

# Reporting Malfunctions & Manual Reporting



## 7.0 Reporting Malfunctions & Manual Reporting

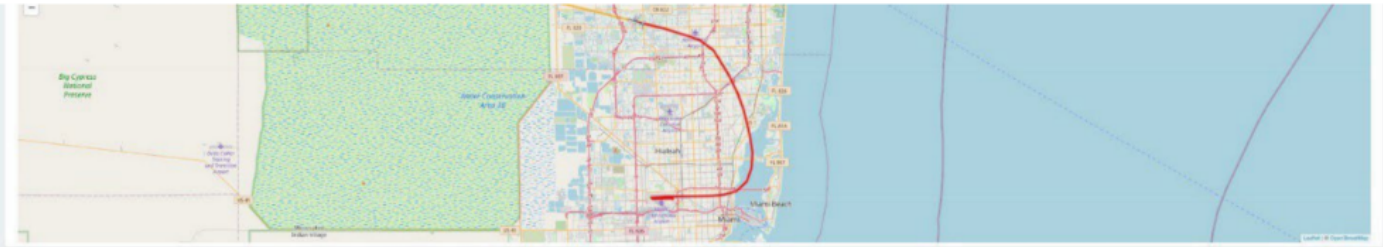
### 7.1 Guideline

We understand that malfunctions occur from time to time, so we have established new guidelines for manual reports to be filed. **This procedure MUST be followed, or the manual pilot report will be automatically rejected.**

**YOU MUST PROVIDE DOCUMENTED EVIDENCE THAT YOU FLEW YOUR FLIGHT FOLLOWING OUR PUBLISHED TIMETABLE FROM A RELIABLE SOURCE FOR YOUR PIREP TO BE APPROVED. IF THE EVIDENCE YOU PROVIDE CAN BE EASILY MANIPULATED, YOU WILL NOT BE ABLE TO USE THAT SOURCE AS PROOF. RELIABLE SOURCES ARE AS FOLLOWS:**

- For all ACARS systems (including VOLANTA & STKP) you can send a screenshot of the FLIGHT RECAP, or a screenshot of SmartCARS3, vmsACARS FLIGHT LOG
- A screenshot of your ongoing flight taken from the "**Flight Details Page**" within the CrewCenter. You can easily obtain it by clicking on your Flight Number below the Map or by selecting your flight on the Map and then clicking on the Flight Number that will appear.

Refer to the example on the next page for what a valid screenshot looks like:



Flight Following AAL277 (A)

Flight	AAL277 (A)	IRC	Chal Morris
Departure	IAH	Arrival	HOU
Registration	N702AM	Route	IAHCTE HINDC DCT CHRR DCT DDLK USR LVA DCT H-81 DCT LVA DCT W-88S DCT WPM DCT KTHC DCT WVA DCT HZTH DCT BAMA DCT KBBU DCT WABQ DCT CHLY DCT HBR DCT GABL H-19M1
Current Alt	11572 FT	GS	323 KT
Last IFR	2025-08-22 05:00:26	Status	Climbing
Distance	2027 NM	Time Left	6:17

ACARS Data AAL277 (A)

Msg	Flight	Time	ALT	GS	Latitude	Longitude
AAL277	AAL277 (A)	2025-08-22 05:00:26	11572	323	29.01502865412	-95.020501740718
AAL277	AAL277 (A)	2025-08-22 05:00:11	10889	305	28.928688277121	-95.028722129428
AAL277	AAL277 (A)	2025-08-22 05:00:04	10032	287	28.824442428718	-95.074633889428
AAL277	AAL277 (A)	2025-08-22 05:00:01	9729	287	22.38886212882	-95.02710284955
AAL277	AAL277 (A)	2025-08-22 05:00:26	9036	289	25.99222236814	-95.08040102879
AAL277	AAL277 (A)	2025-08-22 05:00:11	8723	287	25.282184241871	-95.07487312847
AAL277	AAL277 (A)	2025-08-22 05:00:04	8008	287	25.940588882062	-95.022277819178
AAL277	AAL277 (A)	2025-08-22 05:00:01	7700	288	25.946248254708	-95.191218220774

Please use the guidelines posted above when your reporting system fails. You must meet the above-referenced requirements and submit it to your Hub Manager via email (or Discord channel) for the manual report to be approved.

Revision #5

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