tradewind Aviation uses both full time and part-time pilots. Full time pilots should always be used before part-time/contract pilots. Full time PC-12 pilots work 4 days on and 3 days off. Full time CJ3 qualified crew work 7 days on and have 5 days off. Pilots are able to work their hard days for pay, day swap or use the additional day in the future. Deciding on which pilot to use comes down to cost and any operational restrictions.

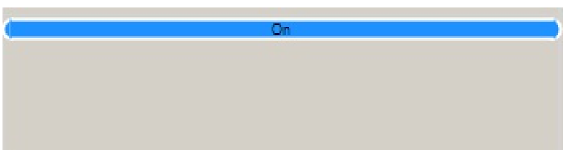
Any pilot working a day off must be qualified for the position they are filling. Use pilots in the following order:

- Full time or part-time PC-12 SICs ($200/day)
- Full time or part-time PC-12 PICs (not ARG/US qualified) ($600/day)
- Full time or part-time PC-12 PICs (ARG/US qualified) ($700/day)
- Full time or part-time CJ3 pilots ($800/day)

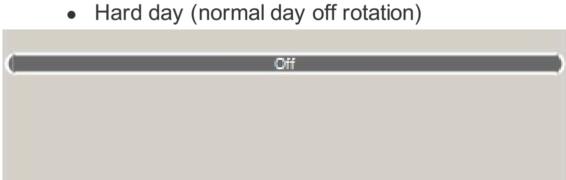
17.11.1 Full time pilot availability

Full time pilot availability in the staff schedule will look as follows:

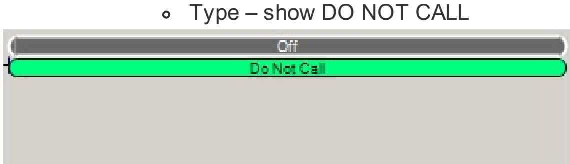
- Available (normal day on rotation)



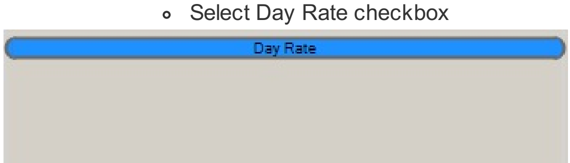
- Hard day (normal day off rotation)



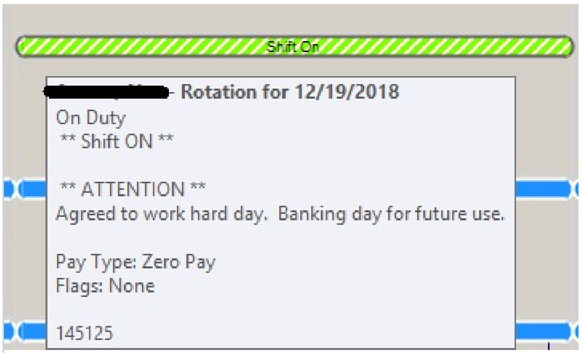
- Requested for pilot to work hard day and they declined
  - Right click under pilots rotation
  - Select New off assignment
  - Type – show DO NOT CALL



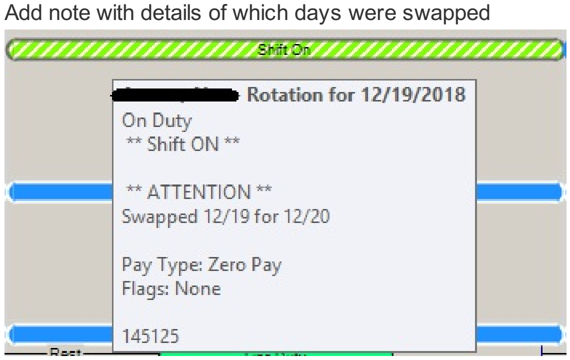
- Working hard day for pay (day rate)
  - Double click on “off” rotation
  - Select Actual On checkbox
  - Select Day Rate checkbox



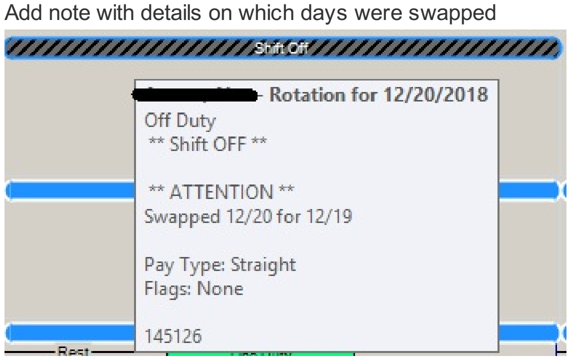
- Working hard day and banking day off for future use
    - Double click on “off” rotation block
    - Select Actual On check box
    - Add note with details shown below



- Working hard day and swapping day off to another day
    - Double click on “off” rotation block
    - Select Actual On checkbox
    - Add note with details of which days were swapped



    - Complete second day
    - Double click “on” rotation block
    - Un-select Actual On checkbox
    - Add note with details on which days were swapped



- Pilot is willing to work day off
    - Double click “off” rotation block
    -

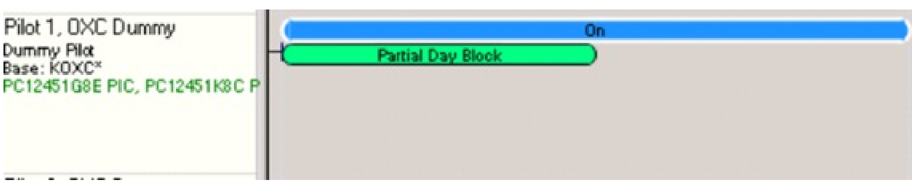
17.11.2 Part-time pilot availability

Scheduling will reach out to part-time pilots to fill days when additional crew are necessary. Part-time 135 pilot availability should be requested 10 days prior to the start of the following month. This will give you additional crew availability before the schedule is being promoted.
The best way to contact pilots about availability is via email. All part-time pilot emails can be found in Astro under the crew list or in Outlook. Emails will allow other schedulers to track availability and will give you a record of what each pilot agreed to.

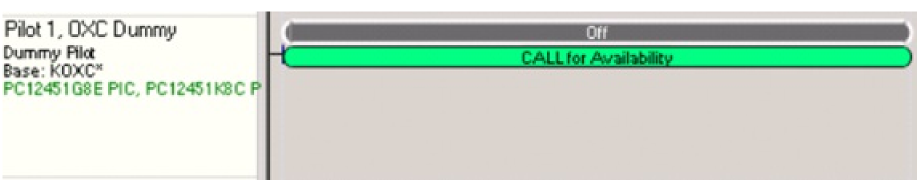
Part-time pilot availability in the staff schedule will look as follows:

- Available no restrictions

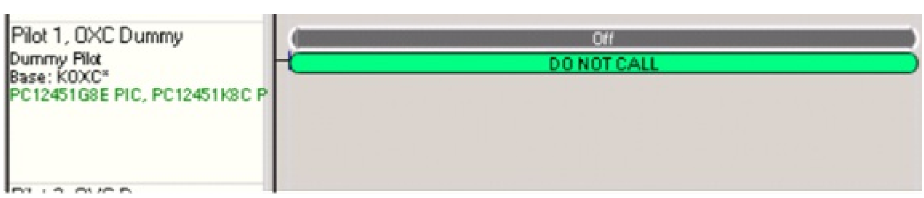
- Available with restrictions (Partial day block during unavailable times)



- No availability provided or required to check with them before crewing



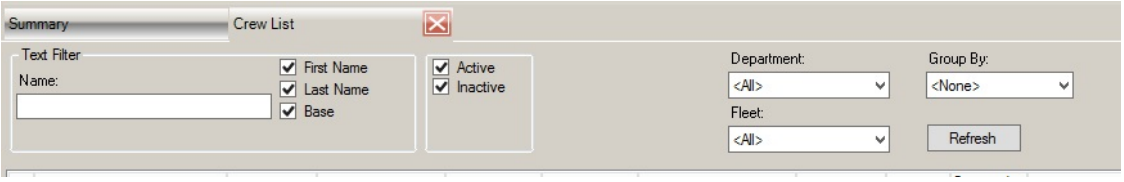
- Not available



A secondary method on short notice is to call the pilots and see if they are able to fly. Any time that a pilot is not available there should be a duty assignment “Do Not Call” added to their day.

Tradewind will use contract pilots to cover owner trips. Contract pilots can only fly part 91 flights. They are last resort since they cannot do any revenue trips. All contract pilots can be found on the crew list in Astro.

- Confirm Active and Inactive are selected



- Sort list by title
- Find PC-12 Contractor-SPQ

Krisiak, Jodie	Flight Oper...	PC-12 Contract...	03/30/2016	04/04/1978	1-617-281-7789	Yes	No	No	PC12451G...	KOXC	Northeast
Turner, Rooks	Flight Oper...	PC-12 Contract...	04/06/2016	03/21/1982	(401) 862-8993	Yes	Yes	No	PC12451G...	KOXC	Northeast
Zabel, Nicholas	Flight Oper...	PC-12 Contract...	04/11/2005	04/22/1981	(914) 671-6110	Yes	Yes	No	PC12451G...	KOXC	Northeast
Hotes, Todd	Flight Oper...	PC-12 Contract...	01/08/2016	07/07/1982	1-860-778-4401	Yes	No	No	PC1247E/7...	KOXC	Northeast
Gabriel, John	Flight Oper...	PC-12 Contract...	06/01/2015	05/28/1985	1-203-241-0782	Yes	No	No	PC12451G...	KOXC	Northeast
Simpson, Peter	Flight Oper...	PC-12 Contracto...	02/01/2016	04/21/1966	1-617-921-9191	Yes	No	No	PC12451G...	KOXC	Northeast
Blanchet, Stephen	Flight Oper...	PC-12-Contracto...	11/29/2011	06/04/1985	1-401-300-6380	Yes	Yes	No	PC12451G...	KOXC	Northeast

Flight operations can activate the pilot if they are going to fly for us. Flight operations may have you gather documentation showing they are qualified to fly.

17.12 Crewing

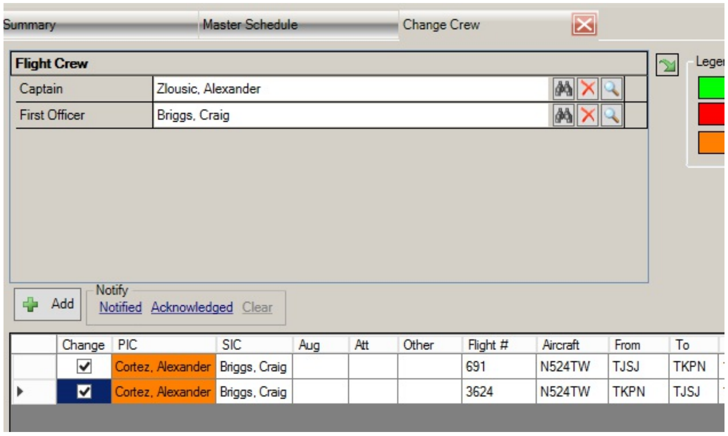
All crews assigned to a flight must be legal. Legality is defined in the FARs. Reference **10.4 Crew Legality**.

Scheduling is responsible for crewing all flights outside of 48 hours. Pilots must be qualified for the position you are assigning them to. A pilot's qualification(s) can be found under duty positions tab in the pilots profile. The flight status must say released for the pilot to be legally assigned to the trip.

The only time a pilot can fly and not be qualified on the aircraft is during training, with an instructor or during a checkride with a check airman.

17.12.1 Changing Crew On Flights

- Right click on the first flight of day
- Select change crew



- Type in Captains name or use binoculars to search crew list
- Type in First Officers name or use binoculars to search crew list
- Check which legs this applies to under Change
- Select OK in the bottom right corner

17.12.2 ARG/US Crew

Reference ARG/US document

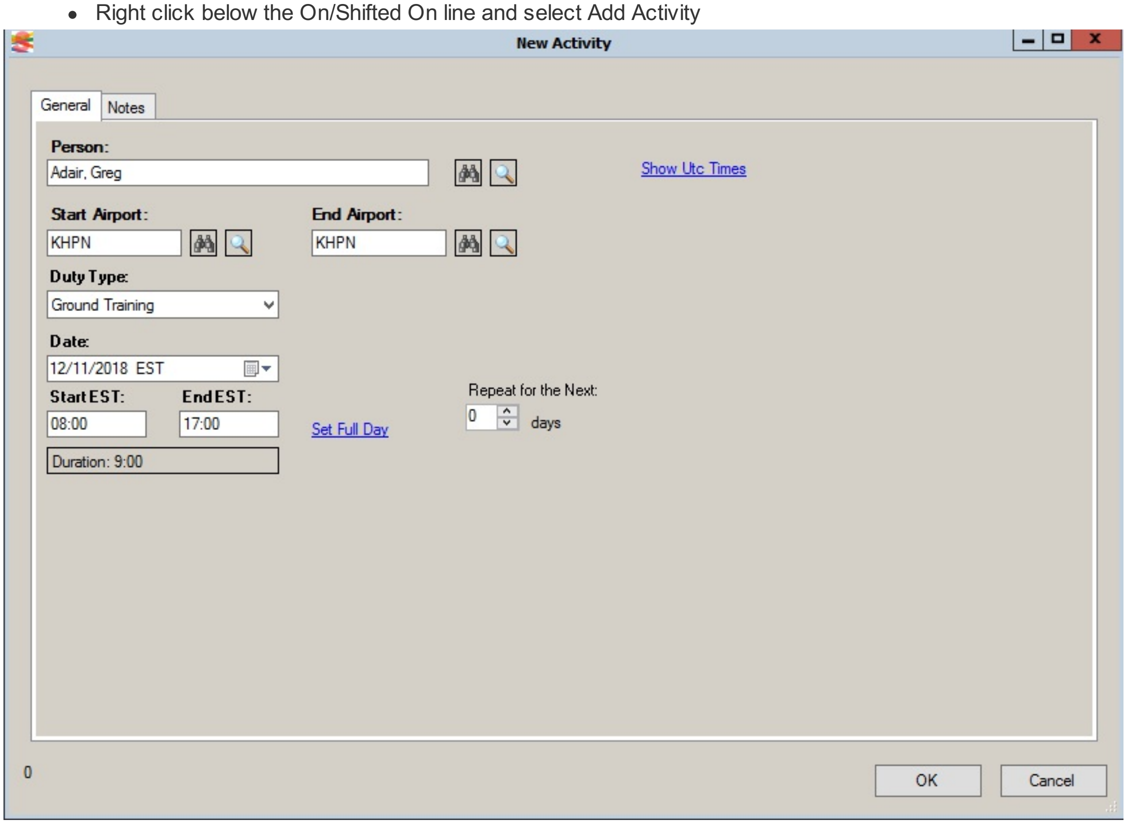
17.13 Crew Training

Scheduling is tasked with arranging ground training and flight training in Astro. All required training events are put into the Google document (**Training Import**)

All ground training needs to be put in the staff schedule in Astro so the pilots are not used for line duty on that day. Directions to add training are below:

17.13.1 Ground Training

- Make sure that the pilot is “On” or “Shifted On” for the day that you are adding ground training
- Right click below the On/Shifted On line and select Add Activity

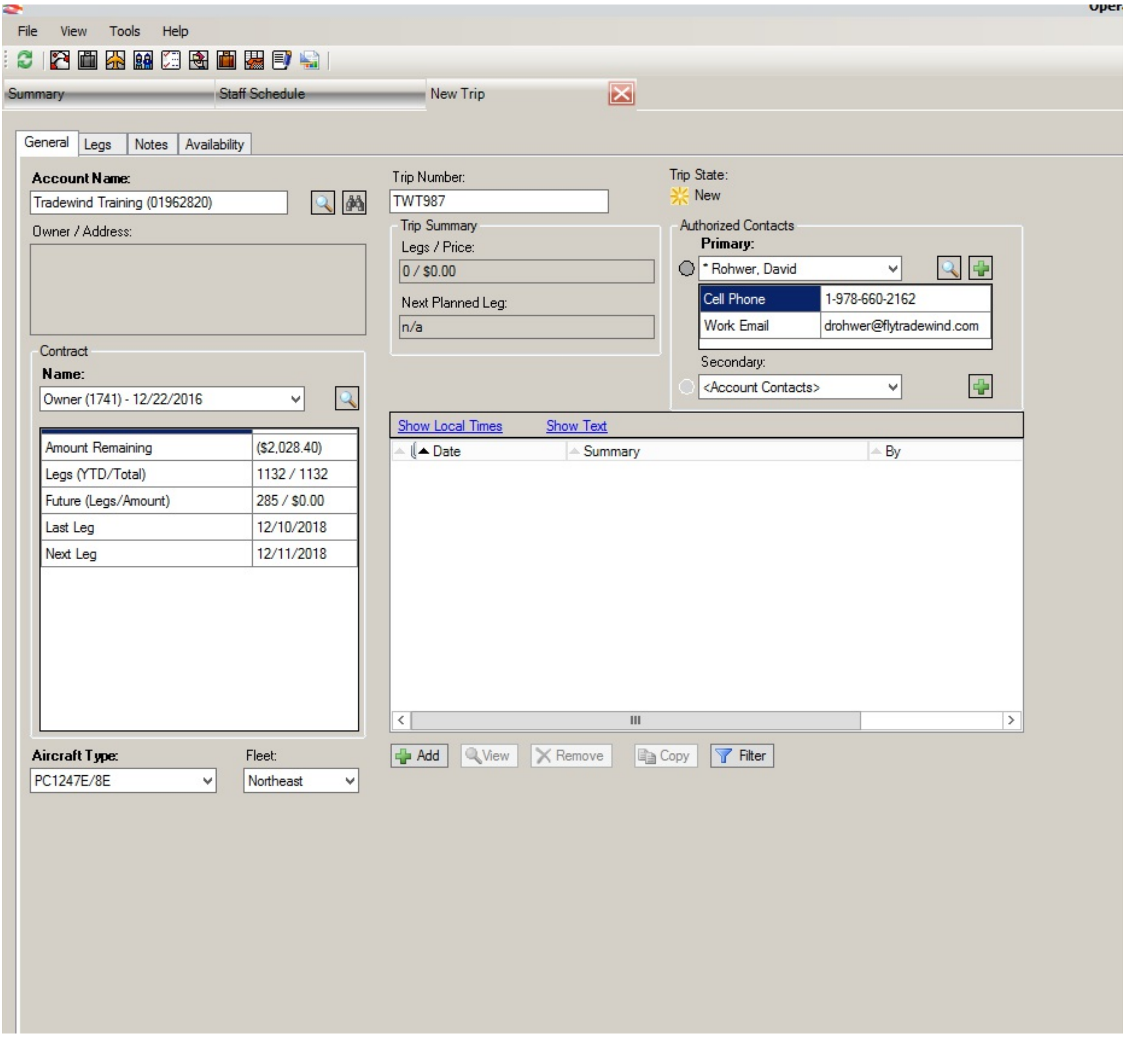


- Fill in the times and location (start and end) that ground training will occur and click OK in the bottom right corner

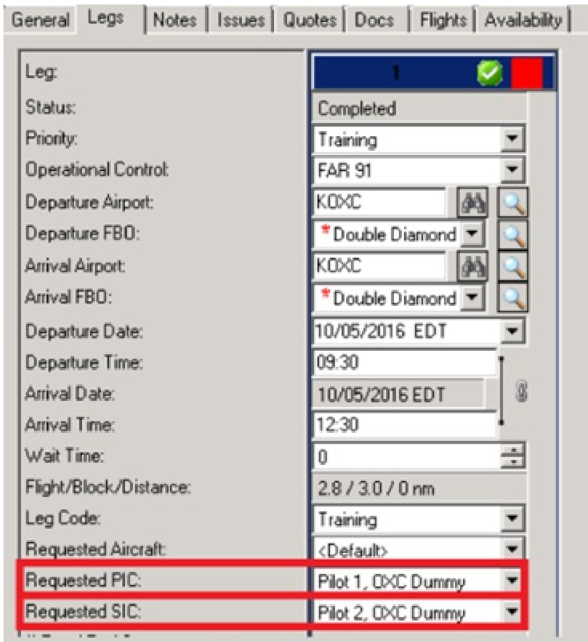
17.13.2 Flight training

Descriptions of the requested training will be provided by the Director of Training in Astro. The following steps need to be taken to arrange a training flight:

- Create a new trip for the training flight under the Tradewind Training account. (File → New → Trip)
  - Use the correct aircraft type on the general tab. Legacy checks should use PC12-8-Comm and NG checks should use PC1247E/8E.
  - Use the correct fleet based on where the checkride will take place.



- Once the trip is created you will need to select the requested PIC, which should be the check airman or instructor.
- Notes need to be put under the notes tab. Make the note a trip note. Include relevant information on what the check or training is. After saving the note, right click and publish to pop up note and crew itinerary. This will alert dispatch and crew on the type of training.



- Solver will assign the trip to the schedule. (Note, the scheduler may need to adjust the departure time and crew if the solver changed it)

When scheduling pilots around training events it is important to take into consideration to consider the following:

- A pilot must be well rested for a training event to be effective.
- In-aircraft training events tend to have higher levels of risk than normal day to day flying.
- High levels of fatigue are a common contributing factor for aircraft accidents.
- Pilots flying during periods outside of their normal circadian rhythms (Ex. Outside the normal on call period) will greatly increase a crewmembers fatigue level.
- Flight training events are harsh on both the instructor and student, causing quicker levels of 'burn out' than normal flying events.

If a training event causes any of the above issues it should either be cancelled or moved to another crew.

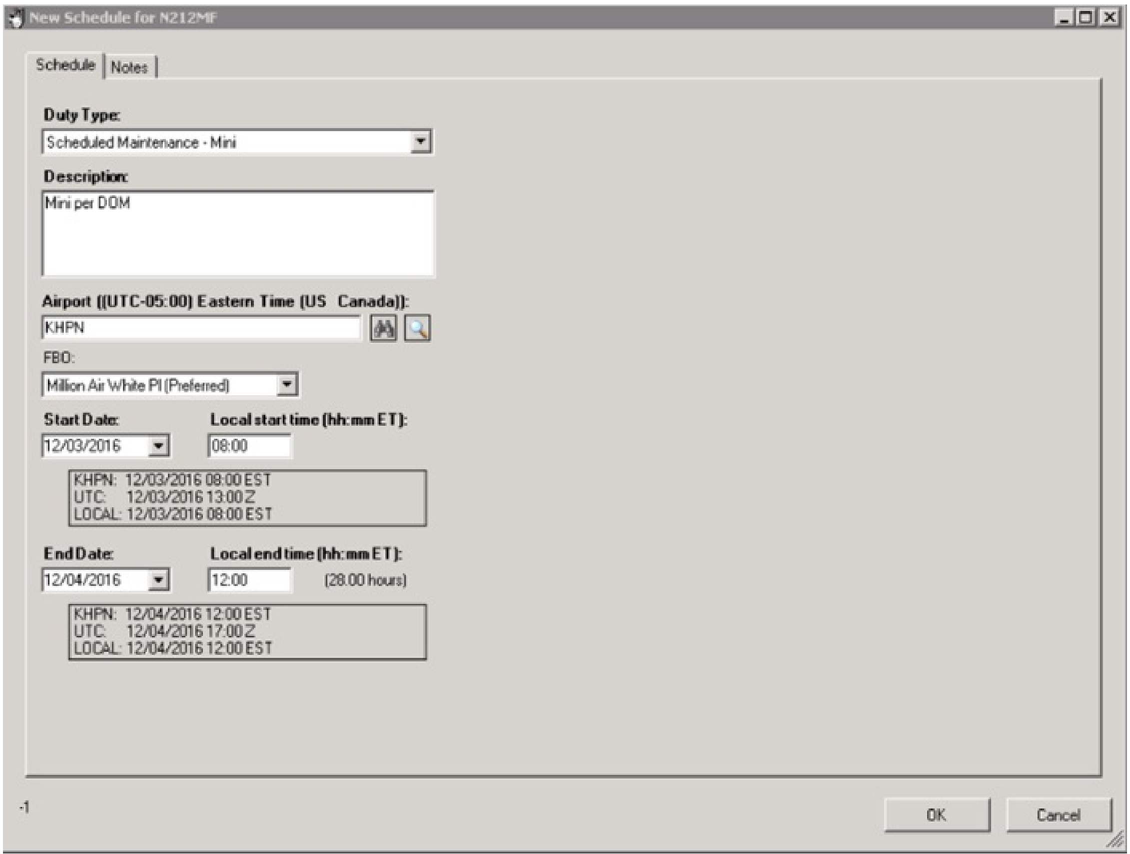
The scheduler will update the Google document when each training event has been arranged. Instructors and their students can be scheduled for additional flying around a training event. Reach out to Flight Operations if a pilot does not feel the day is reasonable. Canceling training events to keep the schedule moving is okay as long as the Director of Training is informed with a plan to complete the training event before the pilot expires. Any questions on when something is due and what a training event entails can be found in the Google Document (**Training Import**).

17.14 Maintenance Events

The Director of Maintenance or a maintenance supervisor will advise once per week which aircraft they will need down for the following week. Maintenance will email to advise which aircraft need to be marked down and what even will be done. Schedulers will mark down a plane as follows:

Maintenance Blocks

- Find the date in the Master Schedule that maintenance is requesting to start working on a specific tail number
- If there are flights in the aircraft, remove them as long as they can be accommodated on another tail number
- Right click on the date in the Master Schedule and click “New Aircraft Schedule”



- In the Duty Type line select the correct type of maintenance. Unscheduled maintenance should only be put in when the block is due to an unforeseen event. If unscheduled is selected for a scheduled maintenance event, solver will not be able to adjust the start and end times.
- The description should have basic information including the type of maintenance being performed, who the information came from (their name) and any additional details that scheduling/dispatch may need.
- Airport should reflect the airport that maintenance requested.
- Start and End times should reflect the full time that maintenance requested, nothing more.

Make notes if the maintenance event is flexible. It is the scheduler's responsibility to work with maintenance to ensure there is a spare airframe in the Caribbean. If a spare airframe will not be available an email should be sent to the supervisors.

Maintenance time should never be put into the system with generic times. This will restrict the number of trips we can sell on any given day. Maintenance is usually flexible so all steps should be taken to get a Tradewind aircraft available to mitigate costs. Once the requested blocks are in for the week an email should be sent back to maintenance, so they are aware of the times and locations of all events. Reach out to a maintenance supervisor with any questions.

17.15 Owner Trips

All of Tradewind Aviation's aircraft are single pilot capable. Most owner trips only require 1 pilot. In order to do the trip single pilot the owner must be scheduled in their own aircraft.

Occasionally owners will ask for a second pilot and owner services will update the trip so solver assigns two pilots.

Many owner trips are beyond the normal pilot rotation. Owner services will advise when long trips are being booked by the owners. This will give scheduling and/or flight operations time to find a pilot that is single pilot qualified to cover the whole trip.

Scheduling should always attempt to keep a pilot with the aircraft unless otherwise directed by owner services. If pilots must be changed there should be minimal time between one pilot leaving the aircraft and another arriving. Owner services will make the owner and/or assistant aware of the situation.

17.16 Additional Shuttle Availability

The Marketing department will send a report twice per week that identifies where flights could be added to the schedule. The report looks for blocks of time when we have 3 or fewer seats available across flights on the same route.

Currently the report looks at a 3-hour block in the Northeast and 2.5 hours in the Caribbean.

Example: 1700 HPN — ACK is full but there are 6 seats available at 1600. Since the second flight is within 3 hours of the 1700 departure, we do not have to add that flight and therefore will not come up on the report.

The report will be sent on Monday with completion required by end of day on Tuesday and Thursday with completion required by end of day on Friday.

It is scheduling’s responsibility to determine aircraft availability for each requested flight.

17.16.1 Northeast Shuttle Availability

Scheduling will add shuttles in the Northeast Fleet based on the following parameters:

- No more than 3 departures at the same time and on the same route out of HPN
- No more than 2 departures at the same time and on the same route out of TEB
- No more than 2 0600 departures on Mondays per route
- Departures within 30 minutes of each other for the same route should be considered the same time

17.16.2 Caribbean Shuttle Availability

Scheduling will add shuttles in the Caribbean Fleet based on the following parameters:

- No more than 3 segments of any given route at a standard departure time (SJU/SBH and ANU/SBH routes). Shuttles will not be added at non-standard times.
- Never add additional segments for Anguilla (AXA), Nevis (NEV) or St. Thomas (STT).

If we do not have room to add a flight at the recommended time, Scheduling will look to add a flight at the nearest standard time. Example – we already have 3 flights at 1600 SJU — SBH, but we can and should add a flight at 1300 or 1430.

Any additional segments beyond the limits shown above must come from management. Schedulers should check with a supervisor if they are unsure about adding another segment.

17.17 Shuttle flight numbers

17.17.1 Caribbean flight numbers

SJU –SBH flight numbers

Segment 1	Segment 2	Segment 3	Segment 4
100	102	104	106
110	112	114	116
120	122	124	126
130	132	134	136
140	142	144	146

SBH – SJU flight numbers

Segment 1	Segment 2	Segment 3	Segment 4
101	103	105	107
111	113	115	117
121	123	125	127
131	133	135	137
141	143	145	147

SBH/ANU flight numbers

SBH – ANU	ANU – SBH
701	702
711	712
721	722
731	732
741	742

SJU/AXA flight numbers

SJU – AXA	AXA – SJU
604	601
614	611

SJU/NEV flight numbers

SJU – NEV	NEV – SJU
404	401
414	411

17.17.2 Northeast flight numbers

Shuttle flight numbering in the Northeast changes based on day of week. Primary legs are charged for one full ticket. Passengers are charged for ½ ticket if they take a reverse flights.

All flights on Tuesday, Wednesday and Saturday are primary legs (both directions). Thursdays and Fridays the flight going to ACK or MVY is a primary flight while the flight going to the NY Area is a reverse. Sundays and Mondays the flight going to NY Area is a primary flight while the flight going to ACK or MVY is a reverse.

HPN-ACK Flight Numbers – Primary Leg (T, W, TH, F, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
1000	1002	1004	1006	1008	1010

ACK-HPN Flight Numbers – Reverse (Th, F)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
1101	1103	1105	1107	1109	1111

ACK-HPN Flight Numbers – Primary Leg (Su, M, T, W, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
1001	1003	1005	1007	1009	1011

HPN-ACK Flight Numbers – Reverse (Su, M)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
1100	1102	1104	1106	1108	1110

TEB-ACK Flight Numbers – Primary Leg (T, W, TH, F, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
2000	2002	2004	2006	2008	2010

ACK-TEB Flight Numbers – Reverse (Th, F)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
2101	2103	2105	2107	2109	2111

ACK-TEB Flight Numbers –Primary Leg (Su, M, T, W, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
2001	2003	2005	2007	2009	2011

TEB-ACK Flight Numbers – Reverse (Su, M)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
2100	2102	2104	2106	2108	2110

HPN-MVY Flight Numbers – Primary Leg (T, W, TH, F, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
3000	3002	3004	3006	3008	3010

MVY-HPN Flight Numbers – Reverse (Th, F)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
3101	3103	3105	3107	3109	3111

MVY-HPN Flight Numbers – Primary Leg (Su, M, T, W, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
3001	3003	3005	3007	3009	3011

HPN-MVY Flight Numbers – Reverse (Su, M)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
3100	3102	3104	3106	3108	3110

TEB-MVY Flight Numbers – Primary Leg (T, W, TH, F, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
4000	4002	4004	4006	4008	4010

MVY-TEB Flight Numbers – Reverse (Th, F)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
4101	4103	4105	4107	4109	4111

MVY-TEB Flight Numbers – Primary Leg (Su, M, T, W, S)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
4001	4003	4005	4007	4009	4011

TEB-MVY Flight Numbers – Reverse (Su, M)

Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 5
4100	4102	4104	4106	4108	4110

17.18 Forecast Inc.

Forecast Inc. is a consulting firm that specializes in air service development and commercial planning for the aviation industry. They provide network planning for Tradewind. Network planning involves adjusting fares according to demand and passenger loads. Their goal is to increase profit on each of our flights.

Forecast also works with Tradewind to advise where flights should be added to the schedule. They also advise when to remove flights that are less profitable. Coordination is done directly with scheduling.

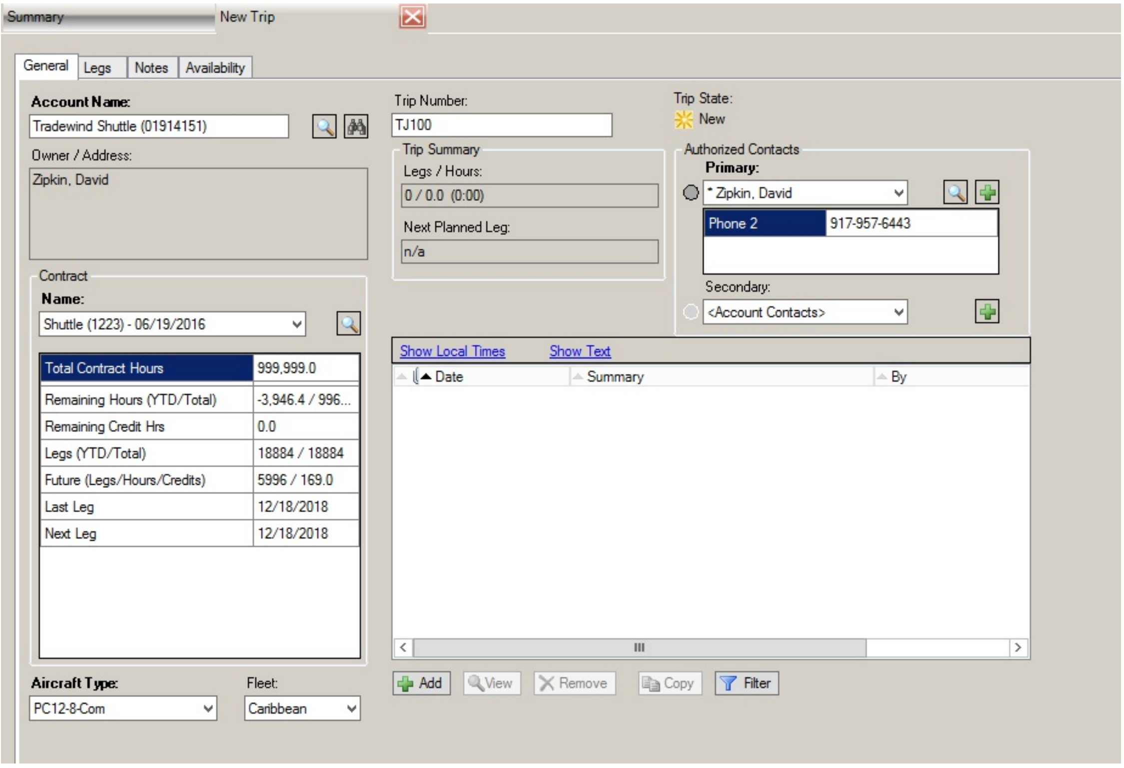
Owner – Nick Wangler nwangler@forecast-inc.com

Manager – J.C. Augustson jaugustson@forecast-inc.com

17.19 Building shuttles in Astro

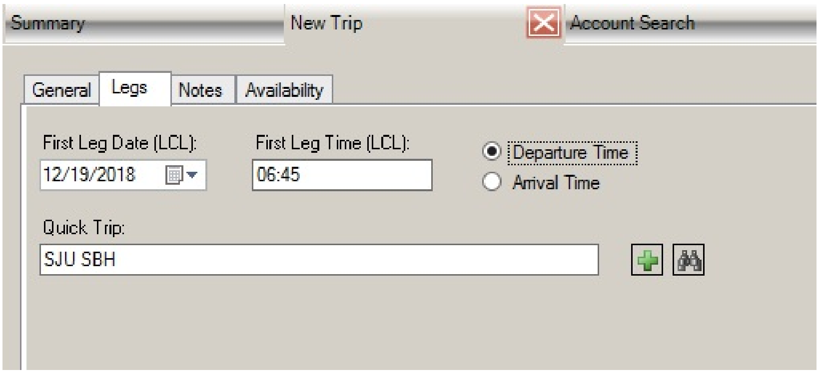
Shuttles in Astro are built as trips. Use the following steps to create each shuttle:

- File –New – Trip (Or fight click in trip list and select new trip)

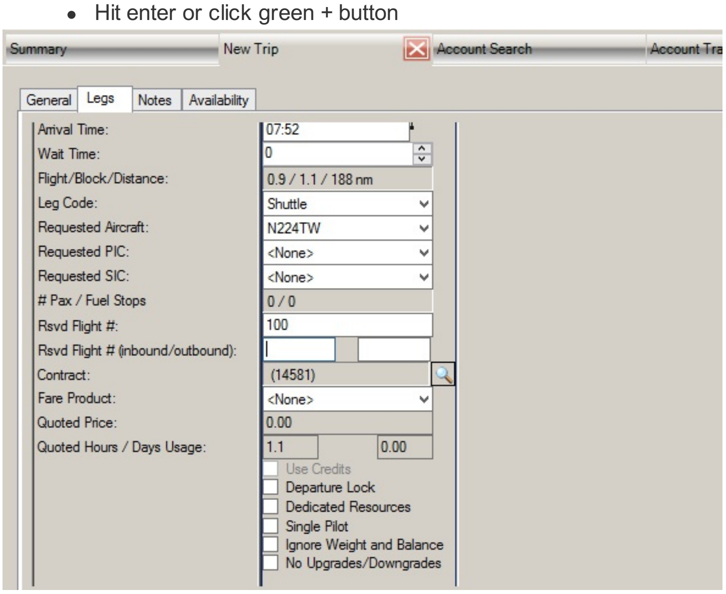


- Account Name — Tradewind Shuttle
- Trip Number — All start with “TJ” then corresponding flight number
- Contract — Shuttle (14581) for Caribbean. Shuttle (14628) for Northeast.
- Aircraft Type — Defaults to PC12-8-Com (do not change)
- Fleet – Select correct region the flight will happen in

Select legs tab



- First Leg Date— Select date for shuttle being added
- First Leg Time— Time of departure in local time (where the flight will take place)
- Quick Trip— Route of flight (ICAO or IATA identifier)
- Hit enter or click green + button



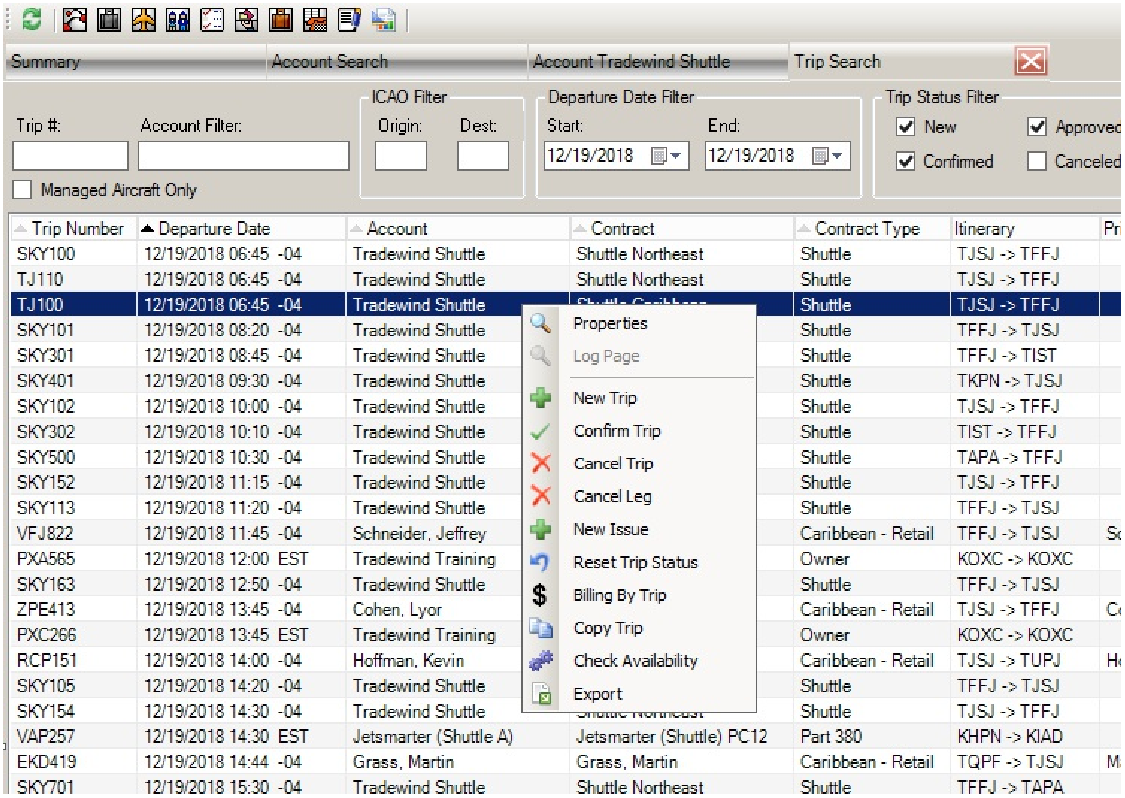
- Requested aircraft – Select an aircraft that is not being used on the flight board at the flight time.
- Rsvd Flight # – Enter flight number without TJ.
- Close the trip by selecting OK in the bottom right corner of the screen.

An email must be sent to Forecast, Inc. any time a shuttle is added in the Caribbean. The email should be sent to jaugustson@forecast-inc.com and nwangler@forecast-inc.com. Marketing is copied on the email as well.

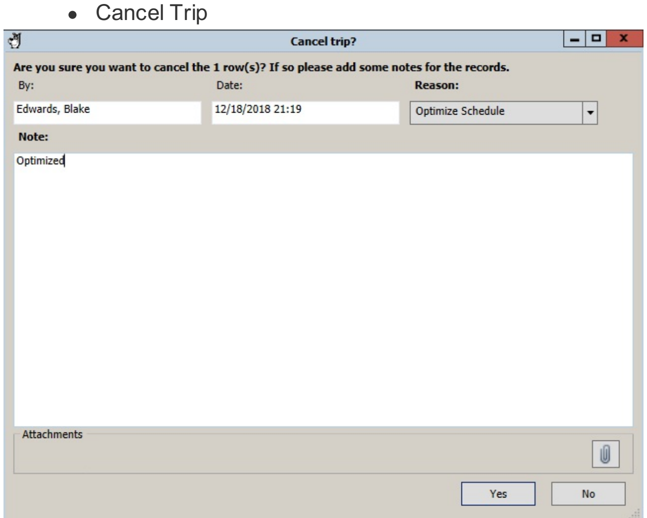
17.20 Removing shuttles from Astro

Shuttles are removed from Astro via the trip list. Use the following steps to remove a shuttle:

- View – Reservations – Trip Search (or use Ctrl T)



- Locate the flight you need to cancel
- Right click
- Cancel Trip



- Select reason for trip being canceled
- Add short note with any further details
- Click Yes in bottom right corner

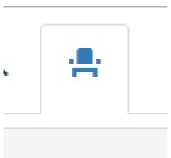
An email must be sent to Forecast, Inc. any time a shuttle is removed in the Caribbean. The email should be sent to jaugustson@forecast-inc.com and nwangler@forecast-inc.com. Marketing is copied on the email as well.

17.21 Faring Shuttles

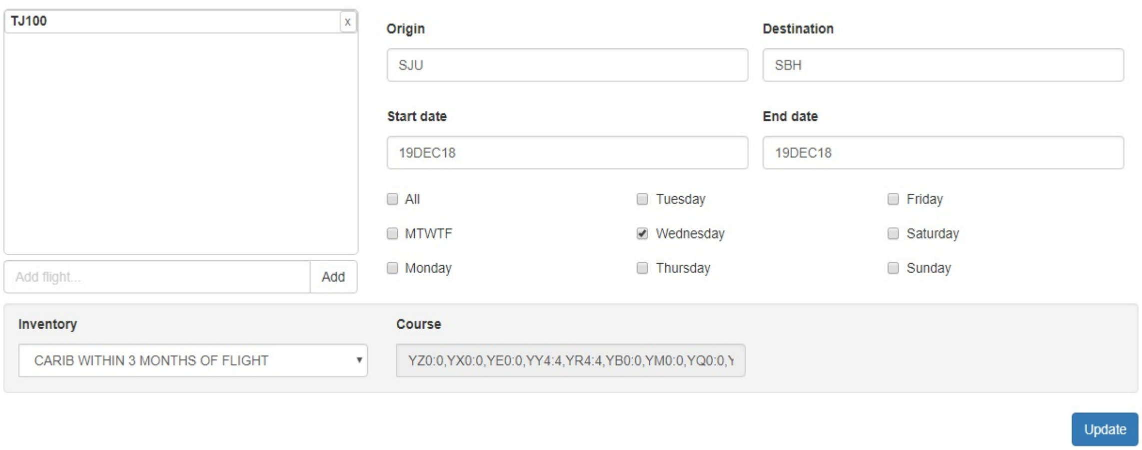
Shuttles are automatically synchronized to the booking sites. All flights must be fared so bookings can happen.

Faring is creating availability (seats) on shuttles that also give pricing to the end user. Pricing is based on which fare class is used. Scheduling fares every flight initially. Caribbean re-faring is done by Forecast, Inc. All flights are easily fared through Flightboard.

17.21.1 Caribbean Faring



- Select tab with seat



- Add flight — Enter flight number without “TJ”.
  - Hit enter or click Add.
- Inventory — Select Carib within 3 months of flight or Carib outside of 3 months of flight, whichever one is applicable.
- Origin — Origin airport and must be shown as 3 letter identifier.
- Destination — Destination airport and must be shown as 3 letter identifier.
- Start Date — Day Month Year. Day – numerical. Month – 3 letters. Year – Last 2 numbers of given year.
- End Date — Day Month Year. Day – numerical. Month –3 letters. Year –Last 2 numbers of given year.
- Day of Week — Check off any days of the week that apply
- Select Update in bottom right corner

17.21.2 Northeast Faring

Faring flights, reference **14.19.1 Caribbean Faring**.

The only change is which inventory is selected. The following inventory should be selected:

HPN Primary Legs – NE without reverse

HPN Reverse Legs – NE with reverse

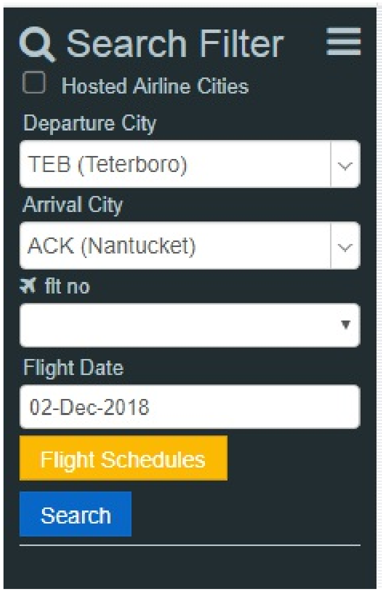
TEB Primary Legs – TEB without reverse

TEB Reverse Legs – TEB with reverse

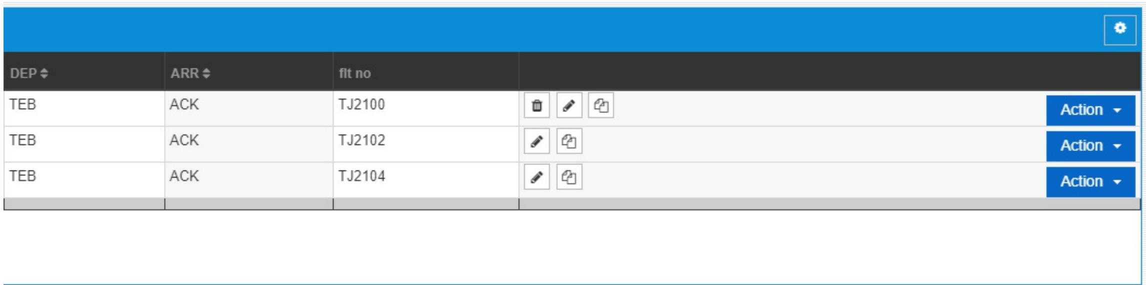
All Teterboro flights require one additional step. The AVS threshold has to be adjusted so flights are not displayed on travel agency sites or online.

Go to **http://customer.videcom.com/TradewindAviation/VARS/Agent/login.aspx**.

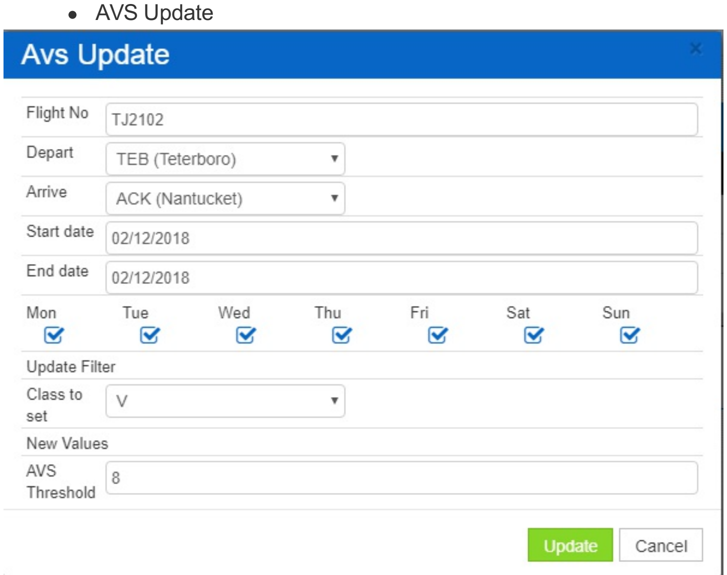
- Login
- Select Back Office
- Flight Management
- Schedules



- Un-select Hosted Airline Cities
- Pick Departure and Arrival City
- Select Flight Date
- Search



- Locate flight you are trying to update
- Click Action
- Flight Updates
- AVS Update



- Start and End Dates – Verify they are accurate for the date range you are updating
- Day of Week – Verify necessary dates are selected
- Class to set – Y for primary flights and V for reverse flights
- AVS Threshold – Always 8

Owner Operations refer to the flight operations of Tradewind Aviation aircraft owners. These are individuals that have contracted with Tradewind to manage their asset. The overriding goal is for the individual to have a smooth and problem-free flight on their aircraft.

If an owner is not happy with our service, they may take their plane elsewhere for management. Tradewind not only loses considerable revenue in management services but the ability to charter the aircraft.

One DC is usually assigned the responsibility for all Owner Services. This owner services person (OSP) provides "concierge" services and a consistent contact for the owner's staff. Owner Services is that DC's primary responsibility.

Tasks can be delegated to fellow DC's, but the OSP is still responsible to make sure the delegated items have been completed and all arrangements are properly noted in Astro. Notes in Astro need to be clear and informative so other DC's can assist with trips when needed.

Owner emails are to be responded to within 30 minutes. This answer might be "we are working on it and will get back to you in ___ minutes" depending on the type of request. It is important the Owners know their requests have been received.

Owner trips should be put on hold immediately to make sure charters are not booked ahead of them. Crewing for these trips should happen right away. Crewing for owner trips is more important than a charter.

The OSP is not responsible for dispatch obligations but will help out when owner services tasks are completed. Time management is very important, and should be exercised to avoid working outside of normal business hours. If this means some trips are completed the next day, this is fine.

Arranging flights – if an Owner inquires for a flight, the inquiry should be passed to the OSP if available. If not available, the flight should be handled in accordance with the owner information listed below.

Dispatching and flying flights – should be handled just as a charter flight by Dispatch DC's.

The OSP will send an "Owner Services Passdown" at the end of each week for the weekend DC's. DC's working on the weekend need to keep the OSP informed of changes, and send a follow up to the "Owner Services Passdown" to close the loop.

The OSP is expected to read thru emails from over the weekend to be aware of all trips and changes.

Eric Zipkin is to be copied on all owner services emails.

Owner Information:

Owner Information regarding Authorizers, Contact Info, Transportation & Catering Preferences, FBO's, etc. is located in the shared drive under Charter / Owner Services.

Owners

- 128WT (HPN)
  - Jason Carroll
  - Astro Account: 128WT – CJ3JC LLC
- 361TL (OXC) (also handles Sentient Dedication)
  - Mark Lunenburg
- 157JL (HPN)
  - Richard Pzena and William Greenblatt (2 primary owners—45% each)
  - Mac Taylor (secondary owner—10%)
  - Astro Accounts: Pzena Investment Management, Pzena, Richard, Greenblatt, William, Rich Pzena/William Greenblatt (for when Mr. Pzena and Mr. Greenblatt split the cost of a trip), Taylor, Macaulay
- 353PT (BED)
  - Philip Greenspun
  - Thomas Cooper
  - Astro Accounts: 353PT Cooper Aviation LLC (for Tom Cooper); 353PT Fifth Chance Media (for Philip Greenspun)
- 629MC
  - Mark Bonfigli
  - Astro Accounts: 629MC Sexy Jet LLC and Bonfigli, Mark
- 111NY (still owned by group, TW leases) Flights are 135
  - Victoria McManus
  - Philip Bloom
  - John McDermott
  - Astro accounts for the above: 111NY – Best Properties, 111NY JVPC Air: 34 Centre Street, 111NY JVPC Air: Greenbrier; 111NY JVPC Air: John McDermott; 111NY JVPC Air: Phil (Chris) Bloom: 111NY JVPC Air: Victoria McManus; 111NY Standard Investment
- 120AH (HPN)
  - Andreas Halvorsen
  - Astro account: 110AH – MS Aircraft, LLC
- 212MF
  - Marketfield
  - Marketfield Authorizors who use the plane the most frequently: Michael Aronstein and Myles Gillespie
  - Astro Account: 212MF MF Aviation LLC

- 95GJ
  - Gloria Jarecki
  - We will hear from Tom Jarecki most often
  - Astro Account: 95GJ – Touch and Go, LLC, Jarecki, Tom, Jarecki, Gloria, Jarecki, Andrew, Jarecki, Eugene, Jarecki, Henry
  - Shuttle tickets are free within 2 hrs of departure
  - Gloria's tickets are all free
- 55NX
  - Kevin Fee
  - Ricky Dhall
  - Astro Account: 55NX – East Lake Aviation
- 82SB (ALB)
  - David Prescott (assistant is May Hubbard)
  - Kenneth Ellis (assistant is Nancy Jo Norelli
  - Astro Account: 82SB - Proair Holding Company, LLC
- Not associated with any particular plane but are owners
  - Max (Masoud) Kian
  - Greg Wyler

18.1 Owner Billing Process

- Pilot submits flight log:
  - Scan, or take picture and email flight log **expense@flytradewind.com**, or drop physical copy off in trip packet folder in pilot lounge.
- Pilot submits all expenses to accounting:
  - Scan, or take picture of receipts and email to **expense@flytradewind.com**, or drop physical copy off in trip packet folder in pilot lounge
- Accounting saves flight log in TW Trip Packet Folder on shared drive: Shared>TW Trips Packets>Aircraft>Current Fiscal Year>Trip (Example: 2016.07.20 Bloom FNP731)
- Accounting saves expenses (daily) in shared drive folder by individual trip for Owner Services to verify: Shared>Owner Packets>Trip (Example: 2016.09.01 East Lake WDX167)
- Owner Services:
  - Pull flight logs from TW Trip Packet folder to audit and fix leg types, verify destination, and pax count with what is in Astro.
  - Compile expenses for each trip in Astro by using Owner Trip Packet folder. Make sure all expenses are attributed, account for all pilot expenses. Follow up on any missing information by contacting pilot, dispatch, or appropriate individual.
  - Pull monthly owner billing report in Astro twice a week – Days to be determined by Susan to verify all trips have been processed for billing (approximately 3 days after trip has been completed).
  - Once all information has been compiled, complete electronic 'Owner Trip Checklist' and add to completed trip packet
  - Move completed trip packet into READY TO BE BILLED folder: Shared>Owner Packets>0- Ready to be Billed
  - All trips for the month to be **completed by the 5th** of the following month for management report process.

- Accounting:
  - Check READY TO BE BILLED folder daily, and invoice to owners.
  - Send to Eric for approval.
  - Once approved by Eric, trip will be moved into COMPLETED folder.
  - End of month, pull Monthly Owner Billing Report from Astro and audit to insure all trips have been billed in Quick Books.

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20.1 Emergency Response Plan (ERP)

Reference Emergency Response Plan (ERP) in Paylocity.

20.2 Employee Handbook

Reference Tradewind Employee Handbook R12 in Paylocity.

20.3 Expense Management Policy

Reference Expense Management Policy 2018 in Paylocity.

21.1 Maps

21.1.1 White Plains Airport

21.1.2 Teterboro Airport Map

21.1.3 St. Thomas Airport

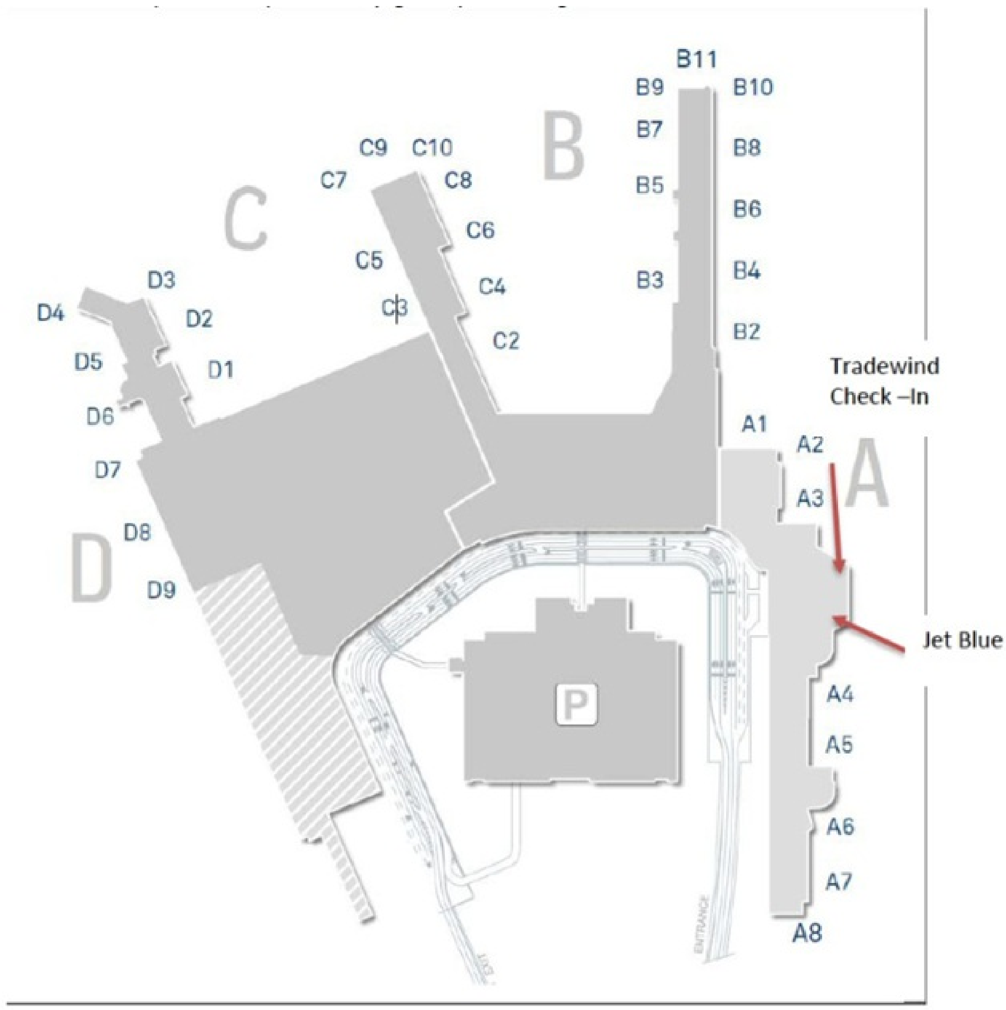
21.1.4 San Juan International Airport

Tradewind Aviation is located in Terminal A at San Juan International Airport. Our check-in counter is to the left of the JetBlue check-in counters.

On arrival in San Juan, collect your bags and proceed to Terminal A for check-in. If you have no checked bags, proceed directly to the Terminal A check-in counter.

After check-in, our representatives will guide you to our private lounge in the third floor Mezzanine of Terminal A. This area also serves as our new departures gate. When it is time for boarding you will be escorted to the aircraft.

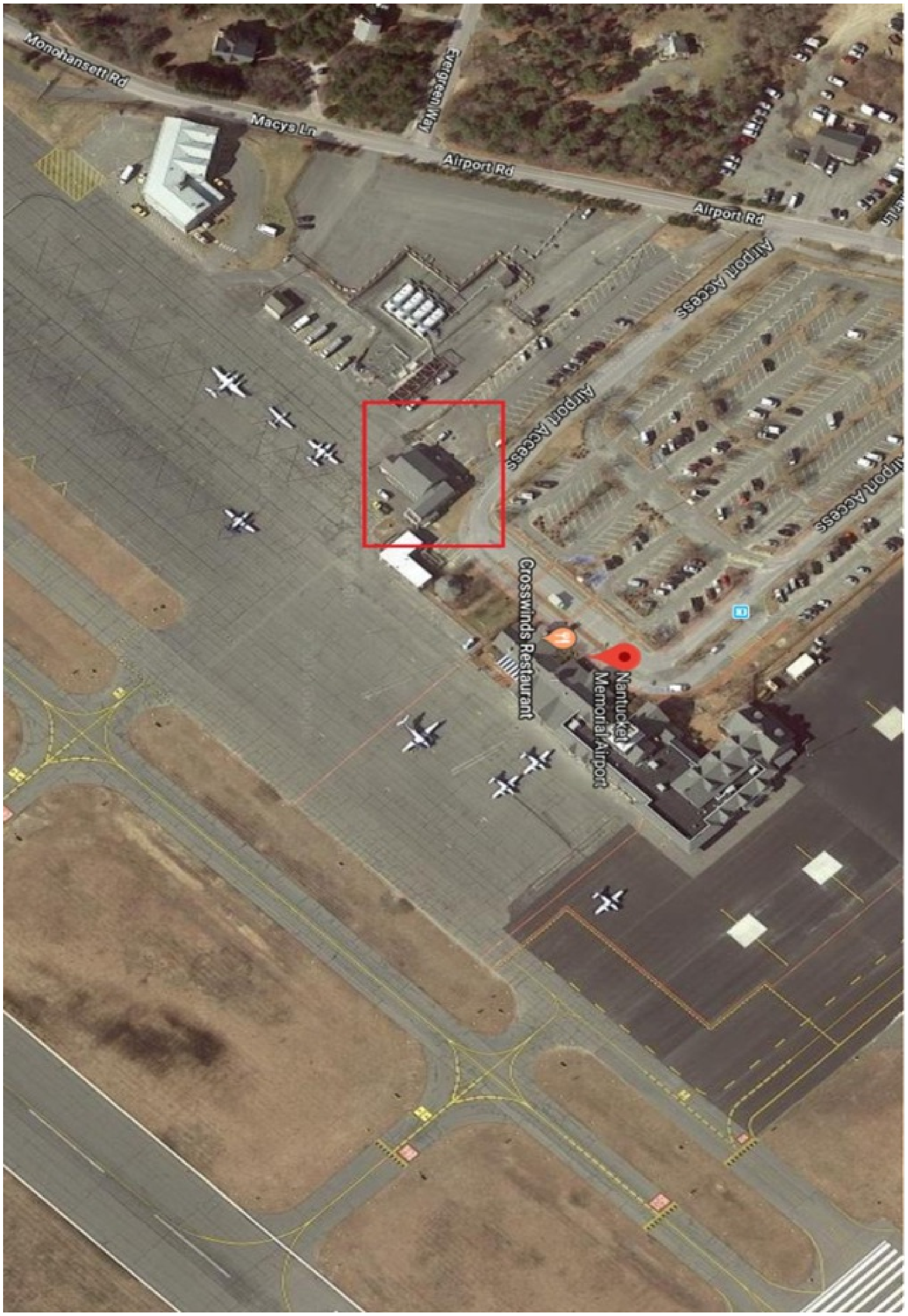
Below is a map of the airport to help guide you through.




LOCATION MAP
MAPA DE UBICACIÓN
USDA 2 LEVEL NIVEL USDA INSPECTION INSPECCIÓN DE AGRICULTURA
2 LEVEL NIVEL TICKETING / CHECK-IN BOLETOS / DOCUMENTACIÓN
TERMINAL A
Air Sunshine
Frontier
JetBlue
Tradewind
** Seasonal
** Por temporada
The ticketing counters could be relocated, please confirm with the Information Center.
La ubicación de algunos mostradores puede variar, pregunte en el Módulo de Informacion
TERMINAL B
NORTH NORTE
Air Antilles
Air Century
Air Europa
Allegiant
American Airlines
Avianca
Condor
Iberia
Sun Country**
Vieques Airlink
Westjet**
SOUTH SUR
Cape Air
COPA
Delta
Intercaribbean
Liat
Seaborne / Silver
Southwest
Spirit
United
2 LEVEL NIVEL SECURITY CHECKPOINT PUNTO DE COTEJO
2 LEVEL NIVEL INFORMATION INFORMACIÓN
2 LEVEL NIVEL PET RELIEF ÁREA DE MASCOTAS
2 LEVEL NIVEL HOTEL HOTEL
1 LEVEL NIVEL TOURISM COMPANY COMPAÑÍA DE TURISMO
1 LEVEL NIVEL POLICE POLICÍA
1 LEVEL NIVEL CAR RENTAL ALQUILER DE AUTOS
N
A
B
C
D
A1 A2 A3 A4 A5 A6 A7 A8
B2 B2a B3 B4 B5 B6 B7 B8 B9 B10 B11
C2 C3 C4 C5 C6 C7 C8 C9 C10
D1 D2 D2a D3 D3a D4 D5 D6 D7 D8 D9
NORTH
SOUTH
P
For your convenience, we offer you a variety of restaurants and stores located throughout the terminals.
Para su conveniencia, contamos con una variedad de tiendas y restaurantes distribuidos en todos los terminales.

21.1.5 Martha's Vineyard Airport

21.1.6 Nantucket Memorial Airport



21.2 US CBP 3171

OMB Control Number: 1651-0005
Expiration Date: 07/31/2019

DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection

APPLICATION-PERMIT-SPECIAL LICENSE
UNLADING-LADING-OVERTIME SERVICES

19 CFR 4.10, 4.30, 4.37, 4.39, 4.91, 10.60, 24.16, 122.29, 122.38, 123.8, 146.32, 146.34

CBP USE ONLY
APPROVED
No.
Date/Time
Signature of CBP Officer

1. Name of Vessel, Vehicle or Aircraft
2. Port
3. Flag
4. Name and Nationality of Owner/Operator
5. Name/Phone No. of Agent
Day Phone
Night Phone
6. Arriving from (Port Name and Country)
7. Date/Time of Arrival
8. Locations (Dock/Terminal)*

9. Application is made for a permit for the operations indicated:

- ☐ (1) To unlade merchandise (intended to be unladen at this port, as shown by the manifest), baggage or passengers. To discharge ballast, and to land "in bond" merchandise. (Sec. 551, Tariff Act of 1930).
- ☐ (2) To land supplies, ship's stores, sea stores, or equipment not to be reladen, subject, however, to free or duty-paid entry (Sec. 446, Tariff Act of 1930).
- ☐ (3) To lade merchandise or baggage requiring CBP supervision.
- ☐ (4) To land and release for repair, adjustment, or refilling and to relade under CBP supervision articles of carrier's equipment. (Articles to be listed reverse side hereof showing date and hour of unlading and relading.) The undersigned certifies the articles listed on the reverse hereof for release under this term is to be landed only for the purpose mentioned in this item and will be reladen on this carrier.
- ☐ (5) Other

10. Itinerary of Vessel/Aircraft (show port country and departure dates for entire voyage including U.S. itinerary)*

11. TYPE OF CARGO: ☐ Container ☐ Break Bulk ☐ Bulk ☐ Other (Specify)

12. List all carriers, including carriers sharing or chartering space onboard the vessel and check the box that describes how the carrier presented the cargo manifest.*

SCAC	AMS	CBP 1302	Paperless	SCAC	AMS	CBP 1302	Paperless
	☐	☐	☐		☐	☐	☐
	☐	☐	☐		☐	☐	☐
	☐	☐	☐		☐	☐	☐
	☐	☐	☐		☐	☐	☐
	☐	☐	☐		☐	☐	☐

13. Application is made for a special license for overtime services of CBP officers and employees for:

☐ Entrance, Clearance ☐ Unlading, lading, etc. ☐ Other:
☐ on (Date) at (Time) or ☐ Per supplemental oral request

14. Bond No.
15. Application is made for a Term Permit and Special License
From: To:
16. Principal on Bond
17. Surety Company Code
18. Amount of Bond
19. Date of Bond
20. Importer Number (Party to be billed; show hyphens)
21. Address of Agent
22. Signature
23. Date

This PERMIT is not valid until properly lodged with a CBP officer at the point of discharge and all operations indicated therein are performed under CBP supervision.

**use back for additional space; (Instructions and Paperwork Reduction Act Notice on reverse)*
CBP Form 3171 (05/10)

21.3 Canadian eTA

eTA is a travel authorization that is required for any passenger flying to or transiting Canada. eTA is much like the US ESTA number. US/Canadian citizens and travelers with a valid Canadian visa are exempt from eTA. Travelers that require an eTA are not authorized to board flights until they have applied and received their number.

21.3.1 Which countries require eTA or a Visa? http://www.cic.gc.ca/english/visit/visas.asp

Note: The end of this document contains each country that requires eTA or a Visa and the Exemptions

21.3.2 Sale's Responsibility

- Advise the customer that they will need an eTA or Visa
- Link to apply:

  http://www.cic.gc.ca/english/visit/apply-how.asp
- Obtain the eTA number from customer and log in Astro under the CANPASS process

Keep in mind that passengers must have their valid passport tied to the eTA number in possession on date of travel. We will still need the purpose of the trip (business or pleasure), length of stay and address where they will be staying.

21.3.3 Dispatch's Responsibility

Dispatch needs to make sure the information is available to the crew prior to them calling CANPASS. Without this information they will not be authorized to depart for Canada.

21.3.4 Countries and territories requiring visas for Canada

Countries and territories whose citizens need a visa to travel to Canada

Note: Holders of Alien's passport and Stateless individuals need a visa to visit or transit in Canada.

- Afghanistan
- Albania
- Algeria
- Angola
- Argentina
- Armenia
- Azerbaijan
- Bahrain
- Bangladesh
- Belarus
- Belize
- Benin
- Bhutan
- Bolivia
- Bosnia-Herzegovina
- Botswana
- Brazil
- Bulgaria
- Burkina Faso
- Burma (Myanmar)
- Burundi
- Cambodia
- Cameroon, Republic of
- Cape Verde
- Central African Republic
- Chad
- China, People's Republic of
- Colombia
- Comoros
- Congo, Democratic Republic of
- Congo, Republic of
- Costa Rica, Republic of
- Cuba
- Djibouti
- Dominica
- Dominican Republic
- East Timor
- Ecuador
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Ethiopia
- Fiji
- Gabon
- Gambia
- Georgia
- Ghana
- Grenada
- Guatemala
- Guinea
- Guinea-Bissau
- Guyana
- Haiti
- Honduras
- India
- Indonesia
- Iran
- Iraq
- Israel - holders of valid Israeli "Travel Document in lieu of National Passport"
- Ivory Coast
- Jamaica
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Korea, North
- Kosovo
- Kuwait
- Kyrgyzstan
- Laos
- Lebanon
- Lesotho
- Liberia
- Libya
- Macao Special Administrative Region
- Macedonia
- Madagascar
- Malawi
- Malaysia
- Maldives Islands
- Mali
- Marshall Islands
- Mauritania
- Mauritius
- Mexico
- Micronesia, Fed. States
- Moldova
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Namibia
- Nauru
- Nepal
- Nicaragua
- Niger
- Nigeria
- Oman
- Pakistan
- Palau
- Palestinian Authority
- Panama
- Paraguay
- Peru
- Philippines
- Qatar
- Romania
- Russia
- Rwanda
- Sao Tomé e Principe
- Saudi Arabia, Kingdom of
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Somalia
- South Africa
- South Sudan
- Sri Lanka
- St. Kitts and Nevis
- St. Lucia

- St. Vincent and the Grenadines (St. Vincent)
- Sudan
- Surinam
- Swaziland
- Syria
- Taiwan – Note: Taiwanese citizens who hold a passport issued by the Ministry of Foreign Affairs in Taiwan thatdoes **not** includetheir personal identification number need a visa to come to Canada. Taiwanese citizens who hold a passport issued by the Ministry of Foreign Affairs in Taiwan that includes their personal identification number need aneTAto come to Canada.
- Tajikistan
- Tanzania
- Thailand
- Togo
- Tonga
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Tuvalu
-
- Uganda
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Vanuatu
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe

21.3.5 Countries/territories requiring an eTA for Canada

Countries and territories whose citizens need an eTA to travel to Canada

Get answers to your questions about the eTA application process.

Foreign nationals from the following countries will need an eTA before boarding their flight to Canada as of March 15, 2016:

- Andorra
- Antigua and Barbuda
- Australia
- Austria
- Bahamas
- Barbados
- Belgium
- British citizen
- British overseas citizen who is re-admissible to the United Kingdom
- British overseas territory citizen who derives that citizenship through birth, descent, naturalization or registration in one of the British overseas territories of:
    - Anguilla
    - Bermuda
    - British Virgin Islands
    - Cayman Islands
    - Falkland Islands
    - Gibraltar
    - Montserrat
    - Pitcairn Island
    - Saint Helena
    - Turks and Caicos Islands
- Brunei Darussalam
- Chile

Croatia
Cyprus
Czech Republic
Denmark
Estonia
Finland
France
Federal Republic of Germany
Greece
Hungary
Iceland
Ireland
Italy

- Japan
- Republic of Korea
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Monaco
- Netherlands
- New Zealand
- Norway
- Papua New Guinea
- Poland
- Portugal
- Samoa
- San Marino
- Singapore
- Slovakia
- Slovenia
- Solomon Islands
- Spain
- Sweden
- Switzerland

21.3.6 Other foreign nationals who need an eTA to travel to Canada

The following foreign nationals will need an eTA before boarding their flight to Canada as of March 15, 2016:

- Persons who have been lawfully admitted to the United States for permanent residence (United States Permanent Residents).
- Holder of a passport or travel document issued by the Holy See. Holder of a national Israeli passport.
- Holder of a passport issued by the Hong Kong Special Administrative Region of the People’s Republic of China.
- Holder of a passport issued by the United Kingdom to a British National (Overseas), as a person born, naturalized or registered in Hong Kong.
- Holder of a passport issued by the United Kingdom to a British Subject which contains the observation that the holder has the right of abode in the United Kingdom.
- Holder of an ordinary passport issued by the Ministry of Foreign Affairs in Taiwan that includes the personal identification number of the individual. Note: Taiwanese citizens who hold a passport issued by the Ministry of Foreign Affairs in Taiwan that does not include their personal identification number need a visa to come to Canada.

21.4 eTA Exemptions

The following persons are exempt from the eTA requirement:

- Nationals of the United States.
- Her Majesty the Queen of Canada and any member of the Royal Family
- Citizens of France who are residents of St. Pierre and Miquelon who seek to enter Canada directly from St. Pierre and Miquelon.
- Visitors, students and workers, who seek to re-enter Canada after solely visiting either the United States or St. Pierre and Miquelon, providing that they return to Canada by the end of the period initially authorized for their stay or any extension to it.
- Foreign nationals who are passengers on a flight stopping in Canada for the sole purpose of refuelling and possess proper documents to enter the United States and their flight is bound for that country, or They were lawfully admitted to the United States and their flight originated in that country.
- Foreign nationals who are passengers on a flight that, owing to an emergency or other unforeseen circumstances, makes an unscheduled stop in Canada.
- Foreign nationals seeking to transit through Canada under Transit Without Visa or China Transit Program.
- Foreign nationals who hold a passport that contains a diplomatic acceptance, a consular acceptance or an official acceptance issued by the Chief of Protocol for the Department of Foreign Affairs and International Trade on behalf of the Government of Canada and are properly accredited diplomats, consular officers, representatives or officials of a country other than Canada, of the United Nations or any of its agencies, or of any international organization of which Canada is a member.
- Foreign nationals seeking to enter and remain in Canada solely:
    - As a crew member of a means of transportation that may be used for transportation by air or to become a member of such a crew; or
    - To transit through Canada after working, or to work, as a crew member of a means of transportation that may be used for transportation by air, if they possess a ticket for departure from Canada within 24 hours after their arrival in Canada.
- Foreign nationals seeking to enter and remain in Canada solely to carry out official duties as a member of the armed forces of a country that is a designated state for the purposes ofa country that is a designated state for the purposes of the *Visiting Forces Act*, unless they have been designated under that Act as a civilian component of those armed forces.

- Foreign nationals seeking to enter and remain in Canada solely to conduct inspections of the flight operation procedures or cabin safety of a commercial air carrier operating international flights, if they are a civil aviation inspector of a national aeronautical authority and possess valid documentation to that effect. Foreign nationals seeking to enter and remain in Canada solely to participate as an accredited representative or as an adviser to an aviation accident or incident investigation conducted under the *Canadian Transportation Accident Investigation and Safety Board Act*, if they possess valid documentation to that effect.

21.5 Executive Jet Management (EJM)

Contract Details – No current contract

21.5.1 Pilot Requirements PIC TurboJet

- ATP Certificate
- Total Time: 3500 hrs
- Total PIC Time: 2000 hrs
- Type Rated in Aircraft, and PIC Time in Specific Type: 100 hrs**
- Current Class 1 Medical

21.5.2 SIC

- Total Time: 2500 hrs
- Total PIC Time: 500 hrs
- Commercial, Multi-Engine, Instrument Rating
- Current Class 2 medical

21.5.3 Trip Requirements

All EJM trips require a 60 minute pre-position

Crew must contact EJM with Block and Flight Times, out and in, as soon as practical after completion of flight but in all cases prior to the next departure. This will be noted on all crew itineraries automatically from Astro.

21.5.4 Trip Details

EJM will send a EJM Charter Leg Briefing Sheet with every trip. All info on this sheet must be entered into the trip in Astro.

21.5.5 Payment Terms

21.6 Sentient Dedication

Contract Details – Can be found on the Shared drive > Charter > Sentient documents

21.6.1 Pilot Requirements

Sentient Certified Flight Report Requirements PIC

- Salaried Employee of the Operator; no contract pilots
- ATP Certificate
- Total Time: 3000 hrs
- Total PIC Time: 1500 hrs
- Type Rated in Aircraft, and PIC Time in Specific Type: 250 hrs**
- Current Class 1 Medical, IPC, Route Check

21.6.2 SIC

- Total Time: 1000 hrs
- Total PIC Time: 500 hrs
- Commercial, Multi-Engine, Instrument Rating
- Current Class 2 medical, Aircraft Competency/Proficiency (135.293)

** If PIC alone does not have 250 hours PIC time-in-type, there must be 250 hours total PIC time-in-type on the flight deck, with PIC having a minimum of 100 hours PIC time-in-type. If PIC has less than 250 hours PIC time-in- type, the SIC must also then hold an ATP and current Class 1 medical certificate.

21.6.3 Additional Requirement:

Neither pilot may have had a relevant and/or significant accident, incident or FAA sanction within the preceding three (3) years.

21.6.4 Trip Requirements

All Sentient trips require a 90 minute pre-position

Upon arrival for each live leg, crew is to contact Sentient Flight Following with Block and Flight times.

21.6.5 Trip Details

Accessed in Sentient Portal

https://flightcommand.sentient.com/

All trip details then need to be entered into Astro

Before a plane repos tp next live leg, contact Sentient to clarify which day they would like the plane to relocate.

Typically, If next live leg departs at or before 1000 the following day, Sentient will want the plane in position the night prior.

Departures after 1000, Sentient will want the plane to reposition day of the trip and be in position 90 minutes prior.

Do not book hotels anywhere until confirmation from Sentient that the plane should stay in a particular location. Standby Times should be coordinated with Sentient for the following day.

21.6.6 Payment Terms

Current Contract 6/1/16 – 5/31/17 Sentient guarantees 168 flight hours Actuals based on $2550

Domestic Overnights are $600

International Overnights are $1000 All other fees are at Actualls

21.7 Phonetic Alphabet

A – Alpha
B – Bravo
C – Charlie
D – Delta
E – Echo
F – Foxtrot
G – Golf
H – Hotel
I – India
J – Juliet
K – Kilo
L – Lima
M – Mike
N – November
O – Oscar
P – Papa
Q – Quebec
R – Romeo
S – Sierra
T – Tango
U – Uniform
V – Victor
W – Whiskey
X – Xray
Y – Yankee
Z – Zulu