

# FAQ

Find answers here to questions frequently asked of us by those in our Pilot community.

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# Introduction

If you're just checking us out – or if you're already a member of our team – thanks very much for your interest in *Walker Air Transport*. While we've made every effort to keep things simple and straightforward here, we recognize the fact questions will *always* arise, no matter what we've included here. And that's why we've created this *Frequently Asked Questions* (FAQ).

We genuinely consider this to be a living, breathing document and will continually update it in the days ahead as more questions surface whose answers may help make life in our organization easier and more enjoyable.

Let us know what you think of our efforts by submitting a **Help Ticket**.

General Contact	Company Website	Discord Invitation
<b>help@walkerair.us</b>	<b>https://walkerair.us</b>	You can find it in your <i>Welcome Email</i> – <b>or</b> – click <b>Discord</b> in the menu under your name in the <i>Navigation Bar</i> on the <i>Crew Operations</i> website.

Help   Assistance   Requests	Action Steps	
For <b>Company Pilots</b>	<b>Company-Related Issues</b>	<b>All Others</b>
	Submit a <i>Help Ticket</i> ( <b>Help &gt; Submit A Ticket</b> ) or post to the <b>#support</b> channel in <i>Discord</i> .	Submit a <i>Help Ticket</i> ( <b>Help &gt; Submit A Ticket</b> ) or post to the <b>#general</b> channel in <i>Discord</i> .
For all others	Submit a <b>Help Ticket</b> or email <b>help@walkerair.us</b> .	

While every effort has been made to address the questions frequently asked of us, we readily acknowledge there may likely be many others that have not. If you have a question we've not covered here – or if one's been covered in a way leaving you with more questions than answers – please contact us. Allow us an opportunity to improve this document *and* your experience.

# General Questions

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## What's a Virtual Airline?

As the name implies, a Virtual Airline (VA) is **not** a real airline. It *simulates* the various operations of a real one, though with only a single element – the Pilot. In a typical VA, the Pilot selects the flights they wish to fly, they fly them on their flight simulator and the data that flight generates is transmitted to a system documenting it. For many, being a Pilot for a VA gives them purpose and creates added realism for their online flying activities.

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## What's Walker Air Transport?

*Walker Air Transport* is a virtual air transportation and logistics company headquartered in Jacksonville, Florida, at the Jacksonville Executive Airport (KCRG). Founded in 1999, the company began as a small charter outfit operating a single-engine Cessna 172 Skyhawk, and later, a twin-turboprop Beechcraft King Air 350. As years passed, the demand for the company's general air travel and private charter flight services increased, to the point where, in late 2019, *Walker Air's* Executive Management Team made a decision to expand operations into scheduled passenger and cargo services. To fuel that expansion plan, staff were hired, systems developed, schedules created – and a fleet of over 75 passenger and cargo aircraft of varying types initially acquired – making us the first small charter company to successfully transition into the global aviation market. *Walker Air Transport* offers flexible options spanning the globe for a wide variety of passenger travel needs *and* timely solutions for those with cargo-hauling challenges.

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## Which flight simulators are supported by Walker Air Transport ?

We support the three (3) major Flight Simulator platforms:

	Laminar Research X-Plane
	Lockheed Martin Prepar3D®
	Microsoft® Flight Simulator 2020 (Steam <i>and</i> non-Steam version)

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## What computer operating systems are supported?

We support Microsoft® Windows-based (PC) versions of the Flight Simulator platforms mentioned above.

We also support the Apple-based (MacOS) version of X-Plane.

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## Can I use an earlier version of any of the flight simulators you support?

Our proprietary *Flight Data System* is optimized to work best with X-Plane, Lockheed Martin Prepar3D® v4 and Microsoft® Flight Simulator 2020.

We do **not** actively support any *earlier versions* of these platforms.

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## Before I can fly for *Walker Air Transport*, what hardware and software will I need to have?

You must have *at least* the following in order to fly for us:

- a Microsoft® Windows (PC) – **or** – Apple (MacOS)-based computer (**X-Plane only**);
- a high-speed Internet connection;
- supported Flight Simulator software (as mentioned above); and,
- ACARS – *smartCARS 3* (PC, Linux, or MacOS) or *FlightTrackerXP* (MacOS) for **X-Plane only**

You must then complete an *Application Form*.

**LINK:** <https://crew.walkerair.us/registration>

You're **not** required to purchase any aircraft, addons or liveries. You may fly with us in a number of the default aircraft provided by the Developers of the flight simulator platforms we support.

Every aircraft in our Fleet has a custom-designed, easily-downloadable livery available at no cost.

**You're required to use that livery every time you fly using our ACARS-based *Flight Data System*.**

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## Where do I find aircraft to download?

Flight simulation programs provide what are known as 'default aircraft' – aircraft the Developer

has included with their Flight Simulator software. While not *all* of these default aircraft are in our Fleet, a number of them are. We've purposely designed our system to accept these default aircraft – and a number of our Pilots regularly fly and enjoy them. Other freeware *and* payware aircraft can be flown here as well, and they may be found by conducting an Internet search.

For additional assistance, post your request to the **#general** channel in our *Discord*.

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## **How much flying experience do I need to have in order to join Walker Air Transport?**

You do **not** need any flight experience to fly with us. Pilots of all levels are welcome.

You may, however, encounter conditions and/or situations when flying that may require you to skillfully operate your aircraft on your chosen route through varying weather conditions and other air traffic. We have what we think is a perfect, non-threatening environment for you to learn and develop those skills.

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## **Do you offer a Flight Training Program?**

No. Formal flight training is well beyond the scope of what we do here, though a number of our Pilots have Private Pilot Licenses | advanced ratings and complete flights for training purposes – *especially* when flown online with *IVAO*, *PilotEdge*, and/or *VATSIM*. We **do** think of ourselves, though, as offering a dynamic learning environment that can be as challenging and immersive as you want it to be. Our Staff and Pilots come from all walks of life and possess vast skills and talents they readily share in the Company *Discord*.

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## **Do you have any age limits?**

To join *Walker Air Transport* – and in order for us to be in compliance with applicable national and international law – we have stipulated that all of our Pilots must be *at least* **16-years of age**.

By applying to join the company, you affirm you meet or exceed this minimum age requirement.

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## **Do I have to pay for flying for Walker Air Transport?**

No. There are no fees required to fly with us. Other than the cost of your computer equipment and related operation and flight simulator software, it costs absolutely nothing to fly with us.

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## Do I get paid for flying for *Walker Air Transport*?

We pay our Pilots in *virtual currency* that may only be used to purchase a 'Jumpseat' ticket within our organization, change their Home base and/or re-fly a Tour – **it has no real-world value.**

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## What if I need help or have a question?

We enthusiastically welcome new Pilots – and we're here to help you have fun and enjoy your time in the virtual skies. So, if you have questions, please ask them. After all, we were all new at one time and probably had the same question(s).

Before doing so, though, take a few moments to search our **Documentation Management System (DMS)**. It's quite possible you'll find your answer(s) there.

If you're **not** able to find the answer you're seeking, then post the question(s) you have in the **#general** channel in our *Discord*.

If it's related to a specific Simulator, post your question to its sub-channel.

If it's related to the website, post your question to **#support**.

Otherwise, submit a **Help Ticket**.

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## Are there any restrictions placed on aircraft according to Pilot ranks?

No. *Walker Air Transport* doesn't set restrictions on aircraft types by Pilot rank. You may fly any aircraft in our Fleet any time you wish to do so. Depending on your skill level, though – and to ease your transition into our system – you may find it more enjoyable (and potentially less frustrating) for your first several flights to be flown in General Aviation (GA) aircraft so you can gain some familiarity with how your actions on the ground and in the air affect PIREPS and the calculation of points *before* transitioning to larger and more complex aircraft. After all, we want the flying here to be fun – *and* for your enjoyment.

*A PIREP is, quite simply, a Pilot Report. It contains digital data about the flight you flew and completed. After processing that data in our automated, proprietary system, it's immediately filed, at which time it's also added to your Pilot Logbook and is available for review.*

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## Which online, multiplayer networks are supported by Walker Air Transport?

You can fly online with us using the *IVAO*, *PilotEdge*, and *VATSIM* networks.

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## What if I don't want to or can't fly on a multiplayer network?

It's not a problem at all and there's *never* any pressure for you to do so. You may fly **offline** with us as much or as little as you desire. And in fact, most of our Pilots do *not* fly online at all.

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## Can I fly for Walker Air Transport and another virtual airline at the same time?

Yes. Our Pilots are **not** prohibited from flying for other VAs. As a matter of practice, though – and in accordance with a provision of our *Code of Conduct* – you may **not** publicly advertise another VA while flying for us.

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## What awards can Walker Air Transport Pilots earn?

We have an achievement-based **Award System** where our Pilots earn badges for successfully completing flight-related goals and objectives.

Go **here** to view the complete list of our Awards.

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## How's flight data tracked?

To log your flight data, we utilize **ACARS** Flight Tracking software:

- TFDi Design's *smartCARS 3*; and,
  - *FlightTrackerXP* – an ACARS-compatible, MacOS Flight Tracker for for **X-Plane only**.
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## How often does a Walker Air Transport Pilot fly?

Our Pilots fly as often as they desire – and they do **not** have formal flight schedules.

We *do*, however, have some guidelines that must be followed. A New Hire/Flight Student must complete their first flight within fourteen (14) days after receiving their *Acceptance Email*. Thereafter, every *Walker Air Transport* Pilot maintains a status based on the frequency of their

flight activity.

Status	Description
<b>Active</b>	At least one (1) completed flight/PIREP in the past thirty (30) days. A <b>New Pilot</b> must complete their first flight within fourteen (14) days after receiving <i>Acceptance Email</i> .
<b>On Leave</b>	No completed flight/PIREP in the past thirty (30) days. A Pilot will be placed <b>On Leave</b> if they do <b>not</b> complete <i>at least one (1) flight every thirty (30) days</i> .
<b>Retired</b>	No completed flight/PIREP in the past ninety (90) days. A Pilot will be <b>Retired</b> if they do <b>not</b> complete <i>at least one (1) flight every ninety (90) days</i> .

*A PIREP is, quite simply, a Pilot Report. It contains digital data about the flight you flew and completed. After processing that data in our automated, proprietary system, it's immediately filed, at which time it's also added to your Pilot Logbook and is available for review.*

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## It looks I won't be able to fly at any time in the next month or so. What should I do?

Life happens – and situations and circumstances change. We understand that... Based on your level of activity (as noted above), you'll be classified as either **On Leave** or **Retired**. You'll receive an email from us notifying you of your change in status along with what steps are necessary in order for you to return to **Active** status.

If you have questions about your status, submit a **Help Ticket**.

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## Is there a *minimum* number of flights or hours I have to fly in order to retain 'Active' status?

No. There are no minimum flight time requirements – as long as there's a takeoff at a departure airport and a landing at an arrival airport, the length of time your aircraft is airborne doesn't matter.

The key to maintaining and retaining an 'Active' status is to complete *at least one (1) flight every thirty (30) days*.

As a matter of practicality, though, we don't see the value in doing that. Flights of that type lose

money. Therefore, if flights of this type become regular occurrences for you, we'll need to have a conversation about it.

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## Is there a *maximum* number of flights or hours I'm allowed to fly in a day | week | month | year?

No. You may fly as much and as often as you desire. From a real-world | healthy balance | quality of life perspective, though, you *may* wish to use current FAA regulations as a guide in planning and using your time. Based on what they say:

- Pilots are allowed a *maximum* of 60 hours of flight duty per week (defined as 168 consecutive hours).
  - In any consecutive 28-day period, a Pilot cannot exceed 290 hours, of which no more than 100 hours can be flight time.
  - During 365 consecutive days, Pilots cannot exceed 1,000 flight-time hours.
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## What do I do if I want to leave *Walker Air Transport*?

You may terminate your position with us at any time.

If you ever wish to return, though, you'll be treated as a new applicant – you'll need to complete an *Application Form* and go through the approval process. If approved, you'll start with us as a Student Pilot with zero hours and zero points. Any hours and points accumulated under your previous Pilot ID will be lost.

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## Which airplanes can I use to fly with *Walker Air Transport*?

On our website's *Fleet* page (<https://walkerair.us/fleet.php>), you'll see the wide variety of aircraft we fly in our Cargo, Charter and Scheduled Fleets – each with a custom and proprietary *Walker Air* livery.

From day one, you may fly any aircraft you desire – **we do not restrict aircraft type to rank.**

Additionally, with each aircraft in the *Fleet* page, you'll see the flight simulator in which it may be flown and its Developer. A few quick clicks will let you know which aircraft currently in your personal 'hanger' can be flown here. Depending on the type of flight you operate, though, you **must** fly an aircraft in that specific fleet. That means:

- For a *Cargo* flight, an aircraft in the Cargo Fleet **must** be flown;
- For a *Charter* flight, an aircraft in the Charter Fleet **must** be flown; and,
- For a *Scheduled* flight, an aircraft in the Scheduled Fleet **must** be flown.

**No substitutes are allowed.**

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## **Do I need to install addon panels | sounds | mods in addition to aircraft?**

No – all you need to install to fly for us is an appropriate aircraft. Anything else you choose to do with it is up to you. We *do*, however, recommend using a panel and sound package designed for the aircraft you're flying in order to achieve the greatest realism.

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## **Where are *Walker Air Transport's* Hubs?**

Unlike other VAs, we do **not** have Hubs.

Instead, putting our '*Freedom to Fly*' beliefs into practice, we allow our Pilots to choose their own Home Base (**Home**) from any of over 44,000 airports in our database.

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## **Is it possible to change from one Home to another?**

On your *Application Form*, you were asked to specify a Home Base (**Home**). It's from this assigned location you must make your **first** Cargo or Scheduled flight. Thereafter, it doesn't factor into your flying – *unless* that's what you want to do.

If you wish to change your **Home**, you can do so on your own anytime you wish to do so – and as many times as you desire. You can do this yourself in your **Pilot Profile**.

Click **here** to learn more about it.

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## **How do I complete and submit a Help or Request Form?**

Instructions on how to complete a **Help Ticket** can be found **here**.

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## **Where can I fly with *Walker Air Transport*?**

With well over 640,000 published schedules spanning the *entire* world, our **Cargo** and **Scheduled** Pilots have a *significant* number of flight options from which to choose.

Our **Charter** Pilots have even *more* flight options – if an airport exists in your flight simulator's

database, you can fly there.

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## I have hours in another Virtual Airline for which I no longer fly. Can they be transferred and credited here?

No. All Pilots begin their careers at *Walker Air Transport* with 00:00 hours and zero points.

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## What Rank can I achieve?

Achieving Rank is based on a very simple model... You're promoted based on the number of hours you fly *and* the points you earn by completing a flight. To work your way through the 'ranks', all you need to do is build your flight hours and your points by completing flights and meeting **both** of the requirements noted below for minimum *hours* **and** *minimum* points.

## Rank

Rank details are illustrated in the following table.

Rank   Title	Insignia	Minimum Hours	Minimum Points	Pay Rate (Hourly)
Flight Student		0	0	\$15.00
First Officer		25	300	\$35.00
Senior First Officer		75	900	\$45.00
Captain		100	1,200	\$65.00
Flight Captain		300	3,600	\$85.00
Senior Flight Captain		500	6,000	\$105.00
Chief Pilot I		1,000	12,000	\$115.00
Chief Pilot II		2,500	30,000	\$135.00
Chief Pilot III		5,000	60,000	\$165.00
Senior Chief Pilot I		7,500	90,000	\$192.00
Senior Chief Pilot II		10,000	120,000	\$225.00

Senior Pilot Emeritus		15,000	180,000	\$255.00
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## Points

Points are awarded for each completed flight receiving an 'Accepted' designation.

The number of points you earn will depend on several factors - as you can see from the categories and points awards in the chart below.

Category	Points	How is it determined?
<b>Completed Flight</b>	+5	
<b>Per Hour of Flight</b>	+1	
<b>Per 50 Nautical Miles of Flight</b>	+1	
<b>Completed 20-Minute Pre-Flight</b>	+3	<i>Pre-flight time is calculated between the log entries 'Preflight started, flying' and 'Pushing back with # of fuel'.</i>
<b>Flaps Position Set - Takeoff</b>	+1	<i>Takeoff flaps are determined by log entry 'Flaps set to' that occur <b>before</b> the log entry 'Taking off'.</i>
<b>Flaps Position Set - Landing</b>	+1	<i>Landing flaps are determined by log entry 'Flaps set to' that occur <b>after</b> the log entry 'Approaching'. The 'Approaching' log entry will not occur if you are not properly in cruise phase. Please read note above regarding MSFS 2020 and/or ensure you know how to properly use the ACARS application to set your correct cruise level.</i>
<b>Exceed 250kts under 10,000 ft for more than 2 minutes</b>  <i>Only applicable when aircraft MTOW is <b>less than</b> 300,000lbs (136,077kgs).</i>	-5	<i>Aircraft that have an MTOW <b>less than</b> 300,000lbs (136,077kgs). You can view the MTOW of our fleet by visiting Company &gt; Fleet in CrewOps and viewing the MTOW column.</i>
<b>Overspeed</b>  <i>Only deducted once regardless of number of instances of overspeeding</i>	-2	<i>Log indicates 'Overspeed'.</i>

<b>Time Compression</b>		<p>Log indicates 'Simulation rate set to'.</p> <p>A 15% penalty will be assessed against the total number of points earned for that flight.</p> <p><b>EXAMPLE:</b> 46 points earned - 7 point penalty (.15 × 46) = 39 points awarded.</p>
<b>Bonus Multiplier</b>		<p>The bonus multiplier helps equalize flights in all Fleet aircraft regardless of distance flown and/or cruising speed by using a proprietary algorithm and applying it to those with cruise speeds of 250kts or less and cruise speeds between 251kts and 400kts.</p>
<b>Pilots Home Airport</b>	+5	<p>You departed from or arrived at your Hub airport.</p>

<b>Landing Rates (Aircraft MTOW &lt; 12,500lb)</b>	
-800 fpm to -701 fpm	-8
-700 fpm to -601 fpm	-6
-600 fpm to -501 fpm	-4
-500 fpm to -401 fpm	-2
-400 fpm to -300 fpm	+1
-300 fpm to -201 fpm	+2
-200 fpm to -101 fpm	+4
-100 fpm to 0 fpm	+5
-150 fpm	+100
<b>Landing Rates (Aircraft MTOW &gt; 12,500lb)</b>	
-800 fpm to -701 fpm	-4

<b>-700 fpm to -601 fpm</b>	<b>-2</b>
<b>-600 fpm to -501 fpm</b>	<b>+1</b>
<b>-500 fpm to -401 fpm</b>	<b>+2</b>
<b>-400 fpm to -301 fpm</b>	<b>+4</b>
<b>-300 fpm to -101 fpm</b>	<b>+5</b>
<b>-100 fpm to 0 fpm</b>	<b>+2</b>
<b>-150 fpm</b>	<b>+100</b>

Here are some examples illustrating how these category points factor into each flight.

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# Application & Registration

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## **I've just completed your *Application Form*. How long will it take for it to be approved?**

All *Application Forms* are acknowledged and confirmed within one (1) day of their receipt – and historically, that's occurred almost 100% of the time. If you haven't heard from us within that time period, though, contact us at **help@walkerair.us**.

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## **When will I receive my Pilot ID number?**

Once your application has been approved, you'll receive a *Welcome Email* from Storm Walker, our Founder and CEO. Within that email, you'll be given your Pilot ID.

**PILOT ID EXAMPLES:** *Omar Mikati: WAT232 Omar M.* | *Emily Lockwood: WAT836 Emily L.*

# Getting Started

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## **I'm signed up and want to take my first flight. Now what?**

The steps you need to take to prepare yourself for your first flight are detailed in our **New Pilot Orientation** document. It may be found **here**.

Review it carefully. Afterwards, if you have any questions, complete and submit a **Help Ticket**.

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## **Can I start flying immediately?**

Yes; however, we *very strongly recommend* reading our *New Pilot Orientation* document **before** doing so. It may be found **here**.

Once you've finished that, you're all set. Bid your flight, fly it – *and* have fun!

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## **I'm flying in an Event... Can I start a flight as soon as the Bid Window opens 3 hours before the event -- or -- do I have to wait until the scheduled Start/Pushback time?**

Yes, you may begin your flight as soon as the Bid Window opens.

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## **How do I find flights to fly?**

The process of finding a flight is covered in great detail in our *New Pilot Orientation* document. It may be found **here**.

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## **Where can I get weather reports for my flights?**

There are a number of sources you may use to obtain weather reports for your flight. Flight simulators typically allow weather to be generated realistically using internal weather generation methods. In addition to a number of free, online resources, there are also a number of payware addons that can be used to receive up-to-the-minute weather information.

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## Do I have to fly using real weather?

While using actual weather conditions can enhance your overall flight experience, you do **not** have to use it. Configure it any way you like.

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## What if I can't find a suitable Cargo or Scheduled flight to fly?

You *always* have the option to create, bid and fly a **Charter** flight. You may also purchase a Jumpseat and explore flight options at another airport.

Learn more about Jumpseats **here**.

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## Can I start my flight early?

Yes. Actually, you may start your flight at any convenient time so there won't be clashes or conflicts with what you have going on in your real-world life. This is, after all, a virtual environment, not a real one – and, more than anything else, it's about having fun.

Flight times shown in *Crew Ops* are displayed in UTC. This is simulator time, **not** real-world time. If a flight is scheduled to depart at 1600 UTC, we encourage you to fly it at that time to enhance the overall experience; however, that's **not** mandated.

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## I completed a bid on a flight, but it looks like I'm not going to be able to fly it. Now what do I do?

You don't have to do anything. It will remain in your *Completed Bids* page for 48 hours. If you don't complete the flight *before* that time period expires, it will be automatically deleted – or you may go to *My Bids* and manually delete it.

*Tour bids do **not** expire.*

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## Will my bid expire if I don't complete the flight?

It will be saved in your *Completed Bids* page for 48 hours. After that, it'll be automatically deleted. If you wish to bid the same flight at a later date, you'll need to re-enter it.

*Tour bids do **not** expire.*

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## How long before a scheduled flight's departure time can I bid on it?

You can create and submit a bid on any **Cargo** and/or **Scheduled** flight at any time. Once the bid has been submitted, you can fly it *immediately*, irrespective of the published departure time.

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## Do I have to use real airport charts and maps when flying for Walker Air Transport?

No - although a number of our Pilots choose to enhance their experience with us by doing so and find it useful and rewarding. It's completely up to you. Their use, however, can certainly add an element of realism to your flying experience.

When flying online with *IVAO*, *PilotEdge* and *VATSIM*, though, you'll probably need them when you arrive or depart under the ATC guidance they provide.

By the way - many of these items can be downloaded from the Internet at no cost.

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## How can I obtain airport charts?

Airport Charts suitable for simulation purposes are typically available within your flight simulator. There are also many other options - free *and* subscription-based - that can be explored using the Internet.

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## When I use *Google* to find something on the Internet, I can never seem to find what I'm looking for. Can you help me?

It's well beyond the scope of what we do here to provide lessons on how to conduct a search using *Google* - or any other Internet Search Engine. We *can*, however, suggest a tutorial many others

here and elsewhere have found helpful. You may find it **here**.

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## **Does Walker Air Transport use ACARS (flight tracking software) Programs?**

Yes. We currently utilize TFDi Design's *smartCARS 3* program and *FlightTrackerXP*, an ACARS-compatible flight tracker for MacOS (**X-Plane only**). They seamlessly interface with our custom-designed and automated *Flight Data System* by pulling flight data directly into our database, enabling us to create PIREPs and populate the *Crew Ops* website with data. That allows you to concentrate on flying, **not** manually completing and filing reports.

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## **What's a PIREP?**

A PIREP is, quite simply, a *Pilot Report*. It contains digital data about the flight you flew and completed. After processing that data in our automated, proprietary system, it's immediately filed, at which time it's also added to your *Pilot Logbook* and is available for review.

**Manual PIREPS are not allowed.**

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## **When will my PIREP be posted to my Flight Log?**

Instantly. We use a custom-designed, automated PIREP system that, with the simple click of a couple of buttons, files it before you ever leave your aircraft at the end of a flight.

**Manual PIREPS are not allowed.**

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## **How do I file a PIREP?**

You don't ever need nor will you ever be able to manually file a PIREP – our automated, proprietary system does that for you.

Click a couple of buttons once your aircraft has come to a stop and it's done.

**Manual PIREPS are not allowed.**

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## **Do you accept manual PIREPS?**

No. Manually-completed PIREPS are **not** allowed.

## When will my PIREP be approved?

Technically, **all** PIREPS are **automatically processed** and approved once they're submitted.

**Manually-completed PIREPS are not allowed.**

Depending on a number of factors, though, a PIREP will be classified in one (1) of the following ways:

<b>Approved</b>	<b>Rejected</b>	<b>Diverted</b>
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The criteria used to make that decision is as follows.

Approved	Rejected	Diverted
<p>The criteria for an <b>Approved</b> flight are:</p> <ul style="list-style-type: none"><li>You completed a flight from your planned <i>departure</i> airport to your planned <i>arrival</i> airport; and,</li><li>The Company's <i>Landing Rate Standard - a landing rate equal to or softer than -800fpm</i> was <b>achieved</b>.</li></ul> <p>All points, flight hours and pay are awarded.</p> <p>The PIREP is posted to your Logbook as being Completed   <b>Approved</b>.</p>	<p>The criteria for a <b>Rejected</b> flight are:</p> <ul style="list-style-type: none"><li>The Company's <i>Landing Rate Standard - a landing rate equal to or softer than -800fpm</i> was <b>exceeded</b>; and/or,</li><li>Your flight time was 00.00 hours (premature landing); and/or,</li><li>You used more fuel than you left the airport with (in-flight refueling); and/or,</li><li>You did <b>not</b> fly with a <i>Walker Air Transport</i> livery.</li></ul> <p>No points, flight hours or pay are awarded.</p> <p>The PIREP is posted to the your Logbook as being Completed   <b>Rejected</b>.</p>	<p>The criteria for a <b>Diverted</b> flight are:</p> <ul style="list-style-type: none"><li>You completed a flight from your planned <i>departure</i> airport to an <i>unplanned arrival</i> airport; and,</li><li>The Company's <i>Landing Rate Standard - a landing rate equal to or softer than -800fpm</i> was <b>achieved</b>.</li></ul> <p>All points, flight hours and pay are awarded.</p> <div style="background-color: #ffe6e6; padding: 10px; margin: 10px 0;"><p><i>If this occurs when flying a <b>Tour</b> leg, you will <b>not</b> be advanced to the next leg. The leg will have to be reflight.</i></p></div> <p>The PIREP is posted to your Logbook as being Completed   <b>Diverted</b>.</p>

# What if I disagree with what the PIREP says about my flight? Is there a Formal Review process?

Data generated by your flight simulator about your flight is transferred, via ACARS, to our automated *Flight Data System* for processing. It's that data transfer that enables us to create the PIREP you see and what's posted in your **Logbook**.

The control inputs you make in your flight simulator while flying are the only manual elements of the data recording and transmission process – everything else is data driven.

Once you arrive at your final destination, land and taxi to a stop. Before doing anything else, take a moment to review your ACARS log to ensure its entries look normal.

Here's an example of a typical ACARS Flight Log whose entries appear to be Normal. Each entry represents a data point the Sim transmitted to our *Flight Data System*, and its that data we used to generate the PIREP.

smartCARS version 2.1.35.0, 2021/11/27 UTC

[14:44:49] Preflight started, flying offline

[14:44:49] Flying ToLissA319\_V1

[14:45:21] Fuel quantity increased to 17188 lb from 13199 lb

[15:08:15] Pushing back with 11361 lb of fuel

[15:08:52] Engine 1 is on

[15:09:45] Flaps set to position 2

[15:09:46] Engine 2 is on

[15:13:22] Taking off

[15:13:45] Climbing, pitch: 8, roll: 1 degrees left, 147 kts

[15:15:02] Flaps set to position 0 at 3087 ft at 193 kts

**Manual PIREPS are not allowed.**

Submit the PIREP.

Click **Cancel**. Doing so will **not** affect your Logbook in any way - it'll be like the flight never occurred.

We recognize, however, there *could* be an occasion where something doesn't look right at the end of your flight. In the example illustrated below, something was *obviously* amiss – it's not possible to be taxiing to the gate and, after a brief pause, becoming airborne again...

While exceedingly rare, these kinds of anomalies *can* occasionally occur. We certainly sympathize with you if something like this happens. However, no Formal Review process exists because we do **not** have any control over the operation of your computer, your flight simulator, the stability of your Internet connection and/or any other operational factors affecting how data is collected and transmitted to us. As a result, we must trust the data your flight simulator generates and transmits to us via ACARS to be an accurate representation of what occurred during your flight. After that transmission occurs, we do **not** have the ability to change or alter any flight data nor will we ever do so.

## Something doesn't look right to me on the PIREP for the flight I just completed. What do I do?

We certainly sympathize with you if something like this occurs. However, we do **not** have any control over the operation of your computer, your flight simulator, the stability of your Internet connection and/or any other operational factors affecting how data is collected and transmitted to us. As a result, we must trust the data your flight simulator generates and transmits to our *Flight Data System*

via ACARS to be an accurate representation of what occurred during your flight. After that transmission occurs, though, we do **not** have the ability to change or alter any flight data nor will we ever do so.

What to do?

Simply stated, you'll need to re-fly that flight.

# Flight Operations

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## What if my computer or flight simulator crashes?

This topic is covered in some detail within our *Policies & Procedures* Document. It may be found **here**.

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## What if I crash during one of my flights?

If you crash or have any other in-flight event preventing you from completing your flight as planned, you'll need to **cancel** ACARS and **restart** that flight.

---

## Is a Pilot allowed to change the simulation rate?

Changing the simulation rate during a flight **is** permitted as often as desired; however, a 15% penalty will be assessed against the total number of points earned for that flight if its use is detected by ACARS.

**EXAMPLE:** 53 points earned - 8 point penalty (.15 × 53) = 45 points awarded

*Changing the simulation rate is **not** permitted on any **Tour** flight. If you submit a PIREP and increase the simulation rate in any way, you'll be required to re-fly that leg in order to advance in the **Tour**.*

---

## Do you allow a Pilot to pause the flight simulator while a flight is underway?

Yes. As long as you're flying *offline* and don't do anything to interrupt the operation of ACARS, you may pause your flight and resume it at any time afterwards *without penalty*.

If you're flying online in a simulated, real-world environment, though, the Controllers at *IVAO*, *PilotEdge*, *VATSIM* will **not** likely be as accommodating. They typically do **not** allow flights to be paused.

**IMPORTANT NOTE FOR MICROSOFT® FLIGHT SIMULATOR 2020 USERS:** *Pausing a flight while underway in this Sim involves a few more steps than those mentioned here. For a more detailed explanation of the process you need to use, go [here](#).*

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## Can I fly flights to/from Home Bases other than the one I was assigned?

The **Home Base (Home)** you initially requested on your *Application Form* is your primary operating base and only needs to be used for your **first Cargo** and **Scheduled** flights. After that, you're allowed to operate flights starting or ending at *any* airport you choose as long as there are flights in the schedule linking them.

For **Charter** flights, your **Home** holds no special or unique significance – *unless* you have enabled **Worldwide Persistence**. In which case, these flights will be treated the same as **Cargo** and **Scheduled** flights.

Learn more about **Worldwide Persistence** by [reading this](#).

Once you've flown from your **Home**, you **never** have to return to it *unless* you wish to do so (and there's a 5-point bonus for doing that).

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## I created a Flight Plan in *simBrief*. Do I have to follow the route and runway assignment it generated?

No. You're free to fly any route you want. The one provided by *simBrief* – or any other flight planning tool you may use – is only a suggestion and **not** a requirement.

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## I like flying helicopters. Can I fly them here?

Yes, you can fly helicopters that we have in our fleet.

If there is a helicopter or livery not in our platform, please do not hesitate to open a ticket on our CrewOps and we will look into adding it.

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## How are new aircraft added to the *Walker Air Transport Fleet*?

We're aviation and flight simulation enthusiasts who enjoy flying aircraft of all kinds. Our Pilots are as well. As a result, we're constantly evaluating freeware and payware aircraft Developers release and making our decision to add or not add them to our Fleet based on aircraft availability, operational factors and available resources; therefore, not all requests can be honored.

If you'd like to make an aircraft-related suggestion (aircraft or livery), submit a **Help Ticket**.

Before submitting a request, though, please keep our **Fleet Assignment Criteria** in mind:

Cargo	Charter	Scheduled
<p>In order for an aircraft to be added to the <i>Cargo Fleet</i>, it must have:</p> <ul style="list-style-type: none"><li>• a cargo capacity of 15,000lbs (6,804kgs) or more;</li><li>• a real-world Cargo/Freighter variant or a Cargo/Freighter conversion completed by an industry-recognized, third-party company; and,</li><li>• for Company and livery creation purposes, it must also have a Cargo/Freighter 3D model available <b>or</b> an ability for the aircraft to be made to appear like a real-world conversion.</li></ul>	<p>In order for an aircraft to be added to the <i>Charter Fleet</i>:</p> <ul style="list-style-type: none"><li>• It must have between 4 and 30 seats in standard configuration, as stated by the aircraft manufacturer; and,</li><li>• It must be commonly used in <b>real-world</b> Charter operations.</li></ul> <p><b>NOTE:</b> <i>Some aircraft, at the discretion of the Management Team, may receive special authorization to be in the Charter Fleet. This does <b>not</b> mean all aircraft requests will be approved nor considered for special authorization status.</i></p>	<p>In order for an aircraft to be added to the <i>Scheduled Fleet</i>:</p> <ul style="list-style-type: none"><li>• It must have 30 or more seats in standard configuration, as stated by the aircraft manufacturer; and,</li><li>• It must be commonly used in <b>real-world</b> Scheduled operations.</li></ul>

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## Do you allow aircraft substitutions?

No. Our flight modules are built in a way substituting aircraft isn't necessary.

If a PIREP documents a different aircraft than what was initially selected, it will be rejected.

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## Is it permissible for me to fly aircraft that aren't in *Walker Air Transport's* Fleet?

When you log a flight in Walker, you may only fly an aircraft specifically approved for a **Cargo**, **Charter** or **Scheduled** flight. In other words...

Cargo	Charter	Scheduled
For a <b>Cargo</b> Flight, you must fly an aircraft in the <b>Cargo</b> Fleet.	For a <b>Charter</b> Flight, you must fly an aircraft in the <b>Charter</b> Fleet.	For a <b>Scheduled</b> Flight, you must fly an aircraft in the <b>Scheduled</b> Fleet.
If the aircraft you wish to fly is <b>not</b> in this Fleet, then you will <b>not</b> be allowed to fly a Cargo flight.	If the aircraft you wish to fly is <b>not</b> in this Fleet, then you will <b>not</b> be allowed to fly a Charter flight.	If the aircraft you wish to fly is <b>not</b> in this Fleet, then you will <b>not</b> be allowed to fly a Scheduled flight.

To view the aircraft in each of our Fleets, go here: [Downloads > Liveries > Active](#)

If the aircraft you wish to fly is **not** listed in a Fleet, you may request it be added by completing a **Help Ticket**.

*There is no guarantee the aircraft will be added.*

Additionally, that aircraft must also be flown in our company livery. Any flight you complete while using our ACARS system in a non-fleet aircraft – or one **not** in our livery – will be **rejected**. And should this happen more than once, you risk being terminated. Members of the **Patreon** program are excluded from this requirement.

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## I have an aircraft type listed in your Fleet whose Developer I don't see. Can I still fly it?

If you wish to fly an aircraft listed in our **Cargo**, **Charter**, and/or **Scheduled** Fleets created by a Developer that's **not** noted/listed, you may submit a **Help Ticket** requesting it be added to the Fleet.

*There is no guarantee the aircraft will be added.*

**You may not, however, under any circumstances whatsoever, fly an aircraft in our System without a Company livery.**

Submit a **Help Ticket** – or – if you have additional questions, post a comment to the **#general** channel in *Discord*.

---

## **Do I have to fly my entire flight in a single session?**

No. From a Company standpoint, you may begin a flight, pause and resume it at a later time as often as you think it necessary. As long as ACARS is **not** interrupted, you can complete the flight – and do so without penalty.

*Make sure you review your flight simulator's operating instructions to ensure pausing it will **not** interfere with the operation of ACARS.*

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## **During a night flight, I discovered my arrival airport did not have any runway lighting. Can I adjust the time-of-day setting to complete the flight?**

Yes. You may adjust the time-of-day setting during your flight – at any time *and* as many times as you like.

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## **I just checked my ACARS Flight Log and see the altitude shown there is different than the one being displayed in my aircraft. Is that going to be a problem?**

Certain aircraft, altimeter settings, simulators and other factors *can* have an effect on the altitude ACARS receives and displays. In this case, it may not have switched to Cruising mode. If this happens, simply adjust the target altitude (Cruise Altitude) in the SC window until it registers 'Cruise'. This does **not** have to be the altitude planned – and it has **no effect** on your flight.

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## **I am not getting points for landing flaps?**

This happens because the altitude in your simulator is different from the altitude you entered in the ACARS prior to clicking "Fly". In order to resolve this, you need to verify what altitude you are reporting in your simulator. The easiest way to do this is to find yourself on our map, or look at your simBrief OFP (on our website) and check your altitude showing. It is not uncommon for you to have entered FL360, but you find yourself registering at FL380.

*X-Plane 12 and Microsoft Flight Simulator are known to report altitude differently than X-Plane and Prepar3D. It has to do with the difference in atmospheric pressure and typically*

*happens at higher altitudes and regions. Due to this, we implemented the green "cruise mode" buttons on the simBrief OFP and Flight Briefing pages for pilots to ensure that they are correctly in cruise phase. You can also verify that by monitoring the log in your ACARS.*

simBrief OFP information can be found here: <https://docs.walkerair.us/books/3-help/page/simbrief#bkmrk-what-is-the-simbrief>

If that is the case, simply click the gear icon next to the altitude on the ACARS application and enter FL380. If don't correctly you will see a log entry in your ACARS that reads "Cruising at XXXX". If that line exists, you have successfully entered cruise phase and you will receive points.

Cruise phase is activated when your aircraft matches the flight level cruise you specified in the ACARS--see Flight Tab section here: <https://docs.walkerair.us/books/3-help/page/smartcars-windows-pc#bkmrk-on-the-flights-page%2C>

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## Do I need to fly with online ATC?

No - we don't require our Pilots to fly with online ATC. And while it's *always* encouraged, there's *never* any pressure for you to do so. To provide online ATC services for our Pilots, we've partnered with *PilotEdge* POSCON, and *VATSIM*.

Pilots are still able to fly on IVAO as Walker Air Transport regardless of them not being a partner.

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## When I fly online, what should my Callsign be?

Whenever flying online, enter the following information in the remarks section of your pre-file.

**CALLSIGN IS WALKER // VISIT US AT WALKERAIR US**

Your callsign will ***always*** be your *Walker Air Transport* Pilot ID.

**If your assigned Pilot ID is WAT300, file your callsign as Walker 300 -- and use that callsign for *all* radio calls.**

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## My simulator crashed while I was almost finished with my flight. Can these hours be logged?

No. Manually-submitted PIREPs (Manual PIREPS) are **not** allowed because we don't have a process in place to accommodate them nor do we have any plans to develop and implement an accommodation process.

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## **My flight was Rejected for a fuel-related reason. How can I make sure that doesn't happen again?**

There are three (3) fuel-related issues detected by ACARS and, by extension, our *Flight Data System*, causing a flight to be Rejected: **Unlimited Fuel**, **Mid-Air Refueling** and **Enroute Refueling**.

Of these, a significant number of **Rejected** flights fall into the **Mid-Air Refueling** category. That category title, however, can be misleading and confusing because it covers much more than what its name implies. Let's bring some clarity to it...

ACARS has a **Fuel Check Process** utilizing a log entry - *Pushing back with (number)lb of fuel* **or** *Pushing back with (number)kgs of fuel* - to identify whether or not a Pilot has added fuel inflight, where *inflight* is defined as 'push back to the end of the flight'. In other words, as soon as your aircraft moves in *any detectable way*, whether you initiated it or your Sim did it on its own in some manner, ACARS records that as *pushing back* - and the amount of fuel you have on board at *that exact moment* is what's documented.

If you add fuel at **any time** after that, it will be noted as **adding fuel inflight**, thereby triggering the **Reject** notice.

There are seldom, if any, guarantees this will not happen. After all, it's technology and sometimes it will not work. You can, however, help matters by ensuring all of the fuel you need for your flight has been added to your aircraft *before* starting ACARS - **or** - if you've already started ACARS, add your fuel *before* you push back. Also, make it a habit to check your Flight Log frequently throughout your flight to ensure you won't be surprised by an unexpected entry - and potentially, a **Rejected Flight** notice.

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## **Do I fly from gate-to-gate/stand-to-stand or from runway-to-runway?**

We like to see our Pilots simulate real flight operations to the greatest degree possible. You will, however, *always* have the freedom to fly as you wish to fly. Complete your flight in any manner you like. Some considerations when doing so:

- Ideally, all Scheduled flights *should* begin at a gate/stand and end at a gate/stand (any one of your choosing);

- Ideally, all Cargo flights *should* originate on a Cargo Ramp (when available) and end at one;
- It's **not** mandatory, nor is it always realistic to do so, based on the limitations of a flight simulator's airport scenery; and,
- Charter flights can originate from *any* location on an airport or airfield.

Because you may encounter something not addressed here or elsewhere, though, we *always* encourage you to use 'Pilot discretion' and good judgment.

## How do I know which gates/stands to use?

It's helpful to have an airport map to know where to taxi once you've exited the runway; however, as a practical matter, finding the first open gate will usually suffice. We do not 'own' any gates/stands at any airport.

## How do you know I actually flew a flight?

We use ACARS to track all flights. As long as you remember to activate it *before* your aircraft begins to taxi (and submit it once it's parked at your destination), your flight data will be logged – and we will know you actually flew a flight... You can confirm that yourself by reviewing the entries in your *Pilot Logbook*.

## Someone told me about *Worldwide Persistence*. What exactly is it?

Worldwide Persistence is, quite simply, a setting forcing **Charter** Flights to be flown in a route-like manner similar to how **Cargo** and **Scheduled** Flights are flown.

**Enable** it and you'll be required to depart from your previous flight's arrival airport.

**Disable** it and depart from any of the 43,000+ airports in our database.

It may be *enabled* or *disabled* **at any time**. Visit your **Profile** page in *Crew Ops* to do so.

**EXAMPLE:** You land at **KTIW | Tacoma Narrows Airport** and plan your next Charter flight.

If <i>Worldwide Persistence</i> is...	... then the Departure Airport for your next flight is...
<b>Enabled</b>	KTIW   Tacoma Narrows Airport.
<b>Disabled</b>	<i>any</i> airport in our database.

With Worldwide Persistence enabled, Events and Tours are **not** affected.

## I just landed in Salt Lake City and my Profile says I'm in Minneapolis. How do I fix that?

There's actually nothing to fix. Your location -- 'Current Location' in the graphics below -- only changes when you complete a **Cargo** or **Scheduled** flight. It doesn't change for **Charter** flights.

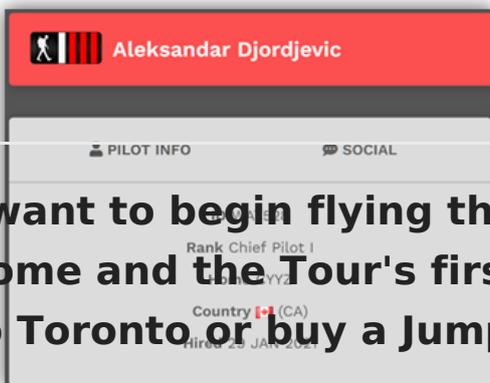
To see how this works, let's take a look at some examples...

### EXAMPLE ONE:

- WAT528's Home is CYYZ | Toronto Pearson International Airport.
- Their current location is PGSN | Saipan International Airport.
- This means their most recently completed flight was either a **Cargo** or **Scheduled** flight.
- Their next **Cargo** or **Scheduled** flight *must* originate at PGSN | Saipan International Airport.
- If *Worldwide Persistence* is:
  - **Enabled**, their next **Charter** flight *must* originate at PGSN | Saipan International Airport.
  - **Disabled**, their next **Charter** flight may originate anywhere.

### EXAMPLE TWO:

- WAT100's Hub is KJAX | Jacksonville International Airport.
- Their current location is KJAX | Jacksonville International Airport.
- This means their most recently completed flight was a **Charter** flight.
- Their next **Cargo** or **Scheduled** flight *must* originate at KJAX | Jacksonville International Airport.
- If *Worldwide Persistence* is:
  - **Enabled**, their next **Charter** flight *must* originate at KJAX | Jacksonville International Airport.
  - **Disabled**, their next **Charter** flight may originate anywhere.



**I want to begin flying the Canada Tour. My Profile says I'm in Rome and the Tour's first airport is in Toronto. Do I need to fly to Toronto or buy a Jumpseat to get there?**

No. The Tour System operates independently of the **Cargo** and **Scheduled** Systems.

You do **not** have to fly from wherever you currently are to any airport in any Tour for which you've signed up.

You also do **not** need to purchase a Jumpseat.

*A Special Note For Those Operating Charter Flights and **Worldwide Persistence (WP)***

*When Flying Tours:*

*If WP is **enabled**, disable it.*

*If WP is **disabled**, you don't need to do anything. Leave it that way.*

# Squawks & Comments

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## Something doesn't seem to be working properly on the website. How do I report that?

Submit a **Help Ticket** or post to the **#support** channel in our *Discord*.

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## I see my name is no longer on the Pilot Roster. What do I have to do to get back on it?

Submit a **Help Ticket** or let us know using the **#support** channel in our *Discord*.

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## I'm unable to log in to *Crew Login* on the website.

Make sure you're using the Pilot ID and password you used during your registration. If, for some reason, that doesn't work, contact us at **help@walkerair.us** or let us know using the **#support** channel in our *Discord*.

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## I lost my Password. What do I do?

Contact us at **help@walkerair.us**. A new password will be sent to you as soon as possible – *usually* within 24-hours. If you don't receive the email within that time period, please check your Spam/Junk folder.

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## I can't track my flights because ACARS isn't working.

If you have an ACARS-related issue and/or are told by us you *have* ACARS-related issues, you must contact your application's developer for assistance.

*We do not provide support for ACARS applications nor do we accept responsibility for failed PIREPs, corrupted log files or data transmitted to our servers by these applications.*

<b>smartCARS 3</b>	Developer: TFDi smartCARS 3 Platform: Windows PC Simulators: MSFS   Prepar3D   X-Plane Support: <b><a href="https://www.tfdidesign.com/knowledgebase.php">https://www.tfdidesign.com/knowledgebase.php</a></b>
<b>FlightTrackerXP</b>	Developer: Markus Griesslehner Platform: MacOS Simulator: X-Plane Support: <i>Discord</i> : <b><a href="https://discord.gg/GF9sEdE">https://discord.gg/GF9sEdE</a></b> User Manual: <b><a href="https://www.griesslehner.at/flighttrackerxp/manual">https://www.griesslehner.at/flighttrackerxp/manual</a></b>

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## How can I make suggestions or submit comments regarding *Walker Air Transport*?

What you have to say about your experience with our website, along with any concerns, suggestions and/or ideas you have to improve our company are encouraged *and* always welcome.

If you'd like to communicate with the Business Office, submit a **Help Ticket**. Please refrain from sending DM's directly to Business Office members.

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## I have an idea to improve the website | *Discord* | *Walker Air Transport*. How do I communicate that?

What you have to say about your experience with our website, along with any concerns, suggestions and/or ideas you have to improve our company are encouraged *and* always welcome.

If you'd like to communicate with the Business Office, submit a **Help Ticket**. Please refrain from sending DM's directly to Business Office members.

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## I want to fly a real-world Cargo/Scheduled route and see the one I want to fly isn't available. Could I have it added to the database?

Yes - you can! Simply use the **charter module** to bid the flight, then select the correct aircraft fleet (Scheduled or Cargo) when selecting your aircraft. Once the bid is completed, the flight will also be added to the Scheduled or Cargo route map for future use.

In addition to these routes built by the pilots in the company, we also have route maps from below airlines integrated into the Scheduled and Cargo map.

*These routes were acquired with FlightAware data before COVID -- they will not account for new routes recently added or effected by COVID.*

Aeroflot	Canadian North	IrAero	Norwegian Air Shuttle
Aer Lingus	Cape Air	Japan Airlines	PSA Airlines
Air Canada	Cargolux	Jazz	Qantas
Air France	Cebu Pacific	JetBlue Airways	QantasLink
Air Greenland	Delta Air Lines	Kenya Airways	Qatar
Air India	DHL	KLM	Ravn Alaska
Air Malta	Air UK	LATAM Argentina	Ryanair
Air Mauritius	easyJet	LATAM Brasil	S7 Airlines
Air New Zealand	easyJet Europe	LATAM Chile	SkyWest Airlines
Alaska Airlines	Emirates	LATAM Colombia	Southwest Airlines
Allegiant Airlines	Endeavor Air	LATAM Ecuador	Swiss International Air Lines
All Nippon Airways	Ethiopian Airlines	LATAM Paragauy	United Airlines
American Airlines	Etihad	LATAM Peru	UPS Airlines
Atlantic Airways	Eurowings	Loganair	Westjet
Atlas Air	ExpressJet	LOT	Widerøe
BA CityFlyer	FedEx	Lufthansa	Wizz Air
British Airways Shuttle	Flybe	Lufthansa Cargo	
Brussels Airlines	Horizon Air	Norwegian Air International	

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**I have an idea for a Tour. How do I communicate that?**

Before you submit a **Tour** suggestion, take a few moments to review our existing list of **Tours** to ensure what you intend to suggest is *substantially different* than one we already have. Because there are always a number of Tours in development that have **not** been publicized or released, submit a **Help Ticket** very briefly describing your **Tour** suggestion to ensure it's **not** something already in the development process.

If your **Tour** suggestion is approved by the **Business Office** through your ticket, then do the following:

- Write a full description of your **Tour**;  
**NOTE:** *Before doing so, though, you should review other **Tour** descriptions to ensure what you write is similar in style, length and format.*
- Write the list of the **Tour's** airports using their ICAO codes in the following manner: KSFO KLAX KJFK etc.; and,
- Submit your **Tour** suggestion using a **Help Ticket**.

The **Vice President for Tour Operations** or the **Director for Tour Operations** will contact you if they have any questions or concerns. Otherwise, look for an announcement of its availability.

There are currently quite an amount of tours in the system backlog. While the company is making an effort to clear these, including adding manpower to improve turnaround time, please expect delays when a tour is accepted until it is released.

*The Review Process takes time. Do **not** expect a response from the Tour Director or an announcement about its availability immediately – and do **not** ask about when it will be available.*