



4. OPERATIONAL PRACTICES

A. FLIGHT OPERATIONS

For all required flight operations procedures refer to Dreamline Aviation, LLC General Operations Manual (GOM) or Dreamline Aviation, LLC Training Manual (TM).

It shall be the policy of Dreamline Aviation, LLC that flight training will only be conducted on:

- Flights that are dedicated only to that purpose
- Empty (*i.e.: no passengers on board*) flight segments.

Training flights will be limited to normal required maneuvers, such as (but not limited to) the following:

- Steep Turns
- Stalls
- Maximum Performance Landings & Takeoffs
- Instrument Approaches

At no time will emergency procedures training be conducted under actual conditions by company personnel, in company aircraft. Examples of prohibited practices are (but not limited to):

- V₁ Cuts
- In-Flight Engine Shutdowns
- In-Flight shutdown of systems critical to safety-of-flight

These maneuvers will be practiced only under simulated conditions in the aircraft or on an annual basis during recurrent simulator training at the designated vendor's facility where applicable.

The only personnel beyond required flight crew who are permitted on board a training flight will be limited to:

- Approved Company personnel
- FAA inspectors
- FAA Check Airmen or Designee's



B. CHARTER OPERATIONS

The purpose of this manual is to give an outline of Dreamline Aviation, LLC trips from the start / “the Call” to the end “trip Close out” and cover each item in detail to give instruction and cross checks to aid in reducing errors and keeping Safety and customer service as priority one.

Introduction to Charter Procedures:

The purpose of this manual is to clearly define the roles and responsibilities of the Flight Sales and Flight Controller office. No manual can address every unexpected situation. If any situation arises outside the purview of this manual, the best course of action is to consult the Vice President of Client Services or Director of Operations.

Dreamline Aviation is an on-demand part 135 air carrier. As such, the Flight Sales/Flight Controller team is responsible for quoting, scheduling, and managing flights operated by Dreamline. Planes are chartered under the operational control of the Director of Operations.

Each member of the Flight Sales/Flight Controller team will be given initial training (5.0 hours) in company policies, department-specific procedures, FAR 135/91 applicable regulations, and any software system used in the planning or execution of a charter flight. The initial training will be followed up with recurrent training (2.0 hours) for review, and/or introduction of new relevant policies, procedures, regulations, or software aids on an annual basis.

The Dreamline Aviation Vice President of Client Services, or his designated agent, will ensure the following procedures:

- Review each Flight Sales/Flight Controller training record to meet the requirements set forth.
- Place a record of completion into the Dreamline operations software system or similar.
- Ensure the operations software will track the Flight Sales/Flight Controller Employee recurrent training due date.
- Ensure each Flight Sales/Flight Controller Employee completes recurrent training.

Trip Initiation:

Trip and quote request reach Dreamline Aviation, LLC in several ways with the two most common being either a phone call to the DLA Charter Operations Center, or an email request to the DLA charter email address.

1. Primary sources for customers to find DLA are: *(but not limited to)*
 - a.) The Dreamline Aviation Website
(www.dljets.com)
 - b.) Word of Mouth
 - c.) Charter Hub website
 - d.) Charter Pad website
 - e.) JetCharters.com
 - f.) Air charter Guide
 - g.) Avinode
 - h.) Business Networking events
 - i.) Owner referrals



It's important to know as much as possible about the new or prospective customer before doing business with them so that their needs, wants and dislikes can be determined. In addition, performing a background check helps to reduce the likelihood of potential difficulties.

2. Trip and Charter quote requests can come from several sources:
 - a.) The aircraft Owner
 - b.) Charter Customer (end User)
 - c.) Charter Broker (broker representing end user / "middleman")
 - d.) Other charter operator (needing additional aircraft support)

While it is not necessary to generate a quote for an Owner operation, DLA, LLC operations does request that the owner, or their representative, provide adequate notice to ensure that there are no scheduling conflicts with revenue operations. However, if an owner-aircraft is being used by an employee of an owner company then it may be necessary to either provide a quote to establish either the value of the trip for tax purposes or for SIFL (*Standard Industry Fare Levels*) reporting. In the event there is a conflict, the revenue operation will be moved to another available aircraft to accommodate the owner's request.

Charter Brokers and Operators often request Net/Net quotes and End-User Charter Customers quotes require all FET and segment Taxes to be included. In many cases knowing where the request came from will often provide an idea of the type of customer and therefore what information to include or exclude from the quote. In addition it may also influence whether or not to offer a discount to the standard hourly rate to make the DLA quote more appealing for a broker or operator by offering a more profitable opportunity.

In-Fleet Charter Sales

Quoting Process:

Requests for Quotes (RFQ) from Retail Clients are received via phone call, email, or through our website. RFQ's from Retail Clients will be given priority over any other RFQ's. Once an RFQ is received, Flight Sales will strive to respond within 30 minutes with a quote.

Quotes are generated using a flight scheduling software platform. To generate a quote through the software platform, the following information is required:

- Client Name
- Billing Entity (if applicable)
- Phone Number
- Email
- Aircraft preference (if any)
- Flight Itinerary
- Number of Travelers

Follow these steps to build a quote

See Link <https://qrh.jetinsight.com/help/quotes-overview>



Things to consider when putting together a quote:

Jet Aircraft Performance – In general most jets can reliably operate into airports with a runway length of at least 6000ft at an elevation less than 4000ft. If the intended airport has a runway length less than 6000ft and/or an elevation higher than 4000ft, the PIC should be consulted to determine if the aircraft can operate into the intended airport. Furthermore, Jet Aircraft cannot operate into airports without qualified weather reporting (ASOS, AWOS, etc.) and instrument approach procedures (GPS, RNAV, LNAV, ILS, LOC, etc.), unless it has been determined that the flight meets all requirements for an Eligible On-Demand operation. The Chief Pilot or Director of Operations must be consulted to verify if the flight meets Eligible On-Demand requirements.

Turboprop Aircraft Performance – In general most turboprops can operate into airports with a runway length of at least 3000ft at an elevation less than 4000ft. If the intended airport has a runway length less than 3000ft and/or an elevation higher than 4000ft, the PIC should be consulted to determine if the aircraft can operate into the intended airport.

Other Factors:

- 1.) **Runway length at the departure or destination airports;** If the runways are not adequate for the aircraft type or conditions, find the next closest option and base the quote on that airport. Be sure to outline in your email *“due to the runway length at KSQL we are unable to operate directly into that airport I have provided a quote into KSJC which is 18 NM SE if you can provide us your end destination I’m happy to assist in other airport options than might be more accommodating.”*
- 2.) **Airport Elevation;** This can affect aircraft performance for landing and takeoff. This could potentially limit the number of passengers that can be carried, the amount of fuel (and therefore range), and also require more runway length than may be available at that location.
- 3.) **Distance of the trip;** This will determine what type of aircraft to quote, or even if the aircraft from DLA are capable of performing the operation.
- 4.) **Time of departure and arrival;** Many airports in metropolitan areas enforce curfews to manage noise and other environmental issues that affect areas surrounding these airports. There may be safety considerations (Example: KASE [Aspen, Co.] doesn’t permit night operations due to dangerous terrain near the airport). In addition the FBO hours may be limited or require special arrangements if arriving after normal hours that may incur additional cost. Most of this information can be found in NOTAMS (Notices to Airman) issued by the airport management or the FAA or by checking AIRNAV.COM for any new notes or advisories.
- 5.) **International Operations;** These flights need to consider point on entry for the country’s customs and immigration services. Plus, there are additional costs for permits and local representatives. (Please refer to section 13 of DLA GOM) Use of checklist on GOM page 13-21 is highly recommended.



- 6.) **Fuel:** Will the aircraft need to make a fuel, or technical, stop during any part of the operation (see item #3 above) or does the destination airport have the correct fuel available.
- 7.) **Crew requirements:** Duty times, rest requirements, hotel arrangements, ground transportation
- 8.) **Crew and Aircraft ability/limitations:** If there are any upcoming maintenance items that may reach a limit during the course of the trip. In addition crew scheduled for days off, training, or other needs.
- 9.) Other considerations could be differences in equipment, (same aircraft different configurations or requirements), age of the aircraft, total flight experience of the crew, etc.

When a trip request is received by email most of the information can be gathered from the body of the message and the sender's information. If there is any missing information needed to generate a complete quote, you can assemble the quote, send it out, but include questions about the missing items in the form of qualifying statements or questions in the subject of your email.

Example: If the broker didn't include the number of passengers in their email, the quote will reflect the maximum passenger capacity the aircraft can accommodate.

Once Flight Sales has all the information, that data is entered in to the software platform. Aircraft hourly rates, departure fees, airport fees, overnight fees, taxes, etc. are pre-programmed in the system and will automatically calculate the quote total. Once the quote is generated it can be emailed directly to the client from the system.

Follow Up

All Quotes must be followed up with a phone call or email within 24-hours of the initial quote being sent. More follow-up may be required if the client takes longer to make a final decision. The follow-up process is essential to booking trips.

Pricing Guidelines

Aircraft pricing is set up through the sales/scheduling software program and is intended to yield a minimum of 20% gross margin. Before sending a quote, Flight Sales must review the estimated margin percentage on the quote before sending to ensure targets are met.



Additional Fees & Charges

Daily Minimum Charges

Dreamline Aviation charges a ***two (2) hour daily minimum for Jets*** and a ***(1.5) hour daily minimum for Turboprops*** for every day that the aircraft is away from its home base airport. If the daily minimum charges account for over 40% of the quote total, it may be more cost-effective to deadhead the plane back to home base during the layover. Flight Sales is responsible for determining the most cost-effective solution for the client.

Airport Fees – The software platform contains airport fee schedules for the most commonly used airports. However, almost all airports or FBO’s charge some fee for services. If airport fees are not automatically added to the quote, please call the FBO to double check the fees for services and add them to the quote accordingly.

Special Event Fees – For certain high-profile sporting events, music festivals, concerts, conventions, etc. draw enormous crowds. As a result, the air traffic and FBO ramp space can become so congested that a slot reservation is required. FBO’s and airport authorities typically charge very high fees during these events and should be considered when quoting. Events that could warrant slot reservations include: The Super Bowl, The Kentucky Derby, Coachella, C.E.S. Las Vegas, PGA Tour, any Championship Sporting Event, etc.

International Flights – International flights require the use of a handling service which provides customs clearance, permits, immigration services, flight planning, airspace usage, etc. Fees for handling services can vary by airport. Before quoting an international flight, consult Universal Aviation via email (cmorange@univ-wea.com) for a schedule of international handling fees.

Short Legs – Flight segments in Jet aircraft ***under one (1) hour of block time*** are considered “Short Legs.” Short Leg trips are generally discouraged due to increased wear-and-tear on the engines & landing gear, higher fuel burns, and are generally more labor-intensive for the crew. This is especially true in larger aircraft (Gulfstream, Challenger, Falcon, etc.). However, for smaller jets and turboprop aircraft these are routine. Flight requests with more than (3) “Short Legs” on larger aircraft in a single day should be politely declined, or, in some cases you can offer alternate airports to eliminate a short leg (i.e. depart from VNY instead of LAX). In some cases, Flight Sales may charge a premium or ‘Short Leg Fees’ for the trip to be considered. Consult the V.P. of Client Services for guidance on short leg fees.



Quotes on Vendor Aircraft

When a Dreamline fleet aircraft is either not available or not practical for a Client’s flight, Flight Sales will seek to book the flight on a vendor aircraft. The first step in that process is to get quotes on as many aircraft as possible. Dreamline Aviation uses Avinode (<https://www.avinode.com/>) to search for off-fleet aircraft.

Before confirming an off-fleet aircraft, the vendor must be approved by Dreamline management. All verified Operators meeting the ARG/US Platinum or Wyvern Wingman standards are automatically approved by Dreamline.

Operators that do NOT meet these can be approved to fly for Dreamline by obtaining the following information from the prospective vendor:

- Company Contact Information
- Accounting / Financial Contact
- Copy of Air Carrier Certificate
- Copy of FAA Operations Specification A-001 (Company and Authorized Operations)
- Copy of FAA Operations Specification D-085 (Aircraft Listing)
- Certificate of Insurance & additional Named Insured Certificate with DLA listed.
- Flight Crew Total Time & Time in Type.

This information is generally available via the ARG/US website. If ARG/US does not have this information, Flight Sales will request directly from the operator. Once these items have been obtained, Flight Sales must update the Approved Vendor List (See JetInsight: Compliance > Documents > Dispatch > Approved Vendor List).

Booking a Quote

The next step is once a quote has been issued, if the client wishes to move forward the quote (with all itinerary information and payment terms agreed to) must now be confirmed or Booked. For a quote to be considered booked, the following must first take place:

- Aircraft & Crew availability must be confirmed using the Flight Scheduling software.
- Owner Approval must be obtained (if applicable)
- Crew must have adequate rest prior to reporting for duty
- Flight must meet crew duty time limitations
- Client must execute the Standard Charter Terms & Conditions including credit card authorization via the flight scheduling software online checkout, via paper contract, or via third party digital signature software (DocuSign, etc.).
- Client “Account” record must be complete.

See Link <https://qrh.jetinsight.com/help/customers>
Follow the steps to confirm availability
See Link <https://qrh.jetinsight.com/help/confirming-availability>
Understanding Online Checkout
See Link <https://qrh.jetinsight.com/help/online-checkout>



Booking Procedures (acceptance of quote):

- 1.) Verify that Aircraft and Crew meet trip or customer requirements
- 2.) Quote is signed (*both pages*), all information on quote is correct, with final trip dates, times, destination, passenger count.
- 3.) Terms & Conditions with information on restricted / hazardous items- are acknowledged

(See Dreamline Aviation. LLC SMS Manual Section 2 Part G Passenger Security for details)

- 4.) Payment is received or a payment schedule is approved.
- 5.) All passenger names are received and are cleared through the TSA TFSSP database
- 6.) Passenger weights are received and entered into system
- 7.) Lead passenger contact information has been received
- 8.) FBO's are confirmed; for the scheduled times of the trip.
- 9.) Catering requests are confirmed for the trip and pilots have been briefed
- 10.) Transportation for customers is determined and if requested arranged by DLA
- 11.) Special requests are arranged and pilots have been briefed.
- 12.) If a Net/Net quote, FET exemption form is executed and on file.

Trip Management (Domestic Flights)

The trip management process covers all aspects of a flight from scheduling, planning, dispatching, flight following, flight logging, and final close-out. The scheduling software allows us to break up the trip management process in stages which are color-coded and determine the remaining tasks required to safely complete a flight. The details of each stage of the trip management process are as follows:

• Stage 1 | Confirming Availability

This stage signifies that the customer has expressed intentions to book a charter. Confirming availability means that Flight Sales/Flight Control has verified we have a legal & eligible crew & aircraft available, the owner has approved the charter (if applicable), and preliminary flight planning may commence in order to proactively identify potential issues (checking NOTAMs, TFRs, Weather, FBO hours of operation, etc). This stage is also used to “Hold” an aircraft for a customer if there is a likelihood they will book, but they need to finalize plans before financially committing to the charter. Generally, we will not “hold” an aircraft for more than 24 hours unless otherwise agreed upon. No cost-incurring arrangements should be made in this stage.

This stage is represented with an **opaque color** on the flight schedule. Flight Sales is responsible to follow-up with the client within the 24-hour “hold” period to either confirm the flight or release the hold. If the flight is confirmed, the stage can be changed to “Booked.”

If the flight is not confirmed, Flight Sales must confirm non-availability to remove it from the flight schedule.



• **Stage 2 | Booked**

When a flight is in the “Booked” stage, it means the flight has been confirmed with a signed contract or online checkout has been completed and is ready to begin preparations for the flight. When a flight is booked it appears in more vibrant colors on the flight schedule and are color-coordinated based on the type of trip (Revenue flight, Position flight, Owner flight, Training flight, Mx/Ferry flight, etc). Once a flight is in the Booked stage, Flight Sales is responsible to complete the following tasks:

- Obtain passenger manifest details to include full legal name, date of birth, and weight. For international travel, we request photos or copies of passports and/or visas, etc.

See link for instructions <https://qrh.jetinsight.com/help/assigning-passengers>

- Inquire about luggage details; skis/snowboards, golf clubs, surfboards, hunting rifles, etc. These items are bulky and may not fit in the aircraft luggage compartment. The flight crew should be notified if the client intends to bring such items.
- Obtain service requests from the client; catering, ground transportation, or other special request.
- Review Internal customer notes in the “Overview” of the trip page.
- Send preliminary itinerary to the client.

See link for instructions: <https://qrh.jetinsight.com/help/trip-documents>

- Additionally, the Flight Controller is responsible to complete the following tasks as soon as practical:
 - Assign Flight Crew
 - Verify Runway performance**
 - Check for any applicable TFR’s or NOTAM’s
 - Flight Controller may arrange for crew accommodations in this stage if necessary



Runway Guidelines**

The table below provides aircraft performance guidelines that are generally acceptable without pilot review. If any intended airport falls outside these guidelines, consult the pilot in command for a tech review

Aircraft Type(s)	Minimum Runway Length *	Runway Elevation
King Air 200/250	3000 ft	5000 ft or less
Lear 35, Lear 45, G-IV, Falcon 900	5500 ft	5000 ft or less
Learjet 60/Challenger 604, Honda Jet	6000 ft	5000 ft or less

*The listed minimum lengths can vary depending upon weather & other conditions. Consult DOO or CP in the event you are dealing with a situation involving a shorter runway.

Stage 3 | Ready for Final Dispatch

A flight is deemed “Ready for Final Dispatch” once all aforementioned tasks have been completed. From here, Flight Controllers must perform the following tasks:

- Obtain Fuel Releases. The scheduling software provides contract fuel pricing data at each FBO. Fuel releases are requested via email to the appropriate fuel vendor. Please note: If EVO fuels is the selected fuel vendor, a release is automatically created by the scheduling software.

See link for instructions: <https://qrh.jetinsight.com/help/trip-notes>

- Airport/FBO Notification. Each FBO (Fixed Base Operator) should be notified of our scheduled arrival time. Notifications can be made by phone or email. This is especially important during seasons with special events where ramp space may be limited. For late night or early morning arrivals, check to see if any after hours call outs need to be arranged and notate any arrangements in the trip form.
- Arrange for crew accommodations; hotel, ground transportation, crew catering, airlines, etc. Detailed information on any accommodations must be well noted in the “Services” section of a given trip. Below are Dream line’s guidelines for crew accommodations:

Type	Budget*	Guidelines
Hotel	<\$200/night/pilot	Required for any crew rest period. Some excessive stand-by period may also warrant a hotel, depending on the city and FBO services available
Rental Car	<\$75/day	For layovers or stand-by period greater than 4 hours
Taxi/Uber/Lyft	Lowest available	When rental cars aren’t available or if they are too expensive use Taxis, Uber, Lyft, etc
Crew Catering	<\$25/meal/pilot	For flights 3+ hours long, or 6 hour duty period with no break, some exceptions apply
Airline	Lowest available	Always look for the lowest cost airline option with the greatest degree of change/cancelation flexibility. Crews can be consulted to determine best schedule/airport. **Airline travel time cannot be counted as “Rest” nor “Flight Duty”

*The budget numbers listed are ballpark figures. This will vary depending upon location & seasonal demand



Obtain a Flight Release from a Tier 1 employee (*Chief Pilot, Director of Ops*) within 24 hours of scheduled departure and document the release in the trip notes. Prior to any trip departing it must be reviewed and approved by any designated operational control personnel. The Maintenance controller will work with the Flight Scheduler to maintain the scheduling of aircraft for charter availability against necessary maintenance tasks. If a trip has been quoted that will potentially run into a scheduled, or due, maintenance item, the Flight coordinator will work with the Maintenance controller to determine if the aircraft can operate within the scheduled time frame of the operation and not exceed any limitations.

- Some flights into specific mountainous airports require even greater review by the Chief Pilot or Director of Operations. Below is a list of airports that require a **special flight release** per our GOM:
 1. Aspen, CO (KASE)
 2. Eagle, CO (KEGE)
 3. Rifle, CO (KRIL)
 4. Telluride, CO (KTEX)
 5. Sun Valley, ID (KSUN)
 6. Jackson Hole, WY (KJAC)
 7. South Lake Tahoe, CA (KTVL)
 8. Toluca, Mexico (MMTO)
 9. Truckee, CA (KTRK)
 10. Mammoth Lakes, CA (KMMH)
 11. Guatemala City, Guatemala (MGGT)
 12. San Jose, Costa Rica (MROC)
 13. Tegucigalpa, Honduras (day flying only) (MHTG)
 14. Bogota, Colombia (SKBO)
 15. Quito, Ecuador (SEQM)
- Brief the Flight Crew. Flight crews must be briefed via phone or text **no later than 15:00L** the day prior to the flight. Briefings should be as detailed as possible to ensure safety of flight and quality of service. Briefings should include the following minimum information:
 1. Flight Date
 2. Aircraft Tail Number
 3. Flight Crew assignments
 4. Client Info
 5. “Show” time. The time the crew is required to report for duty. 90 minute show for part 135 flights, 60 minute show for part 91 flights. 120 minute show for international flights or flights that require to taxi to another FBO (i.e. Clay Lacy Ramp at VNY).
 6. “Go” time. The time the crew is scheduled to depart. For multi-leg trips, the go time for each leg must be noted.
 7. Flight route(s) details (i.e. VNY – SFO)
 8. Catering details, if any
 9. Passenger ground transportation
 10. Special requests or special details (i.e. Client likes extra blankets, 2 cats will be on board, etc.).
- Check for TFR’s or NOTAM’s that may affect the flight. If there is a runway closer or other factor that affects a flight, the Flight Crew and Flight Sales must be alerted immediately to discuss alternate arrangements.
 - To check TFR’s, use link: http://tfr.faa.gov/tfr_map_ims/html/
 - For NOTAM’s, use link: <https://www.notams.faa.gov/dinsQueryWeb/>



- Ensure the No Fly, Selectee, and Cleared lists are up to date. TSA checks on the passenger manifest & crew are performed automatically in the scheduling software.

See link for instructions: <https://grh.jetinsight.com/help/tfssp-vetting>

If there is a potential match on the No Fly or Selectee list, the Ground Security Coordinator should be consulted for instructions on further vetting. If a match is determined and that person is actively trying to board one of our aircraft, they must be denied entry to the aircraft and TSA & local law enforcement must be notified immediately.

- Crews must be provided with the Crew Trip Sheet via email or hard copy.

In addition, Flight Sales is responsible for the following tasks:

- Ensure all catering, ground transportation, and other special requests have been arranged and included in the “Services” section of the trip form.
- Ensure payment for the flight has been received. If not, we must charge the credit card per the terms & conditions.
- Email the client a finalized itinerary. This gives the client an opportunity to review the details one last time and make corrections if necessary.

Stage 4 | Dispatched

A flight is considered “Dispatched” when all tasks above have been completed. The Flight Controller, with support from Flight Sales, is responsible for the following tasks:

- Flight Following. Flight following is a process of ongoing surveillance of each flight leg. During this process, the Flight Controller ensures that crew show times, departures, arrivals, and/or repositions are on time. If there are any deviations to the schedule, the Flight Controller learns the cause of the deviation and notifies the appropriate personnel accordingly.

It will be the responsibility of the on-duty Flight Scheduler to be aware of the location / status of every aircraft that is away from base. The Flight Scheduler will make use of any of the following tools to maintain an up-to-date status on all aircraft operations.

- JetInsight Flight Tracking
- Flightaware.com
- Phone / Text messages with crew departure & arrival times
- Calls to FBO’s to verify departure & arrival times
- For international operations, contact with designated handling company representative by best means available.



Stage 5 | Awaiting Invoice

After a flight is completed, the final invoice must be produced and submitted to accounting for processing. Completed flights that are awaiting an invoice show up on the home page under the “Awaiting Invoice” section. Click on the trip locator link to view the trip details.

- Finalize the invoice by following the instructions in the link below.

See link for instructions <https://qrh.jetinsight.com/help/invoice>

- Review Flight Log and “Mark Complete.” Print out a hard copy of the flight log and include with invoice in the trip packet that is submitted to accounting.

See link for instructions: <https://qrh.jetinsight.com/help/flight-log>

Stage 6 | Closed

Once every task above has been completed, the flight is considered fully closed out. No further action is required.

Special Circumstances

The process outlined above describes the steps for a typical domestic flight. In this next section we will cover the steps required if a flight has any of the following special circumstances:

- International Flights
- Recovery Ops
- Flights on Vendor Aircraft

International Flights

A flight is considered “International” whenever we fly over a border of the United States, over International waters, or any flying inside of other countries. For flights that begin in the USA and land in a foreign country, follow the steps below:

- Verify the intended foreign destination has customs service available and is an airport of entry. If the destination doesn’t have customs and/or is not an airport of entry, we must first clear customs at an airport of entry before proceeding to the intended destination.
- Submit an “APIS” manifest. APIS is the **Advanced Passenger Information System** for all flight segments that involve a US border crossing. The APIS system is used by Customs & Border protection to be informed of any private (part 91) or commercial (part 135) crossing of a United States border, and the SOBs (souls on board) the aircraft. Submitting an APIS manifest must be done first in before any other customs arrangement can be made (General Declaration, Landing Rights, etc).

See link for instructions: <https://qrh.jetinsight.com/help/eapis>

- Submit a General Declaration to US Customs & Border Protection office nearest to your domestic point of origin (Example: For a flight departing KBUR – MMSD, the Gen Dec must be submitted to LAX Customs since KBUR doesn’t have a customs office). The General Declaration or “Gen Dec” is an outbound clearance form that customs must stamp with approval before we can leave the United States. This is only required for commercial flights (part 135). Contact the appropriate customs office by phone to determine the best method for sending the Gen Dec (Fax or email), then send



accordingly. Typically, Gen Decs will not be approved by CBP until 3 hour prior to departure. The Flight Crew will need a copy of the Gen Dec before departure.

See link for instructions: <https://qrh.jetinsight.com/help/gendec>

For flights that originate in a foreign country and terminate in the United States, follow the steps below:

- Verify the intended airport has a customs office and is a port of entry. If the intended airport is not a port of entry, customs clearance will need to take place at a port of entry before proceeding to the intended airport.
- Contact the customs office to notify of the arrival. Request Landing Rights if applicable (the customs officer will provide instructions)
- Submit APIS

Foreign Destinations

In addition to the steps above, each foreign country has its own unique requirements for flight planning, parking, fueling, slots, customs clearance, etc. Therefore, we rely on services that have expertise in each country's unique requirements commonly referred to as "Handlers." Below are some guidelines for planning international flights in specific countries and the preferred handlers for each:

Canada

Flights into Canada do not require a handler. Canadian Customs requires the PIC to notify the Canadian Passenger Accelerated Service System (CANPASS) by phone at least 2 hours prior to arrival in Canada. CANPASS forms can be downloaded directly from the scheduling software and provided to the crew. Flight Sales is responsible for asking the client to provide answers to the following questions:

1. Are any passengers in possession of firearms, ammunition, other weapons, or offensive sprays?
2. . Please list the value of goods purchased outside of the country for each resident embarking.
3. Are there any endangered species or goods derived from any endangered species on board?
4. Are any passengers transporting business materials, professional or commercial goods?
5. Are any animals, birds, meats, or dairy products on board?
6. Are any passengers flying with currency/monetary instruments valued at greater than 10,000 local currency?
7. Non-Canadian citizens/residents: Purpose and length of stay in Canada. i.e. Business (other than meeting) or Personal Activity (i.e. skiing, visiting relatives)
8. Canadian citizens/residents: purpose and length of stay outside Canada. i.e. Business (other than meeting) or Personal Activity (i.e. skiing, visiting relatives)
9. If FAR Part 135 or traveling on a C-Registered aircraft, a Canadian address is required.



Mexico

Flights to Mexico require a handler. Our preferred handler in Mexico for most destinations is ASM Corp. However, in San Jose del Cabo (MMSD) and Cabo San Lucas (MMSL), we have local contacts that provide handling services. Follow the steps below when planning flights to/from Mexico:

- Contact the handler immediately to notify them of services needed.
- Provide the handler with the following information:
 1. Detailed itinerary with arrival & departure information, tail number, pax & crew information.
 2. License, Passport, & Medical for each flight crew member
 3. Aircraft Registration & Airworthiness
 4. Aircraft Liability Insurance
 5. Mexico Insurance (Private & Commercial Certs)
 6. Service requests; hotel, rental car, catering, fueling, etc.
- Submit Mexico APIS (Handlers can do this on our behalf). Instructions are located in Shared Drive

CHARTER>INTERNATIONAL>Mexico_APIS_translation-instructions

Caribbean

Most Caribbean destinations have FBO's that provide handling services. Therefore, contact the FBO to check if they offer handling services or can recommend a handler. If that is unsuccessful, then our default handler will be Universal Weather & Aviation (Orange Team). You'll need to provide the handler with the following info:

1. Detailed itinerary with arrival & departure information, tail number, pax & crew information.
2. License, Passport, & Medical for each flight crew member
3. Aircraft Registration & Airworthiness
4. Aircraft Liability Insurance
5. Service requests; hotel, rental car, catering, fueling, etc.



Europe/Asia/Australia/Africa/South America, etc.

All the countries/regions above will require handling and Universal Weather & Aviation is our preferred handler (Orange Team). You'll need to provide the handler with the same information:

1. Detailed itinerary with arrival & departure information, tail number, pax & crew information.
2. License, Passport, & Medical for each flight crew member
3. Aircraft Registration & Airworthiness
4. Aircraft Liability Insurance
5. Service requests; hotel, rental car, catering, fueling, etc.
6. Pax/Crew Visa information (if applicable)
7. Vaccination Records (if applicable)
8. Security Requests (if applicable)

Trip Briefing Sheets / Trip Release:

Customer trip sheets are sent in advance by the Ops Center without pilot names once all trip details are confirmed. This is the time to catch any errors, or obtain any needed confirmations from customer. To ensure that all details on the trip sheet are correct. Once pilots are assigned a final trip sheet is sent. Pilot trip sheets are sent once everything is confirmed with the customer. This is when the pilot confirms they have all the trip details and that he / she has accepted the trip. This will be acknowledged by responding to the email or message containing the trip details. Catering, special requests, passenger details, and anything nonstandard needs to be confirmed and acknowledged by the flight crew.

Recovery Operations (Ops)

Recovery Ops refers to the unforeseen circumstances that effect or prevent us from successfully dispatching a flight(s) as planned. The two most common causes for recovery ops are crew conflicts and maintenance conflicts. This section will address the steps required to solve the most common causes for recovery ops. If a situation arises that cannot be solved using the steps below, consult management for the solution.

Crew Conflicts

Crew conflicts can result from planned events or unplanned events such as:

- Scheduled Days Off
- Training Events
- Sick Days
- Other Aircraft Assignments
- Office Duty
- Insufficient Crew Rest

In recovery operations, it is in the best interest of Dreamline and its aircraft owners to utilize an in-fleet recovery option whenever possible. To resolve crew conflicts in-fleet, answer any of the following questions that apply:

- Can the event be moved?
- Can the crewmember be replaced by another qualified crewmember?
- Can another crewmember be made available by using the airlines or repositioning a fleet aircraft?
- Can the affected flight be combined and/or upgraded to another flight?



If the answer to any of these questions is **'yes'** then take the necessary steps to execute the applicable recovery. If there are multiple possibilities for recovery, then choose the best recovery plan based on the following factors listed by priority:

1. Safety
2. Customer Service & Cost-efficiency (these have equal importance)
3. Crew morale
4. Personal preference

If the answer to all these questions is **'no'** then the only option for recovery is to utilize a vendor aircraft (see *'Flights on Vendor Aircraft'* section)

Maintenance Conflicts

Maintenance conflicts can either come from scheduled maintenance events or unscheduled maintenance events.

If a scheduled maintenance event conflicts with a scheduled flight, ask the Director of Maintenance if the event can be moved. If the event can be moved, then confirm with the Director of Maintenance and ensure the appropriate changes are made. If the event cannot be moved, then ask the following questions:

- Can the flight be replaced by another comparable in-fleet aircraft?
- Can the affected flight be combined and/or upgraded to another flight?

If the answer to either of these questions is **'yes'** then take the necessary steps to execute the applicable recovery. If there are multiple possibilities for recovery, then choose the best recovery plan based on the following factors listed by priority:

1. Safety
2. Customer Service & Cost-efficiency (these have equal importance)
3. Crew morale
4. Personal preference

If the answer to all these questions is **'no'** then the only option for recovery is to utilize a vendor aircraft (see *'Flights on Vendor Aircraft'* section)

If an unscheduled maintenance event conflicts with a scheduled flight, the Director of Maintenance will advise if the discrepancy can be "deferred" or if the aircraft is "grounded." If the discrepancy can be deferred, ask the Director of Maintenance if the deferred item comes with any flight restrictions and make note of any restrictions in the flight calendar. If the discrepancy cannot be deferred and the aircraft is "grounded" then determine the best recovery solution by answering the following questions:

- Can the flight be replaced by another comparable in-fleet aircraft?
- Can the affected flight be combined and/or upgraded to another flight?
- Can an in-fleet aircraft be efficiently repositioned to recover?
- Are any vendor aircraft available to recover?



During a recovery from an unscheduled maintenance event (especially on very short notice) it is imperative to be assertive and answer these questions as quickly as possible. All available personnel, especially the V.P. of Client Services, Director of Operations and/or Chief Pilot must assist in obtaining the answers to these questions and determining the best recovery option. If the answer to either of these questions is 'yes' then take the necessary steps to execute the best applicable recovery. Since there will likely be multiple recovery options, then choose the best recovery plan based on the following factors listed by priority:

1. Safety
2. Response Time
3. Customer Service & Cost-efficiency (these have equal importance)
4. Crew morale
5. Personal preference

Customer Service Guidelines | Recovery Ops

During a recovery operation, tensions are very high both for Dreamline and for the Client whose flight is affected. Our goal is to handle a recovery operation as quickly as possible, however, even the quickest recovery operation takes time. Below are guidelines to deliver excellent customer service in the midst of a recovery operation:

- 1. Remain Calm**
We must remain calm during recovery operations, especially when talking to the Client. Often times the Client will have an emotional response to the inconvenience and we must speak calmly to them to ease their emotional state.
- 2. Apologize**
Clients need to hear that you are sorry for the inconvenience, even if Dreamline had no fault in the matter. Also assure them that we are doing everything possible to recover as quickly as possible.
- 3. Communication**
Communicate with the client often to show them we're doing all we can to help the situation. Provide updates if available. If no updates are available then communicate that too. If possible, meet the client and communicate face-to-face.
- 4. Accommodation**
While the Client waits for the recovery plan, take action to make them as comfortable as possible. Whether that is providing food, beverage, etc., going to extra mile to make accommodations for the Client goes a long way.



Flights on Vendor Aircraft

A flight on a vendor aircraft must be carefully managed because every Air Carrier has differing policies and procedures. It is our job when sourcing vendor aircraft that we provide our clients with a consistent service experience as with Dreamline fleet aircraft. The following elements must be confirmed when booking a vendor aircraft:

1. Aircraft must be in position 60 minutes prior to any live leg
2. Aircraft must not have an old or tattered interior (unless otherwise approved by client).
3. Operator must agree to utilize Dreamlines' or Client's preferred FBO's. This must be taken into account when obtaining quotes.
4. Operator must provide a detailed itinerary confirming trip details.
5. Operator must confirm any issues or potential issues with crew duty and/or rest.

Flight Sales is responsible for all client service-related tasks just as with in-fleet trip management. To learn how to create a trip on vendor aircraft in the scheduling software, see link: [insert link here](#)

Conducting the Trip / Operation:

The operation is then launched and monitored by the Flight Scheduler to ensure that all arrangements have performed correctly and on time. If there are any changes requested by the customer after the trip is launched, the Flight Scheduler / Ops Center staff will need to make any necessary arrangements to accommodate the customer request. During this process it is necessary to maintain a record of correspondence, phone calls, and any other communications to ensure there is a complete record of the process, in case there are any issues with the altered trip.

In the event there is no verification of the departure or arrival of a DLA flight within **30 minutes of the scheduled time**, the Flight Scheduler will initiate contact with the person, FBO, or agency that last had contact with the aircraft or crew.

FLIGHT LOCATING PROCEDURES

A. FLIGHT PLANNING

For flight locating, Dreamline Aviation, LLC will use:

- IFR: FAA flight plans
- VFR: FAA or Company flight plans.

Note: *VFR Company Flight plans will be filed with DLA Ops Center; all information on FAA Form 7233-1 must be provided to complete the flight plan. All flight plans will enter the Dreamline Aviation, LLC phone number (818) 988-0029 in the flight plan.*

After normal business hours, calls to this number are forwarded to the on call person designated by the Chief Pilot. The Chief Pilot is ultimately responsible for ensuring that all Dreamline Aviation, LLC flights arrive at their destination, or alternate, safely.



B. PILOT RESPONSIBILITY

Pilot will ensure flight plans are completed for each flight and filed prior to each flight. Pilot will call, email or Text an DLA representative prior to departure and after arrival on each leg.

C. CLOSING OF FLIGHT PLAN

In order to close an IFR flight plan in the air, the flight must be on a company flight plan VFR flight plan, or the aircraft must have contact with personnel at the landing airport. If none of the above items are accomplished, the PIC will close the IFR flight plan after landing.

E. OVERDUE FLIGHTS

1. PROCEDURES FOR TRACKING OVERDUE AIRCRAFT

The Chief Pilot, or a delegate of the Chief Pilot, is responsible for tracking all flights and will ensure that all flights are monitored and accounted for until the flight is completed. If an aircraft is overdue by 30 minutes, the Chief Pilot or designee will:

- a. Call the proposed FBO. If the FBO has current information, updated flight information and have the FBO ensure the pilots check-in as soon as possible.*
- b. If not, call FSS (800)-992-7433 and give registration and last known position.*
- c. Ask FSS to relay a message to have pilots check-in as soon as possible or get the phone numbers for the ATC sector and then call that sector and ask to relay the check-in message. If not:*
- d. Notify NTSB that the operation has a missing aircraft. Notify the Director of Operations and the Chief Pilot.*

2. PROCEDURES FOR MISSING AIRCRAFT OR AIRCRAFT ACCIDENT

The Director of Operations will provide the following for the NTSB and FAA investigation team in the event of a missing aircraft or accident:

- a. Copies of the flight crews training records*
- b. Copies of all maintenance and flight records for the aircraft.*
- c. Load Manifest*
- d. Itinerary and available trip sheet information.*

In the event that the investigating team requests original documentation, ensure that all documents have been copied and have the person making the request sign a release with the understanding that all documents will be returned.



In addition the Flight Scheduler is advised to also make contact with the following

- **SO CAL TRACON** (800) 435 – 7726, or to the referred local sector control agency to verify last contact with the aircraft
- **Local Emergency Services:** If the last contact with ATC is inconclusive the next call should be to the local Fire, Police, Sheriff, or equivalent agency to request an officer make a visual check of the airport area to verify if the aircraft is there and the crew was unable to make contact.
- **Passenger Contact:** Call any passenger contact numbers to verify if those persons had any contact with the aircraft

Failing to get a confirmed status using any of these methods the next step will be to contact the Director of Operations, Chief Pilot, or any available director level staff to report the situation and request next steps.

Charter On-Call:

To deal with after-hour's inquiries and requests an on-call schedule will be established to rotate this duty through the charter group. The goal being that no one person is winds up having this responsibility interfere with their leisure and family time.

On-call will cover the following periods

Close of business for DLA office staff to Opening of DLA office the following business day.



C. CARGO HANDLING:

Dreamline Aviation, LLC is authorized under FAA Operations Specifications (A003-1) to conduct both Passenger and Cargo operations in all approved aircraft types. However, Dreamline doesn't conduct cargo-only operations with its current fleet. These procedures are included in the event that situation were to change.

The following procedures will be utilized during any cargo and or combined operations with passengers & cargo. Incorporated within the training programs for all flight crew and LST's (Line Service Technician) are sections covering hazardous materials recognition and aircraft loading procedures. Subjects not covered by these programs but will be addressed in house include:

- Dangerous goods recognition and handling
- Aircraft Weight and Balance procedures
- Aircraft cargo loading and securing
- Paperwork, declarations, and approval processes.

Since Dreamline Aviation, LLC is certified as a WILL NOT CARRY hazmat operator, DLA will not carry any materials not permitted under TSA regulations (*See Appendix C & DLA Safety and Security Manual*)

At this time, even though Dreamline Aviation, LLC is authorized by the FAA to conduct cargo operations, it will be company policy;

“Dreamline Aviation, LLC will only carry cargo that can fit into the existing “baggage area”, and / or wing lockers of the aircraft that will not require a modification in the aircraft interior configuration.”

At such time that this policy were to be revised with the addition of aircraft that are more suitable for the cargo mission, this document will serve as guidance for such operations.

In order to better manage any cargo operation, whether it is being conducted from the DLA, LLC base at Van Nuys Airport (KVNY) or at another location, the responsibility for each phase of the operation will break down as follows:

VERIFICATION THAT MATERIAL TO BE CARRIED MEETS TSA REGULATIONS		
RESPONSIBLE PERSONNEL	TRAINING REQUIRED	DOCUMENTATION REQUIRED
Pilot In Command	Orientation of Hazmat Recognition and TSA regulations	Manifest listing contents of all containers to be transported
Line Service Tech	NATA PLST / OTJ Orientation on DLA Cargo Procedures	Manifest listing contents of all containers to be transported

VERIFICATION / PREPERATION OF ALL REQUIRED DOCUMENTS		
RESPONSIBLE PERSONNEL	TRAINING REQUIRED	DOCUMENTATION REQUIRED
SHIPPER or FORWARDER	ORIENTATION OF IATA e-AWB procedures or completion of equivalent training	See Appendix C for listing of documents to be required



Director of Safety	ORIENTATION OF IATA e-AWB procedures or completion of equivalent training	See Appendix C for listing of documents to be required
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LOADING / UNLOADING OF CARGO PACKAGES		
RESPONSIBLE PERSONNEL	TRAINING REQUIRED	DOCUMENTATION REQUIRED
Pilot In Command	Orientation of Hazmat Recognition and TSA regulations. Training on aircraft weight and balance procedures	Manifest listing contents of all containers to be transported
Line Service Tech	NATA PLST / OTJ Orientation on DLA Cargo Procedures. Review of IATA procedures for cargo buildup.	Certificate from NATA - PLST

Final responsibility for the safe conduct of the operation will fall to the following DLA, LLC Staff in this order:

1. PIC
2. Director of Safety
3. FBO Line Service Supervisor

In addition at least two designated staff members, who will complete an IATA certified Cargo Operations training program, or received OTJ training can be designated to oversee any cargo operation .

All aircraft configuration, handling equipment, loading and weighing procedures will need to meet the standards set out in FAA Advisory Circular AC 120-85 (see Appendix C-x).



A unit load device, or ULD, is a pallet or container used to load luggage, freight, and mail on to most aircraft types. It allows a large quantity of cargo to be bundled into a single unit. Since this leads to fewer units to load, it saves ground crews time and effort and helps prevent delayed flights. Each ULD normally has its own packing list (or manifest) so that its contents can be tracked. ULDs come in two forms: pallets and containers. ULD pallets are rugged sheets of aluminum with rims designed to lock onto cargo net lugs. ULD containers, also known as cans and pods, are closed containers made of aluminum or combination of aluminum (frame) and Lexan (walls), which, depending on the nature of the goods to be transported, may have built-in refrigeration units. Examples of common ULDs and their specifics are listed below.

Container Type	Volume	Base Dimension	Overall Dimension	Remarks
LD1	(4.90 M3) 173 cu ft	(156 x 153 x 163 cm) 61.5 x 60.4 x 64 in	(234 x 153 x 163 cm) 92 x 60.4 x 64 in	Contoured, Half Width
LD2	(3.40 m3) 120 cu ft	(119 x 153 x 163 cm) 47 x 60.4 x 64 in	(156 x 153 x 163 cm) 61.5 x 60.4 x 64 in	Contoured, Half Width
LD3	(4.33 m3) 153 cu ft	(164 x 153 x 163 cm) 64.5 x 60.4 x 64 in	(201 x 153 x 163 cm) 79 x 60.4 x 64 in	Contoured, Half Width
LD6	(8.95 m3) 316 cu ft	(318 x 153 x 163 cm) 125 x 60.4 x 64 in	(407 x 153 x 163 cm) 160 x 60.4 x 64 in	Contoured, Full Width, Equivalent to 2 LD3s
LD8	(6.88 m3) 243 cu ft	(244 x 153 x 163 cm) 96 x 60.4 x 64 in	(318 x 153 x 163 cm) 125 x 60.4 x 64 in	Contoured, Full Width, Equivalent to 2 LD2s
LD11	(7.16 m3) 253 cu ft	(318 x 153 x 163 cm) 125 x 60.4 x 64 in	(318 x 153 x 163 cm) 125 x 60.4 x 64 in	Same as LD-6 Without Contours, Rectangular

Common Pallet ULD Designation Table

Pallet Type	Volume	Base Dimensions	Remarks
LD8	(6.88 m3) 243 cu ft	(153 x 244 cm) 60 x 96 in	Same footprint as container variant (FQA-prefix)
LD11	(7.16 m3) 253 cu ft	(153 x 318 cm) 60.4 x 125 in	Same footprint as container variant (FLA & PLA-prefix)
LD7 (variant 1)	(10.8 m3) 381 cu ft	(224 x 318 cm) 88 x 125 in	(PAG & P1P-prefixes)
LD7 (variant 2)	(11.8 m3) 417 cu ft	(244 x 318 cm) 96 x 125 in	(PMC & P6P-prefixes)



Identification

For each **Unit Load Device (ULD)** different terminology is used to describe them, these either originate from the Aircraft Builder or IATA. The IATA definitions are more commonly known and are referred to as the common designator. The IATA Identification code consists of nine to ten characters, The Code is consists of letters and numbers.

- A. The three-letter prefix identifies its type,
The characters or letters identifying the ULD as follows.
(1) 1st Letter: ULD Category;

1st Letter	ULD Category
A	Certified Aircraft Container
D	Non Certified Container
F	Non Certified Aircraft Pallet
G	Non Certified Aircraft Pallet Net
J	Non Certified Thermal Aircraft Container
M	Non Certified Thermal Aircraft Container
N	Certified Aircraft Pallet Net
P	Certified Aircraft Pallet
R	Certified Thermal Aircraft Container
U	Non Structural Igloo

- (2) 2nd Letter: ULD Base (dimensions and compatible net when applicable);

2nd Letter	Dimensions
A	(224 x 318 cm) 88 x 125 in
B	(224 x 275 cm) 88 x 108 in
E	(224 X 135 cm) 88 x 53 in
F	(244 x 299 cm) 96 x 117.75 in
G	(244 x 606 cm) 96 x 238.5 in
H	(244 x 913 cm) 96 x 359.25 in
J	(244 x 1219 cm) 96 x 480 in
K	(153 x 156 cm) 60.4 x 61.5 in
L	(153 x 318 cm) 60.4 x 125 in
M	(244 x 318 cm) 96 x 125 in
N	(156 x 244 cm) 61.5 x 96 in



P	(119 x 153 cm) 47 x 60.4 in
Q	(153 x 244 cm) 60.4 x 96 in
R	(244 x 498 cm) 96 x 196 in
X	Miscellanies Size
Y	Miscellanies Size
Z	Miscellanies Size

(3) 3rd Letter: ULD Contour or Compatibility.

B. Followed by a 4 or 5 digit serial number (4 if prior to October 1, 1993; either 4 or 5 if post October 1, 1993) to uniquely identify it from others of the same type,

C. Ending with a two character (alpha-numerical) suffix identifying the ULD's owner (if an airline, often the same as IATA designator codes).

Example: **AKN 12345 DL** means that the ULD is a fork-liftable LD3 with the unique number 12345 and its owner is Delta Air Lines.

.Common prefix Table

Code	Description
AVY	LD1 with forklift holes
AKC	LD1 without forklift holes
DPN	LD2 with forklift holes
DPE	LD2 without forklift holes
AKN	LD3 with forklift holes
AKE	LD3 without forklift holes
QKE	LD3 same as AKE but made of Kevlar
RKN	LD3 with refrigeration unit
ALB	LD4 with forklift holes
ALP	LD4 without forklift holes
AWC	LD6 with forklift holes
ALF	LD1 without forklift holes
PAD	LD7, large pallet (88" x 125"), flat
P1P	LD7, large pallet (88" x 125"), folding wings for overhang
XAW	LD7, large pallet (88" x 125"), fixed wings for overhang
DLAA	LD7 container (88" x 125"), 81" tall, contoured for main deck narrow-body



DLAD	LD7 container (88" x 125"), 96" tall, contoured for main deck wide-body (aka A1)
DLAY	LD7 container (88" x 125"), 81" tall, contoured for main deck wide-body and narrow-body (aka A2)
DLAZ	LD7 container (88" x 125"), 64" tall, contoured for main deck wide and narrow-body and any belly (aka L9)
PMC	LD7, large pallet (96" x 125")
AMJ	LD7 container (86" x 125"), 96" tall, contoured for main deck wide-body (aka M1)
DQF	LD8 with forklift holes
FQA	LD8 pallet (same floor dimensions as DQF)
DLAP	LD9
RAP	LD9 with refrigeration unit
ALD	LD11 container (aka L11)
ALP	LD11 without forklift holes
RWB	LD11 with refrigeration unit
FLA	LD11 pallet
PLA	LD11 pallet
DLAF	LD26 container
DLAU	LD29 container
RAU	LD29 container with refrigeration unit
AMU	LD39 container contour similar to ALF, but deeper and bigger extensions. biggest lower-deck container
AKH, AKW	LD3-45 mainly for A320/321, same base as AKE, extensions on both sides, 45 inches high
AMA	M1 container
AMD	M1H container
AGA	M2 container
PGA	M6, large pallet, 96 by 238.5 inches. freighter main deck only
VRA	M6, large pallet, 96 by 196 inches. Twin car rack
HMA	Horse stall
KMA	Sheep and goat pen



Pallet Maximum Gross Weight Table

Size Code	IATA Code	Pallet Size	Maximum Gross Weight
A	P1/PA	88 x 125 in (2235 x 3175 mm)	15,000 lb (6,804 kg)
B	P2/PB	88 x 108 in (2235 x 2743 mm)	10,000 lb (4,536 kg)
G	PG	96 x 238.5 in (2438 x 6058 mm)	30,000 lb (13,608 kg)
K	PK	60.4 x 61.5 in (1534 x 1562 mm)	3,500 lb (1,587 kg)
L	PL/P9	60.4 x 125 in (1534 x 3175 mm)	7,000 lb (3,175 kg)
M	PM/P8	96 x 125 in (2438 x 3175 mm)	15,000 lb (6,804 kg)
N	PN	61.5 x 96 in (1562 x 2438 mm)	5,400 lb (2,450 kg)
R	PR	96 x 196 in (2438 x 4978 mm)	25,000 lb (11,340 kg)



ULD BUILD UP CONTENTS

1. General
2. Basic Construction Rules
3. Netting
4. Restraining of ULDs
5. Cargo Weighing and Pallet Identification
6. Pallet Stacks

1. General

The requirements set forth in this section are intended for Dreamline Aviation, LLC clients, ground handlers, Dreamline Aviation, LLC personnel and contractors. To comply with the pertinent airworthiness regulations all ULDs, nets, straps and their components must be inspected prior to use on board Dreamline Aviation, LLC aircraft. Any **Non**-airworthy ULD, net, cargo strap and their components must not be used for loading or securing cargo on board Dreamline Aviation, LLC aircraft.

Be aware that the guidelines set forth are not meant as a substitute for good common sense or safety practices. All Dreamline Aviation, LLC employees and contractors are responsible for ensuring that the highest level of safety is maintained in all aspects of flight and ground operations. A thorough check for any non-airworthy equipment BEFORE tendered for carriage on board Dreamline Aviation, LLC aircraft will help minimize problems and delays to our clients, while ensuring a safe operation is always maintained.

NOTE: The PIC is ultimately responsible for the serviceability of the ULD's loaded onboard the aircraft. The captain relies upon the ground services supervisor inspection to verify the serviceability of the ULD's placed onboard the aircraft.

A. Constructing Serviceable ULDs

A pallet and cargo net assembly becomes a serviceable unit load device only under the following conditions.

- (1) All cargo fits inside the allowable dimensional profiles.
- (2) A complete undamaged cargo net with all net-to-pallet attachments secured to the ring track completely restrains the cargo.
- (3) All center of gravity limits for the device (vertical lateral and longitudinal) are complied with per manufacturer operating limits
- (4) The maximum certified restraint/limit value per ULD is not exceeded.
- (5) The pallet and cargo net assembly is certified under NAS 3610 and the appropriate TSO C90c numbers are printed and legible on both the pallet and cargo net assembly. The distribution of the cargo conforms to the maximum allowable bearing weight specified

Note :ALL OTHER CARGO IS CONSIDERED "NON-UNITIZED CARGO" AND MUST BE RESTRAINED

2. Basic Construction Rules

A. *Maximize the amount of cargo*

Maximize the amount of cargo placed in the ULD, using all the space available. This minimizes cargo shifting within the ULD. However, the capacity of the ULD and the maximum allowable weight for the position in the aircraft must not be exceeded.

B. *Distribute Evenly*

Distribute the load evenly around the pallet centroid.

C. *Place Heavy and Large item on Bottom*

Place the heavy items on the bottom and lighter ones on the top. The nature of the cargo to be loaded will determine the placement that will best achieve this goal.

Packages and boxes should be stacked to prevent movement or deformation. Small packages should be placed "inside" of larger ones on the "outside."

D. *Prevent Shifting*

When the ULD is less than full, cargo should be evenly distributed over the entire width and length of the ULD. This minimizes cargo shifting within the ULD.

A container or load former should not be used in those instances when the cargo is limited to one or two heavy and/or large pieces that do not take up the entire length and width of the ULD (unless it has internal tie-down tracks and the cargo is secured to these tracks) because the cargo may shift within the ULD. Instead a pallet/net or pallet/strap combination should be used.

E. *Interlock Pieces*

As shown below, interlock or overlap small cargo pieces when possible, especially those of the same size. This will help prevent the load from shifting or collapsing under the net and will create a sturdier load.

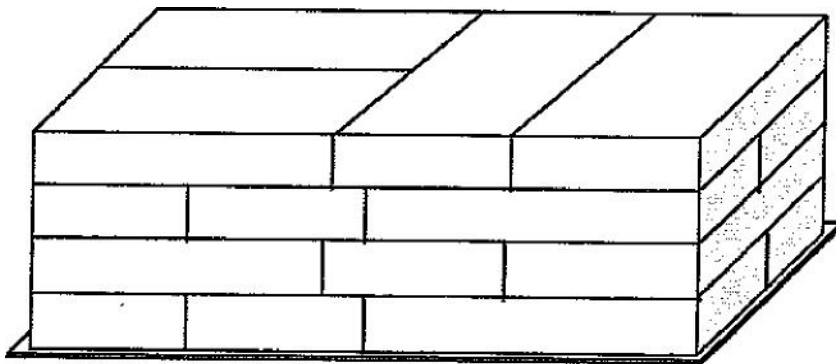


Figure 2-04-3

F. Contour Pallet

Contour the load for the aircraft's interior dimensions. This will prevent damage to the aircraft's lining and allow the ULD to be moved in and out of the aircraft freely. As shown below, when the load is not built for maximum contour it should be evenly spread over the entire length and width of the pallet. This will prevent the load from shifting and collapsing under the net and prevent the pallet from bowing when the net is cinched tight.

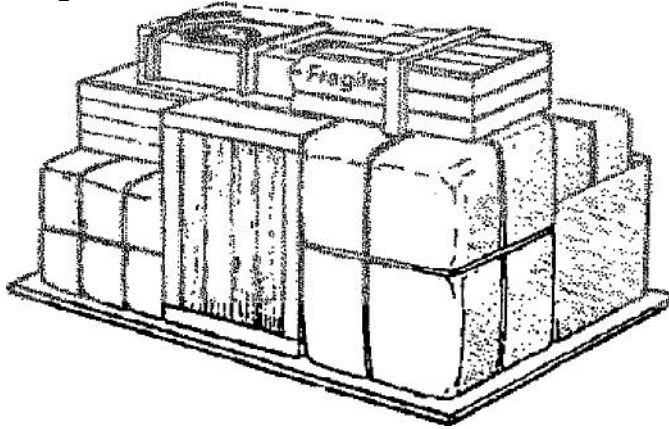


Figure 2-04-4

Place all cargo pieces within the confines of the net. Do not allow cargo to stick out through the rope diamonds or web patterns of the net unless part of the net is securing the cargo piece. Failure to do so causes inadequate restraint of cargo.

G. Do not place cargo on top of the tie-down track

Do not place cargo on top of the tie-down track on the open side of the container or load former. This will prevent proper attachment of its net or door assembly.

H. Do not allow the ULD to Bulge

Do not place cargo in the ULD in a way that it will bulge out the net assembly. Bulging ULDs are difficult to load into position on the aircraft and indicates the cargo inside may not be stable. In accordance with its design, attach the ULD's net assembly using all fasteners, buckles, hooks, and locking studs and cinch the net tight with its cinch straps/ rope. The net assembly should not be over tightened to the point that the pallet base or shell becomes bowed. The aircraft's cargo loading system cannot properly secure a bowed pallet base.

I. Assure ULD doors are closed

When using a ULD that has rigid doors, close the doors completely and lock in accordance with the design of the ULD.



J. Use Shoring if Required

When using a military pallet, shoring is required for cargo pieces that have a load bearing weight exceeding 250 pounds per square inch. Adequate shoring will prevent the pallet base from being pierced. Do not place cargo on top of the pallet's tie-down tracks (or tie-down rings on the military pallet). This could prevent the nets locking studs (or hooks on the military net) from being evenly spaced or properly attached. It may also prevent the pallet from being properly secured into the aircraft's cargo loading system.

K. Use Tarps and Shrink Wrap

Drape a plastic tarp (or shrink-wrap) over the entire cargo load before netting. This will provide weather protection as well as prevent small pieces from becoming dislodged from the net, especially at the bottom of the net where the webbing of the net is larger. If necessary, place a plastic tarp under the cargo and tuck the ends of the tarp into the cargo approximately two feet up from the bottom. This will provide additional weather protection and help restrain smaller pieces loaded at the bottom. This procedure must be used when smaller pieces of cargo can become dislodged from the net. This procedure is not mandatory on large pieces.

3. Netting

Place the net over the cargo so it is correctly aligned with the pallet. The locking studs for the short side of a net are attached to the short side of the pallet and the locking studs for the long side of the net are attached to the long side of the pallet.

A. Commercial Pallet and Net

All 88 x 125-inch nets have five locking studs on the long sides and four locking studs on the short sides. All 88 x 108-inch nets have four locking studs on the long sides and four locking studs on the short sides.

B. Military Pallet and Net

When using a military pallet and net, the hooks on the net are attached to the rings on the pallet. The military pallet has five rings on the 88-inch side and six rings on the 108-inch side. The net has five hooks on the 88-inch side and six hooks on the 108-inch side.

C. Rope Net Installation Procedure

The following steps are the preferred method of installing netting.

- (1) Spread the net evenly over the cargo and properly align its short and long sides to the short and long sides of the pallet
- (2) Evenly space the locking studs and attach them to the tie-down track of the pallet.
- (3) Take up excess slack in the net by pulling up vertically on the tensioning hooks and attaching them onto the upper portion of the net at rope knot locations.
- (4) Tie one end of the rope lashing line to the top intersection of the two sides of the net.
- (5) Using a shoelace pattern, thread the other end of the rope lashing line back and forth

through adjoining sides of the net (use inner rope diamonds as appropriate). This will join both sides of the net together. As the net sides are sewn together apply pressure so the net becomes tight around the cargo and follows the contour of the cargo.

- (6) Securely tie the opposite end of the lashing line to the bottom rope diamond so it does not become unknotted during flight.
- (7) After the cargo is netted, give a stiff pull on each side of the net to check for excess slack. If excess slack is found, correct it with the tensioning hooks or by using supplemental rope.

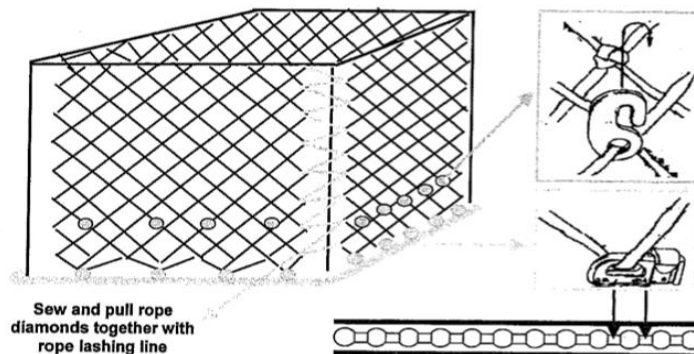
NOTE: Ensure the pallet base is not distorted by an over tensioned net.

NOTE: Make sure the pallet tag is completed and visible (destination and weight must be marked on the tag).

WARNING

IF REQUIRED, THE DANGEROUS GOODS PALLET TAG SHOULD BE LOCATED ON BOTH SIDES OF THE PALLET. AT LEAST ONE DANGEROUS GOODS PALLET TAG MUST BE LOCATED IN AN AREA VISIBLE TO CREW MEMBERS.

D. Typical Net Installation Diagram



E. Quick Zip Rope Net Installation Procedure

Below is a step-by-step process that explains installation of the Quick Zip Rope Net.

- (1) Spread the net evenly over the cargo and properly align the short and long sided of the pallet.
- (2) Evenly space the locking studs and attach them to the tie-down track of the track of the pallet.
- (3) Take up excess slack in net by pulling up vertically on the tensioning hooks and attaching them onto the upper portion of the net.
- (4) Using the multiple tensioning loops to join adjacent sides of the net, weave the top loop through an adjacent rope diamond and pull tight (use inner rope diamonds as appropriate). Subsequent loops are weaved through the previous loop and then through an adjacent rope diamond and pulled tight. This is repeated until the bottom of the net is reached and the last loop is pulled tight. Attach the locking stud on the last loop to the pallet's tie-down track.
- (5) After the cargo is netted, give a stiff pull on each side of the net to check for excess slack. If excess slack is found, correct it with the tensioning hooks.

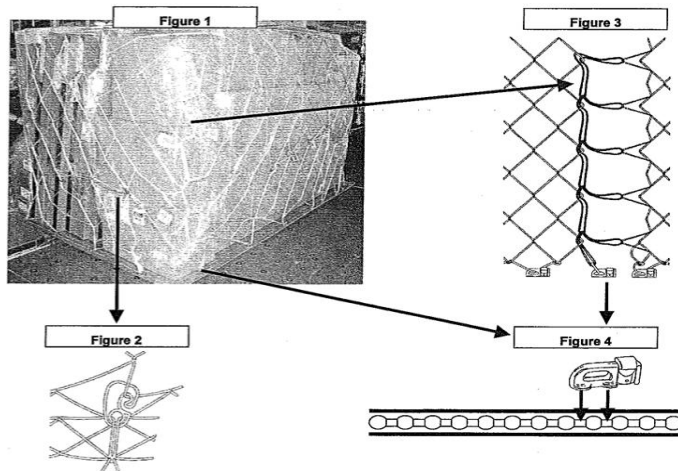


Figure 2-04-6

4. Restraining of ULDs

Cargo loaded on a pallet is normally restrained by the net, the strength of which is certified for the maximum gross weight of the pallet. Tie downs must be used as a replacement of the pallet net only in any one of the following circumstances:

- Loads such that it does not allow using the net without risk of damage (examples: automobiles, helicopters, and aircraft engines).
- Loads which cannot be effectively restrained by the net because of mesh size (i.e., pipes, extrusions).

5. Cargo Weighing and Pallet Identification

Scale accuracy is of utmost importance when weighing final pallet loads for Load Planning (Weight and Balance) purposes. A compliant scale (one which is verifiably proven to have been serviced within the manufacturer's required time-frame) is only to be utilized for weighing pallet loads.

Scales used to weigh cargo to be loaded on aircraft must be calibrated and traceable to a National Institute of Standards and technology (NIST) standard or equivalent. Calibration must be performed in accordance with the Civil Authority for Weights and measures having jurisdiction over the area in which the scales are used.

A. Equipment

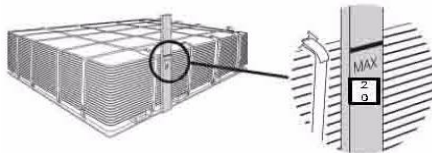
All scales are to be on file and available for inspection at the local Your Airways Agent or vendor location. Non-compliant equipment is considered out of service and is not to be utilized until compliance is achieved.

B. Personnel

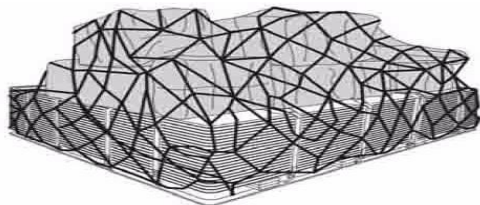
All handlers weighing pallet loads will first ensure the scale being used is within compliance as established by the manufacturer and maintained by the operator. Noncompliant equipment is to be reported to the operator immediately and will not be utilized until compliance is achieved.

6. Pallet Stacks

Your Airways procedure for transporting pallet stacks is to have a maximum of 20 pallets, excluding the base pallet, per stack. Stacks of pallets must have 3 lateral and 4 longitudinal technical standard order approved tie-down straps.



If cargo or loose pallet nets are placed on top of the pallet stack a net must be attached to the bottom pallet in addition to the straps that are used to secure the pallet stack.





D. Maintenance Procedures (SEE DLA GMM FOR DETAILED PROCEDRES):

1. Maintenance Controller

The Maintenance controller should at all time work with the Director of Maintenance to act as an additional point of review in determining the most efficient schedule between the demands of revenue operation and the maintenance program requirements.

The Maintenance Controller will *not exercise any operational control* or be responsible for:

- Aircraft status sign-offs or repair approvals
- Part ordering or receipt
- Trouble Shooting

2. Special Flight Permit Application Process:

A Special Flight Permit (*commonly referred to as a Ferry Permit*) may be issued to any U.S. registered aircraft that may not currently meet applicable Airworthiness Requirements but is capable for safe flight.

Notes:

1. A Special Flight Permit is not an authorization to deviate from the requirements of 14 CFR Part 91.
2. Special Flight Permits will be issued by the FSDO/IFO having jurisdiction over the geographical area in which the flight is to originate, this does not apply to 121 or 135 certificate holders.
3. If an AD requires compliance before further flight and does not have a provision for issuance of a Special Flight Permits, the operation of the aircraft to which it applies would not be appropriate, and a Special Flight Permit will not be issued.

The following is not all inclusive (refer to 14 CFR [Part 21.197](#)), but lists the most common request for Special Flight Permits.

1. Flying the aircraft to a base where repairs, alterations, or maintenance are to be performed, or to a point of salvage.
2. Flying an aircraft whose annual inspection has expired to a base where an annual inspection can be accomplished.
3. Flying an amateur built aircraft whose condition inspection has expired to a base where the condition inspection can be accomplished.
4. Delivering or exporting the aircraft.
5. Production flight testing of new production aircraft.
6. Evacuating aircraft from areas of impending danger.
7. Conducting customer demonstration flights in a new production aircraft that have satisfactory completed production flight tests.
8. To authorize the operation of an aircraft at a weight in excess of its maximum certificated takeoff weight.



An applicant for a Special Flight Permit must submit a statement in a form [\(FAA-Form 8130-6\)](#) (Application for Airworthiness Certificate) online type-able in PDF format) and manner prescribed by the Administrator indicating:

1. Purpose of the flight.
2. Proposed itinerary.
3. Essential crew required to operate the aircraft.
4. The ways, if any, in which the aircraft does not comply with the applicable airworthiness requirements.
5. Any other information, requested by the Administrator, considered necessary for the purpose of prescribing operating limitations.

Note: The Form 8130-6 cannot be saved on line but can be save to your Last computer, in case corrects are required.

Fill out sections II, VI (if applicable), VII and sign. Fax the completed form to the Flight Standards District Office that has jurisdiction over the area where the aircraft is located.

Additional Items that may be requested by the FSDO to be sent along with the application Form 8130-6 are:

1. A current copy of the aircraft **Airworthiness Certificate**.
2. A current copy of the aircraft **Registration**.
3. Date of the last annual inspection (**copy of that log book page**)
4. A copy of the **last Aircraft Log Book entry**, stating that this aircraft has been inspected and is in a safe condition to fly/ferry and that all applicable AD's have been complied with and or a listing of the AD's that have not been complied with, signed by an FAA certificated, A&P Mechanic or Part 145 Repair Station.

Additional items that may be requested:

1. A current copy of the **front page of the aircraft and engine/s log book**, with all entries completed, (i.e. Aircraft / Engine/s / Propeller/s Manufacture, Model, serial number, etc.).
2. A current copy of the Aircraft/Engine/Propeller/Appliance **AD compliance status**.

The **Administrator may request to inspect the aircraft**, in question, before approving or issuing a Ferry Flight Permit. The Administrator may require the applicant to make appropriate inspections or test necessary for safety. (This means an FAA certificated Airframe and Power Mechanic or Part 145 Repair Station will need to inspect the aircraft prior to flight).

At the request of the applicant, the Ferry Permit may be transmitted via FAX.



The aircraft operator must display, in the aircraft, the current Airworthiness Certificate and the Special Flight (Ferry) Permit along with its operating limitations.

For additional information, please refer to 14 CFR **Part 21.197** or your local FSDO.

Reference: FAA Order 8130.2G, Chapter 4, Section 13, para 4161.

E. Safety Training:

Semi-annual safety-related training typically involves use of the *Aircrew Academy* online program for flight crews and NATA Safety 1st for ground personnel. *Aircrew Academy* online training in conjunction with on the job observations, and demonstrations are engaged to provide carefully targeted training that goes beyond flight training materials. The training blends necessary aspects of safety procedures, judgment training, good business practices, and security concepts all of which enhance the total application of safety risk management. Details and curriculum can be found on *Aircrew Academy* website. This is supplemented by onsite training on various subjects throughout the year in areas such as:

- Federal Air Regulations
- Airspace changes or updates
- Airport Security
- Aircraft Specific Orientation
- Hazardous materials recognition

F. Best Practices

- (1) New or improved processes are regularly adopted or invented in the industry.

Whether through an onsite audit, a mishap investigation, or through the proactive leadership of management, these improved processes come to the attention of safety team, who prioritizes the new practice for potential implementation. Typically, once these have already been discovered or adopted the improved method becomes an excellent test location for validating the process for other operations areas.

- (2) The management will work directly with technical experts from the companies who support DLA to coordinate with knowledgeable people in the insurance industry, and prioritize inspections, training, and research. Novel ideas can be implemented quickly, and the program can address mishap and trends as they develop in the aviation community before similar issues affect daily operations.