

Reporting Malfunctions & Manual Reporting



7.0 Reporting Malfunctions & Manual Reporting

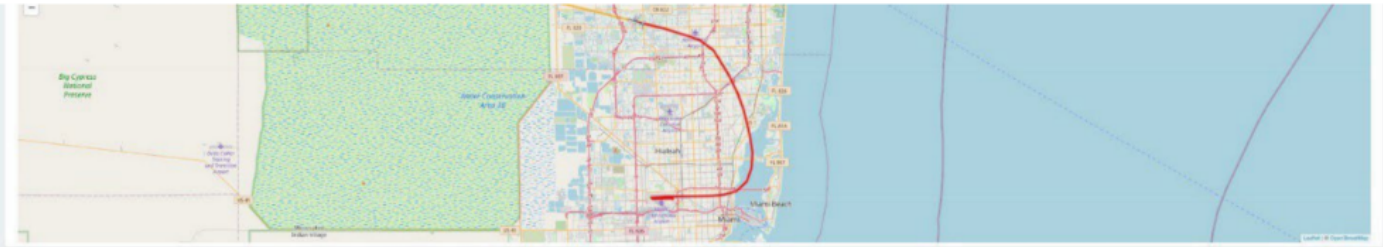
7.1 Guideline

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-688 DCT WPM DCT KTHC DCT WVA DCT HCTY DCT BAMA DCT KBBU DCT WABQ DCT CHLY DCT HBR DCT GABL H-1961
Current Alt	11572 FT	GS	323 KT
Last IFR	2025-08-22 05:05:26	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 05:05:05	11572	322	29.01552845412	-95.020501740718
AAL277	AAL277 (A)	2025-08-22 05:05:11	11888	305	29.020668077121	-95.020722129408
AAL277	AAL277 (A)	2025-08-22 05:05:04	11032	287	29.024402428718	-95.017403388428
AAL277	AAL277 (A)	2025-08-22 05:05:01	9729	287	29.02886121982	-95.02170224955
AAL277	AAL277 (A)	2025-08-22 05:05:08	9036	289	29.0322236814	-95.02040102879
AAL277	AAL277 (A)	2025-08-22 05:05:11	8723	287	29.032184241871	-95.017487312847
AAL277	AAL277 (A)	2025-08-22 05:05:06	8008	287	29.040588892062	-95.022277819178
AAL277	AAL277 (A)	2025-08-22 05:05:01	7700	288	29.042482547308	-95.019181822074

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

Created 2025-08-22 02:51:44 UTC by Randy Kaster

Updated 2025-11-23 03:18:38 UTC by Randy Kaster