



PILOT HANDBOOK / SOP

V1.0 – JANUARY 28TH, 2018

Welcome to the Virtual Cargo International Pilot Handbook.

This document has been created for the use of members, to find all the essential information about their membership. This pilot handbook contains information on membership issues alongside operational procedures and information.

Contents

The Company	3
Staff Team & recruitment	3
Marketing & Communications.....	4
Operations & Events.....	4
Contacting us	4
iBase2Go Help	4
Report a Bug	4
Discord	4
Forums	4
eMail Direct	4
Recruitment.....	5
Ranks & Awards	5
Awards	6
Downloads	6
Offers & Discounts	7
Active/Inactive Policy	7
Leave Policy.....	7
Online Network Policy	8
VATSIM	8
IVAO.....	8
Suspension Policy.....	8
Standard Operating Procedures	9
Language	9
Time System	9
Flight Schedules & Times.....	9
Simulator Settings.....	10
Simulation Rate	10
Crash Detection.....	10

Pause on Task Switch	10
Simulation pause	10
Use of Slew Mode	10
Aircraft Types	10
Recording & PIREPS	10
Cost Indexes / max Cargo.....	11
Checklists.....	11
Terms, Conditions & Forum	12
Acceptable use.....	12
Restricted access	12
Limited warranties	12
Screenshots/Images.....	12
Forum Regularly.....	12
Racism	12
Cookies & Privacy Policy	13
Cookies	13
Security	14

The Company

Virtual Cargo International is a Virtual Company for flight simulator users.

The domain www.virtualcargo.international and all website content, including images, text, audio, designs, downloads, scripts, unless otherwise stated, are the legal property of Virtual Cargo International.

The Company is a non-profit organization and does not charge any fees to apply for, or to retain membership of the organization. No member of Virtual Cargo International request money or charge fees as a prerequisite to offering any assistance or product. In addition, no member is permitted to resell or make any commercial or non-commercial use of the Virtual Cargo International website or forums.

Members violating these rules will be suspended immediately.

Professionalism is the key that "distinguishes" this VA from the rest of the Virtual Airlines. Virtual Cargo International is not a simple Virtual Airline, we see us more as a Virtual Company that provides a big service for a number of renowned airlines.

Virtual Cargo International is a professional, modern and solid Virtual Company for your next Flight.

Staff Team & recruitment

Currently Virtual Cargo International is a big One-Man show. Thorsten Sass (VCI2501) started October 2017 with planning a virtual company that provides and represents a large number of renowned airlines. One reason why Virtual Cargo International is not a Virtual Airline, more as a company.

Special thanks goes to Patrick Leonhardt(VCI2502) for his support.

Everybody needs support, new ideas and inspiration in aviation to bring such a big project to the audience and finally a launch. Patrick is also an aviation enthusiast and a big support for Virtual Cargo International and a staff team member.

If you also a dedicated volunteer in aviation, we are looking for new staff member for the following departments.

MARKETING & COMMUNICATIONS The Marketing & Communications department is responsible for ensuring that people who have never heard of Virtual Cargo International in the flight sim community does! They are also responsible for releasing in house press releases to Virtual Cargo International members and for maintaining our social media presence.

OPERATIONS & EVENTS They monitor all Virtual Cargo International activity on the online network like VATSIM as well as offline events. The department is also responsible for ensuring that all online events are properly organized and promoted as well as liaising with the relevant online network to arrange air traffic control.

Just send us an eMail with your application: *ceo@virtualcargo.international*

Contacting us

Virtual Cargo International can be contacted in the following ways:

IBASE2GO HELP Use this page for any general enquiries you have regarding Virtual Cargo International. This inbox gets checked regularly (at least daily) by the CEO and a response will be made to all enquiries as soon as practicable.

REPORT A BUG Use this form to report any problems you may be having with Virtual Cargo International that does not concern only yourself e.g. wrong information on pages, broken website pages, functions which are supposed to work but don't, etc.

DISCORD A new system called Discord makes it possible to react quite quick and has many features like Teamspeak 3 have. Anybody can write news or get in contact personally per voice. Discord is absolutely free and can be used through a web browser or an app.

FORUMS The forums contain a wealth of information about Virtual Cargo International. Staff will also answer any questions posted there. If your problem is not specific to our Virtual Company staff, e.g. flight sim related problems, posting in the forum will give you the best response, as it combines the power of our large membership base at Virtual Cargo International.

EMAIL DIRECT Of course, we are also available per eMail, but first use our possibilities written down above to get in contact with. Although staff have to check their e-mail daily, if the member of staff is on leave, your message will not be seen until the staff member returns.

- Thorsten Sass (CEO): *ceo@virtualcargo.international*
- Patrick Leonhardt (CCO): *cco@virtualcargo.international*

Recruitment

In order to join Virtual Cargo International you must:

- Minimum age of 15 on the date of application
- Valid and active email address
- Legal copy of FSX(:SE), X-Plane or Prepar3D
- Must use his/her real identity to join the Virtual Company
- Have read and agree to all terms and conditions in the pilot handbook
- First flight within the next 15 days after acceptance

To join Virtual Cargo International you must abide by the requirements. Additionally you have to pass by a little exam, just to confirm you are one of us flightsim enthusiasts. Seriously this is not a hard skill test or quiz.

To join Virtual Cargo International you must fill in our online application form found on the Homepage, which is labeled "Pilot Application". We ask that you supply accurate information about yourself.




After you have completed all stages of the application form and you passed our little exam, you will receive an eMail with all the information you need to login to our iBase2Go Crew Center.







If you experience any problems joining Virtual Cargo International, please contact us.

Ranks & Awards

Ranks are based on total hours. All pilots start as a Trainee and are able to fly any flight which on our schedules, we do not have any aircraft restriction based on your rank. As your total hours increase your rank level automatically increases. Ranks automatically update when a pilot reaches the required amount of hours.

Here is our current rank structure:

Rank	Image	Min Hours	Min Points
Trainee		0 h	0 pts
Junior First Officer		25 h	100 pts
First Officer		50 h	200 pts

Rank	Image	Min Hours	Min Points
Senior First Office		100 h	400 pts
Captain		200 h	800 pts
Senior Captain		350 h	1080 pts
Training Captain		470 h	1600 pts
Flight Director		700 h	2200 pts
Rating Instructor		1000 h	2800 pts

Awards

We issue awards to pilots who display commitment to the virtual company, help and contribute to the virtual company, improve their own skills, take part in special flights/events or successfully complete a tour.

Some awards are issued automatically by our system, some are issued upon request and some are issued by the staff team. Please check individual award descriptions on the web site for information on how to achieve the respective award. Directly on your profile page.

We are always looking for new award ideas

Downloads

Downloads can be found on our Download Section under Community Service.

These pages contain links to Virtual Cargo International downloads, and downloads which we recommend located on external websites. We make every attempt to ensure all downloads and recommended downloads are thoroughly tested, scanned for viruses and their integrity checked by several individuals before they are uploaded to and listed on our website.

However, Virtual Cargo International does not assume or accept any responsibility or liability for any problems that may arise from these downloads!

Offers & Discounts

Virtual Cargo International are pleased to offer members a variety of special offers and discounts from a small range of flight simulator publishers. Full information can be found on the Discounts page.

The discounts listed on the Discounts page are for current Virtual Cargo International pilots only! We decided to claim or Discounts to our Virtual Money, Point system and successful flights. Please note that our discounts comes with the clause of "20 successful flights since registration completed". The pilots of Virtual Cargo International are free to enjoy the discounts on products from our upcoming partners.

Anyone found to be sharing information from the Discounts page with non-Virtual Cargo International members will be suspended immediately.

Active/Inactive Policy

New pilots must file at least 1 PIREP within the first 14 days of joining or their account will be automatically deleted by our system. Pilots must file at least 1 PIREP per month in order to remain active.

Pilots who do not file 1 PIREP per month will have their account status set to on leave. When their account status is set to on leave, an email will be sent to the address provided on the profile page. A message will also appear at the top of the iBase2Go Crew Center.

Any account which is on leave for a period of 1 month will be automatically deleted by our system. Please note that once an account is deleted all data is lost an unrecoverable.

We are not able to re-instate deleted pilot accounts. If a pilot's account is on leave, all they need to do in order to become active again is to file a PIREP.

Leave Policy

Pilots are responsible for setting their account to/from leave status. Pilots may set their to/from leave dates via the Leave of Absence page. Once the leave dates are set, they cannot be amended via the iBase2Go Crew Center.

New pilots cannot go on leave within the first 2 weeks of joining. Pilots are allowed a total of 120 days of leave per year. Only 30 days of leave may be booked at a time. If you need to book more than 120 days of leave, please contact us.

Pilots will receive an email on the day their account changes from leave to active status to confirm it. To return from your Leave of Absence early, pilots can simply file a PIREP and their account status will change from leave to active instantly. After returning from leave, pilots cannot set themselves on leave via the Leave of Absence page until 30 days have passed.

Online Network Policy

Virtual Cargo International also support both VATSIM and IVAO network policies in regards to sandbagging. As much as we encourage flying online, we must stress that you are setting an example as pilots of our company. If air traffic control log on to find a ghost plane, not only do they get annoyed, but it gives Virtual Cargo Company a bad reputation as well.

If you do ever intend to leave your computer for a short period of time UNDER 20 MINUTES when in UNICOM, please put a small note in the remarks. If you intend on leaving for longer, please disconnect from the network, and connect when you return, AFTER checking that there is no active ATC in the sector that you are in.

VATSIM When logging on to the VATSIM.net network, a member is not permitted to leave his or her connection unattended for a period in excess of thirty (30) minutes. If a member is unable to comply with this requirement, then he or she must log off of the VATSIM.net network.

A member who is found to be unresponsive for more than thirty (30) minutes is subject to immediate removal from the network. Members who are found to repeatedly leave their connections unattended are subject to the terms of Article VI. of the VATSIM.net Code of Regulations.

Link: <https://www.vatsim.net/documents/code-of-conduct>

IVAO You are expected to be at your computer while online as a pilot or controller. Short breaks lasting no longer than 20 minutes are permitted. ATC shall provide service at all times. Under exceptional circumstances, an absence of maximum 5 minutes can be allowed if traffic permits.

Users not responding to communications with ATC or to Supervisor's calls 20 minutes after the first attempt at communication will be disconnected from the network. This period of time could be reduced depending on the particular circumstances of the situation. In addition, a suspension of membership privileges could be issued and/or the flight/ATC hours of the day up until the suspension moment can be deleted.

Link: <https://www.iva0.aero/ViewDocument.aspx?Path=/rules:network>

Suspension Policy

Inappropriate behaviour or actions will not be tolerated at Virtual Cargo International. Any pilots found to be violating any policies, rules or regulations contained in our Pilot Handbook, or who have acted in a way that our staff feel is inappropriate, will be suspended from Virtual Cargo International without notice.

In extreme cases, the pilot will be banned from Virtual Cargo International.

Standard Operating Procedures

This section outlines how we expect pilots to carry out flights step by step.

1. Book a Flight
2. Check NOTAMs
3. Flight Dispatch (we have a completed simbrief integration)
 - ✓ Use Downloadable Flight Plans if possible
 - ✓ Check CFP
 - ✓ Check departure/arrival/alternate airport information (inc. charts)
 - ✓ Check Weather
4. Fly the flight
5. File your PIREP as soon after the flight as possible

LANGUAGE Virtual Cargo International is an international virtual company registered in good old Germany. All company operations should be conducted in English.

TIME SYSTEM All times given are Zulu. This includes flight schedules, PIREP times and event times. Date format is M d, Y or mm/dd/yyyy. During the winter time Zulu time is the same as local British time.

During the summer time Zulu time is 1 hour behind local British time. Current Zulu time is displayed at the top left hand side of the Virtual Cargo International homepage or on the top right hand side of our iBase2Go Crew Center.

FLIGHT SCHEDULES & TIMES You can fly flights at any time of the day. If you want to be more realistic, you can fly flights at the times specified on the schedule. The other option is to set your flight simulator 'world time' to coincide with the times specified on the schedule.

Every schedule we have in our database you can fly from Monday to Sunday. We do not have a daily operated system which is restricted that some flights operates just on one day.

Simulator Settings

SIMULATION RATE Pilots are not permitted to use any simulation rate enhancement.

CRASH DETECTION If flying online, pilots must ensure that crash detection in Flight Simulator (and FS Passengers if running) is turned off. This will avoid unnecessary collisions and subsequent aircraft 'crashes' that can be caused due to FS settings and/or slower internet connections.

PAUSE ON TASK SWITCH We strongly recommend that all pilots ensure the pause on task switch setting is turned off.

SIMULATION PAUSE Because we are mainly fly long hauls, we allow our pilots to pause his/her simulator for up to 10% of their total flight time.

Example 1: Your total flight time from EDDF (Frankfurt) to KJFK (New York) is 09:10h, allowed time to pause your sim are up to 55min.

Example 2: Your total flight time from EKCH (Copenhagen) to LOWW (Vienna) is 01:50h, allowed time to pause your sim are up to 11min.

USE OF SLEW MODE Pilots should never use slew mode. If you have to change gates, use the options within flight sim to load your aircraft at a new gate.

AIRCRAFT TYPES Pilots are expected to fly the correct aircraft as stated on the Schedule Dispatch page. This applies to all supported simulator platforms.

Virtual Cargo International strive to provide freeware downloads where available and liveries for selected payware aircraft, but due to cross-platform availability and compatibility, it may not be possible to cater for everyone's needs.

Members can check what downloads are available within the Downloads area of their selected aircraft type, under the Community Service.

Recording & PIREPS

SmartCARS is our flight tracking and logging software. Pilots are required to record and submit a PIREP via smartCARS for each Virtual Cargo International flight they fly. SmartCARS will retrieve your booked flights, record flight data and then file a PIREP for you automatically.

Please take a look into our PIREP Manual on our iBase2Go Help page for full information.

Cost Indexes / max Cargo

Some add-on aircraft allow you to enter a cost index into the FMC when planning your flight. Here are the standard Virtual Cargo International cost indexes:

- A300-600F - Airbus 300-600 Freighter: 35 (max Cargo: 54600 kg)
- B747-400F - Boeing 747-400 Freighter: 90 (max Cargo: 124330 kg)
- B757-200F - Boeing 757-200 Freighter: 35 (max Cargo: 72210 kg)
- B767-200F - Boeing 767-200 Freighter: 40 (max Cargo: 42000 kg)
- B767-300F - Boeing 767-300 Freighter: 45 (max Cargo: 58120 kg)
- B777-200F - Boeing 777-200 Freighter: 90 (max Cargo: 104326 kg)
- DC-10F - McDonnell Douglas DC-10 Freighter: 60 (max Cargo: 74843 kg)
- MD-11F - McDonnell Douglas MD-11 Freighter: 55 (max Cargo: 94922 kg)

Checklists

Pilots are strongly encouraged to make use of aircraft checklists where they are available.

Where company checklists for our aircraft are provided, they can be found on the Download page under Community Service.

Terms, Conditions & Forum

ACCEPTABLE USE You must not use our website in any way that causes, or may cause, damage to the website or impairment of the availability or accessibility of the website; or in any way which is unlawful, illegal, fraudulent or harmful, or in connection with any unlawful, illegal, fraudulent or harmful purpose or activity. You must not use our website to copy, store, host, transmit, send, use, publish or distribute any material which consists of (or is linked to) any spyware, computer virus, Trojan horse, worm, keystroke logger, rootkit or other malicious computer software.

RESTRICTED ACCESS Access to certain areas of our website is restricted. We reserve the right to restrict access to other areas of our website, or indeed our whole website, at our discretion. If we provide you with a user ID and password to enable you to access restricted areas of our website or other content or services, you must ensure that that user ID and password is kept confidential. We may disable your user ID and password in our sole discretion without notice or explanation.

LIMITED WARRANTIES Whilst we endeavour to ensure that the information on this website (excluding user content) is correct, we do not warrant its completeness or accuracy; nor do we commit to ensuring that the website remains available or that the material on the website is kept up-to-date. To the maximum extent permitted by applicable law we exclude all representations, warranties and conditions relating to this website and the use of this website (including, without limitation, any warranties implied by law of satisfactory quality, fitness for purpose and/or the use of reasonable care and skill).

SCREENSHOTS/IMAGES No screenshots/images should be uploaded to new forum posts that exceed the maximum width of the forum, and stretch the page. Any new posts which include images that stretch the forum will be deleted without notice.

FORUM REGULARLY When you register with Virtual Cargo International we automatically create an account on our forums for you to use. You do not need to extra log into this using your pilot ID and website password. Members are reminded that abusive, foul or obscene language will not be tolerated. Members are to refrain from engaging in argumentative slanging matches. We expect all posts to be made in clear English (do not use abbreviated / text language). Members are reminded not to post off topic replies, all posts that are off topic belong in the Off Topic forum. Members who are unable to conduct themselves in an appropriate manner should not post items on the forum.

RACISM Virtual Cargo International is a multinational company, there is no place for racism at Virtual Cargo International and it will not be tolerated. Anyone being racist will be banned from Forum, Discord and have their pilot account deleted. There are absolutely no exceptions whatsoever.

Cookies & Privacy Policy

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information. As a data controller, we take all necessary steps to comply with the Data Protection Act 1998 and its relevant subordinate legislation when handling any personal information.

We may collect, store and use the following kinds of personal information:

- a) Information about your computer and about your visits to and use of this website (without your IP address but with geographical location, browser type and version, operating system, referral source, length of visit, page views, website and navigation).
- b) Information that you provide to us for the purpose of registering as a pilot (including Full name, country of residence and email address) and
- c) any other information that you choose to send to us.

COOKIES A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We use both session cookies and persistent cookies on the website. We use the session cookies to keep track of you whilst you navigate the website. We use the persistent cookies to enable our website to recognize you when you each time you visit.

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We use Google Analytics to analyze the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking Tools > Internet Options > Privacy and selecting Block all cookies. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one.

SECURITY We will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information. We will store all the personal information you provide on our secure password and firewall protected server.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. You are responsible for keeping your password and user details confidential.

If you found any mistake, please contact us.

As I am not an native english speaker/writer, there might be some grammar mistakes ;)