AircraftFollow User Manual

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merlot.aero

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DISCLAIMER:

This user guide is for training purposes only. The information contained in this user guide is current at the time of publication. It can be used to reference and may be subject to change.

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What are merlot's applications?

The merlot.aero suite is a complete organizational management solution offering all aspects of airline resource planning and control to ensure the safety, efficiency and quality of your crew and operational environment.

merlot.aero is a comprehensive suite of applications covering all aspects of your airline needs. It has been developed with the entire business process in mind, including the customer process from the moment ticket sales are planned until the point the passenger reaches their destination.

For your convenience, merlot applications are divided into two main categories:

- Aircraft Applications
- Crew Applications

There are a number of applications under these two main categories.

Aircraft applications include:

- AircraftSchedule
- AircraftFollow
- AircraftPortal
- AircraftMobile

Crew applications include:

- CrewPlan
- CrewBuild
- CrewRoster
- CrewPortal
- CrewMonitor
- CrewFollow
- CrewPayroll
- CrewMobile

Introduction

AircraftFollow provides a real time graphical representation of your airline's live status for the day. AircraftFollow allows the user to manage flight departures and arrivals and related operational tasks on a day-to-day basis. Reports on disruptions, such as late running aircraft, are available and the application provides accurate and timely information to improve the decision support process.

AircraftFollow Prerequisites

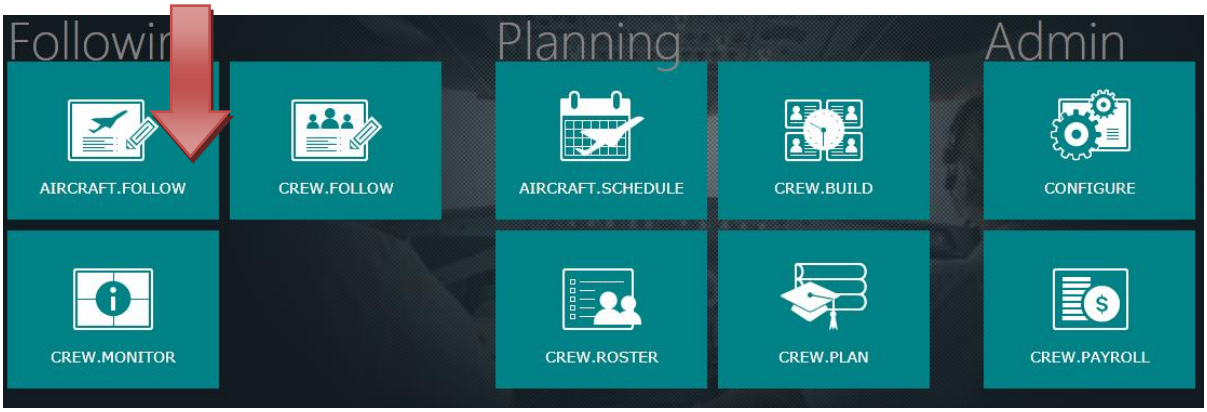
Prior to undertaking tasks in AircraftFollow, it is first necessary to define the route structure in the Configure application. In addition to routes, Configure is where you define turnaround times, ports, equipment types, delay codes and on time performance (OTP) parameters. Equipment registration takes place in Configure. See the Configure User Manual for more information.

Tasks in AircraftSchedule take place before action in AircraftFollow. The user imports a Standard Schedules Information Manual (SSIM) or creates a new schedule. Once all the flights are in the schedule, the schedule is marked active. See the AircraftSchedule User Manual for more information.

CrewFollow provides airlines with information to act on in response to crew disruptions resulting from (amongst other things) sickness, no shows and crew related disruptions on the day of departure. See the CrewFollow User Manual for more information.

Logging into AircraftFollow

With your merlot.aero credentials, simply log in and select AircraftFollow.



The Graphical User Interface (GUI)

The merlot.aero suite of applications eliminates the use of text commands by employing a Graphical User Interface (GUI). Let's explore the AircraftFollow GUI:

1. **Tool Bar:** Contains icons that give you access to commonly used AircraftFollow functions.
2. **Filter Panel:** Set the criteria for the flights you want to monitor in the Flight Display Panel.
3. **Flight Display Panel:** Displays real-time flight information in Grid, Gantt and Map view.
4. **Application Footer:** A non-interactive bar at the bottom of the Flight Display panel which contains information relating to open data in the Flight Display Panel.
5. **Flight Information Panel:** Gives users access to all information related to a flight
6. **Violations Panel:** displays relevant rules generated by the RulesEngine.

AircraftFollow Toolbar

The AircraftFollow toolbar is located immediately below the menu bar.

The toolbar contains icons which give users access to commonly used functions. An explanation of each icon is listed below.

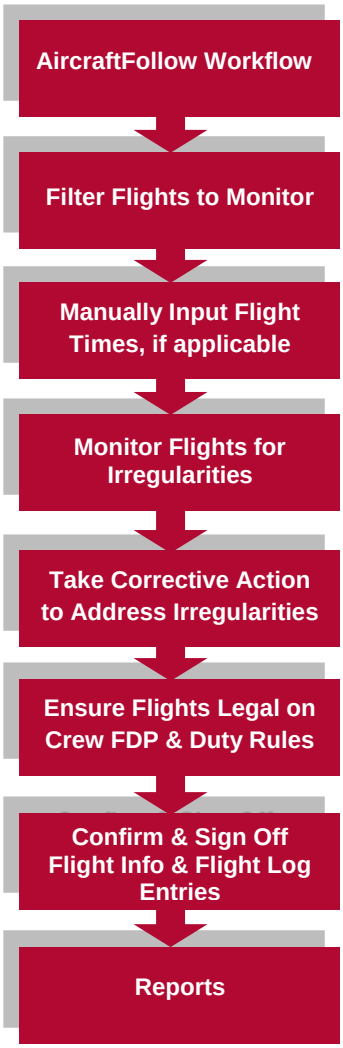
Icon	Description	Icon	Description
	Open Flight Display		Delete Flight
	Save Flight Display Entries		Cancel Flight
	Print		Reinstate Flight
	Close Flight Entry Display		Divert Flight
	Add Flight		Ground Return
	Add Cycle		Air Return

The practical application of frequently used AircraftFollow features is covered in the Addressing Irregular Operations section of this manual.

AircraftFollow Specific Tasks

AircraftFollow tasks occur during the day-to-day operation of flights, after the flight schedule and crew rosters are finalized and published. This section provides an overview of AircraftFollow specific tasks in a step-by-step format.

1. Filter flights for a specified date range and other flight criteria you want to monitor
2. Manually input actual arrival and departure times, if applicable to your station. Also retime flights as needed.
3. Monitor flights for irregularities such as early arrivals, late arrivals, irregular operations (IROP's), diversions, delays in maintenance, etc.
4. Take corrective action to address irregularities
5. Ensure flights are legal on crew flight departure plans and duty rules. Communicate any anticipated flight departure plan issues to crew schedulers for early resolution in CrewFollow.
6. Confirm flight information and flight log entries are correct and signed-off
7. Pull AircraftFollow specific reports as needed. These reports are found under the AircraftFollow Reports tab.



Framework Applications

The merlot.aero suite of applications eliminates the use of text commands by employing a Graphical User Interface (GUI). You are presented with the following options available in all applications across the merlot.aero suite.

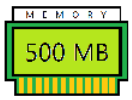
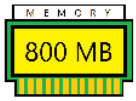
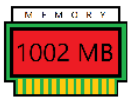
These are Framework Applications that will follow you throughout the merlot suite.

This icon is the Job Engine . If red, this means the job engine has stopped. If green, the job engine is running.

This icon is the signal strength of your connection to the Internet.

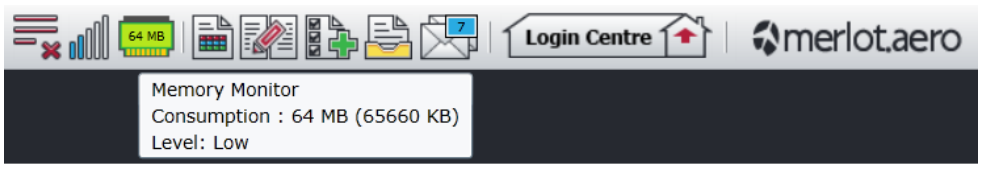
The Memory Monitoring tool displays memory utilization for merlot applications in real time.

Memory utilization is displayed in three different levels:

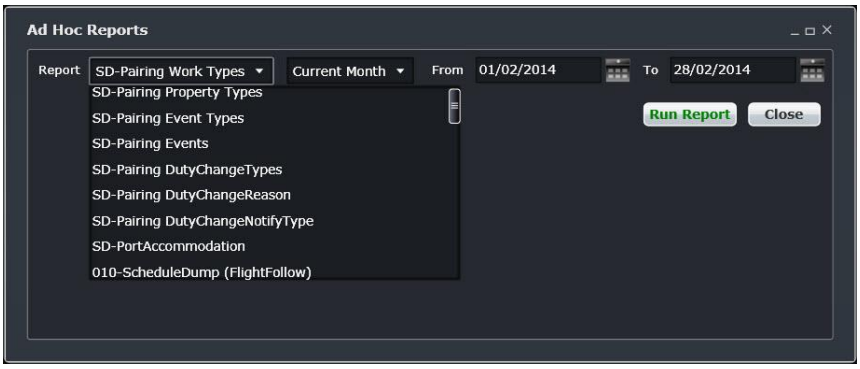
Icon	Level	Range
	Low (Green)	0MB-700MB
	Moderate (Yellow)	701MB - 1000MB
	High (Red)	1001MB and above

Hovering the mouse over the tool icon displays the following information:

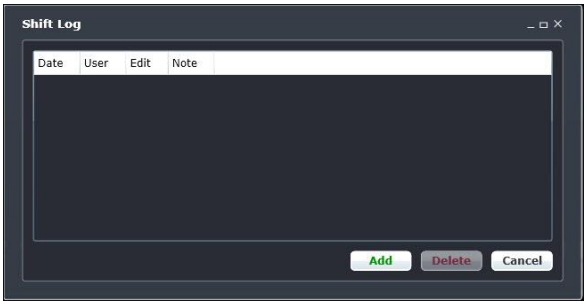
- Icon label - Memory Monitor
- Memory consumption in MB with KB conversion e.g. 64 MB (65660 KB)
- Level of memory consumption e.g. Low



This icon is Ad Hoc Reports . Ad hoc reports are available in all the applications and modules across the merlot.aero suite while specific application reports are available in the Reports dropdown menu.

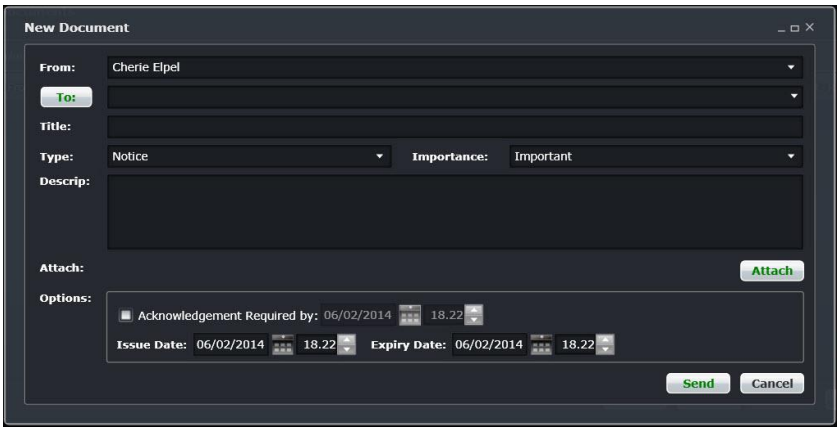


This icon is the Shift Log . You can add notes to the Shift Log for any system user to view.



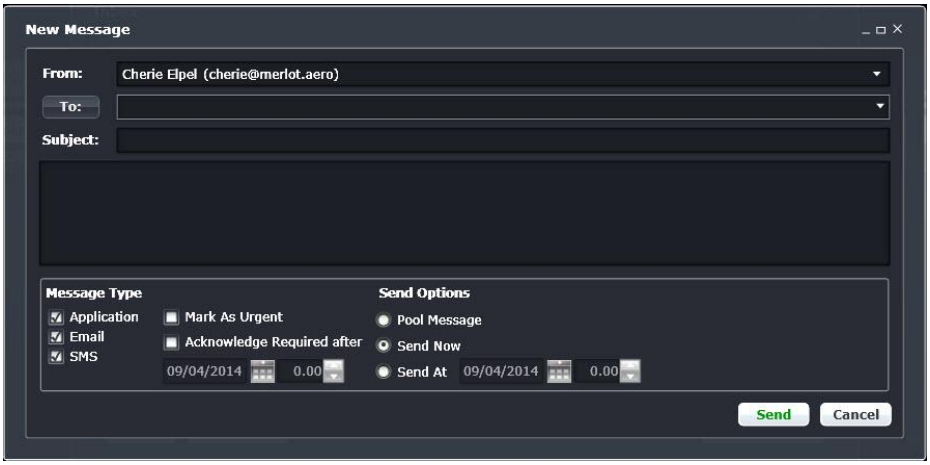
This icon is to Add Task . Set a daily or one-time reminder for everyday activities (i.e.: Accommodation Check).

This is the send documents icon. Send a document to a crew member or to a fellow merlot.aero user.



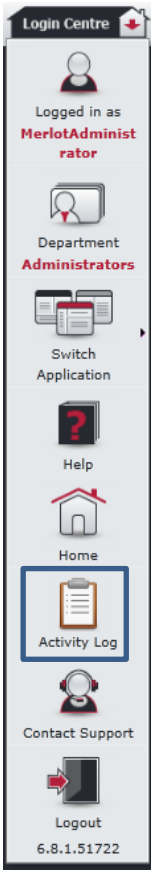
This is the mail

icon. Send messages to crew or co-workers via SMS, email or directly within the merlot.aero suite.

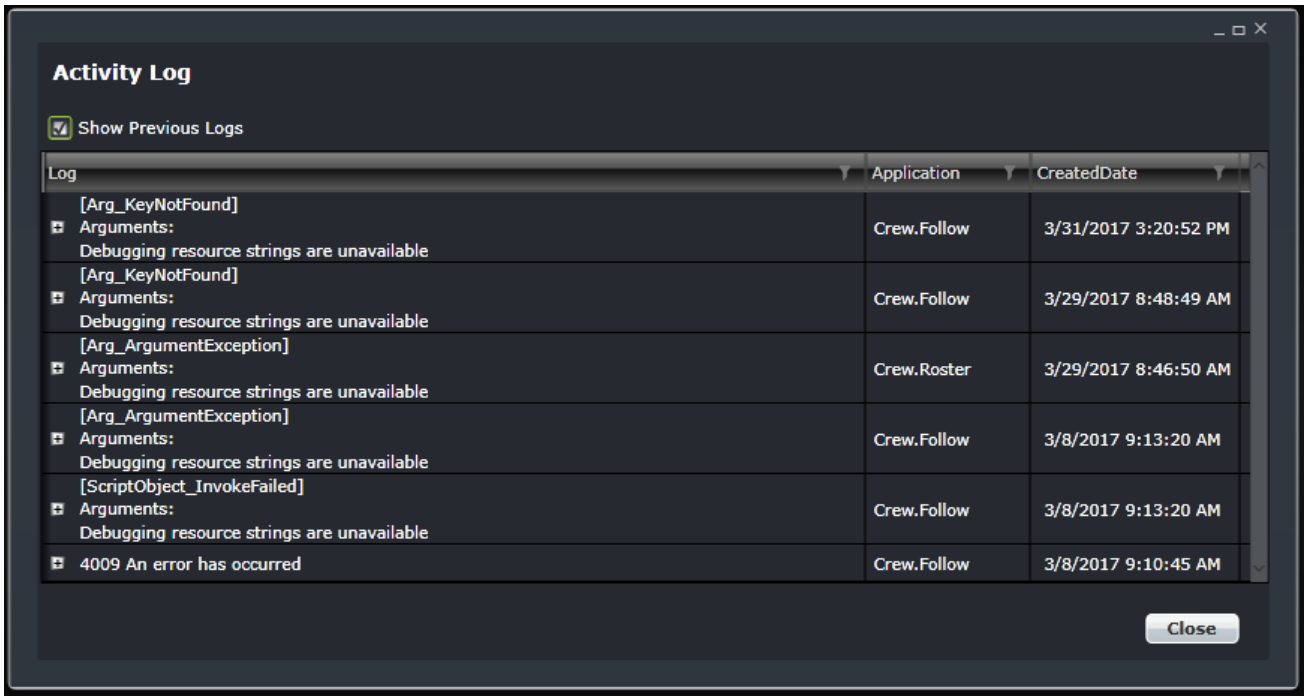


This icon allows you to navigate through the entire merlot.aero suite.

When the application setting *UseUIDebug* is set to True, the New Activity Log menu will be visible under the **Login Centre** and available for use. All incoming Merlot UI Error Logs will not be displayed in the existing error log in the application nor trigger the alert unless the error is related to *Insert/ Add/ Delete rows*.

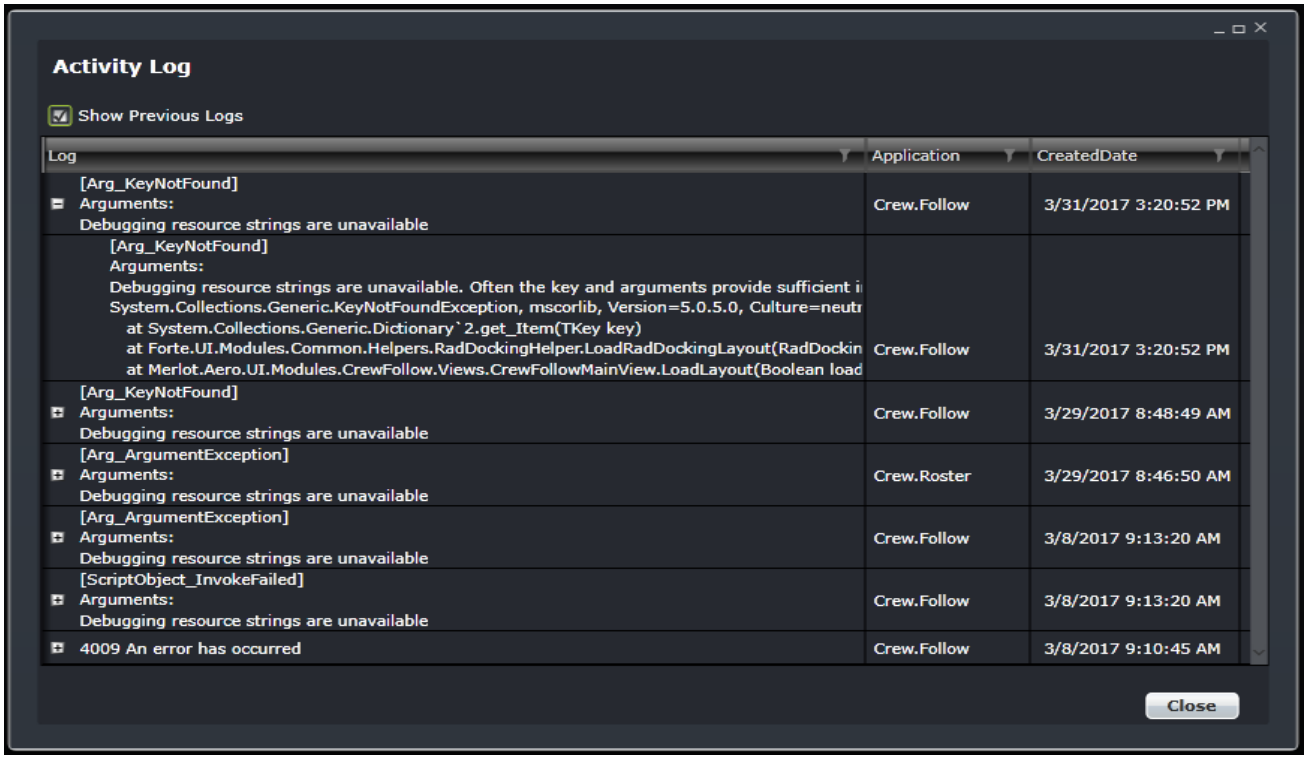


Example of a collapsed Activity Log form:



When a user expands the log value, the complete details of the selected UI error log will be displayed.

Example of an expanded Activity Log form:

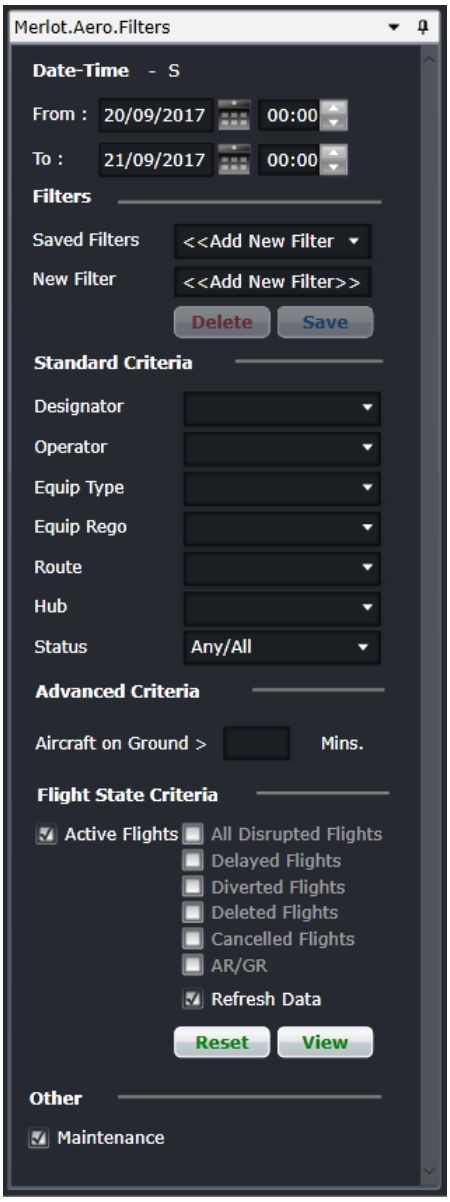


AircraftFollow Panels

This section provides users with an overview of merlot.aero application panel functionality to carryout AircraftFollow tasks detailed later in this manual. The panels that are reviewed include the Filter Panel and Flight Display Panel, in addition to AircraftFollow application icons located in the toolbar.

Filter Panel

The purpose of the Filter Panel is to define the set of flights that will be displayed within the Flight Display Panel. To view flight data in the Flight Display Panel, users must specify search data in the Filter Panel.



The Filters for the Flight Display Panel can be divided in the following sub-sections:

- Date and Time
- Filter Management
- Standard Criteria
- Advanced Criteria
- View the Data

Date and Time

To view flight data in the Flight Display Panel, users must load the data for a specified date range. Dropdown calendar controls are provided to select the dates. Time is selected using the up/down arrows.

Users can also type the date and time into the following fields:

- **From**: - Date and time fields. The start value of the date/time range that the data must start at or after
- **To**: - Date and time fields. The end value of the date/time range that the data must end by or before

Note: *The date controls throughout the merlot suite have built-in shortcuts. These shortcuts allow users to instantly select different date targets, such as the current day (T), or the start of a month (M), a quarter (Q) or a year (Y).*

Filter Management

To manage filters, you can choose an existing filter, save criteria for future use or delete a saved filter that is no longer needed.

- **Saved Filters** - Select a saved filter from the dropdown menu
- **New Filter** - Name your new filter

Click the **Save** to save a new filter or select the filter that is no longer needed from the dropdown menu under *Saved Filters*. Click **Delete**.

A confirmation is required before deletion is considered final.

Standard Criteria

The Standard Criteria filter section contains the following criteria which are used to determine which data is displayed in the Flight Display Panel.

Field	Description
Designator	Displays airline designator codes. If a carrier has more than one airline in their group, the menu shows all active airline codes. **Note:** *Designator and operator codes and ports can display either IATA or ICAO codes. By default, IATA codes are used. If your company requires using the ICAO codes, please contact Customer Support.*
Operator	Displays airline operator codes. If a carrier has more than one airline operator certificate, the menu shows all active operator codes.

Field	Description
Equip Type	Displays the active aircraft type(s).
Equip Rego	Displays the active aircraft registration(s) or tail numbers.
Route	Displays the airline's active routes.
Hub	Displays the available hubs (ports).
Status	Displays the status of flights that can be filtered. Currently, only active flights can be selected.

Note: *Leaving a field blank in any filter panel includes all options for that field.*

Advanced Criteria

This section is optional.

Aircraft on Ground - Enter the number of minutes that represents the threshold of an aircraft on the ground. For example, if you enter 120, aircraft that will not fly in the next 120 minutes will be displayed.

Flight Status Criteria

Field	Description
Active Flights	When selected, the Flight Display Panel will display all active flights. If deselected, the options to the right will be enabled and disrupted flights will be displayed.
All Disrupted Flights	Displays all delayed/diverted flights
Delayed Flights	Displays all delayed flights
Diverted Flights	Displays diverted flights
Deleted Flights	Displays deleted flights
Cancelled Flights	Displays cancelled flights
AR/GR	Displays air returned and ground returned flights
Refresh Data	Reloads the current flight selection to display data that could have been changed by other users

View and Reset

- **Reset Button**: Clears the selected filter criteria except for date and times selected.
- **View Button**: Displays flights based on the filter criteria in the Flight Display Panel.

Other

Maintenance: When selected, maintenance events will be displayed in the Flight Display Panel.

Flight Display Panel

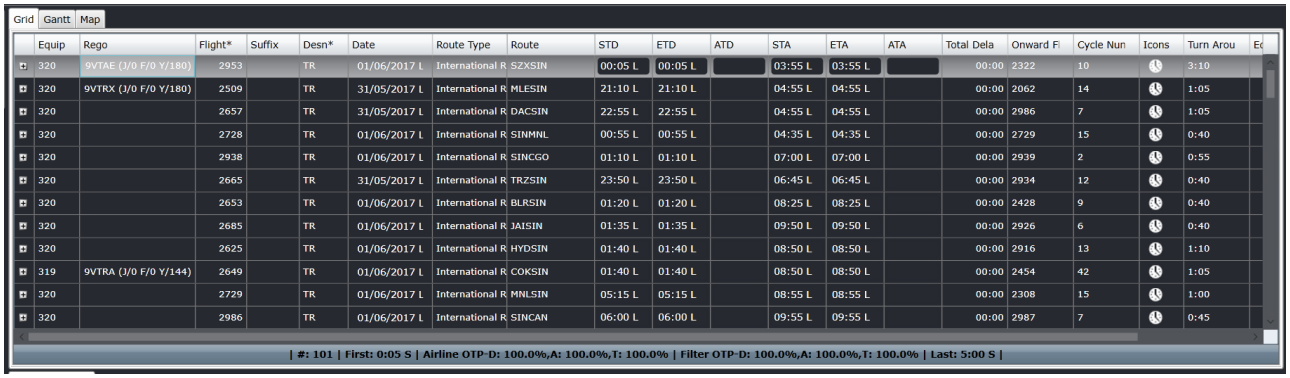
The Flight Display Panel displays real-time flight information for flights defined by the user in the Filter Panel. The Flight Display Panel enables airline operations personnel to monitor flight operations in real-time and to respond quickly to operational irregularities by making necessary adjustments to aircraft and crew.

The Flight Display Panel consists of three views:

- Grid – displays flight information in a tabular layout
- Gantt – Gantt chart view of flight information
- Map – displays real-time aircraft location and flight path through an integration with FlightAware.

Grid View

The grid view displays flight information in a tabular layout which facilitates efficient manipulation of flight information. Each row in the Grid represents one flight and each row expands to display a sub row containing additional information.

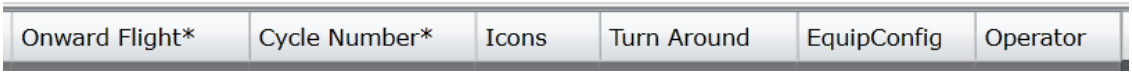


The time fields in the Grid can be configured to display different text colors when flights are on time, have an estimated delay, a minor delay, a major delay or when the flight is cancelled or deleted. For instance, on time or early flights may be displayed in green, possible delays in orange, and delayed or cancelled flights in red text. The flight color scheme is determined by the client in Configure.

The column headers in the Flight Display Panel Grid view include the following:

Column	Description
Equip	Aircraft type
Rego or Tail Number	Aircraft registration number. The option to call it Rego or Tail Number is controlled by the user preference *ShowTailNumber*
*Flight**	Flight number
Suffix	The operational suffix of the flight. Used only if a flight is diverted or returned to the original airport
*Desn**	Designator

Column	Description
Date	Date of the flight
Route Type	Domestic, International or as defined in Configure
Route	Flight route (departure-arrival)
STD	Scheduled time of departure
ETD	Estimated time of departure
ATD	Actual time of departure
STA	Scheduled time of arrival
ETA	Estimated time of arrival
ATA	Actual time of arrival
Total Delay	Total delay minutes

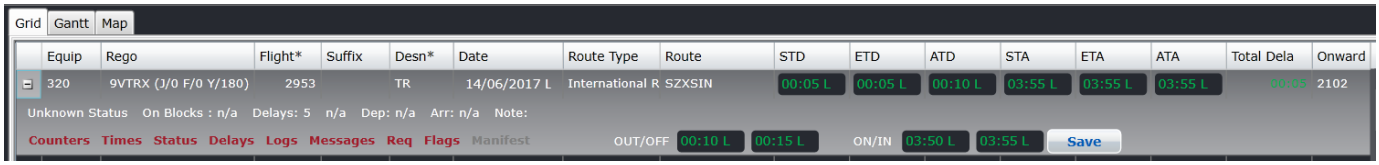


Onward Flight	Indicates the next flight number in the flight sequence
Cycle Number	The cycle number is a particular cycle in a series of flights on specific day. It represents the flight sequence to be given to an aircraft.
Icons	Indicators for additional information for the flight are collected here. Icons will be discussed in a later section.
Turn Around	Time value difference between the flight's arrival and its next departure
Operator	Selected airline carrier
FIW Icon	This icon opens the detailed Flight Information Window (FIW)
EquipConfig	Equipment type configuration for the aircraft. Each equipment type can have more than one configuration for seats and cargo.
Operator	Displays the airline operator for the flight.

Note: *The column order can be reorganized according to user preferences under the FieldPosition preference group.*

Expanded Row in Flight Display Panel

Each row in the grid can be expanded to provide users with additional information about the flight, as well as to provide access to data fields with information such as passenger counts, delay breakdowns and flight status codes.

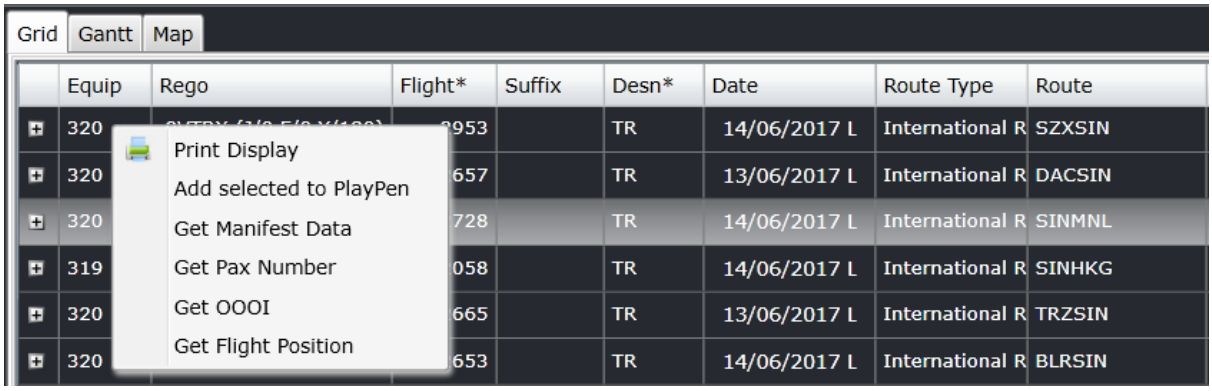


By clicking the plus (**+)** button at the left end of a row in the Flight Display grid, the row expands and the user can view additional information such as the flight status, delays and notes. Additionally, the red links provide access to editable data fields which are described in the Flight Information Window (FIW) section of this manual.

Users have a quick and easy way to add Out/Off and On/In times (OOOI) by entering the applicable values using the expanded row feature of the Flight Display Grid, as shown above. OOOI times are another term for off chocks, take off, landing and on chocks.

Right Click Features

Additional features are available to the user in the grid view, by right clicking on a selected row.



The following options are available from the right click menu:

Option	Description
Print Display	Allows users to print information displayed in the Flight Display Panel
Add selected to PlayPen	Allows user to add selected flights to the PlayPen view to try out options before saving. This will be available in the future.
Get Manifest Data	Queues manifest data from a third party system. Data is displayed in the Manifest tab. This feature requires development and/or configuration prior to becoming active. Please contact Customer Support for assistance.
Get Pax Number	Queues passenger numbers from a third party system. Data is displayed in the Flight Information Window (FIW). This feature requires development and/or configuration prior to becoming active. Please contact Customer Support for assistance.
Get OOOI	Queues Out, Off, On and In (OOOI) times from a third party system. This feature requires development and/or configuration prior to becoming active. Please contact Customer Support for assistance.
Get Flight Position	Queues Get Flight Position from an external provider. This data can be seen in the Flight Information Window (FIW). This feature requires development and/or configuration prior to becoming active. Please contact Customer Support for assistance.

Flight Information Icons

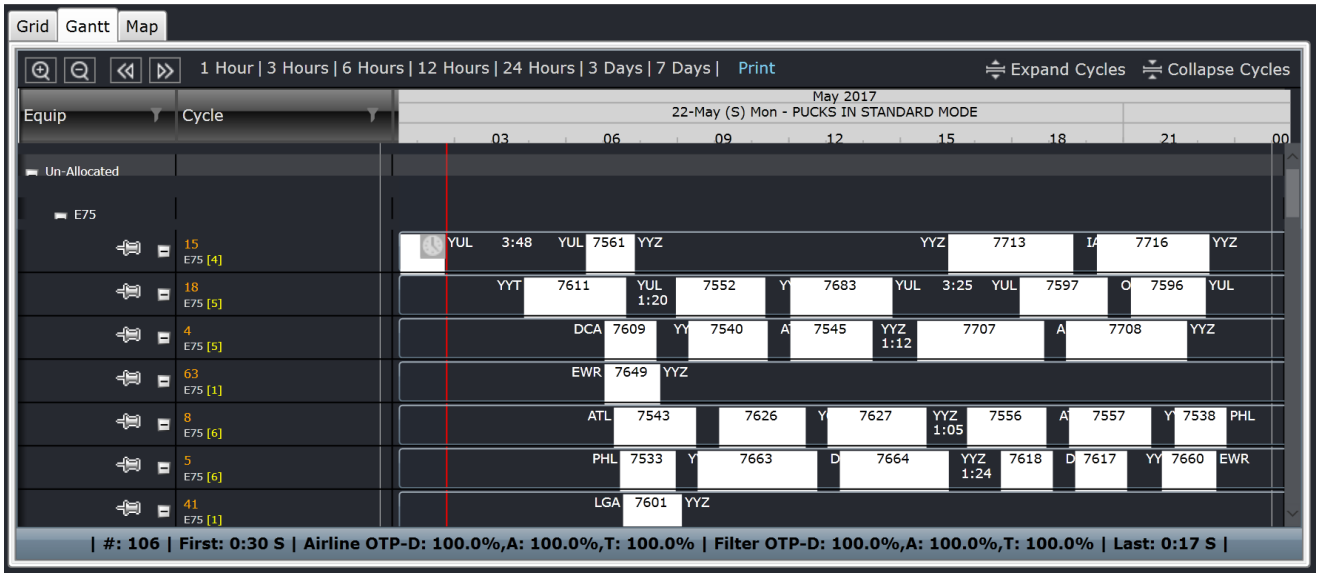
These icons are displayed in the Icons column if it applies to a flight. Each one is described below.

Icon	Icon Name	Description
	Flight Comment	The Flight Comment icon is displayed if there are flight comments for the flight.
	Divert Flight	The Divert Flight icon is displayed if the flight has been diverted from the scheduled route.
	Ground Return	The Ground Return icon is displayed if the flight returns to the departure gate or bay without taking off.
	Air Return	The Air Return icon is displayed if the flight returns to the departure gate or bay after taking off.
	Curfew Violation	The Curfew Violation icon is displayed if the flight departs or arrives in a port within a curfew period.
	Aircraft Registration Allocation Conflict	The Aircraft Registration Allocation Conflict icon appears if you allocate the registration to a flight that has applicable restrictions/conflicts.
	Flight Log Entered	The Flight Log Entered icon is displayed if a flight log or voyage report has been entered for the flight.
	Aircraft Registration with Below Minimum Scheduled Turn Around Conflict	The Aircraft Registration with Below Minimum Scheduled Turn Around Conflict displays when there is not enough turnaround time between flights. Turnaround times are set in Configure.
	Minimum Equipment Listing (MEL)	The Minimum Equipment Listing (MEL) icon will display if the aircraft has a MEL against it.
	Non-Standard Flight Times Conflict	Each route has a standard flight time set up in Configure. If the standard flight time is not followed, the Non-Standard Flight Times Conflict icon will display.
	Maintenance Conflict	The Maintenance Conflict icon appears when a flight overlaps with a maintenance event.
	Port/Route Restriction Exists	If there are requirements for certain ports and routes, the Port/Route Restrictions Exists icon alerts the system user to the restrictions. This will be available in a future release.
	Flight is Flagged	The Flight is Flagged icon displays when a flight has a flag entered. The flag will also display in AircraftPortal. This can be used as a signal between users in the main office and the outstations.
	Air to Ground Reporting	The Air to Ground Reporting icon is displayed when flight updates are sent from the aircraft to the ground via ACARS/AFIRS. This can be set up by selecting Air to Ground for the aircraft in the Equipment > Registration page of Configure.

Icon	Icon Name	Description
	Info about Missing Data is shown	Actual departure and arrival times have not been entered for flights that have departed/arrived.
	Assignment Property	The pairing associated to this flight has an assignment property.

Gantt View

To access the Gantt view of flight information, click on the Gantt tab in the Flight Display Panel.



The Gantt view presents flight information graphically in a Gantt or bar chart format. The zoom level of the Gantt can also be manipulated by holding the **Ctrl** key and dragging the timeline header left or right.

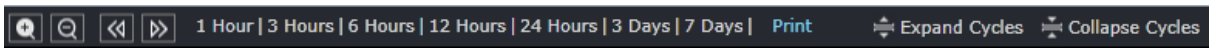
Flights are displayed as rectangular objects, or pucks, which are aligned along a horizontal axis called the cycle line. The Gantt view is an effective way of representing flight sequences and is more efficient for managing issues such as aircraft routings or recovery from disruptions.

The Gantt view has several sections:

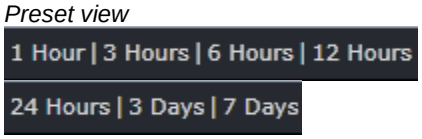
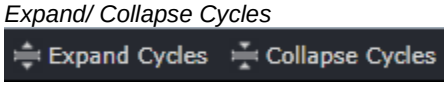
- Zoom and expansion
- Equipment and Cycle
- Gantt chart

Zoom and Expansion

The Zoom and Expansion section is right below the Grid and Gantt tabs. This allows the user to modify the view of the Gantt chart.



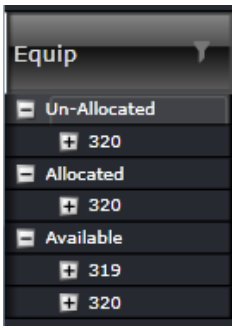
The buttons and links are described below:

Button	Description
Zoom in and Zoom out	Zoom in extends the Gantt chart to a wider view. Zoom out condenses the Gantt chart to a narrower view.
Scroll left and Scroll right	Moves the Gantt chart left or right, depending on the clicked button
Preset view 	Clicking any of these links sets the view to display flights within the selected range. For example, if 6 Hours is selected and the current view starts at 08:00, flights from 08:00 to 14:00 are displayed.
Print	Prints out the current Gantt view
Expand/ Collapse Cycles 	Expands or collapses all the cycles in the Gantt view to display or hide information on each flight. Expanded cycles reveal a middle row for a flight puck, which is discussed in a later section. Alternatively, click the **[+]** beside the equipment type of a cycle to expand it, and click **[-]** to collapse.

Equipment and Cycle

When the ***Equip*** column is expanded the following layers are displayed:

A. **Un-Allocated** – All cycles with no registration assigned
B. **Allocated** – All cycles with registration assigned
C. **Available** – All active aircraft which are not assigned to a cycle



If there are no flights within that layer, the layer is not displayed. Within each layer, cycles are grouped by equipment type. If there are no flights under a certain equipment type, the layer for the equipment type is not displayed.

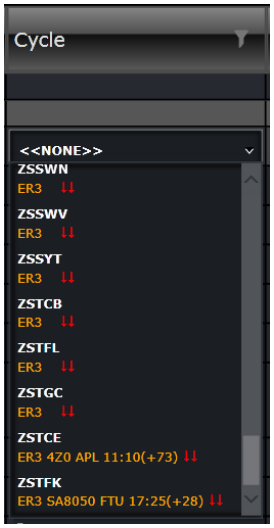
The View > Gantt Sort Options allows a user to sort cycles by *Departure Time, Departure Port* and *Registration/Tail*. Sorting by Registration/Tail is not applicable to the Un-allocated section; however, this section can be sorted by departure time. When Departure Time is selected and two cycles have the same departure time for their first flights, the two cycles are arranged by departure port. When Departure Port is selected and two cycles have the same departure port for their first flights, the two cycles are arranged by departure time.

The ***Cycle*** drop-down menu enables users to assign regos/tails to a series of flights within the Allocation Gantt. Aircraft Registration entries will be displayed in white, followed by details of the aircraft's last flight prior to the filter start date in orange.

Example:

9VTAE
320 TR2664 TRZ -1:15 [3]

The drop-down list can be sorted in a *First In First Out* order list. The list consists of the following details:



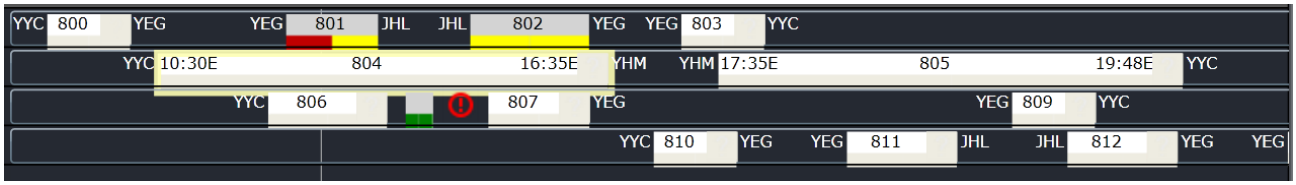
Element	Description
Aircraft Equipment Type	Displays the equipment type. **Example:** 320
Designator and Flight Number	Displays the flight designator and flight number. **Example:** TR2952
Arrival port	Displays the arrival port of the last flight assigned to the registration. **Example:** SZX
Turnaround time	Displays the remaining time between last flight in aircraft and earliest flight in the filtered view. **Example:** 1:00
Turnaround days	Displays the number of turnaround days. If turnaround time is 36 hours, the turnaround time and day will be presented as *12:00(+1)*
Suitability Indicator	The Suitability Indicator displays the following: • **Green double up arrows** if a match exists between the equipment type and the arrival port of last flight and departure port of first flight match. • **Yellow up and down arrows** if the equipment type does not match, but the arrival port of last flight and the departure port of first flight match. • **Red double down arrows** if the ports do not match.

Gantt Chart

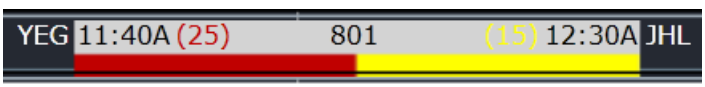
The Gantt chart displays all flights that result from the filter. All flights follow the timeline at the top. Each time the timeline moves, the flights move along with it. A red line that crosses from the timeline to the application footer shows the current time.

The flight, also known as a sector, leg or puck, contains summarized details along with a number of graphical elements designed to provide users with useful information at a glance. The cycle line on which the flight sits also contains a collection of data and graphical elements which relate to the flight sequence rather than the specific sectors on the line.

Flight Puck Details



(Reading left to right and top to bottom)

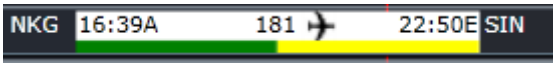
Data Element	Description
Departure port	The departure port of the flight. (*NKG*)
Departure time	Time of departure or off chocks. This displays the STD, ETD, or ATD of the flight, whichever is available. The time is appended with A for actual and E for estimated. (*17:09A)*
Flight number	Flight number (*181*)
Arrival Time	Time of arrival or on chocks. This displays the STA, ETA or ATA of the flight, whichever is available. The time is appended with A for actual and E for estimated. *(22:47A)*
Arrival Port	The arrival port of the flight. If the flight returns or is diverted, the arrival port is updated. *(SIN)*
Total Departure Delay Minutes	These are the total number of departure delay minutes associated with the flight. If this is blank, there is no delay. This can also display the number of minutes the flight departed early. *(9)*
Total Passenger Numbers	Represents the total number of passengers in all classes on the flight. *(315)*
Total Arrival Delay Minutes	These are the total number of arrival delay minutes associated with the flight. If this is blank, there is no delay. This can also display the number of minutes the flight arrived early. *(17)*
Flight Status Bar	A color indicator at the bottom of each puck indicates if a flight is on time, has a minor or major delay or if it is a future flight. The color on the left side corresponds to departure details, while the color on the right corresponds to arrival details.  The default colors for each are green, yellow, red and gray. **Note:** *These colors can be changed in the user preferences in Configure.*

Data Element	Description
	On Time Minor Delay Major Delay Future Flight

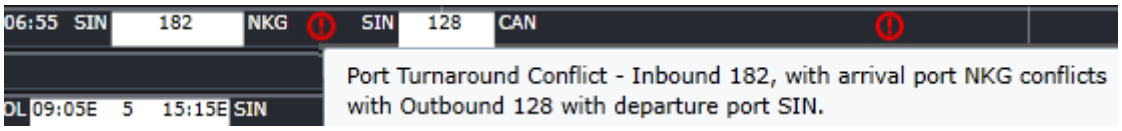
Other Gantt Symbols

The flight below has an interchanging symbol of a clock and a question mark at the right edge. This signifies that it has been more than 10 minutes since the flight's departure time and no updates have been made to the flight.

The flight below is airborne, meaning it has OUT and OFF times entered. Users can see that there is an airplane symbol beside the flight number to signify that.

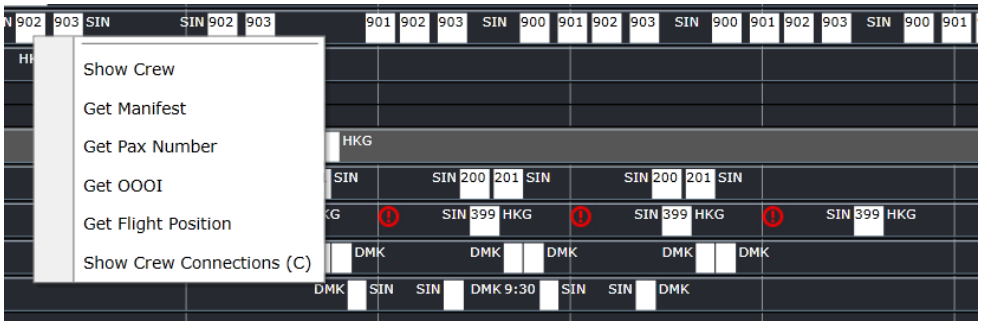


The flights below have a red circle with an exclamation point inside. This signifies a conflict. For this example, it is a port turnaround conflict. It means that flight 182's arrival port does not match flight 128's departure port, which makes it impossible for the aircraft to operate both flights. Other conflicts include insufficient turnaround time (not enough time between two flights) and curfews (flight cannot depart or arrive at the airport during that time).



Right Click Features

Additional features are available to the user in the Gantt view by right clicking on a selected row.



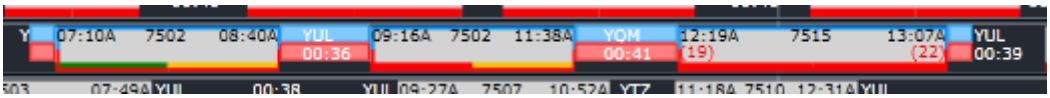
The following options are available from the drop-down menu. Click on the flight before clicking the right click button.

Option	Description
Show Crew	Displays the Assigned Crew form, which has a list of operating and deadheading crew assigned to the flight.
Get Manifest	Retrieves a flight manifest of the flight from a third-party system.
Get Pax Number	Retrieves the passenger numbers of the flight from a third-party system.
Get OOOI	Retrieves the flight movement times (out, off, on and in times) from a third-party system.
Get Flight Position	Retrieves the aircraft's current position to display in the map. This will be available in a future release.
Show Crew Connections	Connects the flight to the next flight/s that crew have to board next. This is discussed further below.

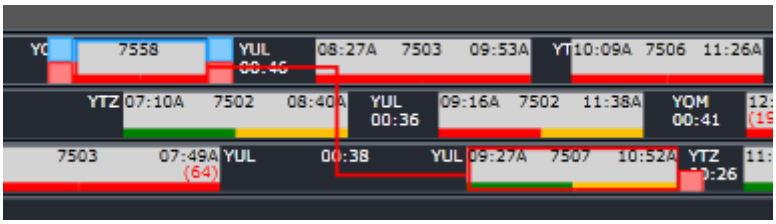
Crew Connection Indicator

The Crew Connection Indicators are visual cues that enables flight operation users to quickly visualize crew pairings in the Gantt, predict potential disruption, as well as allow all users to visualize connecting flights. The illustrations below show the different scenarios where the crew connection indicator is most useful.

For the first image, it shows the basic crew connection where the crew's pairings are on the same aircraft.



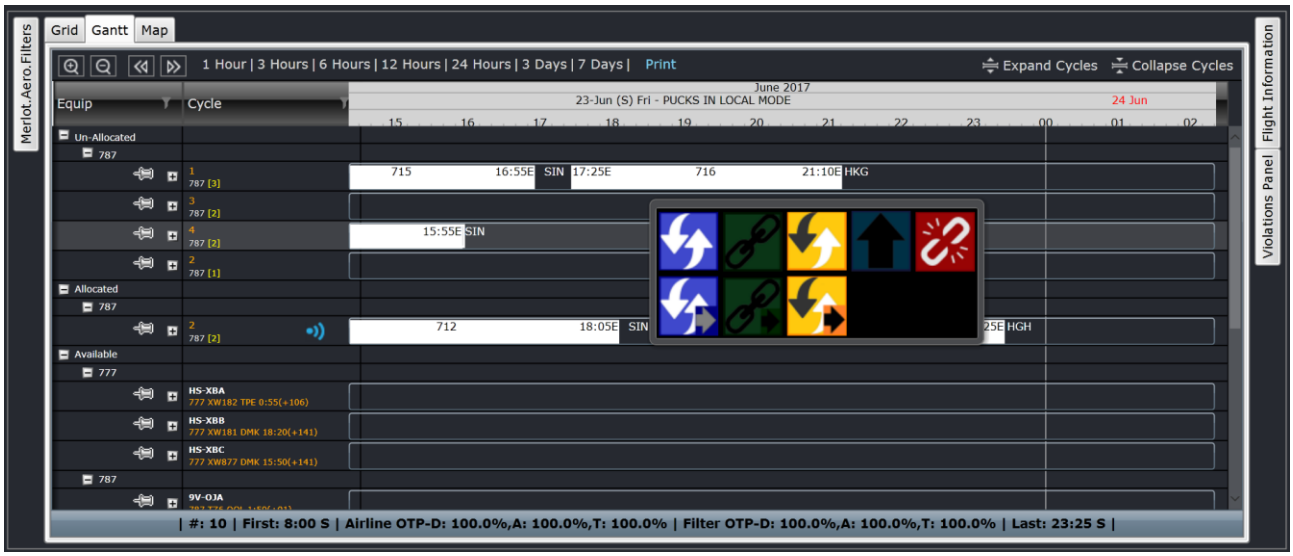
The following illustration shows the changes in cycles where the crew pairings are on different aircraft.



The default colors are blue for the pilots/tech crew and red for the cabin Crew. These can be changed in Configure by updating the value of the user preferences *CrewConnectionsTechCrewColour* and *CrewConnectionsCabinCrewColour*.

Pop Up Menu

The intuitive popup menu enables you to conveniently *move*, *join*, *swap* and *drop* flights in the Gantt by dragging a flight puck and holding the mouse on left-click. The floating tool menu displays in the upper-right-hand side where you released the cursor.



The following options will be displayed:

Icon	Name	Hotkey	Description
	Swap	**W**	Swaps a flight with the target flight.
	Swap Onward Flights	**Shift+W**	Swaps a flight with the target flight, including all the following flights on both cycles.
	Join	**A**	Joins a flight to another cycle.
	Join Onward Flights	**Shift+A**	Joins a flight with the target flight, including all the following flights.
	Replace	**S**	Replaces a flight with the target flight and drops the target flight into a new cycle.
	Replace Onward Flights	**Shift+S**	Replaces a flight with the target flight and drops the target flight into a new cycle, including all the following flights on both cycles.

	Move	**D**	Moves a flight from one cycle to another.
	Split Cycles	**X**	Splits a cycle into two, starting from the selected flight.

Hovering the cursor over an icon in the popup menu displays a tooltip with the icon name along with its assigned hotkey.

Button options are enabled depending on how you utilize the functionality. The following table explains the basic functionality of the popup menu icons:

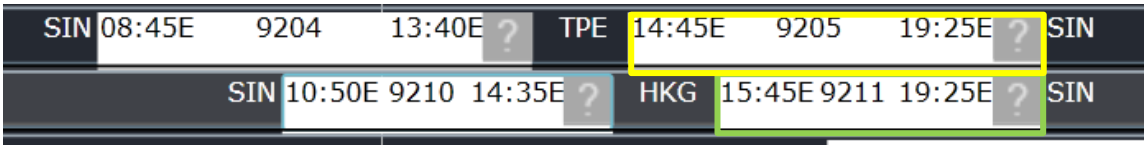
Icon	**Function**
Swap	Enabled only when a flight puck is released on top of another flight.
Swap + Following Flights	Enabled only when a flight puck is released on top of another flight.
Join	Enabled only when a flight puck is released on top of another flight puck which is the last flight in its cycle
Join + Following Flights	Enabled only when the selected flight is NOT the last flight in a cycle and the flight puck is released on top of another flight puck which is the last flight in its cycle.
Replace	Enabled only when a flight puck is released on top of another flight.
Replace + Following Flights	Enabled only when a flight puck is released on top of another flight.
Move	Enabled only when a flight puck is released into an empty space.
Split Cycles	Enabled whenever the selected flight is NOT the first flight in the cycle. (It is not possible to split an entire cycle from itself)

Whenever an icon is selected or a hotkey is pressed, the system automatically runs the following two new rules together with the standard aircraft ruleset.

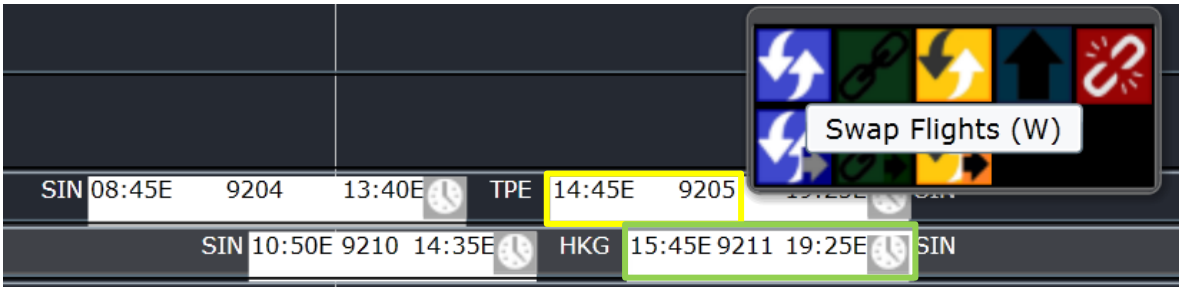
- **Flight Port Mismatch Rule** – This rule checks for port mismatches; and
- **Flight Turnaround Time Rule** –This rule checks for minimum turnaround time between flights.

Below are some sample scenarios on how to utilize the popup menu.

1. Sample scenario for **Swap**

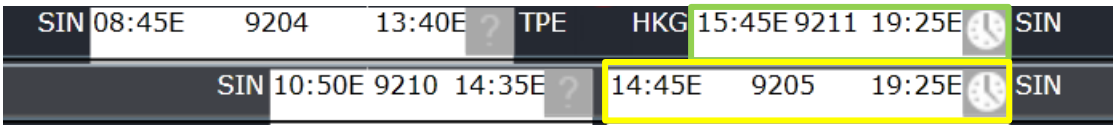


User clicks and drags Flight 9211 onto Flight 9205 and performs a swap operation.



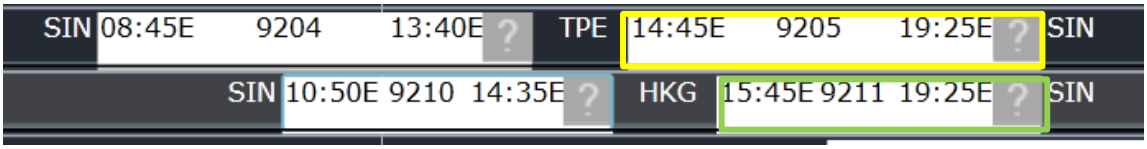
Flight 9211 is moved to Cycle 1 and now follows Flight 9204.

Flight 9205 is moved to Cycle 2 and now follows Flight 9210.

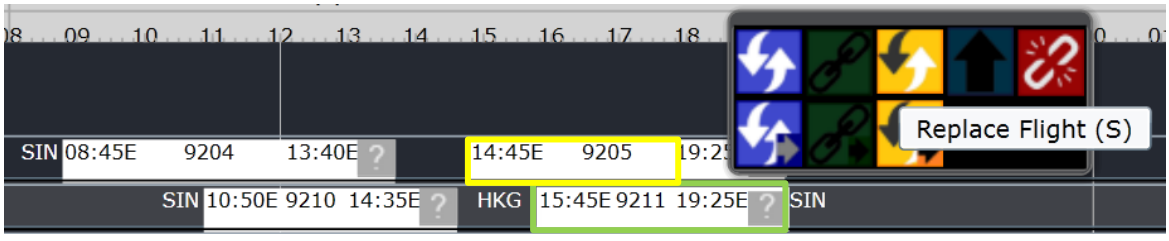


If **Swap + Following Flights** is selected, all onward flights will follow Flight 9211.

2. Sample scenario for **Replace**

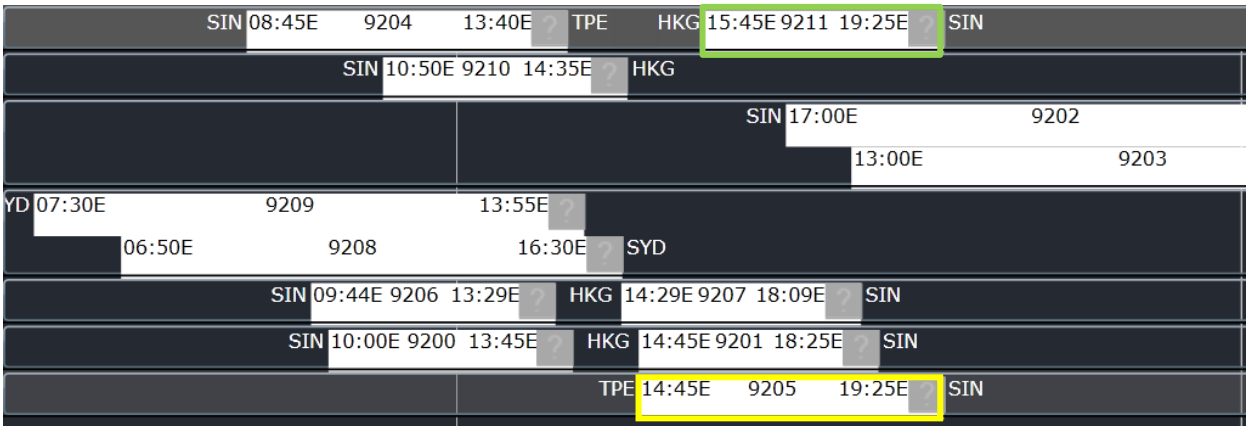


User clicks and drags Flight 9211 onto Flight 9205 and performs a replace operation.



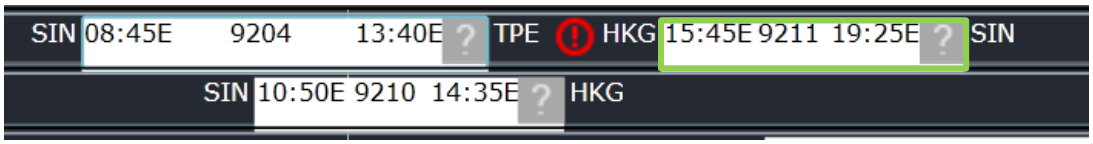
Flight 9211 is moved to Cycle 1 and now follows Flight 9204.

Flight 9205 is moved on to a new cycle.

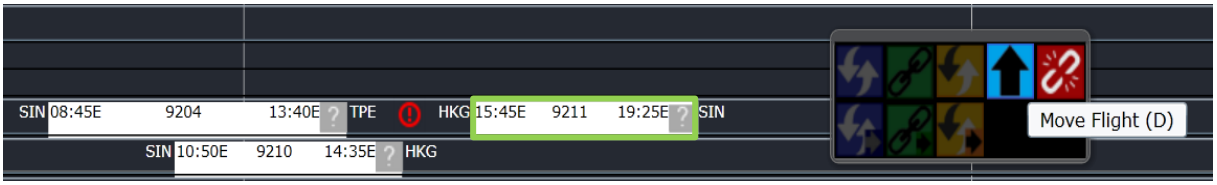


If **Replace + Following Flights** is selected, all onward flights will follow Flight 9211.

3. Sample scenario for **Move**



User moves Flight 9211 to the empty space after Flight 9210 and performs a move operation.



Flight 9211 is moved onto Cycle 2 and now follows Flight 9210.

4. Sample scenario for **Split Cycle**

User clicks and drags Flight 9211 outside its original cycle line and performs a split cycle operation.

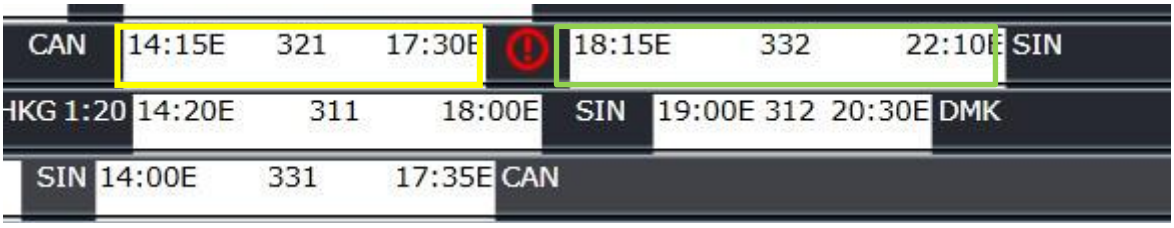
Flight 9211 is moved to a new cycle.

Confirmation for Onward Flight is no longer required for cycle changes.

5. Sample scenario for **Join**

User clicks and drags Flight 332 outside its original cycle line and performs a join operation.

Flight 332 is now joined with Flight 321.



If **Join + Following Flights** is selected, all onward flights will follow Flight 332.

Map View

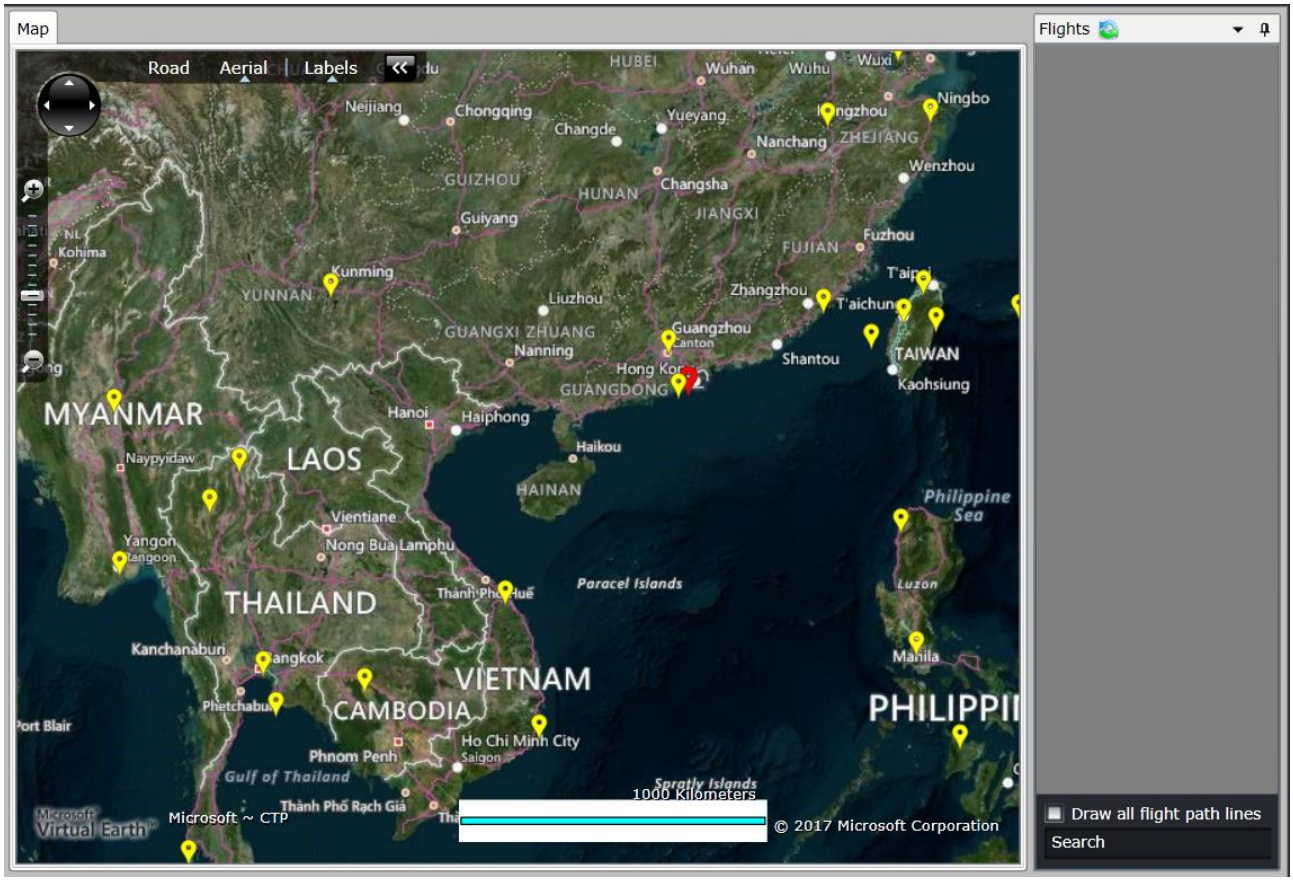
The Flight Position Map feature displays real-time aircraft location and flight path through an integration with FlightAware.

Current positions and information such as *flight number, aircraft type, route, position, ground speed, altitude, ETA, flight crew, passengers, baggage, cargo* for all active aircrafts can be accessed in the **Map** tab. The *ShowMapTab* user preference which controls the display of the tab is defaulted to TRUE. This means that the tab is automatically displayed when AircraftFollow is accessed.

The aerial view map is initially set to a zoom level of 10 and users can click and drag the map around.

Note: *The Map tab can be detached and restored from the panel and can be maximized to cover the whole space of the browser.*

Active **ports** are marked with yellow pins and employee **bases** are marked with red pins.



The map refresh interval is dependent on your airline setting. It is initially refreshed every 5 minutes.

Airborne aircrafts are in ***green*** if **on time**, ***yellow*** if with **minor departure delay**, and ***red*** if with ***major departure delay***. Flight paths are displayed by clicking on the aircraft and the path from departure to arrival port will be drawn.

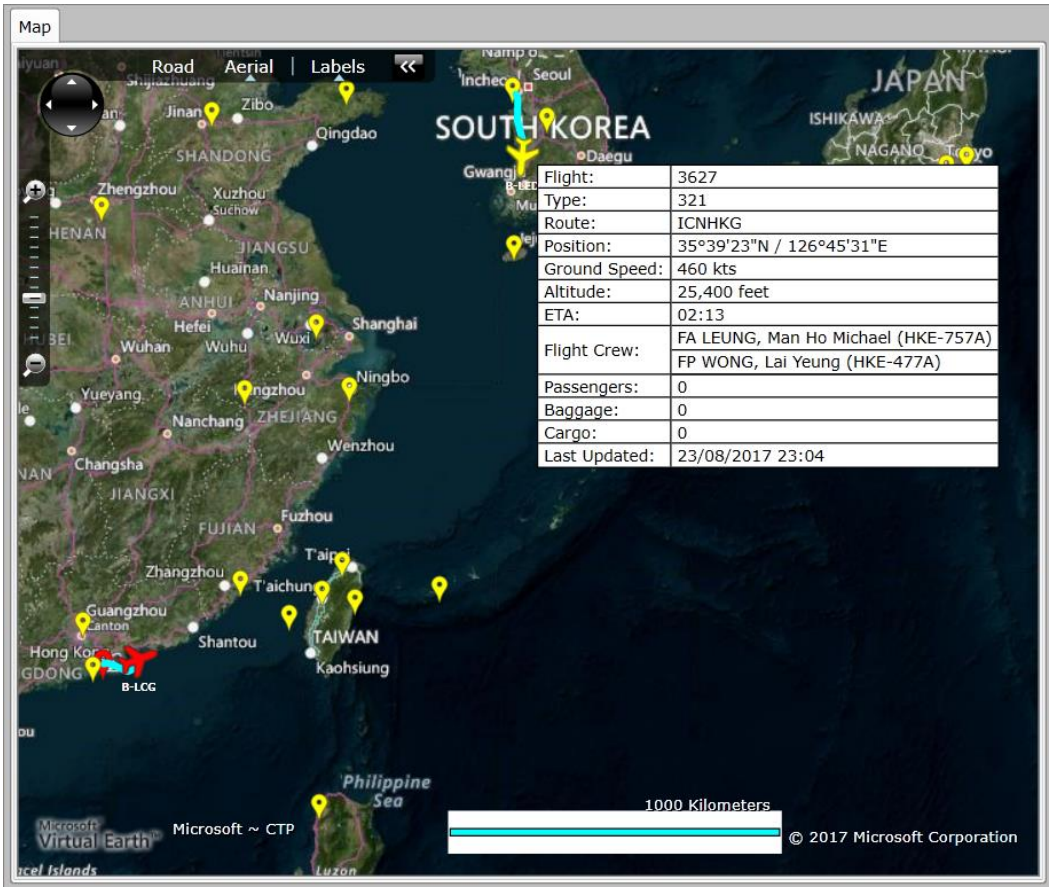
On Time Flight

Minor Delay

Major Delay

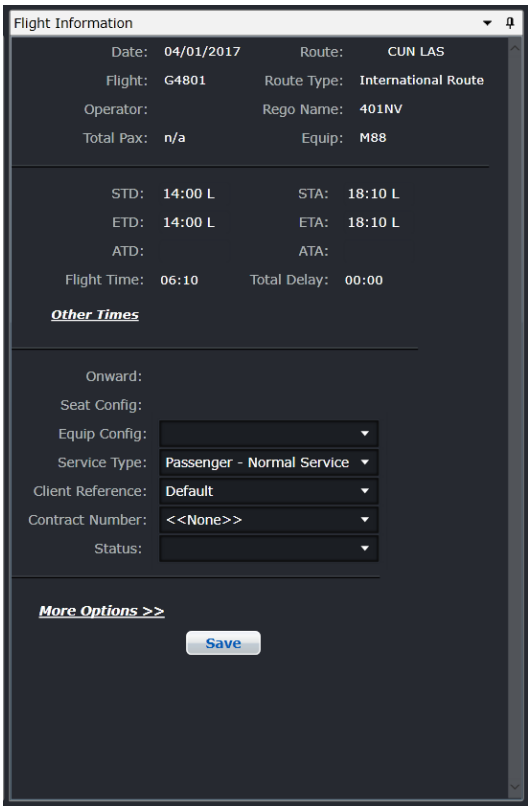
Displaying Map Details

The following flight information are displayed when a user hovers the mouse over an aircraft icon.



Flight Information Panel

The Flight Information panel gives users access to all information related to a flight. Users can also edit flight information from this window and the panel can be docked anywhere in the screen and works best when extended to a secondary monitor.



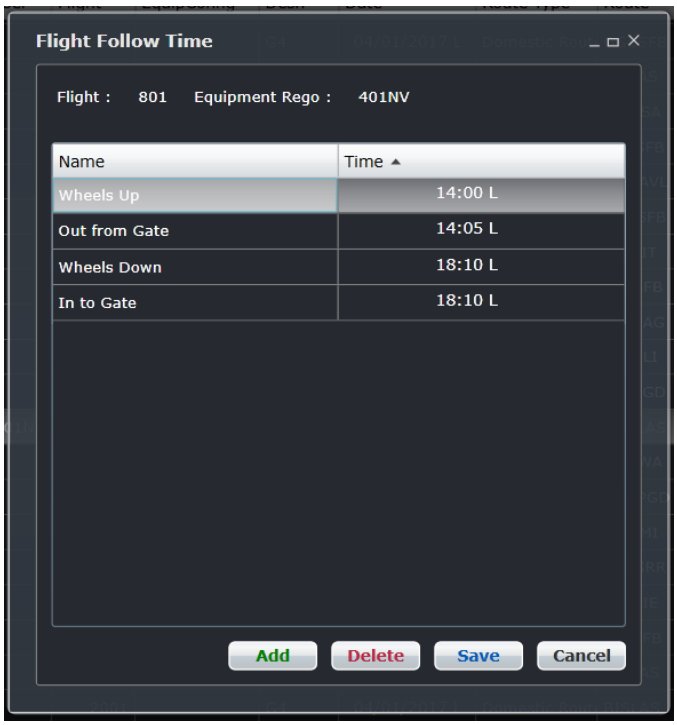
The panel is divided into sections. The layout of the fields are as follows:

Field	Description
Date	Date of flight.
Flight	Flight number.
Operator	Operator code of the flight.
Total Pax	Total number of passengers.
Route	Departure and arrival ports.
Route Type	Classification of the route. Usual options are domestic and international.
Rego Name	Aircraft registration or tail number.
Equip	Aircraft model or equipment type
STD/STA	Scheduled Time of Departure (STD), Scheduled Time of Arrival (STA) .

Field	Description
ETD/ETA	Estimated Time of Departure (ETD), Estimated Time of Arrival (ETA).
ADT/ATA	Actual Time of Departure (ATD), Actual Time of Arrival (ATA).
Flight Time	Flight time from aircraft takeoff to aircraft on the ground.
Total Delay	Total delay minutes.
Onward	Onward flight or connecting flight.
Seat Config	Configuration of seats for the aircraft.
Equip Config	Specific configuration of selected equipment type.
Service Type	Type of service for the flight i.e. Passenger – Normal service, Cargo, Ferry, etc.
Client Reference	Reference to client name, used mainly for charter flights.
Contract Number	Reference to a contract for the flight, usually for charter flights. The list of contract numbers depends on the selected client reference.
Status	Status of flight in the system. Set to Active by default.

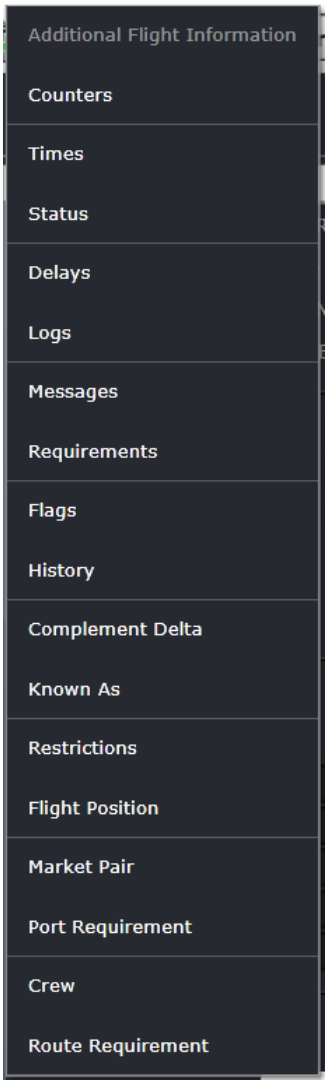
Other Times

The Other Times link launches the *Flight Follow Time* window which allows users to add and delete aircraft times i.e. Doors Closed, Out from Gate, Wheels Up, and In to Gate. The OOOI times seen in the Grid have corresponding fields in this form.



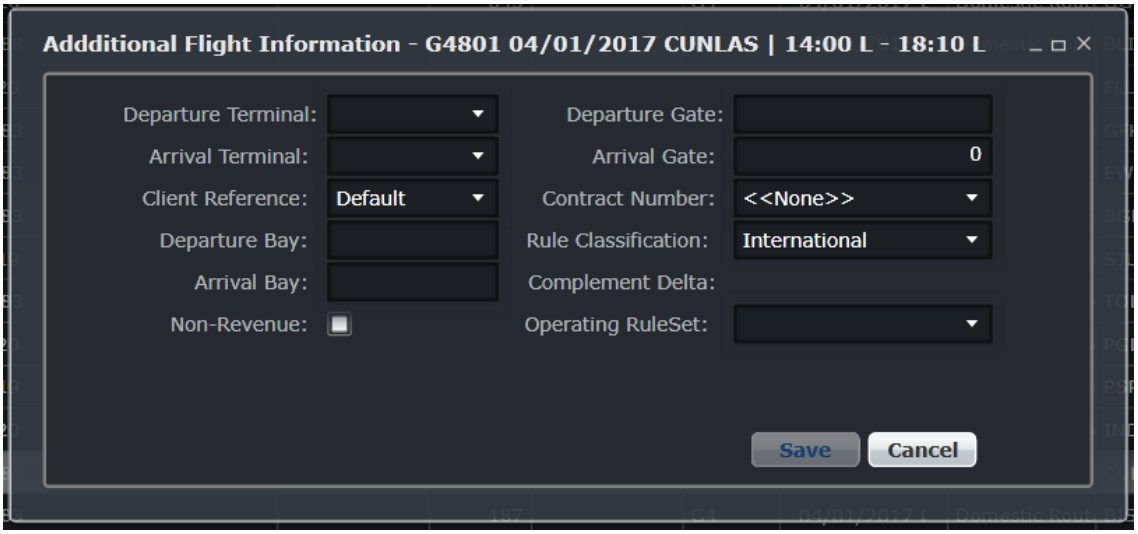
More Options

When the More Options link is accessed, the following additional options related to the flight displays:



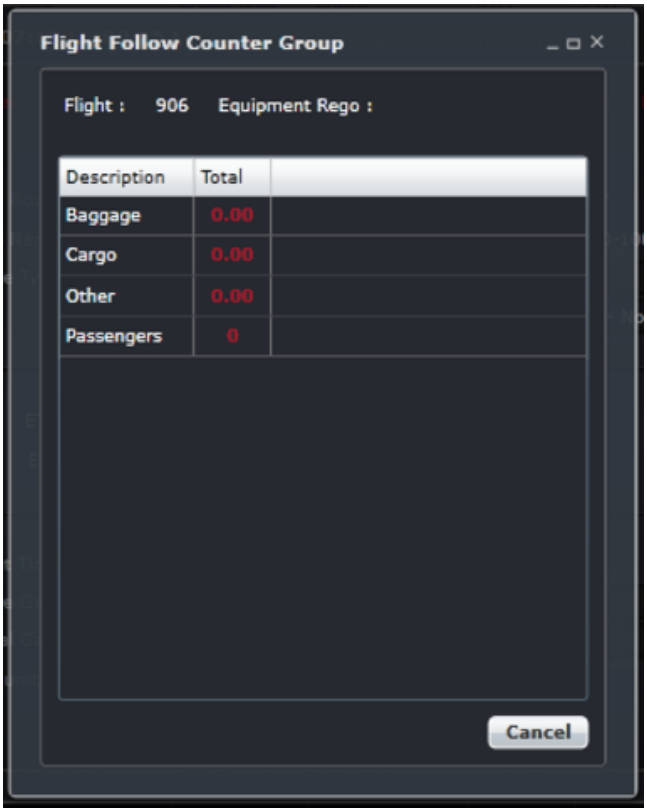
Additional Flight Information

The *Additional Flight Information* window displays flight information displayed in the Flight Information panel. This is also displayed in More Options > Times.



Counters

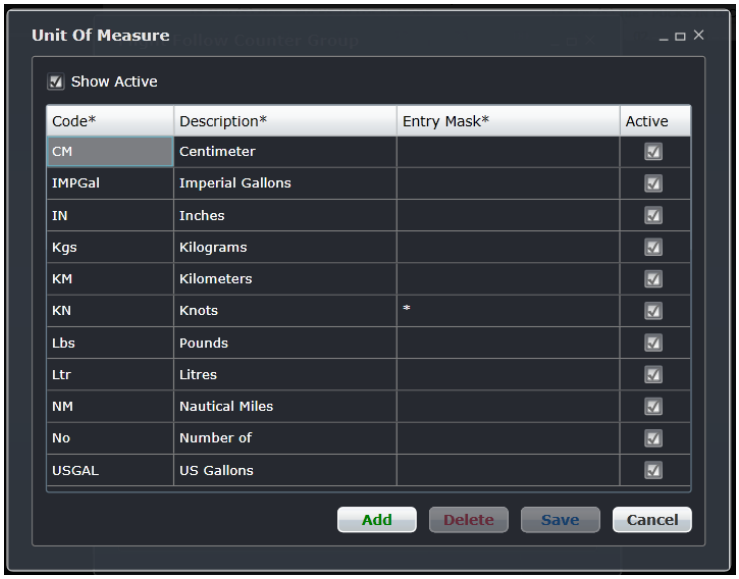
The *Flight Follow Counter Group* window allows users to add and delete default counter groups i.e. baggage, cargo, freight, mail, other and passengers for a flight.



To update counter groups, click on **Add** to add a new row, enter the Code, Description, Unit of Measure and select Active and click **Save**.

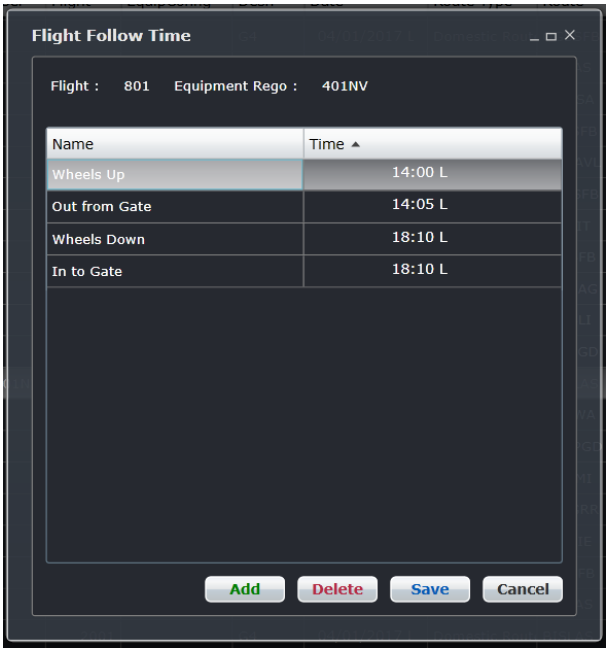
Unit of Measure

The Unit of Measure window displays active and inactive units of measurements used for counter groups.



Times

The *Flight Follow Time* window allows users to add and delete aircraft times i.e. Doors Closed, Out from Gate, Wheels Up, and In to Gate. The OOOI times seen in the Grid have corresponding fields in this form.

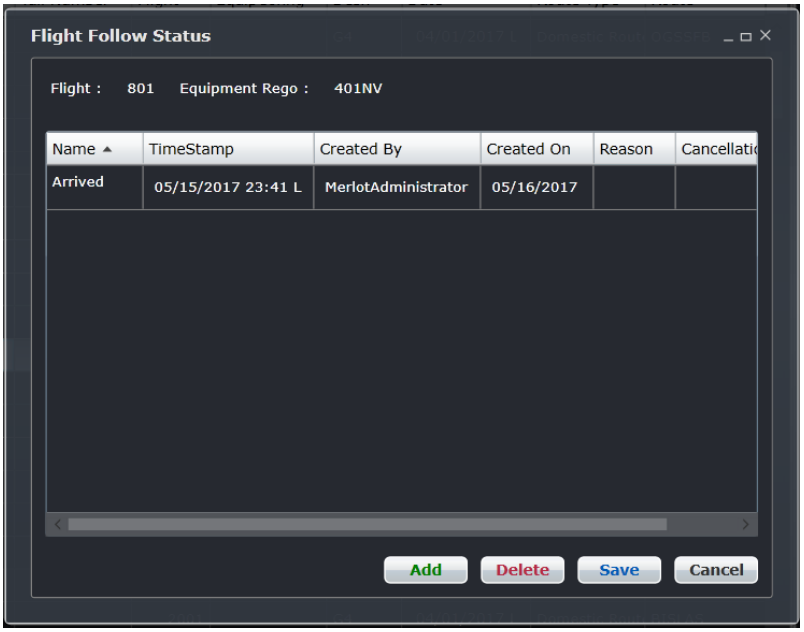


Flight times added in the Flight Follow Time form will update actual departure and arrival times in the Grid.

To update flight times, click on **Add** to add a new row, select the item being updated from the Name drop-down menu, then enter the time value and click **Save**.

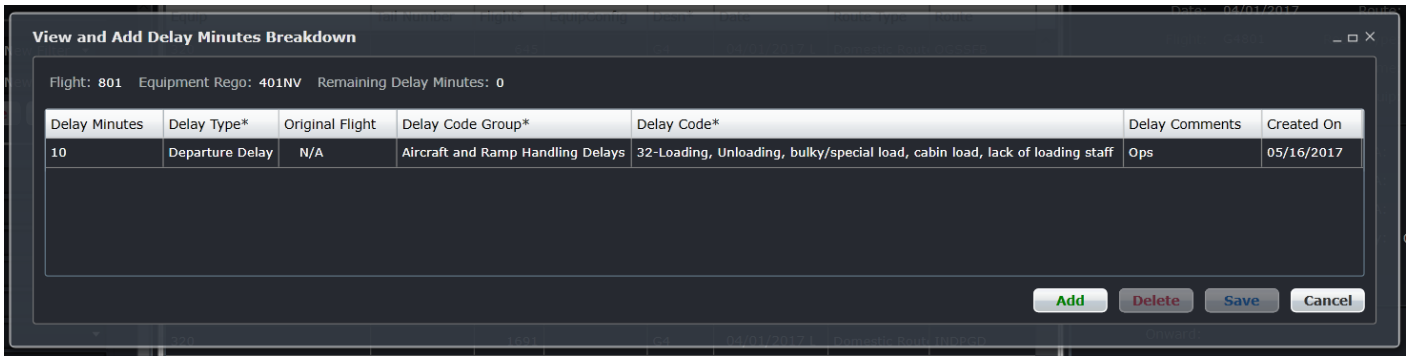
Status

The *Flight Follow Status* window allows users to track the status of the flight from a passenger perspective. Values entered into this form can be transferred to flight information display systems (FIDS) via the merlot.aero web service. A visual of the Flight Follow Status form is located under the View menu section of this manual.



Delays

The *View and Add Delay Minutes Breakdown* window allows users to track and edit the delays incurred by a flight. This form can be set to automatically display when a departure or arrival time is entered and a delay is detected. This behavior is controlled by user preferences in Configure.



Above the grid are the flight number, aircraft registration or tail number and the remaining delay minutes that are not associated with delay codes. The columns are described below.

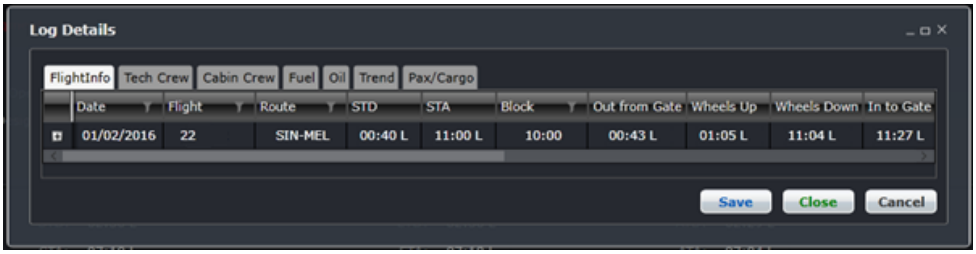
Column	Description
Delay Minutes	Number of delay minutes with the corresponding reason for delay.
Delay Type	Type of delay. Options are Departure Delay, Arrival Delay and Consequential Delay.

Column	Description
Original Flight	If Consequential Delay is the selected delay type, the flight number that originally caused the delay can be entered here. Otherwise, select N/A.
Delay Code Group	Correlates with the delay code. This is the category of delay reasons. Once a delay code group is selected, the list of delay codes available will be filtered down to the delay codes for the selected delay code group.
Delay Code	Correlates with the delay code group. Displays a list of reasons for the delay. **Note:** *Delay code groups and delay codes are preset in Configure.*
Delay Comments	Free text field where users can add some details on the delay.
Created On	Date of creation for the delay record.

If the previously entered delay information is contested, users can still modify the necessary details in this form as long as the flight log has not been signed off for this flight yet.

Logs

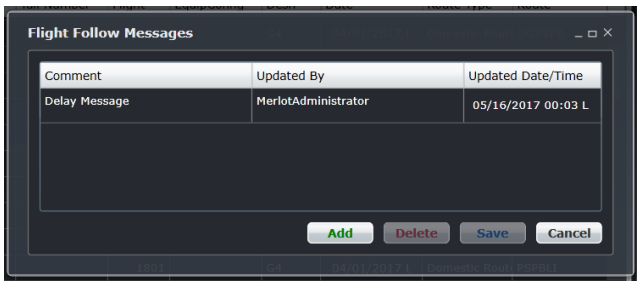
The *Log Details* window allows users to update flight logs associated to a flight. A flight log must be logged to display this window. Details on flight logs are discussed in a later section.



Messages

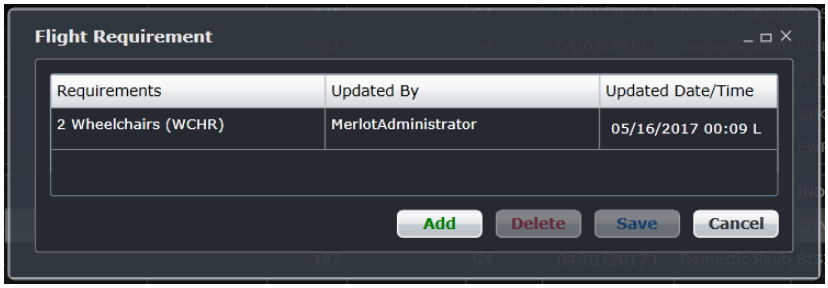
The *Flight Follow Messages* window allows users to add and delete messages pertaining to a flight. To add messages, click **Add** to add a new row, enter your flight comment in the Comment column and click **Save**. The *Updated By* and *Updated Date/Time* columns will automatically populate with user information and a date/time stamp.

Messages entered by outstation users in AircraftPortal can be viewed here as well.



Requirements

The *Flight Requirement* window allows users to add and delete flight requirements such as wheelchairs.

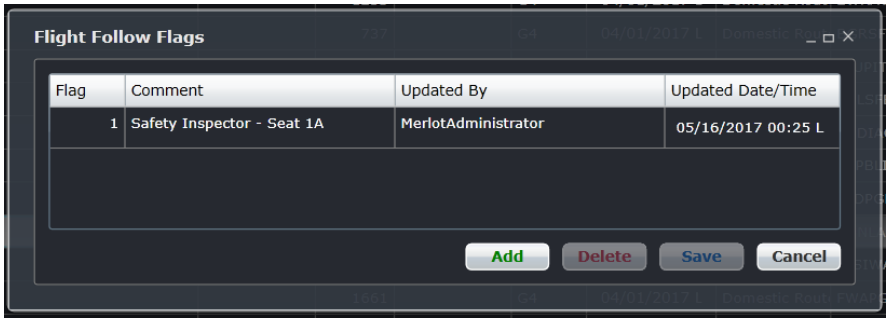


To update Requirements, click **Add** to insert a new row and enter the flight requirements in the Requirements column. The remaining columns automatically populate with user name and a date/time stamp. Click **Save** then click **Cancel** to close the window and return to the Flight Information Window.

This information will display in the Special Service Request (SSR) area in AircraftPortal.

Flags

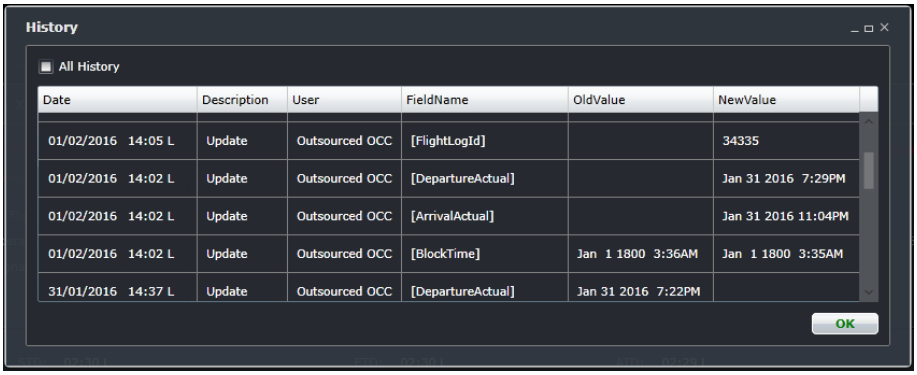
The *Flight Follow Flag* window allows users to add an informational flag against a flight. For instance, a flight may be flagged to show that there is a VIP on board.



To update the window, click **Add** to insert a new row, indicate flag number using the up/down arrows in the Flag column, enter comments in the Comment column. The remaining columns automatically populate with user name and a date/time stamp. Click **Save** to save your information and then click **Cancel** to close the form and return to the Flight Information Window.

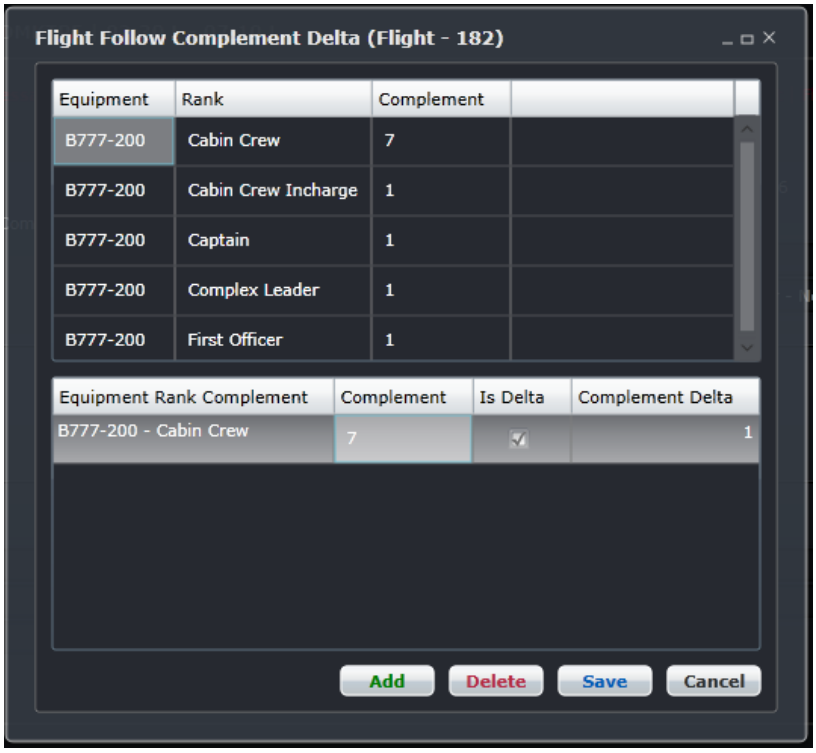
History

The *History* window enables users to view the changes made to a flight. It records the date and time of the change, the description of the change (update or insert), the user who made the change, the field that was changed, and the old and new values. All the information in this form are read-only.



Complement Delta

The *Complement Delta* window allows the user to adjust the required crew complement for the associated flight leg.
If the complement needs to be adjusted (i.e., 2 CPT, 0 FO), click the **Add** button, select the rank from the Rank drop-down menu and enter the number to be added or lessen in the Complement column. When finished, click **Save** to save the newly updated information followed by **Cancel** to return to the Flight Information Window.

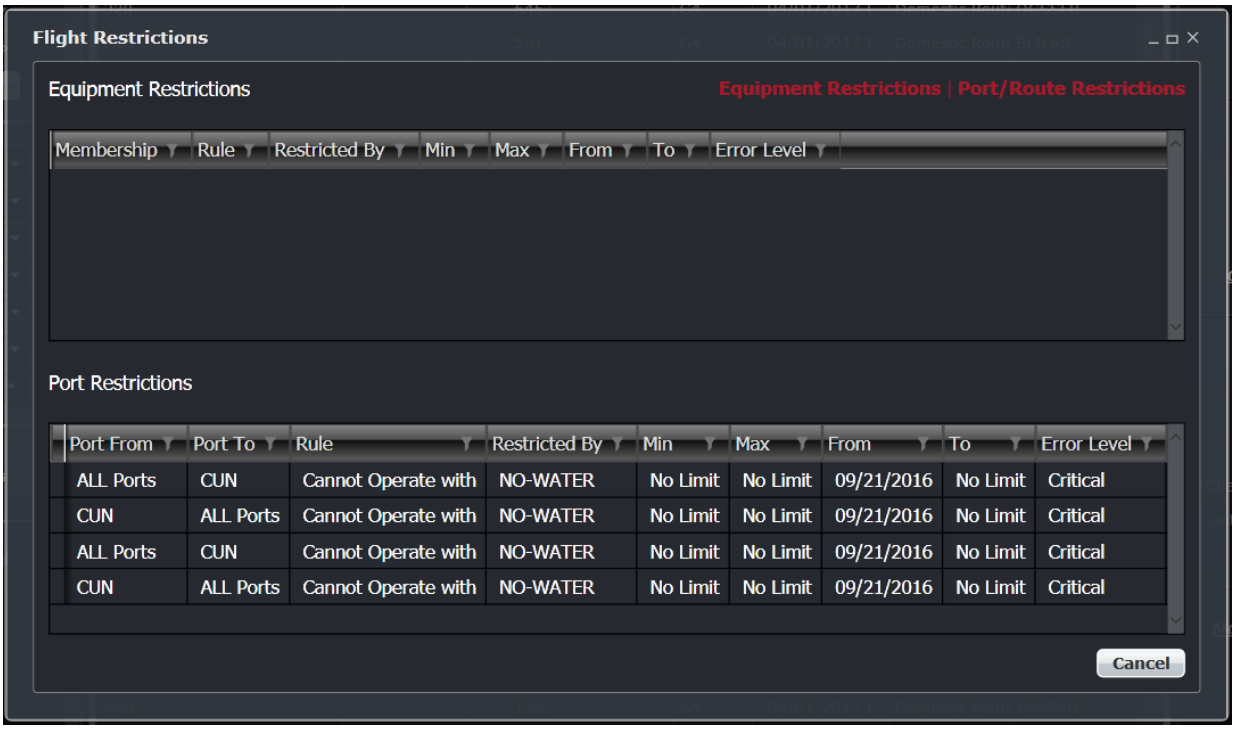


Known As

The *KnownAs* window allows users to name a flight, such as a training flight for crew. This form is also used to list the designator and flight number for code sharing flights. The same process used to update FIW forms is used to update the Flight Follow Known As form.

Restrictions

The *Flight Restrictions* window allows users to view equipment and port restrictions affecting a flight.

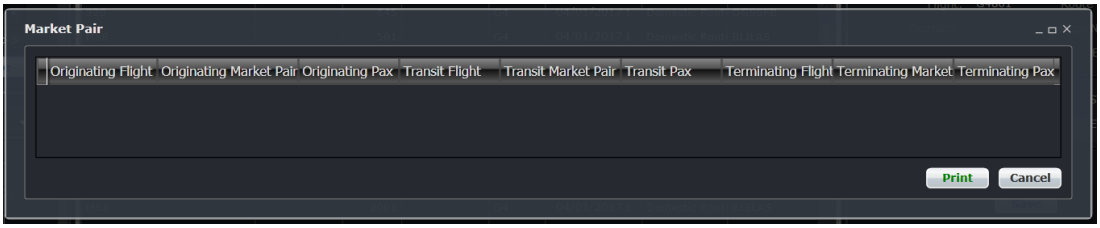


Flight Position

The *Get Flight Position* window allows users to determine where an aircraft is in terms of latitude and longitude and what its heading, speed and altitude are at a given time. The user can print this information. This feature requires development and integration prior to activation.

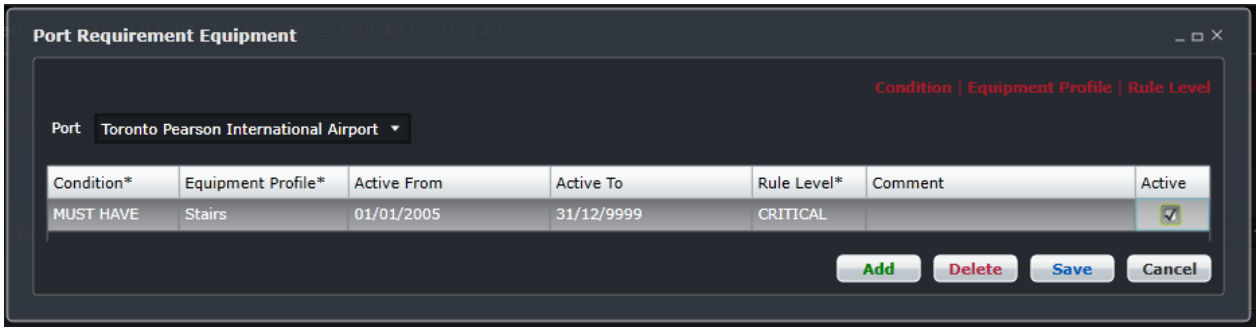
Market Pair

The *Market Pair* window allows users to view the number of passengers who have connecting flights on the arrival port and who have the arrival port as their destination. The numbers can be specified to show how many passengers are booked with the airline and how many passengers are booked on a code share flight. A print option is available. This feature requires development and integration prior to activation.



Port Requirement

The *Port Requirement Equipment* window allows users to view, add and delete equipment requirements at a specified port. The default set up for port requirements takes place in Configure.



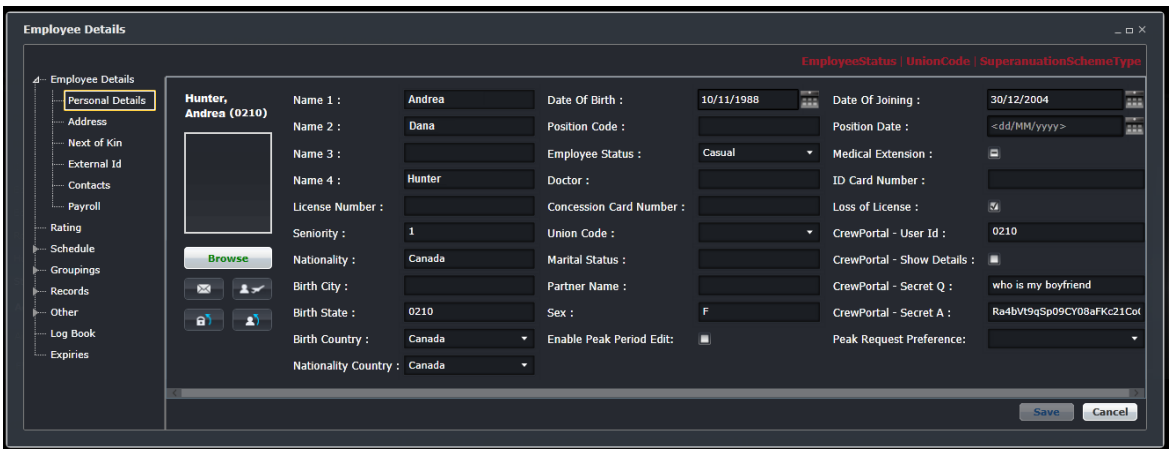
To add a port requirement, click **Add** to insert a new row, choose Must Have, Must Not Have or No Condition from the Condition column. Select the Equipment Profile from the dropdown menu. Select the applicable dates from the drop-down calendars if different from the auto populated dates. Choose the applicable rule level from Rule Level selections. Add any comments and check the Active check box to indicate an active port requirement. Finally, click **Save**.

Crew

The *Assigned Crew* window shows the names of all crew members currently assigned to a flight as well as their previous and next flights. Employee Details which contains vital information such as the legality of a crew flying on a specific flight route can be accessed in the Assigned Crew window. System users can add crew members and other employees (engineers, ground staff, etc.) to the flight and/or send messages to the crew. This feature also allows users to select if the employee will be included in the *GenDec report, APIS messages, Voyage Report* and *Briefing report*.

To display Employee Details in Assigned Crew window:

1. Double-click the name of the crew.
   The **Employee Details** window will be displayed.

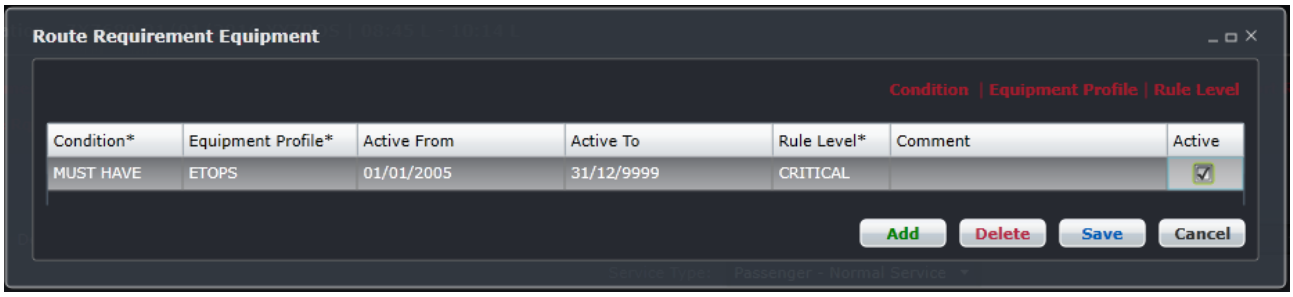


Note: *The buttons that will be displayed below the Employee Details window depends on your assigned security access.*

2. Proceed by doing either of the following:
   a. If you have permission to modify employee record, update the necessary details then click **Save**.
   b. If you don't have access to modify employee record, press **X** located on the upper right corner of the window.

Route Requirement

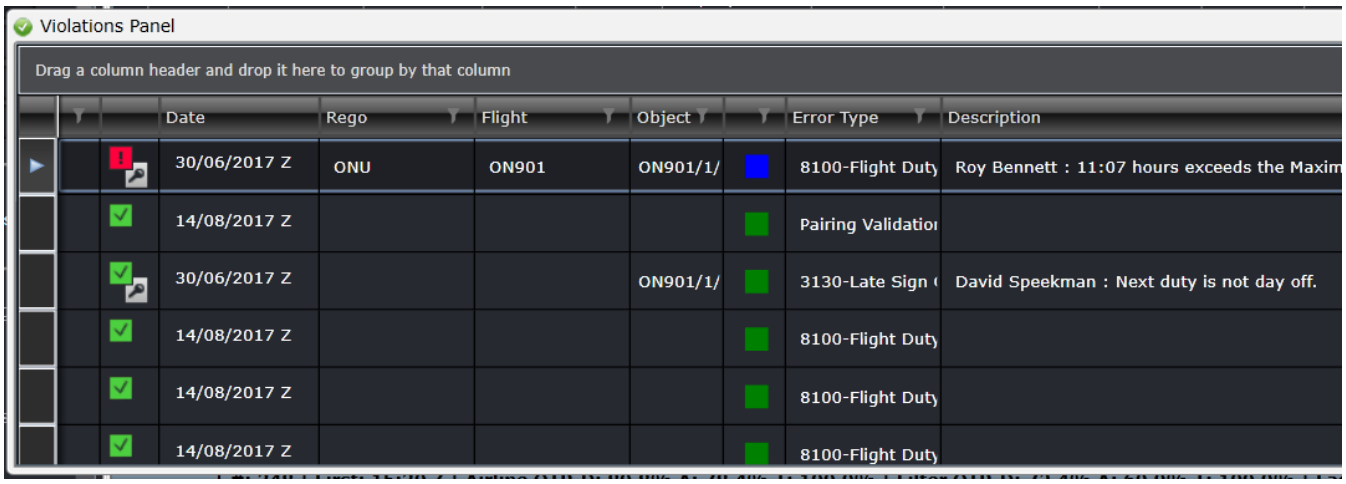
The Route Requirement Equipment form allows users to view, add and delete equipment requirements at a specified port. The default set up for port requirements takes place in Configure.



To add a port requirement, click **Add** to insert a new row, choose *Must Have, Must Not Have or No Condition* from the ***Condition*** column. Select the ***Equipment Profile*** from the dropdown menu. Select the applicable dates from the dropdown calendars if different from the auto populated dates. Choose the applicable rule level from ***Rule Level*** selections. Add any comments and check the Active check box to indicate an active port requirement. Finally, click **Save**.

Violations Panel

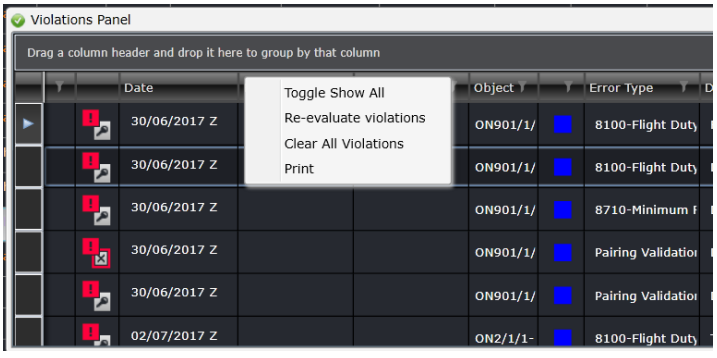
The Violations Panel displays relevant rules generated by the RulesEngine.



The panel consists of the following columns:

Field	Description
Severity/Violation icon	Displays violation icons which helps users to determine the severity of a violation at a glance.
Date	Displays the date of the violation.
Rego	Displays the Rego of the flight that with the violation.
Flight	Displays the flight number of the flight that with the violation.
Object	Displays the type of flight entity affected by the violation, i.e. port, route, flight, employee.
Error Type	Displays the rule name being violated.
Description	Displays the description of the violation.

When the user right-clicks on any of the violations listed within the Violation Panel, the standard violations right-click menu option will be displayed. This panel works the same way as the Violations panel in the crew applications.



Users can proceed by selecting one of the following:

- Toggle Show All
- Re-evaluate violations
- Clear All Violations
- Print

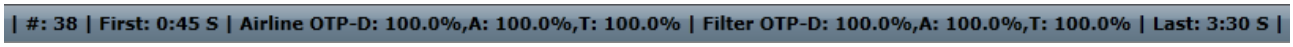
Supported Aircraft Rules

The following Aircraft rules are part of the existing client rule set, and will be available in Configure > Rules > Rules Configuration menu.

- Flight Route Time Variation Rule
- Flight Time Logic Rule
- Restriction Rules
- Flight Duty Period Rules

Flight Display Panel Application Footer

The Application Footer is a fixed non-interactive bar at the bottom of the Flight Display Panel which contains information relating to all the flights on display, including on time performance (OTP) figures and operational statistics.



The Application Footer fields are as follows: (Using the sample application footer displayed above)

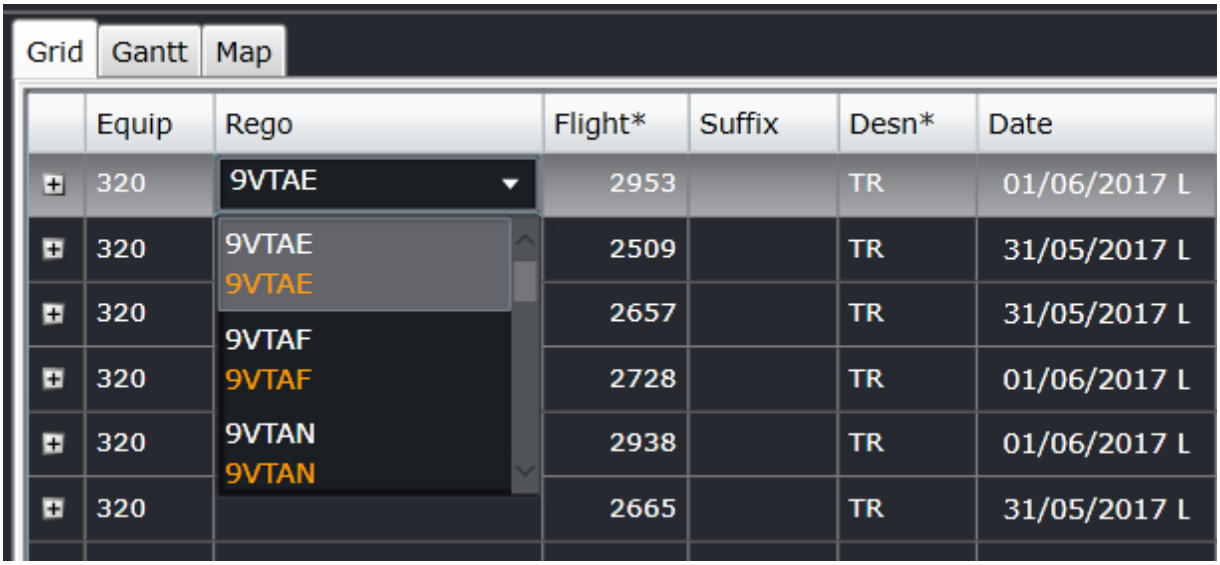
Field	Description
#	Total number of flights in view in the Flight Display Panel, in this example 38 flights
First	First scheduled departure flight, in this example 0:45 am
Airline OTP	On Time Performance (OTP) for flight departures (D), arrivals (A), turn around (T), expressed in percentages (%) for all the airline's flights for the selected date range
Filter OTP	On Time Performance (OTP) for flight departures (D), arrivals (A), turn around (T), expressed in percentages (%) for flights that are filtered for the view
Last	Last scheduled arrival of the day, in this example 3:30

Data in the application footer is based on delay and OTP information set up in Configure.

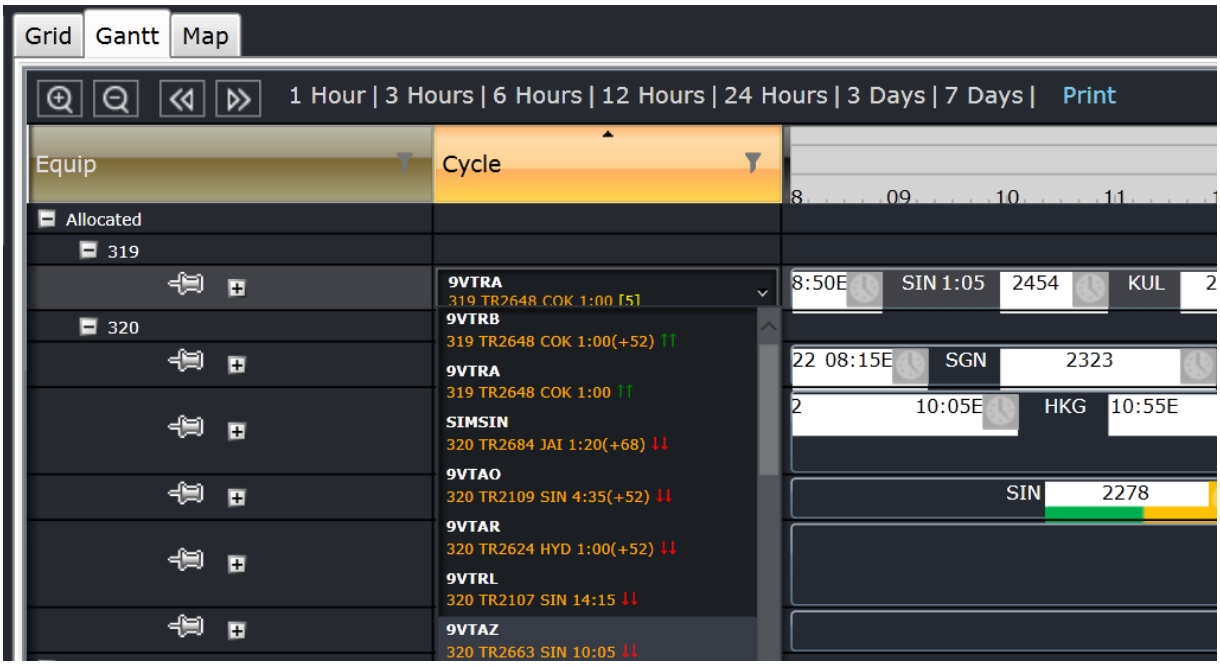
Assigning Registrations

Users can assign aircraft registrations to a flight or series of flights through the following:

- **Grid** – when assigning regos using the Grid view, click on the drop-down menu located in the Rego column, select a registration then click **Save Flight Display Entries** located in the toolbar to save changes.



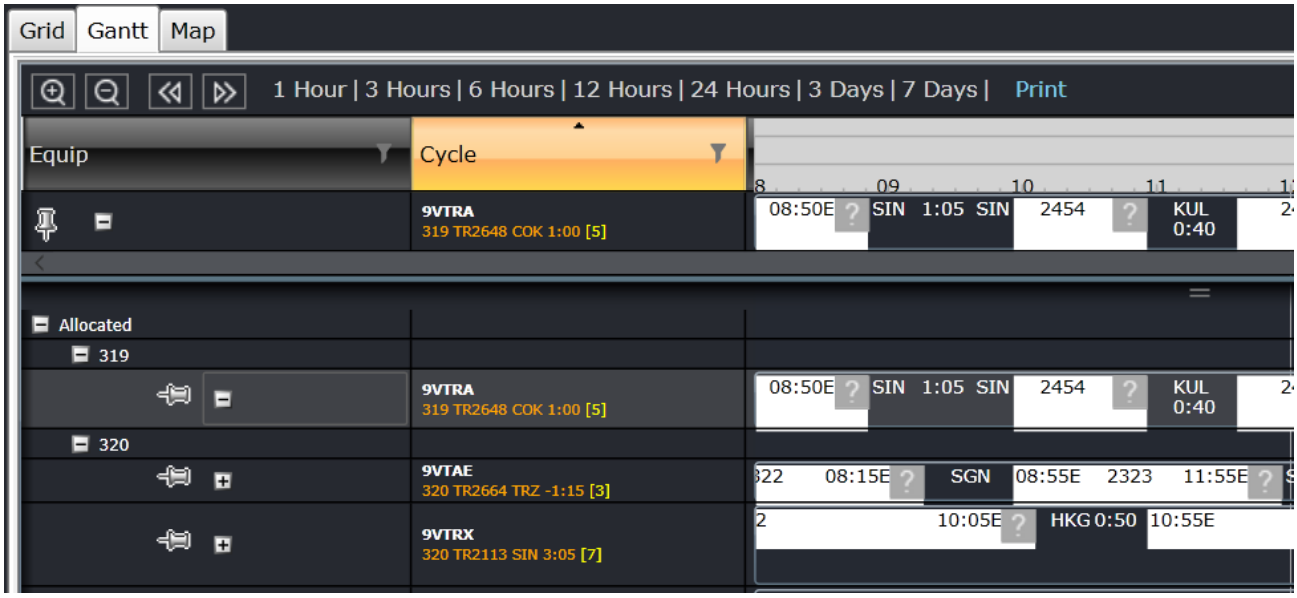
- **Gantt** – when assigning regos using the Grid view, click on the drop-down menu located in the **Cycles** column, select a registration, then click **Save Flight Display Entries** located in the toolbar to save changes.



Registration assignment is based on the date range of the flights loaded into AircraftFollow.

A pin located at the left side of each equipment type allows users to isolate some aircraft on top of the Gantt. This is helpful when working on disruptions or reassigning flights to other aircraft.

Click the pin to isolate the aircraft and click it again to remove it from the top.



Update Flight Departure and Arrival Times

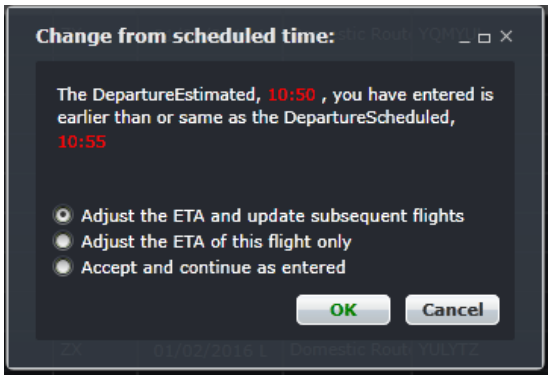
The AircraftFollow Flight Display Panel enables users to quickly enter and update flight departure and arrival times. This section will discuss the methods and guidelines for updating times.

If Aircraft Communication Addressing and Reporting System (ACARS) is used by an airline to transmit flight time updates, then any information entered by a user be overwritten via ACARS. After ACARS messages are received and processed by the JobEngine, the user can override what was entered by ACARS.

Flight departure times can be updated in the Grid and Gantt view of the Flight Display Panel. The process of updating time in the grid is discussed below.

Change Estimated Time of Departure

When an estimated time of departure (ETD) is updated, and the ETD is earlier than the scheduled time of departure (STD), or the previous ETD, several options are provided to the user and the effects of each option are discussed below. In the snapshot below, the flight's STD is 10:55 and the new ETD is 10:50.



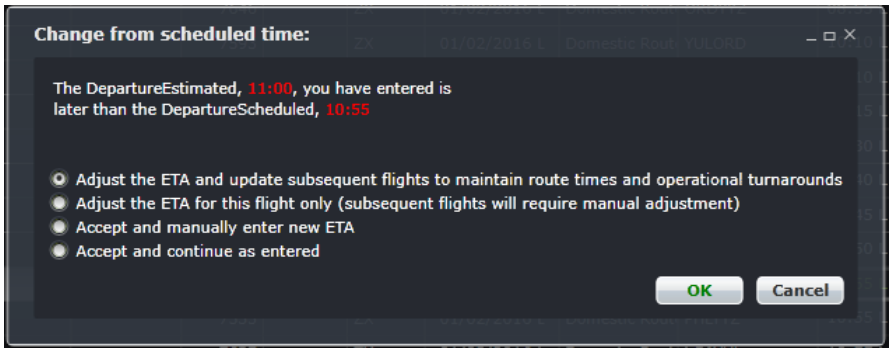
1. Adjust the ETA and update subsequent flights
   - The system updates the estimated time of arrival (ETA) based on the configured route time (i.e., ETA = ETD + route time).
   - The system updates the ETD and ETA of subsequent flights only where they have previously been delayed.
   - Flights are updated sequentially until the STD is obtained and/or the excess time has been absorbed. Any existing delay minutes stored against a subsequent flight are reduced based on the Default Delay Removal Preference setting.

2. Adjust the ETA of this flight only
   - The system updates the ETA based on the configured route time (i.e.: ETA = ETD + route time). This option does not impact subsequent flights.

3. Accept and continue as entered
   - The system does not update the ETA. This option does not impact subsequent flights.

Choose an applicable option and click **OK**, or click **Cancel** to close the dialog box without generating action.

When an ETD is updated, and the ETD is later than the STD or the previous ETD, several options are provided to the user and the effects of each option are discussed below. In the snapshot below, the flight's STD is 10:55 and the new ETD is 11:00.



1. Adjust the ETA and update subsequent flights to maintain route times and operational turnarounds.
   - The system updates the ETA based on the configured route time (i.e., ETA = ETD+ route time).
   - The system updates the ETD and ETA of subsequent flights based on the route times in order to maintain operational minimum turnarounds.
   - Turnarounds are reduced to the minimum operational turnaround before the next flight in the sequence is delayed.
   - Flights are updated sequentially until a change is no longer required to absorb the initial timing change.
   - Any delay minutes for subsequent flights should be automatically populated or removed as consequential delays related to the initial flight (if Use Consequential Delays is selected in the delay settings).

2. Adjust the ETA for this flight only (subsequent flights will require manual adjustment)
   - The system updates the ETA to the value.
   - If no route time value exists the user must update the ETA with the STA value.
   - This option does not impact subsequent flights.
   - Any minimum turnaround issues or flight overlaps will be alerted to the users as a Flight Conflict icon and the conflict details will be populated in the Flight Conflict window. Since subsequent flights are not being updated in this option, no consequential delays will be added to subsequent flights.

3. Accept and manually enter new ETA
   - It should be noted that subsequent flights will require manual adjustment.
   - The system prompts the user for a new ETA time. The prompt form field defaults to the value. However, if no route time exists it defaults to the STA time.
   - This option does not impact subsequent flights.
   - Any minimum turnaround issues or flight overlaps will be alerted to the users as a Flight Conflict icon and a flight conflict will be populated in the Flight Conflict window. Since subsequent flights are not being updated in this option no consequential delays will be added to subsequent flights.

4. Accept and continue as entered.
   - As with points 2 & 3 above subsequent flights will require manual adjustment
   - The system accepts the ETD as entered and does not update the ETA or populate it with the STA if no value exists.
   - This option does not impact subsequent flights.
   - Since subsequent flights are not being updated in this option no consequential delays will be added to subsequent flights.

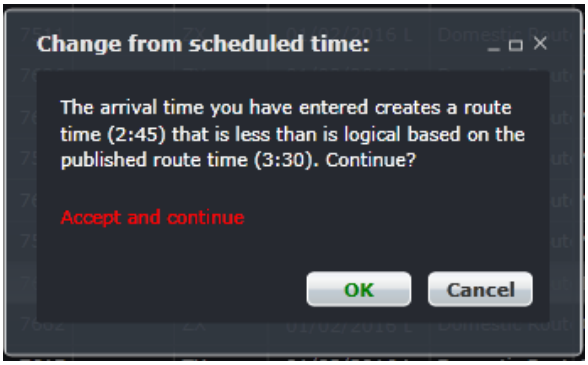
Choose an applicable option and click **OK**, or click **Cancel** to close the dialog box without generating action.

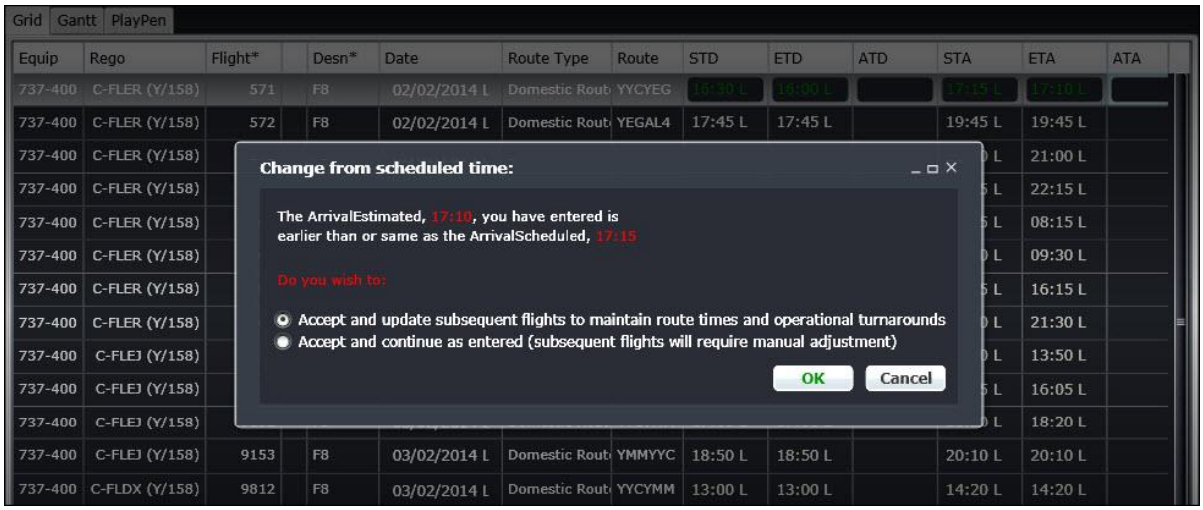
Change Actual Time of Departure

The time change process for actual times is similar to that used for estimate times. The primary exception is that users will be prompted to enter delay information if the Enforce Delay Entry setting is enabled.

Change Estimated Time of Arrival

When an estimated time of arrival (ETA) is updated, and the ETA is earlier than the scheduled time of arrival (STA), or the previous ETA, several options are provided to the user and the effects of each option are discussed below. In the snapshot below, the flight's STA is 13:29 and the new ETA is 13:20.



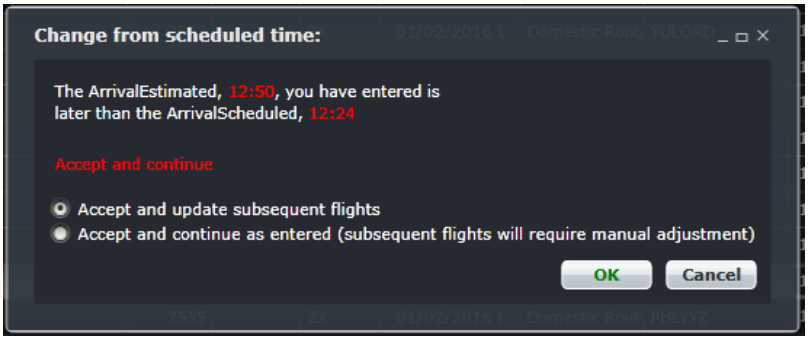


1. Accept and update subsequent flights to maintain route times and operational turnarounds
   - The system updates the ETD and ETA of subsequent flights only where they have previously been delayed.
   - Flights are updated sequentially until the STD time is obtained and/or the excess timing value has been absorbed.
   - Any existing delay minutes stored against a subsequent flight are reduced based on the Default Delay Removal Preference setting.

2. Accept and continue as entered (subsequent flights will require manual adjustment)
   - The system completes the action with the entered ETA.
   - This option does not impact subsequent flights.

Choose an applicable option and click **OK**, or click **Cancel** to close the dialog box without generating action.

When an ETA is updated, and the ETA is later than the STA or the previous ETA, several options are provided to the user and the effects of each option are discussed below. In the snapshot below, the flight's STA is 12:24 and the new ETA is 12:50.



1. Accept and update subsequent flights

- The system updates the ETD and ETA of subsequent flights based on the route times in order to maintain operational minimum turnarounds.
- Turnaround times are reduced to the minimum before the next flight in the sequence is delayed.
- Flights are updated sequentially until a change is no longer required to absorb the initial timing change.
- Any delay minutes for the subsequent flights should be automatically populated, or removed, as consequential delays related to the initial flight if Use Consequential Delays is selected in the delay settings.

2. Accept and continue as entered (subsequent flights will require manual adjustment)

- The system accepts the ETA and completes the operation.
- This option does not impact subsequent flights.
- Since subsequent flights are not being updated in this option, no consequential delays will be added to subsequent flights.

Choose an applicable option and click **OK**, or click **Cancel** to close the dialog box without generating action.

Change Actual Time of Arrival

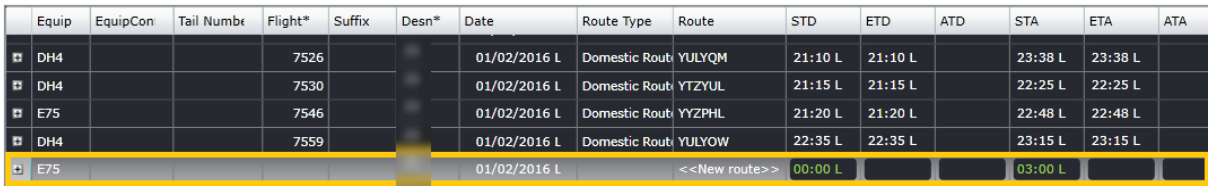
As above, the time change process for actual arrival times is the same as that used for estimate arrival times.

Addressing Irregular Operations

This section addresses irregular operations using the merlot AircraftFollow application. Instances covered include adding flights and cycles as well as canceling, deleting, reinstating and diverting flights. Ground returns, air returns and swapping flights are also detailed.

Adding Cycles

A cycle is a series of linked fights that are/will be assigned to an aircraft. These flights are linked by onward flights. Once cycles are created, new flights can be added to the cycle by using the Add Flights icon.

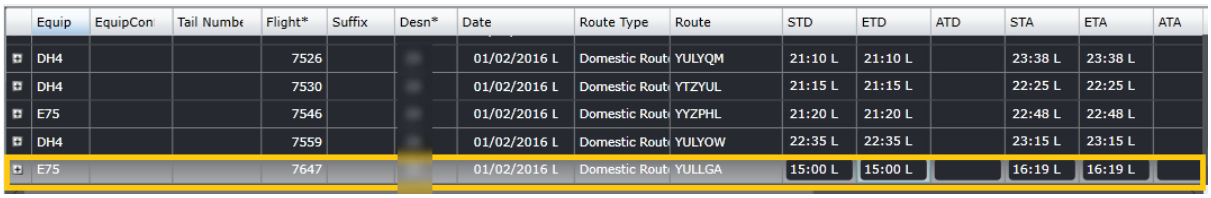


Equip	EquipCon	Tail Numbe	Flight*	Suffix	Desn*	Date	Route Type	Route	STD	ETD	ATD	STA	ETA	ATA
DH4			7526			01/02/2016 L	Domestic Rout	YULYQM	21:10 L	21:10 L		23:38 L	23:38 L	
DH4			7530			01/02/2016 L	Domestic Rout	YTZYUL	21:15 L	21:15 L		22:25 L	22:25 L	
E75			7546			01/02/2016 L	Domestic Rout	YYZPHL	21:20 L	21:20 L		22:48 L	22:48 L	
DH4			7559			01/02/2016 L	Domestic Rout	YULYOW	22:35 L	22:35 L		23:15 L	23:15 L	
E75						01/02/2016 L		<<New route>>	00:00 L			03:00 L		

1. Click the **Add Cycle** icon to create a cycle.
2. A new row will display at the bottom of the Grid.
3. Enter the details of the flight.
4. Click the **Save Flight Display Entries** button.

Creating a New Flight

1. Click the **Add Flight** button and a new row will be added to the grid at the bottom of the display. If a flight was selected before clicking the Add Flight button, the new flight will be linked to the previously selected flight and both flights will be in the same cycle.

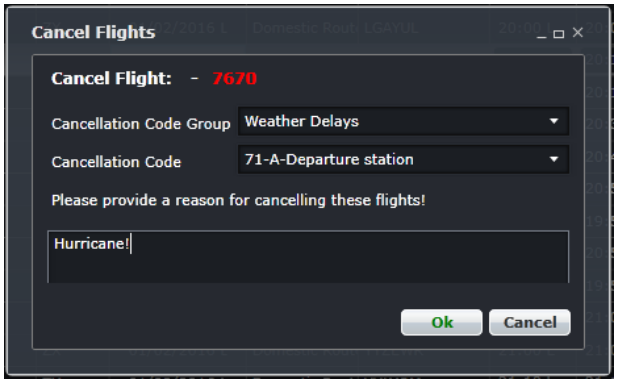


Equip	EquipCon	Tail Numbe	Flight*	Suffix	Desn*	Date	Route Type	Route	STD	ETD	ATD	STA	ETA	ATA
DH4			7526			01/02/2016 L	Domestic Rout	YULYQM	21:10 L	21:10 L		23:38 L	23:38 L	
DH4			7530			01/02/2016 L	Domestic Rout	YTZYUL	21:15 L	21:15 L		22:25 L	22:25 L	
E75			7546			01/02/2016 L	Domestic Rout	YYZPHL	21:20 L	21:20 L		22:48 L	22:48 L	
DH4			7559			01/02/2016 L	Domestic Rout	YULYOW	22:35 L	22:35 L		23:15 L	23:15 L	
E75			7647			01/02/2016 L	Domestic Rout	YULLGA	15:00 L	15:00 L		16:19 L	16:19 L	

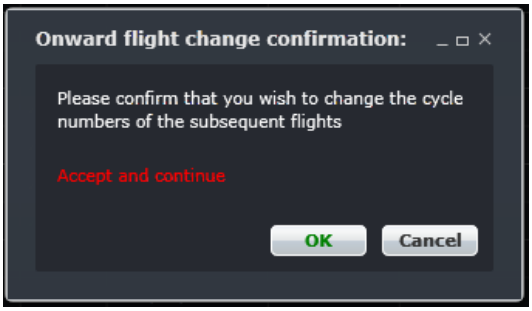
2. Manually enter the details of the flight by clicking on a field and selecting an option from the list or typing the data. Required fields are annotated in the heading with an asterisk.
3. Click the **Save Flight Display Entries** icon to save the newly added flight.

Cancelling a Flight

1. In the Flight Display Panel Grid or Gantt view, select the flight to be cancelled.
2. Click on the **Cancel Flight** icon.
3. You will be asked to enter a reason for the cancellation.



4. A confirmation message will display if the cancelled flight has an onward flight that will result to a port mismatch. Click **OK** to close the dialog box or **Cancel** to close the dialog box without generating action.



5. Click the **Save Flight Display Entries** icon to save the changes.

Once cancelled, all fields of the cancelled flight are disabled. The onward flight number is removed and the flight times are shown in grey. Additionally, the cancelled icon is displayed in the Icons field. Moreover, if a subsequent flight is affected by the cancellation, a message is displayed to the user and a Flight Conflict icon placed on the flight.

In the Gantt view, the flight is removed from the Gantt display.

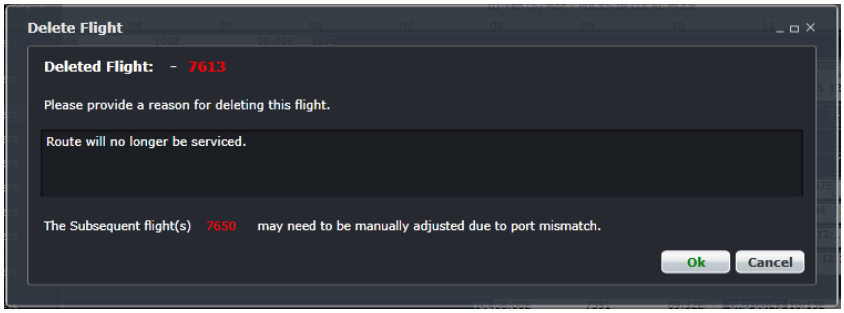
Cancelled flights can be reinstated and may be included in the on-time performance (OTP) statistics depending on the OTP configuration in Configure.

Deleting a Flight

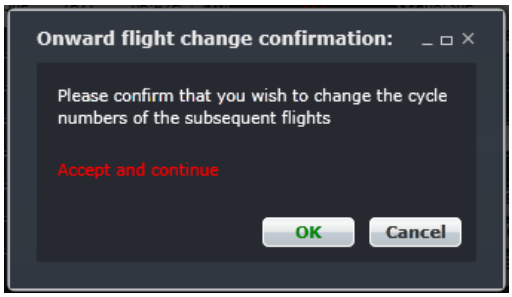
Flights that no longer need to be operated or mistakenly created can be deleted instead of cancelled to avoid including the flight in the cancellation statistics.

1. In the Flight Display Panel Grid or Gantt view, select a flight and click on the **Delete Flight** icon.

2. When a flight is deleted, the user is asked to provide a reason for the deletion.



3. A confirmation message will display if the cancelled flight has an onward flight that will result to a port mismatch. Click **OK** to close the dialog box or **Cancel** to close the dialog box without generating action.



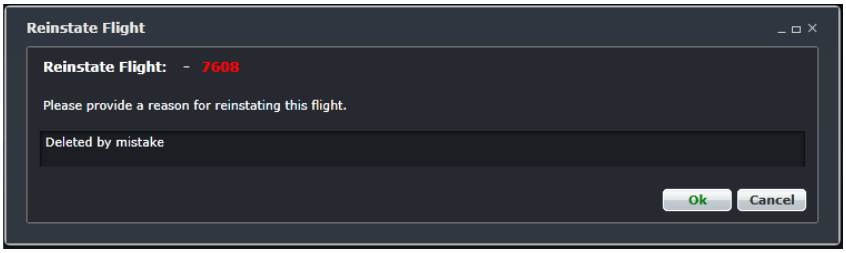
4. Click **OK** to confirm deletion. Click **Cancel** to close the form without generating action.

   Once deleted, all fields of the deleted flight are disabled and the onward flight number is removed and the flight times are shown in gray. Additionally, the Delete icon is displayed in the Icons field. Deleted flights are removed from the flight schedule and OTP statistics.

Reinstating a Flight

A cancelled or deleted flight can be reinstated to bring it back to an active state.

1. In the Flight Display Panel Grid or Gantt view, select a flight.
2. Click on the **Reinstate Flight** icon.
3. Provide a reason for reinstating the flight.

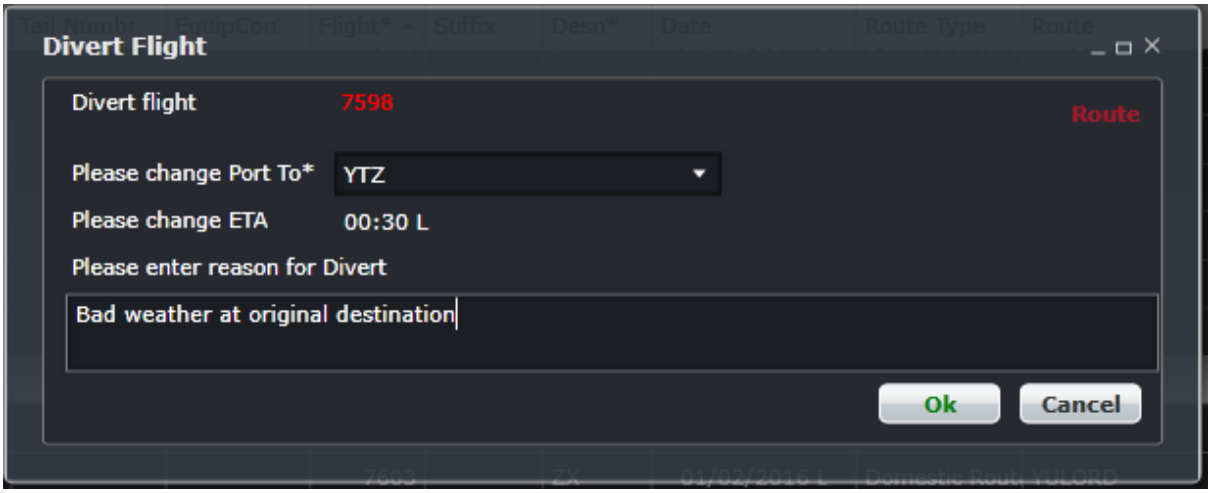


4. Click **OK** to close the dialog box with the reason for flight reinstatement or click **Cancel** to close the dialog box without generating action.

The selected flight will be reinstated in a new flight sequence without an onward flight.

Diverting a Flight

1. In the Flight Display Panel Grid or Gantt view, select the flight to be diverted.
2. Click on the **Divert Flight** icon.
3. Enter the new port, updated ETA and reason for the diversion. The port drop-down list displays all active ports. A prompt for the route time will appear if the new route does not have it set up yet.



4. Click **OK** to confirm the diverted flight. Click **Cancel** to close the form without generating action. Upon commitment of the values in the form the application will initiate the divert flight process.

What happens next includes the following:

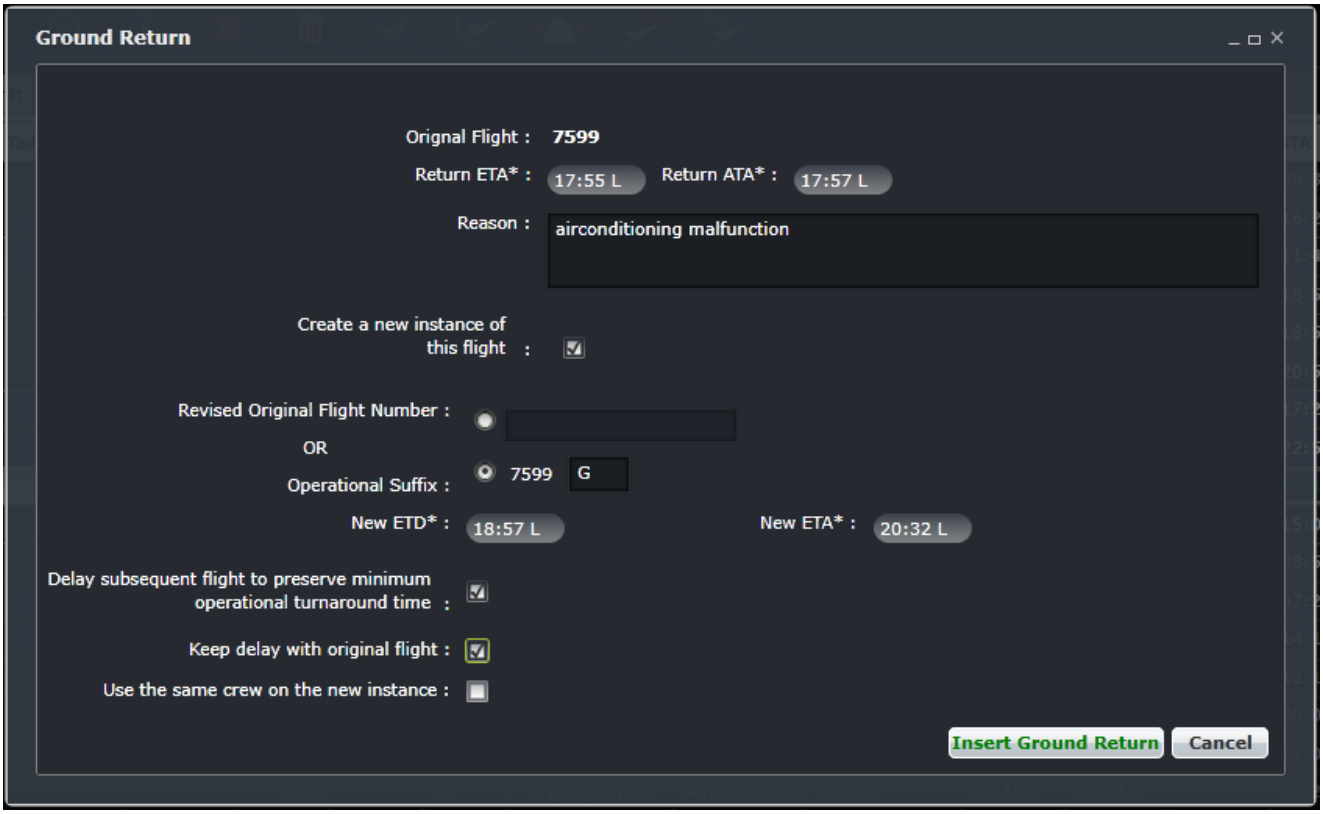
- The route is updated based upon the new arrival port
- The ETA is updated based upon the entered value
- The onward flight is removed and a Flight Conflict icon is placed in the Icon field of the subsequent flight due to port mismatch
- The Divert icon is placed in the Icon field

Note: *The route of a flight can be changed from the Grid view only if the flight is in the future. This action does not constitute a diversion. STD, STA, ETD and ETA need to be manually adjusted.*

Ground Return

A ground return occurs when an aircraft pushes back from the gate to prepare for takeoff, but returns to the gate for whatever reason.

1. Ensure that the ATD and OUT times are in place.
2. In the Flight Display Panel Grid or Gantt view, select the flight that is returning to the gate or bay.
3. Click on the **Ground Return** icon.
4. Fill out the necessary fields. All the fields are described below.



Field	Description
Original Flight	Flight number of the ground returned flight
Return ETA	Enter the revised ETA
Return ATA	Optional: Enter the ATA, if already available
Reason	Enter a reason for the ground return
Create a new instance of this flight	If selected, a new instance of the original flight will be created. This will allow the airline to continue with the flight as planned but with a delay due to the ground return
Revised Original Flight Number	If selected, a different flight number will be used to continue with the trip
Operational Suffix	If selected, the original flight number will be used and a suffix of G will be added to distinguish this from the continuing flight. The suffix can be changed with another letter.
New ETD	ETD of the continuing flight

Field	Description
New ETA	ETA of the continuing flight
Delay subsequent flight to preserve minimum operational turnaround time	When selected, the onward flight will be delayed with the minimum turnaround time after the continuing flight. Do not select this if the subsequent flights will be reassigned to another aircraft.
Keep delay with original flight	If selected, the delay code and minutes will be recorded against the ground returned flight. Otherwise, it will be recorded against the continuing flight.
Use the same crew on the new instance	If selected, the same crew will operate the continuing flight. If this goes beyond the allowed crew hours, violations will be raised in CrewFollow and CrewMonitor. If not selected, crew scheduling will be warned to assign crew to the continuing flight. This will be available in a future release.

5. Click **Insert Ground Return** to insert the ground return, or click **Cancel** to close the form without generating action.

The results are dependent on options selected in the Ground Options form.

- The arrival port and times, flight designator and onward flight value of the original flight are updated based upon the values entered.
- The Ground Return icon is placed in the Icon field of the original flight.

If the user has selected to create a new flight instance:

- A new flight instance with the same flight label as the original flight will be inserted in the grid using the new ETD/ETA provided and the STD and STA of the original sector. The onward flight value will be populated with the initial value from the original flight thereby preserving the flight sequence.
- The system will insert a consequential departure record against the new flight instance for the total delay incurred by the ground return event.

If the user has selected not to create a new instance:

- The system will finalize the transaction and insert a Flight Conflict icon in the Icon field due to the port mismatch.
- If the user has selected to retain delays against the original flight the system will keep a copy of the delay, and its reason, against the original sector.
- If the user has selected to delay subsequent flights, the system will delay the subsequent flights after the new flight, reducing subsequent turnarounds to the minimum until the delay has been absorbed. This amount will be recorded as a consequential delay based on the original flight.

In the Gantt view, a ground return is affected by selecting the flight object followed by the Ground Return icon. The same process is followed as described for the Flight Display Panel grid view with the following exceptions:

- A Ground Return icon is placed in the sector object of the original flight.
- The new flight sector object is placed after the puck of the original updated sector.
- If the user has selected not to create a new instance, the system will finalize the transaction and insert a Flight Conflict icon in the Icon field due to the port mismatch.

Air Return

When an aircraft has taken off from a port but has to return to the same port, it is called an air return**.** The air return process updates the selected flight and inserts a new flight after the one selected.

1. Ensure that the OUT and OFF times of the flight are in place.
2. In the Flight Display Panel Grid or Gantt view, select the airborne flight that needs to return to gate or bay.
3. Click the **Air Return** icon.

The air return process follows the same steps as the ground return process cited above. Once the air return has been applied, the air return icon is displayed in the Icons field in the Grid view.

Manipulating Flights

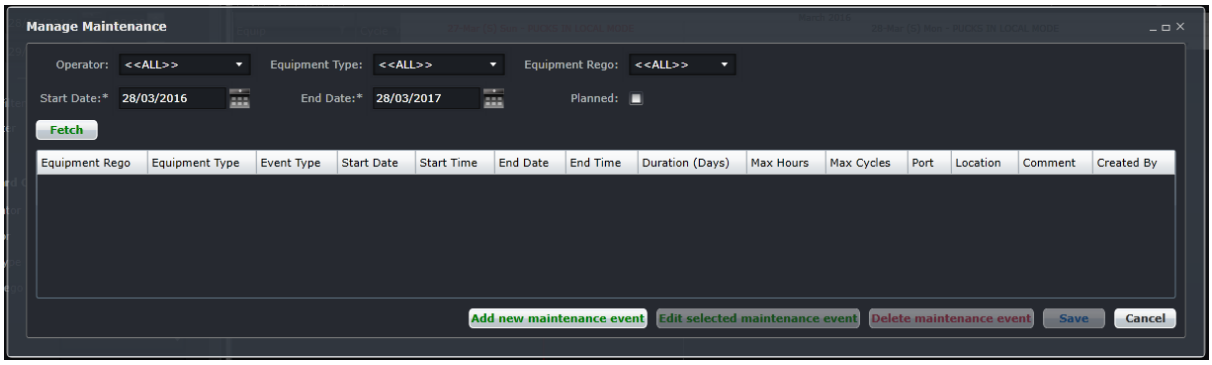
To Swap, Join, Replace, Move or Split Cycle, refer to the Pop Up Menu.

Maintenance Events

Aircraft maintenance is the overhaul, inspection, modification or repair of an aircraft or a component of an aircraft. Maintenance may include the installation or removal of a component from an aircraft.

Aircraft maintenance checks are periodic inspections that have to be done on all commercial/civil aircraft after a certain amount of time or usage. Military aircraft normally follow specific maintenance programs which may be or not similar to the commercial/civil operators.

Maintenance events can be managed from the Manage Maintenance option under the Tools menu.

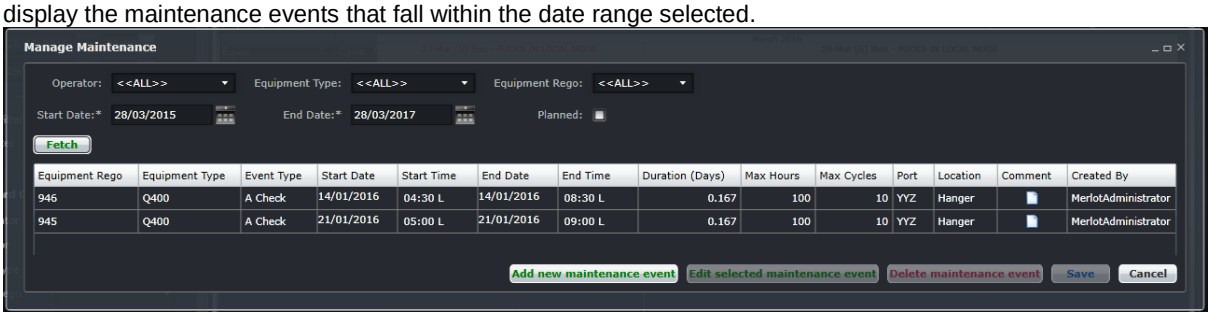


Find Maintenance Event

To find a maintenance event using the search function in the Manage Maintenance form:

1. Select applicable Operator, Equipment Type and Equipment Rego (Tail Number) from the dropdown menus.
2. Select the Start Date and End Date from the drop-down calendars to define a period for the search criteria.
3. Select Planned if only planned maintenance events will be searched.
4. Click on the **Fetch** button.

   A list of the selected aircraft's maintenance events will display in a user selectable form. This list will only display the maintenance events that fall within the date range selected.

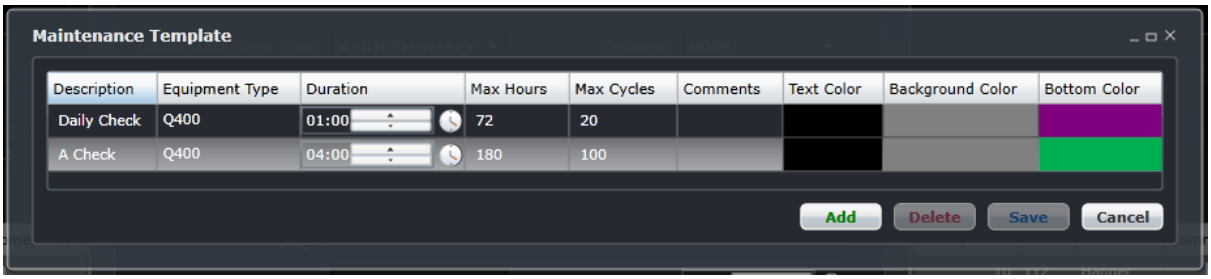


5. If no further action is required, click **Cancel** to close the form without generating action.

Maintenance Template

There are different maintenance tasks that each aircraft requires depending on the need. For example, daily checks could take 1-2 hours and an A Check could take at least 4 hours. These maintenance types must be set up before adding maintenance events. To add maintenance templates:

1. Click the **Add New Maintenance Event** button at the bottom of the Manage Maintenance form.
2. Click the Maintenance Template link at the top right corner of the form.



3. Click the Add button and fill out the fields.

Field	Description
Description	Type of maintenance to be performed
Equipment type	Aircraft model
Duration	How much time is required for this maintenance type
Max Hours	Maximum number of hours of flying allowed before this maintenance type is required
Max Cycles	Maximum number of cycles of flights allowed before this maintenance type is required
Comments	Free text field for additional notes
Text Color	Text color of the maintenance event to be displayed in Grid and Gantt
Background Color	Background color of the maintenance event to be displayed in Grid and Gantt
Bottom Color	Bottom color of the maintenance event to be displayed in Gantt

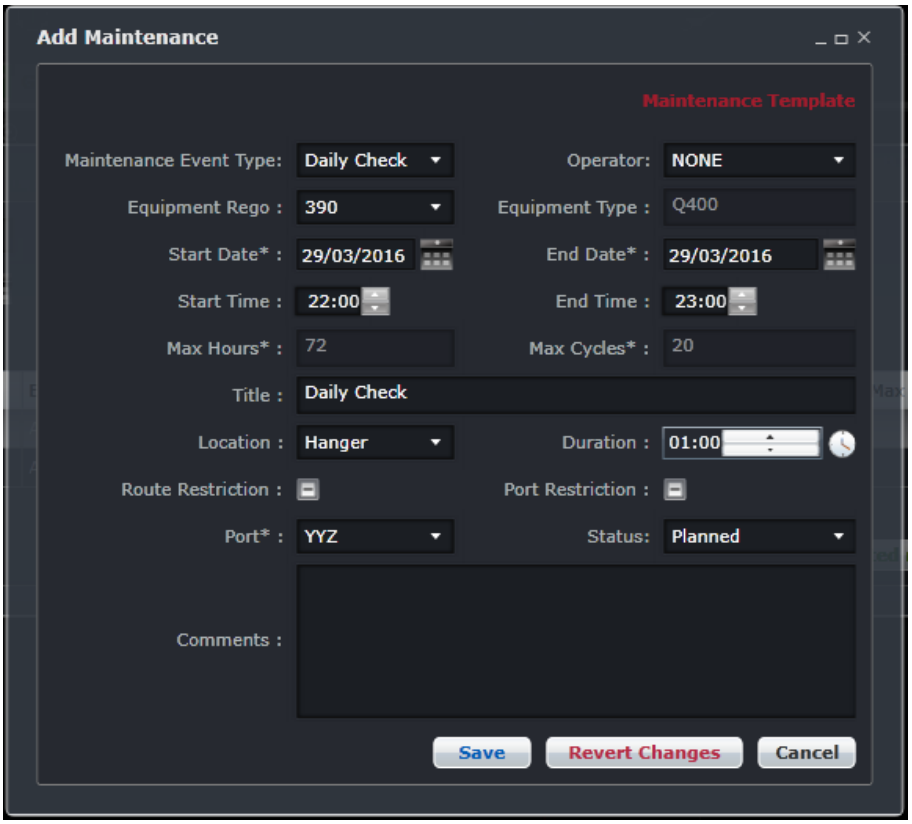
4. Click **Save** to commit the changes, or **Cancel** to discard the changes.

Add Maintenance Event

To add a new maintenance event from the Manage Maintenance form:

1. Click the **Add New Maintenance Event** button at the bottom of the Manage Maintenance form.

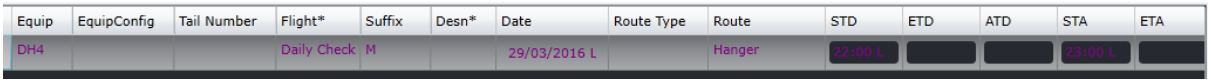
2. Complete all the fields.



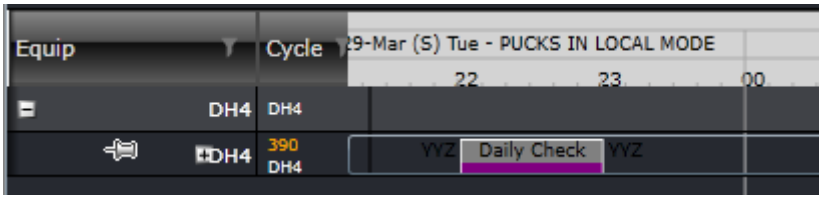
Field	Description
Maintenance Event Type	Select the maintenance type to be performed. If the required maintenance type is not available, click the Maintenance Template link. Refer to the previous section for instructions.
Operator	If there are more than one AOCs for your airline, select the correct operator code. Otherwise, this field is optional.
Equipment Rego	Select the equipment registration or tail number from the dropdown list
Equipment Type	Automatically populated based on the selected rego
Start Date	Select the start date for the maintenance event from the dropdown calendar
End Date	Select the end date for the maintenance event from the dropdown calendar
Start Time	Enter start time in hh:mm format. The time mode of the application (Local or Zulu) will be followed.
End Time	Enter end time in hh:mm format. The time mode of the application (Local or Zulu) will be followed.
Max Hours	Max hours declared for this maintenance type in the maintenance template (see Maintenance Template)
Max Cycles	Max cycles declared for this maintenance type in the maintenance template (see Maintenance Template)
Title	Title of the maintenance event. This defaults to the maintenance event type selected.
Location	Location where the maintenance will be done, for example a hangar or ramp
Duration	Automatically calculated based on the start and end times
Route Restrictions	If applicable, select the check box to apply route restrictions
Port Restrictions	If applicable, select the check box to apply port restrictions
Port	Select the port where maintenance will be applied
Status	By default, maintenance events are Planned. Set this to Active if this is available for all users to view. This scheme follows the activation of flight schedules in AircraftSchedule.
Comments	Enter any comments for users and station managers' information

3. Click **Save** to save the event or **Cancel** to close the form without generating action.

   Maintenance events are displayed in the Grid as such:



   Maintenance events are displayed in the Gantt as below:



Edit Maintenance Event

To edit an existing maintenance event from the Manage Maintenance form:

1. Select the desired maintenance event in the grid.
2. Click on **Edit selected maintenance event** button at the bottom of the Manage Maintenance form
3. The system will open the same Edit Maintenance form similar to Add Maintenance Events (see previous section).
4. Apply the required changes.
5. Click **Save** to save the changes or the **Revert Changes** to discard modifications or **Cancel** to close the form without generating action.

The Edit Maintenance form can also be accessed by double clicking on the maintenance event in the Gantt view.

Delete Maintenance Event

To delete an existing maintenance event from the Manage Maintenance form:

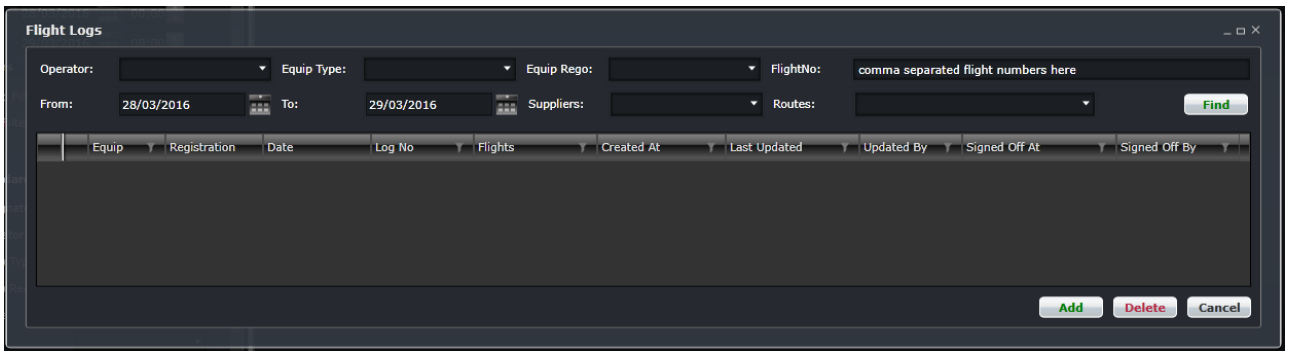
1. Select the desired maintenance event in the table.
2. Click **Delete maintenance event** at the bottom of the Manage Maintenance form.
3. Click **Save** to save changes or **Cancel** to close the form without generating action.

Flight Logs

Flight logs are the official records of a flight. The information from these logs is entered in AircraftFollow under Manage Flight Logs in the Tools menu.

Flight logs are the basis for take-off and landing currency. Pilots have currency requirements that must be met in order for them to be legal to operate. For instance, a port may need to be operated into and/or out of a certain number of times within a specified time period in order for the pilot to remain current. Likewise, a route may need to be operated a certain number of times within a specified time period in order for a pilot to remain current on the route. Instrument flying, day and night flying, and landing currencies can be recorded on flight logs.

To access flight logs, select the Tools menu and choose Flight Logs then select Manage Flight Logs.



It is important to note that the flight logs form is the final entry point for all flight information. Once a flight log is signed off, flight information cannot be changed anymore. By clicking **SignOff**, you are certifying that the information in the flight log is correct.

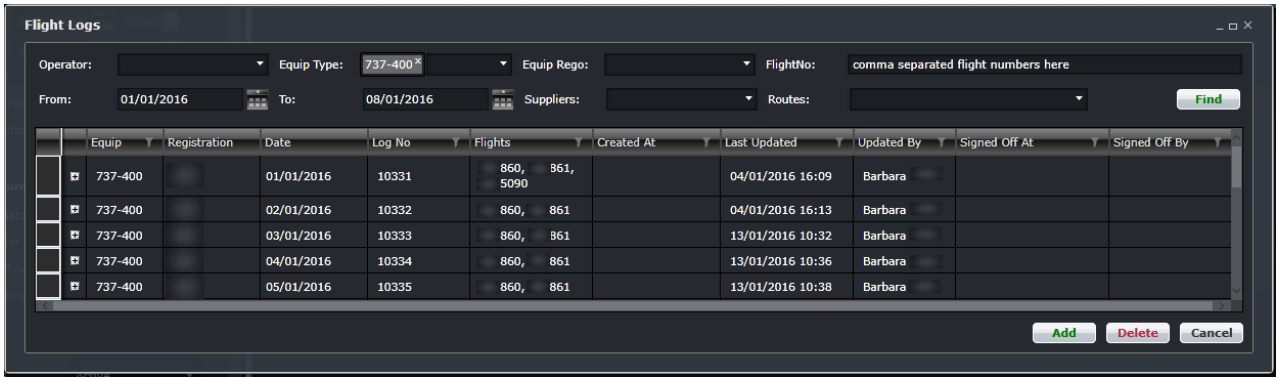
There are two sub-sections of the Flight Logs form. The first section (upper part) of the form contains a filter to search for the flight logs and the second section (lower part) contains the flight logs.

Find Flight Logs

The search criteria include the following fields:

Field	Description
Operator	Select operator from the dropdown menu
Equip Type	Select the equipment type/s
Equip Rego	Select the aircraft registration or tail number from the dropdown menu
FlightNo	Enter the flight numbers to search for. Each flight number must be separated by a comma
From	Enter the start of the date range to search from
To	Enter the end of the date range to search from
Suppliers	Select the suppliers included in the flight logs being searched for
Routes	Select the routes included in the flight logs being searched for

Click **Find** to search. Results will be displayed below the filter. Once the flight log has been located, it can be updated and signed off as required.

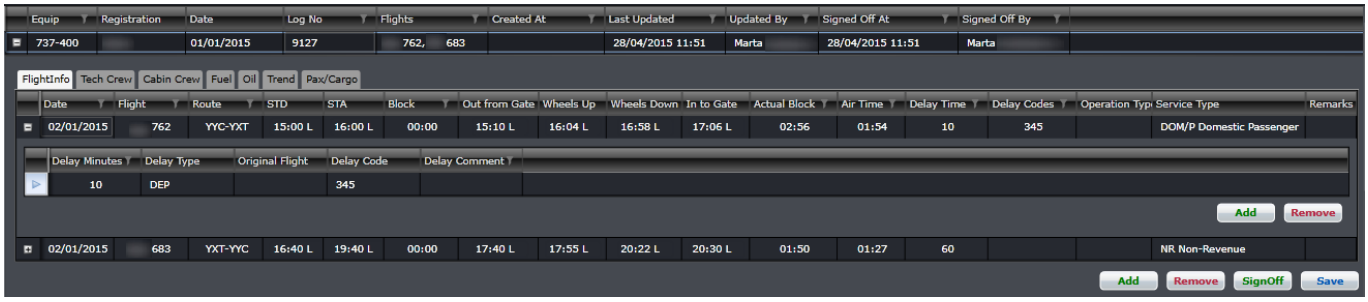


Flight Log Contents

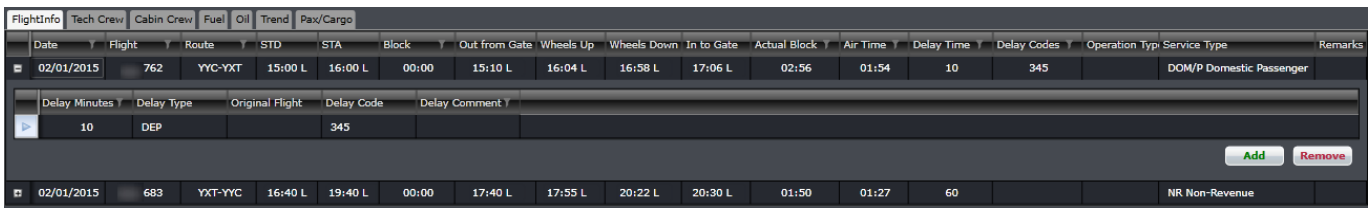
This section discusses each section of a flight log starting from the flight log header, which can be seen as search results. As seen from the image above, each flight log has the following main columns:

Field	Description
Equip	Equipment type of the inclusive flights
Registration	Aircraft registration or tail number
Date	Date of the inclusive flights
Log No	Flight number populated by the system
Flights	Comma-delimited list of flights included in the flight log
Created At	Date and time when the flight log was created
Last Updated	Date and time when the flight log was last updated
Updated By	Name of the user who last updated the flight log
Signed Off At	Date and time when the flight log was signed off
Signed Off By	Name of the user who signed off on the flight log

From the search results above, click the **[+]** at the leftmost column to expand the contents of a flight log. Several tabs will be displayed and each of them are discussed in the next sections.



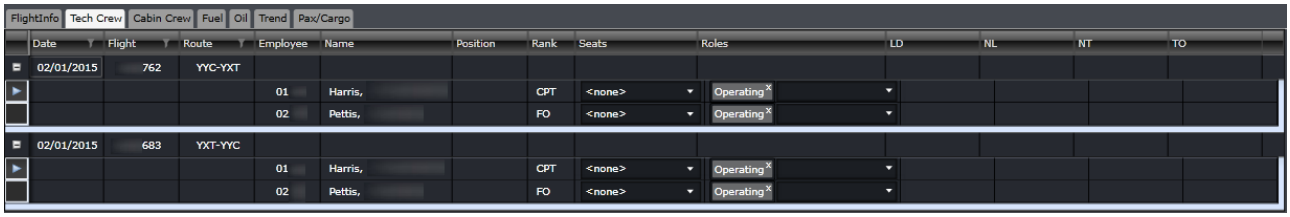
FlightInfo



FlightInfo is the first tab of a flight log. It contains basic flight information. The columns are described below.

Field	Description
Date	Date of the flight
Flight	Flight number
Route	Actual route
STD	Scheduled time of departure. Time mode follows that of the application
STA	Scheduled time of arrival. Time mode follows that of the application
Block	(Optional) Standard block time based on aircraft registration setup in Configure
Out / Off blocks / Out from Gate	Time of push back from gate/bay. The label of this column can be modified in the Time Code page of Configure.
Taxi	(Optional) Total taxi time. The label of this column can be modified in the Time Code page of Configure.
Off / Take off / Wheels up	Airborne time. The label of this column can be modified in the Time Code page of Configure.
On / Land / Wheels down	Landing time. The label of this column can be modified in the Time Code page of Configure.
In / On blocks / In to Gate	On chocks time. The label of this column can be modified in the Time Code page of Configure.
Actual block time	Total block time for the flight or the difference between In and Out times
Air time	Total flight time for the flight or the difference between On and Off times
Delay time	Delay minutes per flight. If the value is negative, it means the flight departed earlier than scheduled.
Delay codes	Delay codes associated with the delay minutes.
Operation type	If the aircraft returned to gate, indicate if the aircraft had a ground return or air return
Service type	Type of service for the flight i.e. Passenger – Normal service, Cargo, Ferry, etc.
Remarks	Comments regarding the flight

Tech Crew



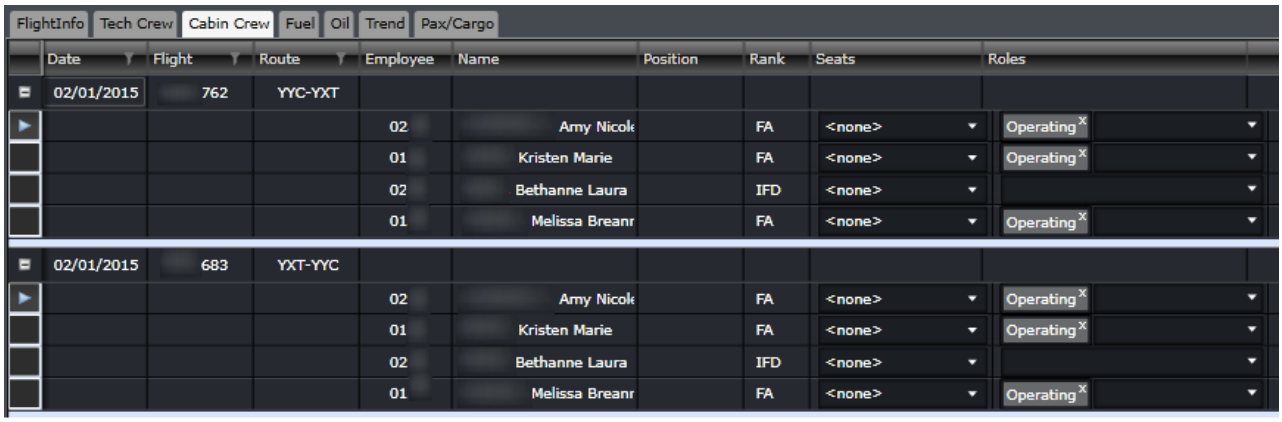
The Tech Crew tab contains some information regarding the pilots assigned to the flight.

Field	Description
Date	Date of the flight
Flight	Flight number
Route	Actual route
Employee	Employee ID
Name	Employee name
Position	Employee position
Rank	Employee rank, for example CPT or FO
Seats	Seat for the flight, for example LHS or RHS or jump seat
Roles	Role for the flight, for example Operating or Deadheading

The next columns may or may not be displayed in your flight log as these are configurable. Some of these flying and approach types may not be needed for tracking by your airline.

Field	Description
AI	AI
INST	Instructor
LD	Landing
NH	Night Hours
NL	Night Landing
NT	Night Takeoff
TO	Takeoff
DGA	DGA is Distance Measuring Equipment or Global Positioning Satellite System Arrival
GNSS	Global Navigation Satellite System
GPS	Global Positioning System
ILS	Instrument Landing System
LLZ	Localizer
MIL	MIL
MLS	Microwave Landing System
ND	Navigation Display
NDB	Non-directional radio beacon
PRA	Pre-recorded announcement
TC	Type certificate
VA	Design Manoeuvring Speed or Heading to an Altitude
VD	Design Diving Speed or Heading to a DME distance
VN	VN
VOR	VHF Omni-directional range and ranging

Cabin Crew



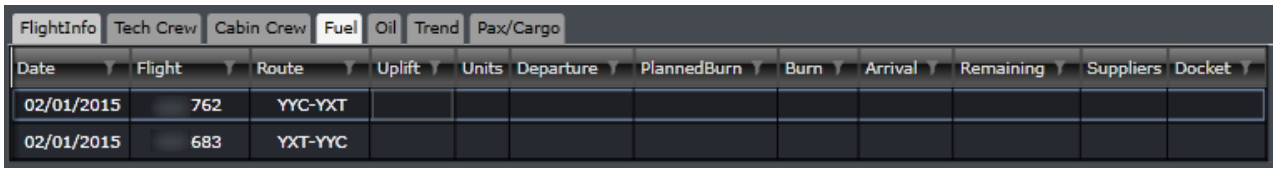
The Cabin Crew tab contains some information regarding the cabin crew assigned to the flight.

Field	Description
Date	Date of the flight
Flight	Flight number
Route	Actual route
Employee	Employee ID
Name	Employee name

Position	Employee position
Rank	Employee rank, for example CC or SFA
Seats	Seat for the flight, for example jump seat
Roles	Role for the flight, for example Operating or Deadheading

Fuel

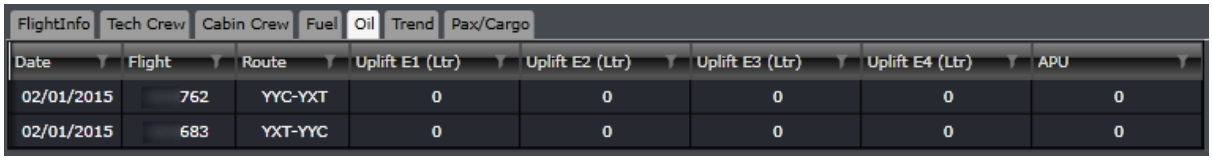
The Fuel tab catalogs the distribution and use of fuel for each flight.



Field	Description
Date	Date of the flight
Flight	Flight number
Route	Actual route
The next columns may or may not be displayed in your flight log as these are configurable. Some of these fuel records may not be needed for tracking by your airline.	
Previous	Fuel from previous flight
Uplift	Amount of fuel loaded into the aircraft
Engine Run	Fuel used on engine run
Departures	Amount of fuel prior to departure
Brakes Release	Amount of fuel before brakes are released
Planned Burn	Planned consumption of fuel
Average Fuel Burn	Average amount of fuel burned for the aircraft
Arrival	Amount of fuel upon arrival
Remaining	Remaining fuel
Ground Run	Distance travelled on ground without using the engine
Gauge Run	Fuel used for gauge run
Actual Fuel Burn	Actual consumption of fuel
Suppliers	List of fuel suppliers
Dockets	Tickets for referencing loaded fuel
Units	Unit of measure for loaded fuel

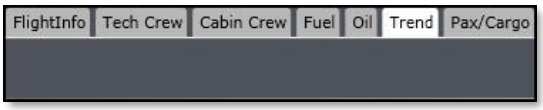
Oil

The Oil tab catalogs details pertaining to oil consumption.



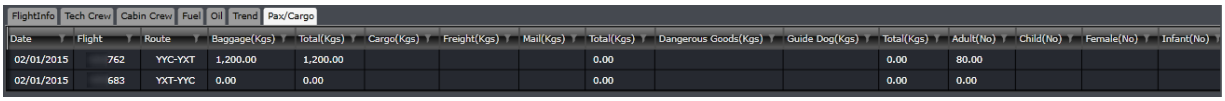
Field	Description
Date	Date of the flight
Flight	Flight number
Route	Actual route
Uplift E1 (Ltr)	Amount of oil loaded in engine 1
Uplift E2 (Ltr)	Amount of oil loaded in engine 2
Uplift E3 (Ltr)	Amount of oil loaded in engine 3
Uplift E4 (Ltr)	Amount of oil loaded in engine 4
APU	Amount of oil loaded in the auxiliary power unit

Trend



The Trend tab is designed to contain information on consumption patterns for all flights. This will be available in the future.

Pax/Cargo



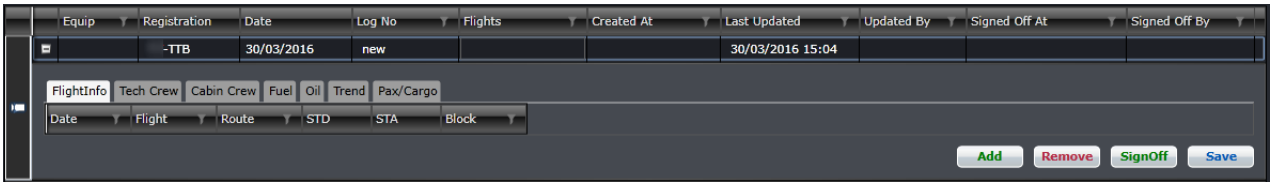
The Pax/Cargo tab includes the weight of or the number of cargo and/or boarded passengers.

Field	Description
Date	Date of the flight
Flight	Flight number
Route	Actual route
The next columns may or may not be displayed in your flight log as these are configurable. Some of these records may not be needed for tracking by your airline.	
Baggage	Total weight of baggage for the flight
Cargo	Total weight of cargo for the flight
Freight	Total weight of freight for the flight
Mail	Total weight of mail for the flight
Dangerous Goods	Total weight of declared dangerous goods for the flight
Guide Dog	Total weight of guide dogs in the flight
Adult	Total number of adult passengers in the flight
Child	Total number of children in the flight
Female	Total number of females in the flight
Infant	Total number of infants in the flight
Male	Total number of males in the flight

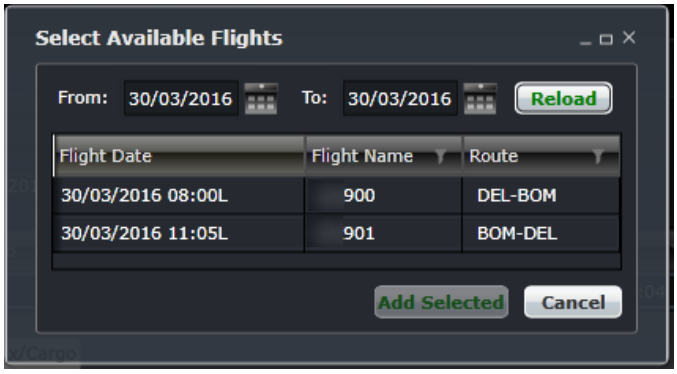
Creating a Flight Log

Flight logs can be created only if the flight has the actual arrival time and OOOI times in place. To add a new flight log, follow the steps below.

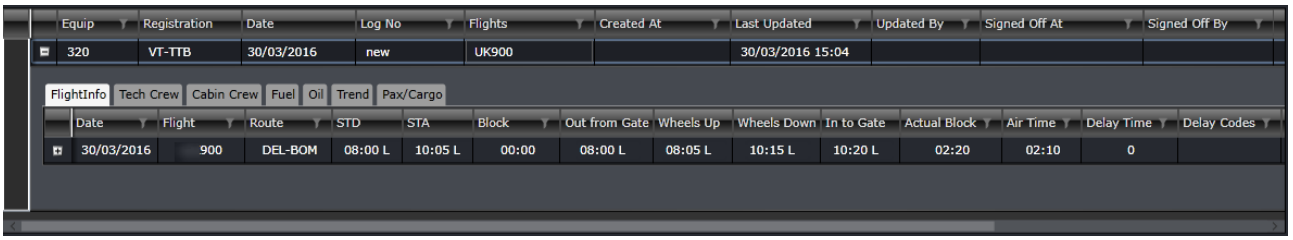
1. Go Tools. Select Flight Logs, then select Manage Flight Logs.
2. Click **Add** at the bottom. A blank row with today's date will appear.
   If you are continuing the flight log of an aircraft that has an existing set of flight logs, search for the flight log and expand it. Proceed to step 4.
3. Select the registration/tail number. Expand the row by clicking on the **[+]** at the leftmost column.



4. Click **Add** inside the flight log. Select one flight or select multiple flights using the Ctrl+click action. Click the Add Selected button.



5. The flight/s will be added to the flight log. Review the times of the flight and modify any of the details as needed. Refer to the *FlightInfo* section for more information. Click **Save** under the flight.



6. Go through each tab and modify the information as needed. All changes made in the tabs will be reflected in the Grid, Gantt and FIW. Refer to Flight Log Contents for more information on each tab. Click the Save button under the flight.
7. When all flights are accounted for, click the Sign Off button to finalize the changes. Once this is done, users can no longer modify information on the flights.

Things to note when working on flight logs:

- The Log No is a free text field that must be added by users. It is recommended to have a formatting convention when using this.

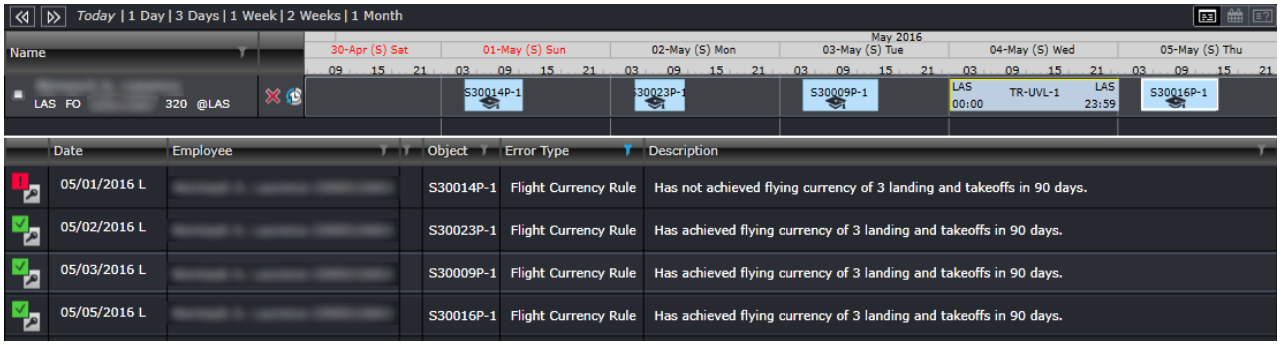
- One or more flights can be added to a flight log. It is up to the airline's process if there should be one flight log per aircraft per day, or one flight log per set of crew per day, etc.
- Flight log entries can be validated based on the data entered by users and this is controlled by several user preferences found in Configure:
    - Validation of flight times and fuel values is controlled by the user preference *ValidateFightTimesAndFuelValues*. This ensures that the times entered are in chronological order (OFF time comes before IN time, for instance).
    - To properly handle the difference in fuel levels before departure and after arrival, the user preference *MissingFuelUpliftValidationThresholdPercent* is set to 20% by default. This means that there can be a 20% difference between the actual uplift value and entered value.
- The user must sign off on the flight log. Otherwise, users can still modify the details, which can affect the results of audits.

Automated Flight Logs

For customers that do not manually enter flight logs to monitor pilots' take-offs and landings, the *UpdateFlightLogEmployeeFlyingJob* can be used. When activated, the job will assume that the flights assigned on future days will be considered as operated and the take-off and/or landing will be considered in the rule. For the past flights, the take-off and landing will be automatically considered in the rule.

In the example below, the crewmember was offline for more than 90 days and will return to work on the 1st of May. He is rostered for two training flights per day for the first few days of his roster. Let's say that the current day is the 25th of April. With the snapshot of the roster below, the results of the Flight Currency Rule validation are displayed below the roster.

The rule requires 3 landings and take-offs (LTOs) in 90 days for any equipment type.



On the 1st, 2nd, 3rd and 5th of May, he has two flights on each pairing. On the 4th of May is an unavailable day.

The job counts the number of operating flights in the future and assumes that the crewmember will report for work and operate those flights. The LTO count for those flights is temporarily counted and the is given to the RulesEngine. When validating the roster for future days, the rule considers the temporary count and the appropriate violations are displayed in the Monitoring Panel.

The violation for the 1st of May says that that the 3 LTOs have not been achieved. This was raised because he only has two flights for that day.

The violation message for the 2nd of May says that the 3 LTOs have been achieved. The two flights on the previous day and the first flight for that day satisfied the rule. This follows on even for the 3rd and 5th of May.

If all goes well with the roster and the crewmember shows up for all his duties on those days, the *UpdateFlightLogEmployeeFlyingJob* will record 1 LTO for each flight that he operated as a student. This has the same effect as a user creating a flight log for each of the flights and recording the LTO.

If the crewmember called in sick on the 1st of May, the violation against the rule would be on the 2nd of May and the violation message for passing the rule would be on the 3rd and 5th.

Once a day, the *UpdateFlightLogEmployeeFlyingJob* assesses the flights from the previous day and logs the LTOs for all pilots. These are the actual LTO counts and are no longer temporary. The rule uses both the actual and temporary counts depending on the validation period.

The job allots the actual count by rank – pilot-in-command (PIC), captain and then first officer.

For a 2-pilot operation and a duty has four flights, the first flight is credited to the captain, then the second flight to the first officer, then the third flight to the captain and the fourth flight to the first officer.

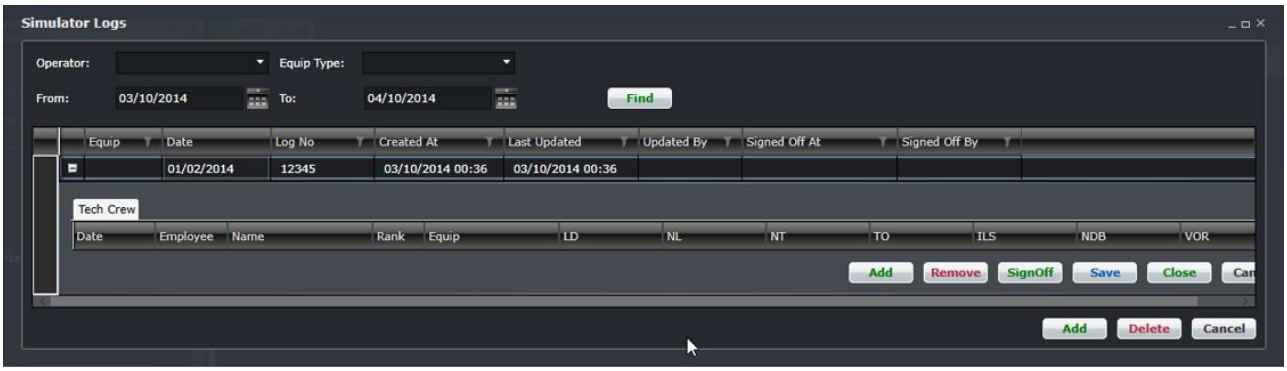
If there are more than 2 pilots, the PIC is credited first then the captain, then the first officer.

Manage Simulator Logs

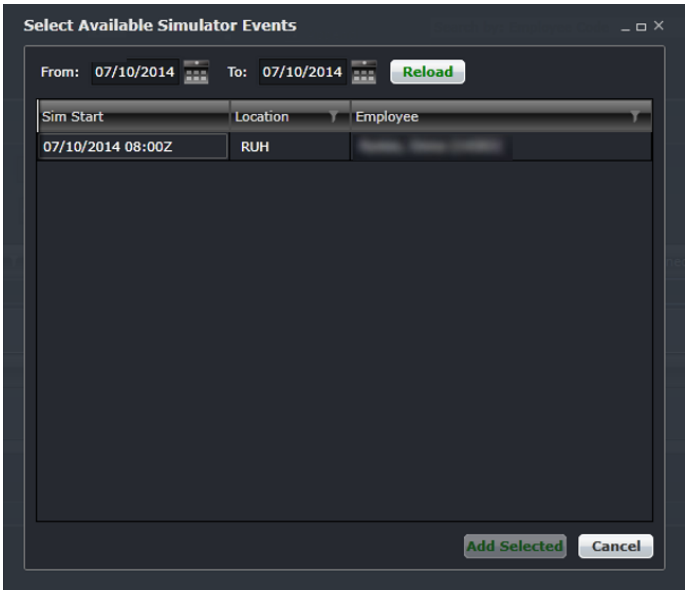
Simulator (SIM) courses can be recorded as a takeoff and landing and can be included in the crew's currency. This is usually done when a crew who was inactive for a few months comes back online and trains in a SIM to update his currency before he can legally operate a flight.

To add a simulator log, follow the steps below:

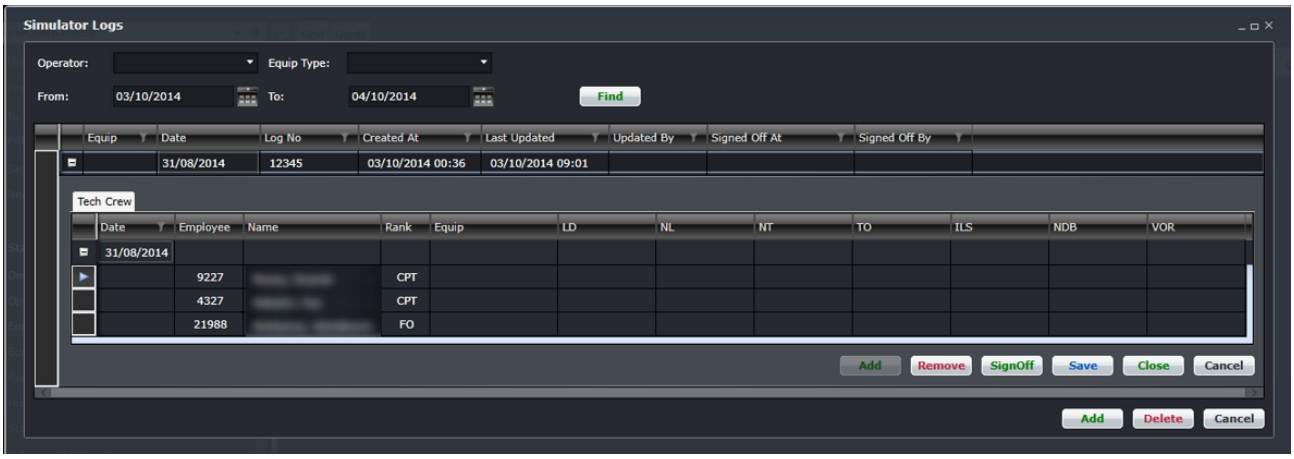
1. Go to Tools and select Flight Logs. Select Manage Simulator Logs.
2. The form is like the Flight Log form. Click **Add** at the bottom of the form.
3. Add the Date in the first row and enter a log number under the Log No column.



4. Click **Add** within the SIM log.



5. Search for the SIM course by filtering for the date. The list includes SIM courses created in CrewPlan and SIM pairings assigned to crew.
6. Select the SIM and click **Add Selected**.
7. Fill out the flying type and approach type for the SIM, as well as the takeoff and landing for the crew.

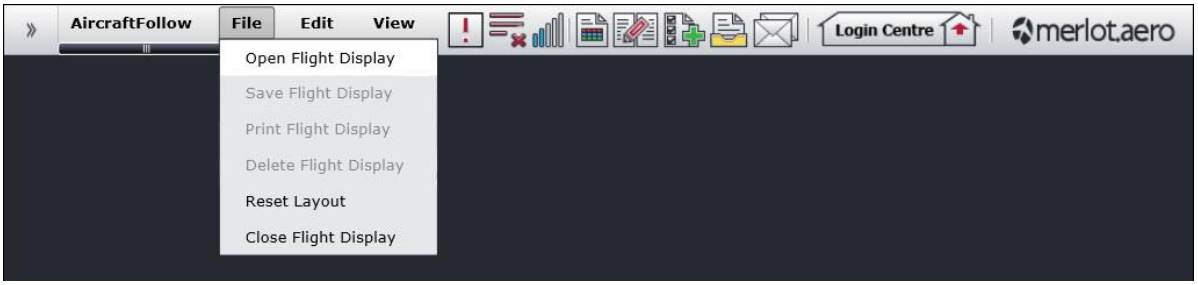


8. Click **Save**. If the records are final, click ***SignOff***.

Menu Options

File Menu

The Flight menu contains options on managing the flight display.



Open Flight Display

The Open Flight Display function opens the Filter Panel and the Flight Display Panel.

Save Flight Display

The Save Flight Display feature saves the information modified in the Grid and Gantt views. This works the same as clicking the Save Flight Display Entries button ( ).

Print Flight Display

The Print Flight Display feature prints flight information from the Flight Display Panel. This works the same as clicking the Print button ( ).

Delete Flight Display

This feature will be available in the future.

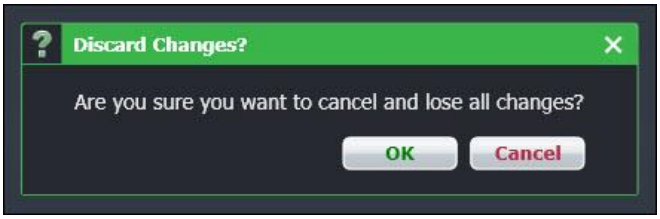
Reset Layout

The Reset Layout function resets the AircraftFollow default display, which has the Filter Panel on the left side and the Flight Display Panel on the right. This function is a quick way to restore default settings after moving panels around. The reset function does not clear filter or panel data.

Close Flight Display

The Close Flight Display feature closes the Filter Panel and the Flight Display Panel. Only the toolbar remains on the screen.

If you have unsaved data in the display, the following message will display:



Click **OK** to proceed and lose unsaved data or click **Cancel** to close the form without generating action.

Edit Menu

The Edit menu provides some options similar to the toolbar.

Add New Flight

This option brings out a new row at the bottom of the Grid view where users can enter the details of the new flight. This works the same as the Add Flight button ( ).

Flight Information

This option brings out the Flight Information Window of the selected flight. This works the same as the FIW button ( ).

View Menu

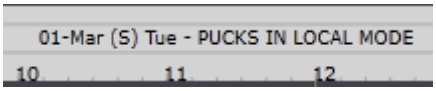
The View menu provides several options for modifying the display of flights and for isolating some information.

Time Mode

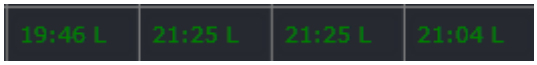
To change time modes, select Time Mode and select one of the options below:

- Zulu (Z): Zulu time is known as Greenwich Mean Time (GMT)
- Port (L): Port time is local time in your time zone
- Standard (S): Standard time is local time at your company headquarters

The selected time mode is displayed at the top of the Gantt.



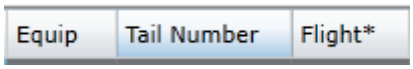
It is also displayed beside the flight times.



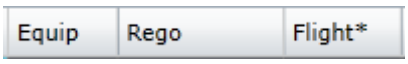
Use Tail Number/Use Registration

The terms Rego/Registration and Tail Number can be interchanged in the system. Both refer to the unique identification of an aircraft.

If your airline currently uses registrations, the option in the View menu is Use Tail Number. Once selected, the column header in the Grid will be changed to Tail Number.



If your airline currently uses tail numbers, the option in the View menu is Use Registration. Once selected, the column header in the Grid will be changed to Rego.



View Cancelled and Deleted Flights in the Gantt Chart

This feature is part of future development.

PlayPen

This feature is part of future development.

Flight Information

This feature is part of future development. Alternatively, flight information can be also be accessed from the toolbar and from double clicking the flight in the Grid and Gantt view.

Crew Flows

This feature is part of future development.

Crew Complement

This feature is part of future development.

Application Log

This feature is part of future development.

Flight Conflict

The Flight Conflicts form was designed to display a summary of turnaround time issues, port mismatches and other violations. The full feature is part of future development.

Port Requirement

This feature is part of future development. Alternatively, this feature can be accessed through links in the Flight Information Window.

Route Requirement

This feature is part of future development. Alternatively, this feature can be accessed through links in the Flight Information Window.

Gantt Chart

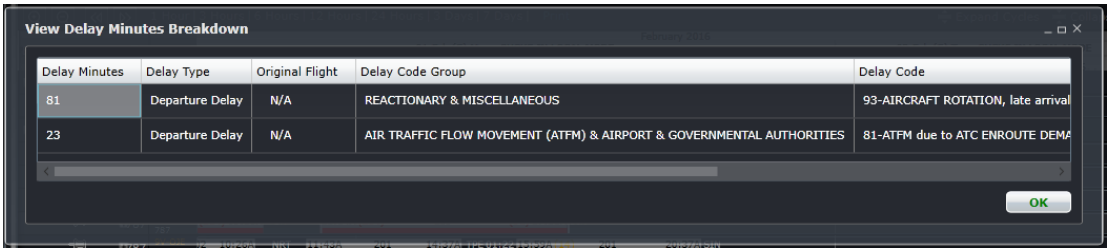
This feature is part of future development. Alternatively, the Gantt view of the Flight Display Panel is readily available to system users.

View Flight Status

This feature is part of future development. Alternatively, this feature can be accessed through links in the Flight Information Window.

View Delay Minutes Breakdown

This option displays the delay information of the selected flight without going through the Flight Information Window.



Gantt-Chart Display

This feature is part of future development. Alternatively, the Gantt view of the Flight Display Panel is readily available to system users.

Expand Cycles

This option expands all the cycles in the Gantt view, similar to clicking the Expand Cycles link at the top right corner of the Gantt.

Collapse Cycles

This option collapses all the cycles in the Gantt view, similar to clicking the Collapse Cycles link at the top right corner of the Gantt.

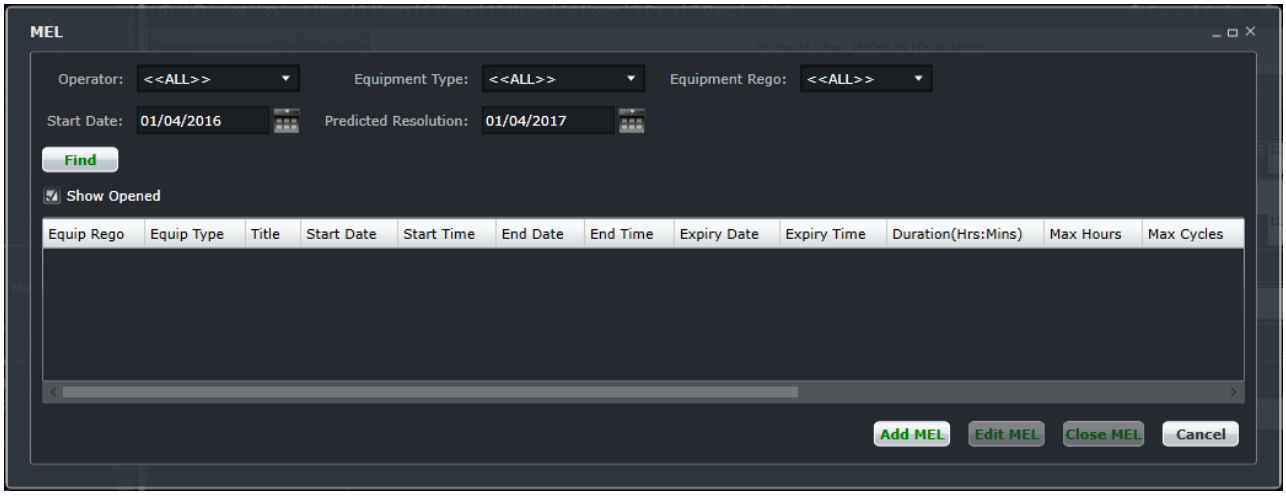
Tools Menu

The Tools menu contains options that allow users to manage more information that affect flights.

Run Rules

This feature is part of future development.

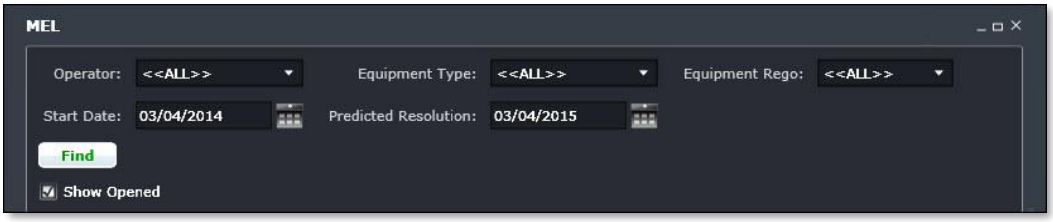
Manage MEL



A Minimum Equipment List (MEL) is a record of a registered maintenance issue associated with a specific aircraft registration. A MEL applies to an aircraft for a pre-determined period. When viewing MELs for a registration, only current MELs or MELs that are active on the selected date range will display.

A MEL is applied to an aircraft by Engineering when an aircraft has a technical issue but can still operate under certain minimum conditions. This MEL may mean the flight cannot fly to certain airports.

Find MEL



To find a MEL using the search function in the Manage MEL form:

1. Select applicable Operator, Equipment Type and Equipment Rego (Registration) from the dropdown menus.
2. Select the Start Date and Predicted Resolution Date from the dropdown calendars.
3. Select the Show Opened checkbox to view open MELs.
4. Click **Find** to generate a list of current active MELs.

   A list of aircraft MELs will display on the lower part of the form. The date column headings enable you to filter the date range of MELs to view. The list will state if a MEL is open or closed. Once the applicable MEL is located, it may be edited or closed.

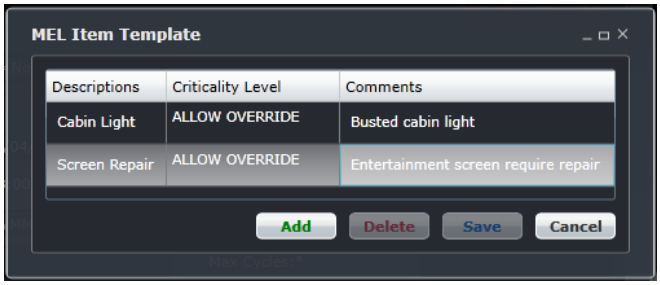
5. If no further action is required, click **Close MEL** to cancel to close the form without generating action.

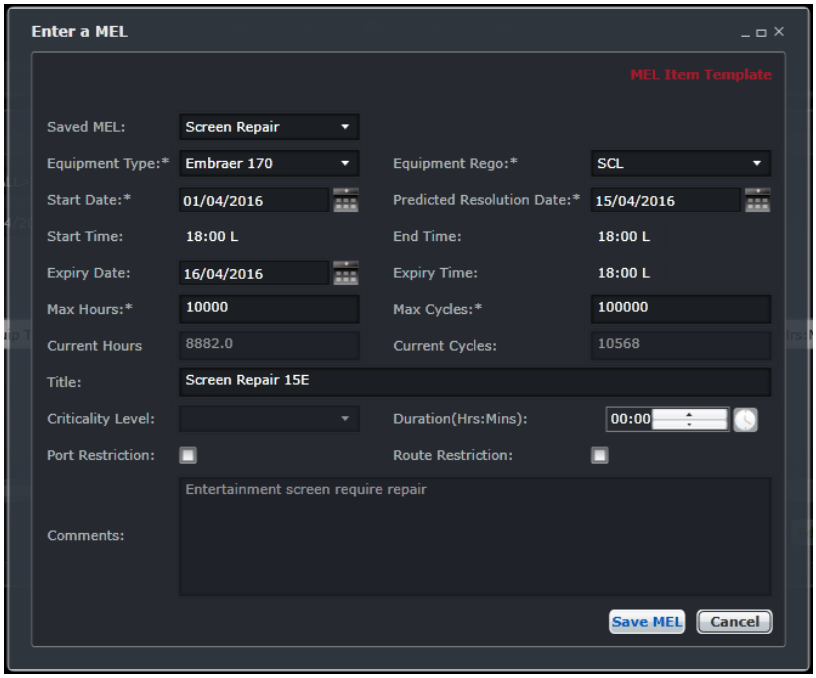
Note: *Only current MELs or MELs active in the selected date range open in the Flight Information Panels will be displayed.*

Add MEL

To add a new MEL from the Manage MEL form:

1. Click **Add**.
2. Complete the required fields on the MEL Item Template (red link at the upper right corner).
   The minimum required fields are marked with an asterisk





Field	Description
Saved MEL	Click the down arrow to access a drop-down menu of pre-saved MELs, if applicable
Equipment Type	Select equipment type from the list of equipment types in the dropdown list
Equipment Rego	Select applicable aircraft registration from the list of registrations in the dropdown list
Start Date	Select a start date for the MEL using the dropdown calendar
Predicated Resolution Date	Select a predicted resolution (end) date using the dropdown calendar
Start Time	Enter start time in hh:mm format
End Time	Enter end time in hh:mm format
Expiry Date	User selects an expiry (expiration) date for the MEL using the dropdown calendar
Expiry Time	User selects an expiry time for the MEL, in hh:mm format
Max Hours	Enter maximum hour value
Max Cycles	Enter maximum cycles
Current Hours	Informational only. It displays current hours on aircraft at the time the MEL is being entered
Current Cycles	Informational only. It displays current cycles on aircraft at the time the MEL is being entered
Title	User entered text field to provide a title for the MEL
Criticality Level	Select Allow Override, Critical or Critical Planning using the dropdown list
Duration	Auto calculated from start and expiry times, displayed in days, hours, minutes format
Port Restriction	Select the check box to search for or enter manually any port restrictions. Restrictions and ports will also auto-complete if typed manually in the control field.
Route Restriction	Select the check box to search for or enter manually any route restrictions. Restrictions and routes will also auto-complete if typed manually in the control field.
Comments	User entered text field for MEL related comments

3. Click **Save MEL** to save the event or **Cancel** to close the form without generating action.

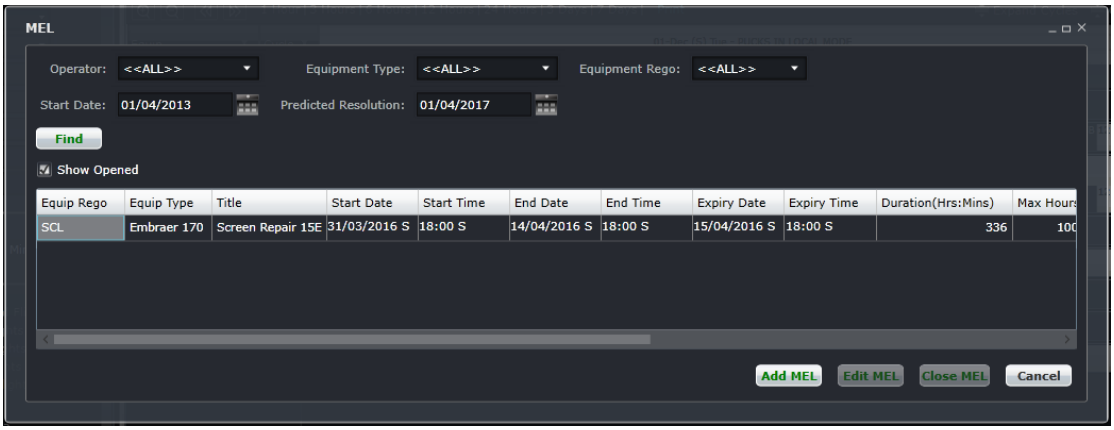
   Once a MEL has been entered against an aircraft registration, a MEL icon appears in the Gantt chart and the grid view of the Flight Display Panel against that registration as long as the open schedule contains a MEL within its period.

Note: *If the MEL has a restriction against it and the aircraft operation breaks one of the port, route, hours and/or cycles restrictions this will be displayed once the MEL has been saved. The same thing applies if there are any disruptions that change the schedule so that it breaks a restriction. The level of the criticality will depend on what was selected.*

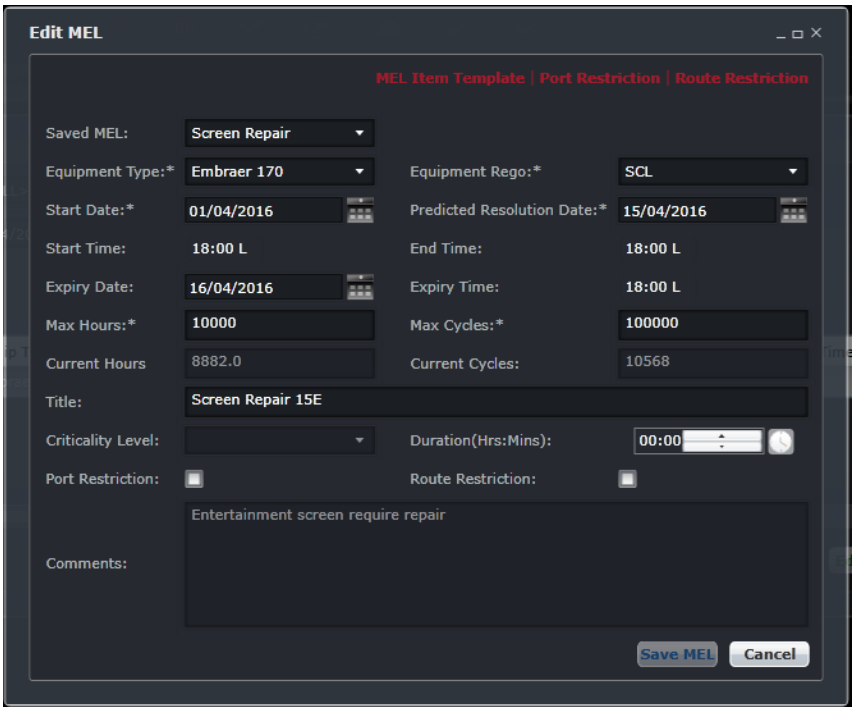
Edit MEL

To edit an existing MEL from the Manage Mel form:

1. Select the desired MEL in the grid, by clicking on the row



2. Click **Edit MEL** at the bottom of the MEL form (shown above)



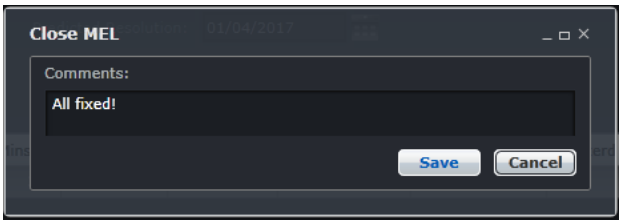
3. The system will open the Edit MEL form for the user to edit the details.
4. Edit the MEL as needed
5. Click **Save MEL** to save the changes.

Close MEL

To close an existing MEL from the Manage MEL form:

1. Select the desired MEL in the grid.
2. Click **Close MEL** at the bottom of the MEL form.

   The application will prompt the user for comments.



3. Click **Save** to save the comments, then **Cancel** to the Manage MEL form.

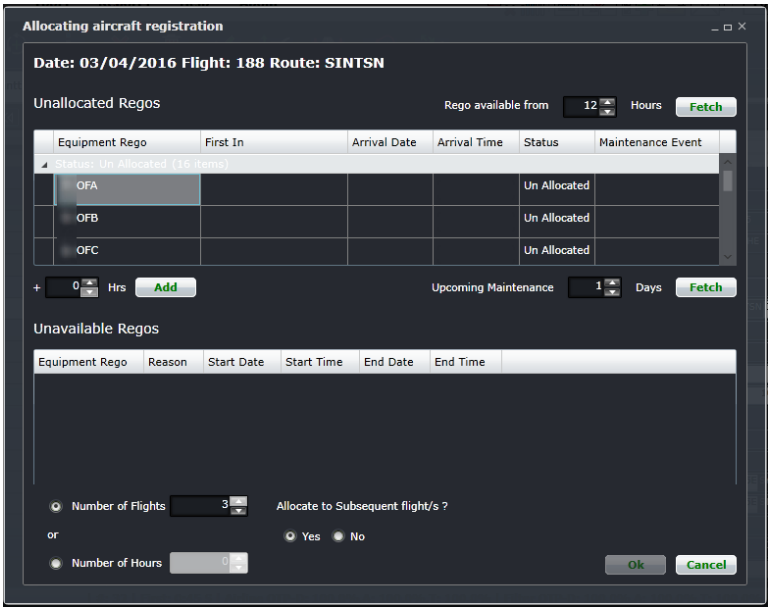
The system closes the MEL recording the comments, date/time of closure and your name.

Manage Maintenance

Manage Maintenance allows users to align aircrafts with their flights and maintenance events. Go to the Maintenance Events section for more information.

Auto Allocate-Rego

This tool makes it easier to assign several flights to an aircraft based on the number of flights or hours with consideration for maintenance events.



You can auto allocate flights using the following steps:

1. Select hourly increment to search for unallocated registrations using the up and down arrows.
2. Click on **Fetch** to retrieve list of unallocated registrations
   Unallocated registrations will display in the grid.
3. Select the Number of Flights or Number of hours radio button.
4. Select the **Yes** radio button to Allocate to Subsequent flight/s.
5. Click **OK** to allocate or click the **Cancel** button to close the form without generating action

Alternatively, users can search for unavailable regos (registrations) using the following steps:

Halfway down the form, select hourly increment to search for unavailable registrations using the up and down arrows,

1. Click **Add** to retrieve list of unavailable registrations.

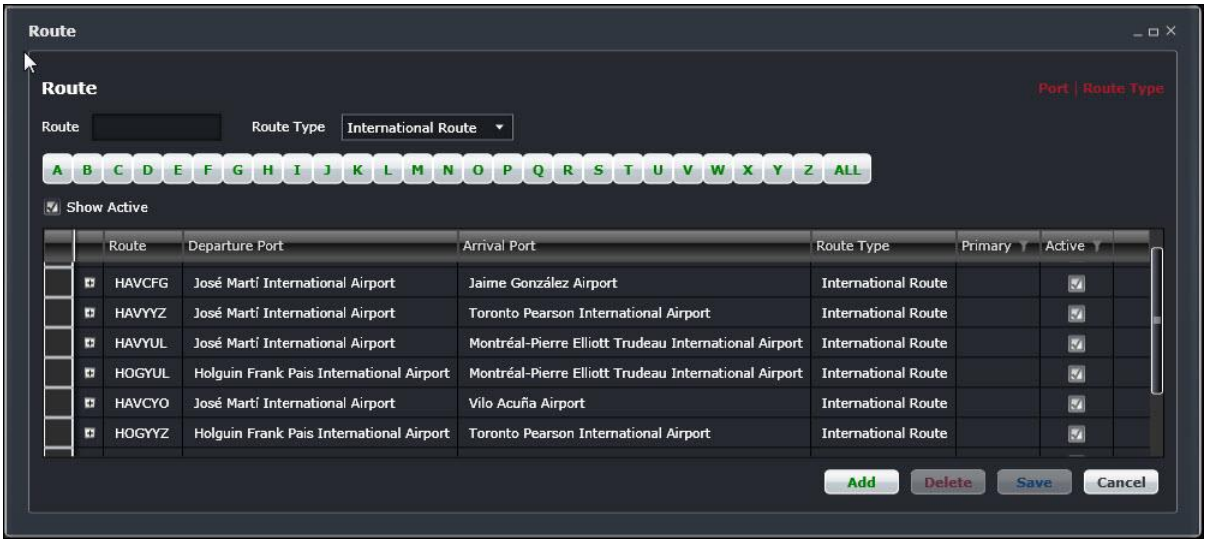
   Unavailable registrations will display in the grid area.
   Unavailable registrations will be displayed, for example, due to a maintenance event.

2. Click on **OK** to allocate or click **Cancel** to close the form without generating action.

Route

The Route form allows users to manage routes maintained in the system. This is the same form used by administrators in Configure. This requires security rights to be granted to the user before it can be made available.

This is handy to have when a flight is diverted to a port and this new route is not yet in place in the system.



Find Route

To search for a route:

1. Enter the Route name (no dash or hyphen) and select the Route Type from the drop-down menu.
2. Select the Show Active check box to display active routes.

View the corresponding routes from the designated departure airport in the grid below

Alternatively, select a letter corresponding with the name of the departure airport from the A-Z alphabet, or select All and view the corresponding routes in the grid.

Click **Cancel** to close the form.

Add Route

To add a route using the Route form:

1. Click **Add** at the bottom of the Route form.
   A new row is inserted at the bottom of the grid

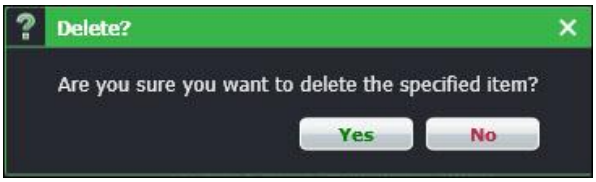
2. Enter the following fields:

Field	Description
Route	Enter from and to ports, for example HAVCMW
Departure Port	The departure port will automatically populate with the name of the airport
Arrival Port	The arrival port will automatically populate with the name of the airport
Route Type	Select the route from the dropdown menu
Primary	Primary check box, leave as unchecked
Active	Select the Active check box if this is an active route

3. Click **Save** to save the added route or **Cancel** to close the form without generating action.

Delete Route

To delete a route, locate the route for deletion. Click on the row for deletion and click **Delete**.



A delete dialog box will ask you to confirm the deletion. Click on the **Yes** button to delete or the **No** button to close the dialog box without generating action.

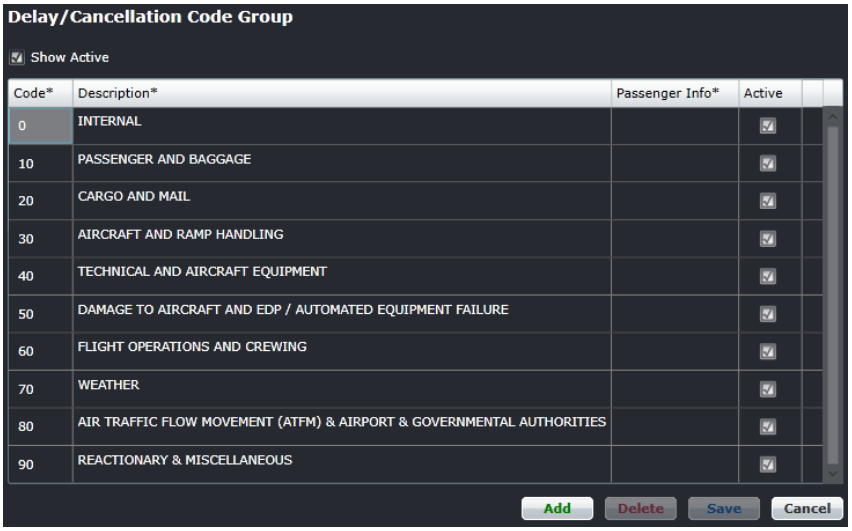
Options

The Options menu allows users access to some of the flight-related configuration that administrators have access to in Configure.

Delay/Cancellation Code Group

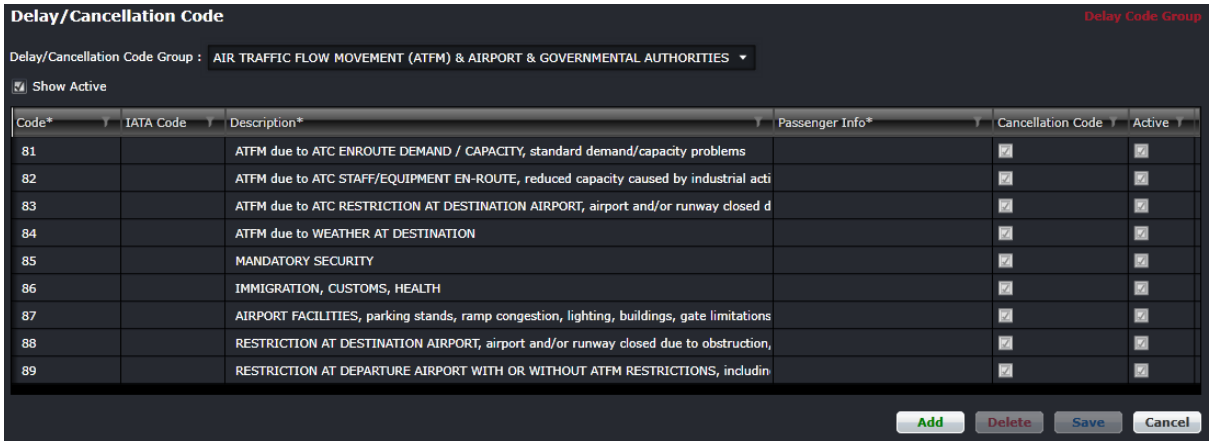
The Delay Code Group form displays categories of delay codes and corresponding descriptions as specified by the International Air Transport Association (IATA). For example, Operations and Crew Delays are code 60 delays. Code 60 related delay codes are assigned based on the circumstances which caused the delay.

When the Show Active check box is selected, only active delay codes will be displayed.



Delay Code

The Delay Code form enables the user to view specific delay codes within a delay code group. In the example shown below, delay codes for Operations and Crew Delays, known as code 60 delays are itemized.



The steps to view a specific delay code group are as follows:

1. Select the appropriate Delay Code Group from the dropdown menu.
2. Select the Show Active check box.

The delay code numbers are listed in the Code column. The IATA Code column holds the default IATA code of the corresponding delay code, if a different scheme is used for the Code column. The delay code description in the corresponding Description column. The Passenger Information column communicates the reason for the delay to customers, based on text entered into the Passenger Info field by the system user. The Active column indicates that the delay code is an active delay code.

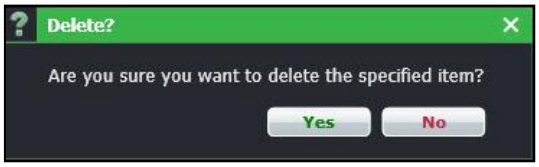
To add a delay code:

1. Click **Add** to add a new delay code.

2. Type the delay code number and tab to the delay code description and passenger information fields to enter text, then select the Active check box.
3. Click **Save** to save the delay code or **Cancel** to close the form without generating action.

To delete a delay code:

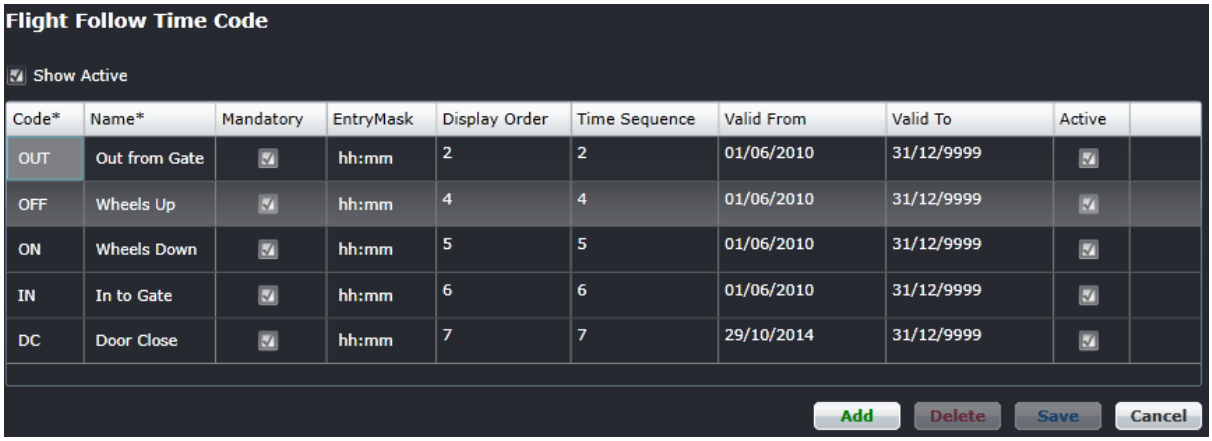
1. Click to highlight the row containing the delay code for deletion.
2. Click **Delete** to delete the delay code.



3. Click **Yes** to confirm deletion of the delay code or the **No** button to close the dialog box without generating action
4. Click **Save** to save the changes, the delay code will no longer show on the delay code list.

Flight Follow Time Code

The Flight Follow Time form allows users to add and delete values for notable flight times such as in to gate, wheels up, wheels down, out from gate and taxi time. These columns will appear in the flight log.



To add a time code using the Flight Follow Time Code form:

1. Click **Add** at the bottom of the Flight Follow Time Code form.
   A new row is inserted at the bottom of the grid

2. Enter the following fields:

Field	Description
Code	Text to use as the column header in flight logs. Shortcut or abbreviation of the Name
Name	Name of the field
Mandatory	Select the checkbox if this is a mandatory field
EntryMask	Required format for the entries. For time, use hh:mm. For counting numbers, use nn.
Display Order	Column order for display in flight logs
Time Sequence	Chronological order for validating time entries
Valid From	Code validity date start
Valid To	Code validity date end
Active	Select the check box, if this is an active code

3. Click **Save** to save the added route, or **Cancel** to close the form without generating action

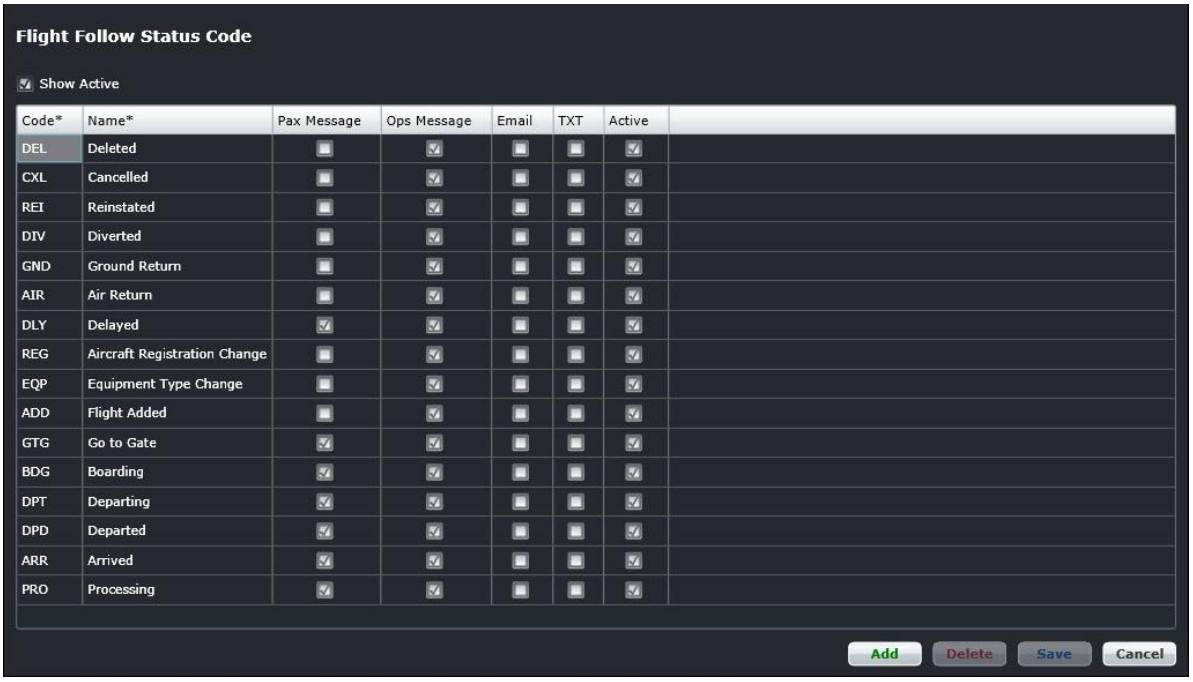
To delete a time code using the Flight Follow Time Code form:

1. Click on the time code row for deletion.
2. Click **Delete**.
   A prompt asking, *"Are you sure you want to delete the specified item?"* will appear.
3. Click **Yes** to delete, or **Cancel** to close the form without generating action

Flight Follow Status Code

The Flight Follow Status Code enables users to communicate flight status to designated parties.

Values entered into this form can be transferred to FIDS screens via the merlot.aero web service.



The Flight Follow Status Code form transmits flight status information, using standardized codes into messages for selected audiences, which may include passengers and operations in the form of FIDS, email messages and text messages.

System users can add/or delete status code fields from the form to meet operational needs.

To add a status code using the Flight Follow Time Status form:

1. Click **Add** at the bottom of the Flight Follow Status Code form.
   A new row is inserted at the bottom of the grid.

2. Enter the following fields:

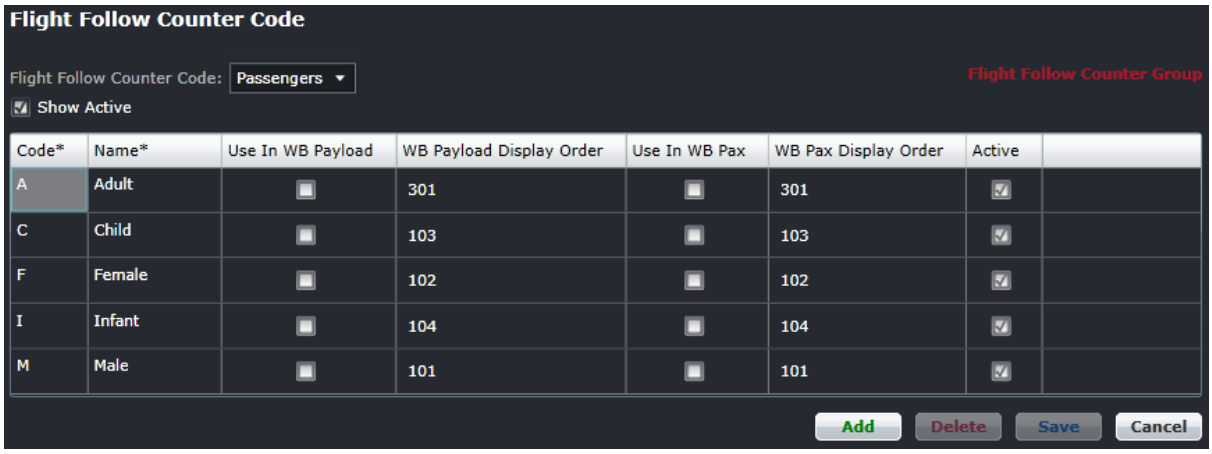
Field	Description
Code	Text to use as the code for this status. Shortcut or abbreviation of the Name
Name	Name of the status
Pax Message	Select the checkbox to include this status when sending information to FIDS screens for passengers
Ops Message	Select the checkbox to include this status when sending information to FIDS screens for operations personnel
Email	Select the checkbox to include this status when sending flight statuses via email
Text	Select the checkbox to include this status when sending flight statuses via SMS
Active	Select the check box if this is an active status code

3. Click **Save** to save the added code, or **Cancel** to close the form without generating action

It is recommended that the system user deactivate status codes rather than delete them. To deactivate a status code, uncheck the Active check box and click **Save**.

Flight Follow Counter Code

The Flight Follow Counter Code form allows users to view as well as add and delete codes for fields such as baggage, cargo, freight, mail, other and passengers. System users can then enter passenger, baggage, mail, and cargo counts into the Flight Follow Counter Group form and have the data transmitted to load control, if required, for weight and balance purposes.



The existing counter code fields displayed above are editable and new fields/codes can be created based on station requirements.

To add a counter code using the Flight Follow Counter Code form:

1. Click **Add**.
2. Enter the following fields:

Field	Description
Code	Text to use as the code for this entry. Shortcut or abbreviation of the Name
Name	Name of the item to be counted
Use in WB Payload	Optional: Select the check box if the counter code should be used in weight and balance payload calculations.
WB Payload Display Order	Optional: Select the check box if the counter code should be displayed on the weight and balance display order
Use in WB Pax	Optional: Select the check box if the counter codes for passenger weights should be used for weight and balance
WB Pax Display Order	Optional: Select the check box if the counter codes for passenger weights should be used for on weight and balance display order
Active	Select the check box if the code is an active status code

3. Click **Save** to save the added code, or **Cancel** to close the form without generating action

Note: *The weight and balance columns are optional at this time. These columns will be used in merlot.aero's weight and balance mobile app.*

The delete function works the same as in other forms in AircraftFollow. Select the item to be deleted, click **Delete**, and click **Yes** to delete the specified item, after verifying the correct item for deletion. It is recommended that the system user

deactivate status codes rather than delete them. To deactivate a status code, uncheck the Active check box and click **Save**.

Flight Follow Configuration

Flight Follow Configuration allows airlines to create delay and OTP configuration for certain groups of flight determined by the flight number range. Please consult the Configure User Manual for information about configuring delays and on time performance settings.

Freight Breakdown

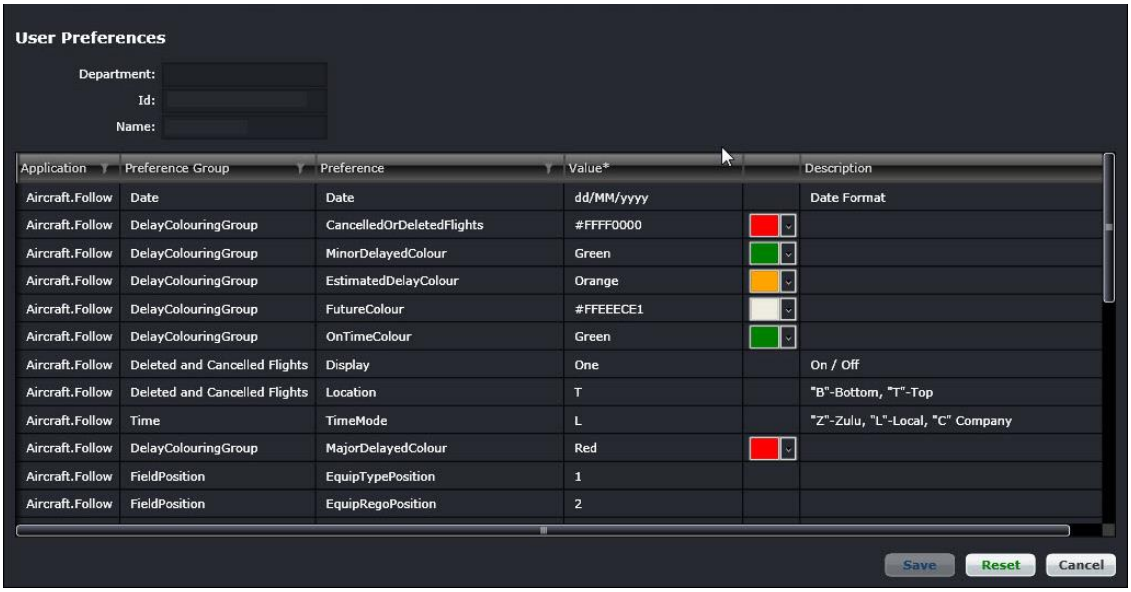
The Freight Breakdown feature in the Tools menu is part of future development in AircraftFollow.

Cargo Breakdown

The Freight Breakdown feature in the Tools menu is part of future development in AircraftFollow.

User Preference

The User Preference form allows system administrators to set up visual preferences in AircraftFollow based on individual airline specifications. For instance, flight status colors can be modified according to preference as well as date formatting, time mode and field positions in the Flight Display Panel.

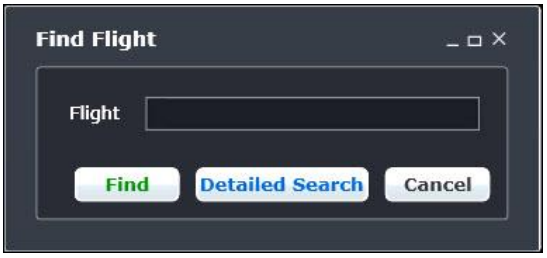


User preference editing is restricted to administrator access. To edit preferences, click a row to select the row, modify the value as needed and click **Save** to save changes or **Cancel** to close the form without generating action. Click **Reset** to return the user preferences to the default state. This subject is discussed in detail in the Configure User Manual.

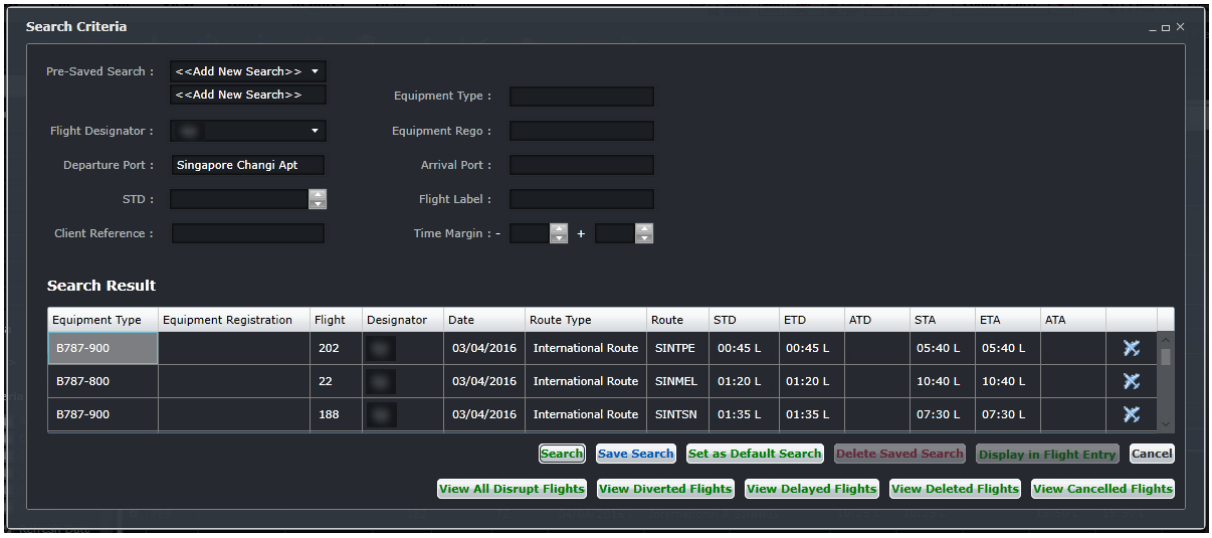
Find

The Find tool enables users to search for flights in the Grid and Gantt views. The keyboard shortcut for this is <**Ctrl + F**>.

The Ctrl+F option brings out the simple search tool. To use this, enter the flight number and click **Find**. The flight will be highlighted in the Grid and Gantt views. Click **Cancel** to close the form.



If the user clicks **Detailed Search**, the complete Search Criteria form displays. This is the same form accessed from the Tools menu.



To find a flight/aircraft, fill out the Search Criteria fields as follows:

Field	Description
Pre-Saved Search	Click the down arrow to access a dropdown list of previously saved flight searches, if applicable
Equipment Type	Enter the equipment type or model
Flight Designator	Select the flight designator from dropdown list
Equipment Rego	Enter the equipment registration or tail number and a list will generate. Choose the applicable rego.
Departure Port	Enter the departure airport and a list will generate. Choose the applicable airport.
Arrival Port	Enter arrival airport and a list will generate. Choose the applicable airport.
STD	Enter the schedule time of departure using the up/down arrows
Flight Label	Enter flight label
Client Reference	Enter client name, if applicable
Time Margin	Enter additional time range (X hours before, X hours after) for search

Click the **Search** button to initiate the search, results will be displayed under Search Results in the form, or click **Cancel** to clear the form.

Other search button related options include:

Field	Description
Save Search	Click the **Save Search** button to save search criteria for future use
Set Default Search	Click the **Set Default Search** button to save the search as the default search criteria every time this form is opened
Delete Saved Search	Click the **Delete Saved Search** button to delete the saved search from the pre-saved search menu
Display in Flight Entry	Click the **Display in Flight Entry** button to display search results in the Grid view

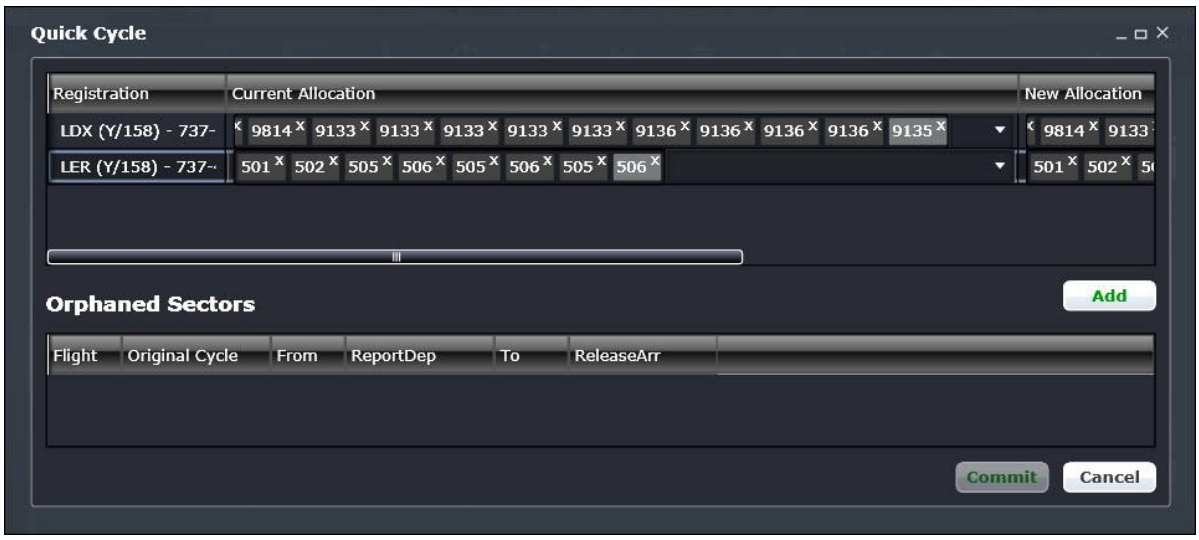
The buttons located at the bottom of the Search Criteria form assist users in targeting flights that are part of irregular operations.

Search result data can be analyzed in more detail by using the following irregular flight search features:

Field	Description
View All Disrupt Flights	Click the **View All Disrupt Flights** button to view all disrupted flights, similar to the Filter Panel
View Diverted Flights	Click the **View Diverted Flights** button to view diverted flights
View Delayed Flights	Click the **View Delayed Flights** button to view delayed flights
View Deleted Flights	Click the **View Deleted Flights** button to view deleted flights
View Cancelled Flights	Click the **View Cancelled Flights** button to view cancelled flights

Quick Cycle Swap

Quick Cycle Swap allows you to swap multiple flights that are associated against a registration. It is a time-saving feature that enables users to swap multiple flights quickly and maintain the line of flight, rather than making changes manually in the Gantt.



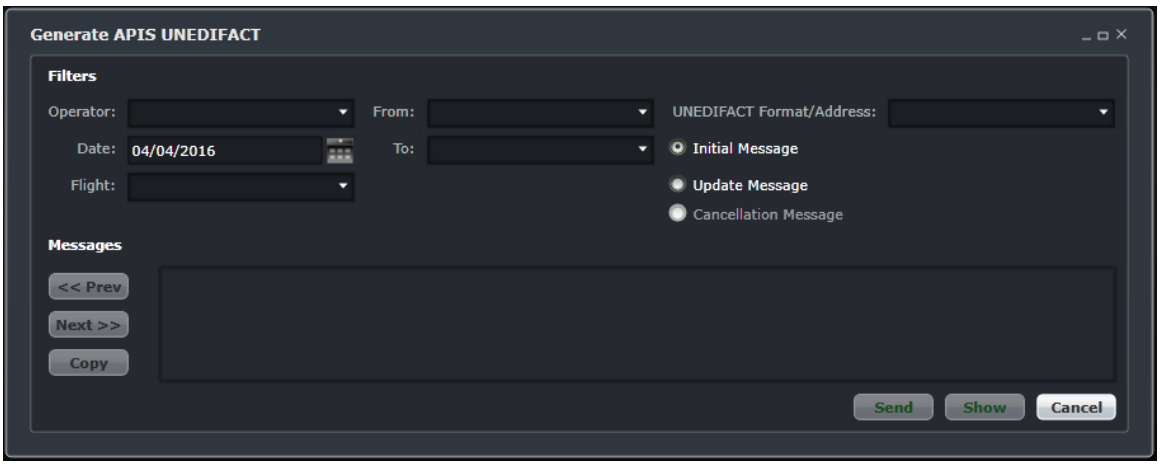
1. Click the **Add** button to add a new row under the registration and current allocation column.
2. Select a registration from the dropdown list under the Registration column.
3. Select the current allocation from the dropdown list under the Current Allocation column.
4. Select from the New Allocation column the flights you now want on the registration (see step 2).
5. Click **Commit** to assign the new allocations to the selected registration.

Orphaned sectors are those flights that are not assigned to an aircraft. Some of them could have been originally assigned to an aircraft but got unassigned because of a flight disruption and the rest of the flights were put in a new cycle without a registration.

You can add orphaned flights by selecting them from the list found under the heading Orphaned Sectors to the new allocation.

Generate APIS UNEDIFACT

This form is used to manually send crew information via APIS messages to a country's border control authority.



The steps to complete the APIS UNEDIFACT form are as follows:

1. Select the Operator, Date and Flight number from the respective dropdown lists.
2. Select the From and To airports (departure and arrival, respectively) from the dropdown lists.
3. Enter the UNEDIFACT Format/Address
4. Select the radio button for Initial Message or Update Message, as it applies.
5. Click **Send** to send UNEDIFACT data or click **Cancel** to close the form without generating a message.

The **Show** button displays the message content in the message window and the message can be copied by clicking **Copy**, and then paste it on an email template.

The default setting when generating an updated APIS UNEDIFACT message only includes the names of the crew who were added to a flight during duty changes. To include all the names of the operating crew in the updated message, change the default setting of the subscription parameter *FCMIncludeAllEmployeesOnDutyChange* in Configure.

Note: *For crew members entering mainland China, users have the option to include Chinese names by configuring the IncludeName2 and IncludeName3 subscription parameters for Export.UnEdifactFcmExportJob and Export.UnEdifactMclExportJob when generating APIS UNEDIFACT messages.*

Flight Logs

Flight logs are the official records of a flight. This option has three more options within:

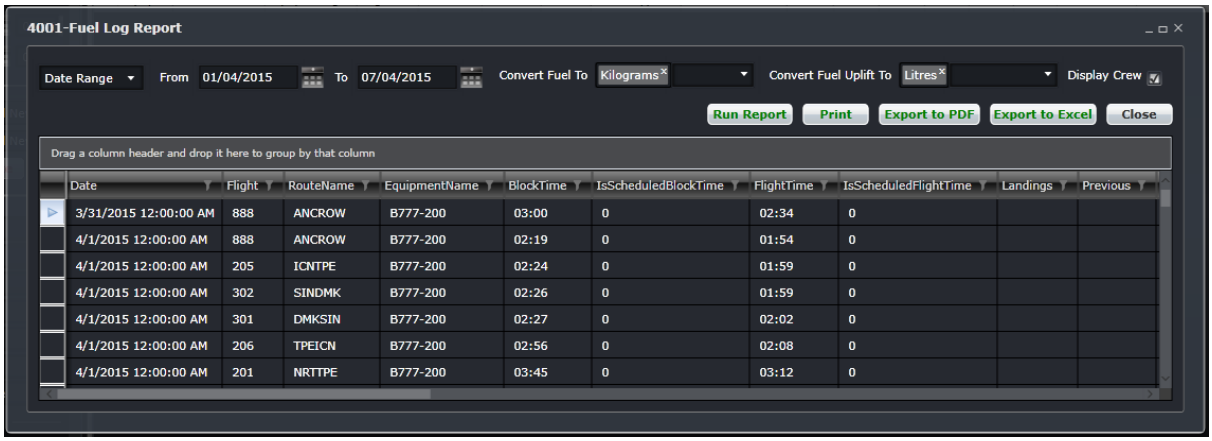
- Manage Flight Logs – go to the Flight Logs section for more information.
- Export Flight Logs – transmits flight log information to a third-party system.
- Manage Simulator Logs – go to the Manage Simulator Logs section.

Reports

To view Reports within AircraftFollow, select the Reports tab and choose a report.

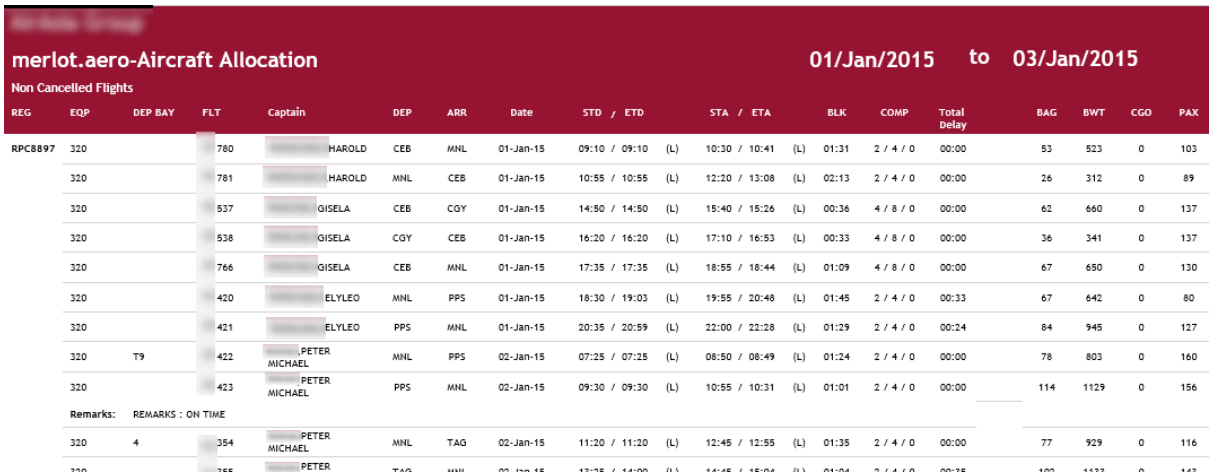
These reports can be customized to meet specific customer requirements. It is suggested that systems users review the existing list of reports to assess applicability for the airline.

4001-Fuel Log Report



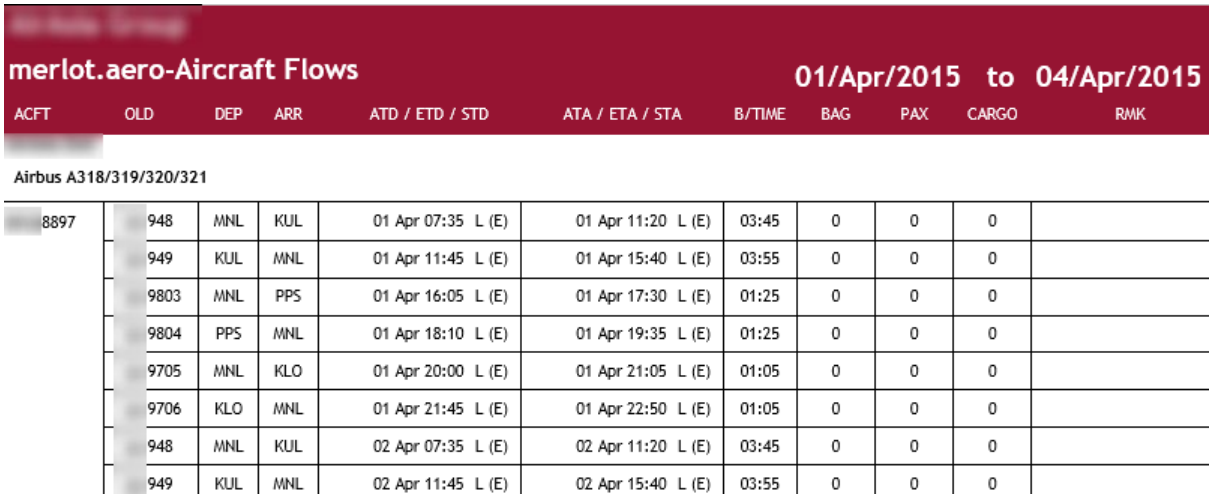
Date	Flight	RouteName	EquipmentName	BlockTime	IsScheduledBlockTime	FlightTime	IsScheduledFlightTime	Landings	Previous
3/31/2015 12:00:00 AM	888	ANCROW	B777-200	03:00	0	02:34	0		
4/1/2015 12:00:00 AM	888	ANCROW	B777-200	02:19	0	01:54	0		
4/1/2015 12:00:00 AM	205	ICNTPE	B777-200	02:24	0	01:59	0		
4/1/2015 12:00:00 AM	302	SINDMK	B777-200	02:26	0	01:59	0		
4/1/2015 12:00:00 AM	301	DMKSIN	B777-200	02:27	0	02:02	0		
4/1/2015 12:00:00 AM	206	TPEICN	B777-200	02:56	0	02:08	0		
4/1/2015 12:00:00 AM	201	NRTTPE	B777-200	03:45	0	03:12	0		

Aircraft Allocation Report



REG	EQP	DEP BAY	FLT	Captain	DEP	ARR	Date	STD / ETD		STA / ETA		BLK	COMP	Total Delay	BAG	BWT	CGO	PAX
RPC8897	320		780	HAROLD	CEB	MNL	01-Jan-15	09:10 / 09:10	(L)	10:30 / 10:41	(L)	01:31	2 / 4 / 0	00:00	53	523	0	103
	320		781	HAROLD	MNL	CEB	01-Jan-15	10:55 / 10:55	(L)	12:20 / 13:08	(L)	02:13	2 / 4 / 0	00:00	26	312	0	89
	320		537	GISELA	CEB	CGY	01-Jan-15	14:50 / 14:50	(L)	15:40 / 15:26	(L)	00:36	4 / 8 / 0	00:00	62	660	0	137
	320		538	GISELA	CGY	CEB	01-Jan-15	16:20 / 16:20	(L)	17:10 / 16:53	(L)	00:33	4 / 8 / 0	00:00	36	341	0	137
	320		766	GISELA	CEB	MNL	01-Jan-15	17:35 / 17:35	(L)	18:55 / 18:44	(L)	01:09	4 / 8 / 0	00:00	67	650	0	130
	320		420	ELYLEO	MNL	PPS	01-Jan-15	18:30 / 19:03	(L)	19:55 / 20:48	(L)	01:45	2 / 4 / 0	00:33	67	642	0	80
	320		421	ELYLEO	PPS	MNL	01-Jan-15	20:35 / 20:59	(L)	22:00 / 22:28	(L)	01:29	2 / 4 / 0	00:24	84	945	0	127
	320	T9	422	PETER MICHAEL	MNL	PPS	02-Jan-15	07:25 / 07:25	(L)	08:50 / 08:49	(L)	01:24	2 / 4 / 0	00:00	78	803	0	160
	320		423	PETER MICHAEL	PPS	MNL	02-Jan-15	09:30 / 09:30	(L)	10:55 / 10:31	(L)	01:01	2 / 4 / 0	00:00	114	1129	0	156
	Remarks:	REMARKS : ON TIME																
	320	4	354	PETER MICHAEL	MNL	TAG	02-Jan-15	11:20 / 11:20	(L)	12:45 / 12:55	(L)	01:35	2 / 4 / 0	00:00	77	929	0	116
	320		355	PETER	TAG	MNL	02-Jan-15	13:25 / 14:00	(L)	14:45 / 15:04	(L)	01:04	2 / 4 / 0	00:25	102	1132	0	142

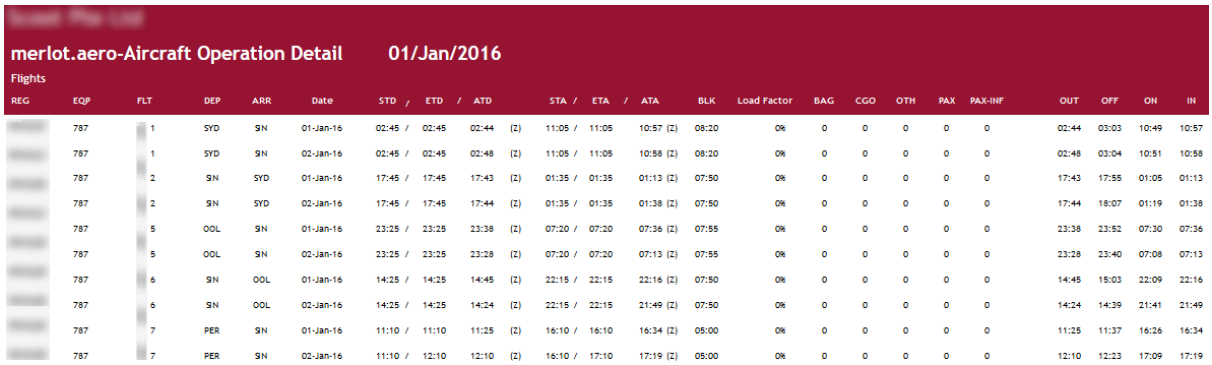
Aircraft Flows Report



merlot.aero-Aircraft Flows 01/Apr/2015 to 04/Apr/2015

ACFT	OLD	DEP	ARR	ATD / ETD / STD	ATA / ETA / STA	B/TIME	BAG	PAX	CARGO	RMK
Airbus A318/319/320/321										
8897	948	MNL	KUL	01 Apr 07:35 L (E)	01 Apr 11:20 L (E)	03:45	0	0	0	
	949	KUL	MNL	01 Apr 11:45 L (E)	01 Apr 15:40 L (E)	03:55	0	0	0	
	9803	MNL	PPS	01 Apr 16:05 L (E)	01 Apr 17:30 L (E)	01:25	0	0	0	
	9804	PPS	MNL	01 Apr 18:10 L (E)	01 Apr 19:35 L (E)	01:25	0	0	0	
	9705	MNL	KLO	01 Apr 20:00 L (E)	01 Apr 21:05 L (E)	01:05	0	0	0	
	9706	KLO	MNL	01 Apr 21:45 L (E)	01 Apr 22:50 L (E)	01:05	0	0	0	
	948	MNL	KUL	02 Apr 07:35 L (E)	02 Apr 11:20 L (E)	03:45	0	0	0	
	949	KUL	MNL	02 Apr 11:45 L (E)	02 Apr 15:40 L (E)	03:55	0	0	0	

Aircraft Operational Detail Report

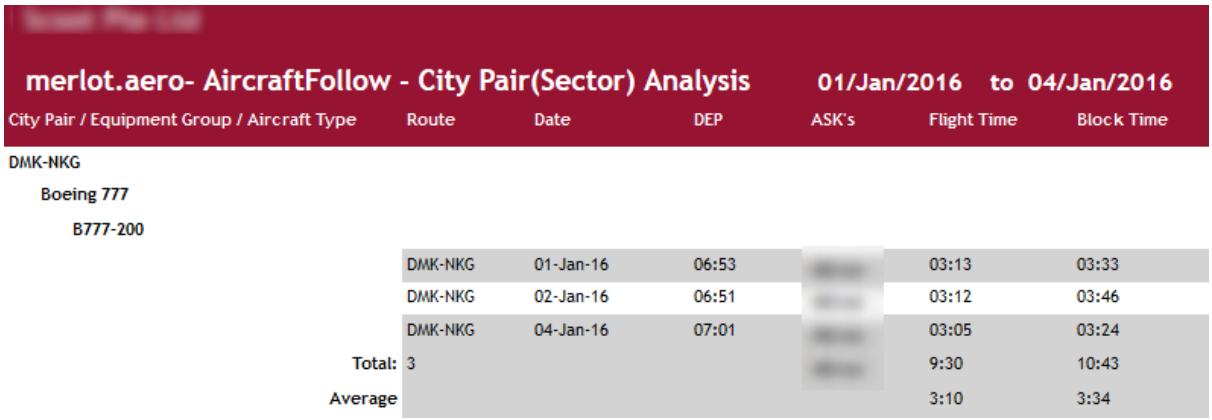


merlot.aero-Aircraft Operation Detail 01/Jan/2016

Flights

REG	EQP	FLT	DEP	ARR	Date	STD / ETD / ATD	STA / ETA / ATA	BLK	Load Factor	BAG	CGO	OTH	PAX	PAX-INF	OUT	OFF	ON	IN
	787	1	SYD	SIN	01-Jan-16	02:45 / 02:45 02:44 (Z)	11:05 / 11:05 10:57 (Z)	08:20	0%	0	0	0	0	0	02:44	03:03	10:49	10:57
	787	1	SYD	SIN	02-Jan-16	02:45 / 02:45 02:48 (Z)	11:05 / 11:05 10:58 (Z)	08:20	0%	0	0	0	0	0	02:48	03:04	10:51	10:58
	787	2	SIN	SYD	01-Jan-16	17:45 / 17:45 17:43 (Z)	01:35 / 01:35 01:13 (Z)	07:50	0%	0	0	0	0	0	17:43	17:55	01:05	01:13
	787	2	SIN	SYD	02-Jan-16	17:45 / 17:45 17:44 (Z)	01:35 / 01:35 01:38 (Z)	07:50	0%	0	0	0	0	0	17:44	18:07	01:19	01:38
	787	5	OOL	SIN	01-Jan-16	23:25 / 23:25 23:38 (Z)	07:20 / 07:20 07:36 (Z)	07:55	0%	0	0	0	0	0	23:38	23:52	07:30	07:36
	787	5	OOL	SIN	02-Jan-16	23:25 / 23:25 23:28 (Z)	07:20 / 07:20 07:13 (Z)	07:55	0%	0	0	0	0	0	23:28	23:40	07:08	07:13
	787	6	SIN	OOL	01-Jan-16	14:25 / 14:25 14:45 (Z)	22:15 / 22:15 22:16 (Z)	07:50	0%	0	0	0	0	0	14:45	15:03	22:09	22:16
	787	6	SIN	OOL	02-Jan-16	14:25 / 14:25 14:24 (Z)	22:15 / 22:15 21:49 (Z)	07:50	0%	0	0	0	0	0	14:24	14:39	21:41	21:49
	787	7	PER	SIN	01-Jan-16	11:10 / 11:10 11:25 (Z)	16:10 / 16:10 16:34 (Z)	05:00	0%	0	0	0	0	0	11:25	11:37	16:26	16:34
	787	7	PER	SIN	02-Jan-16	11:10 / 12:10 12:10 (Z)	16:10 / 17:10 17:19 (Z)	05:00	0%	0	0	0	0	0	12:10	12:23	17:09	17:19

City Pair Analysis Report



merlot.aero- AircraftFollow - City Pair(Sector) Analysis 01/Jan/2016 to 04/Jan/2016

City Pair / Equipment Group / Aircraft Type	Route	Date	DEP	ASK's	Flight Time	Block Time
DMK-NKG						
Boeing 777						
B777-200						
	DMK-NKG	01-Jan-16	06:53		03:13	03:33
	DMK-NKG	02-Jan-16	06:51		03:12	03:46
	DMK-NKG	04-Jan-16	07:01		03:05	03:24
Total:	3				9:30	10:43
Average					3:10	3:34

Colombo Customs Report

ශ්‍රී ලංකා රජයේ රේගු දෙපාර්තමේන්තුව / SRILANKA CUSTOMS

නළධාරීන්ට සහ නෞකා සේවකයන්ට අයත් පෞද්ගලික වස්තු

LIST OF PRIVATE PROPERTY IN POSSESSION OF THE OFFICERS AND CREW

Customs 11

_____ සමාගම / LINE

යාත්‍රාවේ නම _____ දින _____ න් පිටත්ව _____ දින _____ ට පැමිණි _____ දින ගමන _____

Name of Vessel _____ Voyage _____ on arrival at _____ on _____ from _____ sailed on. _____

අංකය, නම සහ පදවිය	උම්කොළ රාත්තල්	සුරුට්ටු ගණන	සිගරුට් ගණන	මද්‍යසාර ගැලොම්	ගිණි අවි විස්තර	පතොරොම් වෙඩි උණ්ඩ අදිය	විදේශීය හා ශ්‍රී ලංකා මුදල්	දළ රන් හා රන්කාසි	මුතු මැණික් සහ වෙනත් අනගි දැය	තීරුබදු ගෙවිය යුතු වෙනත් බඩු	අත්සන
No.,Name and Rank	Tobacco lbs.	Cigars No.	Cigarettes No.	Spitis, gals	Firearms Descriprion	Ammunition No.	Foreign & Srilanka Currency	Gold Bullion & Gold Coins	Precious Stones & other Valuables	Other Dutiable Goods	Signature
1.											
2.											

Daily Movement Sheet Report

[redacted]

merlot.aero-FlightFollow - Movement Sheet 1 January 2016

Last Update 04/04/2016 07:42 AM

ACFT	REGO	CONFIG	FLT #	ETD		ROUTE	ETA		PAX NO # ADULT	PAX NO # INFANT	CREW	Rank	Other Details	DEP/ARR POINT
788	[redacted]	21J/314Y	TZ 8314	00:15	(L)	SIN - ICN	07:05	(L)	0	0	[redacted] enier	CPT		
											[redacted] Jinci)	FO		
787	[redacted]	J/35 F/ Y/340	TZ 202	00:55	(L)	SIN - TPE	05:30	(L)	0	0	[redacted] Antonio	CPT		
											[redacted] Kevin	FO		
											[redacted] Richard	CIC		
											[redacted] Ting	CL		
											[redacted] Hsuan	CC		

Delay Break-up Report

[redacted]

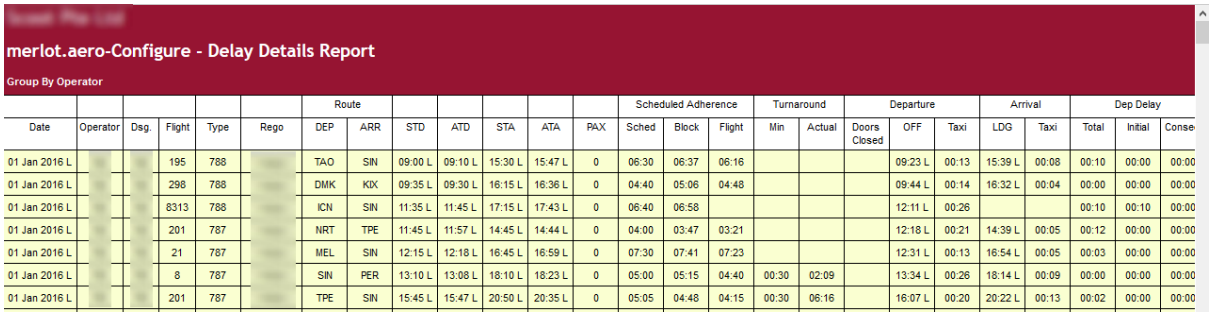
merlot.aero-AircraftFollow - Delay Breakup Report

Date/time range : 01-Jan-2016 to 31-Jan-2016

Report criteria : Equipment type-,Registration-,Ports-,Client Code-

EquipmentName	PortName	Date	Departure Delay	Arrival Delay	Consequential Delay	Flight	Rego	Total Delay
B787-800			498	0	0			498
	Singapore Changi Apt		14	0	0			14
		03-01-2016	7	0	0	108	9V-OFB	7
		03-01-2016	7	0	0	108	9V-OFB	7
	Hangzhou Xiaoshan International Airport		72	0	0			72
		13-01-2016	18	0	0	107	9V-OFA	18
		13-01-2016	18	0	0	107	9V-OFA	18
		13-01-2016	18	0	0	107	9V-OFA	18
		13-01-2016	18	0	0	107	9V-OFA	18
	Kaohsiung		60	0	0			60
		16-01-2016	4	0	0	287	9V-OFB	4
		16-01-2016	4	0	0	287	9V-OFB	4
		26-01-2016	13	0	0	287	9V-OFD	13
		26-01-2016	13	0	0	287	9V-OFD	13
		26-01-2016	13	0	0	287	9V-OFD	13
		26-01-2016	13	0	0	287	9V-OFD	13

Delay Details Report

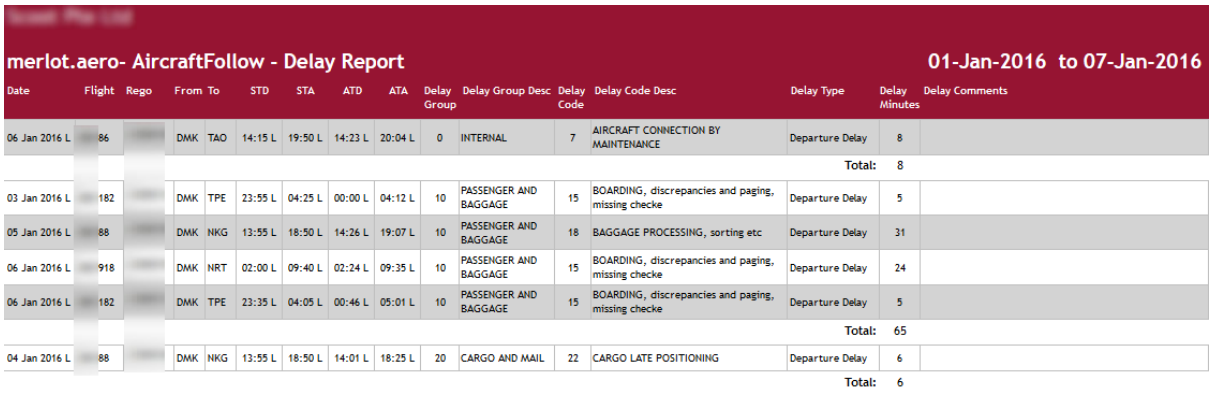


merlot.aero-Configure - Delay Details Report

Group By Operator

						Route							Scheduled Adherence			Turnaround		Departure			Arrival		Dep Delay		
Date	Operator	Dsg.	Flight	Type	Rego	DEP	ARR	STD	ATD	STA	ATA	PAX	Sched	Block	Flight	Min	Actual	Doors Closed	OFF	Taxi	LDG	Taxi	Total	Initial	Conse
01 Jan 2016 L			195	788		TAO	SIN	09:00 L	09:10 L	15:30 L	15:47 L	0	06:30	06:37	06:16				09:23 L	00:13	15:39 L	00:08	00:10	00:00	00:00
01 Jan 2016 L			298	788		DMK	KIX	09:35 L	09:30 L	16:15 L	16:36 L	0	04:40	05:06	04:48				09:44 L	00:14	16:32 L	00:04	00:00	00:00	00:00
01 Jan 2016 L			8313	788		ICN	SIN	11:35 L	11:45 L	17:15 L	17:43 L	0	06:40	06:58					12:11 L	00:26			00:10	00:10	00:00
01 Jan 2016 L			201	787		NRT	TPE	11:45 L	11:57 L	14:45 L	14:44 L	0	04:00	03:47	03:21				12:18 L	00:21	14:39 L	00:05	00:12	00:00	00:00
01 Jan 2016 L			21	787		MEL	SIN	12:15 L	12:18 L	16:45 L	16:59 L	0	07:30	07:41	07:23				12:31 L	00:13	16:54 L	00:05	00:03	00:00	00:00
01 Jan 2016 L			8	787		SIN	PER	13:10 L	13:08 L	18:10 L	18:23 L	0	05:00	05:15	04:40	00:30	02:09		13:34 L	00:26	18:14 L	00:09	00:00	00:00	00:00
01 Jan 2016 L			201	787		TPE	SIN	15:45 L	15:47 L	20:50 L	20:35 L	0	05:05	04:48	04:15	00:30	06:16		16:07 L	00:20	20:22 L	00:13	00:02	00:00	00:00

Delay Report



merlot.aero- AircraftFollow - Delay Report 01-Jan-2016 to 07-Jan-2016

Date	Flight	Rego	From	To	STD	STA	ATD	ATA	Delay Group	Delay Group Desc	Delay Code	Delay Code Desc	Delay Type	Delay Minutes	Delay Comments
06 Jan 2016 L	86		DMK	TAO	14:15 L	19:50 L	14:23 L	20:04 L	0	INTERNAL	7	AIRCRAFT CONNECTION BY MAINTENANCE	Departure Delay	8	
													Total:	8	
03 Jan 2016 L	182		DMK	TPE	23:55 L	04:25 L	00:00 L	04:12 L	10	PASSENGER AND BAGGAGE	15	BOARDING, discrepancies and paging, missing checke	Departure Delay	5	
05 Jan 2016 L	88		DMK	NKG	13:55 L	18:50 L	14:26 L	19:07 L	10	PASSENGER AND BAGGAGE	18	BAGGAGE PROCESSING, sorting etc	Departure Delay	31	
06 Jan 2016 L	918		DMK	NRT	02:00 L	09:40 L	02:24 L	09:35 L	10	PASSENGER AND BAGGAGE	15	BOARDING, discrepancies and paging, missing checke	Departure Delay	24	
06 Jan 2016 L	182		DMK	TPE	23:35 L	04:05 L	00:46 L	05:01 L	10	PASSENGER AND BAGGAGE	15	BOARDING, discrepancies and paging, missing checke	Departure Delay	5	
													Total:	65	
04 Jan 2016 L	88		DMK	NKG	13:55 L	18:50 L	14:01 L	18:25 L	20	CARGO AND MAIL	22	CARGO LATE POSITIONING	Departure Delay	6	
													Total:	6	

Executive OTP Summary Report

merlot.aero - Exec OTP Summary 01-Jan-2016 to 07-Jan-2016 Local

Delays Between 15 - 999 Minutes

Group Summary	
Group Flights Operated :	226
Group Flights Delayed :	7
Group OTP :	96.9 %
Group OTT :	81.42 %
Group Load Factor :	0 %
Air / Ground Return :	0
Diversions :	0
Cancellations :	0

Designator Summary	TZ	XW
Total Flights Operated :	194	32
Total Flights Delayed :	3	4
OTP :	98.45 %	87.5 %

Flight Cancellation Report

merlot.aero- AircraftFollow - Flight Cancellation Report Zulu 01/Jan/2016 to 31/Jan/2016

Date	Flight	From	To	Time/Date Cancelled	Cancellation Code	Cancellation Reason	Pax Message
09 Jan 2016 Z	107	HGH	SIN	25 Nov 2015 20:20 Z		due commerical.	False
09 Jan 2016 Z	108	SIN	HGH	25 Nov 2015 20:20 Z		due commerical.	False
10 Jan 2016 Z	321	HKG	SIN	25 Nov 2015 20:14 Z		due commerical.	False
10 Jan 2016 Z	322	SIN	HKG	25 Nov 2015 20:13 Z		due commerical.	False
12 Jan 2016 Z	321	HKG	SIN	25 Nov 2015 20:14 Z		due commerical.	False
12 Jan 2016 Z	322	SIN	HKG	25 Nov 2015 20:14 Z		due commerical.	False
14 Jan 2016 Z	6787	SIN	SIN	14 Jan 2016 00:08 Z			False
16 Jan 2016 Z	107	HGH	SIN	25 Nov 2015 20:21 Z		due commerical.	False
16 Jan 2016 Z	108	SIN	HGH	25 Nov 2015 20:21 Z		due commerical.	False
26 Jan 2016 Z	321	HKG	SIN	25 Nov 2015 20:15 Z		due commerical.	False
26 Jan 2016 Z	322	SIN	HKG	25 Nov 2015 20:15 Z		due commerical.	False
29 Jan 2016 Z	301	DMK	SIN	25 Nov 2015 20:16 Z		due commerical.	False
29 Jan 2016 Z	302	SIN	DMK	25 Nov 2015 20:16 Z		due commerical.	False

04-Apr-2016-8:07:35 AM-v6.6.2.46924 powered by www.merlot.aero Page 1 Of 1

Fuel Log Report

NokScoot Airlines Company Limited

merlot.aero-Configure - Fuel Log Report 01-Jan-2016 to 07-J

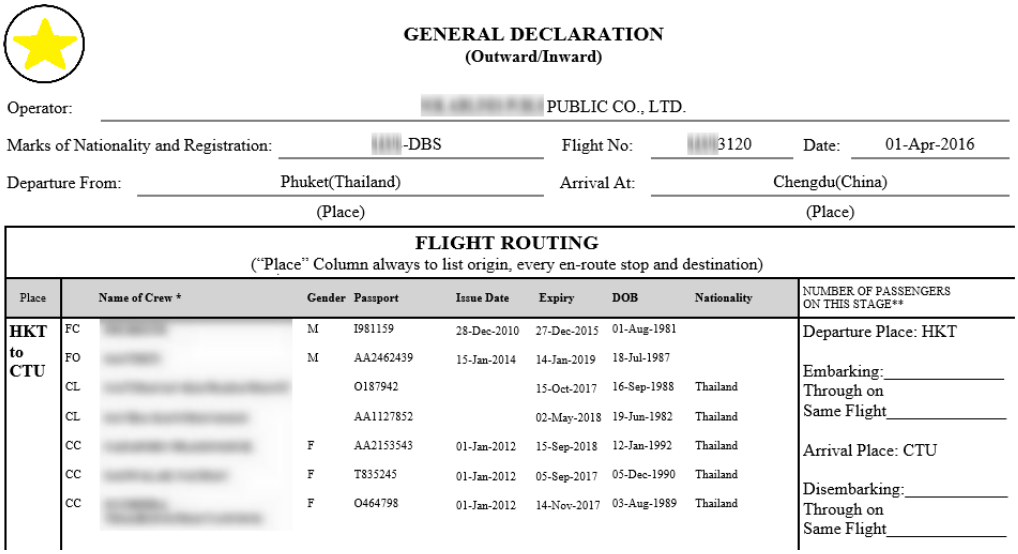
Rego / Flight	Date	Route Name	Block Time	Flight Time	Landings	Previous	Uplift	Brakes Release	Planned Burn	Average Fuel	Supplier Name	Receipt	Departure	Actual Burn	Rate/ Block	Rate/ Flight
9V-OFA																
107																
	2016-01-01 Z	HGHSIN	05:19 (S)	04:51 (S)									HGH			
	2016-01-08 Z	HGHSIN	05:12 (S)	04:41 (S)									HGH			
108																
	2016-01-01 Z	SINHGH	04:38 (S)	04:16 (S)									SIN			
	2016-01-08 Z	SINHGH	05:11 (S)	04:36 (S)									SIN			
181																
	2016-01-06 Z	NKGSIN	05:32 (S)	05:06 (S)									NKG			
182																
	2016-01-05 Z	SINNKG	05:00 (S)	04:35 (S)									SIN			
	2016-01-08 Z	SINNKG	05:28 (S)	04:50 (S)									SIN			

Fuel Up-lift Detailed Report

merlot.aero-Configure - Fuel Uplift Detailed 01-Jan-2016 to 07-Jan-2016

From Port	Date	Flight	Unit Uplift	Supplier	Receipt	Amount
DMK						
	01-01-2016	298				
	01-01-2016	88				
	01-01-2016	86				
	01-01-2016	301				
	01-01-2016	182				
	01-01-2016	297				
	02-01-2016	88				
	02-01-2016	301				
	02-01-2016	182				
	02-01-2016	918				
	03-01-2016	298				
	03-01-2016	86				

General Declaration Report - ICAO



GENERAL DECLARATION
(Outward/Inward)

Operator: [redacted] PUBLIC CO., LTD.

Marks of Nationality and Registration: [redacted]-DBS Flight No: [redacted]3120 Date: 01-Apr-2016

Departure From: Phuket(Thailand) (Place) Arrival At: Chengdu(China) (Place)

FLIGHT ROUTING
("Place" Column always to list origin, every en-route stop and destination)

Place		Name of Crew *	Gender	Passport	Issue Date	Expiry	DOB	Nationality
HKT to CTU	FC	[redacted]	M	I981159	28-Dec-2010	27-Dec-2015	01-Aug-1981	
	FO	[redacted]	M	AA2462439	15-Jan-2014	14-Jan-2019	18-Jul-1987	
	CL	[redacted]		O187942		15-Oct-2017	16-Sep-1988	Thailand
	CL	[redacted]		AA1127852		02-May-2018	19-Jun-1982	Thailand
	CC	[redacted]	F	AA2153543	01-Jan-2012	15-Sep-2018	12-Jan-1992	Thailand
	CC	[redacted]	F	T835245	01-Jan-2012	05-Sep-2017	05-Dec-1990	Thailand
	CC	[redacted]	F	O464798	01-Jan-2012	14-Nov-2017	03-Aug-1989	Thailand

NUMBER OF PASSENGERS ON THIS STAGE**

Departure Place: HKT

Embarking:_____
Through on
Same Flight_____

Arrival Place: CTU

Disembarking:_____
Through on
Same Flight_____

merlot.aero's General Declaration Report follows the ICAO standard. However, some countries require different details that deviate from it. The filter criteria allow certain details like changing the designator and displaying the employee code and passport issue date.

For Taiwanese and Hong Kong passport holders entering China, a different document is required and its details must be included in the report. The document types needed are Mainland Travel Document (China) for Taiwan and Home Re-entry Permit (China) for Hong Kong. The applicable document must be entered for the employee. Also, all ports in China must have either documented selected in the Immigration tab of the port.

General Declaration Report – CBP

DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection

OMB APPROVAL NO. 1651-0002
EXPIRATION DATE 11/30/2018
ESTIMATED BURDEN 5 MIN

GENERAL DECLARATION
(Outward/Inward)
AGRICULTURE, CUSTOMS, IMMIGRATION, AND PUBLIC HEALTH

19 CFR 122.43,122.52,122.54,122.73,122.144

Owner or Operator AllegiantAir

Marks of Nationality and Registration 220NV **Flight No.** G41673 **Date** 01 April 2018

Departure from Plattsburgh International Airport(United States) (Place) **Arrival at** Charlotte County Airport(United States) (Place)

FLIGHT ROUTING
("Place" Column always to list origin, every en-route stop and destination)

PLACE	TOTAL NUMBER OF CREW	NUMBER OF PASSENGERS ON THIS STAGE (1)
PBG	CA JOHN DOE	**Departure Place:**
PGD	FA JANE DOE	Embarking .....
	FA JOE BLOGGS	Through on same flight .....
	FA JIMMY DOE	**Arrival Place:**
	FA JAMIE SMITH	Disembarking .....
	FO JACK JILL	Through on same flight .....
		NUMBER OF SED's AND AWB's
		SED's _____ AWB's 0.00
		For official use only

Declaration of Health
Persons on board known to be suffering from illness other than airsickness or the effects of accidents, as well as those cases of illness disembarked during the flight.

Any other condition on board which may lead to the spread of disease:

Details of each disinsecting or sanitary treatment (place, date, time, method) during the flight. If no disinsecting has been carried out during the flight give details of most recent disinsecting:

Indian Crew Baggage Declaration Report

CREW BAGGAGE DECLARATION (PRIVATE PROPERTY LIST)

Arrival From	BLR	Flight No.	720	Date	01/02/2015	Departed For		Flight No.		Date	

Complete prior arrival									Complete on departure	
Rank	Name of the crew member	Watches Clocks Type	Cigars Cigarettes Tobacco	Cameras Type make Cost	Personal Jewellery in use	Any other articals	Currency Foreign & Indian	Signature	Currency Foreign & Indian	Signed all items taken on departure
CPT	JAM									
FO	BHU									
SFA	KIR									
FA	RID									
FA	TWI									
FA	SYE									

Indian Temporary Crew Landing Permit Report

TEMPORARY CREW LANDING PERMIT No._____

Sponsoring Airline	-India	Passport No.		Arrival Date	01/02/2015 05:47	Departure will be from	
Place Of Stay		Date Of Issue	29/04/2010	No Of Crew members		From Airport	
Captain Name	JAM	Place Of Issue	Mumbai	Arrived On Flight	6	On Flight No.	
Nationility	India	Valid upto	28/04/2020	Arrived From	BLR	On Date	

Serial No.	Designation	Full Name as capitals as mentioned in Passport	Nationality	Passport No.	Date Of Issue	Place of Issue	Valid upto	Crew Pass No.	Signature of Crew members	Remarks
1	FO	BHU	India		20/06/2008	Ghaziabad	19/06/2018			
2	SFA	KIR	India		24/05/2011	COCHIN	23/05/2021			
3	FA	RID	India		16/08/2013	GUWAHATI	15/08/2023			
4	FA	TWI	India		16/04/2010	JALANDHAR	15/04/2020			
5	FA	SYE	India							
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										

Signature and official seal of the Immigration Officer

undertake that the expenses ofstay of the crew will be borne by us and the crew will not be permitted to visit any restricted area. All crew members will be leaving as scheduled and original of this landing permit will be surrendered at the

Landing Charges Report

merlot.aero- AircraftFollow - Landing Charges Report 01/Jan/2016 to 07/Jan/2016

Date	Flight	Rego	To Port	Sector	Landings	Cost Per Landing	Total Landings

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On-time Performance Report

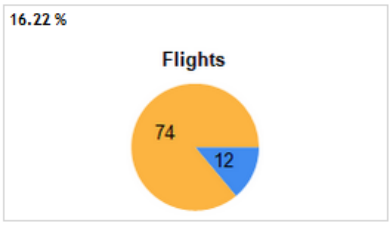
merlot.aero-AircraftFollow - On Time Performance Report

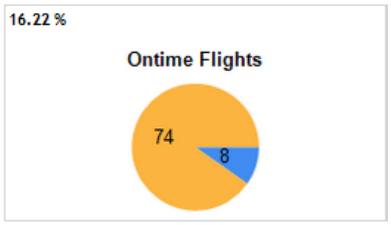
Date/time range : 01-Apr-2016 to 02-Apr-2016

Report criteria : Equipment type-ALL,Registration-ALL,Ports-ALL,Client Code-ALL

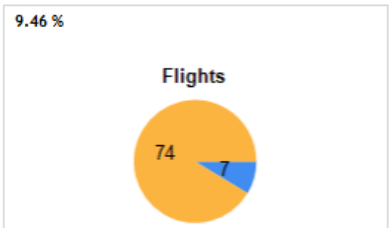
EquipmentName	PortName	Flight	Route	Date	STD	ETD	ATD	Delay Minutes

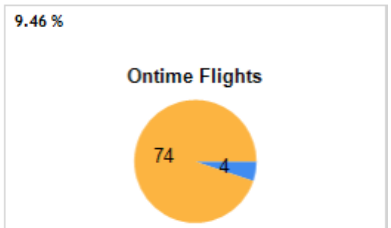
B777-200





Bangkok Don Mueang International Arpt





Flight	Route	Date	STD	ETD	ATD	Delay Minutes
080	DMKTSN	01 Apr 2016 Z	04:30 Z	04:30 Z	05:00 Z	30
088	DMKNKG	01 Apr 2016 Z	06:20 Z	06:20 Z	07:42 Z	82
086	DMKTAO	01 Apr 2016 Z	07:25 Z	07:25 Z	07:42 Z	0
182	DMKTPE	01 Apr 2016 Z	20:10 Z	20:10 Z	20:37 Z	27

OTP Summary Report

merlot.aero- AircraftFollow - OTP Summary (All Delays) 01-Apr-2016 to 02-Apr-2016

Sectors				Delays				OTP Performance			
Date	Sector	Sectors Cancelled	Sectors Deleted	Delays Occured	Allowable Delays (5%)	Delays to Date	Allowable Delays to Date	Daily OTP	OTP to Date	Cancellation Rate	Deletion Rate
01-Apr-16	7	2	0	7	0	14	2	0.0%	64.1%	28.6%	0.00%
01-Apr-16	32	2	0	7	2	14	2	78.1%	64.1%	10.3%	0.00%
02-Apr-16	5	4	0	4	0	22	4	20.0%	70.3%	18.2%	0.00%
02-Apr-16	30	4	0	4	2	22	4	86.7%	70.3%	16.2%	0.00%
Total:	**74**	**12**	**0**	**22**	**4**		**12**		**70.3%**	**16.2%**	**0.00%**

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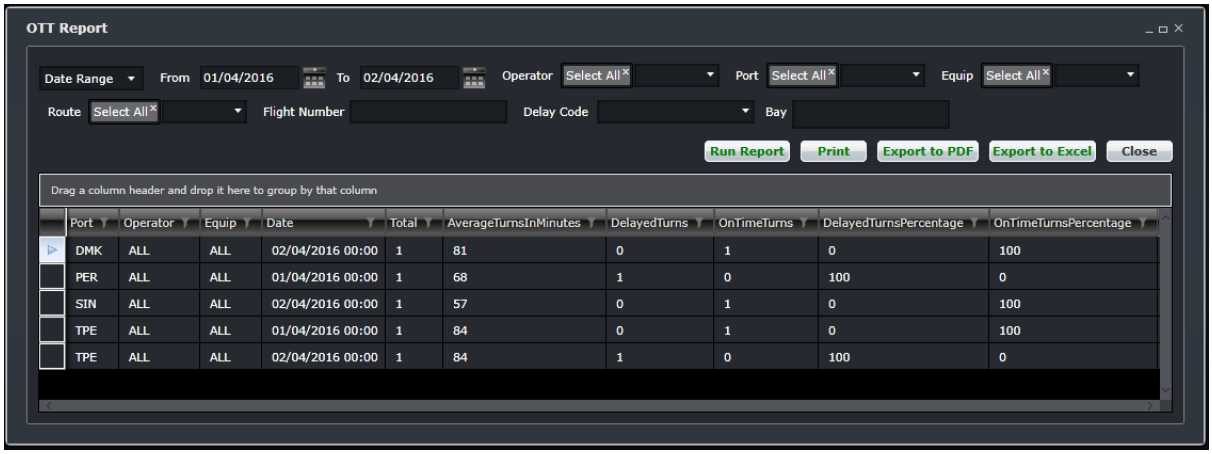
OTT Report



Port	Operator	Equip	Date	Total	AverageTurnsInMinutes	DelayedTurns	OnTimeTurns	DelayedTurnsPercentage	OnTimeTurnsPercentage
DMK	ALL	ALL	02/04/2016 00:00	1	81	0	1	0	100
PER	ALL	ALL	01/04/2016 00:00	1	68	1	0	100	0
SIN	ALL	ALL	02/04/2016 00:00	1	57	0	1	0	100
TPE	ALL	ALL	01/04/2016 00:00	1	84	0	1	0	100
TPE	ALL	ALL	02/04/2016 00:00	1	84	1	0	100	0

OTT Report (SRS)

merlot.aero- AircraftFollow - OTT Report 01-Apr-2016 to 02-Apr-2016

Port	Operator	Equip	Date	Total	Avg. Turns in Minutes	Delayed Turns	On Time Turns	Delayed Turns %	On Time Turns %
DMK	ALL	ALL	02-Apr-2016	1	81	0	1	0 %	100 %
PER	ALL	ALL	01-Apr-2016	1	68	1	0	100 %	0 %
SIN	ALL	ALL	01-Apr-2016	1	127	1	0	100 %	0 %
SIN	ALL	ALL	02-Apr-2016	2	92	1	1	50 %	50 %
SIN	ALL	ALL	03-Apr-2016	1	1227	1	0	100 %	0 %
TPE	ALL	ALL	01-Apr-2016	1	84	0	1	0 %	100 %
TPE	ALL	ALL	02-Apr-2016	3	248	3	0	100 %	0 %
TSN	ALL	ALL	02-Apr-2016	1	123	1	0	100 %	0 %

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Schedule Report

This report is for future development.

Schedule Summary Report

This report is for future development.

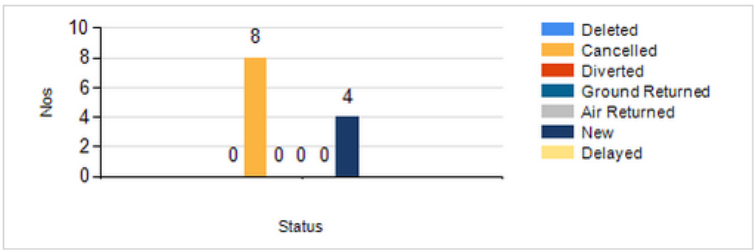
Scheduled vs. Actual Report

merlot.aero-AircraftFollow - on aircraft scheduled vs actual report

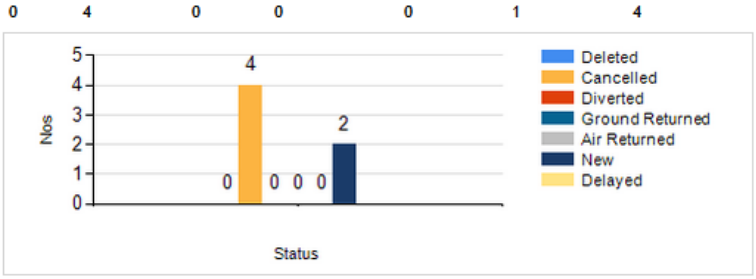
Date/time range : 01-Apr-2016 to 02-Apr-2016

Report criteria : Equipment type-ALL,Registration-ALL,Ports-ALL,Client Code-ALL

EquipmentName	PortName	Flight	Date	Deleted	Cancelled	Diverted	Ground Return	Air Return	Flight Added	Delay Minutes
B787-800				0	8	0	0	0	1	8



	Chennai International Airport			0	4	0	0	0	1	4



501	01-04-2016	No	Yes	No	No	No	Yes	0		
501	01-04-2016	No	Yes	No	No	No	Yes	0		
501	02-04-2016	No	Yes	No	No	No	No	0		
501	02-04-2016	No	Yes	No	No	No	No	0		

Sector Analysis Report

merlot.aero-Configure - Sector Analysis Report 01-Apr-2016 to 02-Apr-2016 Z

Eqp Type / Port	Port From	Port To	Crew	No. of Sectors	Block				Flight				Published Scheduled Times			Schedule	Departure Taxi			
					Hours	Max	Min	Avg	Hours	Max	Min	Avg	Max	Min	Avg	Variation	Max	Min	Avg	Max
777																				
DMK																				
	DMK	NRT	All	1	5:32	5:32	5:32	5:32	5:18	5:18	5:18	5:18	5:50	5:50	5:50	0:18	0:10	0:10	0:10	0:04
	DMK	TAO	All	1	4:34	4:34	4:34	4:34	4:05	4:05	4:05	4:05	4:50	4:50	4:50	0:16	0:23	0:23	0:23	0:06
	DMK	TPE	All	2	8:06	4:04	4:02	4:03	53:59	27:01	26:58	27:00	3:55	3:55	3:55	- 0:08	0:14	0:11	0:13	-23:08
	DMK	TSN	All	1	4:13	4:13	4:13	4:13	3:56	3:56	3:56	3:56	4:30	4:30	4:30	0:17	0:14	0:14	0:14	0:03
		Total From Port : DMK		5	22:25				67:18											
NKG																				
	NKG	DMK	All	2	8:46	4:25	4:21	4:23	7:58	4:02	3:56	3:59	4:30	4:30	4:30	0:07	0:19	0:17	0:18	0:06
		Total From Port : NKG		2	8:46				7:58											
TAO																				
	TAO	DMK	All	1	5:21	5:21	5:21	5:21	3:58	3:58	3:58	3:58	5:00	5:00	5:00	- 0:21	0:28	0:28	0:28	0:55

Total Movement Report

[redacted]

merlot.aero- AircraftFollow - Total Movements Report 01-Apr-2016 to 03-Apr-2016

Port	Equipment Type	Revenue Departures	Revenue Arrivals	Total Revenue Movements	Non Revenue Departures	Non Revenue Arrivals	Total Non Revenue Movements	Total Movements
CAN								
	787	4	4	8	0	0	0	8
	788	2	4	6	0	0	0	6
	Sub Total :	6	8	14	0	0	0	14
DMK								
	777	18	16	34	0	0	0	34
	787	8	10	18	0	0	0	18
	788	2	2	4	0	0	0	4
	Sub Total :	28	28	56	0	0	0	56
HGH								
	787	2	2	4	0	0	0	4

Voyage Report

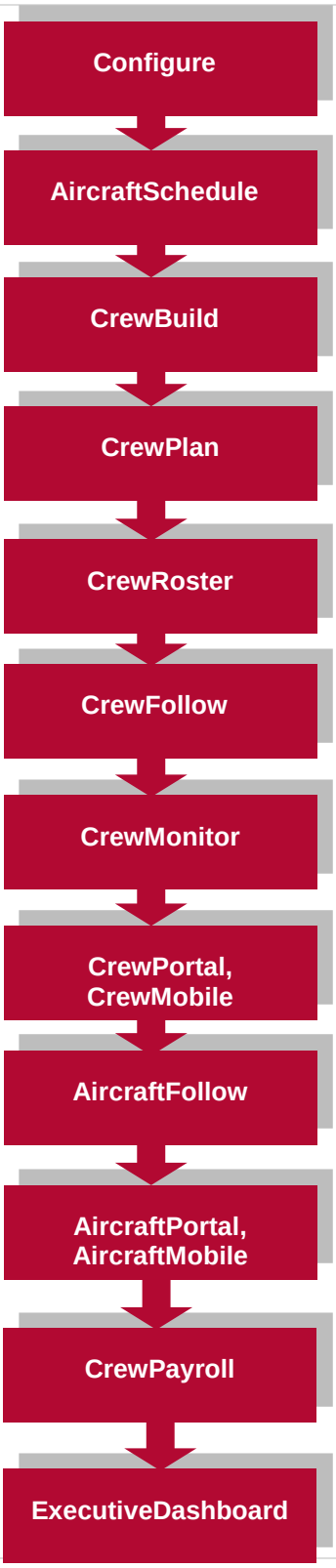
LOCAL DATE:	01-Apr-2016	VOYAGE REPORT	
ID (NMC USE ONLY)		Endorsement ☐ Ferry ☐ Training ☐ Test Flt ☐ Revenue ☐	

	STAFF NO.	NAME	REPORT
1	000[redacted]	Hay[redacted]	16:35
2	000[redacted]	Gos[redacted]	16:35
3	000[redacted]	Ng,[redacted]	16:05
4	000[redacted]	Koh[redacted]	16:05
5	000[redacted]	Foo[redacted]	16:05
6	000[redacted]	Yeo[redacted]	16:05
7	000[redacted]	Wu[redacted]	16:05
8	000[redacted]	Cha[redacted]	16:05
9	000[redacted]	Bint[redacted]	16:05
10	000[redacted]	Lin[redacted]	16:05
11	000[redacted]	Ada[redacted]	16:05
12			
13			

ALL TIME IN UTC

	FLT NO	REG	FROM	TO	STD	STA	BLK	OFF CHK	TAXI	T/O	LDG	ON CHK	ACT BLK	PF
1	188	[redacted]	SIN	TSN	17:35	23:30	05:55							
2														
3														

Application Flow Diagram



Configure	Configure application is a central place where all crew and aircraft configuration information can be accessed. The application defines the core set of configuration requirements that are the building blocks that allow merlot applications to be used in the way required by your airline.
AircraftSchedule	AircraftSchedule improves the development of flight schedules while ensuring operational integrity and meeting the needs of airlines for increased efficiency in scheduling. The application includes a maintenance planning capability.
CrewBuild	CrewBuild develops efficient crew pairings that achieve business goals while meeting the needs of crew and managing changes that arise after the roster is published.
CrewPlan	CrewPlan plans and monitors all revalidation and qualification checks, medicals, license renewals, annual leave and administrative needs. Crew shortfalls or surplus information is accurately calculated by fleet, rank or base and can be aggregated at daily, weekly or monthly levels. This extends to future establishment planning.
CrewRoster	The CrewRoster application allows the user to develop efficient crew rosters that achieve business goals while meeting the needs of crew.
CrewFollow	CrewFollow provides airlines with the best information to act on in response to crew disruptions resulting from (amongst other things) sickness, no-shows and crew-related disruptions on the day.
CrewMonitor	CrewMonitor identifies and monitors changes within merlot for disruptions that will impact pairings and pairing allocations to crew members.
CrewPortal, CrewMobile	CrewPortal and CrewMobile provide airline crew with the ability to view the latest crew related information on a computer or mobile device such as phones or tablets. It enables airline operations employees to securely distribute timely and relevant information to crew members including duty assignments, duty changes and messages.
AircraftFollow	AircraftFollow provides a real time graphical representation of your airline's live status for the day. AircraftFollow allows the user to manage incoming and outgoing aircraft and related operational tasks on a day-to-day basis. The application provides accurate and timely information to improve the decision support process.
AircraftPortal, AircraftMobile	AircraftPortal and AircraftMobile provide outstations with the ability to view the latest schedules and fight-related information on a computer or mobile device. Updates to departure and arrival times, terminals, gates and bays can be done from here. These also allow management a quick look at the day's operations.
CrewPayroll	CrewPayroll manages complex pay and allowance calculations for crew.
ExecutiveDashboard	The ExecutiveDashboard provides executive level reporting including key performance indicator (KPI) data to help airlines gauge operational and employee success.

AircraftFollow Glossary

Term	Definition
ACARS	*Aircraft Communications Addressing and Reporting System.* A digital data link system for transmission of short messages between aircraft and ground stations via air band radio or satellite.
Air Return	An event where the aircraft takes off from a port and makes an unscheduled return to the same port
AOC	*Air Operator's Certificate. Also referred to as Operator or Operator Code.* The AOC is the approval granted by a national aviation authority (NAA) to an aircraft operator to allow it to use aircraft for commercial purposes. This requires the operator to have personnel, assets and system in place to ensure the safety of its employees and the public.
APIS	*Advance Passenger Information System.* An electronic data interchange system established by U.S. Customs and Border Protection (CBP). APIS governs the provision of a limited number of data elements (identification details from the passport and basic flight information) from commercial airline and vessel operators to the computer system of the destination state. Required information should conform to specifications for UN/EDIFACT Passenger List Message (PAXLST) formats.
Arrival Time	The time the aircraft arrives at the specified port. There are three sets of arrival times used in the system: • **Scheduled time of arrival** (STA) - the original arrival time • **Estimated time of arrival** (ETA) - the expected time of arrival. This can change depending on the performance of the previous flights. • **Actual time of arrival** (ATA) - the exact time the aircraft stops
ATC	*Air Traffic Control.* A service provided by ground-based controllers who direct aircraft on the ground and through controlled airspace, and can provide advisory services to aircraft in non-controlled airspace. The primary purpose of ATC worldwide is to prevent collisions, organize and expedite the flow of traffic, and provide information and other support for pilots.
Available Seat Miles (ASMs) or Available Seat Kilometers (ASKs)	A common industry measurement of airline output that refers to one aircraft seat flown one mile/kilometer, whether occupied or not. An aircraft with 100 passenger seats, flown a distance of 100 miles, generates 10,000 available seat miles.
ASM	*Ad hoc Schedule Message.* A message containing flight schedule information. This can be imported and exported by the JobEngine.
Block Hour	*Also called block time, blocks or flight hours.* The time from the moment the aircraft door closes at departure of a flight until the moment the aircraft door opens at the arrival gate following its landing. Block hours are the industry standard measure of aircraft utilization (see above). Many airlines consider a block hour to be from the time the chocks are removed from the wheels of a departing aircraft, after doors have been closed, until the time the chocks are put in place at the wheels after arrival at the airport gate before the doors are opened.
Cargo	Goods carried by the airline not associated to a passenger.
Company Time	This refers to the time at which the pairing or event is occurring converted to the company's base or headquarters location.
Covered Sector	A flight that has been assigned to a pairing.

Crew	A specific type of employee required for flight operations. This term is interchangeable with *employee*.
Crew Complement	The number and types of crew required for a pairing.
Crew Flow	The sequence of flights and events contained within a crew's duty. This may or may not be aligned to aircraft sequence.
Day of Operation	The day of the schedule that is today.
Delay	Deviation between the scheduled time of departure/arrival and the actual time of departure/arrival
Department	The areas within an airline or company that are tasked with providing particular services of a similar type. For example, in an airline there are Flight Operations (i.e. the manning and operating of aircraft), Maintenance (ensure the aircraft were able to operate safely), and Ramp (the parking and coordination of aircraft resupply between flights).
Departure Time	The time the aircraft departs from the specified port. There are three sets of arrival times used in the system: • **Scheduled time of departure** (STD) - the original departure time • **Estimated time of departure** (ETD) - the expected time of departure. This can change depending on the performance of the previous flights. • **Actual time of departure** (ATD) - the exact time the aircraft stops
Designator	Unique alphanumeric code given to distinguish each airline, or operations within an airline.
Dispatcher	The dispatcher is the person responsible for producing a flight plan with the best routing. They monitor the weather situation and are there to report non-forecast conditions to the flight crew via a radio uplink. The dispatcher has access to on-staff meteorologists, mechanics, air traffic control centers and operations centers around the world.
Disruptions	Operational events that occur on or around the day of operation that result in the need to modify pairings that could lead to breaching compliance rules. Disruptions can be manifested as a flight delay, diversion, return or cancellation. Some causes of disruption are air traffic, weather and technical problems.
Divert	When an aircraft changes its arrival port while in flight, usually due to weather or engineering issues.
Employee	The generic term for people who are trained to perform specific tasks/activities. Within Flight Operations, the employees are generally referred to as crew or crewmembers; and within Maintenance, the employees are generally referred to as engineers, mechanics, avionic technicians etc.
Equip Config	Each equipment type can have more than one configuration for seats and cargo. This will affect the assignment of flights to aircraft rego/tails.
Equipment Group	The grouping of a similar set of equipment types. For example, a 737 which could be comprised of 733 and 734 equipment types. This can also be used as a reference to indicate the equipment types that a crewmember is legal to operate on as part of his rating.
Equipment Type	*Also called aircraft type.* Model of the aircraft. A specific type of aircraft that has distinct characteristics, for example a 733 or 734. This can also be used as a reference to indicate the equipment types that a crewmember is legal to operate on as part of his rating.
Flight	*Also called sector.* The transport taken from a departure point to an arrival point.

Flight Complement	The number and types of crew required to operate a flight.
Flight Display Panels	Displays real-time flight information for flights. It enables airline operations personnel to monitor flight operations in real-time and to respond quickly to operational irregularities by making necessary adjustments to aircraft and crew.
Flight Information Window (FIW)	A popup form giving users access to all information related to a specific flight. Users can also edit select flight information via this form.
Flight instance	A specific flight on a specific date. This term is used for flights that are recurred through a specified period.
Flight Log	*Also called Voyage Report.* Flight logs are the official records of a flight. Details on flight times, crew times and fuel logs are included.
Flight sequence	A series of flights in a chronological flow for one equipment type or an aircraft/tail.
Flight Status	Current state of the flight. Typically categorized as boarding, departed, on time, arrived, delayed, diverted, etc.
Gantt	A Gantt chart, commonly used in project management shows you what must be done in terms of activities, tasks and events and when in terms of scheduled dates and time.
Gate	The location at the airport where passengers embark and disembark.
GMT	*Greenwich Mean Time. Also called Zulu time.* The time at location at which the pairing or event is occurring converted to Greenwich Mean Time (GMT) value.
Irregular operations	*Also called IROP.* Any deviation from the original aircraft schedule is an irregular operation such as delays, diversions, air returns, ground returns, cancellations or deletions.
Join	A button in the Pop Up Menu used to join a flight to another cycle.
Join Onward Flights	A button in the Pop Up Menu used to join a flight, including all the following flights.
Local Time	The time at the location at which the pairing or event is occurring. If the location is the same or in the same time zone as the company base or headquarters location this time will be the same as the company value.
Maintenance	*Also called maintenance event.* A servicing event on an aircraft that is scheduled in advance. These events typically are scheduled for minutes, hours, days or weeks in duration.
Maintenance Coordinator	The maintenance coordinator understands all of the aircraft systems and has access to all of the maintenance manuals to find a solution to a problem of a technical nature with an aircraft.
MEL	*Minimum Equipment List.* A record of registered maintenance issues for an aircraft. The list determines if the aircraft is airworthy or not.
Move	A button in the Pop Up Menu used to move a flight from one cycle to another.
MVT	*Movement Message.* A message file containing changes or updates to flight times.

NOTAM	*Notices To Airmen.* Issued by the country's aviation authority to inform pilots of new or changed aeronautical facilities, services, procedures, or hazards, temporary or permanent.
OTP	*On Time Performance.* A measure of how well the airline is performing in terms of following the schedule of flights.
Onward flight	A field where users can link one flight to another to form a chronological sequence of flights. The onward flight may occur on the following day, but never before the flight's date.
Open Sector	*Also called unpaired flight.* A flight that has not been assigned to a pairing.
Passenger	*Also called pax.* A customer of the airline assigned a seat on the aircraft. Infants may not be assigned a seat.
Pop Up Menu	An intuitive menu that enables users to conveniently move, join, swap and drop flights in the Allocation Gantt by dragging a flight puck and holding the mouse on left-click.
Port	An airport or station.
Puck	The graphical representation of a flight or pairing in a Gantt chart.
Recurrent flight	A flight that operates the same flight number, route and timings on more than one day.
Replace	A button in the Pop Up Menu used to replace a flight with a target flight and drops the target flight into a new cycle.
Replace Onward Flights	A button in the Pop Up Menu used to replace a flight with a target flight and drops the target flight into a new cycle, including all the following flights on both cycles.
Rego	*Also called Registration or Tail Number.* Rego is the term for registration in Australia and New Zealand. Registration is the unique alphanumeric code given to differentiate each individual aircraft from all others worldwide.
Route	A course between two ports, for example BNE-SYD.
Schedule	A timetable of flights.
Slot	A scheduled time when an aircraft can take off and land at a busy airport.
Split Cycles	A button in the Pop Up Menu used to split a cycle into two, starting from the selected flight.
SSIM	*Standard Schedule Information Manual.* A message file that contains a flight schedule for several months. This is commonly used to send a seasonal schedule from one system to another.
Swap	A button in the Pop Up Menu used to swap a flight with a target flight.
Swap Onward Flights	A button in the Pop Up Menu used to swap a flight with a target flight, including all the following flights on both cycles.
Terminal	The airport building in which the aircraft will arrive at or depart from.
Turnaround	*Also called Actual Turnaround, Scheduled Turnaround, Turnaround Time.* Amount of time between the arrival of a flight and its departure from a port. This is also the time taken to unload passengers,

	baggage, cargo, etc. upon arrival and to board passengers and load baggage, cargo, etc. before departure.
Violation Behavior	This determines what can be done to a violation once it is flagged. This works in conjunction with violation severity. • **Inviolate** - does not allow the assignment to push through no matter what • **Override** - if the user has the appropriate security rights, he can override the violation • **Override Disrupt** - if the user has the appropriate security rights, he can override the violation only if the flight is in disrupt • **Track** - the user can proceed with the roster changes but the violation is retained for tracking purposes. The violation will not have a pop up, but will be visible in the Violation Panel. • **Ignore** - the violations are retained in the Violation Panel
Violation Override	This determines how a violation should be overridden • **Management** - the credentials of a management-level user must supply his credentials when overriding the violation • **Supervisor** - a supervisor must supply his credentials when overriding the violation • **Extension** - a user with override rights must supply his credentials when overriding the violation which consequentially allows an extension to the flight hours, duty hours and/or flight duty period • **Discretion** - signifies that the violation will be overridden based on the captain's discretion
Violation Severity	This determines how a violation is presented • **Critical** - the violation must be addressed. Otherwise, the crew is illegal to fly • **Ignorable** - the violation can be addressed later and will not prevent the crew from reporting for a duty • **Informational** - the rule breach is for informational purposes only • **Passed** - the rule is not breached and nothing has to be done

Notes